



Overview of Configuration Tasks

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The following is a high-level overview of the tasks required before you can use the Cisco Unified Messaging Gateway (Cisco UMG) GUI to configure the following features:

- [Cisco Unified SRSV](#). The Cisco Unified Messaging Gateway solution requires an SRSV-CUE device to be configured at the branch site.
- [Enhanced Survivable Remote Site Telephony \(E-SRST\)](#)

Task	Applies to the following features	Where to find more information
Before You Begin		
Install Cisco Unified Communications Manager, including security certificates at the central office.	SRSV E-SRST	Installation guide for your release of Cisco Unified Communications Manager. See http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_installation_guides_list.html
Install Cisco Unity Connection, including security certificates at the central office.	SRSV E-SRST	Installation guide for your release of Cisco Unity Connection. See http://www.cisco.com/en/US/products/ps6509/prod_installation_guides_list.html
Enable SMTP support on the Cisco Unity Connection.	SRSV E-SRST	How to Enable SMTP Support for Cisco UMG on Cisco Unity Connection
Install a Cisco Unified SRST system at the branch office, including security certificates. The supported options are: • Sites using E-SRST require CUCME-as-SRST. • Sites using SRSV only can use either CUCME-as-SRST or original SRST.	SRSV E-SRST	For original SRST, see http://www.cisco.com/en/US/docs/voice_ip_comm/cusrst/admin/srst/configuration/guide/srstsa.html For CUCME-as-SRST, also known as Cisco Unified SRST Fallback Mode, see http://www.cisco.com/en/US/docs/voice_ip_comm/cucme/admin/configuration/guide/cmesrst.html

Task	Applies to the following features	Where to find more information
Install Cisco UMG Release 8.6, including SRSV-CUE devices.	SRSV E-SRST	Installation and Upgrade Guide for Cisco Unified Messaging Gateway Release 8.6
Log into the Cisco UMG system.	SRSV E-SRST	Logging In to the Cisco UMG Graphical User Interface (GUI)
Global Configuration		
Configure global settings for the Cisco UMG system, including importing security certificates.	SRSV E-SRST	• Using the Setup Wizard • Configuring Backup and Restore • Working With Network Time and Time Zone Settings • Configuring Users • Setting User Defaults • Configuring Groups • Configuring Privileges • Configuring Authentication, Authorization, and Accounting
Configuring Central Call Agents and Voicemail Servers		
Configure a central voicemail server , such as Cisco Unity Connection, on the Cisco UMG system.	SRSV	Using the Central Voicemail Server Wizard to Add Cisco Unity Connection Information
Configure a central call agent , such as Cisco Unified Communications Manager, on the Cisco UMG system.	SRSV E-SRST	Using the Central Call Agent Wizard to Add Cisco Unified Communications Manager Information
Configure advanced telephony features on Cisco Unified Communications Manager such as softkeys, hunt groups, call routing restrictions, and call pickups. When a branch site is selected to enable E-SRST provisioning using the Cisco UMG GUI, the configuration for these advanced telephony features are downloaded to the branch site.	E-SRST	See the Cisco Unified Communications Manager. See http://www.cisco.com/en/US/products/sw/voicesw/ps556/tsd_products_support_series_home.html
Configure an auto attendant for Cisco Unified Messaging Gateway.	SRSV E-SRST	• Get call handlers. See Viewing the Call Handlers Associated With a Central Voicemail Server. • Select a call handler for a site in the Root Call Handler field on the Sites page. See Viewing and Provisioning Sites.

