



Using Cisco Unified Messaging Gateway Software

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This chapter provides helpful tips for understanding and configuring Cisco Unified Messaging Gateway (Cisco UMG) Release software using the command-line interface (CLI).

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Document Structure

This document is broken up into three parts:

- Commands that are common to the Voice Profile for Internet Mail (VPIM), Survivable Remote Site Voicemail (SRSV), and Enhanced Survivable Remote Site Telephony (E-SRST) components of the Cisco UMG. See [Cisco UMG Commands Common to VPIM, SRSV, and E-SRST, page 9](#).
- Commands that apply only to the VPIM component of the Cisco UMG. See [VPIM Commands, page 255](#).
- Commands that apply only to the SRSV and E-SRST components of the Cisco UMG. See [SRSV and E-SRST Commands, page 333](#).

Understanding Command Modes

The Cisco UMG CLI commands have a structure very similar to that of Cisco IOS CLI commands. However, the Cisco UMG CLI commands do not affect Cisco IOS configurations. After you have logged in to the Cisco UMG module, the command environment is no longer the Cisco IOS environment.

The Cisco UMG command environment is divided into two basic modes:

- **EXEC**—This is the mode that you are in after you log in to the Cisco UMG command environment. Some Cisco UMG EXEC commands only display or clear parameter values, stop or start the entire system, or start troubleshooting procedures. However, unlike Cisco IOS EXEC mode, Cisco UMG EXEC mode has a few commands that change parameter values. These changes are stored in the module's NV memory, rather than in the startup configuration, so that the system has some minimum information available if a catastrophic event, such as a power or disk failure, occurs.
- **Configuration**—This mode permits you to make system configuration changes, which are stored in the running configuration. If you later save the running configuration to the startup configuration, the changes made with the configuration commands are restored when you reboot the software.

Cisco UMG configuration mode has various subconfiguration levels. The global configuration mode changes the command environment from EXEC to configuration. You can modify many software parameters at this level. However, certain configuration commands change the environment to more specific configuration modes where modifications to the system are entered. For example, the **registration** command changes the environment from config to config-reg. At this point, you can enter or modify registration parameter values.

The commands available to you at any given time depend on the mode that you are currently in. Entering a question mark (?) at the CLI prompt displays a list of commands available for each command mode. The descriptions in this command reference indicate each command's environment mode.

[Table 1](#) describes how to access and exit various common command modes of the Cisco UMG software. It also shows examples of the prompts displayed for each mode.

Table 1 **Accessing and Exiting Command Modes**

Command Mode	Cisco UMG Release	Access Method	Prompt	Exit Method
Cisco UMG EXEC	1.0 and later	When the Cisco UMG software prompt appears, you can enter the enable command, but it is not necessary.	with enable: umg-1# without enable: umg-1>	Press CTRL-SHIFT-6 and then enter x .
Cisco UMG configuration	1.0 and later	From EXEC mode, use the configure terminal command.	umg-1(config)#	To return to EXEC mode from configuration mode, use the end or exit command.
Registration	1.0 and later	From Cisco UMG configuration mode, use the registration command.	umg-1(config-reg)#	To return to Cisco UMG configuration mode, use the end or exit command.
List manager	1.0 and later	From Cisco UMG configuration mode, use the list-manager command.	umg-1(listmgr)#	To return to Cisco UMG configuration mode, use the end or exit command.
List manager edit	1.0 and later	From Cisco UMG configuration mode, use the list number command.	umg-1(listmgr-edit)#	To return to Cisco UMG list manager mode, use the end or exit command.
NAT configuration	1.0 and later	From Cisco UMG configuration mode, use the nat location command.	umg-1(config-nat)#	To return to Cisco UMG configuration mode, use the end or exit command.
Endpoint configuration	1.0 and later	From Cisco UMG configuration mode, use the endpoint command.	umg-1(config-endpoint)#	To return to Cisco UMG configuration mode, use the end or exit command.
AAA accounting	8.0 and later	From Cisco UMG configuration mode, use the aaa accounting server remote command.	umg-1(aaa-accounting)#	To return to Cisco UMG configuration mode, use the end or exit command.
AAA accounting event	8.0 and later	From Cisco UMG configuration mode, use the aaa accounting event command.	umg-1(aaa-accounting-event)#	To return to Cisco UMG configuration mode, use the end or exit command.
AAA accounting policy	8.0 and later	From Cisco UMG configuration mode, use the aaa policy command.	umg-1(aaa-policy)#	To return to Cisco UMG configuration mode, use the end or exit command.
backup schedule	8.0 and later	From Cisco UMG configuration mode, use the backup schedule command.	umg-1(backup-schedule)#	To return to Cisco UMG configuration mode, use the end or exit command.
kron-schedule	8.0 and later	From Cisco UMG configuration mode, use the kron schedule command.	umg-1(kron-schedule)#	To return to Cisco UMG configuration mode, use the end or exit command.

Entering the Command Environment

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Prerequisites

The following information is required to enter the command environment:

- IP address of the router that contains the Cisco UMG module
- Username and password to log in to the router
- Slot number of the module

Summary Steps

1. Open a Telnet session.
2. **telnet** *ip-address*
3. Enter the username and password of the router.
4. On the NME-UMG and NME-UMG-EC, enter:
service-module integrated-Service-Engine slot/port session
On the SM-SRE-700-K9 and SM-SRE-900-K9, enter:
service-module sm slot/port session
5. Start configuration.

