Integrating Cisco Unity Connection with Cisco Unified CME-as-SRST

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Introduction

This document provides a sample configuration to integrate Cisco Communications Manager Express 4.0 or later operating in SRST mode (CME-as-SRST) and Cisco Unity Connection 2.0 or later in your telephony network.

Requirements

Cisco recommends that you have knowledge of Cisco Unified Communications Manager Express, SRST and Cisco Unity Connection.

Components Used

The information in this document is based on the following:

- Cisco Unified Communications Manager Express 4.0 or later
- Cisco Unity Connection 7.0 or later

The information in this document was created from the devices in a specific lab environment. If your network is live, make sure that you understand the potential impact of any changes that you make.

Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

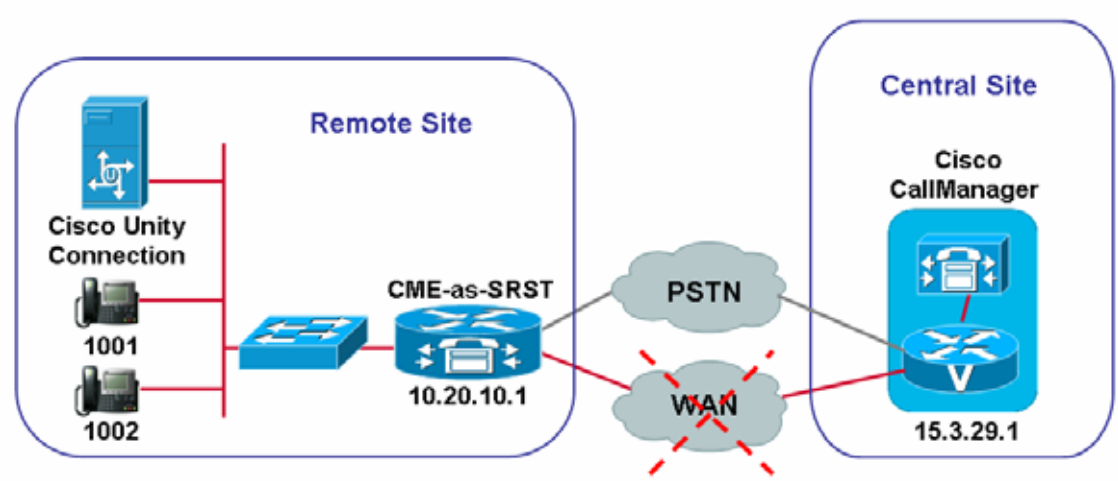
Integrating Cisco Unity Connection with Cisco CME-as-SRST

This feature will be active under the following conditions:

- Cisco Unity Connection server is located at the remote site and registered with the Cisco Unified Communications Manager at the central site. When the WAN link fails, the phones fall back to the CME-as-SRST device. Cisco Unity Connection can also fall back to the CME-as-SRST device hence providing the remote site users with the capability to have access to their voicemail with MWI during WAN outage.

Figure 1 shows the network topology with the Cisco Unified Communications Manager at the central site along with the Cisco Unity Connection and Cisco Unified Communications Manager Express operating in SRST mode at the remote site.

Figure 1 – Network Topology

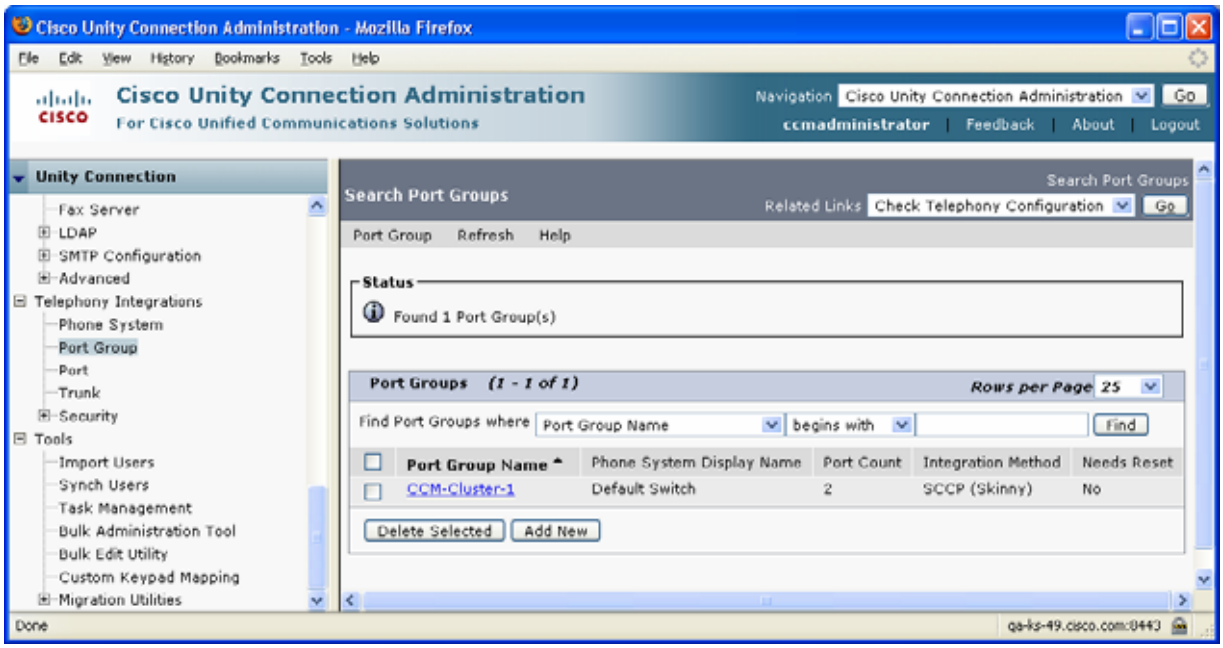


Complete the below steps to integrate Cisco Unity Connection with Cisco Unified Communications Manager Express operating in SRST mode.

