



Managing the Phone System Integrations in Cisco Unity Connection 10.x



Note

You can manage the phone system integrations by adding or deleting phone systems, port groups, ports, phone system trunks, and servers. You can also change the settings for existing phone systems, port groups, ports, phone system trunks, and servers.

See the following sections:

- [Managing Phone Systems in Cisco Unity Connection 10.x, page 32-1](#)
- [Managing Port Groups in Cisco Unity Connection 10.x, page 32-7](#)
- [Managing Ports in Cisco Unity Connection 10.x, page 32-18](#)
- [Managing Speech Connect Port in Cisco Unity Connection 10.x, page 32-21](#)
- [Managing Phone System Trunks in Cisco Unity Connection 10.x, page 32-22](#)
- [Security in Cisco Unity Connection 10.x \(Cisco Unified Communications Manager Integrations Only\), page 32-23](#)
- [IPv6 in Cisco Unity Connection \(Cisco Unified Communications Manager Integrations Only\), page 32-27](#)

Managing Phone Systems in Cisco Unity Connection 10.x

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. You can manage the phone systems to meet the changing needs of your system.

See the following sections:

- [Adding a New Phone System Integration, page 32-2](#)
- [Deleting a Phone System Integration, page 32-2](#)
- [Changing Phone System Settings, page 32-3](#)
- [Listing the Users Who Are Associated with the Phone System, page 32-3](#)
- [Disabling the Use of the Same Port for Turning On and Off an MWI, page 32-4](#)
- [Synchronizing MWIs for the Phone System, page 32-4](#)

- [Configuring Phone View Settings \(Cisco Unified Communications Manager Integrations Only\)](#), page 32-4
- [Changing Call Loop Detection Settings](#), page 32-5
- [Managing AXL Servers](#), page 32-5

Adding a New Phone System Integration

You can integrate multiple phone systems with Cisco Unity Connection. For a matrix of supported combinations, see the *Multiple Integration Guide for Cisco Unity Connection* at http://www.cisco.com/en/US/products/ps6509/products_installation_and_configuration_guides_list.html.



Note

Cisco Unified Communications Manager Business Edition (CMBE) does not support adding new phone system integrations.

To Add a New Phone System Integration

- Step 1** In Cisco Unity Connection Administration, expand **Telephony Integrations**, then select **Phone System**.
- Step 2** On the **Search Phone Systems** page, under **Phone System Search Results**, select **Add New**. The **New Phone System** page appears.
- Step 3** On the **New Phone System** page, in the **Phone System Name** field, enter a descriptive name for the phone system and select **Save**.
- Step 4** On the **Phone System Basics** page, enter the applicable settings and select **Save**.

Deleting a Phone System Integration

You can delete a phone system when the phone system is no longer used by Cisco Unity Connection. Before you can delete a phone system, you must delete or reassign to another phone system all of the following objects that are associated with the phone system that you want to delete:

- All users (including MWI devices and notification devices)
- All user templates
- All system call handlers
- All call handler templates



Note

You can see a list of all users who are associated with the phone system on the Phone System Associations page. For instructions, see the “[Listing the Users Who Are Associated with the Phone System](#)” section on page 32-3.

Cisco Unified Communications Manager Business Edition (CMBE) does not support deleting a phone system integration.

To Delete a Phone System Integration

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- Step 1** In Cisco Unity Connection Administration, expand **Telephony Integrations**, then select **Phone System**.
 - Step 2** On the **Search Phone Systems** page, under **Phone System Search Results**, check the check box next to the name of the phone systems that you want to delete.
 - Step 3** Select **Delete Selected**.
 - Step 4** When prompted to confirm that you want to delete the phone systems, select **OK**.
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Changing Phone System Settings

You can change the settings for a phone system after it is integrated with Cisco Unity Connection. The phone system settings identify the phone system that Unity Connection integrates with and regulate certain phone system features. (Integration configuration settings are located in the port groups that belong to the phone system.)

To Change Phone System Settings

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- Step 1** In Cisco Unity Connection Administration, expand **Telephony Integrations**, then select **Phone System**.
 - Step 2** On the **Search Phone Systems** page, select the display name of the phone system for which you want to change the settings.
 - Step 3** On the **Phone System Basics** page, change the applicable settings and select **Save**.
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Listing the Users Who Are Associated with the Phone System

You can view a list of all of the Cisco Unity Connection users who are associated with the phone system.

To List the Users Who Are Associated with the Phone System

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- Step 1** In Cisco Unity Connection Administration, expand **Telephony Integrations**, then select **Phone System**.
 - Step 2** On the **Search Phone Systems** page, select the display name of the phone system.
 - Step 3** On the **Phone System Basics** page, on the **Edit** menu, select **Phone System Associations**.
 - Step 4** On the **Phone System Associations** page, the list of users who are associated with the phone system is displayed.
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Disabling the Use of the Same Port for Turning On and Off an MWI

If you created the phone system integration to use the same voice messaging port to turn on and off an MWI (the Use Same Port for Enabling and Disabling MWIs field was checked), you can do the following procedure to disable this configuration without leaving MWIs on when there are no voice messages for the user.

To Disable the Use of the Same Port for Turning On and Off an MWI

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- Step 1** In Cisco Unity Connection Administration, expand **Telephony Integrations**, then select **Phone System**.
 - Step 2** On the **Search Phone Systems** page, select the display name of the phone system.
 - Step 3** On the **Phone System Basics** page, check the **Force All MWIs Off for This Phone System** check box and select **Save**.
 - Step 4** Uncheck the **Use Same Port for Enabling and Disabling MWIs** and the **Force All MWIs Off for This Phone System** check boxes, then select **Save**.
 - Step 5** Select **Run** in front of **Synchronize All MWIs on This Phone System**.
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Synchronizing MWIs for the Phone System

You can synchronize all message waiting indicators (MWIs) for a phone system without affecting MWIs on other phone systems.

To Synchronize MWIs for the Phone System

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- Step 1** In Cisco Unity Connection Administration, expand **Telephony Integrations**, then select **Phone System**.
 - Step 2** On the **Search Phone Systems** page, select the display name of the phone system.
 - Step 3** On the **Phone System Basics** page, select **Run** in front of **Synchronize All MWIs on This Phone System**.
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Configuring Phone View Settings (Cisco Unified Communications Manager Integrations Only)

For Cisco Unified Communications Manager integrations, Phone View allows users to see search results on the LCD screens of their Cisco IP phones when they use the Find Message or the Display Message menu. Phone View requires that Cisco Unified CM also be configured. For details, see the [“Setting Up Phone View in Cisco Unity Connection 10.x”](#) chapter.

