CHAPTER 10

Reference: Settings on the Bridge Server

When setting up Cisco Unity and the Bridge for networking, you enter information in both the Cisco Unity Administrator and the Bridge Administrator.

Accessing the Bridge for Administration

You can access the Bridge locally or remotely in Internet Explorer.

- To access the Bridge from a local server, in Internet Explorer, enter http://Localhost, or use the shortcut on the desktop or on the Programs menu.
- To access the Bridge from a remote server, in Internet Explorer, enter http://machinename, where machinename is the name of the Cisco Unity Bridge server.

This chapter provides details about the settings in the Bridge Administrator. See the following sections for more information:

System Settings

The System Settings page in the Bridge Administrator allows you to configure how the Cisco Unity Bridge server handles message delivery and the exchange of NameNet information on a global basis for all remote Octel nodes. This page also includes settings that allow you to control how call tracing and call logs are configured for troubleshooting between the Bridge and the Octel analog network.

- To return to the stored system settings before you have saved them, click Reload.
- To save your system settings, click Save.

Use the following table to learn more about the System Settings page.

Table 10-1 System Settings

Field	Considerations
Attempts if Busy	Enter a number from 1 to 15 for the number of times that the server will call a busy line before it returns all the messages currently in the outbound queue as non-deliverable. The default value is 15. The counter for Attempts if Busy is on a per-node basis. The counter is reset to 0 when the Bridge connects to the node.
Attempts on No Answer	Enter a number from 1 to 15 for the number of times that the server will call a line that does not answer before it returns all the messages currently in the outbound queue as non-deliverable. The default value is 15. The counter for Attempts on No Answer is on a per-node basis. The counter is reset to 0 when the Bridge connects to the node.
Attempts on Bad Connection	Enter a number from 1 to 100 for the number of times that the server will call a line with a bad connection before it returns all the messages currently in the outbound queue as non-deliverable. The default value is 100. A bad connection is usually caused by an interruption on the line or poor line quality. However, a bad connection can also occur as a result of problems delivering one particular message. Messages to a particular Octel node are delivered in First In First Out (FIFO) order. When the number specified for Attempts On Bad Connection has been reached, all messages queued for delivery to that node are returned to the senders. Therefore, if you set a value between 3 and 5, this reduces the number of messages building up in the outgoing queue that would be returned when the message delivery problem to a node is caused by a single message. However, on busier systems where multiple calls may be delivering messages to the same node simultaneously, increasing the setting to a value between 6 and 10 is recommended. The counter for Attempts on Bad Connection is on a per-node basis. The counter is reset to 0 when the Bridge connects to the node.
Interval if Busy	Enter a number from 1 to 60 for the interval in minutes that the server waits between attempts to call a busy line. The default value is 1 minute. The interval is timed on a per-node basis and is reset when the Bridge connects to the node.
Interval if No Answer	Enter a number from 1 to 60 for the interval in minutes that the server waits between attempts to call a line that does not answer. The default value is 1 minute. The interval is timed on a per-node basis and is reset when the Bridge connects to the node.
Name Aging	Enter a number from 1 to 90 for the number of days that the server will retain a usage-based directory entry that has not been referenced before deleting the entry. Enter 0 to disable name aging. The default value is 30 days. Higher values for Name Aging keep entries in the Bridge directory longer and decrease the rate of automatic deletion and recreation of Bridge subscribers. When you enter 0 to disable name aging, it does not matter how long it has been since a directory entry has received a message from a Cisco Unity subscriber. With name aging disabled, the directory entry and its associated Bridge subscriber are not deleted automatically. Note that when Bridge subscribers are automatically created, the corresponding Active Directory contacts are automatically created. Similarly, when Bridge subscribers are automatically deleted, the corresponding Active Directory contacts are automatically deleted.

Table 10-1 System Settings (continued)

