



GLOSSARY

A

AAA	Authentication, authorization, and accounting. Specifies the failover functionality that you can optionally configure for the authentication server.
AIM2	Advanced integration module, second generation (AIM2-CUE).
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 UMG. 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.

B

backup and restore	Captures the configuration of the Cisco UMG so that it can be restored later in case the Cisco UMG configuration becomes corrupted.
branch voicemail server	Generic term for an SRSV-CUE device.

C

call handler	A greeting that is played to listeners.
capability	Defines what functions a group can perform.
central call agent	Generic term for the Cisco Unified Communications Manager.
central voicemail server	Generic term for the Cisco Unity Connection.
Cisco UMG GUI	Provides the primary administrative interface for configuring the Cisco UMG system or Enhanced Survivable Remote Site Telephony (E-SRST) . You can access the Cisco UMG graphical user interface from either Firefox or Internet Explorer.
Cisco Unified Communications Manager	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 three main purposes: to configure VPIM networks, to support Enhanced Survivable Remote Site Telephony (E-SRST) , and to run the Cisco Unified SRSV system.
Cisco Unity Connection	A voicemail system.
cluster	A group of connected devices, such as Cisco Unity Connection, that are managed as a single entity. The devices can be in the same location, or they can be distributed across a network. Any server in the cluster can do the job of any other server in the cluster.

D

DER	A binary TLS certificate type.
Domain name system (DNS) server	The DNS server provides translation from hostnames to IP addresses.

E

Enhanced Survivable Remote Site Telephony (E-SRST)	Provides automated remote site provisioning of the following advanced telephony features in survivable mode by gathering the information from Cisco Unified Communications Manager about: • End-user phones and extensions (speed dials, lines, softkeys) • Voicemail and call forward configuration • Call routing restrictions (local and long distance, and time of day) • Call park and group call park • Call pickup • Hunt groups
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F

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

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

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

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.

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-CUE Network Module Enhanced-Cisco Unity Express (NME-CUE).

O

operation A set of CLI commands or GUI functions.

Operator extension	Extension that callers can dial to reach the operator from the auto attendant and voice-mail 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. (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.
PEM	Privacy Enhanced Mail. A TLS certificate type. It is a Base64 encoded DER certificate, enclosed between “-----BEGIN CERTIFICATE-----” and “-----END CERTIFICATE-----”.
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.
Primary E.164 number	User or group’s primary telephone number, including area code.
privilege	A set of operations that are grouped together. Privileges are assigned to users.
provisioning	The processing performed by an Cisco UMG device to configure SRSV-CUE devices for survivable voicemail services.

R

REST	A programmatic interface.
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S

secondary node	A replica of the primary node. It is configured for use in case the primary node fails.
site	A site is created on the Cisco UMG device based on the existence of a Cisco Unified SRST reference configured on the Cisco Unified Communications Manager.
site activity	When the Cisco UMG 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 e-mail 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-CUE is a separate application from Cisco Unity Express, and is required as part of the Cisco UMG system.
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.

T

trace buffer	Collection of debug traces for system activity.
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U

Unified Messaging Gateway	See Cisco UMG.
UMG interface	See Cisco UMG GUI .