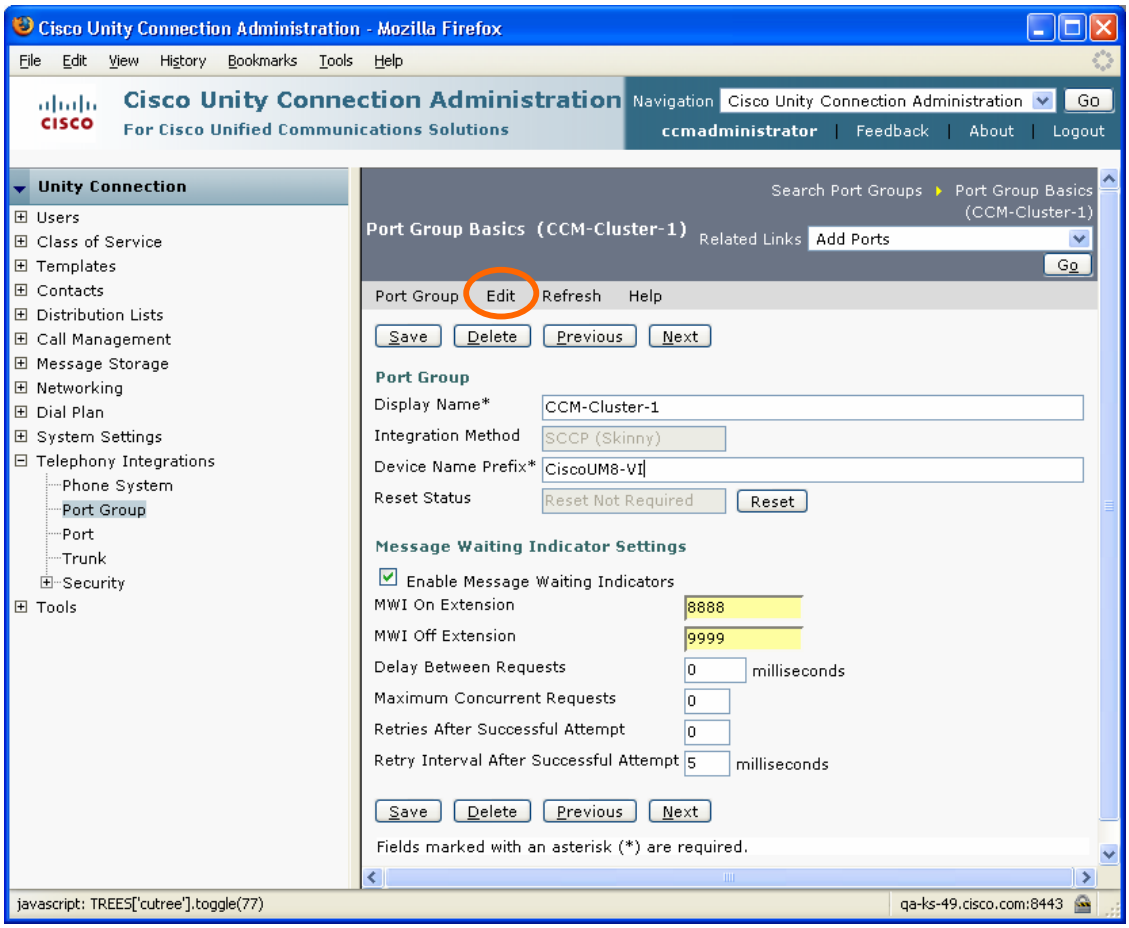
Cisco Unity Connection Configuration

1. Log into Cisco Unity Connection Administration (commonly referred to as “the SA”) using an administrative account

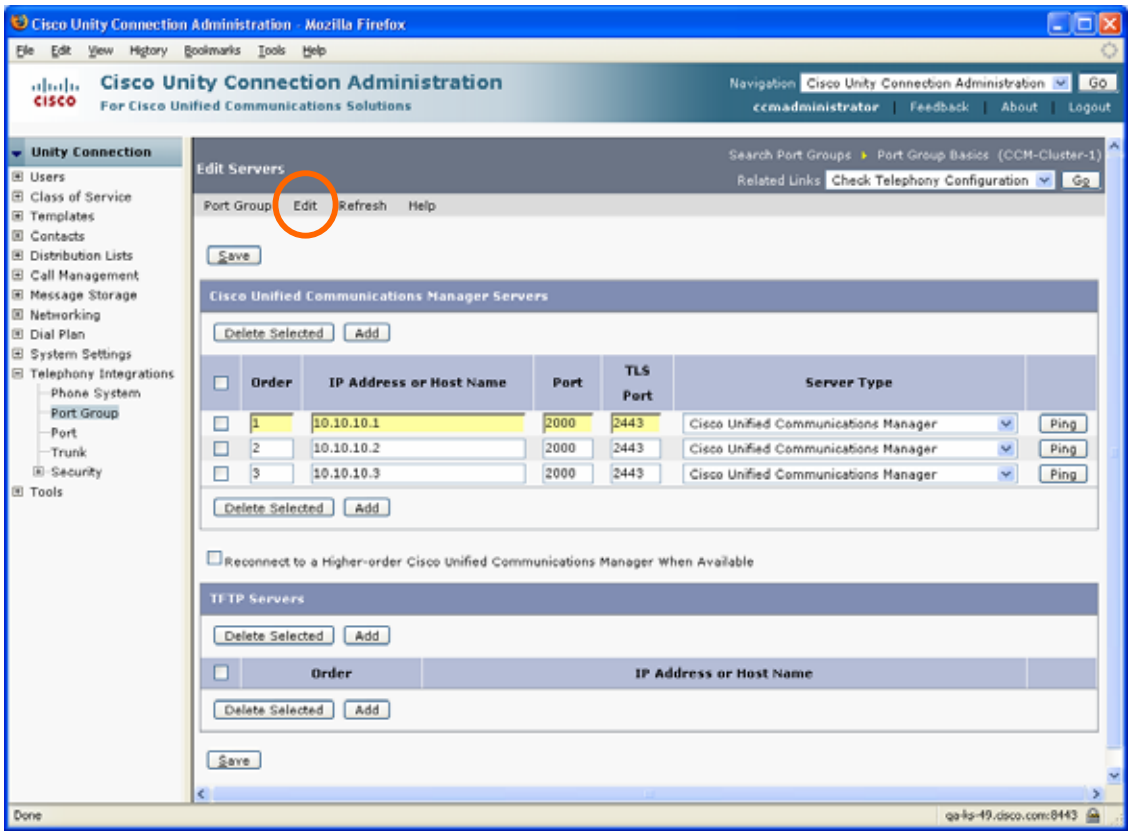
2. Click on Telephony Integrations → Port Group