Field	Considerations
Name Retrieval Retries	Enter a number from 0 to 90 for the maximum number of retries that are made to retrieve the spoken name if it is not available initially. The default value is 0, which means no retry attempts will be made.
Name Retry Interval	Enter a number from 1 to 30 for the number of days between attempts to retrieve a spoken name. The default value is 1 day. Note that the Name Retry Interval expiration is the same for all directory entries, so that all retries are made on the same day. The Name Retrieval Retries and Name Retry Interval settings allow you to control how often the Bridge attempts to retrieve spoken names that were not yet recorded on the Octel system when the Bridge initially attempted to retrieve them. When a name is marked for retrieval (either through the usage based rules or when the name is added as a permanent directory entry), the Bridge attempts to retrieve the text and spoken name. If the Bridge fails to retrieve the spoken name, then each night at midnight, the Bridge determines whether the Name Retry Interval has expired. If so, the Bridge finds all directory entries that do not have spoken names. Each directory entry contains a name retrieval retry counter. For each directory entry that does not have a spoken name, the Bridge determines whether the retry counter has reached the maximum retry count specified in the Name Retrieval Retries setting. If so, the name is not scheduled for retry. If the counter has not reached the maximum retry count, an administrative call is scheduled for the node associated with the name. (The Bridge makes administrative calls according to the schedule for the node.) If the spoken name is not found, the retry counter for the directory entry increments. Name Retrieval Retries and Name Retry Interval settings are only relevant to scheduled retry attempts for name retrieval. In addition to scheduled attempts, each time an outgoing message to a remote Octel subscriber that does not have a recorded name in the Bridge database is processed, voice name retrieval for that Octel subscriber is retried by the Bridge at the next opportunity according to the Administrative schedule for that node. This occurs even when Name Retrieval Retries is set to 0. To reset the retry attempts for a particular Octel Node directory entry, run the MBUpload utility using the “C” (Change) option in each record.
Accept Remote Push	Check this check box to enable the Cisco Unity Bridge to accept requests from remote nodes to send the text and spoken name information for remote Octel subscriber mailboxes. By default, the Bridge will attempt to retrieve name information for remote Octel subscribers when needed. Some remote systems may also provide the capability to push name information to other nodes; in order to allow the Bridge to accept this information, this check box must be checked. When unchecked, the Bridge will reject all such requests from any remote node. This setting was added in Cisco Unity Bridge version 3.0(6).Default: unchecked.

Table 10-1 System Settings (continued)

Field	Considerations
Queued Call Threshold	Enter a number from 1 to 1000 for the threshold number of messages that must be in the outgoing message queue of a specific node for an additional port to be used for message delivery. As the number of messages in the queue increases, an additional port is added when the number of messages in the queue reaches a multiple of this parameter. The default value is 10. For example, if the value of this parameter is 10, one port will be used for message delivery if there are fewer than 10 messages in the queue. For 10–19 messages, two ports will be used. For 20–29 messages, three ports will be used, and so on. The total number of ports used is limited by the Max Ports Per Node parameter. This parameter is also used to determine when to disconnect a port used for outgoing messages to a specific node. As the number of messages in the queue decreases, a port is disconnected when the number of messages in the queue is below the next lower multiple of this parameter. When only two ports are in use, as the number of messages in the queue drops below half of this parameter, the second port is disconnected. For example, if the value of this parameter is 10, three ports will be used for message delivery if there are 20–29 messages in the queue. As the number of messages in the queue decreases, the third port is not disconnected until the number of messages in the queue drops to 10 or fewer. When the number of messages drops to 5 or fewer messages, the second port is disconnected so that only one port is used to transmit the remaining messages. Note that normal, urgent, and administrative messages to a specific node are in separate outgoing message queues. The Queued Call Threshold parameter is applied to each queue.
Max Ports Per Node	Enter a number from 1 to 24 for the maximum number of ports that are allowed to be used simultaneously to deliver messages to a particular node. The default value is 4. Note that normal, urgent, and administrative messages to a specific node are in separate outgoing message queues. The Max Ports Per Node parameter is applied to each queue.
Max Play Attempts Per Message *(available in Bridge version 3.0(5) and later)*	Enter a number from 1 to 15 for the number of times that the Bridge will play a message when the Octel does not send the expected response that indicates the message was successfully received. If the Bridge does not get the expected response from the Octel after playing the message the specified number of times, the Bridge stops trying to deliver the message, logs an error in Event Viewer, and returns an NDR to the sender. The default value is 5. The counter for Max Play Attempts Per Message is on a per-message basis. The counter is reset to 0 when the message is either successfully transmitted or returned as undeliverable. Note that when the counter for Max Play Attempts Per Message is incremented, the counter for Attempts on Bad Connection is also incremented. Therefore, you should set the number for Max Play Attempts Per Message to be less than the number set for Attempts on Bad Connection so that only the problematic message will be returned as undeliverable. (When the Attempts on Bad Connection threshold is reached, all messages queued for delivery to the node are returned to the senders.)

