

Cisco Unity Connection Configuration Report

Sample Report UNITY CONNECTION V12

As-Built Documentation for project

October 21, 2019



Document Information

Version Status

Release Number	Date	Reason for Version
1.0	October 21, 2019	Release

Client Information

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1 Report Information

This report contains configuration settings for the Cisco Unity Connection server.

1.1 Report Generation

This configuration report for the Cisco Unity Connection cluster has the following details:

Report Info	
Report Date	21/10/2019 12:35:08 PM
Report generated for	Sample Report UNITY CONNECTION 12.5
Description	As-Built Documentation for project
Server Info	
CUC version	12.5.0.305
CUC IP	10.5.1.121
Report Settings	
Report Type	Direct Report
Visual Style	Blu Dark.css
Report Content	All objects
Template HTML	CUCreportTemplate.htm
Template Word	Bars_Phones_Green_Blue.doc
Report Tool Info	
Report Tool Version	12.0.19 / 19 Oct 2019
Report Tool License	Licensed [Prof all]

2 Users

In Cisco Unity Connection there are two types of users:

- **Subscribers (Users With Voice Mailboxes)**
For users who will need to send and receive voice messages, and who may be able to use other Connection features such as Personal Call Transfer Rules and the Cisco Unity Inbox.
- **Administrative Users (Users Without Voice Mailboxes)**
For users who do not need to send or receive voice messages, but need to be given access to administer the system. A user account that is set up without a voice mailbox does not have a phone extension and is not counted as a licensed user. Users without voice mailboxes typically require only administrative access to Connection. These users can have any of six predefined administrator roles assigned to them. Roles specify which tasks administrators can do in Cisco Unity Connection Administration.

This section contains the following Unity Connection objects:

- Subscribers
- Administrative Users

2.1 Subscribers (Condensed)

Subscribers are Unity Connection users with voice mailboxes who will need to send and receive voice messages, and who may be able to use other Connection features such as Personal Call Transfer Rules and the Cisco Unity Inbox.

If the detailed Subscriber information is present, clicking on the Aliasname will navigate to the detailed subscriber part. Use the browser back button to navigate back to the overview.

Subscribers (Short format)																		
Alias	First Name	Last Name	Display	Extension	Department	Manager	Billing ID	Class of Service	Self-enrollment	List in Directory	Skip Password	Address	Building	City	State	Country	Time Zone	Language
aberg	Alec	Berg	Alec Berg	+61290025003			88669	Voice Mail User COS	Y	Y	N	21 Big Street	The Palace	Grandville	California	US	System Default Time Zone	en-US
aps04	aps	04	aps 04	4004				Voice Mail User COS	Y	Y	N					US	System Default Time Zone	System Default Language
asterix	Asterix	TheGaulois	Asterix TheGaulois	5011				Voice Mail User COS	Y	Y	N					US	System Default Time Zone	System Default Language
bbreu	Beat	Breu	Beat Breu	+61290005005				Voice Mail User COS	Y	Y	N					US	System Default Time Zone	System Default Language
bwayne	Bruce	Wayne	Bruce Wayne	8022	Fictional		89554	Voice Mail User COS	Y	Y	N	Fruitbat Lane	The Cave	Gotham	TvLand	US	System Default Time Zone	System Default Language
bwillis	Bruce	Willis	Bruce	+442070877				NewVoicemailUse	Y	Y	N					US	System	System

Subscribers (Short format)																		
Alias	First Name	Last Name	Display	Extension	Department	Manager	Billing ID	Class of Service	Self-enrollment	List in Directory	Skip Password	Address	Building	City	State	Country	Time Zone	Language
	e		Willis	600				rCOS									m Default Time Zone	Default Language
ceastwood	Clint	Eastwood	Clint Eastwood	+61255780093				Voice Mail User COS	Y	Y	N					US	System Default Time Zone	System Default Language
operator			Operator	99990				System	Y	N	N						System Default Time Zone	System Default Language
undeliverablemessages mailbox			Undeliverable Messages	99999				System	Y	N	N						System Default Time Zone	System Default Language

2.2 Administrative Users

For users who do not need to send or receive voice messages, but need to be given access to administer the system. A user account that is set up without a voice mailbox does not have a phone extension and is not counted as a licensed user.

Users without voice mailboxes typically require only administrative access to Connection. These users can have any of six predefined administrator roles assigned to them. Roles specify which tasks administrators can do in Cisco Unity Connection Administration.

Administrative Users (Non Subscribers)			
Alias	Details		
admin	Basic Settings		
	Settings		
	Name		
	First Name		
	Last Name		
	Display Name	admin	
	SMTP Address	admin@cuc121	
	Initials		
	Title		
	Employee ID		
	Location		
	Address		
	Building		
	City		
	State		
	Postal Code		
	Country		
	Time Zone	System Default Time Zone	
	Language	System Default Language	
	Department		
	Manager		
	Billing ID		
	Corporate Email Address		
	Password Settings		
	Web Application	Web Applications Password Settings	
		Locked by Administrator	N
		User Cannot Change	N
		User Must Change at Next Sign-In	N
		Does Not Expire	N
		Authentication Rule	Recommended Web Application Authentication Rule
		Time Last Changed (UTC)	13/09/2019 6:54:16 PM
		Failed Sign-In Attempts	0
		Time of Last Failed Sign-In Attempt (UTC)	4/10/2019 10:12:18 AM
	Time Locked by Administrator		
	Time Locked Due to Failed Sign-In Attempts		
Roles			
Settings	Audit Administrator System Administrator		
UnityConnection	Basic Settings		
	Settings		
	Name		
	First Name	Cisco Unity Connection	
Last Name	Messaging System		
Display Name	Cisco Unity Connection Messaging System		

Administrative Users (Non Subscribers)

Alias	Details																																			
	<table border="1"> <tr> <td>SMTP Address</td> <td>unityconnection@cuc121</td> </tr> <tr> <td>Initials</td> <td></td> </tr> <tr> <td>Title</td> <td></td> </tr> <tr> <td>Employee ID</td> <td></td> </tr> <tr> <td colspan="2">Location</td> </tr> <tr> <td>Address</td> <td></td> </tr> <tr> <td>Building</td> <td></td> </tr> <tr> <td>City</td> <td></td> </tr> <tr> <td>State</td> <td></td> </tr> <tr> <td>Postal Code</td> <td></td> </tr> <tr> <td>Country</td> <td></td> </tr> <tr> <td>Time Zone</td> <td>System Default Time Zone</td> </tr> <tr> <td>Language</td> <td>System Default Language</td> </tr> <tr> <td>Department</td> <td></td> </tr> <tr> <td>Manager</td> <td></td> </tr> <tr> <td>Billing ID</td> <td></td> </tr> <tr> <td>Corporate Email Address</td> <td></td> </tr> </table>		SMTP Address	unityconnection@cuc121	Initials		Title		Employee ID		Location		Address		Building		City		State		Postal Code		Country		Time Zone	System Default Time Zone	Language	System Default Language	Department		Manager		Billing ID		Corporate Email Address	
	SMTP Address	unityconnection@cuc121																																		
	Initials																																			
	Title																																			
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	Time Zone	System Default Time Zone																																		
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		Locked by Administrator	N																																	
		User Cannot Change	N																																	
		User Must Change at Next Sign-In	Y																																	
		Does Not Expire	N																																	
		Authentication Rule	Recommended Web Application Authentication Rule																																	
		Time Last Changed (UTC)	13/09/2019 6:54:07 PM																																	
		Failed Sign-In Attempts	0																																	
		Time of Last Failed Sign-In Attempt (UTC)																																		
		Time Locked by Administrator																																		
		Time Locked Due to Failed Sign-In Attempts																																		
		Roles																																		
	Settings																																			
	Replication	Basic Settings																																		
		Settings	Name																																	
			First Name	Replication																																
Last Name			Agent																																	
Display Name			Replication Agent (cuc121)																																	
SMTP Address			replication@cuc121																																	
Initials																																				
Title																																				
Employee ID																																				
Location																																				
Address																																				
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Language			System Default Language																																	
Department																																				

Administrative Users (Non Subscribers)				
Alias	Details			
		Manager		
		Billing ID		
		Corporate Email Address		
	Password Settings			
	Web Application	Web Applications Password Settings		
		Locked by Administrator	N	
		User Cannot Change	N	
		User Must Change at Next Sign-In	Y	
		Does Not Expire	N	
		Authentication Rule	Recommended Web Application Authentication Rule	
		Time Last Changed (UTC)	13/09/2019 6:54:08 PM	
		Failed Sign-In Attempts	0	
		Time of Last Failed Sign-In Attempt (UTC)		
		Time Locked by Administrator		
	Time Locked Due to Failed Sign-In Attempts			
Roles				
Settings				
remote	Basic Settings			
	Settings	Name		
		First Name	remote	
		Last Name	ODBC Access	
		Display Name	remote ODBC Access	
		SMTP Address	remote@cuc121	
		Initials		
		Title		
		Employee ID		
		Location		
		Address		
		Building		
		City		
		State		
		Postal Code		
		Country		
		Time Zone	System Default Time Zone	
		Language	System Default Language	
		Department		
		Manager		
		Billing ID		
		Corporate Email Address		
		Password Settings		
		Web Application	Web Applications Password Settings	
			Locked by Administrator	N
			User Cannot Change	N
			User Must Change at Next Sign-In	N
	Does Not Expire		Y	
	Authentication Rule		Simple Authentication Rule	
	Time Last Changed (UTC)		15/10/2019 7:14:12 PM	
Failed Sign-In Attempts	0			
Time of Last Failed Sign-In Attempt (UTC)	16/10/2019 8:38:39 AM			

Administrative Users (Non Subscribers)																																																																													
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Settings	Remote Administrator System Administrator																						

3 Class of Service

This section describes the class of service (COS). COS defines limits and permissions for using Cisco Unity Connection features. This section contains the following sub chapters:

- Class of Service
- Class of Service Membership

3.1 Class of Service

In Cisco Unity Connection, some of the features that are available to users with voice mailboxes are controlled by class of service (COS), including features for which you need user licenses. You can update the settings in a COS to enable or disable features and functionality at any time. The changes that you make affect all COS members.

Because a COS defines limits and permissions for using Cisco Unity Connection, its settings should be appropriate for the group of users that you are adding. For example, a COS:

- Controls access to features, such as Text to Speech email or live reply.
- Controls how users interact with Connection. For example, a COS dictates the maximum length of user messages and greetings, whether users can choose to be listed in directory assistance, and whether users can send messages to a system distribution list.
- Specifies the restriction table used to control the phone numbers that users can use for message notification, call transfer, and other tasks.

Keep in mind that if you change the COS that is specified on a user template page, any user accounts that have already been created based on that template are not reassigned to the new COS. In contrast, when you modify the settings in a COS, the changes affect both new and existing members, so you can update COS settings before and after you create user accounts. You can also reassign a user to a different COS at any time.

Class of Service											
Name	Details										
NewVoicemailUserCOS	<table border="1"> <tr> <td colspan="2">Recorded Name</td> </tr> <tr> <td>Allow User to Record Name</td> <td>Y</td> </tr> <tr> <td>Maximum Length (secs)</td> <td>30</td> </tr> <tr> <td colspan="2">Directory Listing</td> </tr> <tr> <td>Allow Users to Choose to Be Listed in the Directory</td> <td>Y</td> </tr> </table>	Recorded Name		Allow User to Record Name	Y	Maximum Length (secs)	30	Directory Listing		Allow Users to Choose to Be Listed in the Directory	Y
Recorded Name											
Allow User to Record Name	Y										
Maximum Length (secs)	30										
Directory Listing											
Allow Users to Choose to Be Listed in the Directory	Y										

Class of Service			
Name	Details		
	Greetings		
	Maximum Length (secs)	90	
	Licensed Features		
	Allow Users to Access Voice Mail Using an IMAP Client and/or Single Inbox	Y	
	IMAP option	Allow IMAP Users to Access Message Bodies	
	Allow Users to Use the Web Inbox and RSS Feeds	N	
	Allow Access to Advanced Features	Y	
	Allow Access to Exchange Email by Using Text to Speech (TTS)	N	
	Allow Users to Use Voice Recognition	N	
	Allow Users to Access SpeechView Transcription Service	Y	
	SpeechView Transcription Service	Use Standard SpeechView Transcription Service	
	Secure Message Transcription (Speech View Standard/Pro)	Allow Transcriptions of Secure Messages	
	Enable Video		
	Allow Users to Playback and Record Video Greetings	Y	
	Allow Outside Callers	N	
	Features		
	Allow Users to Use Personal Call Transfer Rules	Y	
	Allow Users to Use the Messaging Assistant	Y	
	Allow Users to Use Unified Client to Access Voice Mail	N	
	Alternate Extensions		
	Allow Users to View Administrator-Defined Alternate Extensions	Y	
	Allow Users to Manage Their User-Defined Alternate Extensions	Y	
	Message Length		
	Maximum Length (secs)	300	
	Message Options		
	Allow Users to Send Messages to System Distribution Lists	Y	
	Delete Messages Without Saving to Deleted Items Folder	N	
	Users Can Reply to Messages from Other Users by Calling Them	N	
	Users Can Reply to Messages from Unidentified Callers by Calling Them	N	
	Require Secure Messaging	Private	
	Private Distribution Lists		
	Maximum Lists Per User (1-99)	25	
	Maximum Members Per List (1-999)	99	
	Call Transfer		
	Allow Users to Change Call Screening Options	N	
	Allow Users to Change Call Holding Options	N	
	Restriction Tables		
	Outcalling	User-Defined and Automatically-Added Alternate Extensions	
	Transfers	Default Transfer	
	Fax	Default Fax	
	System	Recorded Name	
		Allow User to Record Name	Y
		Maximum Length (secs)	30
		Directory Listing	
		Allow Users to Choose to Be Listed in the Directory	Y
		Greetings	
		Maximum Length (secs)	90
Licensed Features			

Class of Service			
Name	Details		
	Allow Users to Access Voice Mail Using an IMAP Client and/or Single Inbox	Y	
	IMAP option	Allow IMAP Users to Access Message Bodies Except on Private Messages	
	Allow Users to Use the Web Inbox and RSS Feeds	Y	
	Allow Access to Advanced Features	N	
	Allow Users to Access SpeechView Transcription Service	N	
	Enable Video		
	Allow Users to Playback and Record Video Greetings	N	
	Allow Outside Callers	N	
	Features		
	Allow Users to Use Personal Call Transfer Rules	N	
	Allow Users to Use the Messaging Assistant	Y	
	Allow Users to Use Unified Client to Access Voice Mail	N	
	Alternate Extensions		
	Allow Users to View Administrator-Defined Alternate Extensions	N	
	Allow Users to Manage Their User-Defined Alternate Extensions	N	
	Message Length		
	Maximum Length (secs)	300	
	Message Options		
	Allow Users to Send Messages to System Distribution Lists	Y	
	Delete Messages Without Saving to Deleted Items Folder	N	
	Users Can Reply to Messages from Other Users by Calling Them	N	
	Users Can Reply to Messages from Unidentified Callers by Calling Them	N	
	Require Secure Messaging	Private	
	Private Distribution Lists		
	Maximum Lists Per User (1-99)	25	
	Maximum Members Per List (1-999)	99	
	Call Transfer		
	Allow Users to Change Call Screening Options	N	
	Allow Users to Change Call Holding Options	N	
	Restriction Tables		
	Outcalling	Default Outdial	
	Transfers	Default Transfer	
	Fax	Default Fax	
	Voice Mail User COS	Recorded Name	
Allow User to Record Name		Y	
Maximum Length (secs)		30	
Directory Listing			
Allow Users to Choose to Be Listed in the Directory		Y	
Greetings			
Maximum Length (secs)		90	
Licensed Features			
Allow Users to Access Voice Mail Using an IMAP Client and/or Single Inbox		N	
Allow Users to Use the Web Inbox and RSS Feeds		N	
Allow Access to Advanced Features		N	
Allow Users to Access SpeechView Transcription Service		N	
Enable Video			
Allow Users to Playback and Record Video Greetings		N	
Allow Outside Callers	N		
Features			

Class of Service		
Name	Details	
	Allow Users to Use Personal Call Transfer Rules	N
	Allow Users to Use the Messaging Assistant	Y
	Allow Users to Use Unified Client to Access Voice Mail	N
	Alternate Extensions	
	Allow Users to View Administrator-Defined Alternate Extensions	N
	Allow Users to Manage Their User-Defined Alternate Extensions	N
	Message Length	
	Maximum Length (secs)	300
	Message Options	
	Allow Users to Send Messages to System Distribution Lists	Y
	Delete Messages Without Saving to Deleted Items Folder	N
	Users Can Reply to Messages from Other Users by Calling Them	N
	Users Can Reply to Messages from Unidentified Callers by Calling Them	N
	Require Secure Messaging	Private
	Private Distribution Lists	
	Maximum Lists Per User (1-99)	25
	Maximum Members Per List (1-999)	99
	Call Transfer	
	Allow Users to Change Call Screening Options	N
	Allow Users to Change Call Holding Options	N
	Restriction Tables	
	Outcalling	Default Outdial
	Transfers	Default Transfer
	Fax	Default Fax

3.2 Class of Service Membership

A COS is specified in each user template; thus, a user is assigned to the COS that is specified in the template on which the user account is based. If you find that the settings for a particular COS are no longer appropriate for an individual user or several users, you can reassign the users to another COS at any time. (Changing the COS that is specified in a template does not affect user accounts that have already been created.)

The following lists the users as members of COS:

Class of Service Membership					
Class Of Service	Members				
NewVoicemailUserCOS	Alias	First Name	Last Name	Display Name	Extension
	bwillis	Bruce	Willis	Bruce Willis	+442070877600
System	Alias	First Name	Last Name	Display Name	Extension
	operator			Operator	99990
	undeliverablemessagesmailbox			Undeliverable Messages	99999
Voice Mail User COS	Alias	First Name	Last Name	Display Name	Extension
	aberg	Alec	Berg	Alec Berg	+61290025003
	aps04	aps	04	aps 04	4004
	asterix	Asterix	TheGaulois	Asterix TheGaulois	5011
	bbreu	Beat	Breu	Beat Breu	+61290005005
	bwayne	Bruce	Wayne	Bruce Wayne	8022
	ceastwood	Clint	Eastwood	Clint Eastwood	+61255780093

4 Templates

Each user, contact or call handler that you add in Cisco Unity Connection is based on a template. Settings from the object are applied to the object as the new object is created or imported. (Changes to template settings do not affect existing objects.)

The following templates are listed in this section:

- User Templates
- Call Handler Templates
- Contact Templates
- Notification Templates
- Notification Templates (for CUC version 9.0 and later)
- Custom Variables
- Custom Graphics
- Administrative Replaceable Images

4.1 User Templates

Each user that you add in Cisco Unity Connection is based on a template. Settings from the template are applied to the user as the new user is created or imported. (Changes to template settings do not affect existing users.)

Users with voice mailboxes are end users; users without voice mailboxes are system administrators.

Connection has the following User Template types

- **User With Mailbox:** For users who need to receive voice mail or use personal call routing rules and other features of Cisco Unity Connection.
- **User Without Mailbox:** For users who do not need to receive voice mail, but need to be given access to administer the system. Users without voice mailboxes do not have a phone extension and are not counted as licensed users.

User Templates		
Name	Details	
administratortemplate	Basic Settings	
	Settings	
	Name	
	Display Name	Administrator Template
	Display Name Generation	First Name, Then Last Name
	Location	
	Address	
	Building	
	City	
	State	
	Country	
	Postal Code	
	Time Zone	System Default Time Zone
	Language	System Default Language
	Department	
	Manager	
	Billing ID	
	Generate SMTP Proxy Address From Corporate Email Address	N
	Password Settings	
	Web Application	
	Web Applications Password Settings	
	Locked by Administrator	N
	User Cannot Change	N
	User Must Change at Next Sign-In	Y
	Does Not Expire	N
	Authentication Rule	Recommended Web Application Authentication Rule
	Roles	

User Templates																																																																																																			
Name	Details																																																																																																		
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Name	Details				
	Transfer Rules				
	Settings	Rule Name	Enabled	Extension	
		Alternate	Y	4/10/2020 9:00:00 AM	
		Closed	Y		
		Standard	Y		
	Message Settings				
	Settings	Maximum Message Length	300		
		Callers Can Edit Messages	Y		
		Language That Callers Hear	Inherit Language from Caller		
	Message Urgency				
		Message Urgency	Mark Normal		
	Message Sensitivity				
		Message Sensitivity	Mark Normal		
	Message Security				
		Mark Secure	N		
	Play After Message Recording				
		Play After Message Recording	System Default Recording		
	After Message Action				
		Type	Directory Handler		
		Target	New Directory Handler		
	Message Actions				
	Settings	Voicemail	Accept the Message		
		Email	Reject the Message		
		Fax	Relay the Message		
		Delivery Receipt	Accept and Relay the Message		
		Relay Address	%FirstName%_%LastName%@gotham.com		
	Caller Input Keys				
	Settings	Caller Input Keys	Key	Action	Target
			#	Skip Greeting	Locked
			*	Send caller to	Sign-In
			0	Send caller to	Operator
			1	Ignore key	Unlocked
			2	Ignore key	Unlocked
			3	Ignore key	Unlocked
			4	Ignore key	Unlocked
			5	Ignore key	Unlocked
			6	Ignore key	Unlocked
			7	Ignore key	Unlocked
			8	Ignore key	Unlocked
			9	Ignore key	Unlocked
	Wait for Additional Digits	1500			
Prepend Digits to Dialed Extensions					
	Enabled	Y			
	Digits to Prepend	555			
MailBox					
Settings	Mailbox Settings				
	Respond to Requests for Read Receipts	Y			
	Message Aging Policy	Default System Policy			

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		Phone Menu														
	Settings	Touchtone Conversation Menu Style	Full													
		Conversation Volume	High													
		Conversation Speed	Normal													
		Time Format														
		Time Format	24-Hour Clock													
		Conversation Style														
		Touchtone Conversation	Standard Conversation													
		Finding Messages with Message Locator														
		Enable	Y													
		Message Locator Sort Order	Last In, First Out													
		When Responding to Menus														
		Times to Repeat Menu When User Does Not Respond	1													
		Wait for First Touchtone or Voice Command	5000													
		Wait for Additional Key Presses When Entering Names, Extensions, and Passwords	3000													
		Wait for Additional Key Presses When Entering Multiple Digit Menu Options	1500													
		After Sign-In, Play														
		User's Recorded Name	Y													
		Alternate Greeting Notification	Y													
		User's New Messages Automatically	Y													
		When Exiting the Conversation														
		After Message Action														
		Type	User with Mailbox													
		Target	aberg													
		Action	Go Directly to Greetings													
		Playback Message Settings														
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		For New Messages, Play														
		Total of All Message Counts	N													
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		Fax Message Counts	N													
		Receipt Message Counts	N													
	For Saved Messages, Play															
	Saved Message Count	Y														
	For Draft Messages, Play															
	Draft Message Count	Y														
	Before Playing Messages, Play															
	Message Type Menu	N														

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Name	Details						
	Enter a Recipient By		Entering the extension				
	Confirm Recipient by Name		N				
	Continue Adding Names After Each Recipient		Y				
	Automatically Add Recipients to Addressing Priority List		Y				
	Allow Users to Save Draft Messages		Y				
	Retain Urgency Flag When Forwarding or Replying to Messages		N				
	When a Call Is Disconnected or the User Hangs Up		Discard Message				
	Greetings						
	Settings	Greeting	Enabled	End Date	Audio Source	Video Source	
		Alternate	Y	No End Date	System	Blank	
		Busy	Y	No End Date	System	Blank	
		Error	Y	No End Date	System	Blank	
		Internal	Y	No End Date	System	Blank	
		Off Hours	Y	No End Date	System	Blank	
		Standard	Y	No End Date	System	Blank	
		Holiday	Y	No End Date	System	Blank	
	Post Greeting Recording						
	Settings	Play Post Greeting Recording					
		Play Post Greeting Recording		Play Recording to All Callers			
		Post Greeting Recording					
		Post Greeting Recording Selection		New Custom Recording			
	Notification Devices						
	Settings	Display Name	Status	Type	Destination	Phone System	
	Pager	Enabled	Pager	159159	PhoneSystem		
	Work Phone	Enabled	Phone	159487	PhoneSystem		
	Home Phone	Enabled	Phone	159487373	PhoneSystem		
	Mobile Phone	Disabled	Phone		PhoneSystem		
	SMTP	Enabled	SMTP	bpitt@uplinx.com			
	HTML Missed Call	Enabled	HTML	bwayne@uplinx.com			
	HTML	Disabled	HTML				
	HTML Scheduled Summary	Enabled	HTML	androbin@uplinx.com			
Unified Messaging Accounts							
Settings	Display Name	Service Type	User Access to Email in Third-Party Message Store	MeetingPlace Scheduling and Joining	Primary Meeting Service	Sign-In Type	
	NewUnifiedMessagingService	Exchange	X	X	X	Use Connection Alias	
Video Service Accounts							
Settings	< No records found >						
vmtemplate2	Basic Settings						
Settings	Name						
	Display Name		vmtemplate2				
	Display Name Generation		First Name, Then Last Name				
	Phone						

User Templates				
Name	Details			
	Outgoing Fax Server		Fax Server	
	Partition		cuc121 Partition	
	Search Scope		cuc121 Search Space	
	Phone System		PhoneSystem	
	Class of Service		Voice Mail User COS	
	Active Schedule		Weekdays	
	Set for Self-enrollment at Next Login		Y	
	List in Directory		Y	
	Send Non-Delivery Receipts on Failed Message Delivery		Y	
	Skip Password When Calling From a Known Extension		N	
	Use Short Calendar Caching Poll Interval		N	
	Location			
	Address		1 Newstreet	
	Building		BigBuilding Place	
	City		Metropolis	
	State		Lalaland	
	Country		VG	
	Postal Code		01020no	
	Time Zone		System Default Time Zone	
	Language		System Default Language	
	Department		Sales	
	Manager		Angy	
	Billing ID		4545	
	Generate SMTP Proxy Address From Corporate Email Address		Y	
	Password Settings			
	Web Application	Web Applications Password Settings		
		Locked by Administrator		N
		User Cannot Change		N
		User Must Change at Next Sign-In		Y
		Does Not Expire		N
		Authentication Rule		Recommended Web Application Authentication Rule
	Voice Mail	Voice Mail Pin Settings		
		Locked by Administrator		N
		User Cannot Change		N
User Must Change at Next Sign-In		Y		
Does Not Expire		N		
Authentication Rule		Recommended Voice Mail Authentication Rule		
Roles				
Settings				
Transfer Rules				
Settings	Rule Name	Enabled	Extension	End Date
	Alternate	Y		
	Closed	Y		
	Standard	Y		
Message Settings				
Settings	Maximum Message Length		300	
	Callers Can Edit Messages		Y	

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	Message Aging Policy	Default System Policy																																																						
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	Type	Use System Settings																																																						
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User Templates						
Name	Details					
	Greetings					
	Settings	Greeting	Enabled	End Date	Audio Source	Video Source
		Alternate	N	--	System	Blank
		Busy	N	--	System	Blank
		Error	Y	No End Date	System	Blank
		Internal	N	--	System	Blank
		Off Hours	N	--	System	Blank
		Standard	Y	No End Date	System	Blank
		Holiday	N	--	System	Blank
	Post Greeting Recording					
	Settings	Play Post Greeting Recording				
		Play Post Greeting Recording		Do Not Play Recording		
		Post Greeting Recording				
		Post Greeting Recording Selection		< None >		
	Notification Devices					
	Settings	Display Name	Status	Type	Destination	Phone System
		Pager	Disabled	Pager		PhoneSystem
		Work Phone	Disabled	Phone		PhoneSystem
		Home Phone	Disabled	Phone		PhoneSystem
		Mobile Phone	Disabled	Phone		PhoneSystem
		SMTP	Disabled	SMTP		
		HTML Missed Call	Disabled	HTML		
		HTML	Disabled	HTML		
		HTML Scheduled Summary	Disabled	HTML		
	Unified Messaging Accounts					
	Settings	< No records found >				
Video Service Accounts						
Settings	< No records found >					
vmtemplate3	Basic Settings					
	Settings	Name				
		Display Name	vmtemplate3			
		Display Name Generation	First Name, Then Last Name			
		Phone				
		Outgoing Fax Server				
		Partition	cuc121 Partition			
		Search Scope	cuc121 Search Space			
		Phone System	PhoneSystem			
		Class of Service	Voice Mail User COS			
		Active Schedule	Weekdays			
		Set for Self-enrollment at Next Login	Y			
		List in Directory	Y			
		Send Non-Delivery Receipts on Failed Message Delivery	Y			
		Skip Password When Calling From a Known Extension	N			
		Use Short Calendar Caching Poll Interval	N			
		Location				
		Address				
		Building				

User Templates				
Name	Details			
		City		
		State		
		Country	US	
		Postal Code		
		Time Zone	System Default Time Zone	
		Language	System Default Language	
		Department		
		Manager		
		Billing ID		
		Generate SMTP Proxy Address From Corporate Email Address	N	
	Password Settings			
	Web Application	Web Applications Password Settings		
		Locked by Administrator	N	
		User Cannot Change	N	
		User Must Change at Next Sign-In	Y	
		Does Not Expire	N	
		Authentication Rule	Recommended Web Application Authentication Rule	
	Voice Mail	Voice Mail Pin Settings		
		Locked by Administrator	N	
		User Cannot Change	N	
		User Must Change at Next Sign-In	Y	
		Does Not Expire	N	
		Authentication Rule	Recommended Voice Mail Authentication Rule	
	Roles			
	Settings			
	Transfer Rules			
	Settings	Rule Name	Enabled	Extension
		Alternate	N	
		Closed	N	
		Standard	Y	
Message Settings				
Settings	Maximum Message Length	300		
	Callers Can Edit Messages	Y		
	Language That Callers Hear	Inherit Language from Caller		
	Message Urgency			
	Message Urgency	Mark Normal		
	Message Sensitivity			
	Message Sensitivity	Mark Normal		
	Message Security			
	Mark Secure	N		
	Play After Message Recording			
	Play After Message Recording	System Default Recording		
	After Message Action			
	Type	Call Handler		
	Target	Goodbye		
	Action	Attempt Transfer		
	Message Actions			
	Settings	Voicemail	Accept the Message	

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	Time the Message was Sent	N																																																																																				
	Message Duration	N																																																																																				
While Playing Each Message																																																																																						
	Fast Forward Message by	5000																																																																																				

