



CHAPTER 27

Managing System Distribution Lists in Cisco Unity Connection 8.x

System distribution lists are used to send voice messages to multiple users. The users that are members of a system distribution list typically are users who need the same information on a regular basis, such as employees in a department or members of a team.


The class of service of a user dictates whether the user can send messages to system distribution lists in Cisco Unity Connection.

See the following sections:

- [Predefined System Distribution Lists in Cisco Unity Connection 8.x, page 27-1](#)
- [Creating System Distribution Lists in Cisco Unity Connection 8.x, page 27-2](#)
- [Modifying System Distribution Lists in Cisco Unity Connection 8.x, page 27-3](#)
- [Managing System Distribution List Members in Cisco Unity Connection 8.x, page 27-4](#)
- [Adding Alternate Names for a System Distribution List in Cisco Unity Connection 8.x, page 27-5](#)
- [Using Advanced Settings to Enable System Distribution List Access Lists in Cisco Unity Connection 8.x, page 27-6](#)

Predefined System Distribution Lists in Cisco Unity Connection 8.x

Cisco Unity Connection includes the following predefined system distribution lists, which you can modify but not delete:

All Voicemail Users	<p>When users with mailboxes are created, they are automatically added to the All Voicemail Users list.</p> <p>When user accounts are deleted, they are automatically removed from this distribution list.</p>
	
Note	Default user accounts are not members of this list.

Undeliverable Messages	<p>Users who are assigned to the Undeliverable Messages list receive messages left by outside callers for recipients whose mailboxes are not found or have been deleted, or non-delivery receipts (NDRs) that cannot be delivered to the original sender of a message.</p> <p>By default, the UndeliverableMessagesMailbox user account is the only member of the Undeliverable Messages distribution list. We recommend that you add a user to the list, to monitor and reroute (as appropriate) any messages that are delivered to the list.</p>
All Voicemail-Enabled Contacts	<p>By default, the All Voicemail-Enabled Contacts list has no members. You may choose to add all VPIM contacts on the system as members of this list in order to address messages to the entire group. Also add any contact templates that are used to create (or automatically create) VPIM contacts, so that new VPIM contacts are automatically added as list members.</p>

Creating System Distribution Lists in Cisco Unity Connection 8.x

Do the following procedure to create a single system distribution list in Cisco Unity Connection Administration.



Tip

The Connection Distribution List Builder tool can be used to bulk add users to a new or existing system distribution list based on a number of search criteria or by importing from a comma-separated value (CSV) file. Download the latest version, and view training videos and Help at <http://www.ciscounitytools.com/Applications/CxN/PublicDistributionListBuilder/PublicDistributionListBuilder.html>.

To Create a System Distribution List

- Step 1** In Cisco Unity Connection Administration, expand **Distribution Lists**, then select **System Distribution Lists**.
- Step 2** On the Search Distribution Lists page, select **Add New**.
- Step 3** On the New Distribution List page, enter an alias and display name for the list.
- Step 4** Select **Save**.
- Step 5** On the Edit Distribution List Basics page, use the Media Master to record a name for the list. Users hear this recording as confirmation when they address messages to the list.
- Step 6** Optionally, enter an extension for the list.
- Step 7** Select **Save**.
- Step 8** On the Edit Menu, select **Distribution List Members**.
- Step 9** On the Distribution List Members page, select **Add User**.
- Step 10** In the Available Users Search Results table, check the check boxes next to the display names of the users to add to the list, then select **Add Selected**.

**Note**

If the display names of the users that you want to add to the list do not appear in the search results table, you can increase the number of rows displayed on the page by changing the value specified in the Rows Per Page field. You can also set applicable parameters in the search fields at the top of the page, then select **Find** to display additional names in the table.

Step 11 When you have added all members to the list, select **Close**.

**Note**

You may need to select **Refresh** on the menu bar to see an updated list of distribution list members in the table.

