



## CHAPTER 5

# Configuring Cisco Unity Connection SRSV Settings in Cisco Unity Connection 9.1(1) and Later

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See the following sections:

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- [Configuring an SRSV User, page 5-2](#)
- [Branch Listing, page 5-3](#)
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## Methods of Provisioning and Voicemail Upload

Connection 9.1(1) supports two methods for provisioning and voicemail upload between Connection and Connection SRSV. You can use either of the following methods to provision the users from the central Connection server to the branch system:

- **Manual Synchronization of Provisioning:** To manually provision the users on the branch system, navigate to **Branch Management > Edit Branch** on Cisco Unity Connection Administration (CUCA) and select **Sync Provisioning**.
- **Automatic Synchronization of Provisioning:** To automatically enable the provisioning of the users, navigate to **Tools > Task Management** on Cisco Unity Connection Administration (CUCA) and schedule **Branch Provisioning Synchronization Task**. For more information on scheduling a task, refer to the “Cisco Unity Connection 9.x Tool Settings” chapter of *Interface Reference Guide for Cisco Unity Connection Administration Release 9.x* guide at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/9x/gui\\_reference/guide/9xcucgrgx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/gui_reference/guide/9xcucgrgx.html).

You can use either of the following methods to upload voicemails from the branch system to the central Connection server:

- **Manual Synchronization of Voicemail Messages:** To manually upload voicemails from the branch to the central Connection server, navigate to **Branch Management > Edit Branch** on Cisco Unity Connection Administration (CUCA) and select **Voicemail Upload**.

- **Automatic Synchronization of Voicemail Messages:** To automatically enable the uploading of voice messages from the branch to the central Connection server, navigate to **Tools > Task Management** on Cisco Unity Connection Administration (CUCA) and schedule **Branch Voice mail polling task**. For more information on scheduling a task, refer to the “Cisco Unity Connection 9.x Tool Settings” chapter of *Interface Reference Guide for Cisco Unity Connection Administration Release 9.x* guide at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/9x/gui\\_reference/guide/9xcucgrgx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/gui_reference/guide/9xcucgrgx.html).

## Configuring an SRSV User

You can either create a new user or update an existing user to provide access to the SRSV feature. Before creating an SRSV user, make sure that all the required services, such as Connection REST Service and Connection Branch Sync Service are started on the central Connection server and on the branch system. For more information on services required for SRSV feature, refer to the *Administration Guide for Cisco Unity Connection Serviceability Release 9.x* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/9x/serv\\_administration/guide/9xcucservagx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/serv_administration/guide/9xcucservagx.html).

## Task List to Create a Connection SRSV User

### Create a Connection SRSV user

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|---------------|--|
| <b>Step 1</b> | <i>Creating a Partition:</i> Create a partition on the Connection server. For more information on how to create a partition, refer to the “ <a href="#">Managing Partitions in Cisco Unity Connection 9.x</a> ” section of the “Managing Partitions and Search Spaces in Cisco Unity Connection 9.x” chapter of the <i>System Administration Guide for Cisco Unity Connection Release 9.x</i> guide at <a href="http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/administration/guide/9xcucsagx.html">http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/administration/guide/9xcucsagx.html</a> .   |
| <b>Step 2</b> | <i>Creating a Branch:</i> Create a branch on the Connection server with details of the Cisco Unity Connection SRSV server, which corresponds to the partition created above. For more information on how to create a branch, refer to the <a href="#">Managing Branches in Cisco Unity Connection 9.1(1)</a> , page 5-5 section.   |
| <b>Step 3</b> | <i>Creating a New User or Assigning the Partition to an Existing User:</i> Assign the partition created above to an existing user or create a new user and assign the partition to the user for providing access to the SRSV feature. For more information on how to create a user, refer to the “ <a href="#">Creating Cisco Unity Connection 9.x User Accounts in Cisco Unity Connection Administration</a> ” section of the “Adding Cisco Unity Connection 9.x Accounts Individually” chapter of the <i>User Moves, Adds, and Changes Guide for Cisco Unity Connection Release 9.x</i> guide at <a href="http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/user_mac/guide/9xcucmacx.html">http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/user_mac/guide/9xcucmacx.html</a> . |
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# Branch Listing

**Table 5-1**      **Branch Listing Page**

Field	Description
Display Name	(Display only) Displays the name of the branch.
Server Address	(Display only) Displays the IP address/Fully Qualified Domain Name (FQDN) of the branch.
Enabled	(Display only) Displays whether the branch is active or not.
Status	(Display only) Displays whether the branch is connected with the central Connection server or not.




## New Branch

**Table 5-2**      **New Branch Page**

Field	Description
Display Name	Enter a name for the branch.
Server Address	Enter the IP address/FQDN of the branch.
User Name	Enter the username of the branch administrator.
Password	Enter the password of the branch administrator.
SMTP Domain	Enter the Fully Qualified Domain Name (FQDN) of the branch.
PAT Port Number	Enter a PAT port number that the central Connection server uses to communicate with the branch. This port number specifies the port on the public side of the NAT, which further maps to port 443 for communicating with the branch.
Partition	Select the partition that you want to assign to the branch from the dropdown list.  <b>Note</b> You cannot assign same partition to multiple branches.
Operator	Select the subscriber that must be used as operator to manage the operator messages received at the branch during WAN outages.
<b>Provisioning Sync Options</b>	
Sync voice name for users	Check this check box to synchronize the recorded voice names of the branch users from central Cisco Unity Connection to the branch.
Sync greetings for users	Check this check box to synchronize the greetings of the branch users from central Connection to the branch.
Save	Select this option to save the branch with the specified settings.  <b>Note</b> As soon as you save the branch details, buttons, such as Sync Provisioning and Voicemail Upload get visible. For more information, refer to the <a href="#">Edit Branch, page 5-4</a> section.