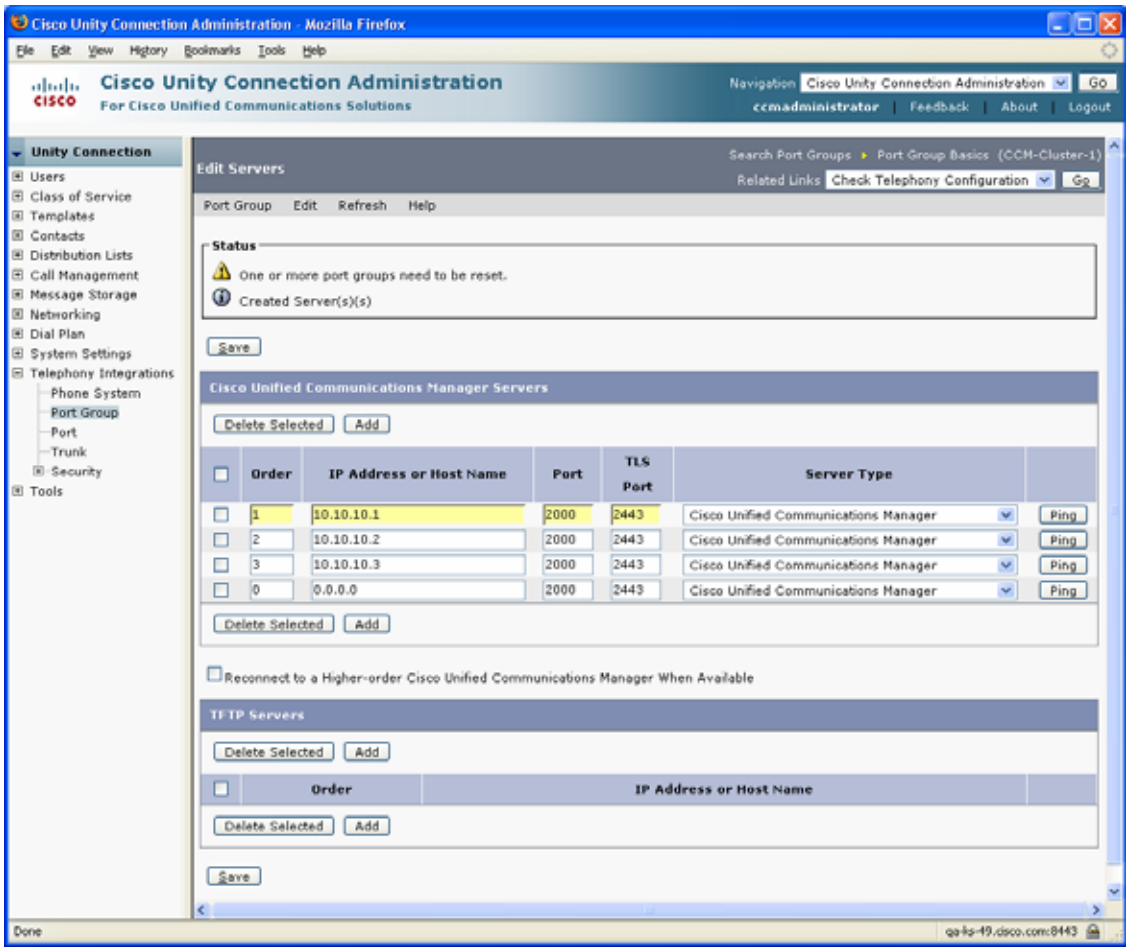
3. Select an SCCP (Skinny) port group that is part of a CCM cluster to which you would like to add CCME-as-SRST support. In this example, we select the CCM-Cluster-1 port group (which happens to be the only one available in this example), the resulting screen is shown below.