User Templates						
Name	Details					
	Rewind Message by		5000			
	When Disconnected or User Hangs Up During Message Playback					
	Create a Message Bookmark		N			
	Mark a New Message		New			
	After Playing Each Message, Play					
	Sender's Information		N			
	Include Extension		N			
	Sender's ANI		N			
	Message Number		N			
	Time the Message was Sent		Y			
	Message Duration		N			
	After Playing the After Message Menu					
	Automatically Advance to the Next Message		N			
	After Forwarding the Message					
	Automatically Advance to the Next Message		N			
	When Deleting a Message					
	Confirm Deletions of New and Saved Messages		N			
	Send Message Settings					
	Settings	Broadcast Messages				
		User Can Send Broadcast Messages to Users on This Server		N		
		User Can Update Broadcast Messages Stored on This Server		N		
	Message Addressing and Sending					
		Enter a Recipient By		Spelling the Last Name Then First Name		
		Confirm Recipient by Name		N		
		Continue Adding Names After Each Recipient		N		
		Automatically Add Recipients to Addressing Priority List		N		
		Allow Users to Save Draft Messages		N		
		Retain Urgency Flag When Forwarding or Replying to Messages		N		
		When a Call Is Disconnected or the User Hangs Up		Send Message		
	Greetings					
	Settings	Greeting	Enabled	End Date	Audio Source	Video Source
		Alternate	N	--	System	Blank
		Busy	N	--	System	Blank
		Error	Y	No End Date	System	Blank
		Internal	N	--	System	Blank
		Off Hours	N	--	System	Blank
		Standard	Y	No End Date	System	Blank
		Holiday	N	--	System	Blank
	Post Greeting Recording					
	Settings	Play Post Greeting Recording				
		Play Post Greeting Recording		Do Not Play Recording		
	Post Greeting Recording					
		Post Greeting Recording Selection		< None >		
	Notification Devices					

User Templates							
Name	Details						
	Settings	Display Name	Status	Type	Destination	Phone System	
		Pager	Disabled	Pager		PhoneSystem	
		Work Phone	Disabled	Phone		PhoneSystem	
		Home Phone	Disabled	Phone		PhoneSystem	
		Mobile Phone	Disabled	Phone		PhoneSystem	
		SMTP	Disabled	SMTP			
		HTML Missed Call	Disabled	HTML			
		HTML Scheduled Summary	Disabled	HTML			
	Unified Messaging Accounts						
	Settings	< No records found >					
	Video Service Accounts						
	Settings	< No records found >					
	voicemailusertemplate	Basic Settings					
		Settings	Name				
			Display Name	Voice Mail User Template			
Display Name Generation			First Name, Then Last Name				
Phone							
Outgoing Fax Server							
Partition			cuc121 Partition				
Search Scope			cuc121 Search Space				
Phone System			PhoneSystem				
Class of Service			Voice Mail User COS				
Active Schedule			Weekdays				
Set for Self-enrollment at Next Login			Y				
List in Directory			Y				
Send Non-Delivery Receipts on Failed Message Delivery			Y				
Skip Password When Calling From a Known Extension			N				
Use Short Calendar Caching Poll Interval			N				
Location							
Address							
Building							
City							
State							
Country			US				
Postal Code							
Time Zone			System Default Time Zone				
Language			System Default Language				
Department							
Manager							
Billing ID							
Generate SMTP Proxy Address From Corporate Email Address		N					
Password Settings							
Web Application		Web Applications Password Settings					
		Locked by Administrator	N				
		User Cannot Change	N				
	User Must Change at Next Sign-In	Y					

User Templates					
Name	Details				
		Does Not Expire	N		
		Authentication Rule	Recommended Web Application Authentication Rule		
	Voice Mail	Voice Mail Pin Settings			
		Locked by Administrator	N		
		User Cannot Change	N		
		User Must Change at Next Sign-In	N		
		Does Not Expire	Y		
		Authentication Rule	Recommended Voice Mail Authentication Rule		
	Roles				
	Settings	User Administrator			
	Transfer Rules				
	Settings	Rule Name	Enabled	Extension	End Date
		Alternate	N		
		Closed	N		
		Standard	Y		
	Message Settings				
	Settings	Maximum Message Length	300		
		Callers Can Edit Messages	Y		
		Language That Callers Hear	Inherit Language from Caller		
	Message Urgency				
		Message Urgency	Mark Normal		
	Message Sensitivity				
		Message Sensitivity	Mark Private		
	Message Security				
		Mark Secure	N		
	Play After Message Recording				
		Play After Message Recording	System Default Recording		
	After Message Action				
		Type	Directory Handler		
		Target	New Directory Handler		
Message Actions					
Settings	Voicemail	Accept the Message			
	Email	Accept the Message			
	Fax	Reject the Message			
	Delivery Receipt	Relay the Message			
	Relay Address	%Extension%@uplinx.com			
Caller Input Keys					
Settings	Caller Input Keys	Key	Action	Target	
		#	Skip Greeting	Locked	
		*	Send caller to	Sign-In	
		0	Send caller to	Operator	
		1	Ignore key	Unlocked	
		2	Ignore key	Unlocked	
		3	Ignore key	Unlocked	
		4	Ignore key	Unlocked	
		5	Ignore key	Unlocked	
		6	Ignore key	Unlocked	

User Templates																																																																																																																									
Name	Details																																																																																																																								
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User Templates					
Name	Details				
	Confirm Deletions of New and Saved Messages		N		
Send Message Settings					
Settings	Broadcast Messages				
	User Can Send Broadcast Messages to Users on This Server	Y			
	User Can Update Broadcast Messages Stored on This Server	Y			
Message Addressing and Sending					
	Enter a Recipient By	Entering the extension			
	Confirm Recipient by Name	N			
	Continue Adding Names After Each Recipient	N			
	Automatically Add Recipients to Addressing Priority List	Y			
	Allow Users to Save Draft Messages	Y			
	Retain Urgency Flag When Forwarding or Replying to Messages	N			
	When a Call Is Disconnected or the User Hangs Up	Send Message			
Greetings					
Settings	Greeting	Enabled	End Date	Audio Source	Video Source
	Alternate	N	--	System	Blank
	Busy	N	--	System	Blank
	Error	Y	No End Date	System	Blank
	Internal	N	--	System	Blank
	Off Hours	N	--	System	Blank
	Standard	Y	No End Date	System	Blank
	Holiday	N	--	System	Blank
Post Greeting Recording					
Settings	Play Post Greeting Recording				
	Play Post Greeting Recording	Play Recording to All Callers			
Post Greeting Recording					
	Post Greeting Recording Selection	New Custom Recording			
Notification Devices					
Settings	Display Name	Status	Type	Destination	Phone System
	Pager	Disabled	Pager		PhoneSystem
	ThePager	Disabled	Pager	789456	PhoneSystem-2
	Work Phone	Enabled	Phone	6145645600	PhoneSystem
	Home Phone	Disabled	Phone		PhoneSystem
	Mobile Phone	Disabled	Phone		PhoneSystem
	SMTP	Disabled	SMTP		
	HTML Missed Call	Disabled	HTML		
	HTML	Disabled	HTML		
	HTML Scheduled Summary	Disabled	HTML		
Unified Messaging Accounts					
Settings	< No records found >				
Video Service Accounts					
Settings	< No records found >				

4.2 Call Handler Templates

Each call handler that you add in Cisco Unity Connection is based on a template. Settings from the template are applied to the call handler as the call handler is created. (Changes to template settings do not affect existing call handlers.)

Connection comes with the following predefined call handler templates, which you can modify but not delete:

- System Call Handler Contact Template: The settings on this template are suitable for most contacts.
- System Call Handler Template: The settings on this template are suitable for most call handlers.

Before you create call handlers, review the settings in the template that you plan to use and determine whether you need to make changes or create new templates. For each template, you will want to consider enabling the appropriate transfer, caller input, greetings, and message settings for the call handlers that you plan to create. If you change settings on a call handler template, the new settings will be in effect only for new call handlers that are created by using that template.

Deleting a call handler template will not affect any call handlers that were based on that template when they were created. Note that you cannot delete the default templates.

Call Handler Template						
Name	Details					
NewCallHandlerTemplate	Basic Settings					
	Settings	Call Handler				
		Creation Time (UTC)	30/09/2019 9:08:51 AM			
		Phone System	PhoneSystem			
		Active Schedule	Weekdays			
		Use System Default Time Zone	N			
		Time Zone	(GMT+01:00) Europe/Paris			
		Language	Inherit Language from Caller			
		Partition	cuc121 Partition			
		Search Scope				
		Search Scope	Inherit Search Space from Call			
	Transfer Rules					
	Settings	Rule Name	Enabled	Extension	End Date	
		Alternate	Y			
		Closed	Y			
		Standard	Y			
	Caller Input Keys					
	Settings	Caller Input Keys	Key	Action	Target	Status
			#	Skip Greeting		Unlocked
			*	Take Message		Unlocked
			0	Ignore key		Unlocked
			1	Ignore key		Unlocked
			2	Ignore key		Unlocked
			3	Ignore key		Unlocked
			4	Ignore key		Unlocked
			5	Ignore key		Unlocked
			6	Ignore key		Unlocked
7		Ignore key		Unlocked		
8		Ignore key		Unlocked		
9		Ignore key		Unlocked		
Wait for Additional Digits		1500				
Prepend Digits to Dialed Extensions						
Enabled	Y					
Digits to	3					

Call Handler Template					
Name	Details				
	Prepend				
	Greetings				
	Settings	Greeting	Enabled	End Date	Source
		Alternate	N	--	System
		Busy	Y	1/01/2021 12:00:00 AM	System
		Error	Y	No End Date	System
		Internal	N	--	System
		Off Hours	N	--	System
		Standard	Y	No End Date	System
		Holiday	N	--	System
	Post Greeting Recording				
	Settings	Play Post Greeting Recording			
		Play Post Greeting Recording	Do Not Play Recording		
		Post Greeting Recording			
		Post Greeting Recording Selection	< None >		
	Message Settings				
	Settings	Maximum Message Length		300	
		Callers Can Edit Messages		Y	
		Message Urgency			
		Message Urgency		Mark Normal	
		Message Sensitivity			
		Message Sensitivity		Mark Normal	
		Callers Message Security			
		Mark Secure		N	
		Message Recipient			
		User with Mailbox		aberg	
		Distribution List			
		Mark for Dispatch Delivery		N	
		Play After Message Recording			
		Play After Message Recording		System Default Recording	
	After Message Action				
	Type		Call Action		
	Target		Hang up		
System Call Handler Template	Basic Settings				
	Settings	Call Handler			
		Creation Time (UTC)	13/09/2019 6:54:07 PM		
		Phone System	PhoneSystem		
		Active Schedule	All Hours		
		Use System Default Time Zone	Y		
		Language	Inherit Language from Caller		
		Partition	cuc121 Partition		
		Search Scope			
		Search Scope	Inherit Search Space from Call		
	Transfer Rules				
	Settings	Rule Name	Enabled	Extension	End Date
		Alternate	N		
		Closed	N		
		Standard	Y		
Caller Input Keys					

Call Handler Template						
Name	Details					
	Settings	Caller Input Keys	Key	Action	Target	Status
			#	Skip Greeting		Locked
			*	Send caller to	Sign-In	Locked
			0	Ignore key		Unlocked
			1	Ignore key		Unlocked
			2	Ignore key		Unlocked
			3	Ignore key		Unlocked
			4	Ignore key		Unlocked
			5	Ignore key		Unlocked
			6	Ignore key		Unlocked
			7	Ignore key		Unlocked
			8	Ignore key		Unlocked
			9	Ignore key		Unlocked
			Wait for Additional Digits	1500		
	Prepend Digits to Dialed Extensions					
	Enabled	N				
	Digits to Prepend					
	Greetings					
	Settings	Greeting	Enabled	End Date	Source	
		Alternate	N	--	System	
		Busy	N	--	System	
		Error	Y	No End Date	System	
		Internal	N	--	System	
		Off Hours	N	--	System	
		Standard	Y	No End Date	System	
Holiday		N	--	System		
Post Greeting Recording						
Settings	Play Post Greeting Recording					
	Play Post Greeting Recording	Do Not Play Recording				
	Post Greeting Recording					
	Post Greeting Recording Selection	< None >				
Message Settings						
Settings	Maximum Message Length	300				
	Callers Can Edit Messages	Y				
	Message Urgency					
	Message Urgency	Mark Normal				
	Message Sensitivity					
	Message Sensitivity	Mark Normal				
	Callers Message Security					
	Mark Secure	N				
	Message Recipient					
	User with Mailbox					
	Distribution List	Undeliverable Messages				
	Mark for Dispatch Delivery	N				
	Play After Message Recording					
	Play After Message Recording	System Default Recording				
After Message Action						

Call Handler Template							
Name	Details						
	<table border="1"> <tr> <td>Type</td> <td>Call Handler</td> </tr> <tr> <td>Target</td> <td>Goodbye</td> </tr> <tr> <td>Action</td> <td>Go Directly to Greetings</td> </tr> </table>	Type	Call Handler	Target	Goodbye	Action	Go Directly to Greetings
Type	Call Handler						
Target	Goodbye						
Action	Go Directly to Greetings						

4.3 Contact Templates

Each contact that you add in Cisco Unity Connection is based on a template. Settings from the template are applied to the contact as the new contact is created or imported. (Changes to template settings do not affect existing contacts.)

Contacts Template																			
Name	Details																		
NewContactTemplate	<table border="1"> <tr> <td colspan="2">Contact Basics</td> </tr> <tr> <td>Display Name</td> <td>New Contact Template</td> </tr> <tr> <td>List in directory</td> <td>Y</td> </tr> <tr> <td>Partition</td> <td>cuc121 Partition</td> </tr> <tr> <td colspan="2">Location</td> </tr> <tr> <td>City</td> <td></td> </tr> <tr> <td>Department</td> <td></td> </tr> <tr> <td colspan="2">VPIM Settings</td> </tr> <tr> <td>Delivery Location</td> <td>NewVPIMLocation</td> </tr> </table>	Contact Basics		Display Name	New Contact Template	List in directory	Y	Partition	cuc121 Partition	Location		City		Department		VPIM Settings		Delivery Location	NewVPIMLocation
Contact Basics																			
Display Name	New Contact Template																		
List in directory	Y																		
Partition	cuc121 Partition																		
Location																			
City																			
Department																			
VPIM Settings																			
Delivery Location	NewVPIMLocation																		
systemcontacttemplate	<table border="1"> <tr> <td colspan="2">Contact Basics</td> </tr> <tr> <td>Display Name</td> <td>System Contact Template</td> </tr> <tr> <td>List in directory</td> <td>Y</td> </tr> <tr> <td>Partition</td> <td>cuc121 Partition</td> </tr> <tr> <td colspan="2">Location</td> </tr> <tr> <td>City</td> <td></td> </tr> <tr> <td>Department</td> <td></td> </tr> <tr> <td colspan="2">VPIM Settings</td> </tr> <tr> <td>Delivery Location</td> <td>< None ></td> </tr> </table>	Contact Basics		Display Name	System Contact Template	List in directory	Y	Partition	cuc121 Partition	Location		City		Department		VPIM Settings		Delivery Location	< None >
Contact Basics																			
Display Name	System Contact Template																		
List in directory	Y																		
Partition	cuc121 Partition																		
Location																			
City																			
Department																			
VPIM Settings																			
Delivery Location	< None >																		

4.4 Notification Templates

This section contains templates for notification to end users. Intelligent Notifications deliver rich, customizable, and actionable voice message notifications. When connected to the corporate network, they provide users the ability to play, reply, forward, mark unread, and delete a specific message.

The following templates are listed in this section:

- Notification Templates
- Custom Variables
- Custom Graphics
- Administrative Replaceable Images

4.4.1 Notification Templates

Intelligent Notifications deliver rich, customizable, and actionable voice message notifications. When connected to the corporate network, they provide users the ability to play, reply, forward, mark unread, and delete a specific message.

The following Notification Templates are configured:

Notification Templates
Name
Default_Actionable_Links_Only
Default_Dynamic_Icons
Default_Missed_Call
Default_Missed_Call_With_Summary

Notification Templates
Name
Default_Scheduled_Summary
Default_Voice_Message_With_Summary
NewNotificationTemplate

4.4.2 Custom Variables

Custom variables give flexibility to populate content in an HTML notification. Administrators are allowed to create different custom variables that can be used while creating the HTML-based notification templates. For example, the custom variables can be used in case of defining a particular company's name, address, any numbers, or URLs.

Custom Variable	
Display Name	Value
MYCUSTOMVAR	2022
MYCUSTOMVAR2	MyVarValue

4.4.3 Custom Graphics

Custom Graphics define graphic objects which can be inserted in an HTML notification. Administrators are allowed to create Custom Graphics that can be used while creating the HTML-based notification templates.

Custom Graphics		
Display Name	Image Name	Image Size
DEFAULT_BOTTOM	default_bottom.png	1081*154
DEFAULT_TOP	default_top.png	1077*152
NEWTOP	above-clouds.jpg	400*400

4.4.4 Administrative Replaceable Images

Replaceable Images overwrite default images used by notifications to users.

The administrator has rights to replace the default images for the following status items:

- Deleted_message
- MWI_OFF, MWI_ON
- Read_message, Unread_message
- Read_urgent_message, Unread_urgent_message

These images can anytime reset to default through the Restore Default option given on the Search Replaceable Images page. The addition or deletion of any image is not allowed in the given default list.

Replaceable Images		
Display Name	Image Name	Image Size
deleted_message	deleted_message.png	57*54
mwi_off	mwi_off.png	64*54
mwi_on	mwi_on.png	64*54
read_message	read_message.png	57*54
read_urgent_message	read_urgent_message.png	57*54
unread_message	unread_message.png	57*54
unread_urgent_message	unread_urgent_message.png	57*54

5 Contacts (Condensed)

Contacts (Summary)									
Alias	First Name	Last Name	Display Name	Department	Extension	Partition	1st Alternate Name	1st SMTP Proxy Address	List in directory
Robin	Andy	Robin	Andy	Nighttime	22	cuc121	Bob,	andyberg@company.com	Y

Contacts (Summary)									
Alias	First Name	Last Name	Display Name	Department	Extension	Partition	1st Alternate Name	1st SMTP Proxy Address	List in directory
			Robin			Partition	Sparrow		

6 System Distribution Lists

When a user addresses a message to a system distribution list, the local Cisco Unity Connection location parses the distribution list membership. The sending location first addresses messages to any VPIM users that are on the distribution list. Next, the sending location checks to see if there are any remote Connection users in the membership; if so, it sends a single message to each location that homes these remote users, addressed to the distribution list (the home locations each parse the message and deliver to their local users). Finally, the sending location checks for local users in the distribution list membership, and delivers the message to each of them.

Connection includes the following predefined system distribution lists: All Voice Mail Users, Undeliverable Messages, and All Voicemail-Enabled Contacts. Each Connection server in your organization has a distinct version of each of these lists. If you have not changed the names of these lists to be unique, during initial replication each server automatically adds the remote server name to the display name of any remote lists whose names overlap with local list names.

By default, the predefined lists on each Connection location have the same recorded voice name, and the All Voice Mail Users and All Voicemail-Enabled Contacts lists have the same extension at each location (the Undeliverable Messages list by default is not assigned an extension, because users do not typically address messages to this list). When setting up Digital Networking, you should consider modifying the recorded voice name of each All Voice Mail Users list and each All Voicemail-Enabled Contacts list; if you do not, users can hear a confusing list of choices when they address messages by name to one of these lists. When users address by extension to a list whose extension overlaps that of another list, they reach the first list that is located when Connection searches the partitions of the user search space in order.

Tip : Distribution lists can be nested such that a distribution list contains other lists. You can create one master All Voice Mail Users distribution list that contains the All Voice Mail Users list of each Connection location.

The following distribution lists are configured:

Distribution List		
Name	Details	
NewDistributionList	Distribution List	
	Display Name	New Distribution List
	SMTP Address	newdistributionlist@cuc121
	Extension	99993
	Partition	cuc121 Partition
	Replicate to Remote Sites Over Intersite Links	N
	Allow Contacts	Y
	Accept Messages from Foreign Systems	N
	Replicate to SRSV Branches	Y
	Distribution List Members	
	Distribution List Members	bwayne bwillis ceastwood
	Alternate Names	
	Alternate Names	New Alternate Name
allvoicemailenabledcontacts	Distribution List	
	Display Name	All Voicemail Enabled Contacts
	SMTP Address	allvoicemailenabledcontacts@cuc121
	Extension	99992
	Partition	cuc121 Partition
	Replicate to Remote Sites Over Intersite Links	N
	Allow Contacts	Y

Distribution List																											
Name	Details																										
	<table border="1"> <tr> <td>Accept Messages from Foreign Systems</td> <td>N</td> </tr> <tr> <td>Replicate to SRSV Branches</td> <td>Y</td> </tr> <tr> <td colspan="2">Distribution List Members</td> </tr> <tr> <td>Distribution List Members</td> <td></td> </tr> <tr> <td colspan="2">Alternate Names</td> </tr> <tr> <td>Alternate Names</td> <td></td> </tr> </table>	Accept Messages from Foreign Systems	N	Replicate to SRSV Branches	Y	Distribution List Members		Distribution List Members		Alternate Names		Alternate Names															
Accept Messages from Foreign Systems	N																										
Replicate to SRSV Branches	Y																										
Distribution List Members																											
Distribution List Members																											
Alternate Names																											
Alternate Names																											
allvoicemailusers	<table border="1"> <tr> <td colspan="2">Distribution List</td> </tr> <tr> <td>Display Name</td> <td>All Voice Mail Users</td> </tr> <tr> <td>SMTP Address</td> <td>allvoicemailusers@cuc121</td> </tr> <tr> <td>Extension</td> <td>99991</td> </tr> <tr> <td>Partition</td> <td>cuc121 Partition</td> </tr> <tr> <td>Replicate to Remote Sites Over Intersite Links</td> <td>Y</td> </tr> <tr> <td>Allow Contacts</td> <td>N</td> </tr> <tr> <td>Accept Messages from Foreign Systems</td> <td>N</td> </tr> <tr> <td>Replicate to SRSV Branches</td> <td>Y</td> </tr> <tr> <td colspan="2">Distribution List Members</td> </tr> <tr> <td>Distribution List Members</td> <td> aberg aps04 asterix bbreu bwayne bwillis ceastwood vmtemplate1 vmtemplate2 vmtemplate3 voicemailusertemplate </td> </tr> <tr> <td colspan="2">Alternate Names</td> </tr> <tr> <td>Alternate Names</td> <td></td> </tr> </table>	Distribution List		Display Name	All Voice Mail Users	SMTP Address	allvoicemailusers@cuc121	Extension	99991	Partition	cuc121 Partition	Replicate to Remote Sites Over Intersite Links	Y	Allow Contacts	N	Accept Messages from Foreign Systems	N	Replicate to SRSV Branches	Y	Distribution List Members		Distribution List Members	aberg aps04 asterix bbreu bwayne bwillis ceastwood vmtemplate1 vmtemplate2 vmtemplate3 voicemailusertemplate	Alternate Names		Alternate Names	
Distribution List																											
Display Name	All Voice Mail Users																										
SMTP Address	allvoicemailusers@cuc121																										
Extension	99991																										
Partition	cuc121 Partition																										
Replicate to Remote Sites Over Intersite Links	Y																										
Allow Contacts	N																										
Accept Messages from Foreign Systems	N																										
Replicate to SRSV Branches	Y																										
Distribution List Members																											
Distribution List Members	aberg aps04 asterix bbreu bwayne bwillis ceastwood vmtemplate1 vmtemplate2 vmtemplate3 voicemailusertemplate																										
Alternate Names																											
Alternate Names																											
undeliverablemessages	<table border="1"> <tr> <td colspan="2">Distribution List</td> </tr> <tr> <td>Display Name</td> <td>Undeliverable Messages</td> </tr> <tr> <td>SMTP Address</td> <td>undeliverablemessages@cuc121</td> </tr> <tr> <td>Extension</td> <td></td> </tr> <tr> <td>Partition</td> <td>cuc121 Partition</td> </tr> <tr> <td>Replicate to Remote Sites Over Intersite Links</td> <td>Y</td> </tr> <tr> <td>Allow Contacts</td> <td>N</td> </tr> <tr> <td>Accept Messages from Foreign Systems</td> <td>N</td> </tr> <tr> <td>Replicate to SRSV Branches</td> <td>Y</td> </tr> <tr> <td colspan="2">Distribution List Members</td> </tr> <tr> <td>Distribution List Members</td> <td>undeliverablemessagesmailbox</td> </tr> <tr> <td colspan="2">Alternate Names</td> </tr> <tr> <td>Alternate Names</td> <td></td> </tr> </table>	Distribution List		Display Name	Undeliverable Messages	SMTP Address	undeliverablemessages@cuc121	Extension		Partition	cuc121 Partition	Replicate to Remote Sites Over Intersite Links	Y	Allow Contacts	N	Accept Messages from Foreign Systems	N	Replicate to SRSV Branches	Y	Distribution List Members		Distribution List Members	undeliverablemessagesmailbox	Alternate Names		Alternate Names	
Distribution List																											
Display Name	Undeliverable Messages																										
SMTP Address	undeliverablemessages@cuc121																										
Extension																											
Partition	cuc121 Partition																										
Replicate to Remote Sites Over Intersite Links	Y																										
Allow Contacts	N																										
Accept Messages from Foreign Systems	N																										
Replicate to SRSV Branches	Y																										
Distribution List Members																											
Distribution List Members	undeliverablemessagesmailbox																										
Alternate Names																											
Alternate Names																											

7 Call Management

The following elements can be used as building blocks; you can use or customize the default objects in Connection, or add new objects and combine them to create the caller experience:

- Call Handlers**
 Answer calls and can take messages; provide menus of options (for example, For customer service press 1, for sales press 2...); route calls to users and to other call handlers; and play audiotext (prerecorded information).
- Directory Handlers**
 Provide directory assistance by playing an audio list that users and outside callers use to reach users and to leave messages.

- **Interview Handlers**
Collect information from callers by playing a series of questions and then recording the answers.
- **Call Routing Tables**
Allow you to define how calls are initially routed, based on criteria such as the phone number of the caller and the schedule. When you have set up call handlers, interview handlers, and directory handlers, as well as extensions for users, you can route calls to the applicable person or handler by modifying the call routing tables.

This section contains the following sub chapters:

- System Call Handlers
- Directory Handlers
- Interview Handlers
- Call Routing

7.1 System Call Handlers

Interview handlers collect information from callers by playing a series of questions that you have recorded, and then recording the answers offered by callers. For example, you might use an interview handler to take sales orders or to gather information for a product support line.

You can specify who receives the messages for the interview handler, whether the message is marked for dispatch delivery, whether the message is marked urgent, and what action to take next on the call after a message is left.

When all the answers have been recorded, they are forwarded as a single voice message, with beeps separating the answers, to the recipient (user or distribution list) that you designate in the interview handler configuration.

