C H A P T E R 3

Administrative Tools in Cisco Unity Connection 8.x

This chapter provides brief descriptions of and procedures for accessing a selection of tools and utilities for administering Cisco Unity Connection. (To configure a browser to access Connection web applications, see the "Configuring the Browser on a Cisco Unity Connection 8.x Administrator Workstation" chapter.)

See the following sections:

Application Plug-ins in Cisco Unity Connection 8.x

Application plug-ins extend the functionality of Cisco Unity Connection. For example, the Real-Time Monitoring Tool (RTMT) plug-in allows an administrator to monitor system performance.

For Cisco Unity Connection configurations, see the "Installing Plugins in Cisco Unity Connection 8.x" chapter for detailed information.

For Cisco Unified Communications Manager Business Edition (CMBE) configurations, see the *Cisco Unified Communications Manager Administration Guide* at http://www.cisco.com/en/US/products/ps7273/prod_maintenance_guides_list.html for detailed information.

Cisco Unified Backup and Restore Application Suite (COBRAS) in Cisco Unity Connection 8.x

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Note The information in this section is not applicable to Cisco Unified Communications Manager Business Edition.

Cisco Unified Backup and Restore Application Suite (COBRAS) is the application you use to migrate data and messages from Cisco Unity 4.0(5) or later or from Cisco Unity Connection 1.2 to Connection 8.x. Download the latest version, and view training videos and Help at http://www.ciscounitytools.com/Applications/General/COBRAS/COBRAS.html.

Alternatively, you can use the Cisco Unity Connection Migrate Messages and Migrate Users utilities to migrate messages and user data when you are migrating from Cisco Unity 4.0(4) and earlier and you cannot upgrade to Cisco Unity 4.0(5) or later for some reason. COBRAS migrates significantly more data than the Migrate Users utility, and it does not require that you configure a secure shell (SSH) server application. For more information, see the "Cisco Unity Connection 8.x Migrate Messages Utility" section on page 3-5 and the "Cisco Unity Connection 8.x Migrate Users Utility" section on page 3-5.

For a task list that enumerates the steps for migrating from Cisco Unity or from Connection 1.x to Connection 8.x either by using COBRAS or by using the Migrate Messages and Migrate Users utilities, see the applicable chapter of the *Reconfiguration and Upgrade Guide for Cisco Unity Connection Release 8.x*, available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/upgrade/guide/8xcucrugx.html.

Cisco Unity Connection Administration 8.x

Cisco Unity Connection Administration is a web application that you use to do most administrative tasks, including specifying settings for users and implementing a call management plan. Many of the tools listed in this section are available from Connection Administration.

For information on accessing and using Cisco Unity Connection Administration, see the "Accessing and Using Cisco Unity Connection Administration 8.x" chapter.

Cisco Unity Connection 8.x Bulk Administration Tool

The Cisco Unity Connection Bulk Administration Tool (BAT) can be used as follows:

- In Cisco Unity Connection configurations, the BAT allows you to create, update, and delete multiple user accounts, administrator-defined contacts, system distribution lists, or system distribution list members at the same time by importing information contained in a comma separated value (CSV) file. In addition, it allows you to export information about users, administrator-defined contacts, system distribution lists, system distribution list members, or LDAP users from Cisco Unity Connection to a CSV file.

- In Cisco Unified Communications Manager Business Edition (CMBE) configurations, the BAT allows you to create and delete multiple administrator-defined contacts at the same time by importing information contained in a comma separated value (CSV) file. (To update multiple user accounts at once, you must use the BAT available in the Cisco Unified CM Administration.) In addition, it allows you to export information about users or contacts from Cisco Unity Connection to a CSV file.

- In both Cisco Unity Connection and Cisco Unified Communications Manager Business Edition configurations in which Connection data is synchronized with data in an LDAP directory, the BAT allows you to create large numbers of user accounts at the same time by importing information contained in a comma separated value (CSV) file.

  For small numbers of users—up to a few hundred—it may be faster and easier to use the Import Users tool to create Connection users from users in an LDAP directory. See the "Cisco Unity Connection 8.x Import and Synch Users Tools" section on page 3-4.