To Configure Phone View Settings (Cisco Unified Communications Manager Integrations Only)

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- Step 1** In Cisco Unity Connection Administration, expand **Telephony Integrations**, then select **Phone System**.
 - Step 2** On the **Search Phone Systems** page, select the display name of the phone system.

- Step 3** On the **Phone System Basics** page, under **Phone View Settings**, enter the applicable settings and select **Save**.
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Changing Call Loop Detection Settings

Calls that Cisco Unity Connection forwards (for example, to notify a user that a message has been received) are sometimes forwarded back to Unity Connection. When call loop detection is enabled, Unity Connection detects when a call loop has occurred and rejects the call.

You can change the call loop detection settings to enable or disable the types of calls that are checked, to set the fourth-column DTMF tone that Unity Connection uses, and to set the guard time.

The call loop detection settings should not be changed without understanding the effect that they have on calls that Unity Connection forwards.

To Change Call Loop Detection Settings

- Step 1** In Cisco Unity Connection Administration, expand **Telephony Integrations**, then select **Phone System**.
- Step 2** On the **Search Phone Systems** page, select the display name of the phone system.
- Step 3** On the **Phone System Basics** page, under **Call Loop Detection by Using DTMF**, enter applicable settings and select **Save**.
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Managing AXL Servers

AXL servers are supported only for Cisco Unified Communications Manager phone systems and are needed when Cisco Unity Connection must have access to the Cisco Unified CM database for importing Cisco Unified CM users and for changing certain phone settings for users of Unity Connection personal call transfer rules.

AXL servers are not supported for Cisco Unified Communications Manager Express integrations.



Note

Cisco Unified Communications Manager Business Edition (CMBE) does not support adding AXL servers. Adding AXL servers is not needed for Cisco Unified CMBE.

When a Unity Connection cluster is configured, you must be signed in to the publisher server of the Unity Connection cluster to import Cisco Unified CM user data.

See the following procedures:

- [To Add AXL Servers, page 32-5](#)
- [To Delete an AXL Server, page 32-7](#)
- [To Change AXL Server Settings, page 32-7](#)

To Add AXL Servers

- Step 1** In Cisco Unity Connection Administration, expand **Telephony Integrations**, then select **Phone System**.

- Step 2** On the **Search Phone Systems** page, select the display name of the Cisco Unified CM phone system.
- Step 3** On the **Phone System Basics** page, on the **Edit** menu, select **Cisco Unified Communications Manager AXL Servers**.
- Step 4** On the **Edit AXL Servers** page, under AXL Servers, select **Add New**.
- Step 5** Enter the following settings for the AXL server and select **Save**.

Table 32-1 Settings for the AXL Servers

Field	Setting
Order	Enter the order of priority for the AXL server. The lowest number is the primary AXL server, the higher numbers are the secondary servers.
IP Address	Enter the IP address of the AXL server.
Port	Enter the AXL server port that Unity Connection connects to. This setting must match the port that the AXL server uses. For Cisco Unified Communications Manager version 4.1(x), the port number is typically 443. For Cisco Unified Communications Manager version 5.x or later, the port number is typically 8443.

- Step 6** Repeat [Step 4](#) and [Step 5](#) for all remaining AXL servers that you want to add.
- Step 7** Under AXL Server Settings, enter the following settings and select **Save**.

Table 32-2 Settings for the AXL Server Settings

Field	Setting
User Name	Enter the username that Unity Connection uses to sign in to the AXL server. Note This user must match the username of a Cisco Unified CM application user who is assigned to the “Standard AXL API Access” role.
Password	Enter the password for the user that Unity Connection uses to sign in to the AXL server. Note This password must match the password of the Cisco Unified CM application user entered in the User Name field.

- Step 8** To add a corresponding application server to Cisco Unified CM, sign in to Cisco Unified CM Administration.
- Step 9** In Cisco Unified CM Administration, go to the **System > Application Server** page.
- Step 10** On the **Find and List Application Servers** page, select **Find** to display all application servers.
- Step 11** In the **Name** column, select the name of the Cisco Unity Connection server.
- Step 12** On the **Application Server Configuration** page, in the **Available Application User** field, select the Cisco Unified CM application user that you used in [Step 7](#) and select the **Down** arrow to move it to the **Selected Application User** field.
- Step 13** Select **Save**.

To Delete an AXL Server

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- Step 1** In Cisco Unity Connection Administration, expand **Telephony Integrations**, then select **Phone System**.
- Step 2** On the **Search Phone Systems** page, select the display name of the Cisco Unified CM phone system.
- Step 3** On the **Phone System Basics** page, on the **Edit** menu, select **Cisco Unified Communications Manager AXL Servers**.
- Step 4** On the **Edit AXL Servers** page, under AXL Servers, check the check box next to the AXL server that you want to delete.
- Step 5** Select **Delete Selected**.
- Step 6** When prompted to confirm that you want to delete the AXL server, select **OK**.
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To Change AXL Server Settings

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- Step 1** In Cisco Unity Connection Administration, expand **Telephony Integrations**, then select **Phone System**.
- Step 2** On the **Search Phone Systems** page, select the display name of the Cisco Unified CM phone system.
- Step 3** On the **Phone System Basics** page, on the **Edit** menu, select **Cisco Unified Communications Manager AXL Servers**.
- Step 4** On the **Edit AXL Servers** page, change the applicable settings and select **Save**.
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Managing Port Groups in Cisco Unity Connection 10.x

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.

Unity Connection port groups provide flexibility for integration configuration settings that apply to different sets of ports.

See the following sections:

- [Adding a Port Group, page 32-8](#)
- [Deleting a Port Group, page 32-8](#)
- [Changing Port Group Settings, page 32-9](#)
- [Changing the Audio Format That Cisco Unity Connection Uses for Calls, page 32-9](#)
- [Changing MWI Settings, page 32-11](#)
- [Adding Secondary Cisco Unified Communications Manager Servers, page 32-11](#)

- [Deleting Cisco Unified Communications Manager Servers, page 32-12](#)
- [Changing Cisco Unified Communications Manager Server Settings, page 32-12](#)
- [Adding a TFTP Server, page 32-13](#)
- [Deleting a TFTP Server, page 32-13](#)
- [Changing TFTP Server Settings, page 32-14](#)
- [Adding a SIP Server, page 32-14](#)
- [Deleting a SIP Server, page 32-15](#)
- [Changing SIP Server Settings, page 32-15](#)
- [Managing PIMG/TIMG Units, page 32-16](#)
- [Changing Session Initiation Protocol \(SIP\) Settings, page 32-17](#)
- [Changing Port Group Advanced Settings, page 32-17](#)
- [Enabling or Disabling Normalization, page 32-17](#)

Adding a Port Group

You can add multiple port groups, each with its own integration configuration settings and its own voice messaging ports. In Unity Connection 10.0(1), in case of video calls, only SIP integration mode is supported.

