C

Last Updated: August 21, 2009

calendar biz-schedule

To configure a business-hours schedule, use the **calendar biz-schedule** command in Cisco Unity Express configuration mode. To delete a schedule, use the **no** form of this command.

calendar biz-schedule *schedule-name*

no calendar biz-schedule *schedule-name*

Syntax Description

schedule-name	Name of the business-hours schedule. The name must be one word.

Defaults

Open 24 hours a day, 7 days a week (systemschedule file)

Command Modes

Cisco Unity Express configuration

Command History

Cisco Unity Express Version	Modification
2.1	This command was introduced.

Usage Guidelines

Cisco Unity Express supports up to four business schedules.

Each 24-hour day is divided into half-hour time slots. Specify the time slots when the company is open or closed.

The system default is "open" for 24 hours each day.

To configure a business-hours schedule using the graphical user interface (GUI), choose the **Voice Mail > Business Hours Settings** option.

Use the GUI to copy one business schedule to another schedule, which can then be modified.

The Cisco Unity Express system ships with one default schedule called "systemschedule." This schedule treats the business as open 24 hours per day, 7 days per week. Use the GUI **Voice Mail > Business Hours Settings** option or CLI commands to modify or delete this schedule. If you have created multiple schedules, use the GUI or CLI commands to associate the desired schedule with the auto attendant (AA). You do not have to reboot the system to have the new schedule take effect.

When a caller reaches the AA, the AA plays the welcome prompt and checks if the current day is a holiday. If it is a holiday, the AA plays the holiday greeting to the caller and does not check the business-hours schedule.

If the current day is not a holiday, the system checks if the business is open. If so, the business open prompt plays. In the canned AA, this prompt (AABusinessOpen.wav) is empty. If the business is closed, the system plays the business closed prompt. In the canned AA, this prompt (AABusinessClosed.wav) says "We are currently closed. Please call back later."

You can customize these two prompts by recording more meaningful messages. The prompts must be .wav files with the format G.711 u-law, 8 kHz, 8 bit, Mono. Use the GUI **Voice Mail > Prompts** option or the CLI commands to upload the customer prompts. Alternatively, you can record these prompts using the Administration via Telephone (AvT) system. After uploading or recording these custom prompts, use

the GUI **Voice Mail > Auto Attendants** option or the CLI commands to associate the new prompts with the AA. The new prompts take effect as soon as they are configured; the system does not need to be restarted.

Examples

The following example creates a business-hours schedule:

```
se-10-0-0-0# config t
se-10-0-0-0(config)# calendar biz-schedule normal
Adding new schedule
se-10-0-0-0(config-business)# closed day 1 from 00:00 to 24:00
se-10-0-0-0(config-business)# closed day 2 from 00:00 to 08:30
se-10-0-0-0(config-business)# closed day 2 from 17:30 to 24:00
se-10-0-0-0(config-business)# closed day 3 from 00:00 to 08:30
se-10-0-0-0(config-business)# closed day 3 from 17:30 to 24:00
se-10-0-0-0(config-business)# closed day 4 from 00:00 to 08:30
se-10-0-0-0(config-business)# closed day 4 from 17:30 to 24:00
se-10-0-0-0(config-business)# closed day 5 from 00:00 to 08:30
se-10-0-0-0(config-business)# closed day 5 from 20:00 to 24:00
se-10-0-0-0(config-business)# closed day 6 from 00:00 to 08:30
se-10-0-0-0(config-business)# closed day 6 from 18:00 to 24:00
se-10-0-0-0(config-business)# closed day 7 from 00:00 to 09:00
se-10-0-0-0(config-business)# closed day 7 from 13:00 to 24:00
se-10-0-0-0(config-business)# end
se-10-0-0-0(config)# exit
```

The following example deletes a business-hours schedule:

```
se-10-0-0-0# config t
se-10-0-0-0(config)# no calendar biz-schedule normal
se-10-0-0-0(config)# exit
```

Related Commands

Command	Description
closed day	Specifies the hours when a business is closed on a specific day.
open day	Specifies the hours when a business is open on a specific day.
show calendar biz-schedule	Displays the business-hours schedules configured on the local system.

calendar holiday

To configure a holiday list, use the **calendar holiday** command in Cisco Unity Express configuration mode. To delete a holiday, use the **no** form of this command.

calendar holiday date *yyyy mm dd* [**description** *holiday-description*]

no calendar holiday date *yyyy* [*mm* [*dd*]]

Syntax Description

date *yyyy mm dd*	Date of the holiday. *yyyy* is the 4-digit year, *mm* is the 2-digit month, and *dd* is the 2-digit day.
description *holiday-description*	(Optional) Description of the holiday. Enclose the text in double quotes (“ ”) if the description is more than one word.

Defaults

No holiday lists are configured.

Command Modes

Cisco Unity Express configuration

Command History

Cisco Unity Express Version	Modification
2.1	This command was introduced.

Usage Guidelines

A holiday list contains administrator-designated calendar dates for a specified year. When a caller reaches the auto attendant (AA), the welcome prompt script checks if the current day is a holiday. If it is a holiday, the AA plays the holiday prompt to the caller. In the canned AA script provided with the Cisco Unity Express package, this prompt (AAHolidayPrompt.wav) is “We are closed today. Please call back later.” You can customize this prompt by recording a more meaningful message, such as “We are closed today for a holiday. If this is an emergency, please call 1-222-555-0150 for assistance. Otherwise, please call back later.”

The prompt must be a .wav file with the format G.711 u-law, 8 kHz, 8 bit, Mono. Use the GUI **Voice Mail > Prompts** option or CLI commands to upload the custom prompt. Alternatively, you can record the prompt using the Administration via Telephone (AvT) system. After uploading or recording the custom prompt, use the GUI **Voice Mail > Auto Attendant** option or the CLI commands to associate the new prompt with the AA. The new prompt takes effect as soon as it is configured; the system does not need to be restarted.

A list can contain a maximum of 26 holidays for the year.

Cisco Unity Express supports up to three holiday lists: the previous year, the current year, and the next year. If a year has no configured entries, the system treats that year as having no holidays.

The administrator can delete entries from a previous year list but cannot add or modify that list in any other way.

The system automatically deletes the “previous year” list when the a new calendar year begins. For example, if the active lists are:

```
2004—Previous Year
2005—Current Year
2006—Next Year
```

On January 1, 2006, the active lists are:

```
2005—Previous Year
2006—Current Year
2007—Next Year
```

The system automatically deletes the holiday list for 2004, changes the designations of the 2005 and 2006 holiday lists, and permits holidays for 2007 to be configured.

To configure the holiday list for the current year and next year using the GUI, choose the **Voice Mail > Holiday Settings** option.

To copy holidays from one year to the next, choose the GUI option **Copy all to next year** under **Voice Mail > Holiday Settings**.

Examples

The following example creates a holiday list for 2005:

```
se-10-0-0-0# config t
se-10-0-0-0(config)# calendar holiday date 2005 05 30 description “Memorial Day”
se-10-0-0-0(config)# calendar holiday date 2005 07 04 description “Independence Day”
se-10-0-0-0(config)# calendar holiday date 2005 11 24 description “Thanksgiving Day”
se-10-0-0-0(config)# calendar holiday date 2005 11 25 description “Thanksgiving Day”
se-10-0-0-0(config)# exit
```

The following examples illustrate deleting holidays from the holiday list.

Note Use this command with caution, as this operation is irreversible and may cause loss of holiday configuration for the entire year.

The following example deletes a holiday from the 2005 holiday list:

```
se-10-0-0-0# config t
se-10-0-0-0(config)# no calendar holiday date 2005 05 30
se-10-0-0-0(config)# exit
```

The following example deletes the holidays from a specific month in the 2005 holiday list:

```
se-10-0-0-0# config t
se-10-0-0-0(config)# no calendar holiday date 2005 11
se-10-0-0-0(config)# exit
```

The following example deletes all the holidays for a specific year:

```
se-10-0-0-0# config t
se-10-0-0-0(config)# no calendar holiday date 2005
se-10-0-0-0(config)# exit
```

Related Commands

Command	Description
show calendar holiday	Displays the holidays configured on the local system.

calendar holiday fixed

To configure a fixed holiday, use the **calendar holiday fixed** command in Cisco Unity Express configuration mode.

calendar holiday fixed *month day* **[description** *description***]**

Syntax Description

month	Month of the fixed holiday.
day	Day of the month you want to define as a fixed holiday.
description *description*	(Optional) Specifies a description for the fixed holiday.

Command Default

No fixed holidays are defined.

Command Modes

Cisco Unity Express EXEC

Command History

Cisco Unity Express Version	Modification
3.0	This command was introduced.

Usage Guidelines

Use the **calendar holiday fixed** command in Cisco Unity Express configuration mode to configure a fixed holiday. You must provide the month and day in two-digit format. You can optionally add a description for the fixed holiday.

Examples

The following example configures January 5 as a fixed holiday:

```
se-10-0-0-0# config t
se-10-0-0-0(config)# calendar holiday fixed 01 05
```

Related Commands

Command	Description
show calendar holiday fixed	Displays a list of the configured fixed holidays.

call-agent

To set the call-agent for the Cisco Unity Express system, use the **call-agent** command in Cisco Unity Express EXEC mode. Use the **no** form of this command to remove the configuration of the call agent.

call-agent {cucm | cucme}

no call-agent {cucm | cucme}

Syntax Description

cucm	Sets Cisco Unified Communications Manager (CUCM) as the call agent.
cucme	Sets Cisco Unified Communications Manager Express (CUCME) as the call agent.

Command Default

Cisco Unified Communications Manager (CUCM).

Command Modes

Cisco Unity Express EXEC

Command History

Cisco Unity Express Version	Modification
7.1	This command was introduced.

Usage Guidelines

In versions prior to Cisco Unity Express 7.1, the call agent was determined by the purchased license. Beginning with Cisco Unity Express 7.1, this command enables you to choose either Cisco Unified Communications Manager (CUCM) or Cisco Unified Communications Manager Express (CUCME) as the call agent.

You must configure the call agent using one of the two following methods:

- During the post-installation process
- After the service module boots up using the **call-agent** command

Examples

The following output shows how to configure the call agent for Cisco Unified CME as part of the post-installation process.

```
Would you like to manually adjust the system time (y,n)? no
executing app post_install

Enter Call Agent
       1) Cisco Unified Communications Manager (CUCM) -- default
       2) Cisco Unified Communications Manager Express (CUCME)
       #? : 1
       Setting Call Agent to CUCM
```

The following output shows how to configure the call agent for Cisco Unified Communications Manager after the service module boots up. This operation is not reversible, and you should use this method with caution while configuring the call agent for Cisco Unified Communications Manager:

```
service-module# call-agent cucm
!!!WARNING!!!: This operation will
    a. permanently delete all non-local site related configuration
    b. reboot the system automatically
This operation is not reversible.
Do you wish to continue[n]? : yes
```

Related Commands

Command	Description
show call-agent	Displays the call-agent information

caller-flow caller-input

To specify the call flow for a specified caller input, use the **caller-flow caller-input** command in Cisco Unity Express mailbox configuration mode. Use the **no** or **default** form of this command to remove the configuration of the call flow.

caller-flow caller-input *input* **{ignore | repeat-greeting | say-goodbye | skip-greeting | subscriber-signin | transfer-to** *E164Phone* **| transfer-operator}**

no caller-flow caller-input *input* **{ignore | repeat-greeting | say-goodbye | skip-greeting | subscriber-signin | transfer-to** *E164Phone* **| transfer-operator}**

Syntax Description

input	Specifies the number between 0 and 9 that a caller must dial to initiate a transfer to another phone number.
ignore	Ignore the key stroke and continue to play the greeting uninterrupted.
repeat-greeting	Repeat the greeting from the beginning
say-goodbye	Play the goodbye message and then disconnect the call.
skip-greeting	Skip to the end of the current greeting.
subscriber-signin	Play the subscriber signin prompt.
transfer-to *E164Phone*	Transfer to the specified E164 phone number if it is not blocked by the appropriate restriction table.
transfer-operator	Transfer to the operator. If no operator is defined, the key stroke is ignored and the greeting plays uninterrupted.