System Call Handlers						
Name	Details					
Call Handler	Basic Settings					
	Settings	Call Handler				
		Creation Time (UTC)	27/09/2019 12:17:09 PM			
		Phone System	PhoneSystem			
		Active Schedule	All Hours			
		Use System Default Time Zone	Y			
		Language	Inherit Language from Caller			
		Extension	77777777			
		Partition	cuc121 Partition			
		Search Scope				
		Search Scope	Inherit Search Space from Call			
	Transfer Rules					
	Settings	Rule Name	Enabled	Extension	End Date	
		Alternate	Y	77777777		
		Closed	Y	77777777		
		Standard	Y	77777777		
	Caller Input Keys					
	Settings	Caller Input Keys	Key	Action	Target	Status
			#	Skip Greeting		Locked
			*	Send caller to	Sign-In	Locked
			0	Restart greeting		Unlocked
			1	Route from Next Call Routing Rule		Unlocked
			2	Send caller to	Interview Handler	Locked
		3	Send caller to	Greetings Administrator	Unlocked	
		4	Send caller to	aberg Attempt Transfer	Unlocked	
		5	Ignore key		Unlocked	
		6	Ignore key		Unlocked	

System Call Handlers					
Name	Details				
		7	Ignore key	Unlocked	
		8	Ignore key	Unlocked	
		9	Ignore key	Unlocked	
	Wait for Additional Digits	1500			
	Prepend Digits to Dialed Extensions				
	Enabled	N			
	Digits to Prepend				
	Greetings				
	Settings	Greeting	Enabled	End Date	Source
		Alternate	Y	4/10/2023 2:00:00 PM	System
		Busy	Y	No End Date	System
		Error	Y	No End Date	System
		Internal	Y	No End Date	System
		Off Hours	Y	No End Date	System
		Standard	Y	No End Date	System
		Holiday	Y	No End Date	System
	Post Greeting Recording				
	Settings	Play Post Greeting Recording			
		Play Post Greeting Recording	Do Not Play Recording		
		Post Greeting Recording			
		Post Greeting Recording Selection	New Custom Recording		
	Message Settings				
	Settings	Maximum Message Length	300		
		Callers Can Edit Messages	Y		
		Message Urgency			
	Message Urgency	Mark Normal			
	Message Sensitivity				
	Message Sensitivity	Mark Normal			
	Message Security				
	Mark Secure	N			
	Message Recipient				
	User with Mailbox				
	Distribution List	Undeliverable Messages			
	Mark for Dispatch Delivery	N			
	Play After Message Recording				
	Play After Message Recording	System Default Recording			
	After Message Action				
	Type	Call Handler			
	Target	Goodbye			
	Action	Go Directly to Greetings			
Call Handler Owners					
Settings					
Goodbye	Basic Settings				
	Settings	Call Handler			
		Creation Time (UTC)	13/09/2019 6:54:07 PM		
		Phone System	PhoneSystem		
	Active Schedule	All Hours			

System Call Handlers				
Name	Details			
	Use System Default Time Zone	Y		
	Language	Inherit Language from Caller		
	Extension			
	Partition	cuc121 Partition		
	Search Scope			
	Search Scope	Inherit Search Space from Call		
Transfer Rules				
Settings	Rule Name	Enabled	Extension	End Date
	Alternate	N		
	Closed	Y		
	Standard	Y		
Caller Input Keys				
Settings	Caller Input Keys	Key	Action	Target
		#	Send caller to	Opening Greeting Attempt Transfer
		*	Send caller to	Sign-In
		0	Send caller to	Operator Attempt Transfer
		1	Ignore key	
		2	Ignore key	
		3	Ignore key	
		4	Ignore key	
		5	Ignore key	
		6	Ignore key	
		7	Ignore key	
		8	Ignore key	
		9	Ignore key	
	Wait for Additional Digits	1500		
	Prepend Digits to Dialed Extensions			
	Enabled	N		
	Digits to Prepend			
Greetings				
Settings	Greeting	Enabled	End Date	Source
	Alternate	N	--	System
	Busy	N	--	System
	Error	Y	No End Date	System
	Internal	N	--	System
	Off Hours	N	--	System
	Standard	Y	No End Date	Recording
	Holiday	N	--	System
Post Greeting Recording				
Settings	Play Post Greeting Recording			
	Play Post Greeting Recording	Do Not Play Recording		
	Post Greeting Recording			
	Post Greeting Recording Selection	< None >		
Message Settings				

System Call Handlers						
Name	Details					
	Settings	Maximum Message Length		300		
		Callers Can Edit Messages		Y		
		Message Urgency				
		Message Urgency		Mark Normal		
		Message Sensitivity				
		Message Sensitivity		Mark Normal		
		Message Security				
		Mark Secure		N		
		Message Recipient				
		User with Mailbox				
		Distribution List		Undeliverable Messages		
		Mark for Dispatch Delivery		N		
		Play After Message Recording				
		Play After Message Recording		System Default Recording		
		After Message Action				
		Type		Call Action		
		Target		Hang up		
		Call Handler Owners				
	Settings					
	Opening Greeting	Basic Settings				
Settings		Call Handler				
		Creation Time (UTC)		13/09/2019 6:54:07 PM		
		Phone System		PhoneSystem		
		Active Schedule		Weekdays		
		Use System Default Time Zone		Y		
		Language		Inherit Language from Caller		
		Extension				
		Partition		cuc121 Partition		
		Search Scope				
		Search Scope		Inherit Search Space from Call		
		Transfer Rules				
		Settings	Rule Name		Enabled	Extension
Alternate			N			
Closed			Y			
Standard			Y			
Caller Input Keys						
Settings	Caller Input Keys	Key	Action	Target	Status	
		#	Send caller to	Operator Attempt Transfer	Locked	
		*	Send caller to	Sign-In	Locked	
		0	Send caller to	Operator Attempt Transfer	Unlocked	
		1	Ignore key		Unlocked	
		2	Ignore key		Unlocked	
		3	Ignore key		Unlocked	
		4	Send caller to	System Directory Handler	Unlocked	
		5	Ignore key		Unlocked	
		6	Ignore key		Unlocked	
7	Ignore key		Unlocked			

System Call Handlers					
Name	Details				
		8	Ignore key	Unlocked	
		9	Ignore key	Unlocked	
	Wait for Additional Digits	1500			
	Prepend Digits to Dialed Extensions				
	Enabled	N			
	Digits to Prepend				
	Greetings				
	Settings	Greeting	Enabled	End Date	Source
		Alternate	N	--	System
		Busy	N	--	System
		Error	Y	No End Date	System
		Internal	N	--	System
		Off Hours	Y	No End Date	Recording
		Standard	Y	No End Date	Recording
		Holiday	N	--	System
	Post Greeting Recording				
	Settings	Play Post Greeting Recording			
		Play Post Greeting Recording	Do Not Play Recording		
		Post Greeting Recording			
		Post Greeting Recording Selection	< None >		
	Message Settings				
	Settings	Maximum Message Length	300		
		Callers Can Edit Messages	Y		
		Message Urgency			
		Message Urgency	Mark Normal		
		Message Sensitivity			
	Message Sensitivity	Mark Normal			
	Message Security				
	Mark Secure	N			
	Message Recipient				
	User with Mailbox				
	Distribution List	Undeliverable Messages			
	Mark for Dispatch Delivery	N			
	Play After Message Recording				
	Play After Message Recording	System Default Recording			
	After Message Action				
	Type	Call Handler			
	Target	Goodbye			
	Action	Go Directly to Greetings			
Call Handler Owners					
Settings					
Operator	Basic Settings				
	Settings	Call Handler			
		Creation Time (UTC)	13/09/2019 6:54:07 PM		
		Phone System	PhoneSystem		
		Active Schedule	Weekdays		

System Call Handlers				
Name	Details			
	Use System Default Time Zone	Y		
	Language	Inherit Language from Caller		
	Extension	0		
	Partition	cuc121 Partition		
	Search Scope			
	Search Scope	Inherit Search Space from Call		
Transfer Rules				
Settings	Rule Name	Enabled	Extension	End Date
	Alternate	N	0	
	Closed	Y	0	
	Standard	Y	0	
Caller Input Keys				
Settings	Caller Input Keys	Key	Action	Target
		#	Send caller to	Opening Greeting Attempt Transfer
		*	Send caller to	Sign-In
		0	Ignore key	
		1	Ignore key	
		2	Ignore key	
		3	Ignore key	
		4	Ignore key	
		5	Ignore key	
		6	Ignore key	
		7	Ignore key	
		8	Ignore key	
		9	Ignore key	
	Wait for Additional Digits	1500		
	Prepend Digits to Dialed Extensions			
	Enabled	N		
	Digits to Prepend			
Greetings				
Settings	Greeting	Enabled	End Date	Source
	Alternate	N	--	System
	Busy	Y	No End Date	Recording
	Error	Y	No End Date	System
	Internal	N	--	System
	Off Hours	Y	No End Date	Recording
	Standard	Y	No End Date	Recording
	Holiday	N	--	System
Post Greeting Recording				
Settings	Play Post Greeting Recording			
	Play Post Greeting Recording	Do Not Play Recording		
	Post Greeting Recording			
	Post Greeting Recording Selection	< None >		
Message Settings				
Settings	Maximum Message Length	300		

System Call Handlers																																			
Name	Details																																		
	<table border="1"> <tr> <td>Callers Can Edit Messages</td> <td>Y</td> </tr> <tr> <td colspan="2">Message Urgency</td> </tr> <tr> <td>Message Urgency</td> <td>Mark Normal</td> </tr> <tr> <td colspan="2">Message Sensitivity</td> </tr> <tr> <td>Message Sensitivity</td> <td>Mark Normal</td> </tr> <tr> <td colspan="2">Message Security</td> </tr> <tr> <td>Mark Secure</td> <td>N</td> </tr> <tr> <td colspan="2">Message Recipient</td> </tr> <tr> <td>User with Mailbox</td> <td>operator</td> </tr> <tr> <td>Distribution List</td> <td></td> </tr> <tr> <td>Mark for Dispatch Delivery</td> <td>N</td> </tr> <tr> <td colspan="2">Play After Message Recording</td> </tr> <tr> <td>Play After Message Recording</td> <td>System Default Recording</td> </tr> <tr> <td colspan="2">After Message Action</td> </tr> <tr> <td>Type</td> <td>Call Handler</td> </tr> <tr> <td>Target</td> <td>Goodbye</td> </tr> <tr> <td>Action</td> <td>Go Directly to Greetings</td> </tr> </table>	Callers Can Edit Messages	Y	Message Urgency		Message Urgency	Mark Normal	Message Sensitivity		Message Sensitivity	Mark Normal	Message Security		Mark Secure	N	Message Recipient		User with Mailbox	operator	Distribution List		Mark for Dispatch Delivery	N	Play After Message Recording		Play After Message Recording	System Default Recording	After Message Action		Type	Call Handler	Target	Goodbye	Action	Go Directly to Greetings
Callers Can Edit Messages	Y																																		
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Message Sensitivity																																			
Message Sensitivity	Mark Normal																																		
Message Security																																			
Mark Secure	N																																		
Message Recipient																																			
User with Mailbox	operator																																		
Distribution List																																			
Mark for Dispatch Delivery	N																																		
Play After Message Recording																																			
Play After Message Recording	System Default Recording																																		
After Message Action																																			
Type	Call Handler																																		
Target	Goodbye																																		
Action	Go Directly to Greetings																																		
	Call Handler Owners																																		
	Settings																																		

7.2 Directory Handlers

Directory handlers provide directory assistance that callers can use to reach Cisco Unity Connection users who have mailboxes and who are listed in the directory.

When a caller searches for a user name or part of a name, a directory handler looks up the extension and routes the call to the appropriate user. Callers can also enter an extension to place a call from a directory handler; the extension is checked against the applicable outcalling restriction table if the caller is a user, or against the Default Outdial restriction table if the caller is an outside caller.

There are two types of directory handlers:

- Phone Keypad: Callers enter search information or extensions by using the phone keypad.
- Voice Enabled: Requires voice-recognition option. Callers say the first name and last name (or alternate names) of the Connection user that they want to reach, or enter an extension by saying the individual digits in the extension.

Directory Handler																																	
Name	Details																																
New Directory Handler	<table border="1"> <tr> <td colspan="2">Directory Handler</td> </tr> <tr> <td>Creation Time (UTC)</td> <td>30/09/2019 9:33:44 AM</td> </tr> <tr> <td>Language</td> <td>Inherit Language from Caller</td> </tr> <tr> <td>Extension</td> <td>999912</td> </tr> <tr> <td>Partition</td> <td>cuc121 Partition</td> </tr> <tr> <td>Voice Enabled</td> <td>Y</td> </tr> <tr> <td>Speech Confidence Threshold</td> <td>10</td> </tr> <tr> <td colspan="2">Search Scope</td> </tr> <tr> <td>Search Scope</td> <td>Entire Server</td> </tr> <tr> <td colspan="2">Search Results Behavior</td> </tr> <tr> <td>Route Automatically on a Unique Match</td> <td>Y</td> </tr> <tr> <td>Announce Extension with Each Name</td> <td>Y</td> </tr> <tr> <td>Announce City with Each Name</td> <td>Y</td> </tr> <tr> <td>Announce Department with Each Name</td> <td>Y</td> </tr> <tr> <td colspan="2">Caller Input</td> </tr> <tr> <td>Timeout If No Input</td> <td>5</td> </tr> </table>	Directory Handler		Creation Time (UTC)	30/09/2019 9:33:44 AM	Language	Inherit Language from Caller	Extension	999912	Partition	cuc121 Partition	Voice Enabled	Y	Speech Confidence Threshold	10	Search Scope		Search Scope	Entire Server	Search Results Behavior		Route Automatically on a Unique Match	Y	Announce Extension with Each Name	Y	Announce City with Each Name	Y	Announce Department with Each Name	Y	Caller Input		Timeout If No Input	5
Directory Handler																																	
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Caller Input																																	
Timeout If No Input	5																																

Directory Handler			
Name	Details		
	Timeout After Last Input	4	
	Times to Repeat Request for Name Entry	1	
	Allow Caller to Exit Using * Key	Y	
	Caller Input - If Caller Exits		
	Action	Call Handler	
	Options	Opening Greeting Attempt Transfer	
	Caller Input - If No Input		
	Action	Call Handler	
	Options	Goodbye Attempt Transfer	
	Caller Input - If No Selection		
	Action	Call Handler	
	Options	Goodbye Attempt Transfer	
	Caller Input - If Caller Presses Zero		
	Action	Call Handler	
	Options	Operator Attempt Transfer	
	Greeting - Callers Hear		
	Use Custom Greeting	N	
	Greeting - Recording		
	Language	EnglishUnitedStates	
	System Directory Handler	Directory Handler	
Creation Time (UTC)		13/09/2019 6:54:07 PM	
Language		Inherit Language from Caller	
Extension		555	
Partition		cuc121 Partition	
Voice Enabled		N	
Speech Confidence Threshold		10	
Play All Names		N	
Search Scope			
Search Scope		Entire Server	
Search Criteria Order			
Search Criteria Order		Last Name, First Name	
Search Results Behavior			
Always Request Caller Input		Y	
Announce Matched Names Using Menu Format		Y	
Announce Extension with Each Name		Y	
Maximum Number of Matches		8	
Caller Input			
Timeout If No Input		5	
Timeout After Last Input		3	
Times to Repeat Request for Name Entry		1	
Allow Caller to Exit Using * Key		Y	
Caller Input - If Caller Exits			
Action		Call Handler	
Options		Opening Greeting Attempt Transfer	
Caller Input - If No Input			
Action		Call Handler	
Options		Goodbye Attempt Transfer	

Directory Handler		
Name	Details	
	Caller Input - If No Selection	
	Action	Call Handler
	Options	Goodbye Attempt Transfer
	Caller Input - If Caller Presses Zero	
	Action	Call Handler
	Options	Operator Attempt Transfer
	Greeting - Callers Hear	
	Use Custom Greeting	Y
	Greeting - Recording	
	Language	EnglishUnitedStates

7.3 Interview Handlers

Interview handlers collect information from callers by playing a series of questions that you have recorded, and then recording the answers offered by callers. For example, you might use an interview handler to take sales orders or to gather information for a product support line.

You can specify who receives the messages for the interview handler, whether the message is marked for dispatch delivery, whether the message is marked urgent, and what action to take next on the call after a message is left. When all the answers have been recorded, they are forwarded as a single voice message, with beeps separating the answers, to the recipient (user or distribution list) that you designate in the interview handler configuration.

Interview Handler		
Name	Details	
Interview Handler	Interview Handler	
	Extension	23423432
	Partition	cuc121 Partition
	Creation Time (UTC)	27/09/2019 12:18:45 PM
	Language	Inherit Language from Caller
	Recipient	
	Type	Distribution List
	Value	New Distribution List
	Mark for Dispatch Delivery	Y
	Response Urgency	
	Response Urgency	Mark Urgent
	After Interview Action	
	Type	Conversation
	Target	Greetings Administrator
	New Interview Handler	Interview Handler
		Extension
Partition		cuc121 Partition
Creation Time (UTC)		30/09/2019 9:36:01 AM
Language		Inherit Language from Caller
Recipient		
Type		User with Mailbox
Value		bwayne
Response Urgency		
Response Urgency		Mark Urgent
After Interview Action		
Type		Interview Handler
Target		Interview Handler

7.4 Custom Recordings

Indicate whether Cisco Unity Connection plays a recording to callers before allowing them to leave a message for the user or call handler. You can also indicate whether all callers hear the recording or only unidentified callers:

- **Do Not Play Recording:** Before they leave a message, callers hear only the user or call handler greeting.
- **Play Recording to All Callers:** Before they leave a message, users and outside callers hear the user or call handler greeting and then the recording.
- **Play Recording Only to Unidentified Callers:** Before they leave a message, outside callers hear the user or call handler greeting and then the post-greeting recording. Likewise, users who call from a phone that is not associated with their account and do not sign in to Connection hear the post greeting recording.

Default: Do Not Play Recording.

Custom Recording		
Name	Details	
New Custom Recording	Display Name	New Custom Recording

7.5 Call Routing

Call routing tables are used to route incoming calls to the operator or to specific users, call handlers, directory handlers, or interview handlers. In addition, call routing tables are used to route users to the user logon conversation.

Cisco Unity Connection has two call routing tables: one for direct calls and one for forwarded calls that handle calls from users and from outside callers. Each table contains predefined routing rules, and you can create additional rules to route calls as needed. Set up your directory handlers, call handlers, and interview handlers first, and then modify or create call routing rules for each table as needed to route incoming calls correctly.

Direct Rules

Direct rules handle calls from users and outside callers that are dialed directly to Connection. The predefined direct routing rules are:

- **Attempt Sign-In:** Calls from users are routed to the user logon conversation.
- **Opening Greeting:** Calls from outside callers are routed to the Opening Greeting.

Forwarded Rules

Forwarded rules handle calls that are forwarded to Connection from either a user extension or from an extension that is not associated with a user account (such as a conference room). The predefined forwarded routing rules are:

- **Attempt Forward:** All calls forwarded from a user extension are routed to the user greeting.
- **Opening Greeting:** Calls forwarded from an extension that is not associated with a user account are routed to the Opening Greeting.

7.5.1 Direct Routing Rules

Direct rules handle calls from users and outside callers that are dialed directly to Connection. The predefined direct routing rules are:

- **Attempt Sign-In:** Calls from users are routed to the user logon conversation.
- **Opening Greeting:** Calls from outside callers are routed to the Opening Greeting.

Direct Routing Rules		
Name	Details	
Attempt Sign In	Direct Routing Rule	
	Status	Active
	Language	Inherit Language from Caller
	Search Scope	cuc121 Search Space
	Send Call to	
	Type	Conversation
	Action	Attempt Sign In

Direct Routing Rules				
Name	Details			
	Conditions	Parameter	Operator	Operand Value
		Dialed Number	In	86
Opening Greeting	Direct Routing Rule			
	Status	Active		
	Language	Use System Default Language		
	Search Scope	cuc121 Search Space		
	Send Call to			
	Type	Conversation		
	Action	Attempt Forward		
	Conditions	Parameter	Operator	Operand Value
	Dialed Number	Greater than or equal	999991	

7.5.2 Forwarded Routing Rules

Forwarded rules handle calls that are forwarded to Connection from either a user extension or from an extension that is not associated with a user account (such as a conference room). The predefined forwarded routing rules are:

- Attempt Forward: All calls forwarded from a user extension are routed to the user greeting.
- Opening Greeting: Calls forwarded from an extension that is not associated with a user account are routed to the Opening Greeting.

Forwarded Routing Rules			
Name	Details		
Attempt Forward	Forwarded Routing Rule		
	Status	Active	
	Language	Inherit Language from Caller	
	Search Scope	cuc121 Search Space	
	Send Call to		
	Type	Conversation	
	Action	Attempt Forward	
	Conditions	Parameter	Operator
	Port	Equals	PhoneSystem-1-001
	Schedule	Equals	Weekdays
Opening Greeting	Forwarded Routing Rule		
	Status	Active	
	Language	Use System Default Language	
	Search Scope	cuc121 Search Space	
	Send Call to		
	Type	Conversation	
	Action	Attempt Forward	
	Conditions	Parameter	Operator
	Dialed Number	Greater than or equal	999991

8 Message Storage

The Message Storage section contains settings for mailbox stores and mailboxes.

This section contains the following sub chapters:

- Mailbox Stores
- Mailbox Stores Membership
- Mailbox Quotas
- Message Aging Policy

- Aging Alert Text (only CUC version 8.5 and later)
- Message Expiration (only CUC version 8.5 and later)

8.1 Mailbox Stores

A mailbox store is a database for voice messages (who each message was sent to, when it was sent, the location of the WAV file on the hard disk, and so on). It points to an operating-system directory for voice message WAV files.

An administrator with the required permissions can create up to four additional mailbox stores. Each additional mailbox store includes:

- Another mailbox-store database for information on voice messages that are saved in that mailbox store. The database is presized for an average of approximately 40 messages each for 10,000 users, or about 1.25 GB. (The database application currently being used for Connection cannot dynamically resize a database after it is created.)
- Another operating-system directory for the voice message WAV files and other message attachments saved in that mailbox store.

Although there is one mailbox-store database for each mailbox store, there is only one directory database for the entire system. If you create an additional mailbox store and move the mailboxes for selected users to the new store, the directory information for the users remains in the directory database that was created when Connection was installed.

After you create a new mailbox store, you can either move existing mailboxes into the new store or you can create new mailboxes in the new store.

Mailbox Store					
Mailbox Store	Server	Display Name	System	Mounted	Maximum Size Before Warning (MB)
UnityMbxDb1	cuc121	Unity Messaging Database -1	Y	Y	15000
UnityMbxDb2	cuc121	NewUnityDB	N	Y	42

8.2 Mailbox Stores Membership

This section lists the membership of user mailboxes within the mailbox stores:

Mailbox Store Membership						
Alias	Mailbox Store	Server	First Name	Last Name	Extension	Display Name
UnityConnection	UnityMbxDb1	cuc121	Cisco Unity Connection	Messaging System		Cisco Unity Connection Messaging System
aberg	UnityMbxDb1	cuc121	Alec	Berg	+61290025003	Alec Berg
aps04	UnityMbxDb1	cuc121	aps	04	4004	aps 04
asterix	UnityMbxDb1	cuc121	Asterix	TheGaulois	5011	Asterix TheGaulois
bwayne	UnityMbxDb1	cuc121	Bruce	Wayne	8022	Bruce Wayne
bwillis	UnityMbxDb1	cuc121	Bruce	Willis	+442070877600	Bruce Willis
ceastwood	UnityMbxDb1	cuc121	Clint	Eastwood	+61255780093	Clint Eastwood
operator	UnityMbxDb1	cuc121			99990	Operator
undeliverablemessagesmailbox	UnityMbxDb1	cuc121			99999	Undeliverable Messages
bbreu	UnityMbxDb2	cuc121	Beat	Breu	+61290005005	Beat Breu

8.3 Mailbox Quotas

To help control the size of user voice mailboxes, Cisco Unity Connection lets you specify quotas, or limits, on the maximum size of voice mailboxes. By default, Connection is configured with the following systemwide mailbox size quotas:

Quota Level	Mailbox Size That Triggers Quota Action	Action When Quota Is Reached	Recording Time in Minutes Before Quota Is Reached				
			G.711 Mu-Law	G.711 A-Law	G.726 32 Kbps	PCM 8 kHz	G.729a
Warning	12 megabytes	The user is warned that the mailbox	25	25	50	50	200

		is reaching the maximum size allowed.					
Send	13 megabytes	The user is prevented from sending any more voice messages.	27	27	54	54	217
Send/Receive	14 megabytes	The user is prevented from sending or receiving any more voice messages.	31	31	61	61	246

The following following systemwide mailbox size quotas are configured:

System-wide Mailbox Quotas	
Warning Quota	Custom 11 Megabytes
Send Quota	Custom 12 Megabytes
Send/Receive Quota	Custom 14 Megabytes
Full Mailbox Check for Outside Caller Messages	Y

9 Networking

Cisco Unity Connection Digital Networking allows networking several Connections clusters such that they replicate directory information among all the systems on the Connection Digital Network.

Users can send, reply to, and forward messages or place calls to users on other Connection systems as though they share the same system, while at the same time, each Connection installation in the network continues to serve only those users that were created on the server or cluster.

Users use the same Connection tools for messaging with users on other networked Connection systems that they use for messaging with users on their home system. Because of directory replication, each Connection system has the information that it needs to address messages to users who are associated with the other Connection systems.

This section contains the following sub chapters:

- Connection Locations
- VPIM Locations

9.1 Connection Locations

Central to how Digital Networking works is an object referred to as a Cisco Unity Connection location. Each Connection server (or cluster) on the network is represented by a single Connection location, which is created locally during installation and which cannot be deleted from the server itself. When you join the server (or cluster) to a Digital Network, a Connection location is created for the server (or cluster) on all other locations in the network, and these locations automatically begin to perform directory synchronization with the new location. If you remove the server (or cluster) from the Digital Network, the corresponding Connection location is removed from all other locations on the network, and its directory information is automatically removed from these locations (and vice versa). A Connection location can only belong to a single Digital Network. As soon as you join one server to a location on the Digital Network, any other locations on the network are notified of the new location and begin to exchange directory information with the new location.

All objects that you create on a particular location are said to be "homed" on that location. To modify the properties of an object or to delete the object, you must use the administration tools on the location that homes the object. Each location has its own directory of users and other objects, and replicates a subset of these objects and their properties to other locations; the collection of objects and object properties that are replicated among locations is referred to as the Connection directory.

In the context of Digital Networking, an object that is homed on a location is sometimes referred to as local for that location (for example, a local user) and an object that is homed on a different location is referred to as remote.

Connection Location		
Name	Details	
cuc121	Connection Location	
	Host Address	10.5.1.121
	SMTP Domain Name	cuc121
	Connection Version	12.5.0.305
cuc151	Connection Location	

Connection Location		
Name	Details	
	Host Address	10.5.1.151
	SMTP Domain Name	cuc151
	Connection Version	11.5.1.1459

9.2 VPIM Locations

When you use the recommended approach of configuring a single Cisco Unity Connection location on the Digital Network as a bridgehead to handle all VPIM locations, the VPIM location data and all contacts at the VPIM location (including automatically created contacts) are replicated to other locations in the network. When a VPIM message is sent to or from a user at another Connection location, the message first passes to the bridgehead, which handles forwarding the message to the destination server.

The following VPIM locations are configured:

VPIM Locations		
Name	Details	
NewVPIMLocation	VPIM Location	
	Dial ID	999939
	Partition	cuc121 Partition
	Search Scope	cuc121 Search Space
	SMTP Domain Name	10.5.1.166
	IP Address	10.5.1.166
	Prefixes	
	Remote phone prefix	9955599
	Cisco Connection phone prefix	
	Audio Normalization for Recordings and Messages	
	Enable Audio Normalization	N
	Audio format conversion	
	Incoming messages	System Codec
	Outbound messages	G.726
	Message Settings	
	Sender's recorded name	N
	Enable Outgoing Secure Messages	N
	Enable Outgoing Private Messages	N
	Allow Blind Addressing	N
	Remove Subject in Outgoing Messages	N
	Remove Text in Outgoing Messages	N
	Remove Fax in Outgoing Messages	N
	Remove Recorded Name from Incoming Messages	Y
	Mark All Incoming Messages Secure	N
	Use Read Receipt Headers	Y
	Use Read Receipt Timing	Y
	Inter-Location SMTP Routing Configuration	
	Route to this Remote	N

VPIM Locations																																	
Name	Details																																
	<table border="1"> <tr> <td>Location Through SMTP Smart Host</td> <td></td> </tr> <tr> <td colspan="2">Alternate Names</td> </tr> <tr> <td>Settings</td> <td> <table border="1"> <tr> <th colspan="2">Alternate Names</th> </tr> <tr> <th>Display Name</th> <td></td> </tr> <tr> <td>AlternateNameForVPIM</td> <td></td> </tr> </table> </td> </tr> <tr> <td colspan="2">Automatic Directory Updates</td> </tr> <tr> <td>Automatically create VPIM Contacts</td> <td>Y</td> </tr> <tr> <td>Contact Template</td> <td>System Contact Template</td> </tr> <tr> <td>Automatically modify VPIM Contact</td> <td>With each VPIM message</td> </tr> <tr> <td>Automatically delete VPIM Contact</td> <td>Y</td> </tr> <tr> <td colspan="2">Automatic Directory Update Options</td> </tr> <tr> <td>Allow VPIM Contact display name updates</td> <td>Y</td> </tr> <tr> <td>Allow VPIM Contacts without recorded names</td> <td>Y</td> </tr> <tr> <td>Mapping text names</td> <td>Directly to VPIM Contact display names</td> </tr> <tr> <td>Map VPIM Contact extensions to</td> <td>Location Dial ID + Phone Number</td> </tr> </table>	Location Through SMTP Smart Host		Alternate Names		Settings	<table border="1"> <tr> <th colspan="2">Alternate Names</th> </tr> <tr> <th>Display Name</th> <td></td> </tr> <tr> <td>AlternateNameForVPIM</td> <td></td> </tr> </table>	Alternate Names		Display Name		AlternateNameForVPIM		Automatic Directory Updates		Automatically create VPIM Contacts	Y	Contact Template	System Contact Template	Automatically modify VPIM Contact	With each VPIM message	Automatically delete VPIM Contact	Y	Automatic Directory Update Options		Allow VPIM Contact display name updates	Y	Allow VPIM Contacts without recorded names	Y	Mapping text names	Directly to VPIM Contact display names	Map VPIM Contact extensions to	Location Dial ID + Phone Number
Location Through SMTP Smart Host																																	
Alternate Names																																	
Settings	<table border="1"> <tr> <th colspan="2">Alternate Names</th> </tr> <tr> <th>Display Name</th> <td></td> </tr> <tr> <td>AlternateNameForVPIM</td> <td></td> </tr> </table>	Alternate Names		Display Name		AlternateNameForVPIM																											
Alternate Names																																	
Display Name																																	
AlternateNameForVPIM																																	
Automatic Directory Updates																																	
Automatically create VPIM Contacts	Y																																
Contact Template	System Contact Template																																
Automatically modify VPIM Contact	With each VPIM message																																
Automatically delete VPIM Contact	Y																																
Automatic Directory Update Options																																	
Allow VPIM Contact display name updates	Y																																
Allow VPIM Contacts without recorded names	Y																																
Mapping text names	Directly to VPIM Contact display names																																
Map VPIM Contact extensions to	Location Dial ID + Phone Number																																

10 Unified Messaging

In Cisco Unity Connection version 8.5 and later the following Unified Messaging settings are listed in this section:

- Synchronization of voice messages in Connection and Exchange mailboxes (also known as single inbox)
- Text-to-speech (TTS) access to Exchange email
- Access to Exchange calendars, which allows users to do meeting-related tasks by phone, for example, hear a list of upcoming meetings, or accept or decline meeting invitations
- Access to Exchange contacts, which allows users to import Exchange contacts and use the contact information in personal call transfer rules and when placing outgoing calls by using voice commands
- Notification of upcoming Cisco Unified MeetingPlace meetings on the phone
- Scheduling and joining of MeetingPlace meetings
- Transcription of Connection voice messages (SpeechView)

This section contains the following sub chapters:

- Unified Messaging Services
- SpeechView Transcription Service
- Unified Messaging Accounts Status (for Unity Connection version 9 and later)
- Error Codes (for Unity Connection version 9 and later)

10.1 Unified Messaging Services

Unified messaging services are used to synchronize Cisco Unity Connection and Exchange mailboxes (single inbox) on Exchange servers.

The following Unified messaging services are configured to access Exchange server(s).

Unified Messaging Services									
Display Name	Details								
NewUnifiedMessagingService	<table border="1"> <tr> <th colspan="2">Unified Messaging Service</th> </tr> <tr> <td>Type</td> <td>Exchange/BPOS-D</td> </tr> <tr> <td>Enabled</td> <td>Y</td> </tr> <tr> <td>Display Name</td> <td>NewUnifiedMessagingService</td> </tr> </table>	Unified Messaging Service		Type	Exchange/BPOS-D	Enabled	Y	Display Name	NewUnifiedMessagingService
Unified Messaging Service									
Type	Exchange/BPOS-D								
Enabled	Y								
Display Name	NewUnifiedMessagingService								

Unified Messaging Services		
Display Name	Details	
	Web-Based Authentication Mode	NTLM
	Web-Based Protocol	HTTPS
	Validate Certificates for Exchange Servers	N
	Exchange Servers	
	Exchange Servers	Specify an Exchange Server
	Exchange Server	10.5.1.166
	Active Directory Account Used to Access Exchange	
	Username	Administrator
	Active Directory Account Used to Access Exchange	
	Access Exchange Email by Using Text to Speech (TTS)	Y
	Access Exchange Calendar and Contacts	Y
	Synchronize Connection and Exchange Mailboxes (Single Inbox)	Y
	Message Action for Email	Relay the Message
	Message Action for Fax	Accept the Message

10.2 Accounts Status

The following table list the status of the unified messaging configuration of each Cisco Unity Connection user for Microsoft Exchange and for Unified Messaging and Cisco Unified MeetingPlace.

Unified Messaging Accounts Status							
Alias	Display Name	UM Service	Exchange Calendar/Contacts	TTS	Single Inbox	MeetingPlace Scheduling and Joining	Email Address
aberg	Alec Berg	NewUnifiedMessagingService	E	E	E	N/A	aberg@company.com
bwillis	Bruce Willis	NewUnifiedMessagingService	E	E	E	N/A	bruceywillis@uplinx.com

10.3 SpeechView Transcription

When the SpeechView feature is enabled, Cisco Unity Connection uses a third-party external transcription service to convert voice messages to text.