Cisco Unified Communications Manager Business Edition (CMBE) only: Before you can add a port group, you must have existing voice messaging ports in Cisco Unified CM Administration that do not belong to a port group.

Other configurations: For integrations with phone systems through PIMG/TIMG units, one port group is required for each PIMG/TIMG unit. For example, a system that uses five PIMG units requires five port groups, one port group for each PIMG unit.



Note

Cisco Unity Connection enables you to create a maximum of 90 port groups if you are using only TUI (touchtone conversation) and VUI (voice-recognition) features of Cisco Unity Connection. However, if you are using all the features of Unity Connection, you are allowed to create a maximum of 60 port groups.

To Add a Port Group

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- Step 1** In Cisco Unity Connection Administration, expand **Telephony Integrations**, then select **Port Group**.
 - Step 2** On the **Search Port Groups** page, under **Port Group Search Results**, select **Add New**.
 - Step 3** On the **New Port Group** page, enter the applicable settings and select **Save**.
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Deleting a Port Group

When you delete a port group, any voice messaging ports that belong to it are deleted at the same time, but the phone system that the port group belongs to is not deleted.

To Delete a Port Group

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- Step 1** In Cisco Unity Connection Administration, expand **Telephony Integrations**, then select **Port Group**.
- Step 2** On the **Search Port Groups** page, under **Port Group Search Results**, check the check box next to the port group name of the port groups that you want to delete.
- Step 3** Select **Delete Selected**.
- Step 4** When prompted to confirm that you want to delete the port group, select **OK**.
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Changing Port Group Settings

You can change the settings for a port group after it has been added. Changes to the settings affect only the voice messaging ports that belong to the port group.

To Change Port Group Settings

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- Step 1** In Cisco Unity Connection Administration, expand **Telephony Integrations**, then select **Port Group**.
- Step 2** On the **Search Port Groups** page, select the display name of the port group for which you want to change the settings.
- Step 3** On the **Port Group Basics** page, change the applicable settings and select **Save**.
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Changing the Audio Format That Cisco Unity Connection Uses for Calls

For calls, Cisco Unity Connection advertises the audio format (or codec) that is preferred for the media stream with the phone system. You should consider the following when setting the audio format:

- For the following reasons, Unity Connection should use the same audio format for the media stream that the phone system uses:
 - To reduce the need for transcoding the media stream from one audio format to another.
 - To minimize the performance impact on the Unity Connection server and on the phone system.
 - To preserve the audio quality of calls.
- When Unity Connection advertises a different audio format than the one used by the phone system, the phone system transcodes the media stream.

To Change the Audio Format That Cisco Unity Connection Uses for Calls

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- Step 1** In Cisco Unity Connection Administration, expand **Telephony Integrations**, then select **Port Group**.
- Step 2** On the **Search Port Groups** page, select the first port group that belongs to the phone system integration for which you want to change the audio format of the media stream.
- Step 3** On the **Port Group Basics** page, on the **Edit** menu, select **Codec Advertising**.
- Step 4** On the **Edit Codec Advertising** page, select the **Up** and **Down** arrows to change the order of the codecs or to move codecs between the **Advertised Codec** box and the **Unadvertised Codecs** box.

If only one codec is in the **Advertised Codecs** box, Cisco Unity Connection sends the media stream in that audio format. The phone system transcodes if it does not use this audio format.

If two or more codecs are in the **Advertised Codecs** box, Unity Connection advertises its preference for the first codec in the list but sends the media stream in the audio format from the list that the phone system selects.

- Step 5** Select **Save**.
- Step 6** (All integrations except SCCP) If you want to change the packet size that is used by the advertised codecs, on the **Port Group Basics** page, under **Advertised Codec Settings**, select the applicable packet setting for each codec and select **Save**.
- Step 7** Select **Next**.
- Step 8** Repeat [Step 3](#) through [Step 7](#) for all remaining port groups that belong to the phone system integration for which you want to change the audio format of the media stream.

Changing the Video Format that Cisco Unity Connection 10.x Uses for Calls

For calls, Cisco Unity Connection advertises the video format (or codec) that is preferred for the media stream with the phone system. You should consider the following when setting the video format:

- When Unity Connection advertises a different video format than the one used by the phone system, the phone system transcodes the media stream.
- Unity Connection should use the same video format for the media stream that the phone system uses for the following reasons:
 - To reduce the need for transcoding the media stream from one video format to another.
 - To minimize the performance impact on the Unity Connection server and on the phone system.
 - To preserve the video quality of calls.



Note

In Cisco Unity Connection 10.0(1), only G.711 mu-law video format (or codec) is supported to record and play video greetings.

For more information on video format codecs, see the “Video Codecs” section in the “[Sizing and Scaling Cisco Unity Connection 10.x Servers](#)” chapter of the *Design Guide for Cisco Unity Connection Release 10.x*, at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/design/guide/10xcuedgx.html.

To Change the video Format That Cisco Unity Connection Uses for Calls

- Step 1** In Cisco Unity Connection Administration, expand **Telephony Integrations**, then select **Port Group**.
- Step 2** On the **Search Port Groups** page, select the port group that belongs to the phone system integration for which you want to change the video format of the media stream.
- Step 3** On the **Port Group Basics** page, on the **Edit** menu, select **Codec Advertising**.
- Step 4** On the **Edit Codec Advertising** page, select the **Up** and **Down** arrows to move the G.711 mu-law codec between the **Advertised Codec** box and the **Unadvertised Codecs** box.

If only one codec is in the **Advertised Codecs** box, Cisco Unity Connection sends the media stream in that video format. The phone system transcodes if it does not use this video format.

- Step 5** Select **Save**.
- Step 6** (*Only SIP integrations*) If you want to change the packet size that is used by the advertised codecs, on the **Port Group Basics** page, under **Advertised Codec Settings**, select the applicable packet setting for each codec in the **Packet Size** list, and select **Save**.
- Step 7** On the **Port Group** menu, select **Search Port Groups**.
- Step 8** Repeat [Step 2](#) through [Step 7](#) for all remaining port groups that belong to the phone system integration for which you want to change the video format of the media stream.