Command Default

None.

Command Modes

Cisco Unity Express mailbox configuration (config-mailbox)

Command History

Cisco Unity Express Version	Modification
7.1	This command was introduced.

Usage Guidelines

This command replaces the **zerooutnumber** command in releases 7.1 and later.

Examples

The following example configures the call flow for a mailbox to forward a caller to 555-0200 if the caller dials 2:

```
se-10-0-0-0# config t
se-10-0-0-0(config)# voice mailbox owner user8
se-10-0-0-0(config-mailbox)# caller-flow caller-input 2 transfer to 5550200
```

Related Commands

Command	Description
voice mailbox owner	Enters mailbox configuration submode.
show voicemail	Shows the properties of the voice-mail system

calling-number-rule prepend-digits

To specify additional digits to dial before dialing the E.164 number derived from the calling number rule for the live-reply feature, use the **calling-number-rule prepend-digits** command in Cisco Unity Express network configuration mode. Use the **no** or **default** form of this command to remove the additional digits to dial before dialing the E.164 number.

calling-number-rule prepend-digits *digits*

no calling-number-rule prepend-digits *digits*

default calling-number-rule prepend-digits

Syntax Description

digits	Digits to prepend to the E.164 number derived from the calling number rule.

Command Default

No prepend-digit string is defined.

Command Modes

Cisco Unity Express network configuration

Command History

Cisco Unity Express Version	Modification
3.0	This command was introduced.

Usage Guidelines

Use the **calling-number-rule prepend-digits** command in Cisco Unity Express network configuration mode to add digits to dial before dialing the E.164 number derived from the calling number rule for a remote subscriber. This E.164 number is derived using the calling number rule defined by the **voicemail live-reply calling-number-rule** command.

For the local location, this command has no impact.

Use the **no** form of this command to set the default behavior.

Examples

The following example specifies that the additional digits 91 are dialed before dialing the calling number rule for the live-reply feature:

```
se-10-0-0-0# config t
se-10-0-0-0(config)# calling-number-rule prepend-digits digits 91
```

Related Commands

Command	Description
show voicemail live-reply	Displays the configuration of the live-reply feature.
show voicemail live-reply restriction-table	Displays information about the restriction table associated with the live-reply feature.

ccm-manager address

To configure the IP address or hostname of Cisco Unified Communications Manager servers, use the **ccm-manager address** command in Cisco Unity Express JTAPI configuration mode. To set a server address to 0.0.0.0, use the **no** form of this command.

ccm-manager address {*primary-server-ip-address* | *primary-server-hostname}*
[[*secondary-server-ip-address* [*tertiary-server-ip-address* | *tertiary-server-hostname*] | *secondary-server-hostname* [*tertiary-server-ip-address* | *tertiary-server-hostname*]]

no ccm-manager address {*server-ip-address* | *server-hostname}*

Syntax Description

primary-server-ip-address	IP address of the primary Cisco Unified Communications Manager server.
primary-server-hostname	Hostname of the primary Cisco Unified Communications Manager server.
secondary-server-ip-address	(Optional) IP address of the secondary Cisco Unified Communications Manager server.
secondary-server-hostname	(Optional) Hostname of the secondary Cisco Unified Communications Manager server.
tertiary-server-ip-address	(Optional) IP address of the tertiary Cisco Unified Communications Manager server.
tertiary-server-hostname	(Optional) Hostname of the tertiary Cisco Unified Communications Manager server.
server-ip-address	IP address of any Cisco Unified Communications Manager server.
server-hostname	Hostname of any Cisco Unified Communications Manager server.

Command Modes

Cisco Unity Express JTAPI configuration

Command History

Cisco Unity Express Version	Modification
1.0	This command was introduced on the Cisco Unity Express network module and in Cisco Unified Communications Manager Express 3.0.
1.1	This command was implemented on the advanced integration module (AIM) and in Cisco Unified Communications Manager 3.3(3).
1.1.2	This command was implemented on the Cisco 2800 series and Cisco 3800 series routers.

Usage Guidelines

Use the **ccm-manager address** command to specify a maximum of three Cisco Unified Communications Manager servers. Enter multiple IP addresses or hostnames on one command line or use separate command lines to enter each IP address or hostname.

The **no** form of the command sets the server's IP address to 0.0.0.0.

Examples

The following example configures the JTAPI subsystem with three Cisco Unified Communications Manager servers.

```
se-10-0-0-0# config t
se-10-0-0-0(config)# ccn subsystem jtapi
se-10-0-0-0(config-jtapi)# ccm-manager address 10.100.10.120 10.110.10.120 10.120.10.120
se-10-0-0-0(config-jtapi)# end
se-10-0-0-0(config)#
```

Related Commands

Command	Description
ccm-manager username	Specifies the JTAPI user ID and password.
ccn subsystem jtapi	Enters JTAPI configuration mode.
ctiport	Specifies the Cisco Unified Communications Manager CTI ports used by Cisco Unity Express.
show ccn subsystem jtapi	Displays statistics for the JTAPI subsystems.

ccm-manager credentials

To specify the Cisco Unified Communications Manager JTAPI username and password in encrypted form, use the **ccm-manager credentials** command in Cisco Unity Express JTAPI configuration mode.

ccm-manager credentials hidden *credentials*

Syntax Description

credentials	Encrypted username and password combination.

Command Modes

Cisco Unity Express JTAPI configuration

Command History

Cisco Unity Express Version	Modification
1.0	This command was introduced on the Cisco Unity Express network module and in Cisco Unified Communications Manager Express 3.0.
1.1	This command was implemented on the advanced integration module (AIM) and in Cisco Unified Communications Manager 3.3(3).
1.1.2	This command was implemented on the Cisco 2800 series and Cisco 3800 series routers.

Usage Guidelines

Use the **ccm-manager credentials** command to specify the Cisco Unified Communications Manager JTAPI username and password in encrypted form.

Examples

The following example configures the JTAPI subsystem with an encrypted username and password.

```
se-10-0-0-0# config t
se-10-0-0-0(config)# ccn subsystem jtapi
se-10-0-0-0(config-jtapi)# ccm-manager credentials hidden
+DuGhIBvqsghj6p6aBUoRQ4E0vzCD5YHSd8ZZNgd+Y9J3xlk2B35j0nfGWTYHfmPSd8ZZNgd+Y9J3xlk2B35jwAAAA
A=
se-10-0-0-0(config-jtapi)# end
se-10-0-0-0(config)#
```

Related Commands

Command	Description
ccm-manager address	Specifies the Cisco Unified Communications Manager server.
ccn subsystem jtapi	Enters JTAPI configuration mode.
ctiport	Specifies the Cisco Unified Communications Manager CTI ports used by Cisco Unity Express.
show ccn subsystem jtapi	Displays statistics for the JTAPI subsystems.

ccm-manager username

To specify the Cisco Unified Communications Manager JTAPI user, use the **ccm-manager username** command in Cisco Unity Express JTAPI configuration mode. To delete the JTAPI user, use the **no** form of this command.

ccm-manager username *jtapi-user-id* **password** *jtapi-user-password*

no ccm-manager username

Syntax Description

jtapi-user-id	User ID of the JTAPI user.
password *jtapi-user-password*	Password for the JTAPI user.

Command Modes

Cisco Unity Express JTAPI configuration

Command History

Cisco Unity Express Version	Modification
1.0	This command was introduced on the Cisco Unity Express network module and in Cisco Unified Communications Manager Express 3.0.
1.1	This command was implemented on the advanced integration module (AIM) and in Cisco Unified Communications Manager 3.3(3).
1.1.2	This command was implemented on the Cisco 2800 series and Cisco 3800 series routers.

Usage Guidelines

Use the **ccm-manager username** command to specify the Cisco Unified Communications Manager JTAPI user.

The **no** form of the command removes the user ID and password.

Examples

The following example configures the JTAPI subsystem with the JTAPI user jtapiuser with password myjtapi.

```
se-10-0-0-0# config t
se-10-0-0-0(config)# ccn subsystem jtapi
se-10-0-0-0(config-jtapi)# ccm-manager username jtapiuser password myjtapi
se-10-0-0-0(config-jtapi)# end
se-10-0-0-0(config)#
```

Related Commands

Command	Description
ccm-manager address	Specifies the Cisco Unified Communications Manager server.
ccn subsystem jtapi	Enters JTAPI configuration mode.

Command	Description
ctiport	Specifies the Cisco Unified Communications Manager CTI ports used by Cisco Unity Express.
show ccn subsystem jtapi	Displays statistics for the JTAPI subsystems.

ccn application

To create a CCN application and to enter configuration application mode, use the **ccn application** command in Cisco Unity Express configuration mode. To delete the application, use the **no** form of this command.

ccn application *full-name*

no ccn application *full-name*

Syntax Description

full-name	Full name of the application.

Command Modes

Cisco Unity Express configuration

Command History

Cisco Unity Express Version	Modification
1.0	This command was introduced on the Cisco Unity Express network module and in Cisco Unified Communications Manager Express 3.0.
1.1	This command was implemented on the advanced integration module (AIM) and in Cisco Unified Communications Manager 3.3(3).
1.1.2	This command was implemented on the Cisco 2800 series and Cisco 3800 series routers.

Usage Guidelines

This command specifies the name of the application to configure on the Cisco Unity Express module. The command switches to application configuration mode, which supports several configurable parameters.

Examples

This example creates the application autoattendant.

```
se-10-0-0-0# config t
se-10-0-0-0(config)# ccn application autoattendant
se-10-0-0-0(config-application)# end
se-10-0-0-0(config)#
```

Related Commands

Command	Description
show call-agent	Displays details for each configured application.
show ccn scripts	Displays configured script names and descriptions.

ccn call terminate

To terminate an active call, use the **ccn call terminate** command in Cisco Unity Express EXEC mode.

ccn call terminate {**callimplid** | **portimplid**} *impli-id*

Syntax Description

callimplid	Terminates a call. with a specified call implementation ID.
portimplid	Terminates a call from a specified port implementation ID.
impli-id	Implementation ID of the call to be terminated.

Command Modes

Cisco Unity Express EXEC

Command History

Cisco Unity Express Version	Modification
2.1	This command was introduced.

Usage Guidelines

Use this command to terminate active voice calls in the Cisco Unity Express system.

Use the **show ccn call route** command to display the implementation IDs of the calls.