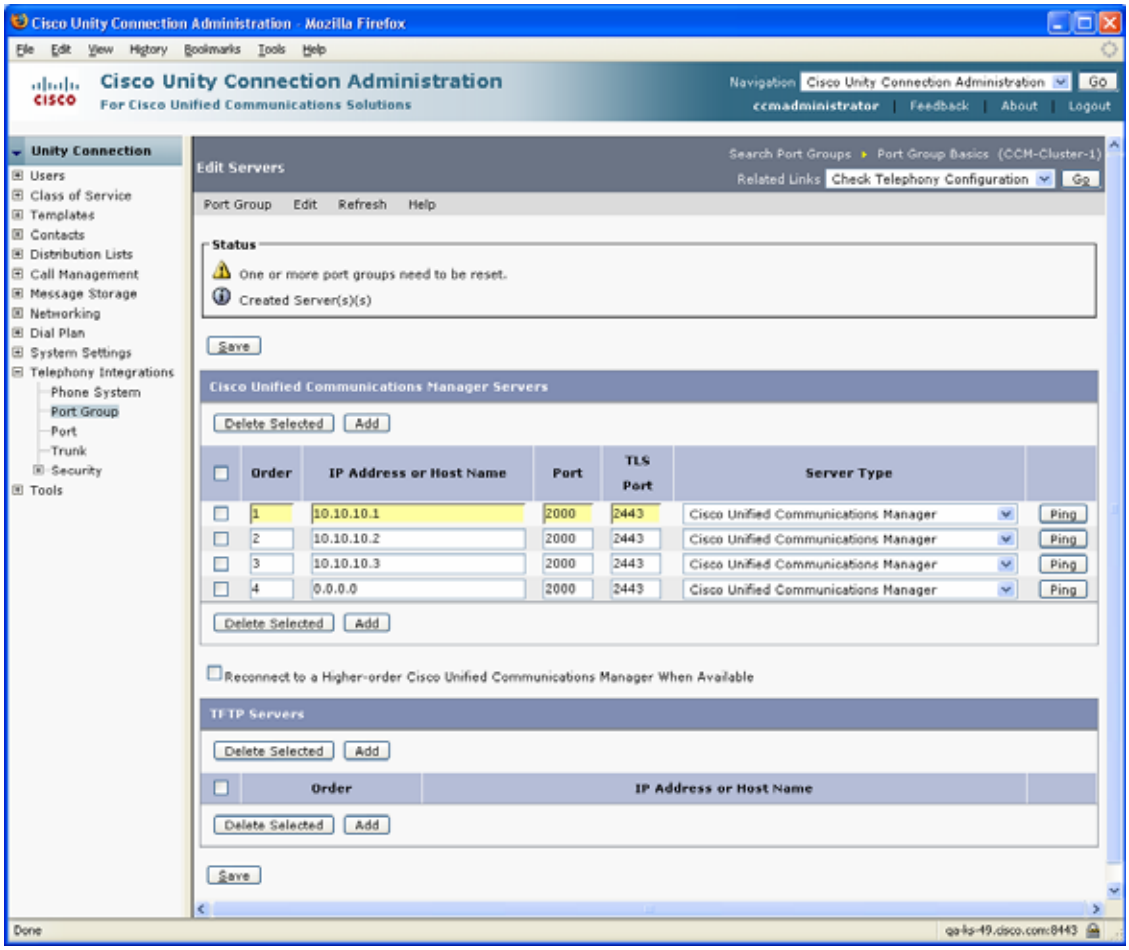
4. Click on Edit → Servers, the resulting screen is shown below.



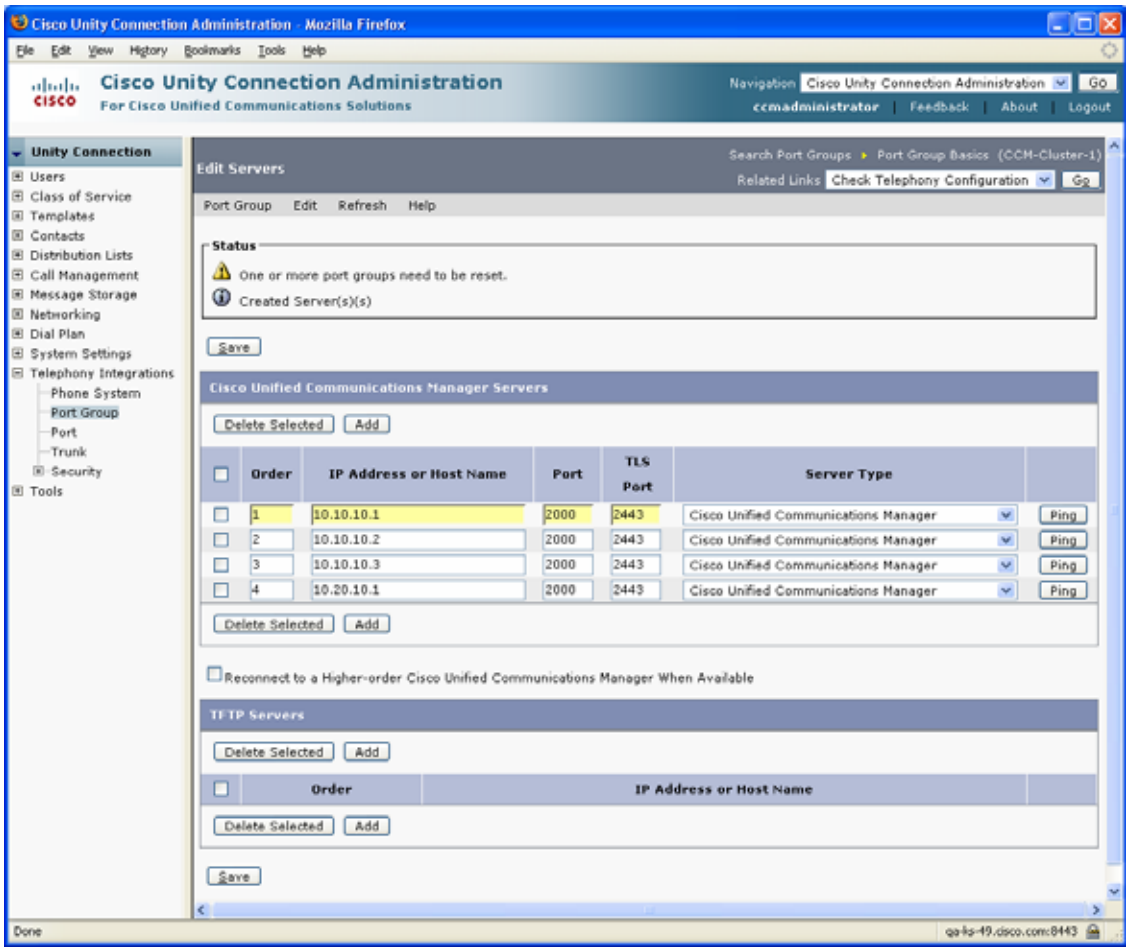
5. In the Cisco Communications Manager Servers section, click on Add, the resulting screenshot is shown below