To Access the Cisco Unity Connection Bulk Administration Tool

Step 1   In Cisco Unity Connection Administration, expand **Tools**.

Step 2   Select **Bulk Administration Tool**.

For information on using the Connection BAT, see the "Using the Cisco Unity Connection 8.x Bulk Administration Tool" chapter of the *User Moves, Adds, and Changes Guide for Cisco Unity Connection Release 8.x*, at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/user_mac/guide/8xcucmacx.html.

For information on using the BAT in Cisco Unified Communications Manager, see the *Cisco Unified Communications Manager Bulk Administration Guide*, available at http://www.cisco.com/en/US/products/ps7273/prod_maintenance_guides_list.html.

Cisco Unity Connection 8.x Custom Keypad Mapping Tool

The Custom Keypad Mapping tool allows you to edit the key mappings that are associated with the Custom Keypad Mapping conversation, which can be assigned to users or user templates on the Phone Menu page in Cisco Unity Connection Administration. You are allowed to assign any one-, two-, or three-key sequence to any defined option for the main menu, the message playback menu (the message header, body, and footer can be mapped separately), the after message menu, and the settings menu. You can customize which options are voiced in each menu and the order in which they are offered. The Custom Keypad Mapping tool is accessed in the Tools section of Connection Administration.

To Access the Custom Keypad Mapping Tool

Step 1   In Cisco Unity Connection Administration, expand **Tools**.

Step 2   Select **Custom Keypad Mapping**.

For information on using the tool, see the "Custom Keypad Mapping Tool in Cisco Unity Connection 8.x" chapter.

Cisco Unity Connection 8.x Grammar Statistics Tool

The Grammar Statistics tool shows information about all of the dynamic name grammars that are used by the Cisco Unity Connection voice-recognition conversation to match caller utterances to the names of objects on the system (for example, usernames and alternate names, distribution list names, and so on). When administrators add or change names on the Connection system, the names are not recognized by the voice-recognition conversation until they are compiled in the grammars.

For each name grammar, the tool displays information such as the finish time of the last grammar recompilation, the total number of unique items in the grammar, whether there are updates pending to the grammar, and whether the grammar is currently in the process of being recompiled.

By default, Connection recompiles grammars when administrators add named objects or change object names on the system (unless a bulk operation is in progress, in which case Connection waits ten minutes for the operation to complete before recompiling the grammars), or when there are more than five changes requested in the space of a minute. If the grammars have grown to the point where the name grammar recompilation process is affecting the performance of your Connection server during busy periods, you can modify the default Voice Recognition Update Schedule (under System Settings > Schedules in Cisco Unity Connection Administration) to limit the times and days when the Connection voice-recognition transport utility can automatically rebuild the voice-recognition name grammars. By default, all days and times are active for this schedule; if you modify the schedule but want to override the schedule while it is inactive and force an immediate recompilation of all grammars, or if you want to force recompilation during the ten minute wait period after a bulk operation has been initiated, you can select the Rebuild Grammars button on the Grammar Statistics tool.

Cisco Unity Connection 8.x Import and Synch Users Tools

When the Cisco Unity Connection server is integrated with a Cisco Unified Communications Manager phone system, you can use the Import Users tool to automatically create multiple users with voicemail accounts from existing Cisco Unified Communications Manager users.

You can also use the Import Users tool to create small numbers of users—up to a few hundred—from users in an LDAP directory. (This is not a question of technical limitations; you can create many thousands of users by using the Import Users tool, but the process is less efficient than other methods.)

In Cisco Unity Connection configurations, the Synchronize Users tool allows you to manually refresh the information you imported from Cisco Unified Communications Manager when you created voicemail users.

In Cisco Unified Communications Manager Business Edition (CMBE) configurations, synchronization happens automatically. There should be no need to manually synchronize users.

To Access the Import and Synch Users Tools

Step 1   In Cisco Unity Connection Administration, expand **Users**.

Step 2   Select **Import Users** or **Synch Users**, as applicable.

For information on using both tools, see the "Creating Multiple Cisco Unity Connection 8.x User Accounts from Cisco Unified Communications Manager Users" chapter of the *User Moves, Adds, and Changes Guide for Cisco Unity Connection Release 8.x*, at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/user_mac/guide/8xcucmacx.html.

