



# Configuring the IVR Document Handling Parameters

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Use the IVR document handling configuration CLI commands to configure Cisco Unity Express IVR document handling performed under EXEC mode.

This chapter describes how to configure the Cisco Unity Express IVR document handling parameters. The following sections describe the procedures for copying documents to and from the Cisco Unity Express system and deleting documents using the IVR CLI feature:

- [Copying a Document from a URL Location to the Cisco Unity Express IVR System, page 24](#)
- [Copying a Document from the Cisco Unity Express IVR System to a URL Location, page 26](#)
- [Deleting an Existing IVR Document, page 27](#)

The Cisco Unity Express IVR document handling feature supports the uploading of various types of documents for use in e-mails and e-mail attachments, or for sending faxes (see the “[Configuring the IVR Fax Subsystem](#)” section on page 29). It also supports copying documents to and from a URL, deleting existing documents, and the use of documents in HTTP-based responses from within an application triggered by an HTTP request.

Tagged Image File Format (TIFF) images and generic documents are supported. You can use TIFF images that conform to Profile-F as defined in RFC 2306 for transmitting faxes or sending e-mail attachments. Generic documents can include:

- Image files with file extensions such as .jpg, .bmp, and .gif
- Document files such as .ps and .pdf
- Additional images with many other file extensions

Templates are special text documents designed to send notifications to callers using text substitution for keywords to create dynamic content for both e-mails and faxes.

The Cisco Unity Express IVR CLI also allows you to dynamically download a document or a template from an HTTP/FTP server. The downloaded document is stored temporarily while an application script executes. Use this to create content for e-mail or fax caller notifications within an executing script (see the [Cisco Unity Express 3.0 Guide to Writing and Editing Scripts](#)). You can modify template keywords for different text substitution.

# Copying a Document from a URL Location to the Cisco Unity Express IVR System

Use the **ccn copy url** command to copy a document from a specified URL to the Cisco Unity Express IVR system.

The following shows the full syntax of the **ccn copy url** command in Cisco Unity Express IVR EXEC mode:

```
ccn copy url url document {tiff | template | generic} docname [language xx_YY] [username
userid [password password]]
```

If the document type is **tiff**, the document to be copied must have a .tif or a .tiff file extension. The document is checked to ensure it is a properly formatted TIFF image.



## Note

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No file extension validation checks are performed for the generic and template document types.

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If you specify a language within the command, the document is copied into the specified language storage location. If you do not specify the language or if not available, the document is copied into the system default language storage location. If a username and a password are required to access the URL (typical of an FTP URL), you can specify the username and password within the command syntax.

If a document of the specified type and having the specified name already exists in the system, you are prompted for permission to overwrite the existing document.

If the command fails to complete, an error message appears, indicating one of the following:

- Authentication failed
- Document type is tiff, but the file extension in the URL is not .tif or .tiff
- File is not a properly formatted tiff image.
- File specified in the URL does not exist
- File size exceeds the maximum size for the specified document type
- Hostname or IP address specified in the URL cannot be contacted or is not reachable
- Maximum number of documents of the specified type has reached its limit
- Problem exists related to network connectivity
- URL specifies a hostname but the DNS server is not yet configured



## Tip

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If the TIFF file does not appear properly formatted, you can use other methods to create a valid TIFF image. The following [TIFF Conversion Method](#) has been proven successful in creating a TIFF file that is properly formatted.

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### TIFF Conversion Method

1. Navigate to <http://www.cs.wisc.edu/~ghost/>.
2. Download and install Ghostscript and GSview.
3. If converting a:
  - a. Generic TIFF image file, open the file using a Windows editing application, such as Wordpad or Notepad, and convert it into a .prn PostScript file using the *Print to file* feature.
  - b. Web page or other Windows application, convert it into a .prn PostScript file using the *Print to file* feature.

- c. PDF file, go to directly to step 4.



**Note** Whenever possible, it is recommended that a PDF file be converted to a TIFF file. Conversion of a PDF file to a TIFF file results in a better quality image than converting a .prn file to a TIFF file.