This section contains the following sub chapters:

- SpeechView Services
- SpeechView Error Codes

10.3.1 SpeechView Transcription Service

When the SpeechView feature is enabled, Cisco Unity Connection uses a third-party external transcription service to convert voice messages to text. When a voice message arrives, it is delivered to the mailbox of the recipient with a blank text attachment. When the completed transcription is returned by the transcription service, the text attachment is updated with the text of the transcription, or with an error message if there was a problem with the transcription. Only the first 500 characters of a message transcription are provided, so longer messages are truncated. However, users have access to the original recording in its entirety.

Connection sends the audio portion of a voice message to the transcription service, without details about the sender or recipients of the message. Communication between Connection and the external transcription service is secured by using S/MIME over SMTP.

To use SpeechView, users must belong to a class of service that enables transcriptions of voice messages. Members of the class of service can view the transcriptions of their messages by using an IMAP client that is configured to access their Connection messages. The original voice message remains attached to the transcribed text message.

The following are the settings for the Transcription Service for SpeechView:

SpeechView Transcription Service	
Transcription Service for SpeechView	
Enabled	Y
Access Transcription Service Directly	
Incoming SMTP Address	Speechview@uplink.com
Registration Name	cuc121
Advertise Transcription Proxy Services to Other Connection Locations	N

10.3.2 Error Codes

The following Nuance Transcription Error codes are configured:

Transcription Error Code	
Error Codes	Error Code Desc
Fault	Registration Failed.
Inaudible	The system was unable to transcribe the message.
Rejected	The system was unable to transcribe the message.
Timeout	The transcription request timed out.
Unconverted	The transcription has failed. Call voice mail to hear the message.

11 Video

In Unity Connection, a user or an outside caller can also send video message to another user using video enabled end point in case of Ring No Answer (RNA). A user can also record a greeting in video format from a video enabled end point.

11.1 Video Services

Video services allow Unity Connection to integrate with video server to store and retrieve all the video messages and greetings recorded by the user. In addition, it allows Unity Connection to verify the state of video server, codecs, and user credentials used with video server.

Video Service		
Name	Details	
NewVideoService	Video Service	
	Type	MediaSense
	Enabled	Y
	Video Server	
	Video Server	10.5.1.151
	Port	8440
	Username	admin
	Allow Self Signed Certificate for Video Server	Y
	Video Thresholds	
	Concurrent Sessions	20

11.2 Video Services Account Status

After configuring video services in Unity Connection, the administrator needs to configure video service accounts for each user.

Search Spaces				
Alias	Display Name	Video Service	Service Type	Enabled
bwillis	Bruce Willis	NewVideoService	MediaSense	Y
aberg	Alec Berg	NewVideoService	MediaSense	Y

12 Dial Plan

The Dial Plan determines how to route calls. In Cisco Unity Connection the Dial Plan is defined with a list of the search spaces that are configured and with an ordered list of partitions assigned to each search space.

A search space is comprised of one or more ordered partitions. When Connection searches for an object on behalf of a caller, it searches the partitions in the order in which they are arranged in the search space. While extensions must be unique within a partition, they do not need to be unique within a search space, so you can use search spaces to handle dial plans that have overlapping extensions.

For example, if there are two partitions, `Regional_Office` and `Headquarters`, each containing a Help Desk user with extension 4000, and a user at the regional office belongs to a search space that is assigned the two partitions in that order, when the user addresses to extension 4000, Connection returns the Help Desk user from the `Regional_Office` partition. If another user at headquarters belongs to a second search space that is assigned the partitions in reverse order (`Headquarters`, then `Regional_Office`), this user hears the information for the Help Desk user in the `Headquarters` partition when addressing to extension 4000.

This section contains:

- Partitions
- Search Spaces

12.1 Partitions

In Cisco Unity Connection, you create partitions as a way to group together objects to which callers and users can address messages or place calls while interacting with Connection. One or more partitions can be grouped together as members of a search space, and a partition can be a member of more than one search space. The following types of objects belong to a partition:

- Users with mailboxes (primary extension)
- User alternate extensions
- Contacts (including VPIM contacts)
- System distribution lists
- System call handlers
- Directory handlers
- Interview handlers
- VPIM locations
- In addition, you can use user templates, contact templates, and system call handler templates to set the partition membership for new objects of these types.

Extensions must be unique within a partition, although partitions can contain objects that do not have an associated extension (for example, some contacts and system distribution lists). The names of objects do not have to be unique within a partition. System contact phone numbers also do not need to be unique within a partition.

In general, objects can only be a member of a single partition, although a user can have a primary extension in one partition and an alternate extension in a different partition.

Partitions	
Name	Description
VMP01	Voice mail Partition 1
cuc121 Partition	Default Partition

12.2 Search Spaces

Search spaces are used to define the search scope of objects (users, distribution lists, and so on) that a user or outside caller can reach while interacting with Cisco Unity Connection. For example, the search scope that is applied to a user identifies which users, distribution lists, or VPIM contacts the user can address messages to. The search scope that is applied to a user also identifies which users and system contacts the user can call by name dialing when using the voice-recognition conversation.

The following types of objects can use a search space for their search scope:

- Users with mailboxes
- Routing rules (both direct and forwarded)
- System call handlers

- Phone directory handlers
- Voice-enabled directory handlers
- VPIM locations
- In addition, you can use user templates, contact templates, and system call handler templates to set the search scope for new objects of these types.

A search space is comprised of one or more ordered partitions. When Connection searches for an object on behalf of a caller, it searches the partitions in the order in which they are arranged in the search space. While extensions must be unique within a partition, they do not need to be unique within a search space, so you can use search spaces to handle dial plans that have overlapping extensions.

Search Spaces		
Name	Description	Partition Membership
NewVoiceMailSearchSpace	Second test search space	VMP01 cuc121 Partition
cuc121 Search Space	Default Search Space	cuc121 Partition

13 System Settings

This section contains the system settings for the Cisco Unity Connection server.

This section contains:

- General Configuration
- Cluster
- External Services
- Authentication Rules
- Roles
- Restriction Tables
- Licenses
- Schedules
- Holiday Schedules
- Global Nicknames
- Subject Line Formats
- Attachment Descriptions
- Enterprise Parameters
- Service Parameters
- Fax Server
- LDAP
- Authz Servers
- Cross-Origin Resource Sharing (CORS)
- SMTP Configuration
- Advanced Settings

13.1 General Configuration

This section contains the general global settings for Cisco Unity Connection:

General Configuration	
Time Zone	(GMT-08:00) America/Los_Angeles
System Default Language	EnglishUnitedStates
System Default TTS Language	EnglishUnitedStates
Recording Format	G.711 mu-law
Maximum Greeting Length	90
Target Decibel Level for Recordings and Messages	-26
Default Partition	cuc121 Partition
Default Search Scope	cuc121 Search Space
When a recipient can not be found	Send a non-deliverable receipt
IP Addressing Mode	IPv4
TLS Ciphers	AES-256 ECDHE SHA384-based ciphers only
SRTP Ciphers	All supported AES-256, AES-128 ciphers

HTTPS Ciphers	RSA Ciphers Only
Authenticate Graphics for HTML Notification	Y

13.2 Cluster

The Cisco Unity Connection cluster feature provides high availability voice messaging through two Connection servers that are configured in a cluster. Under normal conditions, the Connection servers are both active.

When one of the servers stops functioning (for example, when it is shut down for maintenance), the remaining server assumes responsibility for handling all incoming calls for the cluster. The remaining server also assumes responsibility for the database and message store, which are both replicated to the other server when the connection and its functionality are restored.

The following cluster member servers are configured:

Cluster	
Name	Details
10.5.1.121	Server Information
	IPv6 Name
	MAC Address
	Description
	LBM Hub Group

13.3 Services

The following services are present on this server:

Services					
Server Name	Node Type	Service Name	Status	Activation Status	Start Time
10.5.1.121	Publisher	A Cisco DB	Started	Activated	Tue Oct 1 03:09:55 2019
10.5.1.121	Publisher	A Cisco DB Replicator	Started	Activated	Tue Oct 1 03:09:56 2019
10.5.1.121	Publisher	Cisco AMC Service	Started	Activated	Tue Oct 1 03:10:23 2019
10.5.1.121	Publisher	Cisco Audit Event Service	Started	Activated	Tue Oct 1 03:10:24 2019
10.5.1.121	Publisher	Cisco CDP	Started	Activated	Tue Oct 1 03:10:11 2019
10.5.1.121	Publisher	Cisco CDP Agent	Started	Activated	Tue Oct 1 03:10:04 2019
10.5.1.121	Publisher	Cisco CallManager Admin	Started	Activated	Tue Oct 1 03:14:24 2019
10.5.1.121	Publisher	Cisco CallManager Serviceability	Started	Activated	Tue Oct 1 03:14:24 2019
10.5.1.121	Publisher	Cisco CallManager Serviceability RTMT	Started	Activated	Tue Oct 1 03:14:24 2019
10.5.1.121	Publisher	Cisco Certificate Change Notification	Started	Activated	Tue Oct 1 03:10:18 2019
10.5.1.121	Publisher	Cisco Certificate Expiry Monitor	Started	Activated	Tue Oct 1 03:10:17 2019
10.5.1.121	Publisher	Cisco DRF Local	Started	Activated	Tue Oct 1 03:10:16 2019
10.5.1.121	Publisher	Cisco DRF Master	Started	Activated	Tue Oct 1 03:10:15 2019
10.5.1.121	Publisher	Cisco Database Layer Monitor	Started	Activated	Tue Oct 1 03:09:57 2019
10.5.1.121	Publisher	Cisco DirSync	Started	Activated	Tue Oct 1 03:10:34 2019
10.5.1.121	Publisher	Cisco Log Partition Monitoring Tool	Started	Activated	Tue Oct 1 03:10:10

Services					
Server Name	Node Type	Service Name	Status	Activation Status	Start Time
					2019
10.5.1.121	Publisher	Cisco RIS Data Collector	Started	Activated	Tue Oct 1 03:10:22 2019
10.5.1.121	Publisher	Cisco RTMT Reporter Servlet	Started	Activated	Tue Oct 1 03:14:24 2019
10.5.1.121	Publisher	Cisco Serviceability Reporter	Started	Activated	Tue Oct 1 03:10:33 2019
10.5.1.121	Publisher	Cisco Syslog Agent	Started	Activated	Tue Oct 1 03:10:05 2019
10.5.1.121	Publisher	Cisco Tomcat	Started	Activated	Tue Oct 1 03:09:59 2019
10.5.1.121	Publisher	Cisco Tomcat Stats Servlet	Started	Activated	Tue Oct 1 03:14:24 2019
10.5.1.121	Publisher	Cisco Trace Collection Service	Started	Activated	Tue Oct 1 03:10:20 2019
10.5.1.121	Publisher	Cisco Trace Collection Servlet	Started	Activated	Tue Oct 1 03:14:24 2019
10.5.1.121	Publisher	Connection Access Layer	Started	Activated	Tue Oct 1 03:14:09 2019
10.5.1.121	Publisher	Connection Administration	Started	Activated	Tue Oct 1 03:14:26 2019
10.5.1.121	Publisher	Connection Branch Sync Service	Started	Activated	Tue Oct 1 03:14:09 2019
10.5.1.121	Publisher	Connection CM Database Event Listener	Started	Activated	Tue Oct 1 03:14:09 2019
10.5.1.121	Publisher	Connection Conversation Manager	Started	Activated	Tue Oct 1 03:14:09 2019
10.5.1.121	Publisher	Connection DB	Started	Activated	Tue Oct 1 03:09:58 2019
10.5.1.121	Publisher	Connection DB Event Publisher	Started	Activated	Tue Oct 1 03:10:26 2019
10.5.1.121	Publisher	Connection Database Proxy	Started	Activated	Tue Oct 1 03:14:09 2019
10.5.1.121	Publisher	Connection Diagnostic Portal Service	Started	Activated	Tue Oct 1 03:14:09 2019
10.5.1.121	Publisher	Connection Digital Networking Replication Agent	Started	Activated	Tue Oct 1 03:14:09 2019
10.5.1.121	Publisher	Connection Directory Feeder	Started	Activated	Tue Oct 1 03:14:09 2019
10.5.1.121	Publisher	Connection Groupware Caching Service	Started	Activated	Tue Oct 1 03:14:09 2019
10.5.1.121	Publisher	Connection HTTPS Directory Feeder	Started	Activated	Tue Oct 1 03:14:09 2019
10.5.1.121	Publisher	Connection IMAP Server	Started	Activated	Tue Oct 1 03:14:09 2019
10.5.1.121	Publisher	Connection Inbox RSS Feed	Started	Activated	Tue Oct 1 03:14:09 2019
10.5.1.121	Publisher	Connection Integrated Mailbox Configuration	Started	Activated	Tue Oct 1 03:14:09 2019
10.5.1.121	Publisher	Connection Jetty	Started	Activated	Tue Oct 1 03:14:09 2019
10.5.1.121	Publisher	Connection Mailbox Sync	Started	Activated	Tue Oct 1 03:14:09 2019
10.5.1.121	Publisher	Connection Message Event Service	Started	Activated	Tue Oct 1 03:14:09 2019
10.5.1.121	Publisher	Connection Message Transfer Agent	Started	Activated	Tue Oct 1 03:14:09 2019
10.5.1.121	Publisher	Connection Mixer	Started	Activated	Tue Oct 1 03:14:09 2019

Services					
Server Name	Node Type	Service Name	Status	Activation Status	Start Time
					2019
10.5.1.121	Publisher	Connection Notifier	Started	Activated	Tue Oct 1 03:14:09 2019
10.5.1.121	Publisher	Connection Personal Communication Assistant	Started	Activated	Tue Oct 1 03:14:09 2019
10.5.1.121	Publisher	Connection REST Service	Started	Activated	Tue Oct 1 03:14:09 2019
10.5.1.121	Publisher	Connection Realtime Monitoring APIs	Started	Activated	Tue Oct 1 03:14:09 2019
10.5.1.121	Publisher	Connection Reports Data Harvester	Started	Activated	Tue Oct 1 03:14:09 2019
10.5.1.121	Publisher	Connection SMTP Server	Started	Activated	Tue Oct 1 03:14:09 2019
10.5.1.121	Publisher	Connection SNMP Agent	Started	Activated	Tue Oct 1 03:10:28 2019
10.5.1.121	Publisher	Connection Server Role Manager	Started	Activated	Tue Oct 1 03:10:27 2019
10.5.1.121	Publisher	Connection Serviceability	Started	Activated	Tue Oct 1 03:14:26 2019
10.5.1.121	Publisher	Connection Smart License Manager Server	Started	Activated	Tue Oct 1 03:10:29 2019
10.5.1.121	Publisher	Connection SpeechView Processor	Started	Activated	Tue Oct 1 03:14:09 2019
10.5.1.121	Publisher	Connection System Agent	Started	Activated	Tue Oct 1 03:14:09 2019
10.5.1.121	Publisher	Connection Voice Mail Web Service	Started	Activated	Tue Oct 1 03:14:09 2019
10.5.1.121	Publisher	Connection Voice Recognition Transport	Started	Activated	Tue Oct 1 03:14:09 2019
10.5.1.121	Publisher	Connection Voice Recognizer	Started	Activated	Tue Oct 1 03:14:09 2019
10.5.1.121	Publisher	Host Resources Agent	Started	Activated	Tue Oct 1 03:10:02 2019
10.5.1.121	Publisher	MIB2 Agent	Started	Activated	Tue Oct 1 03:10:01 2019
10.5.1.121	Publisher	Platform Administrative Web Service	Started	Activated	Tue Oct 1 03:14:26 2019
10.5.1.121	Publisher	Platform Communication Web Service	Started	Activated	Tue Oct 1 03:14:26 2019
10.5.1.121	Publisher	SNMP Master Agent	Started	Activated	Tue Oct 1 03:10:00 2019
10.5.1.121	Publisher	SOAP -Log Collection APIs	Started	Activated	Tue Oct 1 03:14:24 2019
10.5.1.121	Publisher	SOAP -Performance Monitoring APIs	Started	Activated	Tue Oct 1 03:14:24 2019
10.5.1.121	Publisher	SOAP -Real-Time Service APIs	Started	Activated	Tue Oct 1 03:14:24 2019
10.5.1.121	Publisher	System Application Agent	Started	Activated	Tue Oct 1 03:10:03 2019
10.5.1.121	Publisher	Connection Exchange Notification Web Service	Stopped	Deactivated	< None >
10.5.1.121	Publisher	Connection File Syncer	Stopped	Deactivated	< None >

13.4 Authentication Rules

For Connection users who are not linked to user data in an LDAP directory, this authentication rule applies both to voice mail passwords and to web passwords.

For Connection users who are linked to user data in an LDAP directory, this authentication rule applies only to voice mail passwords. Web authentication and failed logon attempts will be handled by the LDAP directory, not by Connection.

The following Authentication Rules are configured:

Authentication Rules		
Rule	Parameters	
A New Rule Credectial expires 30 days	Failed Sign-In	3
	Reset Every Failed Sign-In Attempts	30
	Lockout Duration	30
	Minimum Duration Between Credential Changes	0
	Credential Expires After	30
	Expiration Warning Days	0
	Minimum Credential Length	8
	Minimum Number of Character Changes between Successive Credentials (Web Passwords Only)	1
	Stored Number of Previous Credentials	5
	Check for Trivial Passwords	Y
RT-Rule	Failed Sign-In	No Limit for Failed Sign-Ins
	Reset Every Failed Sign-In Attempts	30
	Lockout Duration	30
	Minimum Duration Between Credential Changes	0
	Credential Expires After	Never Expires
	Expiration Warning Days	0
	Minimum Credential Length	4
	Minimum Number of Character Changes between Successive Credentials (Web Passwords Only)	1
	Stored Number of Previous Credentials	5
	Check for Trivial Passwords	N
Recommended Voice Mail Authentication Rule	Failed Sign-In	No Limit for Failed Sign-Ins
	Reset Every Failed Sign-In Attempts	30
	Lockout Duration	Administrator Must Unlock
	Minimum Duration Between Credential Changes	5
	Credential Expires After	Never Expires
	Expiration Warning Days	0
	Minimum Credential Length	4
	Minimum Number of Character Changes between Successive Credentials (Web Passwords Only)	1
	Stored Number of Previous Credentials	0
	Check for Trivial Passwords	N
Recommended Web Application Authentication Rule	Failed Sign-In	No Limit for Failed Sign-Ins
	Reset Every Failed Sign-In Attempts	30
	Lockout Duration	30
	Minimum Duration Between Credential Changes	5
	Credential Expires After	Never Expires
	Expiration Warning Days	15
	Minimum Credential Length	4
	Minimum Number of Character Changes between Successive Credentials (Web Passwords Only)	1
	Stored Number of Previous Credentials	0

Authentication Rules																					
Rule	Parameters																				
	<table border="1"> <tr> <td>Check for Trivial Passwords</td> <td>N</td> </tr> </table>	Check for Trivial Passwords	N																		
Check for Trivial Passwords	N																				
Simple Authentication Rule	<table border="1"> <tr> <td>Failed Sign-In</td> <td>No Limit for Failed Sign-Ins</td> </tr> <tr> <td>Reset Every Failed Sign-In Attempts</td> <td>5</td> </tr> <tr> <td>Lockout Duration</td> <td>5</td> </tr> <tr> <td>Minimum Duration Between Credential Changes</td> <td>0</td> </tr> <tr> <td>Credential Expires After</td> <td>Never Expires</td> </tr> <tr> <td>Expiration Warning Days</td> <td>0</td> </tr> <tr> <td>Minimum Credential Length</td> <td>4</td> </tr> <tr> <td>Minimum Number of Character Changes between Successive Credentials (Web Passwords Only)</td> <td>1</td> </tr> <tr> <td>Stored Number of Previous Credentials</td> <td>0</td> </tr> <tr> <td>Check for Trivial Passwords</td> <td>N</td> </tr> </table>	Failed Sign-In	No Limit for Failed Sign-Ins	Reset Every Failed Sign-In Attempts	5	Lockout Duration	5	Minimum Duration Between Credential Changes	0	Credential Expires After	Never Expires	Expiration Warning Days	0	Minimum Credential Length	4	Minimum Number of Character Changes between Successive Credentials (Web Passwords Only)	1	Stored Number of Previous Credentials	0	Check for Trivial Passwords	N
Failed Sign-In	No Limit for Failed Sign-Ins																				
Reset Every Failed Sign-In Attempts	5																				
Lockout Duration	5																				
Minimum Duration Between Credential Changes	0																				
Credential Expires After	Never Expires																				
Expiration Warning Days	0																				
Minimum Credential Length	4																				
Minimum Number of Character Changes between Successive Credentials (Web Passwords Only)	1																				
Stored Number of Previous Credentials	0																				
Check for Trivial Passwords	N																				

13.5 Roles

Cisco Unity Connection offers levels of privileges for administrator accounts, set according to a list of predefined roles. Roles specify which tasks administrators can do. Before you add administrator accounts, select the roles that are assigned to each account. You can change which roles are assigned to the accounts at any time.

Connection comes with the following predefined roles. You cannot make changes to the permissions that are associated with each predefined role.

- **Audio Text Administrator:** This role allows an administrator to manage call handlers, directory handlers, and interview handlers
- **Greeting Administrator:** This role allows an administrator to access the Cisco Unity Greetings Administrator, a Connection phone conversation that allows users to manage the recorded greetings for call handlers by phone. Note : You need to assign this role to a User with Voice Mailbox account because the administrator must be able to access Connection by phone.
- **Help Desk Administrator:** This role allows an administrator to reset user passwords and unlock user accounts, and view user setting pages.
- **Remote Administrator:** This role allows an administrator to administer the database by using remote tools.
- **System Administrator:** This is the top-level Connection administration role. This role allows access to all Connection administrative functions, including all user and system settings, all reports, and all administration and diagnostic tools.
- **Technician:** This role allows an administrator access to all functions that enable management of the Connection server and phone system integration settings; administrators with this role can also run all reports, use diagnostic tools, and view all system and user settings pages.
- **User Administrator:** This role allows an administrator to manage user accounts, access all user administration functions, run user-related reports, and use user administration tools.

While you can assign roles to users with voice mailboxes, we do not recommend it except when allowing access to the Cisco Unity Greetings Administrator. As a best practice, make sure that administrators have two accounts: one without a voice mailbox for administering Connection and another with a voice mailbox that they can use to access their personal mailbox.

13.6 Restriction Tables

Restriction tables allow you to control which phone numbers users and administrators can use for:

- Transferring calls-including both the numbers users can enter for transferring their calls, and the numbers that outside callers can enter when using Caller system transfers.
- Recording and playback by phone from Cisco Unity Connection applications, when the phone is the designated recording and playback device in the Media Master.
- Delivering faxes to a fax machine.
- Sending message notifications.

For example, you can specify that users have calls transferred only to internal extensions or that faxes are delivered only to local phone numbers. Restriction tables are applied regardless of how a user or administrator accesses Cisco Unity Connection. They do not affect the phone numbers that users can dial when they are not logged on to Connection.

Each class of service specifies for its members a restriction table for call transfers, one for message notification, and one for fax deliveries. The restriction table can be the same for all three, or different for each. Because users without mailboxes (typically, administrators) are not assigned to a class of service, Connection applies the default restriction tables (default transfer, default outdial, or default fax) to actions taken by these types of users, including actions taken on behalf of other users.

The following Restriction Tables are configured:

Restriction Tables				
Name	min/max Digits	Details		
Default Transfer (S)	1 / 40	Restriction Patterns		
		Order	Blocked	Pattern
		0	N	+*
		1	Y	9+*
		2	Y	91??????*
		3	Y	9011??????*
		4	Y	9??????????*
		5	Y	900
6	N	*		
Default Outdial (S)	1 / 40	Restriction Patterns		
		Order	Blocked	Pattern
		0	Y	+*
		1	Y	9+*
		2	Y	91??????*
		3	Y	9011??????*
		4	Y	9??????????*
		5	Y	900
6	N	*		
Default Fax (S)	1 / 40	Restriction Patterns		
		Order	Blocked	Pattern
		0	Y	+*
		1	Y	9+*
		2	Y	91??????*
		3	Y	9011??????*
		4	Y	9??????????*
		5	Y	900
6	N	*		
Default System Transfer (S)	1 / 40	Restriction Patterns		
		Order	Blocked	Pattern
		0	N	+*
		1	Y	9+*
		2	Y	91??????*
		3	Y	9011??????*
		4	Y	9??????????*
		5	Y	900
6	Y	*		
User-Defined and Automatically-Added Alternate Extensions	1 / 40	Restriction Patterns		

Restriction Tables																										
Name	min/max Digits	Details																								
(S)		<table border="1"> <thead> <tr> <th>Order</th> <th>Blocked</th> <th>Pattern</th> </tr> </thead> <tbody> <tr> <td>0</td> <td>Y</td> <td>+*</td> </tr> <tr> <td>1</td> <td>Y</td> <td>9+*</td> </tr> <tr> <td>2</td> <td>Y</td> <td>91??????*?</td> </tr> <tr> <td>3</td> <td>Y</td> <td>9011??????*?</td> </tr> <tr> <td>4</td> <td>Y</td> <td>9??????????*?</td> </tr> <tr> <td>5</td> <td>Y</td> <td>900</td> </tr> <tr> <td>6</td> <td>N</td> <td>*</td> </tr> </tbody> </table>	Order	Blocked	Pattern	0	Y	+*	1	Y	9+*	2	Y	91??????*?	3	Y	9011??????*?	4	Y	9??????????*?	5	Y	900	6	N	*
		Order	Blocked	Pattern																						
		0	Y	+*																						
		1	Y	9+*																						
		2	Y	91??????*?																						
		3	Y	9011??????*?																						
		4	Y	9??????????*?																						
5	Y	900																								
6	N	*																								
New Restriction Table	1 / 30	<table border="1"> <thead> <tr> <th colspan="3">Restriction Patterns</th> </tr> <tr> <th>Order</th> <th>Blocked</th> <th>Pattern</th> </tr> </thead> <tbody> <tr> <td>0</td> <td>Y</td> <td>*TEST</td> </tr> <tr> <td>1</td> <td>N</td> <td>*</td> </tr> </tbody> </table>	Restriction Patterns			Order	Blocked	Pattern	0	Y	*TEST	1	N	*												
Restriction Patterns																										
Order	Blocked	Pattern																								
0	Y	*TEST																								
1	N	*																								

13.7 Licenses

This information shows the status of licensed features for the Connection server. For features that are licensed for a number of seats, the report displays the number of used and unused seats.

The following table defines the license parameters for Cisco Unity Connection features:

License Parameter	Feature	Description
LicAdvancedUserMax	TTS and ASR (advanced) users	Sets the maximum number of users who can use voice recognition.
LicIMAPSubscribersMax	Users with IMAP access to voice messages	Sets the maximum number of users who can use a third-party IMAP client to access voice messages.
LicMaxMsgRecLenIsLicensed	Voice message recordings longer than 30 seconds allowed	Depending on whether the parameter is present in any of the installed license files, determines the maximum length of recorded messages: If the parameter is not present in any of the installed license files (the License Usage report shows a value of "No"), the maximum message length is 30 seconds regardless of the settings in Cisco Unity Connection Administration.
LicRealspeakSessionsMax	Text to Speech sessions	Sets the maximum number of simultaneous Text to Speech (TTS) sessions allowed on the Cisco Unity Connection server.
LicRegionIsUnrestricted	U.S. English usage and personal call routing rules allowed	Depending on whether the parameter is present in any of the installed license files, determines whether the English-United States language and personal call transfer rules are allowed: If the parameter is not present in any of the installed license files (the License Usage report shows a value of "No"), the English-United States language and personal call transfer rules are not allowed. If the parameter is present in any of the installed license files (the License Usage report shows a value of "Yes"), the English-United States language and personal call transfer rules are allowed.
LicServerBackend	(not used)	This parameter may be present in a license file but does not affect the Cisco Unity Connection server.
LicServerVoiceRec	(not used)	This parameter may be present in a license file but does not affect the Cisco Unity Connection server.
LicSubscribersMax	Users with voice mailboxes	Sets the maximum number of voice messaging users allowed in Cisco Unity Connection.
LicUCxnUpgrades	License files from previous releases allowed	Depending on whether the parameter is present in any of the installed license files, determines whether Cisco Unity Connection will use license files from an earlier version of Connection: If the parameter is not present in any of the installed license files (the License Usage report shows a value of "No"), license files

		from an earlier version of Connection cannot be used. If the parameter is present in any of the installed license files (the License Usage report shows a value of "Yes"), license files from an earlier version of Connection can be used.
LicUnityVoiceRecSessionsMax	Voice recognition sessions	Sets the maximum number of simultaneous voice recognition sessions (or ports) allowed on the Cisco Unity Connection server.
LicVMISubscribersMax	Cisco Unity Inbox users	Sets the maximum number of users who can be enabled to access the Cisco Unity Inbox. There is no restriction on the number of users who can access the Cisco Unity Inbox at one time.
LicVoicePortsMax	Voice ports	Sets the maximum number of Cisco Unity Connection voice messaging ports that can be installed on the Connection server.
LicVPIMIsLicensed	VPIM Networking delivery locations allowed	Depending on whether the parameter is present in any of the installed license files, determines whether VPIM Networking is allowed: If the parameter is not present in any of the installed license files (the License Usage report shows a value of "No"), VPIM Networking is not allowed. If the parameter is present in any of the installed license files (the License Usage report shows a value of "Yes"), VPIM Networking is allowed.

The following licenses are available:

Licenses						
Server	Licensed Seats For:	Feature Name	Limit	Cluster Limit	Used	Unused
cuc121	TTS and ASR (advanced) users	LicAdvancedUserMax	10	10	1	9
cuc121	Users with IMAP or Single Inbox access to voice messages	LicIMAPSubscribersMax	10	10	1	9
cuc121	Voice message recordings longer than 30 seconds allowed	LicMaxMsgRecLenIsLicensed	1	1	0	1
cuc121	Text-to-speech sessions	LicRealspeakSessionsMax	2	2	0	2
cuc121	US English usage and personal call routing rules allowed	LicRegionIsUnrestricted	1	1	2	-1
cuc121	SpeechView Professional users	LicSTTProSubscribersMax	0	0	0	0
cuc121	SpeechView Standard users	LicSTTSubscribersMax	0	0	1	-1
cuc121	SRSV CUCE Users	LicSrsvCuceSubscribersMax	10	10	0	10
cuc121	Users with voice mailboxes	LicSubscribersMax	10	10	7	3
cuc121	License files from previous releases allowed	LicUCxnUpgrades	0	0	0	0
cuc121	Voice-recognition sessions	LicUnityVoiceRecSessionsMax	2	2	0	2
cuc121	Cisco Unity Inbox users	LicVMISubscribersMax	10	10	0	10
cuc121	ViewMail for Notes feature allowed	LicVMNIsLicensed	0	0	0	0
cuc121	VPIM Networking delivery locations allowed	LicVPIMIsLicensed	1	1	1	0
cuc121	Voice ports	LicVoicePortsMax	2	2	5	-3

13.8 License Files

License files, which enable the features purchased by the customer, are required for configuring a new Cisco Unity Connection system and for adding or changing licensed features.