Examples

The following examples terminate calls with call implementation ID 4085555010 and port implementation ID 1567/1:

```
se-10-0-0-0# ccn call terminate callimplid 4085555010
se-10-0-0-0# ccn call terminate portimplid 1567/1
```

Related Commands

Command	Description
show ccn call route	Displays active calls for a specified route.

ccn copy document–IVR Only

To copy a document from the Cisco Unity Express IVR system to a specific URL, use the **ccn copy document** command in Cisco Unity Express IVR user EXEC mode.

ccn copy document {tiff | template | generic} *docname* **url** *url* **[language** *xx_YY***] [username** *userid* **[password** *password***]]**

Syntax Description

document {**tiff** | **template** | **generic**}	Specifies the type of document to be copied: • **tiff**—File extension is .tif or .tiff. • **template**—File extension can be any document type. • **generic**—File extension can be any document type.
docname	Name of the document to be copied from the Cisco Unity Express IVR system to the URL.
url *url*	URL, in the format *http://<hostname>:8080/<suffix>*, to which the document is to be copied.
language *xx_YY*	(Optional) If specified in the command syntax, only the document written in the language specified is copied.
username *userid*	(Optional) Username for accessing the URL if authentication is required.
password *password*	(Optional) Password for accessing the URL if authentication is required.

Command Default

None

Command Modes

Cisco Unity Express IVR user EXEC

Command History

Cisco Unity Express Version	Modification
3.0	This command was introduced.

Usage Guidelines

If you specify a language in the command, only the document written in that language is copied. If you do not specify the language or if the language is not available, the document written in the default language setting is copied. If a username and a password are required to access the URL (typical of an FTP URL), you can specify the username and password within the command.

If a document of the specified type and the specified name already exists in the URL, you are prompted for permission to overwrite the existing document.

Examples

The following example copies a template text document, written in US English, from the Cisco Unity Express system to the specified URL:

```
se-10-0-0-0> ccn copy document template document.txt url http://localhost:8080/myhttpapp
language en_US username James password psswd
se-10-0-0-0>
```

Related Commands

Command	Description
show ccn document–IVR Only	Displays the Cisco Unity Express IVR document specified.

ccn copy prompt

To copy customized prompt files from Cisco Unity Express to another location, use the **ccn copy prompt** command in Cisco Unity Express EXEC mode.

ccn copy prompt *prompt-filename* **url** ftp://*destination-ip-address*/*prompt-filename* [**language** *xx_YY*] [**username** *name* **password** *password*]

Syntax Description

prompt-filename	Name of the prompt file to be copied.
ftp://**url** *destination-ip-address*	Destination server where the prompt file will be stored.
language *xx_YY*	(Optional) Language of the prompt. See *Release Notes for Cisco Unity Express* for a list of supported languages.
username *name*	(Optional) Specifies the login name for the server. The default is "anonymous".
password *password*	(Optional) Specifies the login password.

Command Modes

Cisco Unity Express EXEC

Command History

Cisco Unity Express Version	Modification
1.1	This command was introduced.
1.1.2	This command was implemented on the Cisco 2800 series and Cisco 3800 series routers.
2.0	The **language** option was added.

Usage Guidelines

Using the **language** option copies the prompt in language *xx_YY* to the specified server. Otherwise, the system copies the prompt in the system default language to the server. The prompts must be previously recorded .wav files. Use the Administration via Telephone (AvT) to record the prompts from the telephone user interface (TUI).

Examples

The following example copies the French prompt file AAHello.wav to an FTP server:

```
se-10-0-0-0# ccn copy prompt AAHello.wav url ftp://172.16.10.0/AAHello.wav language fr_FR
```

Related Commands

Command	Description
ccn copy script	Copies script files from Cisco Unity Express to another location.
ccn delete prompt	Deletes script and prompt files.
show ccn prompts	Displays a list of configured prompt files.
show ccn scripts	Displays a list of configured script files.

ccn copy script

To copy customized script files from Cisco Unity Express to another location, use the **ccn copy script** command in Cisco Unity Express EXEC mode.

ccn copy script *script-filename* **url ftp://***destination-ip-address*

Syntax Description

script-filename	Name of the script file to be copied.
url ftp://*destination-ip-address*	Destination URL where the prompt file will be stored.

Command Modes

Cisco Unity Express EXEC

Command History

Cisco Unity Express Version	Modification
1.1	This command was introduced on the Cisco Unity Express network module (NM), advanced integration module (AIM), and in Cisco Unified Communications Manager 3.3(3).
1.1.2	This command was implemented on the Cisco 2800 series and Cisco 3800 series routers.

Usage Guidelines

Use the **ccn copy script** command to store script files on a server. Use the Cisco Unity Express script editor program to create the scripts, which specify how the incoming auto attendant calls are handled. This includes what prompts the caller hears, when alternate prompts are played, which extensions should be dialed based on the caller's key presses, and other similar call handling characteristics.

Examples

The following example copies the script file AAnight.aef to an FTP server:

```
se-10-0-0-0# ccn copy script AAnight.aef url ftp://172.16.10.0/Scripts
```

Related Commands

Command	Description
ccn copy prompt	Copies prompt files from Cisco Unity Express to another location.
ccn delete prompt	Deletes script and prompt files.
show ccn prompts	Displays a list of configured prompt files.
show ccn scripts	Displays a list of configured script files.

ccn copy url document–IVR Only

To copy a document from a specific URL to the Cisco Unity Express IVR system, use the **ccn copy url** command in Cisco Unity Express IVR user EXEC mode.

ccn copy url *url* **document** {**tiff** | **template** | **generic**} *docname* [**language** *xx_YY*] [**username** *userid* [**password** *password*]]

Syntax Description

url	The URL, in the format *http://<hostname>:8080/<suffix>*, from which the document is to be copied.
document {**tiff** | **template** | **generic**}	Specifies the type of document to be copied: • **tiff**—File extension is .tif or .tiff. • **template**—File extension can be any document type. • **generic**—File extension can be any document type.
docname	Name of the document to be copied from the URL to the Cisco Unity Express IVR system.
language *xx_YY*	(Optional) If a language is specified in the command syntax, only the document written in the language specified is copied. Only languages that are installed on the router are accepted by this command.
username *userid*	(Optional) Username for accessing the URL if authentication is required.
password *password*	(Optional) Password for accessing the URL if authentication is required.

Command Default

None

Command Modes

Cisco Unity Express IVR user EXEC

Command History

Cisco Unity Express Version	Modification
3.0	This command was introduced.

Usage Guidelines

If the document type is Tagged Image File Format (TIFF), the document to be copied must have a .tif or a .tiff file extension. The document is checked to ensure that it is a properly formatted .tiff image.

Note File extension validation checks are not performed for the template or generic document types.

If you specify a language in the command syntax, only the document written in that language is copied. If you do not specify the language or if the language is not available, the document written in the default language setting is copied.

If a username and a password are required to access the URL, you can specify the username and password within the command.

If a document of the specified type and having the specified name already exists in the system, you are prompted for permission to overwrite the existing document.

Examples

The following example copies a document, written in US English, from the specified URL to the Cisco Unity Express system:

```
se-10-0-0-0> ccn copy url http://localhost:8080/myhttpapp document template document.txt
language en_US username James password psswd
se-10-0-0-0>
```

Related Commands

Command	Description
show ccn document–IVR Only	Displays the Cisco Unity Express IVR document specified.

ccn copy url prompt

To copy customized script or prompt files to Cisco Unity Express from another location, use the **ccn copy url** command in Cisco Unity Express EXEC mode.

Prompt File

ccn copy url ftp://*source-ip-address***/**prompt-filename.wav prompt prompt-filename.wav [language language] [username username password password]

Script File

ccn copy url ftp://*source-ip-address*/script-filename.aef script script-filename.aef [username username password password]

Syntax Description

ftp://*source-ip-address*	Url of the server where the file is stored.
prompt prompt-filename	Name of the prompt file to be copied.
script *script-filename*	Name of the script file to be copied.
language *language*	(Optional) Language of the prompt. See *Release Notes for Cisco Unity Express* for a list of supported languages.
username *username*	(Optional) Specifies the login name for the server. The default is "anonymous".
password *password*	(Optional) Specifies the login password.

Command Modes

Cisco Unity Express EXEC

Command History

Cisco Unity Express Version	Modification
1.1	This command was introduced.
1.1.2	This command was implemented on the Cisco 2800 series and Cisco 3800 series routers.
2.0	The **language** option was added.

Usage Guidelines

Use the **ccn copy url** command to retrieve prompt and script files from a server.

Examples

The following example copies the script file MyScript.aef from an FTP server:

```
se-10-0-0-0# ccn copy url ftp://172.168.10.0/MyScript.aef script MyScript.aef
```

Related Commands

Command	Description
ccn copy script	Copies script files from Cisco Unity Express to another location.
ccn copy prompt	Copies prompt files from Cisco Unity Express to another location.

Command	Description
ccn delete prompt	Deletes script and prompt files.
show ccn prompts	Displays a list of configured prompt files.
show ccn scripts	Displays a list of configured script files.

ccn delete prompt

To delete a prompt or script from the Cisco Unity Express module, use the **ccn delete** command in Cisco Unity Express EXEC mode.

ccn delete {**prompt** *prompt-filename* [**language** *xx_YY*] | **script** *script-filename*}

Syntax Description

prompt *prompt-filename*	Name of the prompt file.
language *xx_YY*	(Optional) Language of the prompt. See *Release Notes for Cisco Unity Express* for a list of supported languages.
script *script-filename*	Name of the script file.

Command Modes

Cisco Unity Express EXEC

Command History

Cisco Unity Express Version	Modification
1.0	This command was introduced on the Cisco Unity Express network module and in Cisco Unified Communications Manager Express 3.0.
1.1	This command was implemented on the advanced integration module (AIM) and in Cisco Unified Communications Manager 3.3(3).
1.1.2	This command was implemented on the Cisco 2800 series and Cisco 3800 series routers.
2.0	The **language** option was added.

Usage Guidelines

Use this command to delete auto-attendant .wav greeting prompts or an application .aef script file. Use the **show ccn prompts** or **show ccn scripts** command to display configured prompts and scripts before deleting one.

Use the **language** option to delete a prompt from that language. Otherwise, the system deletes the prompt from the system default language.

Examples

The following example deletes the script vm.aef:

```
se-10-0-0-0# ccn delete script vm.aef
```

The following example deletes the French welcome prompt AAHello.wav:

```
se-10-0-0-0# ccn delete prompt AAHello.wav language fr_FR
```

Related Commands

Command	Description
ccn application	Configures an application.
ccn copy prompt	Copies prompt files from Cisco Unity Express to another location.

Command	Description
show ccn prompts	Displays configured CCN prompt files.
show ccn scripts	Displays configured CCN script files.

ccn delete document–IVR Only

To delete an existing document from the Cisco Unity Express IVR system, use the **ccn delete document** command in Cisco Unity Express IVR user EXEC mode.

ccn delete document {**generic** | **template** | **tiff**} *docname* [**language** *xx_YY*]

Syntax Description

generic	Specifies the generic document to be deleted, where the file extension can be that of any document,
template	Specifies the template document to be deleted, where the file extension is .txt.
tiff	Specifies the TIFF document to be deleted, where the file extension is .tif or .tiff.
docname	Name of the document to be deleted from the Cisco Unity Express IVR system.
language *xx_YY*	(Optional) If a language is specified in the command syntax, the document written in that language is deleted.