Table 10-1 System Settings (continued)

Field	Considerations
Max Retention Time – Normal *(available in Bridge version 3.0(5) and later)*	Enter a number from 1 to 48 for the number of hours that a normal priority message is queued on the Bridge for analog delivery before being returned to the sender as undeliverable. If the Bridge cannot send the message within the specified time period, the Bridge stops trying to deliver the message, logs an error in Event Viewer, and returns an NDR to the sender. The default value is 48 hours. However, you may want to lower this setting so that a problematic message is returned as undeliverable before the Attempts on Bad Connection threshold is reached (which results in all messages that are queued for delivery to the node being returned to the senders). By doing so, the Bridge can handle situations where a particular message is causing a transmission failure.
Max Retention Time – Urgent *(available in Bridge version 3.0(5) and later)*	Enter a number from 1 to 48 for the number of hours that an urgent message is queued on the Bridge for analog delivery before being returned to the sender as undeliverable. If the Bridge cannot send the message within the specified time period, the Bridge stops trying to deliver the message, logs an error in Event Viewer, and returns an NDR to the sender. The default value is 12. However, you may want to lower this setting so that a problematic message is returned as undeliverable before the Attempts on Bad Connection threshold is reached (which results in all messages that are queued for delivery to the node being returned to the senders). By doing so, the Bridge can handle situations in which a particular message is causing a transmission failure.
Inbound DTMF – First Digit Timeout *(available in Bridge version 3.0(3) and later)*	Enter a number from 10000 to 99000 for the maximum time to wait in milliseconds for the first digit of an analog protocol response from the remote system. The default is 30000 milliseconds.
Inbound DTMF – Inter-Digit Timeout *(available in Bridge version 3.0(3) and later)*	Enter a number from 1000 to 99000 for the maximum time to allow in milliseconds between digits of an analog protocol response from the remote system. The default is 2500 milliseconds.
Call Log Retention	Enter a number from 1 to 366 for the number of days that call and queue logs are to be retained. The default is 7 days. Call and queue log data is placed in a common log file. Files are stored on the Bridge server in the Drive:\Path\Starfish\Log directory, where Drive and Path denote the drive and the topmost directory where the Bridge software is installed. A separate file is used for each day. Files are named CallLog_YYYYMMDD.LOG where YYYY is the year, MM is the month and DD is the day. Call logs are used by the Bridge Traffic Analyzer for generating reports on Bridge activity. If you open the log files in a text editor, do not modify them. (If the files are modified, the Bridge Traffic Analyzer may not be able to interpret the data in the log files.)

Table 10-1 System Settings (continued)

Field	Considerations
Call Tracing Level	The Bridge service creates a trace log file that records actions related to calls placed or received through the analog voice-fax card(s). The log records actions that the service attempts, notes whether those actions are completed successfully, and logs the reasons that failed actions were not successful. It stores the log information in the directory Drive:\Path\Starfish\Log, where Drive and Path denote the drive and the topmost directory where the Bridge software is installed. Within the Log directory are the files SFLOG.mmddttttLOG. Each of these files contains log entries for one hour of the day; the title indicates which hour. The directory also contains the log file SFLOG.LOG, to which the Bridge server adds current entries, and which is then saved to the appropriate hour log. Log files that are older than 24 hours are overwritten. Choose the level of detail you want to see in the trace log by selecting one of the following options from the Tracing Level box. The default setting is None. • None—No Logging. • Basic—Records basic call information. • Verbose—Records detailed call information. • Debug—Records even more detailed call information.

Digital Networking

Digital Networking is the interface used to exchange messages with a Cisco Unity server. The Digital Networking Settings page in the Bridge Administrator provides settings that allow you to control how the Bridge uses SMTP to communicate with Cisco Unity, and how message tracing and message retention are configured for troubleshooting between the Bridge and Cisco Unity servers.

- To return to the stored networking settings before you have saved them, click Reload.
- To save your networking settings, click Save.

Use the following table to learn more about the Digital Networking page.