Multiple license files can be installed on a Cisco Unity Connection server. Each installed license file may enable one or more features. All of the installed license files combined enable the features that the customer wants.

Each license file (except for the demonstration license file) is registered to the MAC address of the network interface card (NIC) on the Cisco Unity Connection server.

< No records found >

13.9 Schedules

Schedules (and associated sets of holidays) are one of the variables that Cisco Unity Connection uses to manage calls: call handler transfer rules can be varied based on a schedule and schedules can be applied to routing rules to change call routing patterns for different time periods. Schedules also affect when some user and call handler greetings play.

Connection offers two predefined schedules: All Hours, and Weekdays, both of which can be modified. (By default, the Weekdays schedule is configured to observe standard hours from 8 a.m. through 5 p.m. Monday through Friday, and to observe the predefined Holidays schedule, which does not contain any dates or times.)

For each schedule that you create or modify, you can identify multiple ranges of hours and days that make up the standard and closed hours, and associate a holiday schedule that defines specific holiday dates and times:

Schedules				
Name	Details			
All Hours	Name	Start Time	End Time	Days Active
	TimeSchedule1	02:00 AM	End Of Day	M Tu W Th F
NewSchedule Only Thursdays	Name	Start Time	End Time	Days Active
	Active Thursdays	07:00 AM	End Of Day	Th
Voice Recognition Update Schedule	Name	Start Time	End Time	Days Active
	All hours	All hours	End Of Day	Su M Tu W Th F Sa
Weekdays	Name	Start Time	End Time	Days Active
	All hours	08:00 AM	05:00 PM	M Tu W Th F

13.10 Holiday Schedules

When a Holiday setting is in effect, Cisco Unity Connection plays holiday greetings (if enabled) and observes closed hours transfer rules. You can set up several years of holidays at a time. Because many holidays occur on different dates each year, confirm that the holiday schedule remains accurate annually.

Holidays					
Name	Details				
Another Holiday Schedule	Holiday Name	Start Date	End Date	Start Time	End Time
	ClosedForMaintenance	30/10/2019	2/11/2019	00:00 AM	End Of Day
	Still Closed	4/11/2019	6/11/2019	00:00 AM	End Of Day
Holidays	Holiday Name	Start Date	End Date	Start Time	End Time
	Xmas Week	23/12/2019	29/12/2019	07:00 AM	End Of Day

13.11 Global Nicknames

The Global Nickname list is a comprehensive list of common nicknames that Cisco Unity Connection considers when a caller uses voice recognition to place a call or to address messages. For example, Connection considers "Bill," "Billy," and "Will" to be nicknames for the name "William."

If a user has an uncommon name or if others know the user by a different name (for example, a maiden name) consider adding these alternate names for the user. Alternate names improve the likelihood of Connection placing a call when callers ask for the user by name. You can add and remove nicknames from this list by using Cisco Unity Connection Administration.

The following nicknames are configured:

Global Nicknames	
Name	Nicknames
ABEL	abe abel
ABEL	abe abel
ABIGAIL	abbie abigail gail
ABIGAIL	abbie abigail gail
ABIGAIL	abbie abigail gail

Global Nicknames	
Name	Nicknames
ABRAHAM	abe abraham abram
ABRAHAM	abe abraham abram
ABRAHAM	abe abraham abram
ADELA	addie adela della
ADELA	addie adela della
ADELA	addie adela della
ADELAIDE	addie adela adelaide della
ADELAIDE	addie adela adelaide della
ADELAIDE	addie adela adelaide della
ADELAIDE	addie adela adelaide della
ADELINE	ada addie adela adeline della
ADELINE	ada addie adela adeline della
ADELINE	ada addie adela adeline della
ADELINE	ada addie adela adeline della
ADELINE	ada addie adela adeline della
ADOLPH	adolph dolph
ADOLPH	adolph dolph
ADOLPHUS	adolph adolphus dolph
ADOLPHUS	adolph adolphus dolph
ADOLPHUS	adolph adolphus dolph
ADRIENNE	addie adrienne
ADRIENNE	addie adrienne
AGATHA	agatha aggie
AGATHA	agatha aggie
AGNES	aggie agnes
AGNES	aggie agnes
ALAN	al alan
ALAN	al alan
ALBERT	al albert bert
ALBERT	al albert bert
ALBERT	al albert bert
ALBERTA	alberta allie bertie
ALBERTA	alberta allie bertie
ALBERTA	alberta allie bertie
ALEC	al alec alex
ALEC	al alec alex
ALEC	al alec alex
ALEX	al alex
ALEX	al alex
ALEXA	alex alexa
ALEXA	alex alexa
ALEXANDER	al alex alexander alexi sandy
ALEXANDER	al alex alexander alexi sandy
ALEXANDER	al alex alexander alexi sandy
ALEXANDER	al alex alexander alexi sandy
ALEXANDER	al alex alexander alexi sandy
ALEXANDRA	alex alexa alexandra sandra sandy sondra
ALEXANDRA	alex alexa alexandra sandra sandy sondra
ALEXANDRA	alex alexa alexandra sandra sandy sondra
ALEXANDRA	alex alexa alexandra sandra sandy sondra

Global Nicknames	
Name	Nicknames
ALEXANDRA	alex alexa alexandra sandra sandy sondra
ALEXANDRA	alex alexa alexandra sandra sandy sondra
ALEXI	al alex alexi
ALEXI	al alex alexi
ALEXI	al alex alexi
ALEXIS	alex alexa alexis
ALEXIS	alex alexa alexis
ALEXIS	alex alexa alexis
ALFRED	al alf alfred fred freddie
ALFRED	al alf alfred fred freddie
ALFRED	al alf alfred fred freddie
ALFRED	al alf alfred fred freddie
ALFRED	al alf alfred fred freddie
ALFREDA	alfreda alfy frieda
ALFREDA	alfreda alfy frieda
ALFREDA	alfreda alfy frieda
ALISTAIR	al alistair
ALISTAIR	al alistair
ALLAN	al allan
ALLAN	al allan
ALLEN	al allen
ALLEN	al allen
ALLISON	allie allison
ALLISON	allie allison
ALVIN	al alvin
ALVIN	al alvin
AMANDA	amanda manda mandy
AMANDA	amanda manda mandy
AMANDA	amanda manda mandy
AMELIA	amelia amy mel melia
AMELIA	amelia amy mel melia
AMELIA	amelia amy mel melia
AMELIA	amelia amy mel melia
ANDREA	andi andrea
ANDREA	andi andrea
ANDREW	andrew andy drew
ANDREW	andrew andy drew
ANDREW	andrew andy drew
ANGELA	angela angie
ANGELA	angela angie
ANGELICA	angelica angie
ANGELICA	angelica angie
ANGELINA	angelina angeline angie
ANGELINA	angelina angeline angie
ANGELINA	angelina angeline angie
ANNA	ann anna
ANNA	ann anna
ANNETTE	ann anna annette nettie
ANNETTE	ann anna annette nettie
ANNETTE	ann anna annette nettie

Global Nicknames	
Name	Nicknames
ANNETTE	ann anna annette nettie
ANTHONY	anthony tony
ANTHONY	anthony tony
ANTOINETTE	antoinette toni
ANTOINETTE	antoinette toni
ARCHIBALD	archibald archie
ARCHIBALD	archibald archie
ARIELLE	arie arielle
ARIELLE	arie arielle
ARNOLD	arnie arnold
ARNOLD	arnie arnold
ARTHUR	art arthur artie
ARTHUR	art arthur artie
ARTHUR	art arthur artie
ASHLEY	ash ashley
ASHLEY	ash ashley
AUGUSTA	augie augusta
AUGUSTA	augie augusta
AUGUSTINE	augie augustine
AUGUSTINE	augie augustine
BARBARA	barb barbara barbie
BARBARA	barb barbara barbie
BARBARA	barb barbara barbie
BARTEL	bart bartel
BARTEL	bart bartel
BARTHOLOMEW	bart bartel barth bartholomew
BARTHOLOMEW	bart bartel barth bartholomew
BARTHOLOMEW	bart bartel barth bartholomew
BARTHOLOMEW	bart bartel barth bartholomew
BEATRICE	bea beatrice
BEATRICE	bea beatrice
BECCA	becca becky
BECCA	becca becky
BELINDA	belinda linda
BELINDA	belinda linda
BENEDICT	ben benedict benny
BENEDICT	ben benedict benny
BENEDICT	ben benedict benny
BENJAMIN	ben benjamin benjy benny
BENJAMIN	ben benjamin benjy benny
BENJAMIN	ben benjamin benjy benny
BENJAMIN	ben benjamin benjy benny
BENNETT	ben bennett benny
BENNETT	ben bennett benny
BENNETT	ben bennett benny
BENNY	ben benny
BENNY	ben benny
BERNADETTE	bernadette bernie
BERNADETTE	bernadette bernie
BERNARD	bern bernard bernie

Global Nicknames	
Name	Nicknames
BERNARD	bern bernard bernie
BERNARD	bern bernard bernie
BERTHA	bertha bertie
BERTHA	bertha bertie
BERTRAND	bert bertrand
BERTRAND	bert bertrand
BESSIE	bess bessie
BESSIE	bess bessie
BETHANY	beth bethany
BETHANY	beth bethany
BETSY	bess bessie betsy
BETSY	bess bessie betsy
BETSY	bess bessie betsy
BETTY	bett betty
BETTY	bett betty
BEVERLY	bev beverly
BEVERLY	bev beverly
BILLIE	bill billie
BILLIE	bill billie
BILLY	bill billy
BILLY	bill billy
BOBBY	bob bobby
BOBBY	bob bobby
BRADFORD	brad bradford
BRADFORD	brad bradford
BRADLEY	brad bradley
BRADLEY	brad bradley
CALVIN	cal calvin
CALVIN	cal calvin
CAMERON	cam cameron
CAMERON	cam cameron
CAMILLA	cami camilla millie
CAMILLA	cami camilla millie
CAMILLA	cami camilla millie
CAMILLE	cami camille millie
CAMILLE	cami camille millie
CAMILLE	cami camille millie
CANDACE	candace candy
CANDACE	candace candy
CARLTON	carl carlton
CARLTON	carl carlton
CAROLINA	carol carolina carrie lynn
CAROLINA	carol carolina carrie lynn
CAROLINA	carol carolina carrie lynn
CAROLINA	carol carolina carrie lynn
CAROLINE	carol caroline carrie lynn
CAROLINE	carol caroline carrie lynn
CAROLINE	carol caroline carrie lynn
CAROLINE	carol caroline carrie lynn
CAROLINE	carol caroline carrie lynn
CAROLINE	carol caroline carrie lynn
CAROLYN	carol carolyn lynn

Global Nicknames	
Name	Nicknames
CAROLYN	carol carolyn lynn
CAROLYN	carol carolyn lynn
CASSANDRA	cass cassandra cassie sandra
CASSANDRA	cass cassandra cassie sandra
CASSANDRA	cass cassandra cassie sandra
CASSANDRA	cass cassandra cassie sandra
CASSANDRA	cass cassandra cassie sandra
CASSIE	cass cassie
CASSIE	cass cassie
CATHERINE	cat cath catherine cathy
CATHERINE	cat cath catherine cathy
CATHERINE	cat cath catherine cathy
CATHERINE	cat cath catherine cathy
CATHLEEN	cat cath cathleen cathy
CATHLEEN	cat cath cathleen cathy
CATHLEEN	cat cath cathleen cathy
CATHLEEN	cat cath cathleen cathy
CATHY	cat cath cathy
CATHY	cat cath cathy
CATHY	cat cath cathy
CECELIA	cecelia celia
CECELIA	cecelia celia
CELESTINE	cel celestine
CELESTINE	cel celestine
CHARLES	charles charlie chuck
CHARLES	charles charlie chuck
CHARLES	charles charlie chuck
CHARLIE	charlie chuck
CHARLIE	charlie chuck
CHARLOTTE	charlotte lottie
CHARLOTTE	charlotte lottie
CHERYL	cheri cheryl
CHERYL	cheri cheryl
CHESTER	chester chet
CHESTER	chester chet
CHRISTIAN	chris christian
CHRISTIAN	chris christian
CHRISTINA	chris christina christy crissy tina
CHRISTINA	chris christina christy crissy tina
CHRISTINA	chris christina christy crissy tina
CHRISTINA	chris christina christy crissy tina
CHRISTINA	chris christina christy crissy tina
CHRISTINE	chris christine christy crissy
CHRISTINE	chris christine christy crissy
CHRISTINE	chris christine christy crissy
CHRISTINE	chris christine christy crissy
CHRISTOPHER	chris christopher
CHRISTOPHER	chris christopher
CHRISTY	chris christy
CHRISTY	chris christy
CINDY	cindy cyn

Global Nicknames	
Name	Nicknames
CINDY	cindy cyn
CLARA	claire clara
CLARA	claire clara
CLARICE	claire clarice
CLARICE	claire clarice
CLARISSA	claire clarissa
CLARISSA	claire clarissa
CLEMENT	clem clement clemmy
CLEMENT	clem clement clemmy
CLEMENT	clem clement clemmy
CLIFFORD	cliff clifford ford
CLIFFORD	cliff clifford ford
CLIFFORD	cliff clifford ford
CLIFTON	cliff clifton
CLIFTON	cliff clifton
CONNIE	con connie
CONNIE	con connie
CONRAD	con connie conrad
CONRAD	con connie conrad
CONRAD	con connie conrad
CONSTANCE	con connie constance
CONSTANCE	con connie constance
CONSTANCE	con connie constance
CORDELIA	cordelia delia
CORDELIA	cordelia delia
CORNELIUS	cornelius neil
CORNELIUS	cornelius neil
CORRINNE	corrinne cory
CORRINNE	corrinne cory
COURTNEY	court courtney
COURTNEY	court courtney
CURTIS	curt curtis
CURTIS	curt curtis
CYNTHIA	cindy cyn cynthia
CYNTHIA	cindy cyn cynthia
CYNTHIA	cindy cyn cynthia
DANIEL	dan daniel danny
DANIEL	dan daniel danny
DANIEL	dan daniel danny
DANNY	dan danny
DANNY	dan danny
DAPHIE	daph daphie
DAPHIE	daph daphie
DAPHNE	daph daphie daphne
DAPHNE	daph daphie daphne
DAPHNE	daph daphie daphne
DAVID	dave davey david
DAVID	dave davey david
DAVID	dave davey david
DAVIS	dave davey davis

Global Nicknames	
Name	Nicknames
DAVIS	dave davey davis
DAVIS	dave davey davis
DEBBIE	deb debbie
DEBBIE	deb debbie
DEBORAH	deb debbie deborah
DEBORAH	deb debbie deborah
DEBORAH	deb debbie deborah
DEBRA	deb debbie debra
DEBRA	deb debbie debra
DEBRA	deb debbie debra
DEIDRE	dee deedee deidre
DEIDRE	dee deedee deidre
DEIDRE	dee deedee deidre
DELBERT	bert del delbert
DELBERT	bert del delbert
DELBERT	bert del delbert
DENNIS	dennis denny
DENNIS	dennis denny
DESMOND	des desmond
DESMOND	des desmond
DIANA	di diana
DIANA	di diana
DIANE	di diane
DIANE	di diane
DILBERT	bert dil dilbert
DILBERT	bert dil dilbert
DILBERT	bert dil dilbert
DOMINIC	dom dominic
DOMINIC	dom dominic
DONALD	don donald donnie
DONALD	don donald donnie
DONALD	don donald donnie
DOROTHEA	dee dolly dora dorothea dot dotty
DOROTHEA	dee dolly dora dorothea dot dotty
DOROTHEA	dee dolly dora dorothea dot dotty
DOROTHEA	dee dolly dora dorothea dot dotty
DOROTHEA	dee dolly dora dorothea dot dotty
DOROTHEA	dee dolly dora dorothea dot dotty
DOROTHY	dee dolly dora dorothy dot dotty
DOROTHY	dee dolly dora dorothy dot dotty
DOROTHY	dee dolly dora dorothy dot dotty
DOROTHY	dee dolly dora dorothy dot dotty
DOROTHY	dee dolly dora dorothy dot dotty
DOROTHY	dee dolly dora dorothy dot dotty
DOUGLAS	doug douggie douglas
DOUGLAS	doug douggie douglas
DOUGLAS	doug douggie douglas
EBENEZER	eb eben ebenezer
EBENEZER	eb eben ebenezer
EBENEZER	eb eben ebenezer

Global Nicknames	
Name	Nicknames
EDDIE	ed eddie
EDDIE	ed eddie
EDMUND	ed eddie edmund ned ted
EDMUND	ed eddie edmund ned ted
EDMUND	ed eddie edmund ned ted
EDMUND	ed eddie edmund ned ted
EDMUND	ed eddie edmund ned ted
EDWARD	ed eddie edward ned ted teddy
EDWARD	ed eddie edward ned ted teddy
EDWARD	ed eddie edward ned ted teddy
EDWARD	ed eddie edward ned ted teddy
EDWARD	ed eddie edward ned ted teddy
EDWARD	ed eddie edward ned ted teddy
EDWIN	ed eddie edwin ned
EDWIN	ed eddie edwin ned
EDWIN	ed eddie edwin ned
EDWIN	ed eddie edwin ned
ELAINE	elaine ella ellen
ELAINE	elaine ella ellen
ELAINE	elaine ella ellen
ELEANOR	eleanor ella ellen nora
ELEANOR	eleanor ella ellen nora
ELEANOR	eleanor ella ellen nora
ELEANOR	eleanor ella ellen nora
ELIAS	eli elias
ELIAS	eli elias
ELIJAH	eli elijah
ELIJAH	eli elijah
ELISHA	elisha elli
ELISHA	elisha elli
ELIZA	eliza elizabeth liz liza
ELIZA	eliza elizabeth liz liza
ELIZA	eliza elizabeth liz liza
ELIZA	eliza elizabeth liz liza
ELIZABETH	bess bessie beth betsy betty eliza elizabeth liz liza
ELIZABETH	bess bessie beth betsy betty eliza elizabeth liz liza
ELIZABETH	bess bessie beth betsy betty eliza elizabeth liz liza
ELIZABETH	bess bessie beth betsy betty eliza elizabeth liz liza
ELIZABETH	bess bessie beth betsy betty eliza elizabeth liz liza
ELIZABETH	bess bessie beth betsy betty eliza elizabeth liz liza
ELIZABETH	bess bessie beth betsy betty eliza elizabeth liz liza
ELIZABETH	bess bessie beth betsy betty eliza elizabeth liz liza
ELIZABETH	bess bessie beth betsy betty eliza elizabeth liz liza
ELIZABETH	bess bessie beth betsy betty eliza elizabeth liz liza
ELOISE	eloise lois louise
ELOISE	eloise lois louise
ELOISE	eloise lois louise
EMANUEL	emanuel manny manuel
EMANUEL	emanuel manny manuel
EMANUEL	emanuel manny manuel
EMELINE	emeline emily emmy millie

Global Nicknames	
Name	Nicknames
EMELINE	emeline emily emmy millie
EMELINE	emeline emily emmy millie
EMELINE	emeline emily emmy millie
EMILY	emily emmy millie
EMILY	emily emmy millie
EMILY	emily emmy millie
EMMA	emm emma emmie
EMMA	emm emma emmie
EMMA	emm emma emmie
ERIC	eric rick ricky
ERIC	eric rick ricky
ERIC	eric rick ricky
ERNEST	ernest ernie
ERNEST	ernest ernie
EUGENE	eugene gene
EUGENE	eugene gene
EUSTACIA	eustacia stacia stacy
EUSTACIA	eustacia stacia stacy
EUSTACIA	eustacia stacia stacy
EVELINA	eva eve evelina
EVELINA	eva eve evelina
EVELINA	eva eve evelina
EVELYN	eva eve evelyn
EVELYN	eva eve evelyn
EVELYN	eva eve evelyn
EZEKIEL	ez ezekiel zeke
EZEKIEL	ez ezekiel zeke
EZEKIEL	ez ezekiel zeke
FAITH	faith faye
FAITH	faith faye
FERDINAND	ferdie ferdinand
FERDINAND	ferdie ferdinand
FLORA	flo flora
FLORA	flo flora
FLORENCE	flo flora florence florrie flossie
FLORENCE	flo flora florence florrie flossie
FLORENCE	flo flora florence florrie flossie
FLORENCE	flo flora florence florrie flossie
FLORENCE	flo flora florence florrie flossie
FRANCES	fan fanny fran frances frankie
FRANCES	fan fanny fran frances frankie
FRANCES	fan fanny fran frances frankie
FRANCES	fan fanny fran frances frankie
FRANCES	fan fanny fran frances frankie
FRANCINE	fan fanny fran francine frankie
FRANCINE	fan fanny fran francine frankie
FRANCINE	fan fanny fran francine frankie
FRANCINE	fan fanny fran francine frankie
FRANCINE	fan fanny fran francine frankie
FRANCINE	fan fanny fran francine frankie
FRANCIS	fran francis frank frankie

Global Nicknames	
Name	Nicknames
FRANCIS	fran francis frank frankie
FRANCIS	fran francis frank frankie
FRANCIS	fran francis frank frankie
FRANCO	fran franco frank frankie
FRANCO	fran franco frank frankie
FRANCO	fran franco frank frankie
FRANCO	fran franco frank frankie
FRANK	fran frank frankie
FRANK	fran frank frankie
FRANK	fran frank frankie
FRANKLIN	fran frank frankie franklin frannie
FRANKLIN	fran frank frankie franklin frannie
FRANKLIN	fran frank frankie franklin frannie
FRANKLIN	fran frank frankie franklin frannie
FRANKLIN	fran frank frankie franklin frannie
FRANNIE	fran frannie
FRANNIE	fran frannie
FRANZ	fran frankie franz
FRANZ	fran frankie franz
FRANZ	fran frankie franz
FREDDIE	fred freddie frederick fritz
FREDDIE	fred freddie frederick fritz
FREDDIE	fred freddie frederick fritz
FREDDIE	fred freddie frederick fritz
FREDERICA	freda freddie frederica
FREDERICA	freda freddie frederica
FREDERICA	freda freddie frederica
FREDERICK	fred freddie frederick
FREDERICK	fred freddie frederick
FREDERICK	fred freddie frederick
Flordeliso	Flor Paco
Flordeliso	Flor Paco
GABRIEL	gabe gabriel
GABRIEL	gabe gabriel
GABRIELLA	ella gabbie gabriella
GABRIELLA	ella gabbie gabriella
GABRIELLA	ella gabbie gabriella
GABRIELLE	ella gabbie gabrielle
GABRIELLE	ella gabbie gabrielle
GABRIELLE	ella gabbie gabrielle
GEOFFREY	geoff geoffrey
GEOFFREY	geoff geoffrey
GERALD	gerald geraldine gerry
GERALD	gerald geraldine gerry
GERALD	gerald geraldine gerry
GERALDINE	dina geraldine gerry
GERALDINE	dina geraldine gerry
GERALDINE	dina geraldine gerry
GERARD	gerard gerry
GERARD	gerard gerry

Global Nicknames	
Name	Nicknames
GERTIE	gert gertie
GERTIE	gert gertie
GERTRUDE	gert gertie gertrude trudy
GERTRUDE	gert gertie gertrude trudy
GERTRUDE	gert gertie gertrude trudy
GERTRUDE	gert gertie gertrude trudy
GILLIAN	gillian jill
GILLIAN	gillian jill
GILLIGAN	gil gilligan
GILLIGAN	gil gilligan
GINGER	ginger ginny
GINGER	ginger ginny
GRACENA	grace gracena
GRACENA	grace gracena
GRACIE	grace gracie
GRACIE	grace gracie
GREGORY	greg gregory
GREGORY	greg gregory
GWENDOLINE	gwen gwendoline wendy
GWENDOLINE	gwen gwendoline wendy
GWENDOLINE	gwen gwendoline wendy
GWENDOLYN	gwen gwendolyn wendy
GWENDOLYN	gwen gwendolyn wendy
GWENDOLYN	gwen gwendolyn wendy
GWENERVERE	gwen gwenervere
GWENERVERE	gwen gwenervere
HAROLD	hal harold harry
HAROLD	hal harold harry
HAROLD	hal harold harry
HARRISON	harrison harry
HARRISON	harrison harry
HELEN	helen nell nellie
HELEN	helen nell nellie
HELEN	helen nell nellie
HENRY	hal hank harry henry
HENRY	hal hank harry henry
HENRY	hal hank harry henry
HENRY	hal hank harry henry
HERBERT	bert herb herbert
HERBERT	bert herb herbert
HERBERT	bert herb herbert
HOLLICE	hollice holly
HOLLICE	hollice holly
HOWARD	howard howie
HOWARD	howard howie
HUBERT	bert hubert hugh
HUBERT	bert hubert hugh
HUBERT	bert hubert hugh
HUGO	hugh hugo
HUGO	hugh hugo

Global Nicknames	
Name	Nicknames
ISAAC	ike isaac
ISAAC	ike isaac
ISABELLA	bella belle isabella issy
ISABELLA	bella belle isabella issy
ISABELLA	bella belle isabella issy
ISABELLA	bella belle isabella issy
ISABELLE	bella belle isabelle issy
ISABELLE	bella belle isabelle issy
ISABELLE	bella belle isabelle issy
ISABELLE	bella belle isabelle issy
ISADORA	dora isadora issy
ISADORA	dora isadora issy
ISADORA	dora isadora issy
JACOB	jacob jake
JACOB	jacob jake
JACQUELINE	jackie jacqueline
JACQUELINE	jackie jacqueline
JAMES	james jamie jim jimmy
JAMES	james jamie jim jimmy
JAMES	james jamie jim jimmy
JAMES	james jamie jim jimmy
JAMIE	jamie jim jimmy
JAMIE	jamie jim jimmy
JAMIE	jamie jim jimmy
JANE	jane janie
JANE	jane janie
JANELLE	jan janelle
JANELLE	jan janelle
JANET	jan janet
JANET	jan janet
JANICE	jan janice
JANICE	jan janice
JEANETTE	janet jean jeanette
JEANETTE	janet jean jeanette
JEANETTE	janet jean jeanette
JEFFERSON	jeff jefferson
JEFFERSON	jeff jefferson
JEFFREY	jeff jeffrey
JEFFREY	jeff jeffrey
JENNIFER	jen jennifer jenny
JENNIFER	jen jennifer jenny
JENNIFER	jen jennifer jenny
JENNY	jen jenny
JENNY	jen jenny
JEREMIAH	jeremiah jerry
JEREMIAH	jeremiah jerry
JEREMY	jeremy jerry
JEREMY	jeremy jerry
JEROME	jerome jerry
JEROME	jerome jerry

Global Nicknames	
Name	Nicknames
JESSICA	jess jessica jessie
JESSICA	jess jessica jessie
JESSICA	jess jessica jessie
JESSIE	jess jessie
JESSIE	jess jessie
JOAN	joan joni
JOAN	joan joni
JOANNA	jo joan joanna jody joni
JOANNA	jo joan joanna jody joni
JOANNA	jo joan joanna jody joni
JOANNA	jo joan joanna jody joni
JOANNA	jo joan joanna jody joni
JOANNE	jo joanne joey
JOANNE	jo joanne joey
JOANNE	jo joanne joey
JOHN	jack john johnny
JOHN	jack john johnny
JOHN	jack john johnny
JONATHAN	jack john johnny jonathan nat nate nathan
JONATHAN	jack john johnny jonathan nat nate nathan
JONATHAN	jack john johnny jonathan nat nate nathan
JONATHAN	jack john johnny jonathan nat nate nathan
JONATHAN	jack john johnny jonathan nat nate nathan
JONATHAN	jack john johnny jonathan nat nate nathan
JONATHAN	jack john johnny jonathan nat nate nathan
JOSEPH	joe joey joseph
JOSEPH	joe joey joseph
JOSEPH	joe joey joseph
JOSEPHINE	joey josephine
JOSEPHINE	joey josephine
JOSHUA	josh joshua
JOSHUA	josh joshua
JOYCE	joy joyce
JOYCE	joy joyce
JUDITH	judith judy
JUDITH	judith judy
JULIETTE	julia julie juliette
JULIETTE	julia julie juliette
JULIETTE	julia julie juliette
JULIUS	jules julius
JULIUS	jules julius
KATE	kate katie kay
KATE	kate katie kay
KATE	kate katie kay
KATHERINE	kate katherine kathy katie kay
KATHERINE	kate katherine kathy katie kay
KATHERINE	kate katherine kathy katie kay
KATHERINE	kate katherine kathy katie kay
KATHERINE	kate katherine kathy katie kay
KATHERINE	kate katherine kathy katie kay
KATHLEEN	kate kathleen kathy katie kay

Global Nicknames	
Name	Nicknames
KATHLEEN	kate kathleen kathy katie kay
KATHLEEN	kate kathleen kathy katie kay
KATHLEEN	kate kathleen kathy katie kay
KATHLEEN	kate kathleen kathy katie kay
KATHY	kate kath kathy katie kay
KATHY	kate kath kathy katie kay
KATHY	kate kath kathy katie kay
KATHY	kate kath kathy katie kay
KATHY	kate kath kathy katie kay
KATIE	kate katie kay
KATIE	kate katie kay
KATIE	kate katie kay
KATRINA	kate katie katrina
KATRINA	kate katie katrina
KATRINA	kate katie katrina
KENNETH	ken kenneth kenny
KENNETH	ken kenneth kenny
KENNETH	ken kenneth kenny
KENNY	ken kenny
KENNY	ken kenny
KEVIN	kev kevin
KEVIN	kev kevin
KIMBERLY	kim kimberly
KIMBERLY	kim kimberly
KRISSY	kris krissy
KRISSY	kris krissy
KRISTEN	kris krissy kristen kristy
KRISTEN	kris krissy kristen kristy
KRISTEN	kris krissy kristen kristy
KRISTEN	kris krissy kristen kristy
KRISTINA	kris krissy kristin kristina kristy tina
KRISTINA	kris krissy kristin kristina kristy tina
KRISTINA	kris krissy kristin kristina kristy tina
KRISTINA	kris krissy kristin kristina kristy tina
KRISTINA	kris krissy kristin kristina kristy tina
KRISTINA	kris krissy kristin kristina kristy tina
KRISTINE	kris krissy kristine kristy
KRISTINE	kris krissy kristine kristy
KRISTINE	kris krissy kristine kristy
KRISTINE	kris krissy kristine kristy
KRISTY	kris krissy kristy
KRISTY	kris krissy kristy
KRISTY	kris krissy kristy
LARRY	larry lars
LARRY	larry lars
LAVERNE	laverne verna
LAVERNE	laverne verna
LAWRENCE	larry lars laurie lawrence
LAWRENCE	larry lars laurie lawrence
LAWRENCE	larry lars laurie lawrence