Command Default

None

Command Modes

Cisco Unity Express IVR user EXEC

Command History

Cisco Unity Express Version	Modification
3.0	This command was introduced.

Usage Guidelines

You can specify the language option in the command to further identify the document to be deleted. If you do not specify the language, the document written in the default language is deleted. A prompt asks you to confirm the deletion.

If a document of the specified type and having the specified name does not exist, an error message is generated and the deletion aborts.

Examples

The following example deletes an existing document from the Cisco Unity Express IVR system:

```
se-10-0-0-0> ccn delete document template document.txt language en_US
se-10-0-0-0>
```

Related Commands

Command	Description
show ccn document–IVR Only	After deleting the Cisco Unity Express IVR document, use the **show ccn document** command output to confirm that the document is deleted.

ccn engine

To configure the features shared by all the Cisco Unity Express subsystems and to enter configuration engine mode, use the **ccn engine** command in Cisco Unity Express configuration mode.

ccn engine

Syntax Description

This command has no options or keywords.

Command Modes

Cisco Unity Express configuration

Command History

Cisco Unity Express Version	Modification
1.0	This command was introduced on the Cisco Unity Express network module and in Cisco Unified Communications Manager Express 3.0.
1.1	This command was implemented on the advanced integration module (AIM) and in Cisco Unified Communications Manager 3.3(3).
1.1.2	This command was implemented on the Cisco 2800 series and Cisco 3800 series routers.

Examples

The following example enters configuration engine mode:

```
se-10-0-0-0> enable
se-10-0-0-0# config t
se-10-0-0-0(config)# ccn engine
se-10-0-0-0(config-engine)# end
se-10-0-0-0(config)#
```

Related Commands

Command	Description
ccn application	Configures an application.
ccn subsystem sip	Configures the subsystems on Cisco Unity Express.
ccn trigger sip phonenumber	Configures the triggers for handling calls to Cisco Unity Express.
show ccn engine	Displays the CCN engine statistics.

ccn rename prompt

To rename an auto-attendant prompt file, use the **ccn rename prompt** command in Cisco Unity Express EXEC mode.

ccn rename prompt *old-name new-name*

Syntax Description

old-name	Existing name of the prompt file.
new-name	New name for the prompt file.

Command Modes

Cisco Unity Express EXEC

Command History

Cisco Unity Express Version	Modification
2.3	This command was introduced.

Examples

The following example renames the prompt myprompt.wav to mynewprompt.wav:

```
se-10-0-0-0# ccn rename prompt myprompt.wav mynewprompt.wav
```

Related Commands

Command	Description
show ccn prompts	Displays all configured application prompts.

ccn reporting historical

To enter Cisco Unity Express IVR reporting historical configuration mode, use the **ccn reporting historical** command in global configuration mode.

ccn reporting historical

Syntax Description

This command has no arguments or keywords.

Command Default

None

Command Modes

Global configuration

Command History

Cisco Unity Express Version	Modification
3.0	This command was introduced.

Usage Guidelines

Use the Cisco Unity Express IVR reporting historical database set of commands to configure new or to modify existing historical reporting database configurations.

After successfully performing the **ccn reporting historical** command, the system enters the **config-hrdm** command mode, in which you can configure parameters of the reporting historical database.

Examples

The following example sets reporting historical configuration mode:

```
se-10-0-0-0# config t
se-10-0-0-0(config)# ccn reporting historical
se-10-0-0-0(config-hrdm)# end
se-10-0-0-0(config)# exit
```

Related Commands

Command	Description
show ccn reporting historical	Displays the Cisco Unity Express IVR reporting historical configuration settings.

ccn subsystem edbs dbprofile–IVR Only

To enter Cisco Unity Express IVR enterprise database subsystem (EDBS) profile configuration mode, use the **ccn subsystem edbs dbprofile** command in global configuration mode. If an enterprise database profile already exists, use this command to modify the existing database profile parameters. To delete a profile name, use the **no** form of this command.

ccn subsystem edbs dbprofile *dbprofilename*

no ccn subsystem edbs dbprofile *dbprofilename*

Syntax Description

dbprofilename	Name of the Cisco Unity Express IVR database profile. The name must be one word.

Command Default

No database profile is configured.

Command Modes

Global configuration

Command History

Cisco Unity Express Version	Modification
3.0	This command was introduced.

Usage Guidelines

After successfully performing the **ccn subsystem edbs dbprofile** command, the system enters EDBS profile command mode **config-dbprof**, in which you can configure parameters of the database profile. The database profile name must be a string variable without spaces or special characters.

If the database profile already exists, the following message displays on the console terminal before you enter the database profile command mode:

```
Modifying existing Database profile
```

If you are configuring a new database profile, the following message displays:

```
Adding new Database profile
```

Examples

The following example creates a new Cisco Unity Express IVR enterprise database profile:

```
se-10-0-0-0# config t
se-10-0-0-0(config)# ccn subsystem edbs dbprofile mydbprofile
Adding new Database profile
se-10-0-0-0(config-business)# end
se-10-0-0-0(config)# exit
```

Related Commands

Command	Description
show ccn subsystem edbs dbprofile–IVR Only	Displays the Cisco Unity Express IVR enterprise database profile settings.

ccn subsystem email–IVR Only

To configure the Cisco Unity Express IVR e-mail subsystem, use the **ccn subsystem email** command in global configuration mode.

ccn subsystem email

Syntax Description

This command has no arguments or keywords.

Command Default

There is no default value.

Command Modes

Global configuration

Command History

Cisco Unity Express Version	Modification
3.0	This command was introduced.

Usage Guidelines

The Cisco Unity Express IVR e-mail command is used to configure the e-mail *default-from* e-mail address.

After successfully performing this command, the system enters the **config-email** command mode, in which you can configure parameters of the IVR e-mail features.

Examples

The following example sets the e-mail *default-from* e-mail address:

```
se-10-0-0-0# config t
se-10-0-0-0(config)# ccn subsystem email
se-10-0-0-0(config-email)# default-from localhost@localdomain.com
se-10-0-0-0(config-email)# end
se-10-0-0-0(config)# exit
```

Related Commands

Command	Description
show ccn subsystem email–IVR Only	Displays the Cisco Unity Express IVR *default-from* e-mail address.

ccn subsystem fax–IVR Only

To enter Cisco Unity Express IVR fax configuration mode, use the **ccn subsystem fax** command in global configuration mode

ccn subsystem fax

Syntax Description

This command has no arguments or keywords.

Command Default

None

Command Modes

Global configuration

Command History

Cisco Unity Express Version	Modification
3.0	This command was introduced.

Usage Guidelines

The Cisco Unity Express IVR fax set of commands is used to configure the Cisco Unity Express IVR fax *default-from* e-mail address.

After successfully completing the **ccn subsystem fax** command, the system enters the **config-fax** command mode, in which you can configure parameters of the Cisco Unity Express IVR fax features.

Examples

The following example sets a fax *default-from* e-mail address:

```
se-10-0-0-0# config t
se-10-0-0-0(config)# ccn subsystem fax
se-10-0-0-0(config-fax)# default-from name@domain.com
se-10-0-0-0(config-fax)# end
se-10-0-0-0(config)# exit
```

Related Commands

Command	Description
show ccn subsystem fax–IVR Only	Displays the Cisco Unity Express IVR fax *default-from* e-mail address.

ccn subsystem jtapi

To enter the Java Telephony Application Programming Interface (JTAPI) configuration mode, use the **ccn subsystem jtapi** command in Cisco Unity Express configuration mode. This command does not have a **no** form.

ccn subsystem jtapi

Syntax Description

This command has no arguments or keywords.

Command Modes

Cisco Unity Express configuration

Command History

Cisco Unity Express Version	Modification
1.1	This command was introduced on the Cisco Unity Express network module (NM), advanced integration module (AIM), and in Cisco Unified Communications Manager 3.3(3).
1.1.2	This command was implemented on the Cisco 2800 series and Cisco 3800 series routers.

Examples

The following example enters JTAPI configuration mode:

```
se-10-0-0-0(config)# ccn subsystem jtapi
se-10-0-0-0(config-jtapi)# end
se-10-0-0-0(config)#
```

Related Commands

Command	Description
ccm-manager address	Specifies the Cisco Unified Communications Manager server.
ccm-manager username	Specifies the JTAPI user ID and password.
ctiport	Specifies the Cisco Unified Communications Manager CTI ports used by Cisco Unity Express.
show ccn subsystem jtapi	Displays statistics for the JTAPI subsystems.

ccn subsystem sip

To enter Session Initiation Protocol (SIP) configuration mode, use the **ccn subsystem sip** command in Cisco Unity Express configuration mode. This command does not have a **no** form.

ccn subsystem sip

Syntax Description

This command has no arguments or keywords.

Command Modes

Cisco Unity Express configuration

Command History

Cisco Unity Express Version	Modification
1.0	This command was introduced on the Cisco Unity Express network module and in Cisco Unified Communications Manager Express 3.0.
1.1	This command was implemented on the advanced integration module (AIM) and in Cisco Unified Communications Manager 3.3(3).
1.1.2	This command was implemented on the Cisco 2800 series and Cisco 3800 series routers.

Examples

The following example enters SIP configuration mode:

```
se-10-0-0-0> enable
se-10-0-0-0# config t
se-10-0-0-0(config)# ccn subsystem sip
se-10-0-0-0(config-sip)# end
se-10-0-0-0(config)#
```

Related Commands

Command	Description
show ccn subsystem sip	Displays statistics for the configured subsystems.

ccn trigger http–IVR Only

To configure a Cisco Unity Express IVR HTTP-based trigger, use the **ccn trigger http** command in global configuration mode.

An HTTP-based trigger consists of a URL suffix string and an application name, which is added to the URL later by using the **application** command. An HTTP request starts the HTTP subsystem application and passes HTTP request information to the application.

To delete a URL suffix string, use the **no** form of this command.

ccn trigger http urlname *mwiapp*

no ccn trigger http urlname *mwiapp*

Syntax Description

urlname	HTTP trigger URL.
mwiapp	The Cisco Unity Express IVR HTTP-based trigger syntax form of the URL name.

Command Default

No HTTP-based trigger is configured.

Command Modes

Global configuration

Command History

Cisco Unity Express Version	Modification
3.0	This command was introduced.

Usage Guidelines

After successfully performing the **ccn trigger http urlname** command, the system enters HTTP trigger command mode **config-trigger**, in which you can configure parameters of the HTTP-based trigger. If an HTTP-based trigger already exists, use this command to modify the existing HTTP-based trigger parameters.

The HTTP trigger request can have additional parameters that are passed to the application that is to be started. Before starting the application, the HTTP subsystem ensures that the maximum number of sessions for the trigger and the application have not been reached or exceeded. The maximum number of sessions for an HTTP-triggered URL and its corresponding application is limited by the number of allowable licensed Cisco Unity Express IVR sessions.

If more requests are received than are allowed, the subsystem rejects the requests and sends an HTTP 503 response for each request. If an HTTP request is received and no trigger is configured for the request suffix, the subsystem sends an HTTP 404 response.