Table 10-2 Digital Networking Settings

Field	Considerations
ESMTP Server *Optional*	Optionally, enter the IP address or name of the server that accepts incoming SMTP messages from the Bridge. The value in the ESMTP Server field is used by the Bridge to establish an SMTP connection when sending messages. Depending on your network, the server could be: • An Exchange server with an SMTP Connector • The Exchange server on which the Voice Connector is installed (an SMTP Connector must also be installed on the server) • An ESMTP e-mail host that acts as a relay server When the Bridge sends SMTP messages, it addresses the messages by using the domain name that is entered on the Unity Nodes page in the Unity SMTP Mail Suffix field. For example, if "voice.mydomain.com" is entered in the Unity SMTP Mail Suffix field, messages will be addressed to: IMCEAOMNI-AvVoiceMessage@voice.mydomain.com (The extension of the recipient is in another field in the header of the SMTP message.) The domain name must be resolvable to an IP address so that the Bridge can establish a connection to the server that accepts incoming SMTP messages. Although you can enter an IP address in the ESMTP Server field to resolve the domain name, as a best practice, we recommend that you use Domain Name Service (DNS) for name resolution. If using DNS is not an option, then add an entry to the HOSTS file on the Bridge server to resolve the domain name to an IP address. If you enter an IP address in the ESMTP field, the Bridge always uses the address when establishing an SMTP connection. Because the IP address in the ESMTP Server field overrides DNS and the HOSTS file (which are standard mechanisms for name resolution), use it as a last resort. Note that a name can be entered in the ESMTP Server field to establish the SMTP connection. For example, assume that "RelayServer" is entered in the ESMTP Server field and that "voice.mydomain.com" is in the Unity SMTP Mail Suffix field on the Unity Nodes page. SMTP Messages are still addressed to "IMCEAOMNI-AvVoiceAddress@voice.mydomain.com" but the Bridge uses "RelayServer" when establishing a connection to the server that accepts incoming SMTP messages. In this example, the name "RelayServer" would need to be resolved to an IP address by using standard means such as DNS or the HOSTS file on the Bridge server.
Bridge Server Full Computer Name	Enter the fully qualified domain name of the Bridge server. This is the name displayed in the Windows System Control Panel on the Network Identification tab in the Full Computer Name field. The name that you enter here must match the name that is displayed in the Cisco Unity Administrator on the Primary Locations page in the Unity Bridge Server Address field.

Table 10-2 Digital Networking Settings (continued)

Field	Considerations
Tracing Level	The Bridge Digital Networking service creates a trace log file that records actions that it attempts, notes whether those actions are completed successfully, and logs the reasons why failed actions were not successful. It stores the log information in the directory Drive:\Path\VPIM\Trace, where Drive and Path denote the drive and the topmost directory where the Bridge software is installed. Within the Trace directory are the files VPIM.mmddttttLOG. Each of these files contains log entries for one hour of the day; the title indicates which hour. The <path>\VPIM\MsgLog folder contains the log file VpimMsg.log, to which the Bridge server adds current entries and then saves them to the appropriate hour log. Log files that are older than 24 hours are overwritten. Choose the level of detail you want to see in the trace log by selecting one of the following options from the Tracing Level box. The default setting is None. • None—No logging is done. • Entry—1 only. Logs service status information. • Error—1 through 3. Logs service error information. • Verbose—1 through 5. Logs internal function status information. • Debug—1 through 8. Logs internal debugging information. • Flow—1 through 10. Logs internal function flow information. • Intense—1 through 100 (all messages). Logs internal intense debugging information. **Caution** Set the tracing level to Verbose or lower under most circumstances. Tracing levels higher than Verbose can consume a large amount of hard disk space and slow down the server, and should be selected only if advised by your technical support representative.

Table 10-2 Digital Networking Settings (continued)

Field	Considerations
Retention Days for Temporary SMTP Messages	Enter the number of days that temporary SMTP messages should be kept before being discarded. The default value is 0 (zero). The Bridge server can be set to save inbound messages from Cisco Unity and outbound messages to Cisco Unity in SMTP e-mail format. • Inbound messages from Cisco Unity are stored in the VPIM\Xcode\Inbound\Tmp directory on the Bridge server. *Cisco Unity Bridge 3.0(5) and later:* The directory VPIM\Xcode\Inbound\Failed is also created, although it is not utilized at this time. • Outbound messages to Cisco Unity are stored in the VPIM\Internet\Out\Tmp directory on the Bridge server. *Cisco Unity Bridge 3.0(5) and later:* Messages that the Bridge could not deliver to Cisco Unity are stored in VPIM\Internet\Out\Failed. Outbound messages that the Bridge successfully delivered are still stored in VPIM\Internet\Out\Tmp. Note that when the Bridge saves a message to the Failed directory, it also logs a message in the Event Viewer Application log. The messages are saved for the specified number of days after they are received (in the case of inbound) or sent (in the case of outbound). This setting is useful for troubleshooting message delivery problems. By setting this parameter to a non-zero value, you can verify whether messages make it to the Bridge. Then you can open the messages in Notepad to examine the header fields on each message to look for misspelled addresses. You can also determine whether the outbound messages are larger than an e-mail host in your system can accept.
SMTP Port	The TCP/IP port number used by the Digital Networking Service for sending and receiving SMTP messages. The default value is 25, which is the standard SMTP port number. The use of the standard port number is recommended unless special circumstances require the use of a different port number. The SMTP servers with which the Bridge is communicating must use the same SMTP port number.
Enable Extended Absence Notifications	Check this check box to enable Cisco Unity subscribers to receive delivery receipts when the extended-absence greeting for an Octel subscriber is enabled and the mailbox is accepting messages. If unchecked, Cisco Unity subscribers will not receive notification that the extended-absence greeting is enabled if messages sent to the Octel subscriber mailbox are accepted. This setting was added in Cisco Unity Bridge version 3.0(6). Default: unchecked.