Detailed Steps

	Command or Action	Purpose
Step 1	Open a Telnet session.	Use a Microsoft DOS window, a secure shell, or a software emulation tool such as Reflection.
Step 2	telnet <i>ip-address</i> Example: C:\> telnet 192.0.2.24	Specifies the IP address of the Cisco Unified Communications Manager router.
Step 3	Username: Password:	Enter your username and password for the router.

	Command or Action	Purpose
Step 4	On the NME-UMG and NME-UMG-EC, enter: <pre>service-module integrated-service-engine slot/port session</pre> On the SM-SRE-700-K9 or SM-SRE-900-K9, enter: <pre>service-module sm slot/port session</pre> Example: Router# service-module integrated-service-engine 1/0 session	Enters the Cisco Unity Express command environment using the module located in the specified <i>slot</i> and <i>port</i>. The prompt changes to “se” with the IP address of the Cisco UMG module or the hostname you have assigned to it. Note If the message “Trying <i>ip-address slot/port</i> ... Connection refused by remote host” appears, enter the command service-module integrated service-engine slot/port session clear and try Step 4 again.
Step 5	Start configuration. You can enter enable. Example: umg-1# enable	Enters Cisco UMG EXEC mode. You are ready to begin the configuration tasks.

Getting Help

Entering a question mark (?) at the CLI prompt displays a list of commands available for each command mode. You can also get a list of keywords and arguments associated with any command by using the context-sensitive help feature.

To get help specific to a command mode, a command, a keyword, or an argument, use one of the following commands:

Command	Purpose
help	Provides a brief description of the help system in any command mode.
<i>abbreviated-command-entry?</i>	Provides a list of commands that begin with a particular character string. (No space between command and question mark.)
<i>abbreviated-command-entry</i> <Tab>	Completes a partial command name.
?	Lists all commands available for a particular command mode.
<i>command ?</i>	Lists the keywords or arguments that you must enter next on the command line. (Space between command and question mark.)

Using the no and default Forms of Commands

Where available, use the **no** form of a command to disable a function. Use the command without the **no** keyword to reenable a disabled function or to enable a function that is disabled by default. The command reference entry for each command provides the complete syntax for the configuration commands and describes what the **no** form of a command does.

Configuration commands can also have a **default** form, which returns the command settings to the default values. In those cases where a command is disabled by default, using the **default** form has the same result as using the **no** form of the command. However, some commands are enabled by default and have variables set to certain default values. In these cases, the **default** form of the command enables the

command and sets the variables to their default values. Where available, the command reference entry describes the effect of the **default** form of a command if the command does not function the same way as the **no** form.

Saving Configuration Changes

Starting in Cisco UMG EXEC mode, use the following command to copy the running configuration in flash memory to another location:

```
copy running-config {ftp:user-id:password@ftp-server-address[/directory] | startup-config | tftp:tftp-server-address} filename
```

Keyword or Argument	Description
ftp:user-id:password@	Username and password for the FTP server. Include the colon (:) and the at sign (@) in your entry.
<i>ftp-server-address</i>	IP address of the FTP server.
<i>ldirectory</i>	(Optional) Directory on the FTP server where the copied file will reside. If you use it, precede the name with the forward slash (/).
startup-config	Startup configuration in flash memory.
tftp:tftp-server-address	IP address of the TFTP server.
<i>filename</i>	Name of the destination file that will contain the copied running configuration.

When you copy the running configuration to the startup configuration, enter the command on one line. In the following example, the running configuration is copied to the startup configuration as file start. In this instance, enter the command on a single line.

```
umg-1# copy running-config startup-config start
```

When you copy to the FTP or TFTP server, this command becomes interactive and prompts you for the information. You cannot enter the parameters on one line. The following example illustrates this process. In the following example, the running configuration is copied to the FTP server, which requires a username and password. The IP address of the FTP server is 192.0.2.24. The running configuration is copied to the configs directory as file saved_start.

```
umg-1# copy running-config ftp:  
Address or name of remote host? admin:voice@192.0.2.24/configs  
Source filename? saved_start
```

Identifying Supported Platforms

Cisco IOS software is packaged in feature sets consisting of software images that support specific platforms. Specific software images are required to support the Cisco UMG network module. The feature sets available for a specific platform depend on which Cisco IOS software images are included in a release. To identify the set of software images available in a specific release or to find out if a feature is available in a given Cisco IOS software image, see the following section.

Using Cisco Feature Navigator

Feature Navigator is a web-based tool that enables you to quickly determine which Cisco IOS software images support a particular set of features and which features are supported in a particular Cisco IOS image.

You can access Feature Navigator at the following URL: <http://tools.cisco.com/ITDIT/CFN/>

Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, submitting a service request, and gathering additional information, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

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Technical Assistance

Description	Link
The Cisco Support website provides extensive online resources, including documentation and tools for troubleshooting and resolving technical issues with Cisco products and technologies. To receive security and technical information about your products, you can subscribe to various services, such as the Product Alert Tool (accessed from Field Notices), the Cisco Technical Services Newsletter, and RSS Feeds. Access to most tools on the Cisco Support website requires a Cisco.com username and password.	http://www.cisco.com/techsupport