The HTTP trigger name must be a string variable without spaces or special characters, as shown in the following example:

```
se-10-0-0-0(config)# ccn trigger http urlname mwiapp
Adding new trigger
se-10-0-0-0(config-trigger)#
```

If you add a new HTTP trigger, the following message displays:

```
Adding new trigger
```

If the HTTP trigger already exists, the following message displays:

```
Modifying existing trigger
```

Examples

The following example configures the HTTP-based trigger URL parameter for the *localhost* hostname and the *myhttpapp* application name:

```
se-10-0-0-0# config t
se-10-0-0-0(config)# ccn trigger http urlname mwiapp
Adding new trigger
se-10-0-0-0(config-trigger)# end
se-10-0-0-0(config)# exit
```

Related Commands

Command	Description
show ccn trigger http–IVR Only	Displays the trigger and application settings. Use the **show ccn trigger http** command option to display the Cisco Unity Express IVR HTTP-based trigger settings.

ccn trigger jtapi phonenumber

To configure the triggers that activate Cisco Unity Express JTAPI application functions and to enter trigger configuration mode, use the **ccn trigger jtapi phonenumber** command in Cisco Unity Express configuration mode. To delete the trigger, use the **no** form of this command.

ccn trigger jtapi phonenumber *number*

no ccn trigger jtapi phonenumber *number*

Syntax Description

number	Specifies the phone number that acts as the trigger to start the application on the JTAPI proxy server and enters trigger configuration mode. The *number* value should be the last four digits of the full telephone number that callers dial to reach the auto attendant. Beginning with version 8.0, the trigger number can contain wildcard characters. See the Usage Guidelines below for information.

Command Modes

Cisco Unity Express configuration

Command History

Cisco Unity Express Version	Modification
1.0	This command was introduced on the Cisco Unity Express network module and in Cisco Unified Communications Manager Express 3.0.
1.1	This command was implemented on the advanced integration module (AIM) and in Cisco Unified Communications Manager 3.3(3).
1.1.2	This command was implemented on the Cisco 2800 series and Cisco 3800 series routers.
8.0	This command was updated to add support for “pattern” wildcards and special characters for the *number* argument.

Usage Guidelines

The *number* value should be the last four digits of the full telephone number that callers dial to reach the auto attendant.

Beginning with Cisco Unity Express 8.0, you can configure a trigger to specify a number *pattern* instead of a single number. Incoming calls targeted to a number that matches the pattern cause the associated script to be invoked. The script determines which number was dialed by inspecting the called number attribute associated with the call. Cisco Unity Express supports a limit of 32 characters in the trigger pattern. Wildcard patterns are supported for both SIP and JTAPI triggers.

Wildcard patterns are based on Cisco Unified Communications Manager route patterns. The rules for choosing between multiple wildcard patterns matching an incoming call are similar to those used by Cisco Unified Communications Manager. For each pattern that is a candidate match for the dial string,

Cisco Unity Express calculates the number of other dial strings of the same length as the input dial string that would match each pattern, and then selects the pattern that has the fewest alternative dial string matches.

Table 3 shows the trigger pattern wildcards and special characters supported beginning in Cisco Unity Express 8.0.

Table 2 Trigger Pattern Wildcards and Special Characters

Character	Description	Examples
X	The X wildcard matches any single digit in the range 0 through 9.	The trigger pattern 9XXX matches all numbers in the range 9000 through 9999.
!	The exclamation point (!) wildcard matches one or more digits in the range 0 through 9.	The trigger pattern 91! matches all numbers in the range 910 through 919999999999999999999999999999.
?	The question mark (?) wildcard matches zero or more occurrences of the preceding digit or wildcard value.	The trigger pattern 91X? matches all numbers in the range 91 through 919999999999999999999999999999.
+	The plus sign (+) wildcard matches one or more occurrences of the preceding digit or wildcard value.	The trigger pattern 91X+ matches all numbers in the range 910 through 919999999999999999999999999999.
[ ]	The square bracket ([ ]) characters enclose a range of values.	The trigger pattern 813510[012345] matches all numbers in the range 8135100 through 8135105.
-	The hyphen (-) character, used with the square brackets, denotes a range of values.	The trigger pattern 813510[0-5] matches all numbers in the range 8135100 through 8135105.
^	The circumflex (^) character, used with the square brackets, negates a range of values. Ensure that it is the first character following the opening bracket ([). Each trigger pattern can have only one ^ character.	The trigger pattern 813510[^0-5] matches all numbers in the range 8135106 through 8135109.

Examples

The following example enters configuration mode for the trigger 7800.

```
se-10-0-0-0# config t
se-10-0-0-0(config)# ccn trigger jtapi phonenumber 7800
se-10-0-0-0(config-trigger)# end
se-10-0-0-0(config)#
```

The following example enters configuration mode and creates a trigger using the pattern wildcard “88[0-6]!”.

```
se-10-0-0-0# config t
se-10-0-0-0(config)# ccn trigger jtapi phonenumber 88[0-6]!
se-10-0-0-0(config-trigger)# end
se-10-0-0-0(config)#
```

Related Commands

Command	Description
show ccn trigger all	Displays the configuration of an application trigger.

ccn trigger sip phonenumber

To configure the triggers that activate Cisco Unity Express SIP application functions and to enter trigger configuration mode, use the **ccn trigger sip phonenumber** command in Cisco Unity Express configuration mode. To delete the trigger, use the **no** form of this command.

ccn trigger sip phonenumber *number*

Syntax Description

number	Specifies the phone number or pattern that acts as the trigger to start the application on the SIP proxy server and enters trigger configuration mode. For phone numbers, the *number* value should be the last four digits of the full telephone number that callers dial to reach the auto attendant. Beginning with version 8.0, the trigger number can contain wildcard characters. See the Usage Guidelines below for information.

Command Modes

Cisco Unity Express configuration

Command History

Cisco Unity Express Version	Modification
1.0	This command was introduced on the Cisco Unity Express network module and in Cisco Unified Communications Manager Express 3.0.
1.1	This command was implemented on the advanced integration module (AIM) and in Cisco Unified Communications Manager 3.3(3).
1.1.2	This command was implemented on the Cisco 2800 series and Cisco 3800 series routers.
8.0	This command was updated to add support for “pattern” wildcards and special characters for the *number* argument.

Usage Guidelines

An application may have several triggers that invoke it, but a trigger must be associated with only one application.

Beginning with Cisco Unity Express 8.0, you can configure a trigger to specify a number *pattern* instead of a single number. Incoming calls targeted to a number that matches the pattern cause the associated script to be invoked. The script determines which number was dialed by inspecting the called number attribute associated with the call. Cisco Unity Express supports a limit of 32 characters in the trigger pattern. Wildcard patterns are supported for both SIP and JTAPI triggers.

Wildcard patterns are based on Cisco Unified Communications Manager route patterns. The rules for choosing between multiple wildcard patterns matching an incoming call are similar to those used by Cisco Unified Communications Manager. For each pattern that is a candidate match for the dial string, Cisco Unity Express calculates the number of other dial strings of the same length as the input dial string that would match each pattern, and then selects the pattern that has the fewest alternative dial string matches.

Table 3 shows the trigger pattern wildcards and special characters supported beginning in Cisco Unity Express 8.0.

Table 3 Trigger Pattern Wildcards and Special Characters

Character	Description	Examples
X	The X wildcard matches any single digit in the range 0 through 9.	The trigger pattern 9XXX matches all numbers in the range 9000 through 9999.
!	The exclamation point (!) wildcard matches one or more digits in the range 0 through 9.	The trigger pattern 91! matches all numbers in the range 910 through 919999999999999999999999999999.
?	The question mark (?) wildcard matches zero or more occurrences of the preceding digit or wildcard value.	The trigger pattern 91X? matches all numbers in the range 91 through 919999999999999999999999999999.
+	The plus sign (+) wildcard matches one or more occurrences of the preceding digit or wildcard value.	The trigger pattern 91X+ matches all numbers in the range 910 through 919999999999999999999999999999.
[ ]	The square bracket ([ ]) characters enclose a range of values.	The trigger pattern 813510[012345] matches all numbers in the range 8135100 through 8135105.
-	The hyphen (-) character, used with the square brackets, denotes a range of values.	The trigger pattern 813510[0-5] matches all numbers in the range 8135100 through 8135105.
^	The circumflex (^) character, used with the square brackets, negates a range of values. Ensure that it is the first character following the opening bracket ([). Each trigger pattern can have only one ^ character.	The trigger pattern 813510[^0-5] matches all numbers in the range 8135106 through 8135109.

Examples

The following example enters configuration mode for the trigger 7800.

```
se-10-0-0-0# config t
se-10-0-0-0(config)# ccn trigger sip phonenumber 7800
se-10-0-0-0(config-trigger)# end
se-10-0-0-0(config)#
```

The following example enters configuration mode and creates a trigger using the pattern wildcard “88[0-6]!”.

```
se-10-0-0-0# config t
se-10-0-0-0(config)# ccn trigger sip phonenumber 88[0-6]!
se-10-0-0-0(config-trigger)# end
se-10-0-0-0(config)#
```

Related Commands

Command	Description
show ccn trigger all	Displays the configuration of an application trigger.

clock timezone

To set the time zone for the Cisco Unity Express system, use the **clock timezone** command in Cisco Unity Express configuration mode.

clock timezone [*time-zone*]

Syntax Description

time-zone	(Optional) Time zone of the local branch.

Command Modes

Cisco Unity Express configuration

Command History

Cisco Unity Express Version	Modification
1.0	This command was introduced on the Cisco Unity Express network module and in Cisco Unified Communications Manager Express 3.0.
1.1	This command was implemented on the advanced integration module (AIM) and in Cisco Unified Communications Manager 3.3(3).
1.1.2	This command was implemented on the Cisco 2800 series and Cisco 3800 series routers.

Usage Guidelines

Cisco Unity Express gets the time from the configured NTP server to date-stamp system and application functions. The **clock timezone** command specifies the local time zone where Cisco Unity Express is installed.

If you know the phrase for the time-zone, enter it for the *time-zone* value. If you do not know the time zone phrase, leave the *time-zone* value blank and a series of menus appear to guide you through the time zone selection process.