Unity Nodes

The Unity Nodes page in the Bridge Administrator displays information about the Unity node that has been defined. You create and configure a Unity node for each Octel server that has been migrated; the Bridge represents the migrated Octel server in the Octel analog network. You must set up the Cisco Unity server for networking with the Bridge before entering information on this page.

When there are multiple Bridge servers, the same set of Unity Nodes serial numbers must be configured on each Bridge server.

The following buttons are on the Unity Nodes page:

- Add Button—Click Add to create a new node.

- Edit Button—Select the node from the Node list, and click Edit to modify an existing node.
- Delete Button—Select the node from the Node list, and click Delete to delete an existing node from the list. Note that deleting the node here only deletes the node information from the Bridge.

Unity Node Configuration

After clicking Add or Edit from the Unity Nodes page, the Unity Node Configuration page in the Bridge Administrator is displayed. On this page, you enter information about the Unity node. You can also view the directory entries associated with this node.

Use the following table to learn more about the Unity Node Configuration page.

Table 10-3 Unity Node Configuration Settings

Field	Considerations
Serial Number	Enter the serial number of the node. Assign a unique serial number for the Unity node. Serial numbers of all nodes must be unique to identify each messaging server in the network. The Serial Number must match the number that is displayed in the Cisco Unity Administrator on the Primary Locations page in the Unity Bridge Node ID field. If the Bridge server and the associated Cisco Unity server replace an existing Octel Node, enter the Serial Number of the Octel Node that is being replaced. The Serial Number also needs to be entered on each Octel node if it is not already there. Note that after the configuration settings are saved, you cannot change the serial number when editing the node. To change the Serial Number, you have to delete the node, and add it again with the correct Serial Number.
Name	Enter a descriptive name for the node. You can enter up to 20 characters.
Unity Bridgehead Server Name	Enter the server name of the Cisco Unity server with which the Bridge communicates. (Enter the server name only, and not the fully qualified domain name.)

Table 10-3 Unity Node Configuration Settings

Field	Considerations
Unity SMTP Mail Suffix	Enter the SMTP e-mail address of the recipient policy of the mail system supporting Cisco Unity (for example, enter mail.companya.com). The Bridge uses the name you enter here when it constructs the "to" address of the SMTP messages destined for Cisco Unity. The messages are addressed in the following format: • IMCEAOMNI-AvVoiceMessage@<Unity SMTP Mail Suffix> For voice messages sent from Octel subscribers to Cisco Unity subscribers. • IMCEAOMNI-AvVoiceAddress@<Unity SMTP Mail Suffix> For directory messages sent from the Bridge to the Cisco Unity bridgehead server. For example, if "voice.mydomain.com" is entered in the Unity SMTP Mail Suffix field, voice messages will be addressed to: IMCEAOMNI-AvVoiceMessage@voice.mydomain.com If you did not enter an address in the ESMTP Server field on the Digital Networking page, the Unity SMTP Mail Suffix is used by the Bridge when it establishes a network connection to the SMTP server that it sends the messages to. This means that the name in the Unity SMTP Mail Suffix field must be resolvable to an IP address. Two common ways to accomplish name resolution are through Domain Name System (DNS), or by using a HOSTS file. As a best practice, use DNS or the HOST file rather than entering an address in the ESMTP Server field. As a first choice for name resolution, we recommend that you add a host address resource (A) record and a mail exchange (MX) record in DNS by using the name in the Unity SMTP Mail Suffix field and the IP address of the server that handles incoming SMTP messages. If using DNS is not an option, then add an entry to the HOSTS file on the Bridge server with the name in the Unity SMTP Mail Suffix field and the IP address of the server that handles incoming SMTP messages.
Codec	Select the codec used to encode all voice messages sent from the Bridge to the Unity node. Note that this setting is independent of the format of the voice messages that the Bridge receives from the Unity node. The default setting is G.711. Voice messages sent from Cisco Unity to the Bridge can be recorded in the G.711 or the G.729a wave format. Therefore, you can configure each Cisco Unity server as needed to record voice messages by using either the default G.711 codec or the G.729a codec.
Save Button	Click Save to save the configuration settings.
Delete Button	Click Delete to delete this node. Note that deleting the node here only deletes the node information from the Bridge.
Directory Button	Click Directory to view the directory entries for this node. The Directory List page appears and displays the list of names associated with the node. This list is propagated from the Unity node to the Bridge server. To exit the Directory List and return to the Unity Node Configuration page, from the Configuration menu, click the node name. Unity node directory entries can be viewed but not edited on the Bridge.

