



GLOSSARY

A

- AIM2** Advanced integration module, second generation. Supports 15 public distribution lists and 200 members depending on the license SKU.
- auto attendant** An automated attendant (auto attendant) allows you to create and change greetings that callers hear when your telephone system answers incoming calls. A welcome greeting is the first message that a caller hears when calling your company. A standard welcome greeting and other system messages are provided as part of the auto attendant included with Cisco Unity Express. These messages are collected into a script that guides the caller in performing various functions, such as pressing buttons to reach various departments and entering the extension for an employee.
- auto-generation policy** A policy for generating passwords, which can be either random or blank.
- AXL** Programmatic interface.

B

- backup and restore** Captures the configuration of the SRSV-UMG so that it can be restored later in case the SRSV-UMG configuration becomes corrupted.

C

- Cisco Unified Communications Manager** CUCM. A call agent.
- Cisco Unified SRST** Cisco Unified Survivable Remote Site Telephony. A system, made up of a central office and one or more branch offices, that provides telephony services during a WAN outage.
- Cisco Unified SRSV** Cisco Unified Survivable Remote Site Voicemail. A system, made up of a central office and one or more branch offices, that provides voicemail services during a WAN outage.
- Cisco Unified Messaging Gateway** Cisco UMG. Software that has two main purposes: to configure [Voice Profile for Internet Mail \(VPIM\)](#) and to run the [Cisco Unified SRSV](#) system.

Cisco UMG GUI Provides the primary administrative interface for managing the SRSV-UMG system. You can access the Cisco UMG graphical user interface from either Firefox or Internet Explorer.

Cisco Unity Connection A voicemail system.

D

domain name system (DNS) server Provides translation from hostnames to IP addresses.

F

full name Full group name. Callers use the full name to access the extension using the dial-by-name feature.

G

group ID Name of a group of users, usually created to assign members to a general-delivery mailbox.

H

high availability Supports voicemail upload through a secondary SRSV-UMG. The secondary SRSV-UMG acts as a backup for the primary SRSV-UMG in the event that the primary SRSV-UMG system is unreachable by the SRSV-CUE devices.

historical reporting Collecting information about call and application activities and related statistics and sorting and sending the information to local or remote databases. Historical statistics database maintenance components consist of a database purging service that periodically removes older historical statistics data and a database synchronization service that simultaneously updates the local and remote databases. The remote database is typically able to store a larger amount of historical data.

history depth Specifies how many of a user's previous passwords are compared to the new password.

I

ISM-SRE The Cisco ISM-SRE is a Services Ready Engine (SRE) internal service module that runs Cisco-authorized applications and plugs into a host Cisco ISR G2.

ISR Cisco Integrated Services Router.

ISR G2 Cisco Integrated Services Router Generation 2

L

live record	A voicemail system feature that allows you to record a phone conversation to your voice mailbox so that you can listen to it again later.
live reply	A voicemail system feature that allows you, when listening to a message by phone, to call the user who left the message.
log file	A file that lists actions that have occurred.

M

mailbox	The space allotted to a user to store voicemail messages. Personal mailboxes are assigned to individual users, or user IDs. General-delivery mailboxes are assigned to groups, or group IDs.
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N

NAT	Network Address Translation
network time protocol (NTP)	Used to set the system time to avoid manual configuration of the time. Using NTP helps the system to keep the system time synchronized with the NTP server in case there is a drift in the system clock. Typically Cisco Unified SRSV uses the host router as the NTP server, but you can also use other standard public NTP servers. NTP typically provides accuracy within a millisecond on LANs and up to a few tens of milliseconds on WANs relative to Coordinated Universal Time. Typical NTP configurations utilize multiple redundant servers and diverse network paths to achieve high accuracy and reliability.
NME	Enhanced Network Module. Supports 25 public distribution lists and 880-1000 members depending on the license SKU.

O

operation	A set of CLI commands or GUI functions.
operator extension	Extension that callers can dial to reach the operator from the autoattendant and voicemail systems. Callers can also reach the operator by other methods.
owner	User or group ID of the user or group that owns a mailbox. Mailbox owners can add or delete users to and from a general-delivery mailbox and can delete the general-delivery mailbox. Note If you assign a group as the owner of a general-delivery mailbox, all members in that group have owner privileges for the mailbox.

P

PAT	Port Address Translation. Network address translation (NAT) variant where a single public address is shared for multiple private network devices and port translation is used to expose private services to the public network.
pilot number	The number used to reach a desired service such as voicemail or auto attendant. Typically this number is not visible on IP phones as it is hidden behind the voicemail button on the phone which dials the pilot automatically.
privilege	A set of operations that are grouped together. Privileges are assigned to users.
provisioning	The processing performed by an SRSV-UMG device to configure SRSV-CUE devices for survivable voicemail services.
PSTN	Public Switched Telephone Network.

R

REST	Programmatic interface.
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S

Secure Sockets Layer (SSL)	Accepted standard for Web security.
site	A site is created on the SRSV-UMG device based on the existence of a Cisco Unified SRST reference configured on the Cisco Unified Communications Manager.
site activity	When the system uploads voicemail.
SM-SRE	The Cisco SM-SRE is a Services Ready Engine (SRE) service module that runs Cisco-authorized applications and plugs into a host Cisco ISR G2.
SMTP	Simple Mail Transfer Protocol (SMTP). Standard for email transmissions across the Internet. Formally SMTP is defined in RFC 821 (STD 10) as amended by RFC 1123 (STD 3) chapter 5. The protocol used today is also known as ESMTP and defined in RFC 2821.
SRST	See Cisco Unified SRST.
SRST reference	A gateway that can provide limited Cisco Unified Communications Manager functionality when all other Cisco Unified Communications Manager servers for a device are unreachable.
SRSV	See Cisco Unified SRSV.
SRSV-CUE	Survivable Remote Site Voicemail—Cisco Unity Express. A device at the branch office that provides local voicemail services during a WAN outage.

SRSV-UMG Survivable Remote Site Voicemail—Unified Messaging Gateway. A device at the central office that mainly does the following: provisions the SRSV-CUE devices and uploads voicemail messages to Cisco Unity Connection after a WAN outage.

superuser A user with every administrative privilege.

T

TUI Telephone User Interface

trace buffer Collection of debug traces for system activity.

U

Unified Messaging Gateway See Cisco UMG.

UMG interface See [Cisco UMG GUI](#).

V

voicemail system System that users call to access voicemail information, such as voice messages.

Voice Profile for Internet Mail (VPIM) Protocol for exchanging MIME-encoded voice messages between messaging systems by using SMTP as a transport mechanism.

W

WAN Wide Area Network.