# Edit Branch

**Table 5-3**      *Edit Branch Page*

Field	Description
Enabled	Check this check box to enable or activate the branch for provisioning and voicemail upload operations.
Display Name	Enter a name for the branch.
Server Address	Enter the IP address/FQDN of the branch.
User Name	Enter the username of the branch administrator.
Password	Enter the password of the branch administrator.
SMTP Domain	Enter the Fully Qualified Domain Name (FQDN) of the branch.
PAT Port Number	Enter a PAT port number that the central Connection server uses to communicate with the branch. This port number specifies the port on the public side of the NAT, which further maps to port 443 for communicating with the branch.
Partition	Select the partition that you want to assign to the branch from the dropdown list.   <b>Note</b> You cannot assign same partition to multiple branches.
Operator	Select the subscriber that must be used as operator to manage the operator messages received at the branch during WAN outages.
<b>Provisioning Sync Options</b>	
Sync voice name for users	Check this check box to synchronize the recorded voice names of the branch users from central Connection to the branch.
Sync greetings for users	Check this check box to synchronize the greetings of the branch users from central Connection to the branch.
Save	Select this option to save the branch with the specified settings.
Delete	Select this option to delete the branch.
Test	Select this option to check the connectivity of the central Connection sever with the branch.
Sync Provisioning	Select this option to synchronize the user(s) that you created on the central Connection server with the branch.   <b>Note</b> Before you start the provisioning of the user(s), the state of provisioning on the <b>Edit Branch</b> page remains “Idle”. As soon as you select the <b>Sync Provisioning</b> option, the state changes to “Scheduled” and then to “In Progress”. After the completion of provisioning, the state of provisioning again changes to “Idle”.
Voicemail Upload	Select this option to upload voicemails of the user(s) from the branch to the central Connection server.   <b>Note</b> Before you start uploading voicemails on the central Connection server, the state of voicemail upload on the <b>Edit Branch</b> page remains “Idle”. As soon as you select the <b>Voicemail Upload</b> option, the state changes to “Scheduled” and then to “In Progress”. After the completion of voicemail upload, the state of voicemail upload again changes to “Idle”.

# Branch Sync Results

**Table 5-4**      **Branch Sync Results Page**

Field	Description
Branch	( <i>Display Only</i> ) Displays the name of the branch.
Sync Type	( <i>Display Only</i> ) Displays the type of synchronization activity, such as Voicemail Upload or Provisioning, performed on the branch.
Result	<p>(<i>Display Only</i>) Displays the status or result of the synchronization activity performed. The result of synchronization can be any one of the following:</p> <ul style="list-style-type: none"> <li>• <b>In Progress:</b> Signifies that the synchronization activity is in progress.</li> <li>• <b>Success:</b> Signifies that the synchronization activity is completed successfully.</li> <li>• <b>Partial Success:</b> Signifies that the synchronization activity is partially completed. For Example, if you have initiated synchronization of users from the central Connection to the branch, it might be possible that out of the 4 users those need to be synchronized, only 2 users are synchronized successfully and the other 2 are failed. In such scenarios, you need to check the error logs to find out the reason of the failure and take the appropriate action to resolve the problem. For more information on troubleshooting, refer to the “Troubleshooting Cisco Unity Connection SRSV in Connection SRSV 9.x” chapter of <i>Troubleshooting Guide for Cisco Unity Connection Release 9.x</i> at</li> <li>• <b>Failed:</b> Signifies that the synchronization activity is failed. To check the reason for the failure, refer to the error logs.</li> </ul>
Start Date	( <i>Display Only</i> ) Displays the start date and time of the synchronization activity.
End Date	( <i>Display Only</i> ) Displays the end date and time of the synchronization activity. The text of the <b>End Date</b> appears as a hyperlink. When you click on the hyperlink, the “ <b>Task Execution Results</b> ” pop-up window appears specifying the detailed status of the synchronization activity. For example, if the <b>Details</b> column has “ <b>Total=1 Processed=1 Success=1 Failed=0</b> ” description with the synchronization activity as “ <b>Voicemail</b> ”, it means that there was only 1 voicemail to be synchronized and it is processed and synchronized successfully without any failure.

## Managing Branches in Cisco Unity Connection 9.1(1)

You can create a branch in Cisco Unity Connection Administration, which is further associated with a partition of users having access to the SRSV functionality.

### To Create a Branch

- Step 1** In Cisco Unity Connection Administration, expand **Networking > Branch Management**, then select **Branches**.
- Step 2** On the **Branch Listing** page, select **Add New**.
- Step 3** On the **New Branch** page, enter basic settings, as applicable. (For field information, on the **Help** menu, select **This Page**.)



**Note** Fields marked with \* (an asterisk) are required.

- Step 4** Select **Save**.
- Step 5** On the **Edit Branch** page, continue entering the applicable settings.
- Step 6** When you have finished entering settings on the **Edit Branch** page, select **Save**.
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