Octel Nodes

The Octel Nodes page in the Bridge Administrator displays a list of Octel nodes that are currently defined. You should create and configure an Octel node to correspond to each Octel server in your network that you want Cisco Unity to communicate with. Additionally, in the Cisco Unity Administrator, you need to create a delivery location that corresponds to the Octel node that you create here.

The following buttons are on the Octel Nodes page:

- Add Button—Click Add to create a new node.
- Edit Button—Select the node from the Node list, and click Edit to modify an existing node.
- Delete Button—Select the node from the Node list, and click Delete to delete an existing node from the list.

Octel Node Configuration

After clicking Add or Edit from the Octel Nodes page, the Octel Node Configuration page in the Bridge Administrator is displayed. On this page, you enter information about the Octel node and the schedule for delivering messages to this node. Additionally, you can add or view directory entries that are associated with this node.

Use the following table to learn more about the Octel Node Configuration page.

Table 10-4 Octel Node Configuration Settings

Field	Considerations
Serial Number	Enter the unique serial number of the Octel node. Note that after the configuration settings are saved, you cannot change the serial number when editing the node. To change the Serial Number, you have to delete the node, and add it again with the correct Serial Number. The Serial Number must match the number that is displayed in the Cisco Unity Administrator in the Octel Node ID field on the Delivery Locations page that corresponds to this Octel Node. Additionally, the Serial Number must match the number of an Octel node.
Name	Enter a descriptive name for the remote node. You can enter up to 20 characters.
Phone Number	Enter the phone number that the server dials to send messages to the remote node. If the phone number of the remote node is in a different area code, include the area code. You can enter up to 14 digits. Note that the number dialed to reach the server consists of the Phone Number, Extension, and the Dial Sequence (see below). If a number longer than 14 digits is needed, the digits can be added to the Extension field or to the Dial Sequence.
Extension	Enter the extension number if it must be dialed to reach the remote node. You can enter up to 7 digits.

Table 10-4 Octel Node Configuration Settings

Field	Considerations
Dial Sequence	Enter the dial sequence that is required to call the remote node. At a minimum, the dial sequence should be set to "N" (phone number). You can enter up to 20 characters. The dial sequence can contain the following characters: • digits 0 to 9 • * and # (to correspond to the * and # keys on the phone) • P (for pause) • N (to insert the phone number) • X (to insert the extension number) For example, enter 9NPPPX.
Save Button	To save this node, modify the appropriate values and click Save.
Delete Button	Click Delete to delete this node.
Directory Button	Click Directory to view the directory for this node. The Directory List page appears and displays the list of names associated with the node. To add a name to the directory of this node, from the Directory List page, click Add. Enter the mailbox number and the name, and click Save. To exit the Directory List, from the Configuration menu, click the node name.

Message Delivery Windows

For each node on the network, you define schedules for delivering messages. The Cisco Unity Bridge server follows these schedules when placing calls to the Octel node to transmit messages addressed to mailboxes on that node. When defining schedules, consider the immediacy with which you want messages to be delivered. You may want to configure the Administration delivery window for late at night to save on toll charges.

By default, a message delivery window is defined for each message type. You can disable one or two message delivery windows, but you must leave at least one window enabled for message delivery to take place. You must enable an Administration window if you want to propagate names from the Octel node through the Bridge to your Cisco Unity servers.

The message type allows separate time windows and delivery intervals to be configured for different types of messages. By default, the three message types are enabled and configured with different intervals. Check the check box next to the message type that you want to enable and define the Begin, End, and Interval times to suit the schedule that you want the Bridge server to follow.

- Normal—Non-urgent messages from subscribers. Note that when Normal is the only type checked, Urgent and Administration messages are still delivered, but according to the Normal schedule.
- Urgent—Urgent messages from subscribers. Note that when Urgent is the only type checked, Administration messages are still delivered, but according to the Urgent schedule.
- Administration—Administrative messages only.

Use the following table to learn more about the Message Delivery Windows page.

