

# Utilities

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# **Cisco Security Agent for Cisco Unity**

Cisco Security Agent for Cisco Unity is designed to not interfere with normal operations of Cisco Unity Connection. The Cisco Unity Connection Setup program and Cisco Unity Connection Server Updates wizard are both designed to disable Cisco Security Agent for Cisco Unity prior to installing files and to re-enable Cisco Security Agent for Cisco Unity after installation is compete.

See the "Cisco Unity Connection Disaster Recovery Tools (DiRT)" section on page 2-1 for information about a problem when you are running Cisco Security Agent for Cisco Unity version 2.0(2) and using Disaster Recovery tools.

# **Cisco Unity Connection Disaster Recovery Tools (DiRT)**

The Disaster Recovery Backup tool may fail with errors when Cisco Security Agent for Cisco Unity version 2.0(2) is running. Version 2.0(2) prevents the MS SQL service from writing some of the database backup files.

If you are using Cisco Security Agent for Cisco Unity version 2.0(2), uninstall it and install Cisco Security Agent for Cisco Unity version 2.0(3) or later. For more information, see the Cisco Security Agent for Cisco Unity release notes at

http://www.cisco.com/en/US/products/ps6509/prod\_release\_notes\_list.html.

## **Cisco Unity Connection Server Status Utility**

The Cisco Unity Connection Server Status utility lets you monitor the status of the Connection server, manage server roles, and monitor voice messaging ports through two interfaces:

- The Server Status window provides the Server Status, Server Roles, Ports, and Help tabs.
- In the status area of the task bar, the Cisco Unity Connection icon provides server status information and a shortcut menu.

For information on using the Server Status utility, see the Help tab in the Server Status window.

### **Restarting the Cisco Unity Connection Server Status Utility**

You can do the following procedure to restart the Cisco Unity Connection Server Status utility when it is not running.

To Restart the Cisco Unity Connection Server Status Utility

```
Step 1 On the Windows Start menu, click Programs > Cisco Unity > Cisco Unity Connection Server Status.
```

Note

When the Server Status utility window is minimized (the Server Status utility icon still appears in the status area of the task bar), you can restore the window by right-clicking the Server Status utility icon and clicking Restore.

### Exiting the Cisco Unity Connection Server Status Utility

Exiting the Cisco Unity Connection Server Status utility does not stop the Connection server or affect calls that are in progress. Only the Server Status utility stops running, and the icon on the taskbar is removed.

To Exit the Cisco Unity Connection Server Status Utility

Step 1 In the status area of the task bar, right-click the Server Status utility icon and click Exit.

# **Cisco Unity Connection Bulk Administration Manager**

### **Troubleshooting Bulk Administration Manager Failures**

When you run Bulk Administration Manager to create, update, or delete users or contacts, it copies each record that it cannot process to a failed objects report file, along with the reason that the record was not processed correctly.

For example, in the following CSV file, the first record includes an invalid entry for the Country field, and the second record specifies a template that is not a voice mail user template:

```
Alias, City, PostalCode, State, Country, TemplateAlias
Jsmith, Beverly Hills, 90210, Ca., United States, VoiceMailUserTemplate
BRobertson, Seattle, 98121, WA, US, AdminUserTemplate
```

When this file is used to create users with voice mail, the following failed objects file is produced:

```
FailureReason, alias, city, postalcode, state, country, templatealias
United States is invalid for column Country|, Jsmith, Beverly Hills, 90210, Ca., United
States, VoiceMailUserTemplate
Object not found or is not a template: Parameter = [@TemplateObjectId], Table =
[vw_SubscriberTemplate], Column = [Alias,ObjectId]|, BRobertson, Seattle, 98121, WA, US,
AdminUserTemplate
```

The FailureReason column—which provides information about the invalid data—is added before the first column.

To correct errors, do the following procedure to modify the failed objects file, rename it, and use it as the input file when you re-run Bulk Administration Manager.

Note that depending on the type of problem with the data in the CSV file, for each problem record, Bulk Administration Manager may report multiple errors or only the first error encountered. Therefore, after you correct errors, Bulk Administration Manager may detect additional errors in the same record when the data is processed again. Thus, you may need to repeat the correction process—running the tool and correcting an error—several times to find and correct all errors.

#### To Correct Errors in Creating, Updating, or Deleting Users or Contacts by Using the Failed Objects File

- Step 1 Go to the directory location of the failed objects file that you specified when you ran Bulk Administration Manager. (If you are running the wizard, the default location and file name is <Input file directory>\<Input file name>.failed.csv.)
- **Step 2** Open the file and correct all problems with the data, as indicated by the information in the FailureReason column for each record.
- **Step 3** Remove the FailureReason column or change the heading to "junk."
- **Step 4** When you have finished modifying the data, save the file as a CSV file with a new name.
- Step 5 Run Bulk Administration Manager again with the CSV file that you saved in Step 4 as the input file.

