



Changing the Number of Voice Messaging Ports

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Introduction

To change the number of voice messaging ports in Cisco Unified Communications Manager and in Cisco Unity Connection for an existing integration, use Cisco Voice Mail Port Wizard.

See the following:

- To add voice mail ports in Cisco Unified CM Administration through the Cisco Voice Mail Port Wizard, see the [Adding Voice Messaging Ports](#) procedure in the chapter for the applicable version of Cisco Unified CM.
- To remove voice mail ports in Cisco Unified CM Administration through the Cisco Voice Mail Port Wizard, see the Help on Cisco Unified CM Administration.

Adding Voice Messaging Ports

The following task list describes the process for Adding Voice Messaging Ports in Cisco Unity Connection Administration

Step 1 In Cisco Unity Connection Administration, expand **Telephony Integrations** and select **Port**.

Note The maximum number of voice messaging ports that can be added in Unity Connection depends on the OVA template of the virtual machine.

Step 2 On the Search Ports page, under Port Search Results, select **Add New**.

Step 3 On the New Port page, enter the applicable settings and select **Save**.

Make sure that there are an appropriate number of ports set to answer calls and an appropriate number of ports set to dial out. Otherwise, the integration does not function correctly. For details, see to the "[Planning the Voice Messaging Ports](#)" chapter.

Step 4 If you are not using Cisco Unified CM authentication and encryption, skip to [Step 10](#).

If you are using Cisco Unified CM authentication and encryption, in Cisco Unity Connection Administration, expand **Telephony Integrations > Security**, and then select **Root Certificate**.

Confirm that you have set up the TFTP server on the Edit Servers page for the port group to which voice messaging ports belong. Otherwise, the integration does not function correctly with Cisco Unified CM authentication and encryption.

Step 5 On the View Root Certificate page, **Right-select to Save the Certificate as a File** link, and select **Save Target As**.

Step 6 In the Save As dialog box, browse to the location where you want to save the Unity Connection root certificate as a file.

Step 7 For Cisco Unified CM 5.x and later, in the File Name field, confirm that the extension is .pem (rather than .htm), and select **Save**.

Step 8 In the Download Complete dialog box, select **Close**.

Step 9 Upload the Unity Connection root certificate to all Cisco Unified CM servers in this Cisco Unified CM phone system integration by doing the following substeps.

Caution The Unity Connection system clock must be synchronized with the Cisco Unified CM system clock for Cisco Unified CM authentication to function immediately. Otherwise, Cisco Unified CM does not let the Cisco Unity Connection voice messaging ports register until the Cisco Unified CM system clock has passed the time stamp in the Unity Connection device certificates.

- a) On the Cisco Unified CM server, sign in to Cisco Unified Operating System Administration.
- b) In Cisco Unified Operating System Administration, on the Security menu, select **Certificate Management**.
- c) On the Certificate List page, select **Upload Certificate**.
- d) On the Upload Certificate page, in the Certificate Name drop-down box, select **CallManager-trust**.
- e) In the Root Certificate field, enter **Cisco Unity Connection Root Certificate**.
- f) To the right of the Upload File field, select **Browse**.
- g) In the Choose File dialog box, browse to the Cisco Unity Connection root certificate that you saved in [Step 7](#).
- h) Follow the on-screen instructions.
- i) Repeat [Step 9a](#). through [Step 9h](#). on all remaining Cisco Unified CM servers in the Cisco Unified CM cluster.
- j) In Cisco Unity Connection Administration, in the Related Links drop-down list, select **Check Telephony Configuration** and select **Go** to confirm the Unity Connection to the Cisco Unified CM servers.

If the test is not successful, the Task Results list displays one or more messages with troubleshooting steps. After correcting the problems, test the Unity Connection again.

k) In the Task Results window, select **Close**.

Step 10 Sign out of Cisco Unity Connection Administration.

Deleting Voice Messaging Ports

Step 1 In Cisco Unity Connection Administration, expand **Telephony Integrations > and select > Port**.

Step 2 In the Search Port page, under Port Search Results, check the check boxes next to the voice messaging ports that you want to delete.

Step 3 Select **Delete Selected**.

Step 4 For the remaining voice messaging ports in the port group, change the settings as necessary so that there are an appropriate number of voice messaging ports set to answer calls and an appropriate number of voice messaging ports set to dial out.

Step 5 In Cisco Unity Connection Administration, in the Related Links drop-down list, select **Check Telephony Configuration** and select **Go** to confirm the phone system integration settings.

If the test is not successful, the Task Execution Results displays one or more messages with troubleshooting steps. After correcting the problems, test the Unity Connection again.

Step 6 In the Task Execution Results window, select **Close** and sign out of Cisco Unity Connection Administration.
