Using Cisco Unity Express Software

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This chapter provides helpful tips for understanding and configuring Cisco Unity Express software using the command-line interface (CLI). It contains the following sections:

Understanding Command Modes

The Cisco Unity Express CLI commands have a structure very similar to that of Cisco IOS CLI commands. However, the Cisco Unity Express CLI commands do not affect Cisco IOS configurations. After you have logged in to the Cisco Unity Express module, the command environment is no longer the Cisco IOS environment.

The Cisco Unity Express command environment is divided into two modes:

- EXEC—This is the mode that you are in after you log in to the Cisco Unity Express command environment. Cisco Unity Express EXEC commands affect the system's parameters in different ways. Some commands only display or clear parameter values, stop or start the entire system, or start troubleshooting procedures. However, unlike Cisco IOS EXEC mode, Cisco Unity Express EXEC mode has a few commands that change parameter values. These changes are stored in the module's flash memory, rather than in the startup configuration, so that the system has some minimum information available if a catastrophic event, such as a power or disk failure, occurs.

- Configuration—This mode permits you to make system configuration changes, which are stored in the running configuration. If you later save the running configuration to the startup configuration, the changes made with the configuration commands are restored when the software is rebooted.

  Cisco Unity Express configuration mode has several subconfiguration levels. The global configuration mode changes the command environment from EXEC to configuration. You can modify many software parameters at this level. However, certain configuration commands change the environment to more specific configuration modes where modifications to the system are entered. For example, the **ccn application** command changes the environment from config to config-application. At this point, you can enter or modify application parameter values.

The commands available to you at any given time depend on the mode that you are currently in. Entering a question mark (**?**) at the CLI prompt displays a list of commands available for each command mode. The descriptions in this command reference indicate each command's environment mode.

Table 1 describes how to access and exit various common command modes of the Cisco Unity Express software. It also shows examples of the prompts displayed for each mode.

Table 1   Accessing and Exiting Command Modes

Command Mode	Access Method	Prompt	Exit Method
Cisco Unity Express EXEC	When the Cisco Unity Express software prompt appears, enter the **enable** command.	`se-10-0-0-0#`	Press **CTRL-SHIFT-6**, and then enter **x**.
Cisco Unity Express configuration	From EXEC mode, use the **configure terminal** command.	`se-10-0-0-0(config)#`	To return to EXEC mode from configuration mode, use the **end** or **exit** command.
Mailbox	From Cisco Unity Express configuration mode, use the **voice mailbox owner** command.	`se-10-0-0-0(config-mailbox)#`	To return to Cisco Unity Express configuration mode, use the **end** or **exit** command.
SIP	From Cisco Unity Express configuration mode, use the **ccn subsystem sip** command.	`se-10-0-0-0(config-sip)#`	To return to Cisco Unity Express configuration mode, use the **end** or **exit** command.
Engine	From Cisco Unity Express configuration mode, use the **ccn engine** command.	`se-10-0-0-0(config-engine)#`	To return to Cisco Unity Express configuration mode, use the **end** or **exit** command.
Application autoattendant	From Cisco Unity Express configuration mode, use the **ccn application AutoAttendant** command.	`se-10-0-0-0(config-application)#`	To return to Cisco Unity Express configuration mode, use the **end** or **exit** command.
JTAPI configuration[1]	From Cisco Unity Express configuration mode, use the **ccn subsystem jtapi** command.	`se-10-0-0-0(config-jtapi)#`	To return to Cisco Unity Express configuration mode, use the **end** or **exit** command.
Trigger configuration	From Cisco Unity Express configuration mode, use the **ccn trigger sip phonenumber** *number* command.	`se-10-0-0-0(config-trigger)#`	To return to Cisco Unity Express configuration mode, use the **end** or **exit** command.
Network location	From Cisco Unity Express configuration mode, use the **network location** command.	`se-10-0-0-0(config-location)#`	To return to Cisco Unity Express configuration mode, use the **end** or **exit** command.
Business schedule	From Cisco Unity Express configuration mode, use the **calendar biz-schedule** command.	`se-10-0-0-0(config-business)#`	To return to Cisco Unity Express configuration mode, use the **end** or **exit** command.

1. This configuration mode is supported only on Cisco Unity Express licenses for Cisco Unified Communications Manager (formerly known as Cisco Unified CallManager).

Entering the Command Environment

Use this procedure to enter the command environment.

