



Configuring Cisco Unified Messaging Gateway

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This chapter provides a sequential overview of the tasks described in this guide. They are grouped into categories as follows:

[Task Set 1: Initial Configuration, page 12](#)

[Task Set 2: Backing Up and Restoring, page 12](#)

[Task Set 3: Ongoing Maintenance Tasks, page 13](#)

[Task Set 4: As-Needed Tasks, page 13](#)

[Task Set 5: Troubleshooting, page 14](#)

Enter the command environment either by bridging the access from the router or by telnet, as described in [“Entering and Exiting the Command Environment” on page 15](#). Proceed with the tasks described below, in sequence.



Note

Before you start configuring your system, verify its status to ensure that your installation is correct. See “Verifying System Status” in the [Cisco Unified Messaging Gateway 1.0 Installation Guide](#).



Note

Copy your configurations frequently to the startup-config. Almost all the configurations described in this guide are saved to the running-config. However, if you must reboot, only the configurations saved to the startup-config will be used. If you delete from the running-config a configuration that you have already copied to the startup-config, the configuration reappears when you reboot.

Before you begin the tasks listed in [Table 3](#), map out your solution topology so that each messaging gateway and each endpoint has a unique location ID. This is a numeric string of up to ten digits. System Distribution Lists (SDLs) require list numbers that are distinct from subscriber numbers, because the SDL numbers are those the authorized senders dial to access the SDLs.

Task Set 1: Initial Configuration

Table 3 *Initial Configuration Tasks*

Task and Procedure Location	Description
Revisiting the Installation Configuration, page 20	Use these procedures to change the configurations that you made during installation.
Setting Backup Parameters, page 22	Use these procedures to enable backup and thus restoring.
Configuring Peer Messaging Gateways, page 24	Use this procedure to configure peers on each messaging gateway.
Message Handling, page 26	Use these procedures to set a default destination for undeliverable messages and specify when the system sends delayed delivery receipts (DDRs) and non-delivery receipts (NDRs).
Configuring Endpoint Autoregistration Support, page 28	Use these configurations to enable Cisco Unity Express 3.1 and later versions to autoregister with Cisco UMG.
Provisioning Endpoints Manually, page 31	Use these configurations to enable endpoints of these types to register with Cisco UMG: • Cisco Unity Express 3.0 or earlier versions • Cisco Unity • Avaya Interchange
Setting Up NAT Entries, page 36	Use these procedures if you have NAT devices between messaging gateways and/or endpoints. On Cisco UMG you must configure the access information for the NAT device in front of the destination.
Configuring NTP Servers, page 38	Use this procedure to configure NTP servers. The system uses a DNS server to resolve the hostname to an IP address and stores the IP address as an NTP server.
Setting the Time Zone, page 42	If your messaging gateways are located in different time zones, use this procedure to set the time zone for each one.
Configuring Logging Operations, page 43	This section describes the specifications necessary to set up logging.

Task Set 2: Backing Up and Restoring

Table 4 *Backing Up and Restoring*

Task and Procedure Location	Description
Backing Up and Restoring Data, page 45	Backup is allowed only when the system is in offline mode. By default, both configuration data and the dynamically captured data are backed up; however, they are not backed up automatically.

Task Set 3: Ongoing Maintenance Tasks

Table 5 *Ongoing Maintenance Tasks*

Task and Procedure Location	Description
Viewing Network Status, page 53	Use to verify the status of peer messaging gateways and endpoints
Locating and Viewing Individual Mailbox Details, page 54.	Use to locate an individual mailbox and view its details.
Displaying Management Data Activity, page 56	Use to display management data activity.
Checking Hard Disk Memory Wear Activity, page 56	Use to track the use and wear of the hard disk memory.
Viewing System Activity Messages, page 57	Use to capture messages that describe activities in the system.
Checking Log and Trace Files, page 57	Use to check the log and trace files on the hard disk.

Task Set 4: As-Needed Tasks

Table 6 *As-Needed Tasks*

Task and Procedure Location	Description
Copying Configurations, page 59	Use to copy the startup configuration and running configuration to and from the hard disk on the Cisco UMG module.
Restoring Factory Default Values, page 63	Use to restore the factory default values for the entire system.
Going Offline, Reloading, Rebooting, Shutting Down, and Going Back Online, page 63	Use for going offline, reloading the blade, shutting it down, and going back online.
Forcing Data Convergence, page 66	Use to enable the current configuring messaging gateway to obtain or provide updates or directory exchanges.
Managing System Distribution Lists, page 67	Use to manage SDLs.
Managing System Broadcasts, page 71	Use to manage System Broadcast Messages (SBMs).
Deleting Peer Messaging Gateways, page 73	Use to clear data relating to a peer messaging gateway.
Deleting or Clearing Endpoints, page 75	Use to clear data relating to an endpoint.
Blocking Endpoint Registration, page 76	Use to prevent endpoints from autoregistering.
Checking Endpoint Mailboxes, page 78	Use to view the details relating to a mailbox.

Task Set 5: Troubleshooting

Table 7 **Troubleshooting**

Task and Procedure Location	Description
General Troubleshooting Guidelines, page 79	Use when troubleshooting
System Reports, page 87	Use to find out which system reports Cisco UMG provides.
Hardware and Software, page 80	Use to identify a problem and its solution.
Saving and Viewing Log Files, page 86	Use to help identify problems and recommended actions.
Saving Configuration Changes, page 85	Use to help identify problems and recommended actions.
Message Transmission, page 83	Use to change message translation rules with the help of Cisco Support.
Trace Commands, page 87	Use to perform tracing operations.
Logging Commands in Cisco UMG EXEC Mode, page 82	Use to perform logging operations.
Logging Commands in Cisco UMG Configuration Mode, page 82	Use to perform logging operations.
Show Commands, page 86	Use to display configurations.



Tip

Bookmark the Cisco Unified Messaging Gateway documentation for easy access to all the documents. Print and have available the documentation for these Ongoing and As-Needed tasks.