Cisco Unified Messaging Gateway 1.0 Feature Roadmap

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Cisco Unified Messaging Gateway (Cisco UMG) 1.0 provides a standards-based method of intelligently routing messages, exchanging subscriber and directory information, and providing interoperability within a messaging network. It acts as the central hub for Cisco Unity, Cisco Unity Express, and Avaya Interchange systems interfacing with legacy voice mail systems.

Finding Support Information for Cisco Unified Messaging Gateway 1.0

This guide complements the *Cisco Unified Messaging Gateway 1.0 Command Reference*, the *Cisco Unified Messaging Gateway 1.0 Installation Guide* and the *Cisco Unified Messaging Gateway 1.0 Release Notes*. These publications can be found at http://www.cisco.com/en/US/products/

This guide does not provide information on the installation or configuration of Cisco routers, Cisco Unity Express, or Cisco Unity. Information on these products can be found at

Cisco routers at http://www.cisco.com/en/US/products/hw/routers/index.html

Cisco Unity Express at http://www.cisco.com/en/US/products/sw/voicesw/ps5520/index.html

Cisco Unity at http://www.cisco.com/en/US/products/sw/voicesw/ps5520/index.html.

Feature List

Table 1 lists the Cisco UMG 1.0 features and maps them to the corresponding sections in this guide.

Table 1 Cisco Unified Messaging Gateway 1.0 Features

Feature	Description of Benefit	Where Documented
Able to integrate Cisco Unity Express, Cisco Unity, and 3rd party voice messaging system (Avaya Interchange)	Cisco UMG supports: • Cisco Unity Express only deployment • Mixed Cisco Unity Express/Cisco Unity deployment • Mixed Cisco Unity Express/Unity/3rd party Avaya Interchange deployment	"Configuring Endpoint Autoregistration Support" on page 28, and "Provisioning Endpoints Manually" on page 31
Accessible CLI	Cisco UMG provides familiar management features such as configuration, provisioning, and support through a CLI that is similar to the Cisco IOS CLI, thereby reducing the learning curve and accelerating learning speed for network administrators and channel partners familiar with Cisco IOS software.	"Entering and Exiting the Command Environment" on page 15
Embedded Operating System	Cisco UMG employs an industry-standard OS ideally suited for embedded applications. It enables a disk subsystem not provided by native Cisco IOS software. This approach translates into efficient operation while providing a robust and protected operating environment behind Cisco IOS software.	Throughout
Open messaging standards including VPIM and SMTP	Cisco UMG supports VPIM networks with • Cisco Unity Express 3.1 and later versions, • Cisco Unity 4.05, • Avaya Interchange 5.4.	Throughout
Autoregistration for Cisco Unity Express 3.1 and later versions	Cisco UMG enables simple, secure autoregistration with Cisco Unity Express 3.1 and later versions. Secure autoregistration is accomplished through user name and password defined on Cisco UMG. Cisco UMG supports restricting autoregistration to specific systems based on administrative needs. Cisco UMG supplies reports on: • Autoregistration attempts • Failures • Successes Cisco UMG displays by CLI **show** commands: • Registered endpoints • Endpoints provisioned for registration and not currently registered.	"Configuring Endpoint Autoregistration Support" on page 28 "Provisioning Endpoints Manually" on page 31 "Blocking Endpoint Registration" on page 76 "Viewing Network Status" on page 53
Manual registration for Cisco Unity and 3rd party messaging systems	Cisco UMG supports manual registration / provisioning for: • Cisco Unity 4.05 • Third party voice mail systems (Avaya Interchange 5.4) • Cisco Unity Express 3.1 and later versions.	"Provisioning Endpoints Manually" on page 31

Table 1 Cisco Unified Messaging Gateway 1.0 Features (continued)