Examples

The following example shows how United States Pacific Time is selected using the timezone menu:

```
se-10-0-0-0# config t
se-10-0-0-0(config)# clock timezone
Please identify a location so that time zone rules can be set correctly.
Please select a continent or ocean.
1) Africa            4) Arctic Ocean     7) Australia       10) Pacific Ocean
2) Americas          5) Asia             8) Europe
3) Antarctica        6) Atlantic Ocean   9) Indian Ocean
#? 2
Please select a country.
 1) Anguilla              18) Ecuador              35) Paraguay
 2) Antigua & Barbuda     19) El Salvador          36) Peru
 3) Argentina             20) French Guiana        37) Puerto Rico
 4) Aruba                 21) Greenland            38) St Kitts & Nevis
 5) Bahamas               22) Grenada              39) St Lucia
 6) Barbados              23) Guadeloupe           40) St Pierre & Miquelon
 7) Belize                24) Guatemala            41) St Vincent
 8) Bolivia               25) Guyana               42) Suriname
```

```
 9) Brazil                26) Haiti                 43) Trinidad & Tobago
10) Canada                27) Honduras              44) Turks & Caicos Is
11) Cayman Islands        28) Jamaica               45) United States
12) Chile                 29) Martinique            46) Uruguay
13) Colombia              30) Mexico                47) Venezuela
14) Costa Rica            31) Montserrat            48) Virgin Islands (UK)
15) Cuba                  32) Netherlands Antilles  49) Virgin Islands (US)
16) Dominica              33) Nicaragua
17) Dominican Republic    34) Panama
#? 45
Please select one of the following time zone regions.
 1) Eastern Time
 2) Eastern Time - Michigan - most locations
 3) Eastern Time - Kentucky - Louisville area
 4) Eastern Standard Time - Indiana - most locations
 5) Central Time
 6) Central Time - Michigan - Wisconsin border
 7) Mountain Time
 8) Mountain Time - south Idaho & east Oregon
 9) Mountain Time - Navajo
10) Mountain Standard Time - Arizona
11) Pacific Time
12) Alaska Time
13) Alaska Time - Alaska panhandle
14) Alaska Time - Alaska panhandle neck
15) Alaska Time - west Alaska
16) Aleutian Islands
17) Hawaii
#? 11

The following information has been given:

        United States
        Pacific Time

Therefore TZ='America/Los_Angeles' will be used.
Local time is now:      Fri Dec 24 10:41:28 PST 2004.
Universal Time is now:  Fri Dec 24 18:41:28 UTC 2004.
Is the above information OK?
1) Yes
2) No
#? 1
se-10-0-0(config)#
```

The following example shows how United States Pacific Time is selected using the timezone name:

```
se-10-0-0-0# config t
se-10-0-0-0(config)# clock timezone Americas/Los_Angeles
```

Related Commands

Command	Description
ntp server	Specifies the NTP server for Cisco Unity Express.
show clock detail	Displays the clock details.

closed day

To specify the hours when a business is closed, use the **closed day** command in Cisco Unity Express business configuration mode. To change a closed time to an open time, use the **no** form of this command.

closed day *day-of-week* **from** *hh*:*mm* **to** *hh*:*mm*

no closed day *day-of-week* **from** *hh*:*mm* **to** *hh*:*mm*

Syntax Description

day-of-week	Day of the week. Valid values are 1 to 7, where 1 represents Sunday, 2 is Monday, 3 is Tuesday, 4 is Wednesday, 5 is Thursday, 6 is Friday, and 7 is Saturday.
from *hh*:*mm*	Starting time. Use the 24-hour clock for the hours *hh*. Valid values for minutes *mm* are 0 to 30.
to *hh*:*mm*	Ending time. Use the 24-hour clock for the hours *hh*. Valid values for minutes *mm* are 0 to 30.

Defaults

Default business hours are open 24 hours each day, 7 days per week.

Command Modes

Cisco Unity Express business configuration

Command History

Cisco Unity Express Version	Modification
2.1	This command was introduced.

Usage Guidelines

Each day is divided into half-hour time slots. By default, all the time slots are open. The **closed day** command changes an open time slot to a closed time slot.

The **closed day** command gives the same results as the **no open day** command.

Examples

The following example creates a business-hours schedule called normal:

```
se-10-0-0-0# config t
se-10-0-0-0(config)# calendar biz-schedule normal
Adding new schedule
se-10-0-0-0(config-business)# closed day 1 from 00:00 to 24:00
se-10-0-0-0(config-business)# closed day 2 from 00:00 to 08:30
se-10-0-0-0(config-business)# closed day 2 from 17:30 to 24:00
se-10-0-0-0(config-business)# closed day 3 from 00:00 to 08:30
se-10-0-0-0(config-business)# closed day 3 from 17:30 to 24:00
se-10-0-0-0(config-business)# closed day 4 from 00:00 to 08:30
se-10-0-0-0(config-business)# closed day 4 from 17:30 to 24:00
se-10-0-0-0(config-business)# closed day 5 from 00:00 to 08:30
se-10-0-0-0(config-business)# closed day 5 from 20:00 to 24:00
se-10-0-0-0(config-business)# closed day 6 from 00:00 to 08:30
se-10-0-0-0(config-business)# closed day 6 from 18:00 to 24:00
se-10-0-0-0(config-business)# closed day 7 from 00:00 to 09:00
se-10-0-0-0(config-business)# closed day 7 from 13:00 to 24:00
se-10-0-0-0(config-business)# end
se-10-0-0-0(config)# exit
```

The following example modifies the existing normal business schedule:

```
se-10-0-0-0(config)# calendar biz-schedule normal
Modifying existing schedule
se-10-0-0-0(config-business)# no closed day 1 from 09:00 to 12:00
se-10-0-0-0(config-business)# end
se-10-0-0-0(config)# exit
```

Using the command **open day 1 from 09:00 to 12:00** gives the same result as the **no closed day** command above.

Related Commands

Command	Description
calendar biz-schedule	Creates a business-hours schedule.
open day	Specifies the times when a business is open.
show calendar biz-schedule	Displays the business-hours schedules configured on the local system.

commands (kron schedule)

To enter the interactive mode to create the command block for a kron job, use the **commands** command in kron-schedule configuration mode. To remove the delimiter for the command block, use the **no** form of this command.

commands *delimiter*

no commands

delimiter	Specifies the symbol delimiter to be used to delimit the command names in the command block created for the kron job.

Defaults

No defaults.

Command Modes

Cisco Unity Express kron-schedule configuration

Command History

Cisco Unity Express Release	Modification
8.0	This command was introduced.

Usage Guidelines

You can schedule the execution of a block of CLI commands. Blocks of commands are entered interactively, using a symbol delimiter character to start and stop the execution. The execution of the block of commands begins in EXEC mode, but mode-changing commands are allowed in the command block.

The following limitations apply in Cisco Unity Express 8.0:

- The maximum size of the block of commands is 1024 characters, including new lines.
- Commands in the block cannot use the comma "," character or the delimiter character

  For example, if the delimiter character entered with the **commands** command is "#", you cannot use that symbol in the commands in the command block.
- Only system administrators can schedule the execution of blocks of commands.
- CLI commands are executed under system super-user privileges.
- Notification for the execution of these command blocks is not available. Error messages and results are available in log files only.

Caution Use caution when scheduling CLI commands. Interactive commands will cause the execution to hang. Some commands might cause system instability.

Examples

The following example enters the interactive command mode to enter a command block for a kron job using the percent character "%" as the delimiter:

```
se-10-0-0-0(kron-schedule)# commands %
Enter CLI commands to be executed.  End with the character '%'.
Maximum text size is 1024 characters, it may not contain symbols '%' or ','

show ver
sh run
conf t
hostname aaa
%
se-10-0-0-0(kron-schedule)#
```

Related Commands

Command	Description
description (kron schedule)	Configures a description for the kron job.
kron schedule	Creates a new kron schedule and enters kron-schedule configuration mode.
show kron schedules	Displays a list of kron jobs.
show kron schedule detail job	Displays details of a specific kron job.

config-commands (aaa accounting event)

To enable or disable the logging of configuration mode commands, use the **config-commands** command in Cisco Unity Express AAA accounting event configuration mode. Use the **no** form of this command to disable the logging of configuration mode commands. Use the **default** form of this command to restore the default setting (the logging of configuration mode commands is enabled).

config-commands

no config-commands

default config-commands

Syntax Description

This command has no arguments or keywords.

Command Default

The logging of configuration mode commands is enabled.

Command Modes

Cisco Unity Express AAA accounting event configuration (aaa-accounting-event)

Command History

Cisco Unity Express Version	Modification
7.0	This command was introduced.

Usage Guidelines

This command enables the logging of any changes made to the Cisco Unity Express configuration using any interface except IMAP (CLI, GUI, TUI, and VVE).

Examples

The following example disables the logging of configuration mode commands:

```
se-10-0-0-0# config t
se-10-0-0-0(config)# aaa accounting event
se-10-0-0-0(aaa-accounting-event)# no config-commands
```

Related Commands

Command	Description
aaa accounting enable	Enables the recording of AAA accounting events.
aaa accounting event	Enters AAA accounting submode and configures event filtering for accounting packets.
show aaa accounting event	Shows the AAA accounting events that are designated to be logged.

continue

To return the Cisco Unity Express system to online mode, use the **continue** command in Cisco Unity Express offline mode.

continue

Syntax Description

This command has no arguments or keywords.

Command Modes

Cisco Unity Express offline

Command History

Cisco Unity Express Version	Modification
1.0	This command was introduced on the Cisco Unity Express network module and in Cisco Unified Communications Manager Express 3.0.
1.1	This command was implemented on the advanced integration module (AIM) and in Cisco Unified Communications Manager 3.3(3).
1.1.2	This command was implemented on the Cisco 2800 series and Cisco 3800 series routers.

Usage Guidelines

This command returns the Cisco Unity Express system to the previous online mode, such as after a backup procedure or to discontinue a restore to factory defaults. The system begins processing new calls and voice messages.

Examples

The following example illustrates the use of the **continue** command in the backup procedure:

```
se-10-0-0-0# offline
!!!WARNING!!!: Putting the system offline will terminate all active calls.
Do you wish to continue[n]? : y
se-10-0-0-0(offline)# backup category data
se-10-0-0-0(offline)# continue
se-10-0-0-0#
```

Related Commands

Command	Description
backup	Identifies the data to be backed up.
offline	Terminates all active calls and prevents new calls from connecting to the Cisco Unity Express application.
reload	Restarts the Cisco Unity Express system.
restore	Identifies the file to be restored.
restore factory default	Restores the system to factory default values.

copy ftp

To copy a new configuration from an FTP server to another Cisco Unity Express location, use the **copy ftp** command in Cisco Unity Express EXEC mode.

copy ftp: {***nvram:startup-config*** | ***running-config*** | ***startup-config*** | **system:running-config***}*

Syntax Description

nvram:startup-config	Copies the new configuration to the NVRAM saved configuration.
running-config	Copies the new configuration to the current running configuration.
startup-config	Copies the new configuration to the startup configuration in flash memory.
system:running-config	Copies the new configuration to the system configuration.

Command Modes

Cisco Unity Express EXEC

Command History

Cisco Unity Express Version	Modification
1.0	This command was introduced on the Cisco Unity Express network module and in Cisco Unified Communications Manager Express 3.0.
1.1	This command was implemented on the advanced integration module (AIM) and in Cisco Unified Communications Manager 3.3(3).
1.1.2	This command was implemented on the Cisco 2800 series and Cisco 3800 series routers.

Usage Guidelines

When you copy from the FTP server, the **copy ftp** command becomes interactive and prompts you for the necessary information.

You may add a username and password to the server IP address if your server is not configured to accept anonymous FTP input. The format would be: *userid***:***password@ftp-server-address/directory.*

If you do not specify a *directory* value, the software uses the default FTP directory.

Examples

The following example shows copying the configuration file named start from the FTP server in the default directory to the startup configuration in NVRAM:

```
se-10-0-0-0# copy ftp: nvram:startup-config
Address or name or remote host? admin:voice@10.3.61.16
Source filename? start
```

In the following example, the file named start in the FTP server configs directory is copied to the startup configuration:

```
se-10-0-0-0# copy ftp: startup-config
!!!WARNING!!! This operation will overwrite your startup configuration.
Do you wish to continue[y]? y
Address or name or remote host? admin:voice@10.3.61.16/configs
Source filename? start
```

Related Commands

Command	Description
copy running-config	Copies the running configuration to another location.
copy tftp	Copies the startup configuration to another location.
erase startup-config	Deletes configuration data.
write	Copies the running configuration to the startup configuration.

copy hrdb url–IVR Only

Use the **copy hrdb url** command to export ASCII comma separated values of the reporting historical database on the Cisco Unity Express IVR module to an external database in Cisco Unity Express privileged EXEC mode.

