



# Welcome to Cisco Unified SRSV-UMG Release 8.0

---

Welcome to Cisco Unified Survivable Remote Site Voicemail–Unified Messaging Gateway (Cisco Unified SRSV-UMG) Release 8.0.

For more information about Cisco Unified SRSV-UMG Release 8.0, see the Cisco Unified SRSV-UMG documentation at the following URL:

[http://www.cisco.com/en/US/products/ps8605/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/ps8605/tsd_products_support_series_home.html)



## Caution

The Cisco Unified SRSV-UMG Release 8.0 system functionality is not the same as other similar systems, such as Cisco Unity Express and Cisco Unity Connection. For example, the auto attendant and voicemail functions work differently. For more information about system limitations and caveats, see the Release Notes. For a list of the limitations, see “[Limitations](#)” on page 3.

## About the Cisco UMG Dashboard

You should periodically monitor the status of the [Cisco Unified SRSV](#) system to ensure that the deployment remains ready for failover events. You can monitor the system from the Cisco UMG dashboard.

The Cisco UMG dashboard provides an at-a-glance view of the state of the Cisco Unified SRSV system. The dashboard contains a summary of items that would typically require the attention of the administrator, such as error and warning messages. When the system is functioning normally, with no alerts or activity, the dashboard shows minimal information.

You can return to the dashboard from anywhere in the system by clicking **Dashboard** on the top right.

The dashboard is comprised of three areas:

- **Provisioning Status:** Displays a summary of the results of the most recent provisioning cycle. If all sites have been successfully provisioned, a single success message is displayed. If any sites are disabled, have failed provisioning, or have never been provisioned, the provisioning status panes displays a site count for each provisioning outcome respectively. For provisioning failures, the system generates a system alert message for each site that indicates the reason for the failure. To review site specific results by status, click the corresponding report link.

- **Activity Log:** Displays a summary of recent [site activity](#). Each voicemail upload process is counted on the dashboard, and recorded in the SRSV Activity History report, which is described in [Viewing the SRSV Activity History Report](#). To clear the activity log, click **Clear Activity Log**. This also clears the information from the SRSV Activity History report.
- **System Alerts:** Displays the number of critical, warning, error, and informational alert messages that require attention. To review system alert details by level, click the corresponding link. See [System Alerts](#) for more a description of the alerts.

## 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>

Subscribe to *What's New in Cisco Product Documentation* as a Really Simple Syndication (RSS) feed and set content to be delivered directly to your desktop using a reader application. The RSS feeds are a free service and Cisco currently supports RSS version 2.0.

## Technical Assistance

| Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Link                                                                                   |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------|
| <p>The Cisco Support website provides extensive online resources, including documentation and tools for troubleshooting and resolving technical issues with Cisco products and technologies.</p> <p>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.</p> <p>Access to most tools on the Cisco Support website requires a Cisco.com username and password.</p> | <p><a href="http://www.cisco.com/techsupport">http://www.cisco.com/techsupport</a></p> |