Feature	Description of Benefit	Where Documented
Centralized VPIM routing	Cisco UMG simplifies message routing and management by implementing a star topology for each messaging gateway and its associated endpoints, thereby obviating the need for fully-meshed networks between those endpoints. Each messaging gateway acts as a central hub for VPIM routing.	"Configuring Endpoint Autoregistration Support" on page 28 "Provisioning Endpoints Manually" on page 31
Automatic directory exchange and update	Cisco UMG implements automatic directory exchange, instead of a static directory table. Messaging gateways are capable of automatically retrieving directory information from Cisco Unity Express 3.1 and later versions, as well as exchanging/updating directory information with the peer messaging gateways in the system.	"Forcing Data Convergence" on page 66
Multiple messaging operations support	Cisco UMG supports Cisco Unity Express 3.1 and later versions message sending, forwarding, replying, vCard exchange, dial-by extension, and dial-by-name with spoken name enabled.	Throughout "Revisiting the Installation Configuration" on page 20
Multiple address schemes support	Cisco UMG supports the following address schemes: • Site ID ('prefix') + extension • E.164 address (10 digit dialing) • Any numeric string length if it is unique in the messaging network.	Throughout
System Distribution List (SDL) and System Broadcast Message (SBM) management	Cisco UMG can manage (create/delete/permit/reject/publish) System Distribution Lists (SDLs) and System Broadcast Messages (SBMs) across multiple voice mail systems within the Cisco Unified Messaging network.	"Managing System Broadcasts" on page 71 "Managing System Distribution Lists" on page 67
Header manipulation and message translation	Cisco UMG supports SMTP and message header manipulation to enable messages to be delivered across different messaging systems (between Cisco Unity/Cisco Unity Express/Avaya Interchange).	"Message Transmission" on page 83
Redundancy	Cisco UMG provides a self-healing network topology through the primary-secondary active/active failover model. **Note** Avaya Interchange can only communicate with a single remote messaging gateway, and therefore no failover support can be provided for it.	"Configuring Peer Messaging Gateways" on page 24, "Configuring Endpoint Autoregistration Support" on page 28, and "Provisioning Endpoints Manually" on page 31
NDR and DDR	Cisco UMG is capable of generating and delivering non-delivery receipts (NDRs) and delayed delivery receipts DDRs with configurable timeouts.	"Message Handling" on page 26
NAT Support	Cisco UMG supports message delivery through NAT. You can configure the NAT table on the messaging gateway to map internal and external IP addresses.	"Setting Up NAT Entries" on page 36
Scalability	A fully-meshed Cisco UMG system can support up to 20 messaging gateways (including both primary and secondary messaging gateways) with a total of up to 500,000 subscribers.	"Functional Outline" on page 6

Table 1 Cisco Unified Messaging Gateway 1.0 Features (continued)

Feature	Description of Benefit	Where Documented
Backup and Restore	Cisco UMG has backup and restore capabilities. Backup and restore will include the data from both local configuration and from directory exchange/update across the messaging network.	"Backing Up and Restoring Data" on page 45
System provisioning and management capability	Cisco UMG supplies logging and tracing capabilities. With these CLI commands the administrator can • troubleshoot • monitor a specific system module on certain activities • log the tracing message to a remote FTP server, or • log the events to a remote syslog server Cisco UMG can load and save configurations the same way as Cisco IOS routers and switches can. Cisco UMG supports software upgrades from/to major releases. Cisco UMG provides startup and shutdown capabilities exactly like Cisco Unity Express and Cisco IOS software.	"Monitoring the Cisco Unified Messaging Gateway System" on page 53, and "Troubleshooting" on page 79
Cisco Unity Express TUI and VVE New Prompts	Cisco UMG provides additional prompts on the Cisco Unity Express telephone user interface (TUI) and VoiceView Express (VVE) applications with the option of Global Directory Lookup when the local Cisco Unity Express endpoint does not have the requisite information saved in its cache.	See Cisco Unity Express documentation.
Spoken-name confirmation	Cisco UMG provides spoken-name confirmation for all local and remote recipients. This helps a subscriber ensure that the correct recipient is selected when he or she addresses a voice mail message. The inclusion of the remote location information in the confirmation (if applicable) helps to ensure that the message is sent to the correct location.	"Revisiting the Installation Configuration" on page 20 and "Configuring Peer Messaging Gateways" on page 24
Real-time notification of network availability	Real-time notification of Cisco Unity Express 3.1 and later versions availability.	"Viewing Network Status" on page 53