CHAPTER 13

Managing System Settings in Cisco Unity Connection SRSV

See the following sections:

Managing Schedules in Cisco Unity Connection SRSV

See the following sections:

Creating Schedules in Cisco Unity Connection SRSV

To Create a New Schedule

Step 1 In Cisco Unity Connection SRSV Administration, expand **System Settings**, then select **Schedules**.

Step 2 On the Search Schedules page, select **Add New**.

Step 3 On the New Schedule page, enter a display name for this schedule.

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

Step 4 Select **Save**.

Step 5 To add time frames when the schedule is active, on the Edit Schedule Basics page, in the Schedule Details box, select **Add New**.

Step 6 On the New Schedule Detail page, enter settings as applicable. (For field information, on the Help menu, select **This Page**.)

Step 7 Select **Save**.

Step 8 To return to the Edit Schedule page, on the Edit menu, select **Schedule Basics**.

Modifying Schedules in Cisco Unity Connection SRSV

To Modify a Schedule

Step 1 In Cisco Unity Connection SRSV Administration, expand **System Settings**, then select **Schedules**.

Step 2 On the Search Schedules page, select the display name of the schedule that you want to modify.

Note If the schedule 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 Schedule Basics page, change the display name or holiday schedule settings, as applicable.

Step 4 When you have finished changing settings on the Edit Schedule page, select **Save**.

Step 5 To add time frames when the schedule is active, in the Schedule Details box, select **Add New**.

Step 6 If you change any settings on the New Schedule Detail page, select **Save**. To return to the Edit Schedule page, on the Edit menu, select **Edit Schedule**.

Step 7 To remove time frames, check the check box next to the schedule detail that you want to remove, and select **Delete Selected**.

Note If you remove all schedule details from a schedule, the schedule is never active. Call handlers and users that use this schedule as per the default schedule, will always use the closed hours transfer settings, and the closed greeting always plays (if enabled) except when it is overridden by the holiday, internal, busy, or alternate greeting.

Deleting Schedules in Cisco Unity Connection SRSV

To Delete a Schedule

Step 1 In Cisco Unity Connection SRSV Administration, expand **System Settings**, then select **Schedules**.

Step 2 On the Search Schedules page, check the check box adjacent to the display name of the schedule that you want to delete.

Note If the schedule that you want to delete 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 Select **Delete Selected**.

Note If the schedule that you are attempting to delete is referenced by a call routing table or call handler, you receive an error message and are not able to delete the schedule until you find and remove the reference.

Step 4 In the dialog box that asks you to confirm the deletion, select **OK**.

Configuring Conversations Settings in Cisco Unity Connection SRSV

To configure Conversation settings

Step 1 In Cisco Unity Connection SRSV Administration, expand **System Settings**, then select **Conversations**.

Step 2 On the Conversation Configuration page, enter the applicable settings.

Step 3 Select **Save**.

Configuring Enterprise Parameters in Cisco Unity Connection SRSV

Enterprise parameters for Cisco Unity Connection SRSV provide default settings that apply to all services in Cisco Unified Serviceability.

You cannot add or delete enterprise parameters, but you can use the procedure in this section to update the existing enterprise parameters.

Note Many of the enterprise parameters rarely require change. Do not change an enterprise parameter unless you fully understand the feature that you are changing or unless the Cisco Technical Assistance Center (Cisco TAC) specifies the change.

See the following sections:

- Configuring Enterprise Parameters for Cisco Unified Serviceability Services in Cisco Unity Connection SRSV, page 13-3
- Description of Enterprise Parameters in Cisco Unity Connection SRSV, page 13-4

Configuring Enterprise Parameters for Cisco Unified Serviceability Services in Cisco Unity Connection SRSV

Use the following procedure to configure enterprise parameters for Cisco Unified Serviceability services.

To Configure Enterprise Parameters for Cisco Unified Serviceability Services

Step 1 In Cisco Unity Connection SRSV Administration, expand **System Settings**, then select **Enterprise Parameters**.

Step 2 On the Enterprise Parameters page, enter the applicable settings. To set all service parameters to the default values, select **Set to Default**.

To view a list of enterprise parameters and their descriptions, select the **?** button on the right side of the page.

Step 3 Select **Save**.

Description of Enterprise Parameters in Cisco Unity Connection SRSV

Table 13-1 describes the enterprise parameters available in Cisco Unity Connection SRSV.

