Advanced Configuration

This chapter describes advanced configuration procedures for modifying application parameters after the initial installation and configuration process described in the section "Configuring System Components" on page 57. That earlier chapter includes commands not described in this chapter.

The advanced configuration procedures include:

Configuring System Engine Parameters

Use this procedure to configure parameters that are used across all systems and subsystems in Cisco Unity Express. This set of parameters affects the underlying software programs, or engine, that comprise Cisco Unity Express.

For Release 1.1.2, the only parameter available is **maxsteps**

value when the script executes, the system stops the script. When this happens, the caller hears a system message that the system is not available.

Note *Cisco Unity Express Script Editor Guide*

Prerequisites

The following information is required to configure system engine parameters.

- Maximum number of script steps that can execute.

SUMMARY STEPS

1. **config t**
2. **ccn engine**
3. **default** *parameter*
4. *steps-limit*
5.
6.
7. **show ccn engine**
8. **copy running-config startup-config**

DETAILED STEPS

	Command or Action	Purpose
Step 1	**config t** **Example:** `se-10-0-0-0# config t`	
	engine `se-10-0-0-0(config)# ccn engine`	Enters Cisco Communication Network (CCN) engine configuration mode.

default *parameter* default maxsteps	(Optional) Sets the parameter to the system default value. The default value for maxsteps is 1000.
maxsteps *steps-limit*	
copy running-config startup-config copy running-config startup-config	

Examples

show ccn engine

```
Maximum number of Tasks:                0
Maximum number of Steps:                200
se-10-0-0-0#
```

Configuring Application Parameters

parameters for your custom auto-attendant application script.

Prerequisites

- Application name.
- Script name for the application.
- Maxsessions value. See "Sharing Ports Among Applications and Triggers" on page 60 for guidelines on assigning this value.
- Name and value for each parameter that the script requires. These may vary, depending on the script that you have created.

Note For more information about creating scripts, refer to the .

SUMMARY STEPS

1.
2. *full-name*

   parameter

   description " "

   maxsessions *number*

   no *parameter*

   parameter *name* **"***value***"**

   [ ]
9. **enabled**
10.
11.
12.
13.
14.

full-name	
parameter	—Uses the name of the application. —Enables the application. —Uses the number of ports on your Cisco Unity Express module. See "Software Licenses and Factory-Set Limits" on page 13 for the maximum number of ports. —No effect. —Uses the script's default value.
description "*text***"** description "my application"	
number se-10-0-0-0(config-application)# maxsessions 8	
  se-10-0-0-0(config-application)# no description	
*value***"** parameter MaxRetry "5" se-10-0-0-0(config-application)# parameter WelcomePrompt "Welcome.wav"	

description	quotes. If no description is provided, the system uses the value for the description.
enabled	
end	
exit	
show ccn scripts show ccn scripts	
se-10-0-0-0# show ccn application	
se-10-0-0-0# copy running-config startup-config	

```
se-10-0-0-0#

Name:                                    myscript.aef
Description:                             My New Script
se-10-0-0-0#
```

```
se-10-0-0-0#

Name:                                    myscript
Description:                             my application
Script:                                  myscript.aef
ID number:                               2
Enabled:                                 yes
```

Configuring Multiple Triggers for an Application

Your network may require additional triggers for one or more Cisco Unity Express applications. For example, customers may be able to dial more than one telephone number to contact your company. These telephone numbers would activate the auto-attendant application.

Use this procedure to configure the additional triggers. Each trigger must match a JTAPI route point. If you configure a trigger on Cisco Unity Express, verify that the route point exists in Cisco CallManager.

Cisco Unity Express supports a maximum of 8 triggers for all applications combined. This applies to both the NM and the AIM.