Cisco Unity Connection 8.x Migrate Messages Utility

Note   The information in this section is not applicable to Cisco Unified Communications Manager Business Edition.

Revised November 16, 2010
To migrate messages and data from Cisco Unity 4.0(5) or later to Connection 8.x, we recommend that you use the Cisco Unified Backup and Restore Application Suite (COBRAS) tool instead of the Migrate Messages and Migrate Users utilities. COBRAS migrates significantly more data than the Migrate Users utility, and it does not require that you configure a secure shell (SSH) server application. Download the latest version, and view training videos and Help at http://www.ciscounitytools.com/Applications/General/COBRAS/COBRAS.html.

For a task list that enumerates the steps for migrating from Cisco Unity to Connection 8.x either by using COBRAS or by using the Migrate Messages and Migrate Users utilities, see the "Migrating from Cisco Unity 4.x or Later to Cisco Unity Connection 8.x" chapter of the *Reconfiguration and Upgrade Guide for Cisco Unity Connection Release 8.x*, at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/upgrade/guide/8xcucrugx.html.

The Cisco Unity Connection Migrate Messages utility allows you to migrate messages from Cisco Unity to Cisco Unity Connection 8.x. You can only migrate messages if you have first migrated user data by using the Migrate Users utility.

To Access the Migrate Messages Utility (Cisco Unity Connection Configurations Only)

Step 1   In Cisco Unity Connection Administration, expand **Tools**.

Step 2   Expand **Migration Utilities**, then select **Migrate Users**.

Cisco Unity Connection 8.x Migrate Users Utility

Note   The information in this section is not applicable to Cisco Unified Communications Manager Business Edition.

Revised November 16, 2010

To migrate messages and data from Cisco Unity 4.0(5) or later to Connection 8.x, we recommend that you use the Cisco Unified Backup and Restore Application Suite (COBRAS) instead of the Migrate Messages and Migrate Users utilities. COBRAS migrates significantly more data than the Migrate Users utility, and it does not require that you configure a secure shell (SSH) server application. Download the latest version, and view training videos and Help at http://www.ciscounitytools.com/Applications/General/COBRAS/COBRAS.html.

For a task list that enumerates the steps for migrating from Cisco Unity to Connection 8.x either by using COBRAS or by using the Migrate Messages and Migrate Users utilities, see the "Migrating from Cisco Unity 4.x or Later to Cisco Unity Connection 8.x" chapter of the *Reconfiguration and Upgrade Guide for Cisco Unity Connection Release 8.x*, at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/upgrade/guide/8xcucrugx.html.

To Access the Migrate Users Utility (Cisco Unity Connection Configurations Only)

Step 1   In Cisco Unity Connection Administration, expand **Tools**.

Step 2   Expand **Migration Utilities**, then select **Migrate Users**.

Cisco Unity Connection Serviceability 8.x

Cisco Unity Connection Serviceability, a web-based troubleshooting tool for Cisco Unity Connection, provides the following functionality:

- Displaying Connection alarm definitions, which you can use for troubleshooting.

- Enabling Connection traces. You can collect and view trace information in the Real-Time Monitoring Tool (RTMT) or in the command line interface (CLI).

- Configuring the logs to which Connection trace information is saved.

- Viewing and changing the server status of the Connection servers when a Connection cluster is configured.

- Viewing the status of the Connection feature services.

- Activating, deactivating, starting, and stopping the Connection services.

- Generating reports that can be viewed in different file formats.

Depending on the service and component involved, you may perform serviceability-related tasks in both Cisco Unity Connection Serviceability and Cisco Unified Serviceability. For example, you may need to start and stop services, view alarms, and configure traces in both applications to troubleshoot a problem.

For more information, see the *Administration Guide for Cisco Unity Connection Serviceability Release 8.x*, at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/serv_administration/guide/8xcucservagx.html.

Cisco Unity Connection 8.x Show Dependency Results

The Show Dependency Results page provides a way to view the results of the most recent dependency search.

When database objects such as user accounts are referenced by other objects in Cisco Unity Connection (for example, if a user is set to be a recipient of messages left in an interview handler, or if a call handler is set to transfer incoming calls to a user phone), you cannot delete the referenced objects until you have changed settings on the dependent objects.