Note that each time that you run Bulk Administration Manager, the failed objects file is overwritten (unless you specify a new name for the file each time you run the tool).

**Step 6** Repeat this procedure until all records are processed without error.

# **Port Status Monitor**

The Port Status Monitor lets you to monitor Cisco Unity Connection voice port activity in real time. Do the following procedure to start the Port Status Monitor.

To Start the Port Status Monitor

**Step 1** On the Windows Start menu, click **Programs > Cisco Unity > Port Status Monitor**.

For information on using the utility, see Port Status Monitor Help.

### Port Usage Analyzer

The Port Usage Analyzer is a suite of four reports that can provide comprehensive information about the call-traffic loads experienced by the Cisco Unity Connection server. Do the following procedure to start the Port Usage Analyzer.

To Access the Port Usage Analyzer

**Step 1** On the Windows Start menu, click **Programs > Cisco Unity > Port Usage Analyzer**.

For information on using the utility, see Port Usage Analyzer Help.

### **Tools Depot**

The Cisco Unity Tools Depot is a collection of utilities that perform a variety of administration, audio management, diagnostic, reporting, and phone system integration functions.

#### **To Access the Tools Depot**

**Step 1** Double-click the Cisco Unity Tools Depot icon on the Cisco Unity Connection server desktop.

or

On the Windows Start menu, click All Programs > Cisco Unity > Cisco Unity Tools Depot.

The left pane of the Tools Depot lists all of the available utilities by category.

**Step 2** To run a utility, double-click the name in the left pane.

To display the Help for a utility, click the name in the left pane.

Most of the utilities in the Tools Depot are also available on the Cisco Unity Tools website (http://ciscounitytools.com), where updates to utilities are frequently posted between Cisco Unity Connection releases. If the Connection server is connected to the Internet and you run a Tools Depot utility that is available on the Cisco Unity Tools website, the utility automatically checks to see whether an updated version is available. If the Connection server is not connected to the Internet, we recommend that you check the Cisco Unity Tools website to determine whether a later version of the utility is available.

Some utilities work only with selected versions of Connection. If a utility does not appear in the Tools Depot, it does not work with the version of Connection currently running.

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 click Sign Up Here.

### **Call Viewer**

For each call that the phone system integration sends to Cisco Unity Connection, the Call Viewer displays one line of information. This information can be helpful when troubleshooting problems with the phone system integration, as well as testing call routing rules. (See Table 2-1 for details on the information displayed.)

The Call Viewer displays integration information for inbound calls only. To see call information for outbound calls, use the Port Status Monitor. For instructions on starting the Port Status Monitor, see the "Port Status Monitor" section on page 2-3.

#### **To Start the Call Viewer**

- **Step 1** On the Cisco Unity Connection server desktop, double-click the **Cisco Unity Tools Depot** icon.
- **Step 2** In the left pane of the Tools Depot window, expand the **Switch Integration Tools** node.
- Step 3 Double-click Call Viewer.

The Call Viewer window displays call information that the phone system integration provides to Cisco Unity Connection for inbound calls.

Table 2-1 lists the information that the Call Viewer displays.

Column Head	Information Displayed
Call #	The number of the call as it was presented to Cisco Unity Connection.
Time	The time that the call was presented to Cisco Unity Connection.
Origin	• Internal—The call originated from an extension on the phone system.
	• External—The call originated from a phone that is not an extension on the phone system.
	• Unknown—The source of the call is not known.
Reason	• Direct—The caller dialed or was transferred to the Cisco Unity Connection pilot number.
	• Forward (Ring no answer)—The call was forwarded to Connection because the extension the caller dialed was not answered.
	• Forward (Busy)—The call was forwarded to Connection because the extension the caller dialed was busy.
	• Forward (All)—The call was forwarded to Connection because the extension was set to forward all calls.
Trunk ID	( <i>If provided by the phone system</i> ) The number of the trunk that the call arrived on.

#### Table 2-1 Call Viewer Information

Column Head	Information Displayed
Port ID	The display name of the voice messaging port as it appears in Cisco Unity Connection Administration on the Search Ports page in Telephony Integrations. The Port ID is not the extension number of the voice messaging port.
Dialed Number	(If provided by the phone system) The extension number that the caller dialed.
Calling Number	( <i>If provided by the phone system</i> ) The extension number of the phone on which the call was dialed.
Forwarding Station	( <i>If provided by the phone system</i> ) When the call is forwarded to Cisco Unity Connection, the extension number of the phone that the call was forwarded from.

Table 2-1	Call Viewer Information (continued)
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