Table 10-5 Octel Node Configuration—Message Delivery Windows Settings

Field	Considerations
Enabled	Check the check box next to the message type that you want to enable. Uncheck the check box(es) for the type(s) that you do not want to use.
Begin	Enter the time of day, in the format hh:mmAM or hh:mmPM, that you want to begin sending messages to the remote node. The time can be entered in 12-hour or 24-hour format.
End	Enter the time of day, in the format hh:mmAM or hh:mmPM, that you want to stop sending messages to the remote node. The time can be entered in 12-hour or 24-hour format.
Interval	Enter a number from 1 to 240 for the interval in minutes that the server waits before calling a node again. After a call to a node fails, the server attempts the call again after waiting the specified number of minutes.

Directory List

The Directory List in the Bridge Administrator allows the administrator to view the directory of names associated with the node. For Unity nodes, the entries can only be viewed, because mailbox propagation keeps the list maintained. In the case of Octel nodes, the administrator can add, view, or delete directory entries. Directory entries that are added by the administrator on the Bridge server are permanent. Permanent entries are not aged and must be manually deleted by the administrator.

The following are buttons on the Directory List page:

- Add Button—Click Add to add a directory entry.
- Delete Button—Click Delete to delete a directory entry.
- View Button—Click View to view a directory entry.

Adding a Name to an Octel Node Directory

You can add permanent subscriber names to an Octel node directory.

To Add a Name to an Octel Node Directory

Step 1 In the Bridge Administrator, click **Octel Nodes**.

Step 2 Select the Octel node you want to change, and click **Edit**.

Step 3 On the Octel Node page, click **Directory**.

Step 4 On the Directory List page, click **Add**.

Step 5 On the Directory Entry page, enter the subscriber mailbox number in the Mailbox Number box.

Step 6 Optionally, enter the subscriber name in the Name box. If you enter a name here, it will be overwritten by the name retrieved from the Octel node.

Step 7 Click **Save**.

The Bridge server makes an administrative call to the Octel node to obtain the recorded voice name and other user information.

Viewing a Name in an Octel Node Directory

You can view permanent subscriber names in an Octel node directory.

To View a Name in an Octel Node Directory

Step 1 In the Bridge Administrator, click **Octel Nodes**.

Step 2 Select the Octel node from the list, and click **Edit**.

Step 3 On the Octel Node page, click **Directory**.

Step 4 On the Directory List page, select a mailbox number from the Directory.

Step 5 Click **View**.

On the Directory Entry page, the subscriber mailbox number and name are visible. The Entry Type line indicates Permanent (created manually on the Bridge) or Usage-based (created by NameNet).

Step 6 To return to the Directory List page, from the Configuration menu, click **Node Directory**.

Deleting a Name in an Octel Node Directory

You should delete a subscriber name in an Octel node directory if the name is no longer being used.

To Delete a Name in an Octel Node Directory

Step 1 In the Bridge Administrator, click **Octel Nodes**.

Step 2 Select the Octel node from the list, and click **Edit**.

Step 3 On the Octel Node page, click **Directory**.

Step 4 On the Directory List page, select a mailbox number from the Directory.

Step 5 Click **Delete**.

A message displays the warning, “All details associated with this entry will be lost.”

Step 6 Click **OK** to confirm the deletion.

The Bridge will send Cisco Unity a “Delete User” request to delete the Bridge subscriber from Cisco Unity and to delete the associated Active Directory contact.

Directory Entry

The Directory Entry page in the Bridge Administrator displays the subscriber mailbox number and name. For an Octel node directory entry that you add, the Entry Type line indicates Permanent.

To return to the Directory List page, click Node Directory from the Configuration menu.

Use the following table to learn more about the Directory Entry page.

Table 10-6 Directory Entry Settings

Field	Considerations
Mailbox Number	Displays the subscriber mailbox number.
Name	Displays the subscriber name.
Entry Type	Indicates whether the entry you view is Permanent or Usage-based. The Entry Type parameter displays when you view a current entry. Entries created by using this page are always Permanent.
Save Button	Click Save to save the new entry that you added. The Save button displays when you add a new entry to the directory.
Delete Button	Click Delete to delete the entry that you are viewing. The Delete button displays when you view an existing entry from the directory.

Line Status

The Line Status page in the Bridge Administrator allows you to monitor status information for the phone lines of the Cisco Unity Bridge server as it communicates with Octel servers. It also allows you to enable or disable specific phone lines on the Bridge server, and to specify whether each line is to be used for both incoming and outgoing calls or only for incoming calls. The Line Status page may be helpful when troubleshooting message flow between the Bridge server and Octel servers.