You can export reporting historical call contact detailed records (CCDRs) to an external server from the Cisco Unity Express IVR module for post-processing.

Note We recommend that this command be executed during off peak hours or when the system is in a quiescent state.

copy hrdb url *url*

Syntax Description

url	URL of external database to which the Cisco Unity Express IVR module copies and uploads the historical reporting data in ASCII comma-separated value format.

Defaults

No default values are configured.

Command Modes

Cisco Unity Express IVR privileged EXEC

Command History

Cisco Unity Express Version	Modification
3.0	This command was introduced.

Usage Guidelines

To view the CCDR comma-separated value sequence and definitions, see the *Cisco Unity Express Interactive Voice Response CLI Administrator Guide*.

Examples

The following example shows output from the **copy hrdb url** command as the files are copied from the Cisco Unity Express IVR module and sent to a server for processing:

```
se-10-0-0-0# copy hrdb url ftp://10.0.0.1/hr.txt
% Total % Received % Xferd Average Speed Time Time Time Current

Dload Upload Total Spent Left Speed

100 3584k 0 0 0 3584k 0 1259k --:--:-- 0:00:02 --:--:-- 1794k
se-10-0-0-0#
```

Related Commands

Command	Description
show ccn reporting historical	Displays the Cisco Unity Express IVR reporting historical database parameters.

copy ldap

To copy the current LDAP information, stored in the CUE database, to an FTP server, use the **copy ldap** command in Cisco Unity Express EXEC mode.

copy ldap url ftp://[*user-id:ftp-password@*]*ftp-server-address*[*/directory*]*/filename*

Syntax Description

url ftp://*user-id***:***ftp-password***@**	(Optional) Specifies the FTP username and password to access the FTP server. If no username and password are specified, the default username anonymous is used.
@ftp-server-address	The IP address of the FTP server.
/directory	(Optional) The directory where the LDAP data file will be stored on the FTP server. If no directory is specified, the default directory on the FTP server will be used.
/filename	The filename for the LDAP data on the FTP server.

Command Modes

Cisco Unity Express EXEC

Command History

Cisco Unity Express Version	Modification
1.0	This command was introduced on the Cisco Unity Express network module and in Cisco Unified Communications Manager Express 3.0.
1.1	This command was implemented on the advanced integration module (AIM) and in Cisco Unified Communications Manager 3.3(3).
1.1.2	This command was implemented on the Cisco 2800 series and Cisco 3800 series routers.

Usage Guidelines

If you do not specify a *directory* value, the software uses the default FTP directory.

Examples

The following example shows copying the LDAP data to the default directory on the FTP server and saving the data in the file ldapinfo.

```
se-10-0-0-0# copy ldap url ftp://admin:cue@10.10.67.163/ldapinfo
se-10-0-0-0#
```

Related Commands

Command	Description
copy running-config	Copies the running configuration to another location.
copy tftp	Copies the startup configuration to another location.

copy log

To copy the current logging information stored in the CUE database to an FTP server, use the **copy log** command in Cisco Unity Express EXEC mode.

copy log {**install.log** | **dmesg** | **syslog.log** | **atrace.log** | **klog.log** | **debug_server.log** | **messages.log**}
url ftp://[*user-id:ftp-password@*]*ftp-server-address*[*/directory*]*/filename*

Syntax Description

install.log	Contains the latest install information.
dmesg	Contains boot up logs.
syslog.log	Contains system messages.
atrace.log	Contains messages generated by a trace command.
debug_server.log	Contains messages generated by a debug command.
klog.log	he trace facility is a diagnostics facility that writes messages within a kernel buffer in memory.
messages.log	Contains kernel messages and system messages but no trace messages.
user-id:ftp-password@	(Optional) Specifies the FTP username and password to access the FTP server. If no username and password are specified, the default username anonymous is used.
ftp-server-address	IP address of the FTP server.
/directory	(Optional) Directory where the log data file will be stored on the FTP server. If no directory is specified, the default directory on the FTP server will be used.
/filename	Filename for the log data on the FTP server.

Command Modes

Cisco Unity Express EXEC

Command History

Cisco Unity Express Version	Modification
1.0	This command was introduced on the Cisco Unity Express network module and in Cisco Unified Communications Manager Express 3.0.
1.1	This command was implemented on the advanced integration module (AIM) and in Cisco Unified Communications Manager 3.3(3).
1.1.2	This command was implemented on the Cisco 2800 series and Cisco 3800 series routers.

Usage Guidelines

If you do not specify a *directory* value, the software uses the default FTP directory.

Examples

The following example shows copying the install log data to the default directory on the FTP server and saving the data in the file installinfo.

```
se-10-0-0-0# copy log install.log url ftp://admin:cue@10.10.67.163/lnstallinfo
se-10-0-0-0#
```

Related Commands

Command	Description
show log	Displays the contents of a system log.

copy running-config

To copy the running configuration to another destination, use the **copy running-config** command in Cisco Unity Express EXEC mode.

copy running-config {**ftp: | *nvram:startup-config*** *filename* **| *startup-config* | tftp:***}*

Syntax Description

ftp:	Begins the FTP menu where you enter the FTP server IP address and destination filename to copy the running configuration to an FTP server.
nvram:startup-config filename	Copies the running configuration to the NVRAM saved configuration named *filename*.
startup-config	Copies the running configuration to the startup configuration in flash memory named *filename*.
tftp:	Begins the TFTP menu where you enter the TFTP server IP address and destination filename to copy the running configuration to a TFTP server.

Command Modes

Cisco Unity Express EXEC

Command History

Cisco Unity Express Version	Modification
1.0	This command was introduced on the Cisco Unity Express network module and in Cisco Unified Communications Manager Express 3.0.
1.1	This command was implemented on the advanced integration module (AIM) and in Cisco Unified Communications Manager 3.3(3).
1.1.2	This command was implemented on the Cisco 2800 series and Cisco 3800 series routers.

Usage Guidelines

When you copy to an FTP or TFTP server, the **copy running-config** command becomes interactive and prompts you for the necessary information. You may add a username and password to the server IP address if your server is not configured to accept anonymous FTP input. The format would be: *userid***:***password*@*ftp-server-address/directory*. If you do not specify a *directory* value, the software uses the default FTP directory.

Examples

```
In the following example, the running configuration is copied to the FTP server, which
requires a user ID and password and has an IP address of 172.16.231.193. The running
configuration is copied to the configs directory as file saved_start.

se-10-0-0-0# copy running-config ftp:
Address or name of remote host? admin:voice@172.16.231.193/configs
Source filename? saved_start
```

The following example shows the running configuration copied to the NVRAM saved configuration as filename startup:

```
se-10-0-0-0# copy running-config nvram:startup-config startup
```

The following example shows the running configuration copied to the startup configuration as filename start:

```
se-10-0-0-0# copy running-config startup-config start
```

The following example shows the running configuration copied to the TFTP server as filename temp_start:

```
se-10-0-0-0# copy running-config tftp:
Address or name of remote host? 172.16.231.190
Source filename? temp_start
```

Related Commands

Command	Description
copy ftp	Copies network FTP data to another destination.
copy startup-config	Copies the startup configuration to another location.
copy tftp	Copies the TFTP data to another location.
erase startup-config	Deletes configuration data.
write	Copies the running configuration to the startup configuration.

copy startup-config

To copy the startup configuration to another destination, use the **copy startup-config** command in Cisco Unity Express EXEC mode.

copy startup-config {**ftp:** | **tftp:**}

Syntax Description

ftp:	Begins the FTP menu where you enter the FTP server IP address and destination filename to copy the startup configuration to an FTP server.
tftp:	Begins the TFTP menu where you enter the TFTP server IP address and destination filename to copy the startup configuration to a TFTP server.

Command Modes

Cisco Unity Express EXEC

Command History

Cisco Unity Express Version	Modification
1.0	This command was introduced on the Cisco Unity Express network module and in Cisco Unified Communications Manager Express 3.0.
1.1	This command was implemented on the advanced integration module (AIM) and in Cisco Unified Communications Manager 3.3(3).
1.1.2	This command was implemented on the Cisco 2800 series and Cisco 3800 series routers.

Usage Guidelines

When you copy to an FTP or TFTP server, the **copy startup-config** command becomes interactive and prompts you for the necessary information. You may add a username and password to the server IP address if your server is not configured to accept anonymous FTP input. The format would be: *userid***:***password@ftp-server-address/directory*. If you do not specify a *directory* value, the software uses the default FTP directory.

Examples

In the following example, the startup configuration is copied to the FTP server, which requires a user ID and password and has an IP address of 172.16.231.193. The startup configuration is copied to the configs directory as file saved_start.

```
se-10-0-0-0# copy startup-config ftp:
Address or name of remote host? admin:voice@172.16.231.193/configs
Source filename? saved_start
```

The following example shows the startup configuration being copied to the TFTP server as filename temp_start:

```
se-10-0-0-0# copy startup-config tftp:
Address or name of remote host? 172.16.231.190
Source filename? temp_start
```

Related Commands

Command	Description
copy ftp	Copies network FTP data to another destination.
copy running-config	Copies the running configuration to another location.
copy tftp	Copies the TFTP data to another location.
erase startup-config	Deletes configuration data.
write	Copies the running configuration to the startup configuration.

copy tftp

To copy the network TFTP server information to another destination, use the **copy tftp** command in Cisco Unity Express EXEC mode.

copy tftp: {nvram:startup-config | **running-config** | **startup-config** | **system:running-config**}

Syntax Description

nvram:startup-config	Destination location for the copy procedure is the NVRAM saved configuration. Begins the interactive menu where you enter the TFTP server IP address and destination filename.
running-config	Destination location for the copy procedure is the active configuration in flash memory. Begins the interactive menu where you enter the TFTP server IP address and destination filename.
startup-config	Destination location for the copy procedure is the startup configuration in flash memory. Begins the interactive menu where you enter the TFTP server IP address and destination filename.
system:running-config	Destination location for the copy procedure is the system configuration. Begins the interactive menu where you enter the TFTP server IP address and destination filename.

Command Modes

Cisco Unity Express EXEC

Command History

Cisco Unity Express Version	Modification
1.0	This command was introduced on the Cisco Unity Express network module and in Cisco Unified Communications Manager Express 3.0.
1.1	This command was implemented on the advanced integration module (AIM) and in Cisco Unified Communications Manager 3.3(3).
1.1.2	This command was implemented on the Cisco 2800 series and Cisco 3800 series routers.

Usage Guidelines

The **copy tftp** command is an interactive command and prompts you for the necessary information. You may add a username and password to the server IP address if your server is not configured to accept anonymous TFTP input. The format would be: *userid***:***password***@***ftp-server-address***/***directory*. If you do not specify a *directory* value, the software uses the default TFTP directory.

Copying a startup configuration from the TFTP server to the startup configuration overwrites the startup configuration. Cisco Unity Express displays a warning that asks you to confirm the overwrite.