To determine the dependencies of an object that you want to delete, select the Show Dependencies option on the search page for the object type. The option initiates a search for database objects that are dependent on the object you want to delete. From the dependency search results, follow links to the dependent objects and reassign the dependencies. When all dependencies have been reassigned, you can delete the object.

Some dependency searches can take several minutes, depending on the object being searched. While a search is in progress, if you browse to another page, or your browser session times out, navigate to Tools > Show Dependency Results to view the dependency search results.

Cisco Unity Connection 8.x Task Management Tool

The Task Management pages list a variety of system maintenance and troubleshooting tasks that Cisco Unity Connection automatically runs on a regular schedule. Tasks can be run at the same time as backups and anti-virus scans.

The default settings and schedules for each task are optimized for functionality and performance. We recommend that you not change the default settings and schedules.

⚠️

Caution   Some tasks are critical to Connection functionality. Disabling or changing the frequency of critical tasks may adversely affect performance or cause Connection to stop functioning.

To Access the Task Management Tool

Step 1   In Cisco Unity Connection Administration, expand **Tools**.

Step 2   Select **Task Management**.

Disaster Recovery System in Cisco Unity Connection 8.x

Disaster Recovery System lets you back up and, if necessary, restore data and voice messages on a Cisco Unity Connection or Cisco Unified Communications Manager Business Edition system. For more information, see the *Disaster Recovery System Administration Guide for Cisco Unity Connection Release 8.x* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/drs_administration/guide/8xcucdrsag.html.

Cisco Voice Technology Group Subscription Tool in Cisco Unity Connection 8.x

You can use the Cisco Voice Technology Group Subscription tool to be notified by email of any Cisco Unity Connection software updates. To subscribe, go to the Cisco Voice Technology Group Subscription Tool page at http://www.cisco.com/cgi-bin/Software/Newsbuilder/Builder/VOICE.cgi.

Real-Time Monitoring Tool in Cisco Unity Connection 8.x

The Real-Time Monitoring Tool (RTMT), which runs as a client-side application, uses HTTPS and TCP to monitor system performance, device status, device discovery, and CTI applications for Cisco Unity Connection. RTMT can connect directly to devices via HTTPS to troubleshoot system problems. RTMT can also monitor the voice messaging ports on Connection.

RTMT allows you to do the following tasks:

- Monitor a set of predefined management objects that focus on the health of the system.
- Generate various alerts, in the form of emails, for objects when values go over or below user-configured thresholds.
- Collect and view traces in various default viewers that exist in RTMT.
- View syslog messages and alarm definitions in SysLog Viewer.
- Work with performance-monitoring counters.
- Monitor the voice messaging ports on Connection. When a Connection cluster is configured, you can open multiple instances of RTMT to monitor voice messaging ports on each server in the Connection cluster.

For more information, see the *Cisco Unified Real-Time Monitoring Tool Administration Guide* at http://www.cisco.com/en/US/products/ps6509/prod_maintenance_guides_list.html.

Cisco Unified Serviceability in Cisco Unity Connection 8.x

Cisco Unified Serviceability, a web-based troubleshooting tool for Cisco Unity Connection, provides the following functionality:

- Saving alarms and events for troubleshooting and providing alarm message definitions.
- Saving trace information to various log files for troubleshooting.
- Providing feature services that you can turn on, turn off, and view through the Service Activation window.
- Providing an interface for starting and stopping feature and network services.
- Generating and archiving daily reports; for example, alert summary or server statistic reports.
- Monitoring the number of threads and processes in the system; uses cache to enhance the performance.

Depending on the service and component involved, you may perform serviceability-related tasks in both Cisco Unified Serviceability and Cisco Unity Connection Serviceability. For example, you may need to start and stop services, view alarms, and configure traces in both applications to troubleshoot a problem.

For more information, see the *Cisco Unified Serviceability Administration Guide* at
http://www.cisco.com/en/US/products/ps6509/prod_maintenance_guides_list.html.

Remote Database Administration Tools in Cisco Unity Connection 8.x

A database proxy can be enabled to allow the use of some Windows-based remote database administration tools that are available on the Cisco Unity Tools website (http://ciscounitytools.com), where updates to utilities are frequently posted between Cisco Unity Connection releases.