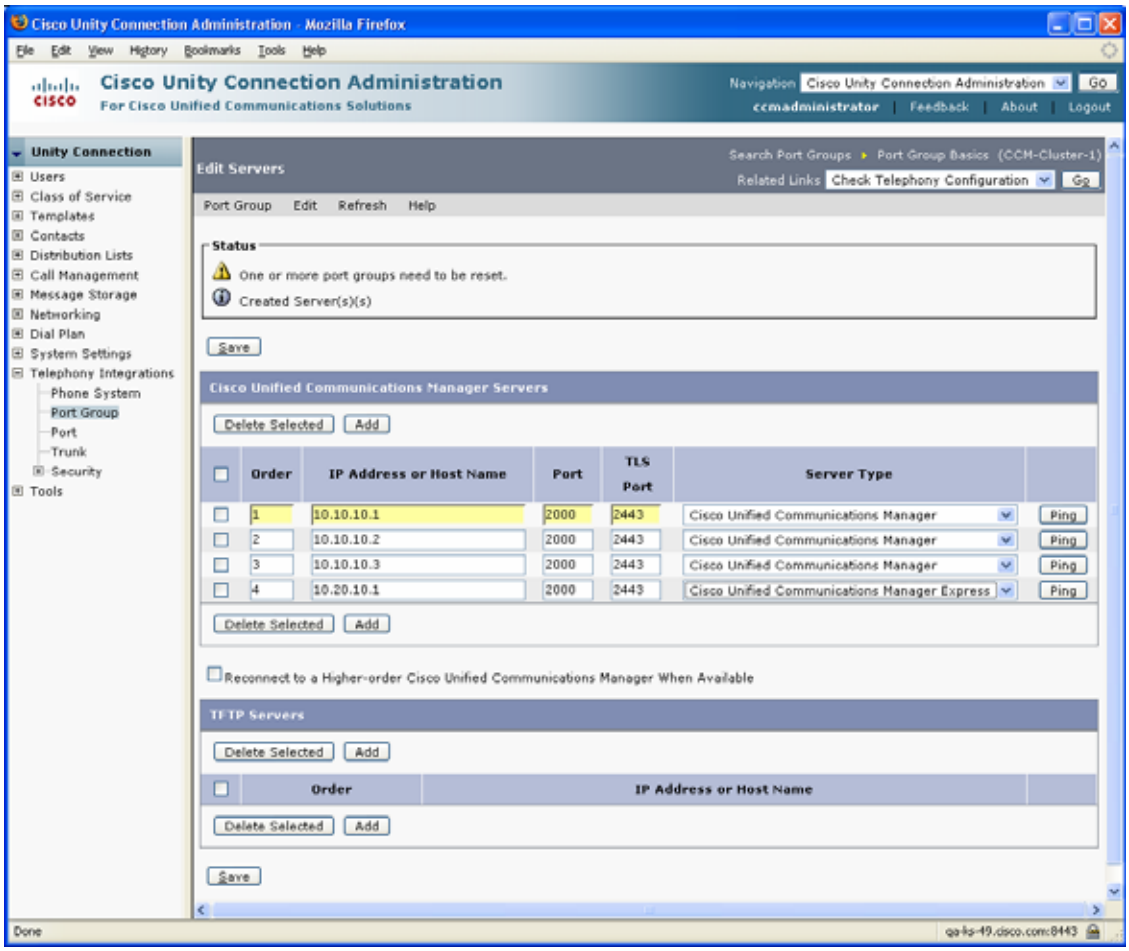
6. A new server line item will appear. For the Order field, enter a number higher in value than the highest existing value. Smaller Order values represent Cisco Communications Manager publishers, larger Order values indicate Cisco Call Manager subscribers. In this example, you would change the default Order value of "0" to "4"