4. Open the PDF or .prn file using GSview.  
5. Use the **file > convert** feature of GSview and select *tiffg3*.

## SUMMARY STEPS

1. **ccn copy url** *url* **document** {**tiff** | **template** | **generic**} *docname* [**language** *xx\_YY*] [**username** *userid*] [**password** *password*]
2. **show ccn document**

## DETAILED STEPS

	Command or Action	Purpose
Step 1	<pre>ccn copy url url document {tiff   template   generic} docname [language xx_YY] [username userid] [password password]</pre> <p><b>Example:</b> se-10-0-0-0# ccn copy url http://www.mywebsite.org/document.txt document template document.txt language en_US username james password psswd</p>	Specifies the URL, document type, document name, language, and authentication username and password (if required).
Step 2	<pre>show ccn document {tiff   template   generic   all} [language xx_YY]</pre> <p><b>Example:</b> se-10-0-0-0# show ccn document all</p>	Displays copy document type configuration parameters. <ul style="list-style-type: none"> <li>• Documents of the specified type are visible. If you selected the <b>all</b> command option as the document type, all the documents are visible.</li> <li>• Use the <b>language</b> command option to narrow the show selection to only include documents in the specific language. If omitted, all document files are visible.</li> </ul>

## Examples

The following example displays the output of the **show ccn document** command.

```
se-10-0-0-0# show ccn document template language en_US
```

Name: document.txt

Language: en\_US

Last Modified Date: Thu Dec 08 15:18:22 EST 2006

Length in Bytes: 1200

# Copying a Document from the Cisco Unity Express IVR System to a URL Location

Use the **ccn copy document** command to copy a document from the system to a specified URL.

The following shows the full syntax of the **ccn copy document** command in Cisco Unity Express IVR EXEC mode:

```
ccn copy document {tiff | template | generic} docname url url [language xx_YY] [username userid [password password]
```

If you specify a language in the command, the document written in the specified language is copied. If you do not specify the language or if not available, the document written in the default language is copied. If a username and a password are required to access the URL, you can specify the username and password within the command syntax.

If a document of the specified type and having the specified name already exists in the URL, you are prompted for permission to overwrite the existing document.

If the command fails to complete, one of the following error conditions probably exists, causing generation of a corresponding error message:

- Document specified by document name (*docname*) does not exist for the specified or default language
- Specified URL does not exist or cannot be contacted
- Authentication failed

## SUMMARY STEPS

1. **ccn copy document** {**tiff** | **template** | **generic**} *docname* **url** *url* [**language** *xx\_YY*] [**username** *userid* [**password** *password*]
2. **show ccn document**

## DETAILED STEPS

	Command or Action	Purpose
Step 1	<pre>ccn copy document {tiff   template   generic} docname url url [language xx_YY] [username userid [password password]</pre> <p><b>Example:</b>  se-10-0-0-0# ccn copy document template document.txt  url http://www.mywebsite.org/document.txt language  en_US username james password psswd</p>	Specifies the document type, document name, URL, language, plus authentication username and password (if required).
Step 2	<pre>show ccn document {tiff   template   generic   all} [language xx_YY]</pre> <p><b>Example:</b>  se-10-0-0-0# show ccn document all</p>	Displays copy document type configuration parameters. <ul style="list-style-type: none"> <li>Documents of the specified type are visible. If you selected the <b>all</b> command option as the document type, all the documents are visible.</li> <li>Use the <b>language</b> command option to narrow the show selection to only include documents in the specific language. If omitted, all document files are visible.</li> </ul>

## Examples

The following example displays the output of the **show ccn document** command with the language specified as US English.

```
se-10-0-0-0# show ccn document template language en_US
```

```
Name:                document.txt
Language:            en_US
Last Modified Date:  Thu Dec 08 15:18:22 EST 2005
Length in Bytes:    1200
```

## Deleting an Existing IVR Document

Use the **ccn delete document** command to delete an existing IVR document from the system.

The following shows the full syntax of the **ccn delete document** command in Cisco Unity Express IVR EXEC mode:

```
ccn delete document {tiff | template | generic} docname [language xx_YY]
```

You can specify the language option in the command syntax to further identify the document to be deleted. If you do not specify the language, the document written in the default language is deleted. A deletion confirmation message asks for permission to delete the document.

If a document of the specified type and having the specified name does not exist, an error message is generated and the deletion operation aborts.

## SUMMARY STEPS

1. **ccn delete document {tiff | template | generic} docname [language xx\_YY]**

## 2. show ccn document

### DETAILED STEPS

	Command or Action	Purpose
Step 1	<pre>ccn delete document {tiff   template   generic} docname [language xx_YY]  se-10-0-0-0# ccn delete document.txt template document.txt language en_US</pre>	Specifies the document to be deleted identified by document type, document name, and language.
Step 2	<pre>show ccn document {tiff   template   generic   all} [language xx_YY]  <b>Example:</b> se-10-0-0-0# show ccn document all</pre>	Displays the document types. <ul style="list-style-type: none"> <li>After the document is deleted, use the <b>show</b> command output to confirm that the specified document was deleted.</li> </ul>

### Examples

The following example displays the output of the **show ccn document** command with the language specified as US English.

```
se-10-0-0-0# show ccn document template language en_US
```

```
Name:                document.txt
Language:            en_US
Last Modified Date:  Thu Dec 08 15:18:22 EST 2005
Length in Bytes:    1200
```