See the following sections for detailed information:

- Enabling Database Access for Remote Administration Tools, page 3-9
- Cisco Utilities Database Link for Informix (CUDLI) in Cisco Unity Connection 8.x, page 3-10
- Connection User Data Dump (CUDD) in Cisco Unity Connection 8.x, page 3-10
- Wallet Card Wizard in Cisco Unity Connection 8.x, page 3-11

> **Note**   You can sign up to be notified when the utilities posted on the Cisco Unity Tools website are updated. Go to http://ciscounitytools.com and select Sign Up Here.

Enabling Database Access for Remote Administration Tools

In order to use the remote tools, you must first enable remote database access. Because opening up database access for remote administration tools can introduce a security risk to your system, several layers of security are involved with enabling access:

- The username and password of a user with the Remote Administrator role is required to run remote tools.
- The Connection Database Proxy service is disabled by default.
- A built-in shutdown timer disables the Connection Database Proxy service after a configurable number of days.

To enable remote database access, do the following three procedures in the order presented:

- To Assign the Remote Administrator Role to One or More Users, page 3-9
- To Change the Database Proxy Service Shutdown Timer, page 3-10
- To Start the Database Proxy Service, page 3-10

To Assign the Remote Administrator Role to One or More Users

Step 1   In Cisco Unity Connection Administration, select **Users**.

Step 2   On the Search Users page, find the applicable user account.

> **Note**   As a best practice, do not use the default system administrator user account for remote access. Instead, use a different administrative user account to avoid having the default system administrator account become locked due to too many failed authentication attempts.

Step 3 On the Edit User Basics page, on the Edit menu, select **Roles**.

Step 4 On the Edit Roles page, in the Available Roles field, select **Remote Administrator**, then select the Up arrow to move it into the Assigned Roles field.

Step 5 Select **Save**.

Step 6 Repeat Step 2 through Step 5 for each user who needs access to remote administration tools.

To Change the Database Proxy Service Shutdown Timer

Step 1 In Cisco Unity Connection Administration, select **System Settings > Advanced > Connection Administration**.

Step 2 In the Database Proxy: Service Shutdown Timer field, enter a value between 1 and 999 days.

A value of zero disables the Database Proxy Service.

Step 3 Select **Save**.

To Start the Database Proxy Service

Step 1 In Cisco Unity Connection Serviceability, select **Tools > Service Management**.

Step 2 In the Optional Services section, find the Connection Database Proxy row and select **Activate**.

Cisco Utilities Database Link for Informix (CUDLI) in Cisco Unity Connection 8.x

The Cisco Utilities Database Link for Informix (CUDLI) tool allows you to navigate the Cisco Unity Connection database, learn about the purpose of data in a particular table or column, and jump between referenced objects in the database. It also shows stored procedures and includes a custom query builder.

Download the tool and view training videos and Help at
http://www.ciscounitytools.com/Applications/CxN/CUDLI/CUDLI.html.

Connection User Data Dump (CUDD) in Cisco Unity Connection 8.x

The Connection User Data Dump (CUDD) allows you to export specific information about users to a file that can then be viewed or imported into another application such as a database utility or Excel. When the data is exported, the tool automatically creates a header row that lists the data type found in each column of the output, for ease of import into other programs.

Download the tool and view training videos and Help at
http://www.ciscounitytools.com/Applications/CxN/UserDataDump/UserDataDump.html.

Wallet Card Wizard in Cisco Unity Connection 8.x

The Wallet Card wizard is available for producing a PDF file of a wallet card based on any of the Connection conversations, including custom keypad mappings. The templates in the wizard list frequently used menu options and shortcuts for managing Connection messages and user preferences by phone; the wizard fills in the applicable keys based on the conversation that you specify. The resulting PDF is formatted as a wallet card that can be printed, then cut out and folded by users.

The wizard also allows you to customize technical support information and instructions for signing in to Connection. The Wallet Card wizard is a Windows-based remote database administration tool. Download the tool and view Help at http://www.ciscounitytools.com/Applications/CxN/WalletCardWizard/WalletCardWizard.html.