Prerequisites

The following information is required to enter the command environment:

- IP address of the router that contains the Cisco Unity Express module
- Username and password to log in to the router
- Slot number of the module

SUMMARY STEPS

1. Open a Telnet session.
2. **telnet** *ip-address*
3. Enter the user ID and password of the router.
4. **service-module service-engine** *slot*/*port* **session**
5. **enable**

DETAILED STEPS

	Command or Action	Purpose
Step 1	Open a Telnet session.	Use a DOS window, a secure shell, or a software emulation tool such as Reflection.
Step 2	**telnet** *ip-address* **Example:** `C:\> telnet 172.16.231.195`	Specifies the IP address of the Cisco Unified Communications Manager router.
Step 3	`Username:` `Password:`	Enter your user ID and password for the router.
Step 4	**service-module service-engine** *slot*/*port* **session** **Example:** `Router# service-module service-engine 1/0 session`	Enters the Cisco Unity Express command environment using the module located in the specified *slot* and *port*. The prompt changes to "se" with the IP address of the Cisco Unity Express module. **Note** If the message "`Trying` *ip-address* *slot/port* `... Connection refused by remote host`" appears, enter the command **service-module service-engine** *slot/port* **session clear** and try Step 4 again.
Step 5	**enable** **Example:** `se-10-0-0-0# enable`	Enters Cisco Unity Express EXEC mode. You are ready to begin the configuration tasks.

Getting Help

Entering a question mark (**?**) at the CLI prompt displays a list of commands available for each command mode. You can also get a list of keywords and arguments associated with any command by using the context-sensitive help feature.

To get help specific to a command mode, a command, a keyword, or an argument, use one of the following commands:

Command	Purpose
`help`	Provides a brief description of the help system in any command mode.
*abbreviated-command-entry***?**	Provides a list of commands that begin with a particular character string. (No space between command and question mark.)
abbreviated-command-entry<**Tab**>	Completes a partial command name.
?	Lists all commands available for a particular command mode.
command **?**	Lists the keywords or arguments that you must enter next on the command line. (Space between command and question mark.)

Using the no and default Forms of Commands

Where available, use the **no** form of a command to disable a function. Use the command without the **no** keyword to reenable a disabled function or to enable a function that is disabled by default. The command reference entry for each command provides the complete syntax for the configuration commands and describes what the **no** form of a command does.

Configuration commands can also have a **default** form, which returns the command settings to the default values. In those cases where a command is disabled by default, using the **default** form has the same result as using the **no** form of the command. However, some commands are enabled by default and have variables set to certain default values. In these cases, the **default** form of the command enables the command and sets the variables to their default values. Where available, the command reference entry describes the effect of the **default** form of a command if the command functions differently than the **no** form.

Saving Configuration Changes

Starting in Cisco Unity Express EXEC mode, use the following command to copy the running configuration in flash memory to another location:

copy running-config {**ftp:***user-id***:***password***@***ftp-server-address*[**/***directory*] | **startup-config** | **tftp:***tftp-server-address*} *filename*

Keyword or Argument	Description
ftp:*user-id***:***password***@**	User ID and password for the FTP server. Include the colon (:) and the at sign (@) in your entry.
ftp-server-address	IP address of the FTP server.
/*directory*	(Optional) Directory on the FTP server where the copied file will reside. If you use it, precede the name with the forward slash (/).

startup-config	Startup configuration in flash memory.
tftp:*tftp-server-address*	IP address of the TFTP server.
filename	Name of the destination file that will contain the copied running configuration.

When you copy the running configuration to the startup configuration, enter the command on one line. In the following example, the running configuration is copied to the startup configuration as file start. In this instance, enter the command on a single line.

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

When you copy to the FTP or TFTP server, this command becomes interactive and prompts you for the information. You cannot enter the parameters on one line. The following example illustrates this process. In the following example, the running configuration is copied to the FTP server, which requires a user ID and password. The IP address of the FTP server is 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
```

Identifying Supported Platforms

Cisco IOS software is packaged in feature sets consisting of software images that support specific platforms. Specific software images are required to support the Cisco Unity Express network module or AIM hardware. The feature sets available for a specific platform depend on which Cisco IOS software images are included in a release. To identify the set of software images available in a specific release or to find out if a feature is available in a given Cisco IOS software image, see the following section.

Using Feature Navigator

Feature Navigator is a web-based tool that enables you to quickly determine which Cisco IOS software images support a particular set of features and which features are supported in a particular Cisco IOS image.

Feature Navigator is available 24 hours a day, 7 days a week. To access Feature Navigator, you must have an account on Cisco.com. If you have forgotten or lost your account information, e-mail the Contact Database Administration group at cdbadmin@cisco.com. If you do not have an account on Cisco.com, go to http://www.cisco.com/register and follow the directions to establish an account.

To use Feature Navigator, you must have a JavaScript-enabled web browser such as Netscape 3.0 or later, or Internet Explorer 4.0 or later. Internet Explorer 4.0 always has JavaScript enabled. To enable JavaScript for Netscape 3.x or Netscape 4.x, follow the instructions provided with the web browser. For JavaScript support and enabling instructions for other browsers, check with the browser vendor.

Feature Navigator is updated when major Cisco IOS software releases and technology releases occur. You can access Feature Navigator at the following URL:

http://www.cisco.com/go/fn