Changing MWI Settings

Messaging waiting indicators (MWIs) control whether Cisco Unity Connection sets MWIs for users and how retries for MWI requests are handled.

To Change MWI Settings

- Step 1** In Cisco Unity Connection Administration, expand **Telephony Integrations**, then select **Port Group**.
- Step 2** On the **Search Port Groups** page, select the display name of the port group for which you want to change the MWI settings.
- Step 3** On the **Port Group Basics** page, under **Message Waiting Indicator Settings**, change the applicable settings and select **Save**.

Adding Secondary Cisco Unified Communications Manager Servers

For Cisco Unified Communications Manager integrations, Related Links helps you create the integration only with one Cisco Unified CM server. The secondary Cisco Unified CM servers in the cluster must be added after the integration is created.



Note

Cisco Unified Communications Manager Business Edition (CMBE) does not support secondary Cisco Unified CM servers.

To Add Secondary Cisco Unified Communications Manager Servers

- Step 1** In Cisco Unity Connection Administration, expand **Telephony Integrations**, then select **Port Group**.
- Step 2** On the **Search Port Groups** page, select the display name of the port group for which you want to add secondary Cisco Unified CM servers.
- Step 3** On the **Port Group Basics** page, on the **Edit** menu, select **Servers**.
- Step 4** On the **Edit Servers** page, under **Cisco Unified Communications Manager Servers**, select **Add**.
- Step 5** Enter the settings for the secondary Cisco Unified CM server and select **Save**.

- Step 6** Repeat [Step 4](#) and [Step 5](#) for all remaining secondary Cisco Unified CM servers that you want to add.
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**Note**

You can select **Ping** to verify the IP address (or host name) of the Cisco Unified CM server.

Deleting Cisco Unified Communications Manager Servers

You can delete a Cisco Unified Communications Manager server when it is no longer used by the phone system integration.

If you want to move a Cisco Unified CM server to another port group, you must delete the Cisco Unified CM server from one port group and add it to the second port group.

**Note**

Cisco Unified Communications Manager Business Edition (CMBE) does not support deleting Cisco Unified CM servers.

To Delete a Cisco Unified Communications Manager Server

- Step 1** In Cisco Unity Connection Administration, expand **Telephony Integrations**, then select **Port Group**.
- Step 2** On the **Search Port Groups** page, select the display name of the port group for which you want to delete Cisco Unified CM servers.
- Step 3** On the **Port Group Basics** page, on the **Edit** menu, select **Servers**.
- Step 4** On the **Edit Servers** page, under Cisco Unified Communications Manager Servers, check the check box next to the Cisco Unified CM servers that you want to delete.
- Step 5** Select **Delete Selected**.
- Step 6** When prompted to confirm that you want to delete the Cisco Unified CM servers, select **OK**.
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Changing Cisco Unified Communications Manager Server Settings

You can change the Cisco Unified CM server settings after the server has been added.

To Change Cisco Unified Communications Manager Server Settings

- Step 1** In Cisco Unity Connection Administration, expand **Telephony Integrations**, then select **Port Group**.
- Step 2** On the **Search Port Groups** page, select the display name of the port group for which you want to change Cisco Unified CM server settings.
- Step 3** On the **Port Group Basics** page, on the **Edit** menu, select **Servers**.
- Step 4** On the **Edit Servers** page, under **Cisco Unified Communications Manager Servers**, change the applicable settings and select **Save**.
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**Note**

You can select **Ping** to verify the IP address (or host name) of the Cisco Unified CM server.

Adding a TFTP Server

For Cisco Unified Communications Manager integrations, TFTP servers are required only when the Cisco Unified CM cluster uses authentication and encryption for the Cisco Unity Connection voice messaging ports.

If your system uses authentication and encryption for the Unity Connection voice messaging ports, you must add a TFTP server after you create the Cisco Unified CM phone system integration.

To Add a TFTP Server

- Step 1** In Cisco Unity Connection Administration, expand **Telephony Integrations**, then select **Port Group**.
- Step 2** On the **Search Port Groups** page, select the display name of the port group for which you want to add a TFTP server.
- Step 3** On the **Port Group Basics** page, on the **Edit** menu, select **Servers**.
- Step 4** On the **Edit Servers** page, under TFTP Servers, select **Add**.
- Step 5** Enter the settings for the TFTP server and select **Save**.
- Step 6** Repeat [Step 4](#) and [Step 5](#) for all remaining TFTP servers that you want to add.

**Note**

You can select **Ping** to verify the IP address (or host name) of the TFTP server.

Deleting a TFTP Server

You can delete a TFTP server when it is no longer used by the port group.

For Cisco Unified Communications Manager integrations, TFTP servers are required only when the Cisco Unified CM cluster uses authentication and encryption for the Cisco Unity Connection voice messaging ports.

To Delete a TFTP Server

- Step 1** In Cisco Unity Connection Administration, expand **Telephony Integrations**, then select **Port Group**.
- Step 2** On the **Search Port Groups** page, select the display name of the port group for which you want to delete a TFTP server.
- Step 3** On the **Port Group Basics** page, on the **Edit** menu, select **Servers**.
- Step 4** On the **Edit Servers** page, under TFTP Servers, check the check box next to the TFTP server that you want to delete.
- Step 5** Select **Delete Selected**.

- Step 6** When prompted to confirm that you want to delete the TFTP server, select **OK**.
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Changing TFTP Server Settings

You can change the TFTP server settings after the server has been added.

For Cisco Unified Communications Manager integrations, TFTP servers are required only when the Cisco Unified CM cluster uses authentication and encryption for the Cisco Unity Connection voice messaging ports.

To Change TFTP Server Settings

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- Step 1** In Cisco Unity Connection Administration, expand **Telephony Integrations**, then select **Port Group**.
- Step 2** On the **Search Port Groups** page, select the display name of the port group for which you want to change TFTP server settings.
- Step 3** On the **Port Group Basics** page, on the **Edit** menu, select **Servers**.
- Step 4** On the **Edit Servers** page, under TFTP Servers, change the applicable settings and select **Save**.
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Note

You can select **Ping** to verify the IP address (or host name) of the TFTP server.

Adding a SIP Server

For a phone system integration with Cisco Unified Communications Manager through a SIP trunk or with another SIP server, you can add another SIP server after the phone system has been created.



Note

Cisco Unified Communications Manager Business Edition (CMBE) does not support SIP servers.