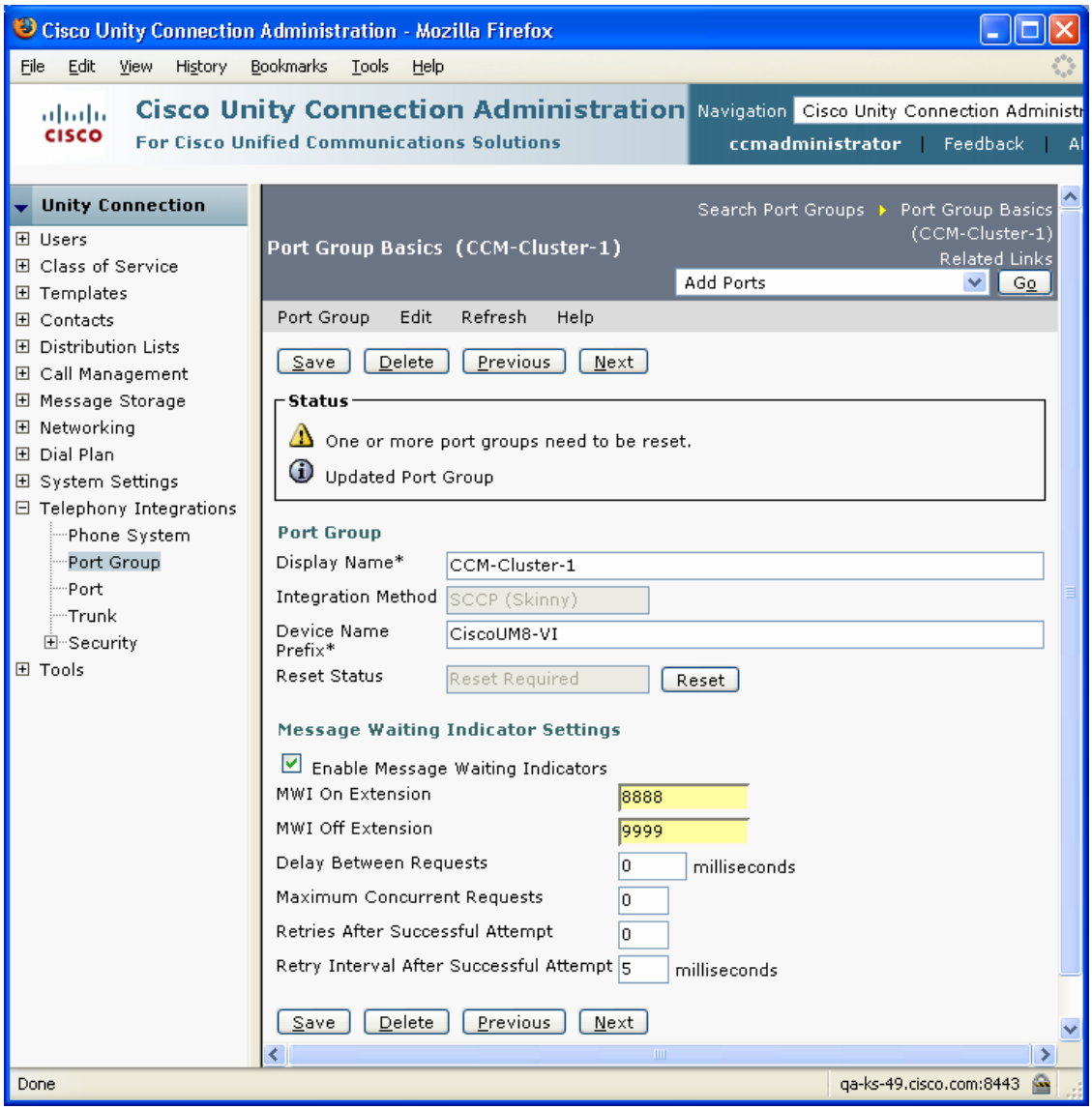
7. For the IP Address or Host Name field, enter the DNS or IP address of the CCME-as-SRST router. It is assumed that the IP address is 10.20.10.1 for this example



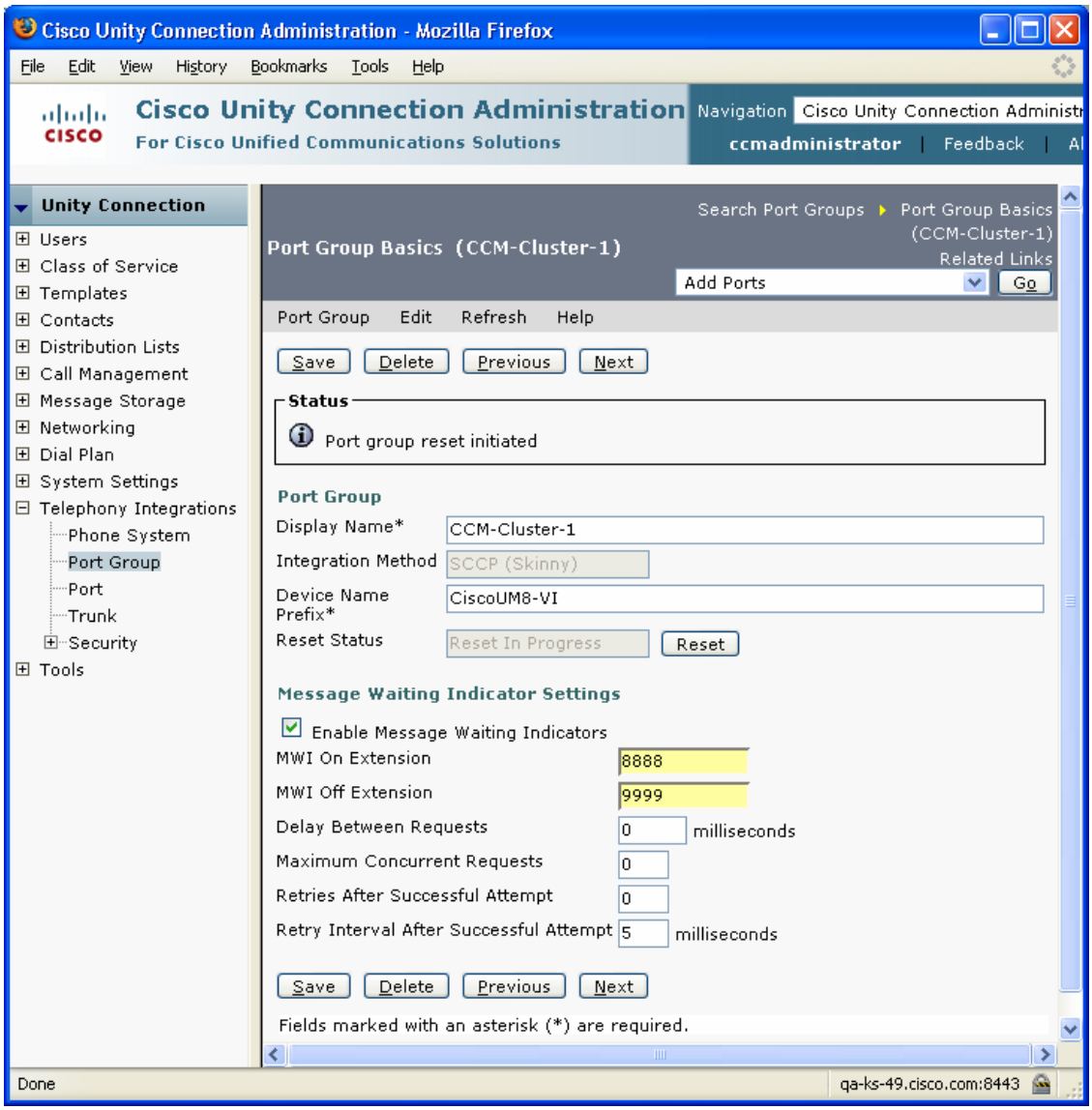
8. Change the Server Type to Cisco Communications Manager Express and click Save to save your changes.



