CHAPTER 14

Managing the Phone System Integrations in Cisco Unity Connection SRSV

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

See the following sections:

Managing Phone Systems in Cisco Unity Connection SRSV

The phone system pages in Cisco Unity Connection SRSV Administration identify the phone systems that Cisco Unity Connection SRSV integrates with. In Connection SRSV 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

You can integrate multiple phone systems with Connection SRSV. 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.

To Add a New Phone System Integration

Step 1 In Cisco Unity Connection SRSV 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 Connection SRSV. Before you delete a phone system, you must delete or reassign 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 "Changing Call Loop Detection Settings" section on page 14-3.

To Delete a Phone System Integration

Step 1 In Cisco Unity Connection SRSV 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**.

Changing Phone System Settings

You can change the settings for a phone system after it is integrated with Connection SRSV. The phone system settings identify the phone system that Connection SRSV 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

Step 1 In Cisco Unity Connection SRSV 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**.

Changing Call Loop Detection Settings

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

To Change Call Loop Detection Settings

Step 1 In Cisco Unity Connection SRSV 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**.

Managing Port Groups in Cisco Unity Connection SRSV

Port groups hold most of the integration configuration settings and some or all of the voice messaging ports for Connection SRSV.

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

See the following sections:

- Adding a Port Group, page 14-4
- Deleting a Port Group, page 14-4
- Changing Port Group Settings, page 14-5
- Changing the Audio Format That Cisco Unity Connection SRSV Uses for Calls, page 14-5
- Adding Secondary Cisco Unified Communications Manager Servers, page 14-6
- Deleting Cisco Unified Communications Manager Servers, page 14-6

Adding a Port Group

You can add multiple port groups, each with its own integration configuration settings and its own voice messaging ports.

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.

To Add a Port Group

Step 1 In Cisco Unity Connection SRSV 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**.

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

Step 1 In Cisco Unity Connection SRSV 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**.

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

Step 1 In Cisco Unity Connection SRSV 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**.

Changing the Audio Format That Cisco Unity Connection SRSV Uses for Calls

For calls, Cisco Unity Connection SRSV 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, Connection SRSV 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 Connection SRSV server and on the phone system.
  - To preserve the audio quality of calls.
- When Connection SRSV 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

Step 1 In Cisco Unity Connection SRSV 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, Connection SRSV 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, Connection SRSV 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.

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 SRSV 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.

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 SRSV 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**.

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 SRSV 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**.

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 Connection SRSV voice messaging ports.

If your system uses authentication and encryption for the Connection SRSV 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 SRSV 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 Connection SRSV voice messaging ports.

To Delete a TFTP Server

Step 1 In Cisco Unity Connection SRSV 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**.

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 Connection SRSV voice messaging ports.

To Change TFTP Server Settings

Step 1 In Cisco Unity Connection SRSV 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**.

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

Step 1 In Cisco Unity Connection SRSV 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.

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 SRSV 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 SRSV 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.

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 SRSV 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 SRSV 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 SRSV

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

See the following sections:

- Adding a Port, page 14-12
- Deleting a Port, page 14-12
- Changing Port Settings, page 14-13
- Viewing the Port Certificate, page 14-14

Adding a Port

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

To Delete a Port

Step 1 In Cisco Unity Connection SRSV 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 Connection SRSV 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 SRSV 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 14-1 appear.

Table 14-1 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.
Server Name	*(For Connection SRSV redundancy only)* Select the name of the Connection SRSV server that you want to handle this port. Assign an equal number of answering and dial-out voice messaging ports to the Connection SRSV servers so that they equally share the voice messaging traffic.
Extension	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 Connection SRSV 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 Connection SRSV 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, Connection SRSV uses the port that has been idle the longest.

Table 14-1 Port Basics Page Settings (continued)

Field	Considerations
Security Mode *(available for Cisco Unified CM SCCP integrations only)*	Select the applicable security mode: • **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 Connection SRSV 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 SRSV 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.

Security in Cisco Unity Connection SRSV (Cisco Unified Communications Manager Integrations Only)

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

See the following sections:

Viewing the Cisco Unity Connection SRSV 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 Connection SRSV voice messaging ports. You can view the root certificate to help troubleshoot authentication and encryption problems.

To View the Cisco Unity Connection SRSV Root Certificate

Step 1 In Cisco Unity Connection SRSV 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 SRSV 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 Connection SRSV voice messaging ports.

To Save the Cisco Unity Connection SRSV Root Certificate as a File

Step 1 In Cisco Unity Connection SRSV 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 Connection SRSV 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 Connection SRSV 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 Connection SRSV voice messaging ports.

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

Step 1 In Cisco Unity Connection SRSV 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 SRSV 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 SRSV 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 Connection SRSV voice messaging ports.

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

Step 1 In Cisco Unity Connection SRSV 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 Connection SRSV voice messaging ports.

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

Step 1 In Cisco Unity Connection SRSV 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 SRSV 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**.