To Add a SIP Server

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- Step 1** In Cisco Unity Connection Administration, expand **Telephony Integrations**, then select **Port Group**.
- Step 2** On the **Search Port Groups** page, select the display name of the port group for which you want to add SIP servers.
- Step 3** On the **Port Group Basics** page, on the **Edit** menu, select **Servers**.
- Step 4** On the **Edit Servers** page, under SIP Servers, select **Add**.
- Step 5** Enter the settings for the SIP server and select **Save**.
- Step 6** Repeat [Step 4](#) and [Step 5](#) for all remaining SIP servers that you want to add.
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**Note**

You can select **Ping** to verify the IP address (or host name) of the SIP server.

Deleting a SIP Server

For a phone system integration with Cisco Unified Communications Manager through a SIP trunk or with another SIP server, you can delete a SIP server when it is no longer used by the port group.

**Note**

Cisco Unified Communications Manager Business Edition (CMBE) does not support SIP servers.

To Delete a SIP Server

- Step 1** In Cisco Unity Connection Administration, expand **Telephony Integrations**, then select **Port Group**.
- Step 2** On the **Search Port Groups** page, select the display name of the port group for which you want to delete SIP servers.
- Step 3** On the **Port Group Basics** page, on the Edit menu, select **Servers**.
- Step 4** On the **Edit Servers** page, under SIP Servers, check the check box next to the SIP server that you want to delete.
- Step 5** Select **Delete Selected**.
- Step 6** When prompted to confirm that you want to delete the SIP server, select **OK**.

Changing SIP Server Settings

For a phone system integration with Cisco Unified Communications Manager through a SIP trunk or with another SIP server, you can change the SIP server settings after the server has been added.

**Note**

Cisco Unified Communications Manager Business Edition (CMBE) does not support SIP servers.

To Change SIP Server Settings

- Step 1** In Cisco Unity Connection Administration, expand **Telephony Integrations**, then select **Port Group**.
- Step 2** On the **Search Port Groups** page, select the display name of the port group for which you want to change SIP server settings.
- Step 3** On the **Port Group Basics** page, on the **Edit** menu, select **Servers**.
- Step 4** On the **Edit Servers** page, under **SIP Servers**, change the applicable settings and select **Save**.

**Note**

You can select **Ping** to verify the IP address (or host name) of the SIP server.

Managing PIMG/TIMG Units

For integrations with phone systems through PIMG/TIMG units, each PIMG/TIMG unit is in a separate port group. For example, a system that uses five PIMG units requires five port groups, one port group for each PIMG unit. You can add, change, or delete PIMG/TIMG units after the phone system integration has been created.



Note

Cisco Unified Communications Manager Business Edition (CMBE) does not support integrations with PIMG/TIMG units.

See the following procedures:

- [To Add PIMG/TIMG Units, page 32-16](#)
- [To Delete PIMG/TIMG Units, page 32-16](#)
- [To Change PIMG/TIMG Settings, page 32-16](#)

To Add PIMG/TIMG Units

-
- Step 1** In Cisco Unity Connection Administration, expand **Telephony Integrations**, then select **Port Group**.
 - Step 2** On the **Search Port Groups** page, under **Port Group Search Results**, select **Add New**.
 - Step 3** On the **New Port Group** page, in the **Phone System** field, select the phone system for which you want to add a PIMG/TIMG unit.
 - Step 4** Enter the applicable settings and select **Save**.
-

To Delete PIMG/TIMG Units

-
- Step 1** In Cisco Unity Connection Administration, expand **Telephony Integrations**, then select **Port Group**.
 - Step 2** On the **Search Port Groups** page, under **Port Group Search Results**, check the check box next to the port group for the PIMG/TIMG unit that you want to delete.
 - Step 3** Select **Delete Selected**.
-

To Change PIMG/TIMG Settings

-
- Step 1** In Cisco Unity Connection Administration, expand **Telephony Integrations**, then select **Port Group**.
 - Step 2** On the **Search Port Groups** page, select the display name of the port group for which you want to change PIMG/TIMG settings.
 - Step 3** On the **Port Group Basics** page, under **PIMG Settings**, change the applicable settings and select **Save**.
-

Changing Session Initiation Protocol (SIP) Settings

For integrations that use session initiation protocol (SIP), you can change the SIP settings after the phone system integration has been created.

**Note**

Cisco Unified Communications Manager Business Edition (CMBE) does not support integrations that use SIP.

To Change Session Initiation Protocol (SIP) Settings

-
- Step 1** In Cisco Unity Connection Administration, expand **Telephony Integrations**, then select **Port Group**.
 - Step 2** On the **Search Port Groups** page, select the display name of the port group for which you want to change SIP settings.
 - Step 3** On the **Port Group Basics** page, under **Session Initiation Protocol (SIP) Settings**, change the applicable settings and select **Save**.
-

Changing Port Group Advanced Settings

The port group advanced settings control infrequently used settings such as delays and MWI usage. We recommend that port group advanced settings be left at their default values.

To Change Port Group Advanced Settings

-
- Step 1** In Cisco Unity Connection Administration, expand **Telephony Integrations**, then select **Port Group**.
 - Step 2** On the **Search Port Groups** page, select the display name of the port group for which you want to change the advanced settings.
 - Step 3** On the **Port Group Basics** page, on the **Edit** menu, select **Advanced Settings**.
 - Step 4** On the **Edit Advanced Settings** page, under **Port Group Advanced Settings**, change the applicable settings and select **Save**.
-

Enabling or Disabling Normalization

Normalization controls automatic volume adjustments for recording messages. We recommend that you leave normalization enabled and that you not change the value of the **Target Decibel Level for Recordings and Messages** field on the **System Settings > General Configuration** page.

To Enable or Disable Normalization

-
- Step 1** In Cisco Unity Connection Administration, expand **Telephony Integrations**, then select **Port Group**.
 - Step 2** On the **Search Port Groups** page, select the display name of the port group for which you want to change the advanced settings.

- Step 3** On the **Port Group Basics** page, on the **Edit** menu, select **Advanced Settings**.
- Step 4** On the **Edit Advanced Settings** page, under **Audio Normalization for Recordings and Messages**, change the applicable settings and select **Save**.
-

Managing Ports in Cisco Unity Connection 10.x

The voice messaging ports let Cisco Unity Connection receive calls (for example, to record a message) and let Unity 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 Unity Connection license files.

See the following sections:

- [Adding a Port, page 32-18](#)
- [Deleting a Port, page 32-19](#)
- [Changing Port Settings, page 32-19](#)
- [Viewing the Port Certificate, page 32-21](#)

Adding a 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 Unity Connection license files.

Cisco Unified Communications Manager Business Edition (CMBE) only: Before you can add ports, you must have existing voice messaging ports in Cisco Unified CM Administration that do not belong to a port group.