9. Click on Edit → Port Group Basics



10. Press the Reset button to have the changes take effect.



Cisco Unified Communications Manager Express Configuration

1. Enable CME-as-SRST mode on the CME and configure the voicemail pilot number (6000, in this example).

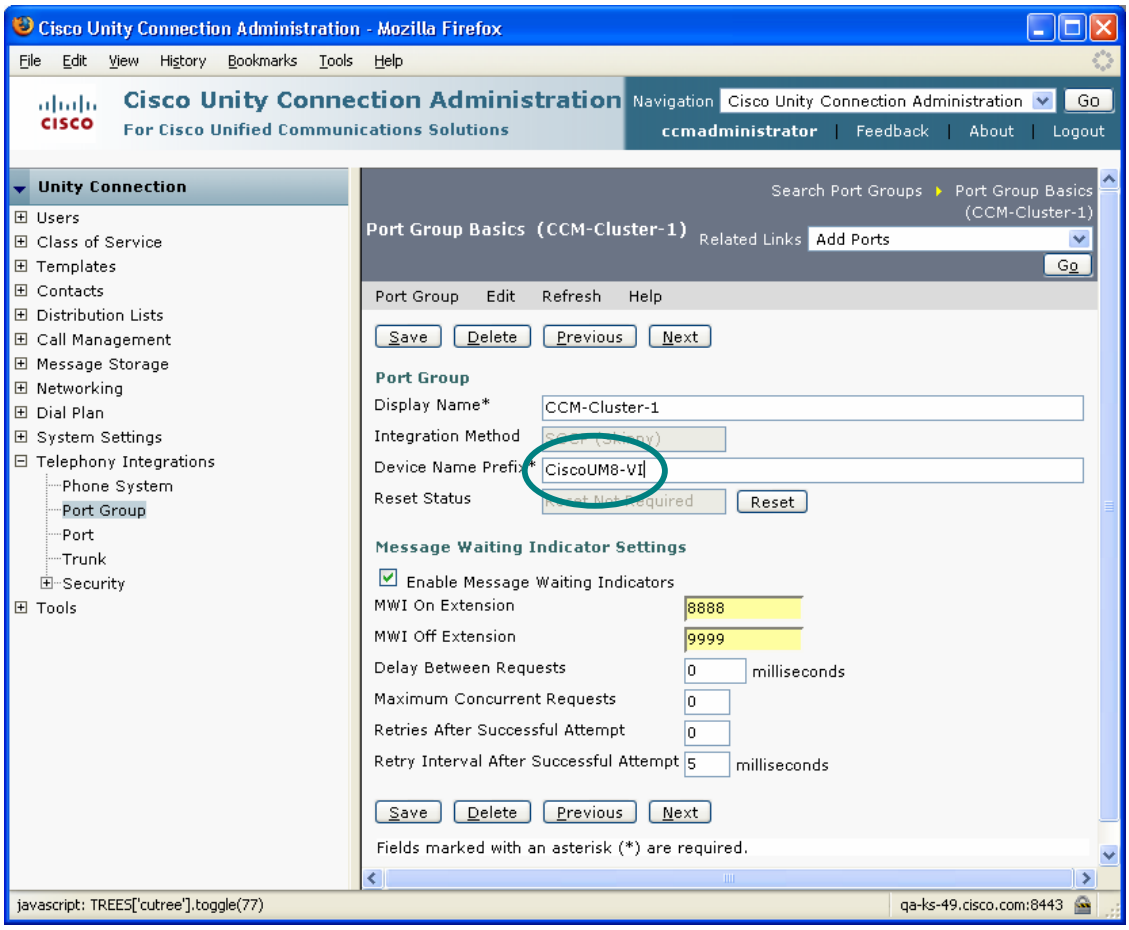
   telephony-service
   srst mode auto-provision { none | all | dn }
   voicemail 6000

```
max-ephones 20
max-dn 30
ip source-address 10.10.11.9 port 2000
system message Cisco Unified CME-as-SRST
```