Examples

The following example shows a TFTP server with the IP address 10.3.61.16. The TFTP server data in the source filename start is copied to the running configuration.

```
se-10-0-0-0# copy tftp: running-config
Address or name of remote host? 10.3.61.16
Source filename? start
```

In the following example, the TFTP server has the IP address 10.3.61.16. The file start in directory configs on the TFTP server is copied to the startup configuration.

```
se-10-0-0-0# copy tftp: startup-config
!!!WARNING!!! This operation will overwrite your startup configuration.
Do you wish to continue[y]? y
Address or name of remote host? 10.3.61.16/configs
Source filename? start
```

Related Commands

Command	Description
copy ftp	Copies network FTP server information to another location.
copy running-config	Copies the running configuration to another location.
copy startup-config	Copies the startup configuration to another location.
erase startup-config	Deletes configuration data.
write	Copies the running configuration to the startup configuration.

copy url

To copy a default configuration file from a specified server, use the **cop-y url** command in Cisco Unity Express EXEC mode. Use the **no** or **default** form of this command to remove the configuration of the call flow.

copy url ftps://*server/filename* **default-config**

no copy url ftps://*server/filename* **default-config**

Syntax Description

server	Specifies the DNS name or IP address of the server where the default configuration file is located.
filename	Specifies the name of the default configuration file.

Command Default

None.

Command Modes

Cisco Unity Express EXEC

Command History

Cisco Unity Express Version	Modification
7.1	This command was introduced.

Usage Guidelines

This command is used in conjunction with the **restore factory-default** command.

Examples

The following example copies a default configuration file call *default.cfg* to the system from a server called *server4*:

```
se-10-0-0-0# copy url ftps://server4/deafault.cfg
```

Related Commands

Command	Description
restore factory default	Restores the system to factory defaults.

credentials (ccn subsystem edbs dbprofile)–IVR Only

To specify the username and password in encrypted form for the Cisco Unity Express IVR enterprise database subsystem (EDBS) profile, use the **credentials** command in Cisco Unity Express IVR EDBS profile configuration mode. To delete the encrypted form of the username and password, use the **no** form of this command.

credentials hidden *credential-string*

no credentials hidden *credential-string*

Syntax Description

hidden *credential-string*	Encrypted username and password combination.

Command Default

None

Command Modes

Cisco Unity Express IVR EDBS profile configuration

Command History

Cisco Unity Express Version	Modification
3.0	This command was introduced.

Usage Guidelines

After the **ccn subsystem edbs dbprofile** command is successfully performed, use the **credentials hidden** *credential-string* command to specify the credential information in encrypted form for this database connection.

Examples

The following example configures the Cisco Unity Express IVR subsystem with an encrypted username and password:

```
se-10-0-0-0# config t
se-10-0-0-0(config)# ccn subsystem edbs dbprofile mydbprofile
Adding new Database profile
se-10-0-0-0(config-dbprof)# credentials hidden James_dbpasswd
se-10-0-0-0(config-dbprof)# end
se-10-0-0-0(config)# exit
```

Related Commands

Command	Description
show ccn subsystem edbs dbprofile–IVR Only	Displays the Cisco Unity Express IVR Enterprise database profile settings.

crypto key default

To set a certificate and private key pair as the system default, use the **crypto key default** command in Cisco Unity Express configuration mode. To remove the system default designation from the certificate-key pair, use the **no** form of this command.

crypto key label *label-name* **default**

no **crypto key label** *label-name* **default**

Syntax Description

label *label-name*	The name of the certificate-private key pair to be set as the system default.

Defaults

This command has no defaults.

Command Modes

Cisco Unity Express configuration

Command History

Cisco Unity Express Version	Modification
2.3	This command was introduced.

Usage Guidelines

Setting the certificate-key pair allows applications such as integrated messaging to use the default certificate for SSL security without knowing the specific label name of the pair.

If several certificate-key pairs exist on the system and none of them are the system default, use this command to designate one of them as the system default.

To change the designation from one pair to another, remove the designation from the original pair using the **no** form of this command. Then assign the designation to the new pair.

The **no** form of this command does not delete the certificate or private key. The pair remains on the system but is no longer designated as the system default pair.

The system displays an error message if either of the certificate-key pairs does not exist.

Examples

The following example designates the certificate-private key pair with the label mainkey.ourcompany as the system default.

```
se-10-0-0-0# config t
se-10-0-0-0(config)# crypto key label mainkey.ourcompany default
se-10-0-0-0(config)#
```

The following example changes the system default designation from certificate-key pair alphakey.myoffice to betakey.myoffice:

```
se-10-0-0-0# config t
se-10-0-0-0(config)# no crypto key label alphakey.myoffice default
se-10-0-0-0(config)# crypto key label betakey.myoffice default
se-10-0-0-0(config)# end
```

Related Commands

Command	Description
crypto key delete	Deletes a certificate-private key pair.
crypto key generate	Generates a certificate-private key pair.
crypto key import	Imports a certificate-private key pair from a console or server.
show crypto key	Displays information about generated certificates.

crypto key delete

To delete a certificate and private key pair from the system, use the **crypto key delete** command in Cisco Unity Express configuration mode. This command does not have a **no** or **default** form.

crypto key delete {**all** | **label** *label-name*}

Syntax Description

all	Deletes all certificate-private key pairs on the system.
label *label-name*	Deletes the specified certificate-private key pair.

Defaults

This command has no defaults.

Command Modes

Cisco Unity Express configuration

Command History

Cisco Unity Express Version	Modification
2.3	This command was introduced.

Usage Guidelines

An error message appears if the specified certificate-private key pair does not exist.

Examples

The following example deletes the certificate and private key with the name mainkey.ourcompany.

```
se-10-0-0-0# config t
se-10-0-0-0(config)# crypto key delete label mainkey.ourcompany
se-10-0-0-0(config)#
```

Related Commands

Command	Description
crypto key default	Designates a certificate-private key pair as the system default.
crypto key generate	Generates a certificate-private key pair.
crypto key import	Imports a certificate-private key pair from a console or server.
show crypto key	Displays information about generated certificates.

crypto key generate

To generate a self-signed certificate and private key, use the **crypto key generate** command in Cisco Unity Express configuration mode. This command does not have a **no** or **default** form.

crypto key generate [**rsa** {**label** *label-name* | **modulus** *modulus-size*} | **default**]

Syntax Description

rsa	(Optional) Specifies the algorithm for public key encryption.
label *label-name*	(Optional) Assigns a name to the certificate-key pair.
modulus *modulus-size*	(Optional) Specifies the size of the modulus, which is the base number for generating a key. Valid values are 512 to 2048 and must be a multiple of 8.
default	(Optional) Assigns the generated certificate-key pair as the system default.

Defaults

The default encryption algorithm is ras.
The default label has the form *hostname.domainname*.

Command Modes

Cisco Unity Express configuration

Command History

Cisco Unity Express Version	Modification
2.3	This command was introduced.

Usage Guidelines

Integrated messaging requires a certificate and private key before SSL connections can be enabled. A certificate-key pair must be set as the system default. The system generates an error message if IMAP security mode is set to SSL or mixed before the certificate-key pair is set.

If you do not select any keywords or do not specify a label, the system automatically generates a certificate-key pair with a name in the format *hostname.domainname*.

Cisco Unity Express 2.3 supports only the rsa encryption algorithm.

Use the **crypto key generate** command or the **crypto key label default** command to set a certificate-key pair as the system default.

Examples

The following example generates a certificate and private key with the name mainkey.ourcompany, size 750, and assigns the generated pair as the system default.

```
se-10-0-0-0# config t
se-10-0-0-0(config)# crypto key generate label mainkey.ourcompany modulus 728 default
se-10-0-0-0(config)#
```

Related Commands

Command	Description
crypto key delete	Deletes a certificate-private key pair.
crypto key import	Imports a certificate-private key pair from a console or server.
crypto key default	Designates a certificate-private key pair as the system default.
show crypto key	Displays information about generated certificates.

crypto key import

To import a certificate and private key from a console or remote server, use the **crypto key import** command in Cisco Unity Express configuration mode. This command does not have a **no** or **default** form. To delete a certificate and private key, use the **crypto key delete** command.

crypto key import rsa label *label-name* {**der** | **pem** {**terminal** | **url** {**ftp:** | **http:**}} [**default**]

Syntax Description

rsa	Specifies the algorithm for public key encryption.
label *label-name*	Assigns a name to the imported certificate-key pair.
der	Indicates the imported certificate is in the Distinguished Encoding Rules (DER) encoding format.
pem	Indicates the imported certificate is in the Privacy Enhanced Mail (PEM) encoding format.
terminal	Specifies the console as the source of the certificate and key. The system prompts you for more information. See the example below.
url {**ftp:** | **http:**}	Specifies a remote server as the source of the certificate and key. The system prompts you for more information. See the example below.
default	(Optional) Assigns the certificate-key pair as the system default.

Defaults

This command has no defaults.

Command Modes

Cisco Unity Express configuration

Command History

Cisco Unity Express Version	Modification
2.3	This command was introduced.

Usage Guidelines

The system displays an error message if the certificate-key pair does not exist.

If you import an incorrect certificate-key pair, delete the pair with the **crypto key delete** command and import the correct one.

Examples

The following example imports a certificate and private key from the console.

```
Ise-10-0-0-0# config t
se-10-0-0-0(config)# crypto key import rsa label newkey.ourcompany der terminal

Enter certificate...
End with a blank line or "quit" on a line by itself

Enter private key...
Private key passphrase?
End with a blank line or "quit" on a line by itself
```

```
quit
Import succeeded.
```

Related Commands

Command	Description
crypto key default	Designates a certificate-private key pair as the system default.
crypto key delete	Deletes a certificate-private key pair.
crypto key generate	Generates a certificate-private key pair.
show crypto key	Displays information about generated certificates.

ctiport

To specify one or more Cisco Unified Communications Manager CTI ports, use the **ctiport** command in Cisco Unity Express JTAPI configuration mode. To delete a CTI port, use the **no** form of this command.

ctiport *cti-port [cti-port2 cti-port3...cti-portN]*

no ctiport *cti-portN*

Syntax Description

cti-port	CTI port number.
cti-portN	(Optional) Additional CTI ports.

Command Modes

Cisco Unity Express JTAPI configuration

Command History

Cisco Unity Express Version	Modification
1.1	This command was introduced on the Cisco Unity Express network module (NM), advanced integration module (AIM), and in Cisco Unified Communications Manager 3.3(3).
1.1.2	This command was implemented on the Cisco 2800 series and Cisco 3800 series routers.

Examples

The following example configures the JTAPI subsystem with eight CTI ports.

```
se-10-0-0-0# config t
se-10-0-0-0(config)# ccn subsystem jtapi
se-10-0-0-0(config-jtapi)# ctiport 6400 6500 6600 6700 6800 6900 7000 7100
se-10-0-0-0(config-jtapi)# end
se-10-0-0-0(config)#
```

The following example deletes CTI port 6700.

```
se-10-0-0-0# config t
se-10-0-0-0(config)# ccn subsystem jtapi
se-10-0-0-0(config-jtapi)# no ctiport 6700
se-10-0-0-0(config-jtapi)# end
se-10-0-0-0(config)#
```

Related Commands

Command	Description
ccm-manager address	Specifies the Cisco Unified Communications Manager server.
ccm-manager username	Specifies the JTAPI user ID and password.
ccn subsystem jtapi	Enters JTAPI configuration mode.
show ccn subsystem jtapi	Displays statistics for the JTAPI subsystems.