Modifying System Distribution Lists in Cisco Unity Connection 8.x

Do the applicable procedure:

- [To Modify a System Distribution List, page 27-3](#)
- [To Modify System Distribution Lists in Bulk Edit Mode, page 27-3](#)

You can also use the Bulk Administration Tool to modify system distribution lists. See the “[Using the Cisco Unity Connection 8.x Bulk Administration Tool](#)” appendix of the *User Moves, Adds, and Changes Guide for Cisco Unity Connection Release 8.x* for instructions (the guide is available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/user_mac/guide/8xcucmacx.html).

To Modify a System Distribution List

Step 1 In Cisco Unity Connection Administration, expand **Distribution Lists**, then select **System Distribution Lists**.

Step 2 On the Search Distribution Lists page, select the alias of the list you want to modify.

**Note**

If the distribution list that you want to modify does not appear in the search results table, set the applicable parameters in the search fields at the top of the page, and select **Find**.

Step 3 On the Edit Distribution List Basics page, change settings as applicable.

Step 4 Select **Save**.

Step 5 If you want to add or delete members from the distribution list, continue with the “[To Add or Remove Users from a System Distribution List](#)” procedure.

To Modify System Distribution Lists in Bulk Edit Mode

Step 1 On the Search Distribution Lists page, check the applicable distribution list check boxes, and select **Bulk Edit**.

If the distribution lists that you want to edit in bulk do not all appear on one Search page, check all applicable check boxes on the first page, then go to the next page and check all applicable check boxes, and so on, until you have selected all applicable distribution lists. Then select **Bulk Edit**.

Step 2 To make a change to a setting, check the check box to the left of the field name to select it, and then set the field as usual. Select **Help > This Page** to see descriptions of each setting.

Note The Status message at the top of the Edit Distribution List Basics page tells you how many distribution lists are being edited. Also note that the page is populated only with the fields that you are allowed to edit in bulk mode.

Step 3 If applicable, set the Bulk Edit Task Scheduling Fields to schedule the Bulk Edit operation for a later date and/or time.

Step 4 Select **Submit**.

Step 5 If you want to add or delete members from a distribution list, continue with the “[To Add or Remove Users from a System Distribution List](#)” procedure.

Managing System Distribution List Members in Cisco Unity Connection 8.x

You can add individual users directly to system distribution lists. When you delete a user account, Connection automatically removes the user from any system distribution list of which the user is a member.



Tip

The Connection Distribution List Builder tool can be used to bulk add users to a new or existing system distribution list based on a number of search criteria or by importing from a comma-separated value (CSV) file. Download the latest version, and view training videos and Help at <http://www.ciscounitytools.com/Applications/CxN/PublicDistributionListBuilder/PublicDistributionListBuilder.html>.

You can also use the Bulk Administration Tool to modify system distribution list members. See the “[Using the Cisco Unity Connection 8.x Bulk Administration Tool](#)” appendix of the *User Moves, Adds, and Changes Guide for Cisco Unity Connection Release 8.x* for instructions (the guide is available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/user_mac/guide/8xcucmacx.html).

To Add or Remove Users from a System Distribution List

Step 1 In Cisco Unity Connection Administration, expand **Distribution Lists**, then select **System Distribution Lists**.

Step 2 On the Search Distribution Lists page, select the alias of the list whose members you want to change.



Note If the distribution list does not appear in the search results table, set the applicable parameters in the search fields at the top of the page, and select **Find**.

Step 3 On the Edit Distribution List Basics page, on the Edit menu, select **Distribution List Members**.

Step 4 To add members to the list, continue with [Step 5](#).

To remove members from the list, skip to [Step 9](#).

- Step 5** To add members to the list, on the Distribution List Members page, select **Add User**.



Note You can also add other distribution lists as members of a distribution list. To add a distribution list, select **Add Distribution List**.

- Step 6** In the Available Users Search Results table, check the check boxes next to the display names of the users that you want to add to the list, then select **Add Selected**.

- Step 7** Select **Close**.

- Step 8** To see the updated list of members, on the menu bar, select **Refresh**.

- Step 9** To remove members from the list, on the Distribution List Members page, check the check boxes next to the display names of the users that you want to remove from the list, then select **Remove Selected**.