Global Nicknames	
Name	Nicknames
LAWRENCE	larry lars laurie lawrence
LENNY	len lenny
LENNY	len lenny
LEON	leo leon
LEON	leo leon
LEONARD	len lenny leo leon leonard
LEONARD	len lenny leo leon leonard
LEONARD	len lenny leo leon leonard
LEONARD	len lenny leo leon leonard
LEONARD	len lenny leo leon leonard
LEONARDO	len lenny leo leon leonardo
LEONARDO	len lenny leo leon leonardo
LEONARDO	len lenny leo leon leonardo
LEONARDO	len lenny leo leon leonardo
LEONARDO	len lenny leo leon leonardo
LEROY	lee leroy roy
LEROY	lee leroy roy
LEROY	lee leroy roy
LESLEY	les lesley
LESLEY	les lesley
LESTER	les lester
LESTER	les lester
LEWIS	lewis lou louie
LEWIS	lewis lou louie
LEWIS	lewis lou louie
LILLIAN	lil lillian lilly
LILLIAN	lil lillian lilly
LILLIAN	lil lillian lilly
LILLY	lil lilly
LILLY	lil lilly
LINDA	linda lindy
LINDA	linda lindy
LISA	lisa liz
LISA	lisa liz
LIVIA	liv livia
LIVIA	liv livia
LIZA	liz liza
LIZA	liz liza
LOUIE	lou louie
LOUIE	lou louie
LOUISE	eloise lois lou louise lulu
LOUISE	eloise lois lou louise lulu
LOUISE	eloise lois lou louise lulu
LOUISE	eloise lois lou louise lulu
LOUISE	eloise lois lou louise lulu
LUCAS	lucas luke
LUCAS	lucas luke
LUCIA	lucia lucy
LUCIA	lucia lucy
LUCILLE	lucille lucy

Global Nicknames	
Name	Nicknames
LUCILLE	lucille lucy
LUCINDA	cindy lucinda
LUCINDA	cindy lucinda
LYDIA	liddy lydia
LYDIA	liddy lydia
LYNNETTE	lynn lynn timer
LYNNETTE	lynn lynn timer
MADELINE	lena maddy madeline maggie
MADELINE	lena maddy madeline maggie
MADELINE	lena maddy madeline maggie
MADELINE	lena maddy madeline maggie
MALCOLM	mac malcolm
MALCOLM	mac malcolm
MANUEL	manny manuel
MANUEL	manny manuel
MARCIA	marcia marcie
MARCIA	marcia marcie
MARCUS	marc marcus
MARCUS	marc marcus
MARGARET	margaret marge margie meg meggie
MARGARET	margaret marge margie meg meggie
MARGARET	margaret marge margie meg meggie
MARGARET	margaret marge margie meg meggie
MARGARET	margaret marge margie meg meggie
MARGO	margie margo
MARGO	margie margo
MARIA	maria marie mary
MARIA	maria marie mary
MARIA	maria marie mary
MARIAH	maria maria marie mary
MARIAH	maria maria marie mary
MARIAH	maria maria marie mary
MARIAH	maria maria marie mary
MARIAN	marian mary
MARIAN	marian mary
MARJORIE	marje marjorie
MARJORIE	marje marjorie
MARTIN	martin marty
MARTIN	martin marty
MARVIN	marv marvin
MARVIN	marv marvin
MATILDA	matilda matty tilda tilly
MATILDA	matilda matty tilda tilly
MATILDA	matilda matty tilda tilly
MATILDA	matilda matty tilda tilly
MATTHEW	matt matthew
MATTHEW	matt matthew
MAUREEN	maureen mo
MAUREEN	maureen mo
MAURICE	maurice maury

Global Nicknames	
Name	Nicknames
MAURICE	maurice maury
MAXINE	max maxine
MAXINE	max maxine
MEGAN	meg megan meggie
MEGAN	meg megan meggie
MEGAN	meg megan meggie
MELANIE	mel melanie
MELANIE	mel melanie
MELINDA	linda lindy mel melinda
MELINDA	linda lindy mel melinda
MELINDA	linda lindy mel melinda
MELINDA	linda lindy mel melinda
MELISSA	lissa mel melissa milly missy
MELISSA	lissa mel melissa milly missy
MELISSA	lissa mel melissa milly missy
MELISSA	lissa mel melissa milly missy
MELISSA	lissa mel melissa milly missy
MELVIN	mel melvin
MELVIN	mel melvin
MERVIN	merv mervin
MERVIN	merv mervin
MICHAEL	michael mike
MICHAEL	michael mike
MICHELLE	michelle shelly
MICHELLE	michelle shelly
MICKEY	mick mickey
MICKEY	mick mickey
MILDRED	mildred millie
MILDRED	mildred millie
MILLCENT	millicent millie
MILLCENT	millicent millie
MIRANDA	mandy mira miranda randy
MIRANDA	mandy mira miranda randy
MIRANDA	mandy mira miranda randy
MIRANDA	mandy mira miranda randy
MITCHELL	mitch mitchell
MITCHELL	mitch mitchell
MONTGOMERY	gum montgomery monty
MONTGOMERY	gum montgomery monty
MONTGOMERY	gum montgomery monty
MORTIMER	mort mortimer
MORTIMER	mort mortimer
NATALIA	nat natalia
NATALIA	nat natalia
NATALIE	nat natalie nettie
NATALIE	nat natalie nettie
NATALIE	nat natalie nettie
NATASHA	natasha tash tasha
NATASHA	natasha tash tasha
NATASHA	natasha tash tasha

Global Nicknames	
Name	Nicknames
NATE	nat nate
NATE	nat nate
NATHAN	nat nate nathan
NATHAN	nat nate nathan
NATHAN	nat nate nathan
NATHANIEL	nat nate nathan nathaniel
NATHANIEL	nat nate nathan nathaniel
NATHANIEL	nat nate nathan nathaniel
NATHANIEL	nat nate nathan nathaniel
NELLIE	nell nellie
NELLIE	nell nellie
NELSON	nels nelson
NELSON	nels nelson
NICHOLAS	nicholas nick nicki
NICHOLAS	nicholas nick nicki
NICHOLAS	nicholas nick nicki
NICOLA	nicki nicola
NICOLA	nicki nicola
NICOLE	nicki nicole
NICOLE	nicki nicole
NORBERT	bert norbert
NORBERT	bert norbert
NORMAN	norm norman
NORMAN	norm norman
OLIVE	liv olive
OLIVE	liv olive
OLIVER	oliver ollie
OLIVER	oliver ollie
OLIVIA	liv livia olivia
OLIVIA	liv livia olivia
OLIVIA	liv livia olivia
PAMELA	pam pamela
PAMELA	pam pamela
PATRICIA	pat patricia patsy patti tricia
PATRICIA	pat patricia patsy patti tricia
PATRICIA	pat patricia patsy patti tricia
PATRICIA	pat patricia patsy patti tricia
PATRICIA	pat patricia patsy patti tricia
PATRICK	paddy pat patrick
PATRICK	paddy pat patrick
PATRICK	paddy pat patrick
PATSY	pat patsy patti
PATSY	pat patsy patti
PATSY	pat patsy patti
PATTI	pat patti
PATTI	pat patti
PAULINA	paula paulina
PAULINA	paula paulina
PAULINE	paula pauline
PAULINE	paula pauline

Global Nicknames	
Name	Nicknames
PEGGY	peg peggy
PEGGY	peg peggy
PENELOPE	penelope penny
PENELOPE	penelope penny
PERCY	perce percy
PERCY	perce percy
PETER	pete peter
PETER	pete peter
PHILIP	phil philip
PHILIP	phil philip
PRISCILLA	cilla priscilla
PRISCILLA	cilla priscilla
RAMONA	mona ramona
RAMONA	mona ramona
RANDAL	randal randy
RANDAL	randal randy
RANDOLPH	dolph randolph randy
RANDOLPH	dolph randolph randy
RANDOLPH	dolph randolph randy
RAPHAEL	ralph raphael
RAPHAEL	ralph raphael
RAYMOND	ray raymond
RAYMOND	ray raymond
REBECCA	becca becky rebecca
REBECCA	becca becky rebecca
REBECCA	becca becky rebecca
REGGIE	reg reggie
REGGIE	reg reggie
REGINALD	reg reggie reginald
REGINALD	reg reggie reginald
REGINALD	reg reggie reginald
REYNOLD	reg reggie reynold
REYNOLD	reg reggie reynold
REYNOLD	reg reggie reynold
RICHARD	dick rich richard richie rick ricky
RICHARD	dick rich richard richie rick ricky
RICHARD	dick rich richard richie rick ricky
RICHARD	dick rich richard richie rick ricky
RICHARD	dick rich richard richie rick ricky
RICHARD	dick rich richard richie rick ricky
ROBERT	bob bobby rob robbie robert
ROBERT	bob bobby rob robbie robert
ROBERT	bob bobby rob robbie robert
ROBERT	bob bobby rob robbie robert
ROBERT	bob bobby rob robbie robert
ROBERTA	bertie bobby roberta
ROBERTA	bertie bobby roberta
ROBERTA	bertie bobby roberta
ROBERTO	bob bobby rob roberto
ROBERTO	bob bobby rob roberto

Global Nicknames	
Name	Nicknames
ROBERTO	bob bobby rob roberto
ROBERTO	bob bobby rob roberto
ROBIN	rob robin
ROBIN	rob robin
RODERICK	rod roderick
RODERICK	rod roderick
RODNEY	rod rodney
RODNEY	rod rodney
ROGER	rog roger
ROGER	rog roger
RONALD	ron ronald ronnie
RONALD	ron ronald ronnie
RONALD	ron ronald ronnie
ROSALIE	ros rosalie rose rosie
ROSALIE	ros rosalie rose rosie
ROSALIE	ros rosalie rose rosie
ROSALIE	ros rosalie rose rosie
ROSALIND	ros rosalind rose rosie
ROSALIND	ros rosalind rose rosie
ROSALIND	ros rosalind rose rosie
ROSALIND	ros rosalind rose rosie
ROSEMARY	ros rose rosemary rosie
ROSEMARY	ros rose rosemary rosie
ROSEMARY	ros rose rosemary rosie
ROSEMARY	ros rose rosemary rosie
ROSIE	ros rosie
ROSIE	ros rosie
ROXANNE	rox roxanne roxie
ROXANNE	rox roxanne roxie
ROXANNE	rox roxanne roxie
ROYSTON	roy royston
ROYSTON	roy royston
RUDOLPH	dolph rolf rudolph rudy
RUDOLPH	dolph rolf rudolph rudy
RUDOLPH	dolph rolf rudolph rudy
RUDOLPH	dolph rolf rudolph rudy
RUSSELL	russ russell
RUSSELL	russ russell
SALLY	sal sally
SALLY	sal sally
SALMON	sal salmon sol
SALMON	sal salmon sol
SALMON	sal salmon sol
SAMPSON	sam sammy sampson
SAMPSON	sam sammy sampson
SAMPSON	sam sammy sampson
SAMUEL	sam sammy samuel
SAMUEL	sam sammy samuel
SAMUEL	sam sammy samuel
SANDRA	sandra sandy

Global Nicknames	
Name	Nicknames
SANDRA	sandra sandy
SCOTT	scott scotty
SCOTT	scott scotty
SHIRLEY	shirl shirley
SHIRLEY	shirl shirley
SIDNEY	sid sidney
SIDNEY	sid sidney
SIMON	sim simon
SIMON	sim simon
SOLOMON	sal sol solly solomon
SOLOMON	sal sol solly solomon
SOLOMON	sal sol solly solomon
SOLOMON	sal sol solly solomon
SONDRA	sandy sondra
SONDRA	sandy sondra
STANLEY	stan stanley
STANLEY	stan stanley
STEPHEN	stephen steve
STEPHEN	stephen steve
STEWART	stewart stu
STEWART	stewart stu
SULLIVAN	sullivan sully
SULLIVAN	sullivan sully
SUSAN	sue susan susie
SUSAN	sue susan susie
SUSAN	sue susan susie
SUSIE	sue susie
SUSIE	sue susie
SYLVESTER	sly sylvester vestor
SYLVESTER	sly sylvester vestor
SYLVESTER	sly sylvester vestor
TAMARA	tam tamara tammy
TAMARA	tam tamara tammy
TAMARA	tam tamara tammy
TAMMY	tam tammy
TAMMY	tam tammy
TERRENCE	terrence terry
TERRENCE	terrence terry
THEODORE	ted teddy theo theodore
THEODORE	ted teddy theo theodore
THEODORE	ted teddy theo theodore
THEODORE	ted teddy theo theodore
THOMAS	thomas tom tommy
THOMAS	thomas tom tommy
THOMAS	thomas tom tommy
TIMOTHY	tim timmy timothy
TIMOTHY	tim timmy timothy
TIMOTHY	tim timmy timothy
TOBIAS	tobias toby
TOBIAS	tobias toby

Global Nicknames	
Name	Nicknames
TYLER	ty tyler
TYLER	ty tyler
TYRONE	ty tyrone
TYRONE	ty tyrone
TYSON	ty tyson
TYSON	ty tyson
VALERIE	val valerie
VALERIE	val valerie
VANESSA	nessa vanessa
VANESSA	nessa vanessa
VERNON	vern vernie vernon
VERNON	vern vernie vernon
VERNON	vern vernie vernon
VERONICA	ronna ronnie veronica vonnie
VERONICA	ronna ronnie veronica vonnie
VERONICA	ronna ronnie veronica vonnie
VERONICA	ronna ronnie veronica vonnie
VICTOR	vic victor
VICTOR	vic victor
VICTORIA	vicki victoria
VICTORIA	vicki victoria
VINCE	vin vince vinny
VINCE	vin vince vinny
VINCE	vin vince vinny
VINCENT	vin vince vincent vinny
VINCENT	vin vince vincent vinny
VINCENT	vin vince vincent vinny
VINCENT	vin vince vincent vinny
VIRGINIA	ginny virginia
VIRGINIA	ginny virginia
VIVIAN	viv vivian
VIVIAN	viv vivian
WALLACE	wallace wally
WALLACE	wallace wally
WALTER	wally walt walter
WALTER	wally walt walter
WALTER	wally walt walter
WILFRED	wilf wilfred willy
WILFRED	wilf wilfred willy
WILFRED	wilf wilfred willy
WILLIAM	bill billy will william willy
WILLIAM	bill billy will william willy
WILLIAM	bill billy will william willy
WILLIAM	bill billy will william willy
WILLIAM	bill billy will william willy
WILLIS	will willis willy
WILLIS	will willis willy
WILLIS	will willis willy
WOODROW	woodrow woody
WOODROW	woodrow woody

Global Nicknames	
Name	Nicknames
ZACHARIAH	zach zachariah
ZACHARIAH	zach zachariah
ZACHARIAS	zach zacharias
ZACHARIAS	zach zacharias
ZACHARY	zach zachary
ZACHARY	zach zachary

13.12 Subject Line Formats

Message subject lines are visible when users view and listen to messages in the Cisco Unity Inbox, an IMAP client, an RSS client, or any other visual client that displays the message subject. Subject lines are not presented to users when they listen to voice messages by phone. You can configure both the wording and the information that is included in the subject line of voice messages, including localizing the subject line according to the language of the recipient.

The subject lines of the following message types can be defined:

- **Outside Caller Messages**
Messages from callers who are not Cisco Unity Connection users, and also from Connection users who send messages without first logging on to Connection or who have not been automatically identified as Connection users by the Identified User Messaging feature. This includes messages that are left for a system call handler.
- **User to User Messages**
Messages from callers who have either logged on to Connection, or have been automatically identified as Connection users because Identified User Messaging is enabled. This includes messages that are left from users for a system call handler.
- **Interview Handler Messages**
Messages that are left for interview handlers.
- **Live Record Messages**
Messages containing conversations that users recorded while they talked to callers.

Subject lines for call handler messages use the definition of outside caller messages or user to user messages, depending on whether the call handler message is from an outside caller or a user.

Subject Line Formats		
Message Type	Details	
Voice Messages	Language	
	Language	English (United States)
	Subject Line Formats	
	Outside Caller Messages	%D% %U% %P% Message from %NAME% (%CALLERID%)
	User to User Messages	%D% %U% %P% Message from %NAME% (%EXTENSION%)
	Interview Handler Messages	%D% %U% %P% Interview Handler Message from %NAME% (%CALLERID%)
	Live Record Messages	Live record message
	Parameter Definitions	
	%CALLERID% (When Unknown)	Unknown caller ID
	%CALLEDID% (When Unknown)	Unknown called ID
	%NAME% (When Unknown)	Unknown sender
	%EXTENSION% (When Unknown)	Unknown extension
	%U%	Urgent
	%P%	Private
	%S%	Secure
%D%	Dispatch	
Notifications	Language	
	Language	English (United States)
	Subject Line Formats	
	Live Record Messages	Message notification: Voice message from %NAME% %CALLERID%

Subject Line Formats		
Message Type	Details	
	Live Record Messages	Missed Call from %NAME% (%CALLERID%)
	Live Record Messages	Message Notification
	Parameter Definitions	
	%CALLERID% (When Unknown)	Unknown Caller ID
	%NAME% (When Unknown)	Unknown sender
	%U%	Urgent
	%P%	Private
	%S%	Secure
	%D%	Dispatch

13.13 Attachment Descriptions

When Cisco Unity Connection is integrated with a third-party message store, Connection uses Text to Speech (TTS) to describe message attachments for users who check their messages on the phone. For example, an attachment with the extension .jpg is described as 'an image.'

The following TTS description(s) for message attachments are configured:

Attachment Descriptions	
Extension	Description
.doc	a WORD document
.docx	a document
.gz	an archive
.jpeg	an image
.jpg	an image
.pdf	a document
.txt	a text part
.wav	an audio part
.xls	a spreadsheet
.zip	an archive

13.14 Enterprise Parameters

Enterprise parameters for Cisco Unity Connection provide default settings that apply to all services in Cisco Unified Serviceability.

The following list contains all Enterprise Parameters:

Enterprise Parameters	
Parameter	Value
MaxUsers	160000
MaxPhones	80000
MaxServers	30
EnableUserSearchWithCustomer	1
EnableDirectoryPartitionSearch	0
UseSSOforRTMT	1
oAuthWithRefreshLoginFlow	0
SSOLoginBehaviorForIos	0
thirdpartyclient_redirecturi	
refreshTokenExpiryTimer	60
oAuthTokenExpiryTimer	60
RoutePlanReportMaxIndex	1500000
DSCPValue	None
neverStartCallWithVideo	N

Enterprise Parameters	
Parameter	Value
CallTraceLogFileSize	2
MaxCallTraceLogFiles	2000
EnableCallTraceLog	1
EnableMgcpTraceLog	0
logicalPartitioningDefaultFilter	
logicalPartitioningDefaultPolicy	2
defaultGeolocation	00000000-1111-0000-0000-000000000000
isCustomLogicalPartitioningApplied	N
isLogicalPartitioningEnabled	N
GRTSocketReadTimeout	60
GRTSocketConnectTimeout	10
RemoteSyslogSeverity	3
RemoteSyslogServerName5	
RemoteSyslogServerName4	
RemoteSyslogServerName3	
RemoteSyslogServerName2	
RemoteSyslogServerName	
ReplyMulticastEchoRequest	0
AcceptRedirectMessages	0
AllowDuplicateAddressDetection	1
AllowAutoConfigurationForPhones	1
IPAddressingModePrefControl	0
IPAddressingModePrefMedia	0
EnableIPV6	N
UserMustChangeCredentialBehavior	
UnsupportedPickup	
TLSResumptionTimer	3600
TLSHandshakeTimer	60
DoSProtectionFlag	Y
ClusterName	
OrganizationDomain	
IAQInstalledFlag	N
AAInstalledFlag	N
ClientPortNumber	8889
ServerPortNumber	8888
syncingModeForEnterpriseGroups	1
groupSizeToLimitPresencePacketsForEnterpriseGroups	100
directoryGroupOperationsOnCiscoIMandPresence	0
userAssignmentMode	0
restrictNonSuperUser	Y
restrictOnUserGroupOverlap	1
FileCloseThreadQueueWatermark	100
FileCloseThreadFlag	Y
AllowedCdrGetFileListQueriesPerMinute	20
AllowedCdrGetFileQueriesPerMinute	10
MaximumPerfmonCountersPerSession	100
PerfmonQueueLimit	100
AllowedRisQueriesPerMinute	15
AllowedPerfmonQueriesPerMinute	50
CCMPDSessionTimeout	86400

Enterprise Parameters	
Parameter	Value
NumberOfDigitsToMatch	4
UserSearchLimit	64
EnableAllUserSearch	Y
SecureServicesURL	
SecureMessagesURL	
SecureInformationURL	
SecureIdleURL	
SecureUDSUsersAccessURL	
SecureDirectoryURL	
SecureAuthenticationURL	
URLServices	
URLProxy	
URLMessages	
URLInformation	
URLIdleTime	0
URLIdle	
URLDirectories	
URLAuthentication	
RollBackToPreGrayback	N
CertificateValidityCheckFrequency	24
CertificateValidityCheck	0
TerminateUserSession	1
TrustedServers	
HTTPCipherSelection	0
SRTPCipherSelection	0
TLSCipherPreference	1
AuthMethodForBrowserAccess	1
CacheControl	Y
TFTPFileSignatureAlgorithm	1
EndpointEncryptionAlgorithms	0
CAPFOperationDuration	10
CAPFPhonePort	3804
LBMSecurityMode	0
ClusterSIPOAuthMode	0
ClusterSecurityMode	0
ConfidentialAccessLevelFailureMessageText	CAL MISMATCH
ConfidentialAccessLevelWarningMessageText	
ConfidentialAccessLevelValueForWarning	0
ConfidentialAccessLevelEnforcementLevel	0
ConfidentialAccessLevelPolicy	F
UseStandardVMHandlingForPrecedenceCalls	N
PrecedenceAlternatePartyTimeout	30
MLPPPreemptionSetting	Disabled
MLPPIndicationStatus	Off
MLPPDomainIdentifier	c80cafe0-af65-43d6-a1f1-225ad998bd26
DefaultUserLocale	1
DefaultNetworkLocale	64
CDRFlatFileInterval	1
EndUserDirectoryURIPartitionAlias	4b8d4a55-1943-4c22-ac6a-0ee012618033
CCMUserShowPhonesReadyToActivate	Y

Enterprise Parameters	
Parameter	Value
CCMUserDisplayName	Y
CCMUserShowDownload	Y
CCMUserShowVideoConferencingScheduler	1
CCMUserShowConferencingScheduler	Y
CCMUserShowVoicemailIVROption	Y
CCMUserShowCallForward	1
CCMUserShowChangePin	Y
CCMUserShowChangePassword	Y
CCMUserShowPhoneLocale	Y
CCMUserShowCalendarPreference	Y
CCMUserShowDirectory	Y
CCMUserShowMobilityFeatures	Y
CCMUserShowOnlineGuide	Y
CCMUserShowLineTextSettings	N
CCMUserShowPersonalAddressBook	Y
CCMUserShowHistorySettings	Y
CCMUserShowMessageWaitingLampPolicy	Y
CCMUserShowRingSettings	N
CCMUserShowIPPhoneServicesSettings	Y
CCMUserShowSpeedDialSettings	Y
CCMUserOptionsPortalDefaultServer	
AutoSelectDNOnAnyPartition	0
CCMAdminEnableDependencyRecords	N
CCMAdminMaxItemsInLookup	1000
CCMAdminMaxItemsInList	250
URILookupPolicy	0
IMSInterOperatorId	IMS Inter Operator Identification
WifiHotspotProfile	
FeatureControlPolicy	
PhoneServiceDisplay	0
PhonePersonalization	0
AdvertiseG722Codec	1
BLFForCallLists	0
PhoneTemplateSelection	1
AutoRegistrationLegacyMode	N
AutoRegistrationPhoneProtocol	0
ConnectionMonitorDuration	120
DSCPForCm2Dvce	96
DSCPForSCCPPhoneConfig	96
DSCPForSCCPPhoneServices	0
EnableTraceCompression	0
MaxNumberDeviceLevelTrace	12
ClusterID	StandAloneCluster

13.15 Service Parameters

Service parameters for Cisco Unity Connection allow you to configure different services in Cisco Unified Serviceability.

The following list contains all Service Parameters:

Service Parameters			
Server	Service	Parameter	Value

Service Parameters			
Server	Service	Parameter	Value
10.5.1.121	Cisco Database Layer Monitor	DisableUser	0
10.5.1.121	Cisco Database Layer Monitor	MaximumInactivePeriod	180
10.5.1.121	Cisco Database Layer Monitor	ReplicationMonitorTimeout	1800
10.5.1.121	Cisco Database Layer Monitor	ValidateServiceURL	Y
10.5.1.121	Cisco Database Layer Monitor	CheckForNamespaceInTag	Y
10.5.1.121	Cisco Database Layer Monitor	EnableAXLEncodingInfo	N
10.5.1.121	Cisco Database Layer Monitor	MaintenanceTaskTrace	0
10.5.1.121	Cisco Database Layer Monitor	SPLAppTraceLevel	1
10.5.1.121	Cisco Database Layer Monitor	SPLTrace	1
10.5.1.121	Cisco Database Layer Monitor	ValidNamespace	Y
10.5.1.121	Cisco Database Layer Monitor	AxlChangeNotificationQueueSize	20000
10.5.1.121	Cisco Database Layer Monitor	AxlChangeNotification	1
10.5.1.121	Cisco Database Layer Monitor	SortEndUserLocale	0
10.5.1.121	Cisco Database Layer Monitor	TableOutOfSync	0
10.5.1.121	Cisco Database Layer Monitor	CDRPurgeWindow	12
10.5.1.121	Cisco Database Layer Monitor	CDRPurgeTime	00:00
10.5.1.121	Cisco Database Layer Monitor	DeviceNameValidationEnabled	Y
10.5.1.121	Cisco RIS Data Collector	RisSystemAccessMaxProcessesThreads	3000
10.5.1.121	Cisco RIS Data Collector	RisTLCSFTPKeepaliveDelay	5000
10.5.1.121	Cisco RIS Data Collector	RisTLCThrottlePollRate	250
10.5.1.121	Cisco RIS Data Collector	RisTLCCPUThrottleLimit	80
10.5.1.121	Cisco RIS Data Collector	RisTLCIOThrottleLimit	10
10.5.1.121	Cisco RIS Data Collector	RisTLCThrottleEnable	N
10.5.1.121	Cisco RIS Data Collector	RisMaxNumUnusedCTIRecords	3000
10.5.1.121	Cisco RIS Data Collector	RisUnusedCTIDeviceStorePeriod	1
10.5.1.121	Cisco RIS Data Collector	RisUnusedCMDeviceStorePeriod	3
10.5.1.121	Cisco RIS Data Collector	RisCleanupTimeOftheDay	22:00
10.5.1.121	Cisco RIS Data Collector	RisClientTimeout	30
10.5.1.121	Cisco RIS Data Collector	RisClientTcpPort	2556
10.5.1.121	Cisco RIS Data Collector	RisClusterTcpPort	2555
10.5.1.121	Cisco RIS Data Collector	RisTSEnableLogging	N
10.5.1.121	Cisco Directory Number Alias Sync	MaxRecordsPerContextSync	1000
10.5.1.121	Cisco Directory Number Alias Sync	TimeoutForLDAPContextSync	60
10.5.1.121	Cisco Directory Number Alias Sync	PUTFailCount	0
10.5.1.121	Cisco Directory Number Alias Sync	ThresholdForErrorsSync	5
10.5.1.121	Cisco Directory Number Alias Sync	ErrorCheckEnabledSync	Y
10.5.1.121	Cisco Directory Number Alias Sync	AllowedKeepAliveRetryCountSync	0
10.5.1.121	Cisco Directory Number Alias Sync	AllowedLDAPRetryCountSync	2
10.5.1.121	Cisco Directory Number Alias Sync	TimeOutThresholdIntervalForLDAPRetrySync	5000
10.5.1.121	Cisco Directory Number Alias Sync	TimeOutThresholdIntervalSync	1000
10.5.1.121	Cisco Directory Number Alias Sync	UpdateSleepInterval	1
10.5.1.121	Cisco Directory Number Alias Sync	RecordSizeForUpdate	100
10.5.1.121	Cisco Directory Number Alias Sync	ProcessuserThreadSleepInterval	1
10.5.1.121	Cisco Directory Number Alias Lookup	TimeoutForLDAPContextLookup	45
10.5.1.121	Cisco Wireless Controller Synchronization Service	SNMPRequestQuerySize	10
10.5.1.121	Cisco Wireless Controller Synchronization Service	SNMPRequestRetries	3
10.5.1.121	Cisco Wireless Controller Synchronization Service	SNMPRequestTimeout	10

Service Parameters			
Server	Service	Parameter	Value
10.5.1.121	Cisco AMC Service	LoggerEnabled	Y
10.5.1.121	Cisco AMC Service	AlertMgrEnabled	Y
10.5.1.121	Cisco AMC Service	RMIObjectPort	1090
10.5.1.121	Cisco AMC Service	RMIRegistryPort	1099
10.5.1.121	Cisco AMC Service	AmcLinkServiceSyncUpPeriod	60
10.5.1.121	Cisco AMC Service	AmcCollectionPollingRate	30
10.5.1.121	Cisco AMC Service	AmcCollectionEnabled	Y
10.5.1.121	Cisco AMC Service	FailoverCollector	fac00cc0-6f45-4e88-a2df-8045265cab9f
10.5.1.121	Cisco AMC Service	PrimaryCollector	fac00cc0-6f45-4e88-a2df-8045265cab9f
10.5.1.121	Cisco DirSync	UserCustomerMapAuditTime	0000-00-00 00:00
10.5.1.121	Cisco DirSync	DelayedSyncStart	5
10.5.1.121	Cisco DirSync	LDAPConnectionTimeout	5
10.5.1.121	Cisco DirSync	RetryDelayOnFailureHostList	10
10.5.1.121	Cisco DirSync	RetryDelayOnFailureHost	5
10.5.1.121	Cisco DirSync	MaxNumberOfHost	3
10.5.1.121	Cisco DirSync	MaxNumberOfAgreements	20
10.5.1.121	Cisco Serviceability Reporter	RTMTReportDeletionAge	7
10.5.1.121	Cisco Serviceability Reporter	RTMTReportGenerationTime	30
10.5.1.121	Cisco Serviceability Reporter	RTMTReporNode	fac00cc0-6f45-4e88-a2df-8045265cab9f

13.16 Fax Server

Cisco Unity Connection can integrate with the Cisco Fax Server so that users can do the following while on the phone or while using the Cisco Unity Inbox:

- Receive faxes that are sent to the fax extension for the user. Depending on the system configuration, faxes will be available in the user mailboxes or in the user IMAP clients.
- Forward the faxes that they receive to a fax machine for printing.
- Forward the faxes that they receive to another user.