To Add a New Port

- Step 1** In Cisco Unity Connection Administration, expand **Telephony Integrations**, then select **Port**.
- Step 2** On the **Search Ports** page, under **Port Search Results**, select **Add New**.
- Step 3** On the **New Port** page, enter the applicable settings and select **Save**.



Caution

Verify that there are an appropriate number of ports set to answer calls and an appropriate number of ports set to dial out. Otherwise, the integration may not function correctly. See the “Planning How the Voice Messaging Ports Will Be Used by Cisco Unity Connection” section of the applicable Cisco Unity Connection integration guide at http://www.cisco.com/en/US/products/ps6509/products_installation_and_configuration_guides_list.html.

- Step 4** In Cisco Unity Connection Administration, in the **Related Links** list, select **Check Telephony Configuration** and select **Go** to confirm the phone system integration settings.
- Step 5** If the test is not successful, the **Task Execution Results** list displays one or more messages with troubleshooting steps. After correcting the problems, check the configuration again.
-

Deleting a Port

Voice messaging ports provide the connections for calls between Cisco Unity Connection and the phone system.

To Delete a Port

- Step 1** In Cisco Unity Connection Administration, expand **Telephony Integrations**, then select **Port**.
- Step 2** On the **Search Ports** page, under **Port Search Results**, check the check box next to the voice messaging ports that you want to delete.
- Step 3** Select **Delete Selected**.
- Step 4** For the remaining voice messaging ports in the port group, change the settings as necessary so that there are an appropriate number of voice messaging ports set to answer calls and an appropriate number of voice messaging ports set to dial out.
-

Changing Port Settings

Voice messaging ports provide the connections for calls between Cisco Unity Connection and the phone system. You can change the voice messaging port settings after the phone system integration has been created.

To Change Port Settings

- Step 1** In Cisco Unity Connection Administration, expand **Telephony Integrations**, then select **Port**.
- Step 2** On the **Search Ports** page, select the display name of the voice messaging port for which you want to change the settings.
- Step 3** On the **Port Basics** page, enter the applicable settings and select **Save**.

Depending on the phone system integration, some or all of the fields in [Table 32-3](#) appear.

Table 32-3 Port Basics Page Settings

Field	Considerations
Enabled	Check this check box to enable the port. The port is enabled during normal operation. Uncheck this check box to disable the port. When the port is disabled, calls to the port get a ringing tone but are not answered. Typically, the port is disabled only by the installer during testing.

Table 32-3 Port Basics Page Settings (continued)

Field	Considerations
Server Name (not available for PIMG/TIMG integrations)	(For Cisco Unity Connection redundancy only) Select the name of the Cisco Unity Connection server that you want to handle this port. Assign an equal number of answering and dial-out voice messaging ports to the Unity Connection servers so that they equally share the voice messaging traffic.
Extension (available for PIMG/TIMG integrations only)	Enter the extension for the port as assigned on the phone system.
Answer Calls	Check this check box to designate the port for answering calls. These calls can be incoming calls from outside callers or from users.
Perform Message Notification	Check this check box to designate the port for notifying users of messages. Assign Perform Message Notification to the least busy ports.
Send MWI Requests (not used by serial integrations)	Check this check box to designate the port for turning MWIs on and off. Assign Send MWI Requests to the least busy ports. For serial integrations, uncheck this check box. Otherwise, the integration may not function correctly.
Allow TRAP Connections	Check this check box so that users can use the port for recording and playback through the phone in Cisco Unity Connection web applications. Assign Allow TRAP Connections to the least busy ports.
Outgoing Hunt Order (not available for SIP integrations)	Enter the priority order in which Cisco Unity Connection uses the ports when dialing out (for example, if the Perform Message Notification, Send MWI Requests, or Allow TRAP Connections check box is checked). The highest numbers are used first. However, when multiple ports have the same Outgoing Hunt Order number, Unity Connection uses the port that has been idle the longest.
Security Mode (available for Cisco Unified CM SCCP integrations only)	Select the applicable security mode: <ul style="list-style-type: none"> • Non-secure—The integrity and privacy of call-signaling messages are not ensured because call-signaling messages are sent as clear (unencrypted) text and are connected to Cisco Unified Communications Manager through a non-authenticated port rather than an authenticated TLS port. In addition, the media stream is not encrypted. • Authenticated—The integrity of call-signaling messages are ensured because they are connected to Cisco Unified CM through an authenticated TLS port. However, the privacy of call-signaling messages are not ensured because they are sent as clear (unencrypted) text. In addition, the media stream are not encrypted. • Encrypted—The integrity and privacy of call-signaling messages are ensured on this port because they are connected to Cisco Unified CM through an authenticated TLS port, and the call-signaling messages are encrypted. In addition, the media stream is encrypted.

- Step 4** If there are no more voice messaging ports for which you want to change the settings, skip to [Step 6](#). Otherwise, select **Next**.
- Step 5** Repeat [Step 3](#) and [Step 4](#) for all remaining voice messaging ports for which you want to change the settings.
- Step 6** On the **Port** menu, select **Search Ports**.

- Step 7** On the **Search Ports** page, confirm that there are an appropriate number of voice messaging ports set to answer calls and an appropriate number of voice messaging ports set to dial out. If necessary, adjust the number of voice messaging ports set to answer calls and an appropriate number of voice messaging ports set to dial out.
-

Viewing the Port Certificate

Port certificates for voice messaging ports are used only by SCCP integrations with Cisco Unified Communications Manager 4.1 and later, and are required for authentication of the Cisco Unity Connection voice messaging ports. You can view the port certificate to help in troubleshooting authentication and encryption problems.

To View the Port Certificate

- Step 1** In Cisco Unity Connection Administration, expand **Telephony Integrations**, then select **Port**.
- Step 2** On the **Search Ports** page, select the display name of the voice messaging port for which you want to see the device certificate.
- Step 3** On the **Port Basics** page, select **View Certificate**.
- Step 4** In the **View Port Certificate** window, the information from the port device certificate is displayed.
-

Managing Speech Connect Port in Cisco Unity Connection 10.x

Speech Connect uses voice-enabled directory handlers that allow both employees and outside callers to speak the name of an employee and instantly get connected, without having to navigate an audio-text tree, and without knowing the extension of the employee. For easy access, you can configure a Speech Connect speed dial on user phones.