Task	Applies to the following features	Where to find more information
Import the TLS certificates.	SRSV E-SRST	Working With Trusted TLS Certificates
Provisioning Tasks		
Configure a backup central call agent for provisioning.	SRSV E-SRST	- Configure the secondary node field on the CUCM Profile page. See Viewing and Updating the Central Call Agent. - Configure additional clusters. See Viewing the Cluster Nodes Associated With a Central Voicemail Server.
Configure a backup central voicemail server for provisioning.	SRSV E-SRST	- Configure the secondary node field on the CUC Profile page. See Viewing and Updating a Central Voicemail Server. - Configure additional clusters. See Viewing the Cluster Nodes Associated With a Central Call Agent.
Configure a backup Cisco UMG. Note The software version for the secondary Cisco UMG must be the same as the software version of the primary Cisco UMG. This process only synchronizes passwords, the Cisco Unity Connection configuration, and trusted TLS certificates.	SRSV E-SRST	Supporting High Availability
Provision sites .	SRSV E-SRST	Viewing and Provisioning Sites
Monitor provisioning and understand the error messages associated with provisioning failure.	SRSV E-SRST	Monitoring the Provisioning Status of a Branch Device System Alerts
Configuring Branch Sites		
Register an SRSV-CUE device.	SRSV	Using the Add Branch Voicemail Server Wizard to Add an SRSV-CUE Device
Upgrade the software of an SRSV-CUE device.	SRSV	Managing the Branch Voicemail Server Software Viewing and Removing Branch Voicemail Servers
(Optional) Create and configure site templates for the Cisco UMG system.	SRSV E-SRST	Using Site Templates

Task	Applies to the following features	Where to find more information
Import Cisco Unified SRST sites by retrieving Cisco Unified SRST references from Cisco Unified Communications Manager.	SRSV E-SRST	Viewing the Cisco Unified SRST References
Configure sites , if needed.	SRSV E-SRST	Changing the Information for Cisco Unified SRST Sites
Enable support for Cisco Unified Messaging Gateway provisioning and E-SRST provisioning for one or more sites .	SRSV E-SRST	• Changing the Information for a Single Cisco Unified SRST Site • Changing the Information for Multiple Cisco Unified SRST Sites at Once
Assign branch voicemail servers to a site .	SRSV	Configuring Unassigned Branch Voicemail Servers
Changes as Needed		
View, edit, or remove a central voicemail server .	SRSV	• Viewing and Removing Central Voicemail Servers • Viewing and Updating a Central Voicemail Server • Viewing the Cluster Nodes Associated With a Central Voicemail Server • Viewing the Call Handlers Associated With a Central Voicemail Server
View, edit, or remove the central call agent .	SRSV	• Viewing and Removing the Central Call Agent • Viewing and Updating the Central Call Agent • Viewing the Cisco Unified SRST References • Viewing the Cluster Nodes Associated With a Central Call Agent
Add, edit, or remove a branch voicemail server .	SRSV	• Viewing and Removing Branch Voicemail Servers • Viewing and Updating a Branch Voicemail Server
Upgrade the branch voicemail server software.	SRSV	Managing the Branch Voicemail Server Software
Update the domain name settings.	SRSV E-SRST	Working With DNS Servers
Change the login banner.	SRSV E-SRST	Configuring the System Login Banner

Task	Applies to the following features	Where to find more information
Monitoring		
Monitor the status of the Cisco UMG system.	SRSV E-SRST	• About the Cisco UMG Dashboard • Monitoring the Learned Cisco Unified Communications Manager Express Routers • Monitoring the Provisioning Status of a Branch Device • Monitoring the Voicemail Upload • Monitoring the System • Viewing Reports
Maintenance		
Periodically back up the Cisco UMG system. Restore it as needed.	SRSV E-SRST	Configuring Backup and Restore
Review the licenses.	SRSV E-SRST	Displaying Cisco UMG License Information
Troubleshooting		
Troubleshoot the Cisco UMG system as necessary.	SRSV E-SRST	• Troubleshooting Using the GUI • Troubleshooting Using the CLI • Also see the DocWiki at http://docwiki.cisco.com/wiki/Cisco_Unified_Survivable_Remote_Site_Voicemail_-_Troubleshooting.