Inbound faxes are sent to the fax extension for the user. The Cisco Fax Server uses its email gateway to route the fax through SMTP to the user mailbox on the Connection server. The Text to Speech (TTS) feature cannot read faxes.

Outgoing Fax Server	
Enabled	Y
Fax Server Name	Fax Server
SMTP Address	fax@uplinx.com
IP Address	10.5.1.166
Use SMTP Smart Host	N

13.17 LDAP

If you are using a supported LDAP directory for your corporate directory, Cisco Unity Connection gives you the option to synchronize a small subset of user data in the Connection database with user data in the LDAP directory. In addition, if you configure directory synchronization, you can have Connection authenticate user access to Connection web applications against Active Directory credentials. You can also configure Connection to periodically resynchronize Connection user data with user data in the LDAP directory.

Connection LDAP directory support does not require directory schema extensions, and access to the directory is read-only.

Connection also supports standalone users and users imported from Cisco Unified Communications Manager via AXL. Both standalone users and users imported from Cisco Unified CM can be converted to LDAP users at any time.

This section contains the following sub chapters:

- LDAP Setup

- LDAP Directory Configuration
- LDAP Authentication
- LDAP Custom Filter

13.17.1 LDAP Setup

If the check box 'Enable Synchronizing from LDAP Server' is enabled, Cisco Unity Connection gets basic information on Connection users from the LDAP directories that you specify on the LDAP Directory Configuration page. Data is synchronized only for the Connection users that you created by importing users from the LDAP directory. Connection does not automatically create new Connection users when new users are added to the LDAP directory.

If you want to use LDAP authentication, you must enable LDAP synchronization.

LDAP System Information	
Enable Synchronizing from LDAP Server	Y
LDAP Server Type	Microsoft Active Directory
LDAP Attribute for User ID	sAMAccountName

13.17.2 LDAP Directory Configuration

Cisco Unity Connection LDAP directory configurations specify which users in the LDAP directory are imported into Connection. For each LDAP directory configuration, a user search base is specified, which is the position in the LDAP directory tree where Connection begins its search for user accounts.

Connection imports all users in the tree or subtree (domain or OU) specified by the search base. A Connection server or cluster can only import LDAP data from subtrees with the same directory root, for example, from the same Active Directory forest.

LDAP Directory			
Name	Details		
LDAP2013	LDAP Directory Information		
	LDAP Directory Information		
	LDAP Manager Distinguished Name	CN=Administrator,CN=Users,DC=lab,DC=test	
	LDAP User Search Base	DC=lab,DC=test	
	LDAP Custom Filter	< None >	
	LDAP Directory Synchronization Schedule		
	Perform Sync Just Once	N	
	Perform a Re-sync Every	6 HOUR	
	Next Re-sync Time (YYYY-MM-DD hh:mm)	2019-10-21 06:00	
	Standard User Fields To Be Synchronized		
	User Fields	CUCM User Fields	LDAP User Fields
		UserId	sAMAccountName
		FirstName	givenName
		MiddleName	middleName
		LastName	sn
		Manager	manager
		Department	department
TelephoneNumber		telephoneNumber	
Mailid		mail	
Title		title	
HomePhone		homephone	
Mobile		mobile	
Pager	pager		

LDAP Directory			
Name	Details		
		DirectoryURI	none
		DisplayName	displayName
	Custom User Fields To Be Synchronized		
User Fields	CUCM User Fields	LDAP User Fields	
	employeeFullName		
	employeeNumber	employeeNumber	
	LDAP Server Information		
LDAP Server Information	Host Name or IP Address	LDAP Port	Use SSL
	10.5.1.166	389	N
NewLDAPDirectoryConfig	LDAP Directory Information		
	LDAP Directory Information		
LDAP Manager Distinguished Name	CN=Administrator,CN=Users,DC=lab,DC=test		
LDAP User Search Base	DC=lab,DC=test		
LDAP Custom Filter	< None >		
	LDAP Directory Synchronization Schedule		
Perform Sync Just Once	N		
Perform a Re-sync Every	7 DAY		
Next Re-sync Time (YYYY-MM-DD hh:mm)	2019-10-23 00:00		
	Standard User Fields To Be Synchronized		
User Fields	CUCM User Fields	LDAP User Fields	
	UserId	sAMAccountName	
	FirstName	givenName	
	MiddleName	middleName	
	LastName	sn	
	Manager	manager	
	Department	department	
	TelephoneNumber	telephoneNumber	
	Mailid	mail	
	Title	title	
	HomePhone	homephone	
	Mobile	mobile	
	Pager	pager	
	DirectoryURI	msRTCSIP-primaryuseraddress	
	DisplayName	displayName	
	Custom User Fields To Be Synchronized		
User Fields	CUCM User Fields	LDAP User Fields	
	employeeFullName		
	employeeNumber		
	LDAP Server Information		
LDAP Server Information	Host Name or IP Address	LDAP Port	Use SSL
	10.5.1.166	389	N
SecondLDAPDirectoryConfig	LDAP Directory Information		
	LDAP Directory Information		
LDAP Manager Distinguished Name	CN=Administrator,CN=Users,DC=lab,DC=test		
LDAP User Search Base	DC=lab,DC=test		
LDAP Custom Filter	< None >		
	LDAP Directory Synchronization Schedule		

LDAP Directory			
Name	Details		
	Perform Sync Just Once	Y	
	Perform a Re-sync Every	7 DAY	
	Next Re-sync Time (YYYY-MM-DD hh:mm)	2019-10-09 00:00	
	Standard User Fields To Be Synchronized		
	User Fields	CUCM User Fields	LDAP User Fields
		UserId	sAMAccountName
		FirstName	givenName
		MiddleName	initials
		LastName	sn
		Manager	manager
		Department	department
		TelephoneNumber	telephoneNumber
		Mailid	mail
		Title	title
		HomePhone	homephone
		Mobile	mobile
		Pager	pager
		DirectoryURI	mail
		DisplayName	displayName
	Custom User Fields To Be Synchronized		
	User Fields	CUCM User Fields	LDAP User Fields
		employeeFullName	
		employeeNumber	
	LDAP Server Information		
	LDAP Server Information	Host Name or IP Address	LDAP Port
		10.5.1.166	389
			Use SSL
			N

13.17.3 LDAP Authentication

Connection web applications authenticate user names and passwords against the user name and web application password in the Connection database if LDAP Authentication is enabled.

When users sign in to Connection by phone, Connection always authenticates based on the voicemail password in the Connection database, never based on any value in the LDAP directory.

LDAP Authentication for End Users			
Use LDAP Authentication for End Users	Y		
LDAP Manager Distinguished Name	CN=Administrator,CN=Users,DC=lab,DC=test		
LDAP User Search Base	DC=lab,DC=test		
LDAP Server Information	LDAP Server Information		
	Host Name or IP Address for Server	LDAP Port	Use TLS
	10.5.1.166	389	N

13.17.4 Phone Number Conversion

If you want to map phone numbers in the LDAP directory to extensions in Connection but the phone numbers do not match the extensions, you can add a regular expression and a replacement pattern that together convert the phone numbers into extensions.

LDAP Phone Number Conversion	
Regular Expression for LDAP Phone Number Pattern	909056XXXX
Replacement Pattern	56XXXX

13.17.5 LDAP Custom Filter

LDAP Custom Filters allow for additional control over which LDAP users are imported into Cisco Unity Connection. subset of LDAP user accounts to become Connection users

When creating LDAP directory configurations in Connection, both a user search base and an LDAP filter must be specified. As applicable, create filters that integrate with the user search bases that you will specify for the maximum of five LDAP directory configurations that you can create.

Each filter must adhere to the LDAP filter syntax specified in RFC 4515, 'Lightweight Directory Access Protocol (LDAP): String Representation of Search Filters.'

LDAP Custom Filter	
Filter Name	Filter
NewCustomFilter	(*XXXX)

13.18 Cross-Origin Resource Sharing (CORS)

CORS is a specification that allows client applications to process cross-origin requests in a more secure way. Typically for a web application, cross-origin requests from the original domain (where the application originated) to another domain are forbidden by the web browser due to a Single Origin Policy. CORS provide a way for the web browser and server to interact and determine whether or not to allow cross-origin request. CORS standard uses HTTP headers to establish an agreement between the web browser and the Unity Connection server to provide services to permitted domains.

Unity Connection provides support to the client applications of a cross domain server to access content on a Unity Connection server directly by creating an entry for cross domain server in Unity Connection. The entry for cross domain server must pre-exist in Unity Connection to process the CORS requests.

Unity Connection has extended the Single Sign On (SAML SSO) endpoint to support CORS.

Cross-Origin Resource Sharing (CORS)		
Domain	Description	Type
https://uplinx.com	NewCORSInfo	Read-Only (GET, HEAD)
http://justanexampleyo.com	Second CORS	Full-Access (GET, HEAD, POST, PUT, DELETE)

13.19 SMTP Configuration

This section describes the SMTP configuration of the system settings. By using SMTP, Cisco Unity Connection can send text notification to notify users that they have received a new message or calendar event.

This section contains the following sub chapters:

- Server
- Smart Host

13.19.1 SMTP Server

By using SMTP, Cisco Unity Connection can send text notification to notify users that they have received a new message or calendar event. Text notifications can be sent to any device that supports SMTP, for example, email addresses, cell phones, and text pagers.

To enable Connection to send text notifications by using SMTP, your Connection server must be configured to relay messages through a smart host. If Connection is configured to deliver text notifications but has not been configured to relay messages to a smart host, the notification attempt fails and the notification is put in the Connection SMTP Server badmail folder.

When a Connection user receives a new message, Connection can send a text notification to an email address. (When you set up this type of notification, you can configure Connection to include a link to the Cisco PCA in the body of the email message. On the Edit Notification Device page for the user, check the Include a Link to Cisco PCA in Message Text check box.)

SMTP Server Configuration	
SMTP Port #	25
SMTP Domain	cuc121
Limit Number of Simultaneous Incoming Connections	20

Limit Number of Simultaneous Outgoing Connections	2
Limit Size of Message (KB)	10000
Limit Messages Accepted per SMTP Session	10
Limit Number of Recipients per Message	15000
Delivery Retry Timeout (mins)	240
Allow Connections From Untrusted IP Addresses	N
Require Authentication From Untrusted IP Addresses	N
Transport Layer Security From Untrusted IP Addresses is	Required

13.19.2 Smart Host

Digital Networking uses SMTP to transmit both directory information and messages between Cisco Unity Connection servers.

If any pair of servers in the Digital Network cannot transmit and receive SMTP messages directly (for example, because a firewall separates the servers), you must configure these servers to route these messages through an SMTP smart host.

Smart Host	
Smart Host	NewSmartHost

13.20 Advanced

This section contains the advanced system settings for the Cisco Unity Connection server.

This section contains:

- SMPP Providers
- Conversations
- Messaging
- Intrasite Networking (CUC version 8.5 and later)
- Telephony
- Reports
- Connection Administration
- TRAP
- Disk Capacity
- PCA
- RSS
- Cluster Configuration
- Fax
- External Services
- API Settings (CUC version 8.5 and later)

13.20.1 SMPP Providers

Cisco Unity Connection can use the Short Message Peer-to-Peer (SMPP) protocol to send message notifications in the Short Message Service (SMS) format to cell phones and other SMS-compatible devices when users receive new messages. An advantage of using SMS is that the user device often receives message notifications much faster than when using SMTP.

SMPP Provider		
Name	Details	
NewSMPPProvider	SMPP Provider	
	Enable	Y
	Host Name/Address	10.5.1.166
	Port	0
	System ID	1
	System Type	
	Interface Version	SMPP v3.4
	Address NPI	National
	Address Type of Number (TON)	National
	Address Range	

SMPP Provider	
Name	Details
	Owner Owner aberg
	Message Settings Data Coding IA5/ASCII Source Address Thias source address Source Address NPI National Source Address TON User number Destination Address TON National Destination Address NPI Internet (IP)
	Additional Settings Allow to Replace Message Y

13.20.2 Conversations

A Cisco Unity Connection conversation is a set of prerecorded prompts and menu options that callers hear as they interact with Connection by phone. It is organized into two main conversations—one for outside callers and one for Connection users. This chapter details the Connection conversation global settings.

Conversations	
Name	Value
System.SystemSetup.MonitorDataStreamEnabled	N
System.SystemSetup.MonitorDataStreamAllowedClientsIPAddr	
System.Conversations.WarnOfMultipleRecipientsOnReplyAll	0
System.Conversations.UserMaxConcurrentSessionsTUI	0
System.Conversations.PlayBackForIntroOnForward	Y
System.Conversations.EnableMultipleRecipientAnnounce	N
System.Conversations.EnableSecureMessageStatusAnnounce	Y
System.Conversations.SupportSipReinviteWithCseq1	Y
System.Conversations.ValueMultipleRecipientList	Y
System.Conversations.ValueMessageStatus	Y
System.Conversations.CuCsMgrFastStart	Y
System.Conversations.UseTTSONDisplayNames	Y
System.Conversations.StickySpeedAndVolumeActive	N
System.Conversations.RequestIdAfterPasswordFailure	Y
System.Conversations.DisableISMSystemWide	N
System.Conversations.EnableGTM	Y
System.Conversations.SubscriberSend.SendMessageAddressFirst	N
System.Conversations.SubscriberSend.RapidSend	N
System.Conversations.SubscriberSend.RapidSendFastAddress	Y
System.Conversations.SubscriberSend.DirNumberInLiveReply	Y
System.Conversations.Notification.UseStarToCancel	N
System.Conversations.Notification.AllowDeviceCancel	Y
System.Conversations.MessagePlayback.DoNotReplayMessageSummary	N
System.Conversations.MessagePlayback.DisableSpelledNameSearch	N
System.Conversations.MessagePlayback.Opt1SkippedMsgState	N
System.Conversations.MessagePlayback.PlayReceiptReasonCode	Y
System.Conversations.Foldering.DeletedItemsFolder.ConfirmPurgeForDeletedMsg	N
System.Conversations.DeletedItemClearance	1
System.Conversations.ConfirmBeforeTransfer	Y
System.Conversations.SkipRecGreetingAtEnroll	N
System.Conversations.Speech.SpeechIncompleteTimeout	750
System.Conversations.Speech.ConfirmationConfidenceThreshold	60

Conversations	
Name	Value
System.Conversations.Speech.AllowSpokenPIN	N
System.Conversations.Speech.UseNameDictionary	Y
System.Conversations.Transfer.MaxCallTransferAttempts	5
System.Conversations.Transfer.CallTransferAttemptWaitTimeSec	5
System.Conversations.ForceRecordedName	N
System.Conversations.BroadcastMessage.PurgeMessageOlderThan	30
System.Conversations.BroadcastMessage.DefaultActiveDays	30
System.Conversations.BroadcastMessage.MaximumMessageSize	300000
System.Conversations.BroadcastMessage.OlderMessagesFirst	Y
System.Conversations.UseLastRedirectingNumber	N
System.Conversations.ApplySubscriberSettingsForPINCollection	N
System.Conversations.CrossBox.HandoffRequestDTMF	B
System.Conversations.CrossBox.HandoffResponseDTMF	D
System.Conversations.CrossBox.HandoffResponseInterdigitTimeout	1000
System.Conversations.CrossBox.HandoffPacketFirstDigitTimeout	5
System.Conversations.CrossBox.HandoffPacketInterdigitTimeout	1000
System.Conversations.CrossBox.HandoffPlayBackEnabled	Y
System.Conversations.CrossBox.HandoffRespondToRequests	N
System.Conversations.CrossBox.HandoffForwardRemoteForward	N
System.Conversations.CrossBox.Unity.HandoffRequestDTMF	#9*
System.Conversations.CrossBox.Unity.TransferOverrideHandoffRequestDTMF	#7
System.Conversations.CrossBox.Unity.LiveReplyHandoffRequestDTMF	#8
System.Conversations.CrossBox.Unity.HandoffResponseDTMF	#*
System.Conversations.NameSearchWeightMaxAgeInDays	90
System.Conversations.NameSearchWeightMaxSubscriberCount	100
System.Conversations.LiveReplyDialPrefix	
System.Conversations.LiveReplyMinimumDigitsForPrefix	0
System.Conversations.MessageBookmarkTimeout	5
System.Conversations.AutoAddAlternateExtensions.AfterNumCalls	5
System.Conversations.AutoAddAlternateExtensions.NumberofDays	30

13.20.3 Messaging

This section contains parameters for Cisco Unity Connection to relay messages for users to another SMTP server.

Messaging	
Name	Value
System.Messaging.SecureDelete.Iterations	0
System.Messaging.IMAP.UserMaxIMAPConcurrentSessions	0
System.Messaging.RelayPrivateMessage	Y
System.Messaging.RelaySecureMessage	N
System.Messaging.AllowVoiceMailAsAttachmentToHtmlNotification	Y
System.Messaging.MaxAttachmentSize	2048
System.Messaging.DraftFolderAgingDays	2
System.Messaging.SentFolderAgingDays	0
System.Messaging.MaxNestedDLLooping	20
System.Messaging.SDLAccessList.Enabled	N
System.Messaging.SDLAccessList.Suffix	-accesslist
System.Messaging.SDLAccessList.SDLAccessList.AllowIfNoSDLAccessList	Y
System.Messaging.MaximumCumulativeAttachmentSize	1
System.Messaging.SmtpResponseTimeoutSec	14

13.20.4 Intrasite Networking

Each Cisco Unity Connection server (or cluster) has a maximum number of users that it can serve. When the messaging needs of your organization require more than one Connection server or cluster, or you need a way to combine multiple Connection directories or to interconnect Connection with Cisco Unity, you can link Connection servers or clusters together to form sites, and link a Connection site with another Connection site or with a Cisco Unity site to form a Cisco Voicemail Organization.

The following Intrasite Networking settings are configured:

Intrasite Networking	
Name	Value
System.Networking.DignetCleanupTimer	30
System.Networking.ReplicationInterval	15
System.Networking.DependencyTimeout	300
System.Networking.StalledReplicationTimeout	300
System.Networking.ReplicationWindow	100
System.Networking.MessagesPerMinute	180
System.Networking.TransferVoiceNames	Y

13.20.5 Telephony

This section contains the advanced global settings for phone system integrations.

Telephony	
Name	Value
System.Telephony.VadEnabled	Y
System.Telephony.RecordingTermWarningMinRecordingLengthMs	30000
System.Telephony.PortLockedThresholdMin	240
System.Telephony.RecordingLeadingTimeoutMs	5000
System.Telephony.RecordingLongTrailingTimeoutMs	3000
System.Telephony.RecordingMinimumLengthMs	1000
System.Telephony.RecordingTermWarningTimeMs	15000
System.Telephony.RecordingMaximumLengthMs	1200000
System.Telephony.KeyFrameRequestInterval	1
System.Telephony.PerCallKeepAliveInterval	900
System.Telephony.Arbitrator.MinimumFreeAnswerPorts	1
System.Telephony.LiveRecordBeepInterval	15000
System.Telephony.dscpSignaling	24
System.Telephony.dscpAudio	46
System.Telephony.dscpVideo	34
System.Telephony.SCCPCalledIDCompatibility	N

13.20.6 Reports

Cisco Unity Connection is automatically set to gather and store data from which you can generate reports.

This section contains the advanced global settings for the reports generation:

- **Milliseconds Between Data Collection Cycles:** Set by default to 30 minutes (1,800,000 milliseconds). This setting controls the amount of time Connection waits between cycles of gathering report data.
- **Days to Keep Data in Reports Database:** Set by default to 90 days. Note that even if you specify more than this number of days in the time range for the report you are generating, the number of days of data is limited by what you set here.
- **Maximum Records in Report Output:** Set by default to 25,000 records. The maximum value allowed for this field is 30,000 records. If the report you want to generate exceeds the maximum number of records allowed, you can generate the report in pieces, for example by reducing the date range or number of user accounts included in each iteration.

Note : The Maximum Records in Report Output setting for the User Message Activity Report has been restricted to 15,000 records-rather than the default of 25,000 records-because of the size of the report.

- Minimum Records Needed to Display Progress Indicator: Set by default to 2,500 records. The maximum value allowed for this field is 10,000 records. The purpose of the progress indicator is to warn you if the report you request is large and likely to take a long time to complete. In Connection, reports are generated from within a browser, and the browser session must be kept open while the report is being generated. Depending on the size of the database, and the type of report being generated, a report can take a long time to generate; meanwhile, you are unable to use the browser, and must keep the Connection Administration session open.

Reports	
Name	Value
System.Reports.Auditing.AuditLog.MaxLength	100000
System.Reports.Auditing.SecurityLog.Enabled	Y
System.Reports.Auditing.SecurityLog.MaxLength	100000
System.Reports.DataCollection.CycleTime	30
System.Reports.MaxDataAge	90
System.Reports.ReportsGeneration.MaxRecordsInOut	25000
System.Reports.ReportsGeneration.MinRecordsToDisplayProgress	2500
System.Reports.MaxDatabaseSize	80
System.Reports.Auditing.AuditLog.Enabled	Y

13.20.7 Connection Administration

This section contains the administrator global settings for the Connection Cluster:

Connection Administration	
Name	Value
System.Notifier.AcceptSelfSignedCertificates	N
System.Messaging.VMWS.AllowPasswordCaching	Y
System.Messaging.VMWS.SessionTimeout	300
System.Messaging.VMWS.VoicemailPilotNumber	
System.SA.SessionTimeout	20
System.SA.Use24HrClockFormat	N
System.SA.UserInactivityTimeout	0
System.SA.InternetAddress	
System.DatabaseProxy.MaxConnections	10
System.Messaging.VMWS.ReverseTrapPilotNumber	94947887

13.20.8 TRAP

This section contains the advanced global settings for Telephone Record and Play (TRAP):

TRAP	
Name	Value
System.TRaP.ConnectionIdleTimeoutSeconds	60
System.TRaP.MaxRings	4

13.20.9 Disk Capacity

This section contains the advanced global settings for the disk:

Disk Capacity	
Name	Value
System.SystemSetup.PercentDiskMaxThreshold	95

13.20.10 PCA

The Cisco Personal Communications Assistant (PCA) is a website that provides users with access to the Cisco Unity web tools, which allow users to manage messages and personal preferences in Connection. The web tools available in the Cisco PCA include:

- Cisco Unity Assistant
- Cisco Unity Inbox
- Cisco Unity Personal Call Transfer Rules

This section contains the advanced global settings for the Cisco Personal Communications Assistant (PCA):

PCA	
Name	Value
System.PCA.SessionTimeout	20
System.PCA.UnityInbox.DisableCopyVoiceMessage	N
System.PCA.UnityInbox.ConfirmDeleteMessage	1
System.PCA.UnityInbox.DisablePasswordCaching	N

13.20.11 RSS

As an alternative to checking messages by phone or using the Cisco Unity Inbox or an IMAP client, users can retrieve voice messages by using an RSS reader. In order to use the RSS Feed feature, users must be assigned to a class of service that is configured to allow them to use the Cisco Unity Inbox and RSS Feeds, and the Connection Inbox RSS Feed service must be activated and started.

RSS (most commonly translated as "Really Simple Syndication" but sometimes "Rich Site Summary") is a family of web feed formats used to publish frequently updated works (such as blog entries, news headlines, audio, and video) in a standardized format.

This section contains the advanced global settings for RSS:

RSS	
Name	Value
System.RSS.AllowInsecureConnection	Y

13.20.12 Cluster Configuration

This section contains the advanced global settings for the Connection Cluster:

Cluster Configuration	
Name	Value
System.SRM.ForceIdleOnReplicationDelay	N
System.SRM.EnableAutomaticFailover	Y

13.20.13 Fax

Cisco Unity Connection can integrate with the Cisco Fax Server so that users can do the following while on the phone or while using the Cisco Unity Inbox.

This section contains the advanced global settings for the fax:

Fax	
Name	Value
System.Fax.FaxableFileExtensions	tif,txt,bmp,doc,docx
System.Fax.PrefixForSuccessfulFax	[Fax Success]
System.Fax.PrefixForFailedFax	[Fax Failure]

13.20.14 Unified Messaging Services

This section contains the advanced global settings for External Services:

Unified Messaging Services

Name	Value
System.Notifier.CalEventAdvanceNotificationTime	2
System.Directory.Calendaring.CalendarCache.CalCacheHours	48
System.Directory.Calendaring.CalendarCache.CalCachePollingIntervalNormal	30
System.Directory.Calendaring.CalendarCache.CalCachePollingIntervalShort	30
System.ExternalService.MaxResponseTime	4
System.ExternalService.MaxResponseTimeOfficeThreeSixtyFive	10
System.STT.TimeoutWait	900

13.20.15 API Settings

Applications that use the Cisco Unity Connection Messaging Interface (CUMI) can access secure message recordings (audio attachments) for playback.

These settings affect all client applications that use CUMI to access messages. This includes several Connection client applications, such as the Cisco Unity Connection Web Inbox and Cisco ViewMail for Microsoft Outlook.

The following CUMI API settings are configured:

API Settings	
Name	Value
System.API.CumiAccessSecureMessageAttachments	Y
System.API.CumiAllowSecureMessageHeaders	Y
System.API.CumiAllowVoiceMailAttachments	Y

14 Telephony Integrations

This section contains the configuration of the Telephony Integrations. Multiple phone systems can be integrated with Cisco Unity Connection.

This section contains:

- Phone System
- Port Group
- Port
- Speech Connect Port (for Unity Connection 9 and later)
- Trunk
- Security

14.1 Phone System

The phone system pages in Cisco Unity Connection Administration identify the phone systems that Cisco Unity Connection integrates with. In Connection Administration, a phone system has one or more port groups, which in turn have voice messaging ports.

Phone Systems		
Name	Details	
PhoneSystem	Phone System	
	Default TRAP Phone System	Y
	Message Waiting Indicators	
	Send Message Counts	Y
	Use Same Port for Enabling and Disabling MWIs	Y
	Force All MWIs Off for this Phone System	N
Call Loop Detection by Using DTMF		

Phone Systems				
Name	Details			
	Enable for Supervised Transfers	N		
	Enable for Forwarded Message Notification Calls (by Using DTMF)	N		
	DTMF Tone To Use	A		
	Guard Time (msecs)	2500		
	Call Loop Detection by Using Extension			
	Enable for Forwarded Message Notification Calls (by Using Extension)	Y		
	Phone View Settings			
	Enable Phone View	Y		
	CTI Phone Access User Name	admin		
	Outgoing Call Restrictions			
	Restrictions	Disable all outgoing calls between 00:00 AM to 08:00 PM		
	AXL Servers			
	AXL Servers	< No records found >		
	AXL Server Settings			
	Username			
	Cisco Unified Communications Manager Version			
	Enable End User PIN Synchronization for Primary AXL Server	N		
	Ignore Certificate Errors	Y		
	Phone System Associations			
	Phone System Associations	User Alias	MWI	Notification Device
		aberg	1 MWIs Referenced	4 Notification Devices Referenced
		aps04	1 MWIs Referenced	4 Notification Devices Referenced
		asterix	1 MWIs Referenced	4 Notification Devices Referenced
		bbreu	1 MWIs Referenced	4 Notification Devices Referenced
		bwayne	1 MWIs Referenced	4 Notification Devices Referenced
		bwillis	1 MWIs Referenced	4 Notification Devices Referenced
ceastwood		1 MWIs Referenced	4 Notification Devices Referenced	
operator		1 MWIs Referenced	4 Notification Devices Referenced	
undeliverablemessagesmailbox		1 MWIs Referenced	4 Notification Devices Referenced	
PhoneSystem-2	Phone System			
	Default TRAP Phone System	N		
	Message Waiting Indicators			
	Send Message Counts	Y		
	Use Same Port for Enabling and Disabling MWIs	Y		

Phone Systems	
Name	Details
	Force All MWIs Off for this Phone System: N
	Call Loop Detection by Using DTMF
	Enable for Supervised Transfers: N
	Enable for Forwarded Message Notification Calls (by Using DTMF): N
	DTMF Tone To Use: A
	Guard Time (msecs): 2500
	Call Loop Detection by Using Extension
	Enable for Forwarded Message Notification Calls (by Using Extension): Y
	Phone View Settings
	Enable Phone View: Y
	CTI Phone Access User Name: admin
	Outgoing Call Restrictions
	Restrictions: Enable outgoing calls
	AXL Servers
	AXL Servers: < No records found >
	AXL Server Settings
	Username:
	Cisco Unified Communications Manager Version:
	Enable End User PIN Synchronization for Primary AXL Server: N
	Ignore Certificate Errors: Y
	Phone System Associations
	Phone System Associations: < No records found >

14.2 Port Group

Port groups hold most of the integration configuration settings and some or all of the voice messaging ports for Cisco Unity Connection.

While most phone system integrations need only one port group, multiple port groups may be needed in the following circumstances:

- For integrations with phone systems through PIMG/TIMG units, each PIMG/TIMG unit is connected to one port group with the applicable voice messaging ports. For example, a system that uses five PIMG units requires five port groups, one port group for each PIMG unit.
- For integrations with other phone systems, an additional port group with its own voice messaging ports may be used for testing a new configuration or for troubleshooting.