See the following sections:

- [Configuring a Speech Connect Port, page 32-21](#)

Configuring a Speech Connect Port

To Configure a New Speech Connect Port

- Step 1** In Cisco Unity Connection Administration, expand **Telephony Integrations**, then select **Speech Connect Port**.
- Step 2** On the **Speech Connect Port** page, under **New Speech Connect Port**, select the Unity Connection server from the Unity Connection **Server** drop down list.
- Step 3** In the **Number of Ports** field, enter the number of Speech Connect ports that you want to configure.
- Step 4** Click on the **Save** option to apply the specified settings.
-

Managing Phone System Trunks in Cisco Unity Connection 10.x

When multiple phone systems are integrated with Cisco Unity Connection, you may want to set up a phone system trunk so that calls on one phone system can be transferred to extensions on another phone system. Phone system trunks are accessed by dialing extra digits (for example, dialing 9) before dialing the extension.



Note

Cisco Unified Communications Manager Business Edition (CMBE) does not support phone system trunks.

See the following sections:

- [Adding a Phone System Trunk, page 32-22](#)
- [Deleting a Phone System Trunk, page 32-22](#)
- [Changing Phone System Trunk Settings, page 32-23](#)

Adding a Phone System Trunk

If another phone system integration exists, you can add a phone system trunk to provide access from calls on one phone system to extensions on the other phone system. You can add phone system trunks after the phone system integration has been created.



Note

Cisco Unified Communications Manager Business Edition (CMBE) does not support phone system trunks.

To Add a Phone System Trunk

- Step 1** In Cisco Unity Connection Administration, expand **Telephony Integrations**, then select **Trunk**.
- Step 2** On the **Search Phone System Trunks** page, under **Phone System Trunk Search Results**, select **Add New**.
- Step 3** On the **New Phone System Trunk** page, enter the applicable settings and select **Save**.

Deleting a Phone System Trunk

You can delete a phone system trunk when it is no longer used by a phone system integration.



Note

Cisco Unified Communications Manager Business Edition (CMBE) does not support phone system trunks.

To Delete a Phone System Trunk

- Step 1** In Cisco Unity Connection Administration, expand **Telephony Integrations**, then select **Trunk**.

- Step 2** On the **Search Phone System Trunks** page, under **Phone System Trunk Search Results**, check the check box next to the phone system trunk that you want to delete.
- Step 3** Select **Delete Selected**.
- Step 4** When prompted to confirm that you want to delete the phone system trunk, select **OK**.
-

Changing Phone System Trunk Settings

Phone system trunk settings cannot be changed. However, you can delete the phone system trunk that you want to change and add a new phone system trunk with the settings that you want.

**Note**

Cisco Unified Communications Manager Business Edition (CMBE) does not support phone system trunks.

To Change Phone System Trunk Settings

- Step 1** In Cisco Unity Connection Administration, expand **Telephony Integrations**, then select **Trunk**.
- Step 2** On the **Search Phone System Trunks** page, check the check box next to the phone system trunk that you want to delete.
- Step 3** Select **Delete Selected**.
- Step 4** When prompted to confirm that you want to delete the phone system trunk, select **OK**.
- Step 5** Select **Add New**.
- Step 6** On the **New Phone System Trunk** page, enter the applicable settings and select **Save**.
-

Security in Cisco Unity Connection 10.x (Cisco Unified Communications Manager Integrations Only)

When Cisco Unified Communications Manager authentication and encryption is configured for Cisco Unity Connection voice messaging ports, you can manage certifications and the security profile.

See the following sections:

- [Viewing the Cisco Unity Connection Root Certificate, page 32-24](#)
- [Saving the Cisco Unity Connection Root Certificate as a File, page 32-24](#)
- [Adding a SIP Certificate \(Cisco Unified Communications Manager SIP Trunk Integrations Only\), page 32-25](#)
- [Deleting a SIP Certificate \(Cisco Unified Communications Manager SIP Trunk Integrations Only\), page 32-25](#)
- [Changing a SIP Certificate \(Cisco Unified Communications Manager SIP Trunk Integrations Only\), page 32-26](#)

- [Adding a SIP Security Profile \(Cisco Unified Communications Manager SIP Trunk Integrations Only\)](#), page 32-26
- [Deleting a SIP Security Profile \(Cisco Unified Communications Manager SIP Trunk Integrations Only\)](#), page 32-26
- [Changing a SIP Security Profile \(Cisco Unified Communications Manager SIP Trunk Integrations Only\)](#), page 32-27

Viewing the Cisco Unity Connection Root Certificate

The root certificate is used by SCCP integrations with Cisco Unified Communications Manager 4.1 and later and SIP trunk integrations with Cisco Unified CM 7.0 and later, and is required for authentication of the Cisco Unity Connection voice messaging ports. You can view the root certificate to help troubleshoot authentication and encryption problems.

To View the Cisco Unity Connection Root Certificate

-
- Step 1** In Cisco Unity Connection Administration, expand **Telephony Integrations > Security**, then select **Root Certificate**.
- Step 2** On the **View Root Certificate** page, the information from the root certificate is displayed.
-

Saving the Cisco Unity Connection Root Certificate as a File

The root certificate is used by SCCP integrations with Cisco Unified CM 4.1 and later and SIP trunk integrations with Cisco Unified CM 7.0 and later, and is required for authentication of the Cisco Unity Connection voice messaging ports.

To Save the Cisco Unity Connection Root Certificate as a File

-
- Step 1** In Cisco Unity Connection Administration, expand **Telephony Integrations > Security**, then select **Root Certificate**.
- Step 2** On the **View Root Certificate** page, right-click the **Right-Click to Save the Certificate as a File** link, and select **Save Target As**.
- Step 3** In the **Save As** dialog box, browse to the location where you want to save the Unity Connection root certificate as a file.
- Step 4** In the File Name field, confirm that the filename has the correct extension, depending on the version of Cisco Unified CM:
- For Cisco Unified CM 5.x or later, confirm that the extension is .pem (rather than .htm).
 - For Cisco Unified CM 4.x, confirm that the extension is .0 (rather than .htm).



Caution

The certificate must be saved as a file with the correct extension or Cisco Unified CM will not recognize the certificate.

- Step 5** Select **Save**.

- Step 6** In the **Download Complete** dialog box, select **Close**.
- Step 7** The Unity Connection root certificate file is ready to be copied to all Cisco Unified CM servers in this Cisco Unified CM phone system integration. For instructions, see the applicable Cisco Unified CM integration guide at http://www.cisco.com/en/US/products/ps6509/products_installation_and_configuration_guides_list.html.
-

Adding a SIP Certificate (Cisco Unified Communications Manager SIP Trunk Integrations Only)

The SIP certificate 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.