Port Sharing Among Multiple Triggers

Prerequisites

-
-
-
-

SUMMARY STEPS

1.
2. { | **jtapi**}
   string
   parameter
   time
   language
   number

parameter

jtapi phonenumber ccn trigger jtapi phonenumber 50160	
string se-10-0-0-0(config-trigger)# application myapplication	
parameter se-10-0-0-0(config-trigger)# default idletimeout se-10-0-0-0(config-trigger)# default maxsessions	
time se-10-0-0-0(config-trigger)# idletimeout 500	

language `se-10-0-0-0(config-trigger)# locale en_US`	
`se-10-0-0-0(config-trigger)# maxsessions 3`	
`se-10-0-0-0(config-trigger)# no maxsessions` `se-10-0-0-0(config-trigger)# no maxsessions`	
`se-10-0-0-0(config-trigger)#`	
`se-10-0-0-0(config-trigger)# end`	
`se-10-0-0-0(config)# exit`	
`se-10-0-0-0#`	
`se-10-0-0-0# copy running-config startup-config`	

```
se-10-0-0-0#
se-10-0-0-0(config)# ccn trigger sip phonenumber 50150
                             application voicemail
                             idletimeout 500
                             maxsessions 4
                             enabled
                             end

                     ccn trigger jtapi phonenumber 50160
                             application voicemail
                             idletimeout 1000
                             maxsessions 8
                             enabled
                             end
                     exit
```

show ccn trigger

```
Application:                 voicemail
Locale:                      en_US
Idle Timeout:                500
Enabled:                     yes
Maximum number of sessions:  4

Name:                        50160
Type:                        JTAPI
Application:                 voicemail
Locale:                      en_US
Idle Timeout:                1000
Enabled:                     yes
Maximum number of sessions:  8
se-10-0-0-0#
```

Configuring the Hostname

SUMMARY STEPS

1.
2. *hostname*
3.
4.
5.

DETAILED STEPS

	Command or Action	Purpose
Step 1	**Example:**	
Step 2	*hostname*	

Examples

```
Hostname:      ca-west
Domain:        myoffice
DNS Server1:   10.100.10.130
DNS Server2:   10.5.0.0
ca-west#
```

Configuring the DNS Server

SUMMARY STEPS

1.
2.
3. **ip name-server**
4. **exit**
5. **show ip route**
6. **copy running-config startup-config**

DETAILED STEPS

	Command or Action	Purpose
Step 1	**Example:**	
Step 2	**Example:**	
Step 3	*ip_address ip-address ip-address ip-address* ip name-server 192.168.0.5 se-10-0-0-0(config)# ip name-server 192.168.0.5 192.168.0.10 192.168.0.12 192.168.0.20	
	se-10-0-0-0(config)# exit	
	se-10-0-0-0# show ip route	
	se-10-0-0-0# copy running-config startup-config	

```
se-10-0-0-0#
se-10-0-0-0(config)#
se-10-0-0-0(config)# ip name-server 10.100.10.130 10.5.0.0
                     exit
```

```
             show ip route

           DEST            GATE            MASK IFACE
      10.100.6.9         0.0.0.0   255.255.255.0 eth1
      172.16.0.0         0.0.0.0       255.0.0.0 lo
        0.0.0.0       10.100.6.9         0.0.0.0 eth1
se-10-0-0-0#
```

You can configure Network Time Protocol (NTP) servers using the GUI options, the CLI commands, or during the software post-installation process. Cisco Unity Express accepts a maximum of three NTP servers. Use this procedure to add or delete NTP servers.

Adding NTP Servers

-
-

SUMMARY STEPS

1.
2.
3.
4.
5.
6.

DETAILED STEPS

	Command or Action	Purpose
Step 1	Example:	
Step 2	Example:	

exit	
show ntp status	
show ntp configuration	
copy running-config startup-config	

Examples

```
        ntp server 10.100.6.9
        exit


show ntp status
```

```
config t
        ntp server NTP.mine.com
        exit

config t
        ntp server NTP.mine.com
        exit


show ntp status
```

Removing an NTP Server

-
-

SUMMARY STEPS

1.
2.
3.
4.
5.
6.

DETAILED STEPS

	Command or Action	Purpose
Step 1	`config t` **Example:**	
Step 2	`no ntp server` **Example:**	

	Command or Action	Purpose
Step 3	Example:	
Step 4	Example:	
Step 5	Example:	
Step 6	Example:	

Displaying NTP Server Information

-
-
-

Configuring an External Syslog Server

display the messages; viewing the messages is not available from the GUI.

The activities are categorized into four different levels of severity with regard to their impact on the system's functioning:

Information—The message describes normal system activity, including debug, information, and notice messages.