Table 13-1 Enterprise Parameter Descriptions

Enterprise Parameter	Description
Max Number of Device Level Trace	Specifies how many devices can be traced concurrently if device name-based trace is selected in Trace Configuration in Cisco Unified Serviceability. This is a required field. Default setting: 12 Minimum: 0 Maximum: 256
Localization Parameters	
Default Network Locale	Specifies the default network locale for tones and cadences. The chosen network locale applies to all gateways and phones that do not have the network locale set at the device or device pool level. This is a required field. **Note** Make sure that the chosen network locale is installed and supported for all gateways and phones. See the product documentation, if necessary. Reset all devices for the parameter change to take effect. Default setting: United States
Default User Locale	Specifies the default user locale for language selection. Not all locales are supported by all models. For models that do not support this setting, set their locale explicitly to something they support. This is a required field. **Note** Reset all devices for the parameter change to take effect. Default setting: English United States
Prepare Cluster for Rollback	

Table 13-1 Enterprise Parameter Descriptions (continued)

Enterprise Parameter	Description
Prepare Cluster for Rollback to Pre 8.0	If a Cisco Unity Connection cluster is configured and was upgraded, specifies whether the previous version of Connection was release 7.x. This is a required field. Default setting: False
Trace Parameters	
File Close Thread Flag	Enables the use of separate threads to close trace files. This may improve the performance of the system at the end of a trace file. This is a required field. Default setting: True
FileCloseThreadQueueWater Mark	Defines the high-water mark after which the separate thread used to close trace files stops accepting trace files to close; the trace file is then closed without the use of a separate thread. This is a required field. Default setting: 100 Minimum: 0 Maximum: 500
Clusterwide Domain Configuration Parameters	
Organization Top Level Domain	Defines the top level domain for the organization (for example, cisco.com). Maximum length: 255 Allowed values: Provide a valid domain (for example, cisco.com) with up to 255 of the following characters: any upper or lower case letter (a-z, A-Z), any number (0-9), the hyphen (-), or the dot (.) The dot serves as a domain label separator. Domain labels must not start with a hyphen. The last label (for example, .com) must not start with a number. Abc.1om is an example of an invalid domain.
Cluster Fully Qualified Domain Name	Defines one or more Fully Qualified Domain Names (FQDN) for this cluster. Multiple FQDNs must be separated by a space. Wildcards can be specified within an FQDN using an asterisk (*). Examples are cluster-1.rtp.cisco.com and *.cisco.com. Requests containing URLs (for example, SIP calls) whose host portion matches any of the FQDNs in this parameter are recognized as a request destined for this cluster and/or devices attached to it. Maximum length: 255 Allowed values: Provide one or more fully qualified domain names (FQDN), or partial FQDNs using the * wildcard (for example, cluster-1.cisco.com or *.cisco.com). Multiple FQDNs must be separated by a space. The following characters are allowed: any upper or lower case letter (a-z, A-Z), any number (0-9), hyphen (-), asterisk (*), or dot (.) The dot serves as a domain label separator. Domain labels must not start with a hyphen. The last label (for example, .com) must not start with a number. Abc.1om serves as an example of an invalid domain.

Table 13-1 Enterprise Parameter Descriptions (continued)

Enterprise Parameter	Description
Cisco Support Use	
Cisco Support Use 1	Is used by Cisco TAC only. Maximum length: 10
Cisco Support Use 2	Is used by Cisco Technical Support only. Maximum length: 10
Cisco Syslog Agent	
Remote Syslog Server Name 1 to Remote Syslog Server Name 5	Enter the name or IP address of the remote Syslog server that you want to use to accept Syslog messages. You can configure upto five Remote Syslog Servers to accept Syslog messages. If a server name is not specified, Cisco Unified Serviceability does not send the Syslog messages. Do not specify a Cisco Unified Communications Manager server as the destination because the Cisco Unified Communications Manager server does not accept Syslog messages from another server. Maximum length: 255 Allowed values: Provide a valid remote syslog server name with the following characters: A-Z, a-z, 0-9, ., -
Syslog Severity for Remote Syslog Messages	Select the desired Syslog messages severity for the remote syslog server. All the syslog messages with selected or higher severity level are sent to remote syslog. If a remote server name is not specified, Cisco Unified Serviceability does not send the Syslog messages. This is a required field. Default setting: Error
CUCReports Parameters	
Report Socket Connection Timeout	Specifies the maximum number of seconds used when attempting to establish a connection with another server. Increase this time if connection issues are experienced on a slow network. This is a required field. Default setting: 10 Minimum: 5 Maximum: 120
Report Socket Read Timeout	Specifies the maximum number of seconds used when reading data from another server. Increase this time if connection issues are experienced on a slow network. This is a required field. Default setting: 60 Minimum: 5 Maximum: 600

Installing Plugins in Cisco Unity Connection SRSV

Application plugins extend the functionality of Cisco Unity Connection SRSV. For example, the Real-Time Monitoring Tool (RTMT) allows you to monitor the health of the system remotely through tools such as performance-monitoring counters and the Port Monitor.

Do the following procedure.

Note Before you install any plugins, you must disable all intrusion detection or antivirus services that run on the server where you will install the plugin.

To Install a Plugin

Step 1 In Cisco Unity Connection SRSV Administration, expand **System Settings**, then select **Plugins**.

Step 2 On the Search Plugins page, select **Find**.

Step 3 For the plugin that you want to install, select **Download**.

Step 4 Follow the on-screen instructions for installing the plugin.