



Limitations

This chapter briefly describes some of the major limitations and restrictions of the Cisco Unified SRSV system.

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Voicemail Limitations and Restrictions

- The following features are not supported with Cisco Unified SRSV:
 - Fax support.
 - Addressing non-subscribers.
 - Dispatch messages.
 - Scheduled base services, such as alternate greetings and notifications.
 - Advanced telephony features, such as call screening.
 - Updating spoken name, distribution lists, or PINs through the TUI.
 - TUI administration interfaces, such as broadcast or greeting administration.
 - Private distribution lists.
 - Text-to-speech or voice recognition features.
 - Customizing the voicemail TUI flows on a Cisco Unified SRSV-CUE device.
- Voicemail synchronization is one way. Voicemail received on Cisco Unity Connection is not replicated to the Cisco Unified SRSV-CUE device.
- The Message Waiting Indicator (MWI) for a Cisco Unified SRSV-CUE device does not track the state of the Cisco Unity Connection mailbox.
- Subscribers can permanently delete messages so that they will never be uploaded.

- Voicemail upload is not synchronized with phone re-home to Cisco Unified Communications Manager.
- Only G.711 encoded spoken names and greetings are downloaded from Cisco Unity Connection. If no spoken names or greetings are downloaded, the system uses the system defaults from Cisco Unity Connection.
- Some class of service Cisco Unity Connection features are provisioned for all Cisco Unified SRSV-CUE users (such as live reply, distribution list access, and message deletion behavior).
- Before you can upload voicemail to a secondary Cisco UMG, you have to configure the Cisco Unity Connection information, including the REST password on the secondary Cisco UMG.
- Composed messages are not delivered immediately to branch voicemail servers in Cisco Unified SRSV mode. They are delivered after the WAN recovers.
- The system only updates the activity history after the voicemail is uploaded.
- You cannot monitor the upload of voicemail to a secondary UMG.
- Subscribers cannot log in to Cisco Unified SRSV-CUE devices until they set up their voicemail preferences on Cisco Unity Connection.
- Cisco Unified SRSV-CUE devices only support PINs in the SHA1 format. If you are upgrading to the Cisco Unified SRSV system from Cisco Unity Connection, ensure that all your subscribers reset their PINs so that they are saved in the SHA1 format.

Auto Attendant Limitations

- The following auto attendant features are supported:
 - Only the opening greeting call handler and its descendants
 - Local user only lookup
 - Standard greetings
 - Standard transfer options
- There is no support for the following auto attendant features:
 - Dial-by-extension at any time
 - Partitions or search spaces
 - Advanced calling features, such as call screening
 - Interview handlers
 - Dispatch messages
 - Distribution lists
- The auto attendant feature is supported with Cisco Unity Connection Release 8.0 only.
- The Cisco Unified SRSV-CUE auto attendant greeting is the same as the standard opening greeting of the system call handler of Cisco Unity Connection.
- Because the auto attendant greeting on Cisco Unified SRSV-CUE is provisioned from Cisco Unity Connection, the greeting can confuse users into thinking that the function works the same way that it works for Cisco Unity Connection. However, the auto attendant functionality for Cisco Unified SRSV-CUE has fewer features.
- The system does not support schedules. If other greetings such as alternate or holiday are enabled on Cisco Unity Connection, only the standard greeting is enabled on Cisco Unified SRSV.

- Through the Cisco Unified SRSV-CUE auto attendant feature, subscribers can be reached using the directory service. Subscribers cannot be reached directly by entering the subscriber's extension from the auto attendant.
- Dialing a subscriber's extension in auto attendant leads to an invalid selection.
- Directory service on Cisco Unified SRSV-CUE cannot locate users if either the first or last name of the user contains a number.

Network Address Translation (NAT) Restrictions

- NAT is only supported at branch locations and not at the central site.
- Only one Cisco Unified SRSV-CUE device can be provisioned at each NAT site.
- Only static NAT and PAT are supported. Dynamic NAT is not supported.

High Availability Restrictions

- We do not support site provisioning redundancy.
- You must manually synchronize the Cisco Unified SRSV-UMG and Cisco Unified SRSV-CUE device passwords between the primary and secondary Cisco Unified SRSV-UMG systems.
- To upload composed messages, you must configure the central site Cisco Unity Connection system, including the REST credentials, on the secondary Cisco Unified SRSV-UMG system.
- Upload monitoring may only be done on the primary Cisco Unified SRSV-UMG.

Backup and Restore Limitations

- TLS certificates and private keys are not backed up on Cisco Unified SRSV-CUE devices. After restoring a backup, you must import the security certificates again.
- To avoid creating duplicate email messages, we do not recommend backing up data on Cisco Unified SRSV-CUE devices.

Mailbox Limitations

- If a Cisco Unity Connection user has a spoken name that is longer than ten seconds, the system will use a default spoken name in Cisco Unity Express.
- If there is a mismatch in the codec format between Cisco Unity Connection and Cisco Unity Express (which only supports G.729 ulaw), the system will use the system default greetings and spoken names for users.
- The system determines the mailbox size based on the size of the site template mailbox and not based on the available space on the module.
- User IDs for Cisco Unified SRSV-CUE devices do not support all the characters that are supported on Cisco Unity Connection. Cisco Unified SRSV-CUE devices only support the following characters: alphanumeric, period [.), dash [-], and underscore [_].

- User IDs cannot start with a number. User IDs can contain numbers, but cannot start with a number.
- In Cisco Unity Connection Release 7.1.3, the system uploads messages that were deleted in Cisco Unified SRSV as new messages. Therefore, the subscriber must manually log in to his voicemail on Cisco Unity Connection and delete the messages again. In Cisco Unity Connection Release 8.0, the system uploads deleted voicemails as deleted.

Live Record and Live Reply Limitations

- Recording can be clipped when the live record beep is played. To avoid this, do not use the speaker phone option when using the live record feature. (Speaker phones have algorithms that can stop sending voice if an incoming talk spurt of significant volume occurs. Incoming live record beeps cause the speaker phone to clip portions of the users speech when the beep occurs.)
- Live reply is not supported for these message types:
 - Broadcast and expired messages
 - NDR/DDR
 - Messages from local GDM

Distribution Lists

- Voice messages sent to distribution lists in survivable mode get sent to the members only after the WAN recovers.
- The system does not provision distribution lists with the spoken name.
- The system does not provision recorded names for distribution lists.
- Distribution list numbers can be up to 15 digits.
- Phone extensions and E.164 numbers are limited to 15 digits for all entities, including subscribers and distribution lists.
- Only public distribution lists are supported.
- Cisco UMG does not support pulling recorded names for distribution lists from Cisco Unity Connection and provisioning them on the Cisco Unified SRSV-CUE device.