Warning—The message is an alert that a non-normal activity is occurring. The Cisco Unity Express system continues to function.

Error—The message indicates that a system error has occurred. The Cisco Unity Express system may or may not have stopped functioning.

Fatal—The message describes a critical, alert, or emergency situation with the system. The Cisco Unity Express system has stopped functioning.

These messages are collected and directed to three possible destinations:

Messages.log file—This option is the default. The file contains all system messages and resides on the Cisco Unity Express module hard disk in /var/log/messages.log. You can print the messages, view them on the console, or copy them to a server to review for troubleshooting and error reporting.

Console—Display the messages.log file using the **show log name messages.log** command. View the system messages as they occur with the command.

External system log (syslog) server—Cisco Unity Express copies the messages to another server and collects them in a file on that server's hard disk. The syslog daemon configuration on the external server determines which directory will save the messages log.

The external server must be configured to listen for UDP on port 514 from the IP address of the Cisco Unity Express module.

You need the hostname or IP address of the designated log server.

{*IP-address hostname*

`se-10-0-0-0# config t`	
IP-address hostname	

```
clock timezone America/Los_Angeles

hostname se-10-0-0-0

ip domain-name localdomain

ntp server 10.100.60.1
.
.
.
log server address 10.100.10.210

voicemail default mailboxsize 3000
voicemail capacity time 6000

end
```

Configuring the Clock Time Zone

SUMMARY STEPS

1.
2. **clock timezone** *timezone*

clock timezone *timezone*	**<Enter>**

```
              4) Arctic Ocean 7) Australia    10) Pacific Ocean
2) Americas     5) Asia 8) Europe
3) Antarctica     6) Atlantic Ocean 9) Indian Ocean
#? 2



 2) Antigua & Barbuda   19) El Salvador      36) Peru
 3) Argentina           20) French Guiana    37) Puerto Rico
 4) Aruba               21) Greenland        38) St Kitts & Nevis
 5) Bahamas             22) Grenada          39) St Lucia
 6) Barbados            23) Guadeloupe       40) St Pierre & Miquelon
 7) Belize              24) Guatemala             41) St Vincent
 8) Bolivia              25) Guyana                42) Suriname
 9) Brazil              26) Haiti                 43) Trinidad & Tobago
10) Canada              27) Honduras              44) Turks & Caicos Is
11) Cayman Islands       28) Jamaica               45) United States
12) Chile                29) Martinique            46) Uruguay
13) Colombia             30) Mexico                47) Venezuela
14) Costa Rica           31) Montserrat            48) Virgin Islands (UK)
15) Cuba                 32) Netherlands Antilles  49) Virgin Islands (US)
16) Dominica             33) Nicaragua
17) Dominican Republi    34) Panama
#?

Please select one of the following time zone regions.
 1) Eastern Time
 2) Eastern Time - Michigan - most locations
 3) Eastern Time - Kentucky - Louisville area
 4) Eastern Time - Kentucky - Wayne County
 5) Eastern Standard Time - Indiana - most locations
 6) Eastern Standard Time - Indiana - Crawford County
 7) Eastern Standard Time - Indiana - Starke County
 8) Eastern Standard Time - Indiana - Switzerland County
 9) Central Time
10) Central Time - Michigan - Wisconsin border
11) Central Time - North Dakota - Oliver County
12) Mountain Time
13) Mountain Time - south Idaho & east Oregon
14) Mountain Time - Navajo
15) Mountain Standard Time - Arizona
16) Pacific Time
17) Alaska Time
18) Alaska Time - Alaska panhandle
19) Alaska Time - Alaska panhandle neck
20) Alaska Time - west Alaska
21) Aleutian Islands
22) Hawaii
#?

The following information has been given:

    United States
    Pacific Time

Therefore TZ='America/Los_Angeles' will be used.
Is the above information OK?
1) Yes
2) No
#?
```

```
se-10-0-0-0#

19:20:33.724 PST Wed Feb 4 2004
time zone:                              America/Los_Angeles
clock state:                            unsync
delta from reference (microsec):        0
estimated error (microsec):             175431
time resolution (microsec):             1
clock interrupt period (microsec):      10000
time of day (sec):                      732424833
time of day (microsec):                 760817
```