Use the following table to learn more about the Line Status page.

Table 10-7 Line Status Information

Field	Considerations
Line	Indicates the phone line for which status information is displayed.

Table 10-7 Line Status Information (continued)

Field	Considerations
Status	Indicates the status of a phone line, as follows: • Admin Receive—Receiving an administrative call to send names. • Admin Send—Placing an administrative call to retrieve names. • Calling—Beginning a network callout. • Disabled—Not initialized. • Down—Not yet ready. • Idle—On hook and available for a call. • Incoming Call—Beginning to receive an incoming call. • Receiving—Receiving messages. • Receiving Fax—Receiving fax data. • Receiving Voice—Receiving voice data. • Retired—The line is retired. Whenever a problem occurs that prevents the Bridge from initiating an outgoing analog call on a particular analog port—for example, line cord not plugged in or no dial tone from the phone system—if the same problem happens on the same line four times in succession, the Bridge will retire the line. • Sending—Sending messages. • Sending Fax—Sending fax data. • Sending Voice—Sending voice data. • Unknown—Unable to process a call because of an unknown condition.
Serial Number	Displays the Octel node with which the Bridge server communicates and the Unity node that is the source or destination of the message. An arrow points left (<--) or right (-->) between the two serial numbers to indicate the direction of message delivery. The serial numbers may or may not display, depending on the line status. When “Bridge” is displayed in the serial number field, this indicates that an administrative call is in progress.
Info	Indicates additional information about a phone line, depending on the line status.
Line Type	Displays whether the phone line is used for both outgoing and incoming calls (Action field set to All Calls) or only incoming calls (Action field set to Incoming Only).

Table 10-7 Line Status Information (continued)

Field	Considerations
Action	The Action box allows you to refresh the information on the Line Status page immediately or at preset intervals, and to enable or disable a specific phone line, as follows: • All Calls—Specifies that the phone line is to be used for both outgoing and incoming calls. In the blank box, enter the line number of the phone line that you want to change, and click Submit. The new line status will take effect immediately. This is the default setting for all phone lines. • Disable Line—Disables a specific phone line. In the blank box, enter the line number of the phone line that you want to disable, and click Submit. The Unity Bridge service must be stopped and restarted for Disable Line to take effect. • Enable Line—Enables a specific phone line. In the blank box, enter the line number of the phone line that you want to enable, and click Submit. The Unity Bridge service must be stopped and restarted for Enable Line to take effect. • Incoming Only—Specifies that the phone line is to be used for incoming calls only. In the blank box, enter the line number of the phone line that you want to change, and click Submit. The new line status will take effect immediately. • Refresh Interval—Sets the refresh interval and initiates automatic updates according to that interval. In the blank box, enter a number from 5 to 120 for the interval in seconds, and click Submit. Selecting another page from the Configuration menu automatically clears the Refresh Interval for the Line Status page. When you return to the Line Status page, the Refresh Interval action is stopped. • Refresh Now—Refreshes the information on the Line Status page immediately. Depending on which action you select, you can enter a line number or a time interval (in seconds) in the blank box next to the Action box.
Submit	Click Submit to process the action you select.

Queue Status

The Queue Status page in the Bridge Administrator allows you to monitor status information in the outbound message queue on the Cisco Unity Bridge server. The Queue Status page may be helpful when troubleshooting message flow between the Bridge server and Octel servers.

Use the following table to learn more about the Queue Status page.

Table 10-8 Queue Status Information

Field	Considerations
Serial Number	Lists the serial number of the Octel node for which status information is displayed.
Name	Lists the name of the Octel node for which status information is displayed.
Messages in Queue	Displays the number of normal and urgent messages that are in the queue for each Octel node.
Lines In Use	Displays the number of analog lines currently in use for sending messages to each Octel node.

Table 10-8 Queue Status Information (continued)

Field	Considerations
Action	The Action box allows you to refresh the information on the Queue Status page immediately or at preset intervals, as follows: • Refresh Interval—Sets the refresh interval and initiates automatic updates according to that interval. In the blank box, enter a number from 5 to 120 for the interval in seconds, and click Submit. Selecting another page from the Configuration menu automatically clears the Refresh Interval for the Queue Status page. When you return to the Queue Status page, the Refresh Interval action is stopped. • Refresh Now—Refreshes the information on the Queue Status page immediately. You can enter a time interval (in seconds) in the blank box next to the Action box.
Submit	Click Submit to process the action you select.