Port Groups	
Name	Details
PhoneSystem-1	Port Group
	Port Count: 2
	Phone System: PhoneSystem
	Integration Method: SCCP
	Device Name Prefix: CiscoUM1-VI
	Reset Status: Reset Not Required
	Message Waiting Indicator Settings
	Enable Message Waiting Indicators: Y
	MWI On: 9998

Port Groups							
Name	Details						
	Extension						
	MWI Off Extension	9997					
	Delay Between Requests (ms)	0					
	Maximum Concurrent Requests	0					
	Retries After Successful Attempt	0					
	Retry Interval After Successful Attempt (ms)	5					
	Cisco Unified Communications Manager Servers						
	Servers	Order	IPv4 Address or Host Name	IPv6 Address or Host Name	Port	TLS Port	Server Type
		0	10.5.1.120		2000	2443	Cisco Unified Communications Manager
	Y Reconnect to a Higher-order Cisco Unified Communications Manager When Available						
	TFTP Servers						
	Servers	Order	IPv4 Address or Host Name		IPv6 Address or Host Name		
		0	10.5.1.120				
	IPv6 Addressing Mode						
	Preference for Signaling	IPv4					
Port Group Advanced Settings							
Delay After Answer (msecs)	0 milliseconds						
Outgoing Guard Time (msecs)	2500 milliseconds						
Outgoing Pre-dial Delay (msecs)	0 milliseconds						
Outgoing Post-dial Delay (msecs)	50 milliseconds						
DTMF Interdigit Delay (msecs)	300 milliseconds						
Recording DTMF Clip	170 milliseconds						
Recording Tone Extra Clip	250 milliseconds						
Audio Normalization for Recordings and Messages							
Enable Audio Normalization	Y						
Noise Reduction Settings							
Enable Noise Reduction	Y						
Codec Advertising							

Port Groups							
Name	Details						
	Advertised Codecs	G.711 mu-law G.729					
PhoneSystem-2	Port Group						
	Port Count	0					
	Phone System	PhoneSystem					
	Integration Method	SCCP					
	Device Name Prefix	9494-VI					
	Reset Status	Reset Not Required					
	Message Waiting Indicator Settings						
	Enable Message Waiting Indicators	Y					
	MWI On Extension	2882					
	MWI Off Extension	2883					
	Delay Between Requests (ms)	0					
	Maximum Concurrent Requests	0					
	Retries After Successful Attempt	0					
	Retry Interval After Successful Attempt (ms)	5					
	Cisco Unified Communications Manager Servers						
	Servers	Order	IPv4 Address or Host Name	IPv6 Address or Host Name	Port	TLS Port	Server Type
		0	10.5.1.121		2000	2443	Cisco Unified Communications Manager
	Y Reconnect to a Higher-order Cisco Unified Communications Manager When Available						
	TFTP Servers						
	Servers	Order	IPv4 Address or Host Name		IPv6 Address or Host Name		
		0	10.5.1.121				
	IPv6 Addressing Mode						
	Preference for Signaling	IPv4					
	Port Group Advanced Settings						
	Delay After Answer (msecs)	0 milliseconds					
	Outgoing Guard Time (msecs)	2500 milliseconds					
Outgoing Pre-dial Delay (msecs)	0 milliseconds						
Outgoing Post-dial	50 milliseconds						

Port Groups							
Name	Details						
	Delay (msecs)						
	DTMF Interdigit Delay (msecs)	300 milliseconds					
	Recording DTMF Clip	170 milliseconds					
	Recording Tone Extra Clip	250 milliseconds					
	Audio Normalization for Recordings and Messages						
	Enable Audio Normalization	Y					
	Noise Reduction Settings						
	Enable Noise Reduction	Y					
	Codec Advertising						
	Advertised Codecs	G.711 mu-law G.729					
	PhoneSystem-2-1	Port Group					
Port Count		3					
Phone System		PhoneSystem-2					
Integration Method		SCCP					
Device Name Prefix		2882-VI					
Reset Status		Reset Not Required					
Message Waiting Indicator Settings							
Enable Message Waiting Indicators		Y					
MWI On Extension		283					
MWI Off Extension		284					
Delay Between Requests (ms)		0					
Maximum Concurrent Requests		0					
Retries After Successful Attempt		0					
Retry Interval After Successful Attempt (ms)		5					
Cisco Unified Communications Manager Servers							
Servers		Order	IPv4 Address or Host Name	IPv6 Address or Host Name	Port	TLS Port	Server Type
		0	10.5.1.121		2000	2443	Cisco Unified Communications Manager
Y Reconnect to a Higher-order Cisco Unified Communications Manager When Available							
TFTP Servers							

Port Groups			
Name	Details		
	Servers	Order	IPv4 Address or Host Name
		0	10.5.1.121
	IPv6 Addressing Mode		
	Preference for Signaling	IPv4	
	Port Group Advanced Settings		
	Delay After Answer (msecs)	0 milliseconds	
	Outgoing Guard Time (msecs)	2500 milliseconds	
	Outgoing Pre-dial Delay (msecs)	0 milliseconds	
	Outgoing Post-dial Delay (msecs)	50 milliseconds	
	DTMF Interdigit Delay (msecs)	300 milliseconds	
	Recording DTMF Clip	170 milliseconds	
	Recording Tone Extra Clip	250 milliseconds	
	Audio Normalization for Recordings and Messages		
	Enable Audio Normalization	Y	
	Noise Reduction Settings		
	Enable Noise Reduction	Y	
	Codec Advertising		
	Advertised Codecs	G.711 mu-law G.729	

14.3 Port

Voice messaging ports provide the connections for calls between Cisco Unity Connection and the phone system. You can add voice messaging ports after the phone system has been created. The number of voice messaging ports that you add cannot bring the total number of voice messaging ports for all port groups to more than the maximum number of voice messaging ports that are enabled by the Connection license files.

The voice messaging ports let Cisco Unity Connection receive calls (for example, to record a message) and let Connection make calls (for example to send message notifications or to set MWIs).

Each voice messaging port can belong to only one port group. Port groups, when there are several, each have their own voice messaging ports. The total voice messaging ports belonging to all port groups must not exceed the maximum number of voice messaging ports that are enabled by the Connection license files.

Ports												
Phone System Port						Port Behavior						Advanced
Port Name	Phone System	Port Group	Server	Enabled	Extension	Answer Calls	Perform Message Notifications	Send MWI Requests	Allow TRAP Connections	Outgoing Hunt Order	Security Mode	SCCP (Skinny) Device Name

SIP Certificate					
Name	Details				
	<p>50lpA5c Jxf/OFYegpsngMzhjbx8QwZuPEmh/C0WHjK/9K8Db11vghwLxX9q S7/MU2npPOlp QqwPPdlVgv84BM2Q5ZnHvB0ysvQfldXMcvITC0T7g3gWqud OlhgC/xTVVNQj+36C vFCohETsCP958v+5c9MRIQIDAQABo2QwYjAdBgNVHQ 4EFgQU6VkdalsLMUvIvSoyN 1JzxQt64bVAwCwYDVR0PBAQDAgOoMB0GA1UdJ QQWMBQGCCsGAQUFBwMBBggrBgEF BQcDAjAVBgNVHREEDjAmhgpTSVBTDWJq ZWN0MA0GCsGSIb3DQEBCwUAA4IBAQAQ EbL1HgRA9jfiE8R5Gtpn4pQYmc6 DfVioTQjniscQGBTlljrfahpHpuQwUceo40zSB vnGfJl7qG+hPNdlv8+qZHV TBJDgeOQnAjsb/BSEefjwXT7TxWsrDDf1yUpUgyMH C/PajsqFRFGJb/rxD 2ZiM9tS0lwVrbQEBQRROIQqT/iK1bOWm470xsAZFHGP+kLP f97q6S8dTOSX oQ33lomOxNxSLMNLWy614ntEclFqEnQTRRuRavzwLLEaBEpq2Wlz /HUIG3q jMmVWT5FTvHJ9nrL9Pk2suw9LsHBBYGHhVCW3ddnSPmG7TnkFRKIEeSZy v3 rKmdJfD3uE6LqLbQFZ -----END CERTIFICATE-----</p> <p>Private Key RKdbNB1mqS4t4KYfdBjLkWAQwKqOYABjYcwqJifJeEonGKpDE7jEgExqYL63 tq4G2MKQnO63F9INR2qRKBwPqYm+rnAHlvsVzHhdvKUZnmfzXbv+SBxdYIJ sraAsNXvhLj6QoDsd7EEA4MX8KbDG/+cmKd5vArdqV04eEeKNrEVxulbPx2E m9fyx3WyQ847wf196kkDMDRqBYop+Lu5miwMyLciYB1evw04kXraUVUE4Md EioC2yb1Lt2hUbYeNatJTV2loWXGg+Ep1td76gNm5s1A3pmCoAC/SV1pBZ1 WYafL3EHpYXR09gmWL5/Lgl414bl/Prj6H4EN0OEBxKNEAZTc1PF/fjFWAp mtXtHKgbSHvnHG5IDJOFI8nrww+zOS5ranPR89JU9Yg8XtNVSY4+xglWf7gN zEWgG+jQbvqQWJAcFcpFclu5PwJv64PeG9OfcNGxxPj1vQ9LcZnHohkykiB Jvc4LYmVqQ21BDyJ2ccZUE7QNBmG84VLMjdZkzNbMrgUh7O6M8mXvu9D8CB+ 4n+8dHcc/e+/bods23NPjh2/HnBJGpNKnhrBKE/KcKHLQ+uO0BHkHO3fhmo HNxyJQO94Ey30hfXxxbtTmulRt4KbD5FrVLK+ZboOZU4dSzmunZPKYvK4C9 nkhotwI8EL/ieH/RmWwKPE05a62Lpqd4AQwLj2GekyTtErYlv0t4SaVjp/G NX3pFkhPiO5VC9xUpwEQtpMSWo1izRE5UF9zAXiZvkEP0PieuDFqeQZEOXA A4aTKB0KdZab8TWzbJo2lLjR8ssSOBQ8dOBHKmdl698OQmeYPUijtqa6jniz 2Dky+dYaO/tzt2wKpX4E4SzUgY5uCh6694qgSY1139kmvFRARry0nBjdCcNY s/px6TEqvZ3iikCl21XrYaZ2kOuDbZEwSKr5pFzPdcSrCX1iloHSAUDqbQaA C1RKA5sTQUqLDUmgH8B/iHLFAteBipDG1dyUmjYUbKjMsV/zl/kiwLcLc7L ig0e3jz8SaiBrUNZvErcy3xVE8PSILReLVP1wFNpQEwWA8IPgrPqrkSxZPg Z05wkEN8HOKQyaBITcZ3V5yGQMxAcGzQU9nadYgZC8AZ6oli3yKSVYDP2Tpp NJYBskGsk0mZHOQDUcRAPnAXU9pdg0rtosDV/HxCHJJUFYeNrWTh5H94YWM 9NtgJz5/QO1ifEe3s4JfyPK1nq07/grzl7mgNhh4ERiihXoNex4k4sbYjS//oVU 589Bme2NGZWYyTjxOIT005ML5Z8kFTbTDTsaQIHty3A9iUnLD8fUJv2SMMs c0u3ncjZgiQjKFfg0PtJgLU753aTEUDh8lQmIu49ZKRdskr128JdTRWPAX3 jSmGHU7ly8h0UMEiqi7TzZ2NyZaWq0d7XNgl78oiGbnIOK0tUNbH87Y3/iic pmQdFhw/BnR7XdGdp2Uie7ZasucjG46B.JsboiRO/9dyOUZ8WNUKJgas1rxCs EsQTN8xYOLLvKvts4gnG6onai3uWb0daxpj4EAiTf0M/EM20cXdVrAsX6zgf Tyy7gHA9swTchKzMNdqT3n4gHNA9D1JQOdgCRSBZ9ytmHnt5+r+zVeTKIGvqo 1KrW1PMQPjM0pyTgEibOvp/cKNowaeUSWSZCF2R7ALshp4n5WstYq4PI/J3q ioKafjrRnZM7KNeC18HqdwYaR5g2JffvFZEdDcmgtXoNex4k4sbYjS//oVU TazaupikRPeMyAQJ1LsTRm9XuGwdAb4PFd5yVSiQj6RagLoj1EkIblBFqIgs 2cMV4DGCgATAQIYp1ECBiefvyobrJL1rBRFXzYMPpGPhPNkp/lhobCNOdQSY hOnhVzYcpCpc6hLpXnWdJXbmC0i0xmww2ualxJiu6j4Wh/Fphd7ngCjEqdp0 7qqQr+/jlfOIS37a+46q2GXK9RuxiagMA8p5VXB7Loh9ZWDNNLp1L0aEM NW QuvAok9tUxxNOzr/1oT9QhNZREmcOYENowE26Bsb5io6ZwSm4emoEUzSiul4 4DDVfWyfzzvVqguC1SYMZOvtH0TzZ0ar3lGrT++22QkxmFYcG/phYUjCxaJ v5FRJYuaEYA GcBlzQrQ8BzgvDmaoxcsYuWBM5NANGLnlWorwXfUJ8laiDDM sQAjoxn7ekiLxc1jRLXEjcFqlx2xNeve3OsRh3dbvwFhnpF2yXslvJ7NZo xuBsdawS0ZzSaodyEQVgZPB+wbbsCKRShkfyrtRnDjDjblCoZWCULczbu mPDdz2yNLIJbUxjtULDGqa1slf0Lhxyu5Y/r7Pby3vB2xBalOqyk7Gc1Zn4 f+1396AB5FNZzkuHsVpjoantqid50GmCu7Ohl0VjjAYcvrO+MZfuLoEbfHlx eCsr0gnYN+yzluHg4Qi2EDYFdU2sqhRfqS4PLzOXNHUYJv/53xe4wbRMzjJ DkLYgVvC5nuX1KD48fITax3qKgyJ6w8mnmA1</p>				
SecondSIPCertificate	<table border="1"> <tr> <td>Subject Name</td> <td>sipSubjectToo</td> </tr> <tr> <td>Certificate Text</td> <td> -----BEGIN CERTIFICATE----- MIIDcDCCAligAwIBAgIQUmai3T6zT3Cc oJK3TxKoNDANBqkqhkiG9w0BAQsFADA6 MTgwNgYDVQQDDC9DaXNjb1VuaXR 5LTA3YzllZTQzLTFFhZnctNDk1MC05ZmlyLTNI ZThjODI2NjBjZDAeFw0xOT EwMDEwODQ1MzJaFw0yNjA5MTkxMjI0MDRaMEUxGzAZ BgNVBAoMEkNpc2NvI FN5c3RlbnMgSW5jLjEOMAwGA1UECwwFRUNTTQlUxUjFjYUJGbnV BAMMDXNpcFN1 YmplY3RUB28wggEiMA0GCsGSIb3DQEBAQUAA4IBDANAwggEKAoIB AQCFzK JUI4fkK55gqkOOXGGOZ7hWmNyjeSrY+7aXbOjXyA2HANogbnudu1LOaEM NW cmkB21s+ND20ZjoYfCecVCNP5d+Yosv0Eim8ZXzS3M5Stlz0/UonJ4M7rZn A5 448O3phMqnDiDepNypMx/wsqCyW7xBULyYGYugWrrH1loS2G9ArmQCZ3Sn aP16eHk ag5g8b5w8OHScEP1yeMjl3t3PqE69k5DFLJzTiZ3lDFMEwevjYhl gMBpqiHy/WyZ 2BexoOvpfix6qRYbCnzPbfPNxWppYXNoZnfsglBamCMlmg5 lapJX8RIG/7DjkRoQ v/6lINkQb42Hkvz3w047hXTJAgMBAAGjZBIMB0GA1 UdDgQWBbtp/0KcV5NUojmR bsMRTBaY8PglGDALBgNVHQ8EBAMCA6gwHQYDV R0IBBYwFAYIKwYBBQUHAWEGCCsG AQUFBwMCMCBGGA1UdEQQRMA+GDxNpcFN1 YmnlY3RlJh28wDQY.IK07IhvcNAQFI BQAD oqFRAC.F.I0lJhAa065C.uWkNlz7wYi </td> </tr> </table>	Subject Name	sipSubjectToo	Certificate Text	-----BEGIN CERTIFICATE----- MIIDcDCCAligAwIBAgIQUmai3T6zT3Cc oJK3TxKoNDANBqkqhkiG9w0BAQsFADA6 MTgwNgYDVQQDDC9DaXNjb1VuaXR 5LTA3YzllZTQzLTFFhZnctNDk1MC05ZmlyLTNI ZThjODI2NjBjZDAeFw0xOT EwMDEwODQ1MzJaFw0yNjA5MTkxMjI0MDRaMEUxGzAZ BgNVBAoMEkNpc2NvI FN5c3RlbnMgSW5jLjEOMAwGA1UECwwFRUNTTQlUxUjFjYUJGbnV BAMMDXNpcFN1 YmplY3RUB28wggEiMA0GCsGSIb3DQEBAQUAA4IBDANAwggEKAoIB AQCFzK JUI4fkK55gqkOOXGGOZ7hWmNyjeSrY+7aXbOjXyA2HANogbnudu1LOaEM NW cmkB21s+ND20ZjoYfCecVCNP5d+Yosv0Eim8ZXzS3M5Stlz0/UonJ4M7rZn A5 448O3phMqnDiDepNypMx/wsqCyW7xBULyYGYugWrrH1loS2G9ArmQCZ3Sn aP16eHk ag5g8b5w8OHScEP1yeMjl3t3PqE69k5DFLJzTiZ3lDFMEwevjYhl gMBpqiHy/WyZ 2BexoOvpfix6qRYbCnzPbfPNxWppYXNoZnfsglBamCMlmg5 lapJX8RIG/7DjkRoQ v/6lINkQb42Hkvz3w047hXTJAgMBAAGjZBIMB0GA1 UdDgQWBbtp/0KcV5NUojmR bsMRTBaY8PglGDALBgNVHQ8EBAMCA6gwHQYDV R0IBBYwFAYIKwYBBQUHAWEGCCsG AQUFBwMCMCBGGA1UdEQQRMA+GDxNpcFN1 YmnlY3RlJh28wDQY.IK07IhvcNAQFI BQAD oqFRAC.F.I0lJhAa065C.uWkNlz7wYi
Subject Name	sipSubjectToo				
Certificate Text	-----BEGIN CERTIFICATE----- MIIDcDCCAligAwIBAgIQUmai3T6zT3Cc oJK3TxKoNDANBqkqhkiG9w0BAQsFADA6 MTgwNgYDVQQDDC9DaXNjb1VuaXR 5LTA3YzllZTQzLTFFhZnctNDk1MC05ZmlyLTNI ZThjODI2NjBjZDAeFw0xOT EwMDEwODQ1MzJaFw0yNjA5MTkxMjI0MDRaMEUxGzAZ BgNVBAoMEkNpc2NvI FN5c3RlbnMgSW5jLjEOMAwGA1UECwwFRUNTTQlUxUjFjYUJGbnV BAMMDXNpcFN1 YmplY3RUB28wggEiMA0GCsGSIb3DQEBAQUAA4IBDANAwggEKAoIB AQCFzK JUI4fkK55gqkOOXGGOZ7hWmNyjeSrY+7aXbOjXyA2HANogbnudu1LOaEM NW cmkB21s+ND20ZjoYfCecVCNP5d+Yosv0Eim8ZXzS3M5Stlz0/UonJ4M7rZn A5 448O3phMqnDiDepNypMx/wsqCyW7xBULyYGYugWrrH1loS2G9ArmQCZ3Sn aP16eHk ag5g8b5w8OHScEP1yeMjl3t3PqE69k5DFLJzTiZ3lDFMEwevjYhl gMBpqiHy/WyZ 2BexoOvpfix6qRYbCnzPbfPNxWppYXNoZnfsglBamCMlmg5 lapJX8RIG/7DjkRoQ v/6lINkQb42Hkvz3w047hXTJAgMBAAGjZBIMB0GA1 UdDgQWBbtp/0KcV5NUojmR bsMRTBaY8PglGDALBgNVHQ8EBAMCA6gwHQYDV R0IBBYwFAYIKwYBBQUHAWEGCCsG AQUFBwMCMCBGGA1UdEQQRMA+GDxNpcFN1 YmnlY3RlJh28wDQY.IK07IhvcNAQFI BQAD oqFRAC.F.I0lJhAa065C.uWkNlz7wYi				

SIP Certificate	
Name	Details
	<p>h7PoKAOOkur/PMgrvZyXTfl726R1jdTTVOW+p QT6m2ueCIU5tGypK0ey2c0 6s6YGkG3PPJSc5MjG7/hLqLlKyFht8LkqglTbj+9/B JMc+ZVx0rw1A4gksy aSpTdHKxl0HIB/6iroiHwxRQvJW0yqJ417Hh4aM+g2xT8Op 7lwRdmn9+p9Z zQOCavodXR+fwxOG75HIF2TqhVrUssNedcgcSskrbq3CWJbK0iZd8 o3vyZbe E3V41Dwry5aVyDUu/YvQneuCBnVVGxttYLIVLGRvR99U3hphah8/iuxDs/ g7 K8Jl5inAt4M8Gk3OyDe5turus= -----END CERTIFICATE-----</p>
Private Key	<p>RKdbNB1mqS4t4KYfdBjLkWAQwKqOYABjYcwqJifJeEoaPFGcUrqNAWkbeMor hCcMzNqac2CJYTUj8VIT6zY/IN3En3Mfjqm9ajG6bFv9/i9jy0bkg3repLQi z2DJ6l1jqWUirOop9TAlqPgwW96OCyk2j0yFi7AgeHk9pQWMCgW/FhWAKhre Z+/RIGULLYhLmqmbz6J72A+ma30Tf1rMfwuMu9K2n3mCeYQcqvF75jBKBHWo dw8xsOCXTm9RnAcUEe1d1eWqghbexWwsgQP0u/Hul8dggBB4H+1ICP2Frlij Jm6sxA TVL70q/Ffr+KxBxjtUjSPkbHRdwmD1C7PxxNa//MKIBYQzWG07NmYu NQw4Qnzlfp+j1WUdW7JhmvKhovbq15bl6rmPIG+Kp3ijAUozBNDmGBs4qjZe NrJ7Loup0lSS50zS6S8s+EiRkGSzS7lb/lgarEzGpQTWmfuxAiJPSOsU4PS p2ZlRtRVMRMuTFbv7U0fKSP16YE+7u5LXfUWY3EBzBlwswQ5NcKhgZeJBZ YcvfNFpiDy6XY9FdxBV4y7moRuWYiokP8G9zkuL+NBhef9dtDm6VhFmf pjulK/WS9Lv2P4yQ+dtBLPR4tbi9YX+nE/CKxb7f948zkGubIU8ZKmdCpVCQ 6s3ODbu1G26LxXwJycNy8130wihH+/JKdFC2GhD7+ENB3UeNRnMhx9hHG5rC FM0liPen+jq2lyS8N1C3tr5EpJXUNhmc7G8MWksdb6FuxO+oLs03OGHyh+J1 p2hrh38ljuh6IM3VeDIC2V0LhiRqKn2WEH57EiWq+EWfMLp+Wl5khtY82C6 yZL8LbjA7127aC9kCjFBed/re8J2ZBE4EzKoRi7O6e8+uS2Pg2drLAKnQdL1 4iVkzGtVDP84FMN/C0KUzD2uVZYX1LDGuUu3oLGFhDX2E/PihNVmvmrG26hU ud2dkUzpEyZdHIngg9TAoOvm2CEjdCgMz49ccFbKZCpKpH/s7x12k80Zlmgw 4b5kTpL/56K1YdjsXt1sBC46udoqlyxmnjyvFOTMRD6UP+zJ6ww8uCHQMk RiviWP7kv/Vylh5MRfCmAd/OYIsPacTx2d84U8fO8XyYiMyRHw5twcTSxD1F /OfM4ud+GSGR/oGCsGd9TIHcROE6Wq5QZ6wLwYZQ/dljo0IE5UH/bu4XKBH FQE3zLU7hBfv0yHRYgbhlmuUrBNy7dVlnolyfh/KPPkL66dGdG1WJc3yjW8Q 2P+5G5oKcnmq6VK91JrZucl3ynRRCqUJAuxobNdyE6TUOqJxVYB87JkiD4XZ RugafsaW5/0lVP5Xc8Zqr/RdeEICwCQFqd9gjqzyAGj7gyaKNylAb3daomBg oPD8JiaQZz/weoZsbInfjzG7Z3O1Cr90o497IQ9mOS2lZzw/XftWf8myB9LJ k5Jm/J5g6vtQZyJx0ALEN3engS/Grly1zTPrk1R+a1fC+GmMU27R8/Zk+FgA zGcoAWxD9JUXVOO+ULqkgD/X/GbcVzyMeX585Nq2ZpMA08VgXtL0j/UCtL8D OdfIXxl0d+IAGTzGyOqLYBYPQA1Cy2bnhUJxqG5JLfiXoPyB6xyQQasxVp7 2r+ICB8c9l4Ce6tLATdreWR1FG9djixR68Bwjv3J2SDNsm9gaJkezuEhhwiu SzkIPgMP3SvWndwOWjSl58UaWJjp0IMXwyrx1uq77Vi7PDrsmjz7+HBP05XNf p4ZjhwOnDY3EWbVKYFyPT+zf6pBfGQjuwj8qcluMKIJSWsaAnatSRhvjLRe p6exKw9C40WpMztsT4bmxyfoTjcUk4O6IG5conEuyKEqMdf/39mn9kAAs1na alr4HbiaNhw89Lo403GwwwoblrB54+ABfNSYbtxeozBT/6C9lRpPq1L7m5wm VFyAqlexMy8EkbzrTkksrWWAyGVvFHkeP27O2T4ypy9BiE8YInl4H6/Fp8E sQU6dhMS+QmdnFC8KhyEqFBZmN5m9KoQGttMoW6LYGPr+qGKxt7KUImXtpu 5FfsRyHuClng2gUtQeBi58JffTVZgAHV5B9q8j4YLl2s1Okteo3K+tNj6XR JjWFgMecreJd9WgGzAmzB+267bwzGwXzeNGU5fxbagV6FaPwxsT7r42PHPZT avcyESxVbfOuUbGjfxYiQYChBiclpogqo/ACHqkk2+GJahE/y+2l0JwkmDP yHSYXoRYFYR/MatXScCQ1xztkWIP/lqxV5FXWL+aJ4VtXXWozb7W1Y5jr82z AfkYZoXndBOfBYs8U++yZMy2Tbk0h695bMC1WcADH1+Zu5a/whOG8zdyO5f XY0G/JT8lCamV8y4C7MyqvNU6BQ+KmlwKfSOPAb2C0blZmPJJaYv1NdfDu6 UDwE8Pcww0yLnJoYf9nlp2sDOM3B5TgnmsluHXimpwafH6f7qGRkwQ==</p>

14.6.2 SIP Security Profile

The SIP security profile is used only by SIP trunk integrations with Cisco Unified CM 7.0 and later, and is required for authentication of the Cisco Unity Connection voice messaging ports.

The following SIP security profiles are present:

SIP Security Profile		
Display Name	Port	Do TLS
5060	5060	N
5061/TLS	5061	Y

15 Command Line Objects

This section contains status and configuration objects obtained via the command line.

15.1 Server 10.5.1.121

- show status
- utils ntp status

- show hardware
- show network eth0
- show version active
- show version inactive
- show timezone config
- show stats io
- utils disaster_recovery device list
- utils disaster_recovery schedule list

15.1.1 Show status

```
show status
Host Name : cuc121
Date : Mon Oct 21, 2019 03:35:18
Time Zone : Pacific Daylight Time (America/Los_Angeles)
Locale : en_US.UTF-8
Product Ver : 12.5.1.10000-1
Unified OS Version : 7.0.0.0-4

Uptime:
03:35:20 up 20 days, 26 min, 2 users, load average: 0.58, 0.40, 0.40

CPU Idle: 00.00% System: 02.77% User: 25.69%
IOWAIT: 00.25% IRQ: 00.00% Soft: 00.00%

Memory Total: 3881040K
Free: 136576K
Used: 2268540K
Cached: 475536K
Shared: 814476K
Buffers: 1475924K

Total Free Used
Disk/active 30164940K 19134456K 10706308K (36%)
Disk/inactive 30164940K 28564472K 45116K (1%)
Disk/logging 105281320K 73512884K 26397300K (27%)
```

15.1.2 NTP Status

```
utils ntp status
ntpd (pid 30550) is running...

remote refid st t when poll reach delay offset jitter
=====
*10.5.1.100 95.81.173.8 3 u 395 1024 377 1.119 -0.598 0.322

synchronised to NTP server (10.5.1.100) at stratum 4
time correct to within 112 ms
polling server every 1024 s

Current time in UTC is : Mon Oct 21 10:35:20 UTC 2019
Current time in America/Los_Angeles is : Mon Oct 21 03:35:20 PDT 2019
```

15.1.3 Show hardware

```
show hardware
HW Platform : VMware Virtual Machine
Processors : 4
Type : Intel(R) Core(TM) i7-4930K CPU @ 3.40GHz
CPU Speed : 3400
Memory : 4096 MBytes
Object ID : 1.3.6.1.4.1.9.1.1348
OS Version : UCOS 7.0.0.0-4.i386
Serial Number : VMware-56 4d 70 0a 83 c1 c4 64-ec 5d 7c 2e f1 13 8c fa

RAID Version :
No RAID controller information is available
```

show hardware

BIOS Information :
PhoenixTechnologiesLTD 6.00 04/05/2016

RAID Details :
No RAID information is available

Physical device information

Number of Disks : 1
Hard Disk #1
Size (in GB) : 165

Partition Details :

Disk /dev/sda: 21539 cylinders, 255 heads, 63 sectors/track
Units: sectors of 512 bytes, counting from 0

Device Boot Start End #sectors Id System
/dev/sda1 * 2048 61560831 61558784 83 Linux
/dev/sda2 61560832 123119615 61558784 83 Linux
/dev/sda3 123119616 123643903 524288 83 Linux
/dev/sda4 123643904 346030079 222386176 5 Extended
/dev/sda5 123645952 131837951 8192000 82 Linux swap / Solaris
/dev/sda6 131840000 346030079 214190080 83 Linux

15.1.4 Show network eth0

show network eth0

Ethernet 0
DHCP : disabled Status : up
IP Address : 10.5.1.121 IP Mask : 255.255.255.000
Link Detected: yes Mode : Auto disabled, Full, 10000 Mbits/s
Duplicate IP : no

DNS
Not configured.
Gateway : 10.5.1.1 on Ethernet 0

15.1.5 Show version active

show version active

Active Master Version: 12.5.1.10000-1
Active Version Installed Software Options:
No Installed Software Options Found.

15.1.6 Show version inactive

show version inactive

Inactive Master Version: 0.0.0.0000-0000

15.1.7 Show timezone config

show timezone config

Current timezone: Pacific Daylight Time (America/Los_Angeles)
Timezone version: 2018c

15.1.8 Show stats io

show stats io

avg-cpu: %user %nice %system %iowait %steal %idle
2.25 0.03 3.54 0.01 0.00 94.17

Device: tps kB_read/s kB_wrtn/s kB_read kB_wrtn
sda 32.12 8.10 187.98 14006995 325122730
scd0 0.00 0.00 0.00 1028 0

15.1.9 utils disaster_recovery device list

utils disaster_recovery device list

Device Name Device Type Device Path

drfCliMsg: No device found

15.1.10 utils disaster_recovery schedule list

utils disaster_recovery schedule list

Schedule name Device name Schedule status

drfCliMsg: No Schedules are configured