To Add a SIP Certificate (Cisco Unified Communications Manager SIP Trunk Integrations Only)

- Step 1** In Cisco Unity Connection Administration, expand **Telephony Integrations > Security**, then select **SIP Certificate**.
- Step 2** On the **Search SIP Certificates** page, select **Add New**.
- Step 3** On the **New SIP Certificate** page, in the **Display Name** field, enter a display name for the SIP certificate.
- Step 4** In the **Subject Name** field, enter a subject name that matches the X.509 subject name of the SIP security profile for the SIP trunk in Cisco Unified CM Administration.



Caution This subject name must match the X.509 subject name of the SIP security profile used by Cisco Unified CM. Otherwise, Cisco Unified CM authentication and encryption fail.

- Step 5** Select **Save**.
-

Deleting a SIP Certificate (Cisco Unified Communications Manager SIP Trunk Integrations Only)

You can delete a SIP certificate when the Cisco Unified CM server is no longer configured for authentication of the Cisco Unity Connection voice messaging ports.

To Delete a SIP Certificate (Cisco Unified Communications Manager SIP Trunk Integrations Only)

- Step 1** In Cisco Unity Connection Administration, expand **Telephony Integrations > Security**, then select **SIP Certificate**.
- Step 2** On the **Search SIP Certificates** page, check the check box next to the display name of the SIP certificate that you want to delete.
- Step 3** Select **Delete Selected**.

- Step 4** When prompted to confirm that you want to delete the SIP certificate, select **OK**.
-

Changing a SIP Certificate (Cisco Unified Communications Manager SIP Trunk Integrations Only)

You can change a SIP certificate after it is created.

To Change a SIP Certificate (Cisco Unified Communications Manager SIP Trunk Integrations Only)

- Step 1** In Cisco Unity Connection Administration, expand **Telephony Integrations > Security**, then select **SIP Certificate**.
- Step 2** On the **Search SIP Certificates** page, select the name of the SIP certificate that you want to change.
- Step 3** On the **Edit SIP Certificate** page, enter the applicable settings and select **Save**.
-

Adding a SIP Security Profile (Cisco Unified Communications Manager SIP Trunk Integrations Only)

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.

To Add a SIP Security Profile (Cisco Unified Communications Manager SIP Trunk Integrations Only)

- Step 1** In Cisco Unity Connection Administration, expand **Telephony Integrations > Security**, then select **SIP Security Profile**.
- Step 2** On the **Search SIP Security Profiles** page, select **Add New**.
- Step 3** On the **New SIP Security Profile** page, in the **Port** field, enter the port number that the Cisco Unified CM server uses for SIP trunk authentication and encryption of the voice messaging ports.
- Step 4** To encrypt the call signaling messages, check the **Do TLS** check box.
- Step 5** Select **Save**.
-

Deleting a SIP Security Profile (Cisco Unified Communications Manager SIP Trunk Integrations Only)

You can delete a SIP security profile when the Cisco Unified CM server is no longer configured for authentication of the Cisco Unity Connection voice messaging ports.

To Delete a SIP Security Profile (Cisco Unified Communications Manager SIP Trunk Integrations Only)

-
- | | |
|---------------|--|
| Step 1 | In Cisco Unity Connection Administration, expand Telephony Integrations > Security , then select SIP Security Profile . |
| Step 2 | On the Search SIP Security Profiles page, check the check box next to the display name of the SIP security profile that you want to delete. |
| Step 3 | Select Delete Selected . |
| Step 4 | When prompted to confirm that you want to delete the SIP security profile, select OK . |
-

Changing a SIP Security Profile (Cisco Unified Communications Manager SIP Trunk Integrations Only)

You can change a SIP security profile after it is created.

To Change a SIP Security Profile (Cisco Unified Communications Manager SIP Trunk Integrations Only)

-
- | | |
|---------------|--|
| Step 1 | In Cisco Unity Connection Administration, expand Telephony Integrations > Security , then select SIP Security Profile . |
| Step 2 | On the Search SIP Certificates page, select the name of the SIP security profile that you want to change. |
| Step 3 | On the Edit SIP Security Profile page, enter the applicable settings and select Save . |
-

IPv6 in Cisco Unity Connection (Cisco Unified Communications Manager Integrations Only)

Cisco Unity Connection supports IPv6 addressing with Cisco Unified Communications Manager phone system integrations using SCCP or SIP.

IPv6 support is disabled by default. When you enable IPv6, you can configure Unity Connection to obtain an IPv6 address either through router advertisement, through DHCP, or by manually configuring an address. You can also configure the mode in which Unity Connection listens for incoming traffic—IPv4, IPv6, or both IPv4 and IPv6.

For SCCP integrations with Cisco Unified CM, if Unity Connection is configured to listen for incoming IPv4 and IPv6 traffic, you can configure the addressing mode that Unity Connection uses for call control signaling for each port group to use either IPv4 or IPv6. (This mode is also used when connecting to a TFTP server.)

For SIP integrations with Cisco Unified CM, if Unity Connection is configured to listen for incoming IPv4 and IPv6 traffic, you can configure the addressing mode that Unity Connection uses for call control signaling for each port group to use either IPv4 or IPv6. (This mode is also used when connecting to a TFTP server.) In addition, you can configure the addressing mode that Unity Connection uses for media for each port group to use either IPv4 or IPv6.

Note the following considerations when deploying IPv6 for Cisco Unified CM integrations:

- IPv6 is supported in Cisco Unified CM release 7.1(2) and later.
- The CTL file required for security features (authentication and encryption) for SCCP integrations uses IPv4 addressing. Therefore, in order to use authentication and encryption with SCCP secure ports, you must retain the IPv4 address or host name for the Cisco Unified CM server(s) on the port group in Unity Connection.
- Some versions of Cisco Adaptive Security Appliance (ASA) do not support application inspection for IPv6 traffic for Unified Communications application servers and endpoints. We recommend not using IPv6 for Unified Communications if you are using a Cisco ASA version that does not provide this support. See the documentation for your version of Cisco ASA to determine whether application inspection is supported in your deployment.

For instructions on enabling and configuring IPv6 for an existing Cisco Unified CM integration, see the “[Adding or Changing the IPv6 Addresses of Cisco Unity Connection Servers](#)” chapter of the *Upgrade Guide for Cisco Unity Connection Release 10.x*, available at

http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/upgrade/guide/10xcucrux.html.

For instructions on enabling and configuring IPv6 while setting up a new Cisco Unified CM integration, see the applicable Cisco Unified CM integration guide at

http://www.cisco.com/en/US/products/ps6509/products_installation_and_configuration_guides_list.html.