Adding Alternate Names for a System Distribution List in Cisco Unity Connection 8.x

If the Cisco Unity Connection system uses the voice-recognition option, you can also specify alternate names for the display name that you give a system distribution list. Users say the display name when they use voice commands to address a message to the system distribution list by phone. Consider specifying alternate names if the display name is not pronounced the way it would be read, as may be the case with acronyms and abbreviations, or if some users are likely to try a different name to access a list. (For example, your list name for the Technical Support department is IT. You would add the pronunciation spelling “Eye Tea” as an alternate name. You could also add “Help Desk” as an alternate name.)

To Add or Modify Alternate Names for System Distribution Lists

- Step 1** In Cisco Unity Connection Administration, expand **Distribution Lists**, then select **System Distribution Lists**.

- Step 2** On the Search Distribution Lists page, select the alias of the list for which you want to add alternate names.



Note If the distribution list does not appear in the search results table, set the applicable parameters in the search fields at the top of the page, and select **Find**.

- Step 3** On the Edit Distribution List Basics page, on the Edit menu, select **Alternate Names**.

- Step 4** On the Edit Alternate Names page, do any of the following:

- To add a new alternate name, in the Add New Alternate Name area, enter an alternate name in the Display Name field, then select **Add New**. When you have finished adding new alternate names, select **Save**.
- To modify an existing alternate name, in the Edit Alternate Names table, change the display name, then select **Save**.

- To delete an alternate name, check the check box next to the name, select **Delete Selected**, then select **OK** to verify that you want to delete the name.

Using Advanced Settings to Enable System Distribution List Access Lists in Cisco Unity Connection 8.x

You can use search spaces and partitions to control who can send messages to system distribution lists—for example, you create a new partition called “Distribution Lists Partition,” configure the lists that you want to control to use this partition, and assign a search space that includes this partition to users who have permission to send to the lists. However, if you have a large number of lists that each have a specific subset of users who are authorized to send messages to them, the search space approach may not scale well, and you may reach the limit on the number of partitions and search spaces that you can create on the server. As an alternative approach, you can configure advanced settings that allow you to set up individual access lists for each system distribution list that you want to control.



Note

Only users and no other distribution lists in Connection can be added as a member of a system distribution list access list.

When you enable the access list feature, for each system distribution list that receives messages, you create a second system distribution list with an alias that is created from the alias of the original list plus a suffix that identifies the list as an access list. For example, to set up an access list for a system distribution list that has the alias `allvoicemailusers`, if the suffix is `-accesslist`, you create a second system distribution list with the alias `allvoicemailusers-accesslist`, and add as members of the access list any users who need to be able to send messages to `allvoicemailusers`. Note that users who are members of the access list must also have their search scope set to a search space that includes the partition of the system distribution list in order to address messages to the list.

Use the following task list to set up system distribution list access lists:

1. Configure the advanced settings that enable and control the access lists. Do the [“To Enable and Configure System Distribution List Access Lists” procedure on page 27-6](#). If you are using Digital Networking to connect multiple Connection servers, do this task on all of the servers.



Caution

In a digital network, the values for the advanced settings that enable and control access lists must be configured identically on each location in the network in order for access lists to function properly.

2. For each system distribution list that you want to control with an access list, create a new system distribution list with an alias that is created from the alias of the original list plus a suffix that is defined in the System Distribution List Alias Suffix for Access Lists field. See the [“Creating System Distribution Lists in Cisco Unity Connection 8.x” section on page 27-2](#).

To Enable and Configure System Distribution List Access Lists

- Step 1** In Cisco Unity Connection Administration, expand **System Settings**, expand **Advanced**, then select **Messaging**.

- Step 2** To enable system distribution list access lists, check the **Use Access Lists to Control Who Can Send to System Distribution Lists** check box. (This check box is unchecked by default.)
- Step 3** To have Cisco Unity Connection continue to allow messages to be sent to system distribution lists that do not have access lists created for them, check the **Allow Delivery of Messages to System Distribution Lists That Have No Access List** check box. Uncheck this check box to have Connection reject all messages sent to system distribution lists that do not have an access list, and send a non-delivery receipt (NDR) to the message sender.
- Step 4** To specify the suffix that is used to distinguish access lists, enter a suffix in the **System Distribution List Alias Suffix for Access Lists** field. The default suffix is -accesslist.
- Step 5** Select **Save**.
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