2. Configure the ephone-dn's for the Cisco Unity Connection VM ports on the CME-as-SRST. Make sure that the number of VM ports configured on the CME-as-SRST is same as what is configured in the Cisco Unity integration for this cluster (CCM-CME-as-SRST, in the example)

```
!
ephone-dn  11
 number 6000
 no huntstop
!
!
ephone-dn  12
 number 6000
 preference 1
 no huntstop
!
!
ephone-dn  13
 number 6000
 preference 2
 no huntstop
!
!
ephone-dn  14
 number 6000
 preference 3
!
```

3. Configure the ephone's on the CME-as-SRST and assign the vm-device-id names accordingly. Make sure that the vm-device-id names match with the Cisco Communications Manager device name on the Cisco Unity Connection for this cluster (CCM-CME-as-SRST, in this example). To find the voice ports' device name prefix log into Cisco Unity Connection Administration, then navigate to Telephony Integrations → Port Group and select the appropriate Port Group, the screenshot below shows where the device name prefix can be found:



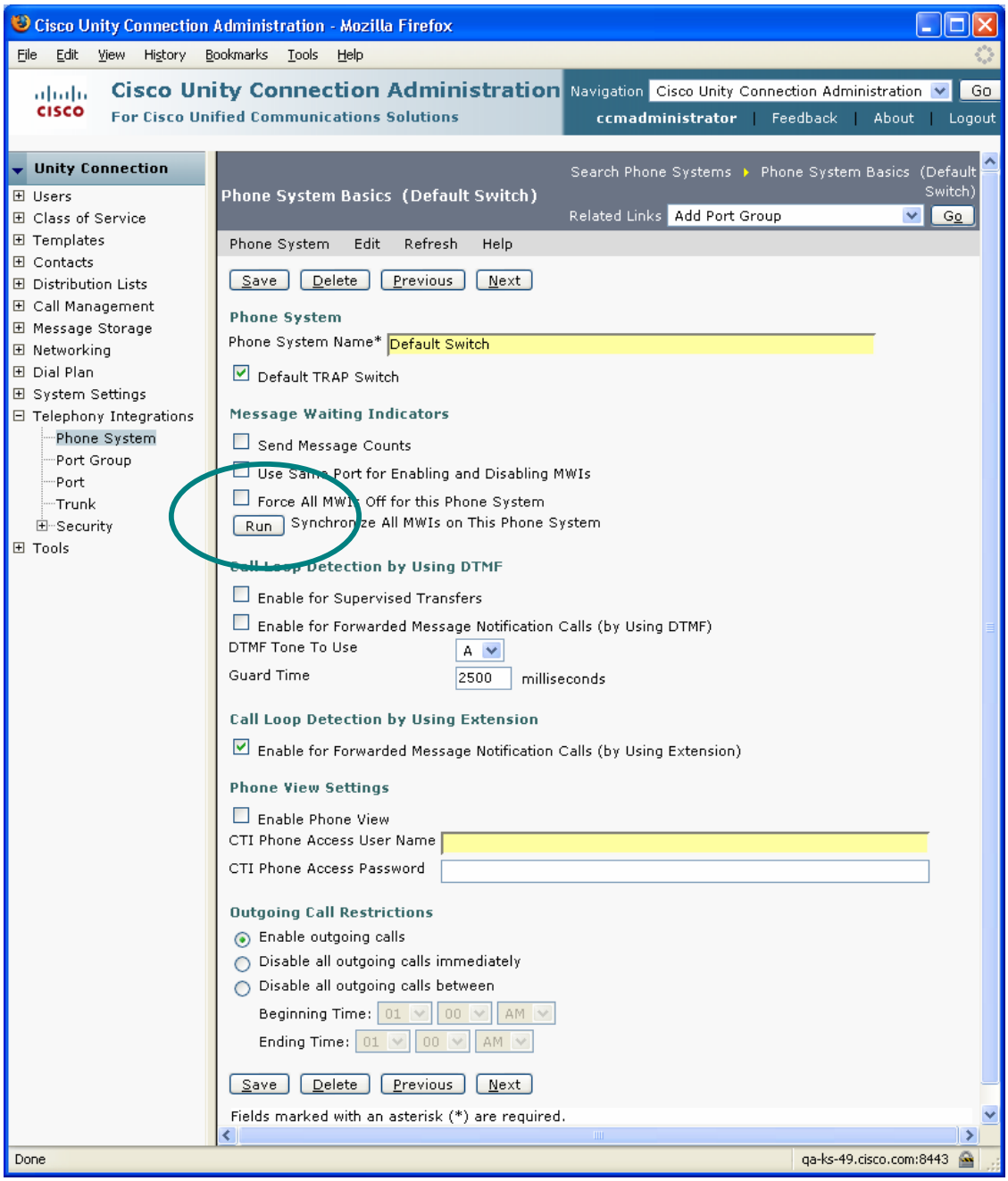

```
!
ephone  1
 vm-device-id CiscoUM8-VI1
 button  1:11
!
ephone  2
 vm-device-id CiscoUM8-VI2
 button  1:12
!
ephone  3
 vm-device-id CiscoUM8-VI3
 button  1:13
!
ephone  4
 vm-device-id CiscoUM8-VI4
 button  1:14
```

4. Configure the MWI on and off ephone-dn's. The MWI on and off numbers on CME-as-SRST should be same as the MWI on and off numbers configured in the Cisco Unity Connection Integration for this cluster.

```
!
ephone-dn  15
 number 1061
 mwi on
!
ephone-dn  16
 number 1062
 mwi off
!
```

Caveat(s)

- MWI has to be resynchronized from the Unity Connection server whenever a failover happens from CCM to CME-as-SRST or vice versa. To resynchronize the MWI for all subscribers, log into Unity Connection Administration and navigate to Telephony Integrations → Phone System and select the appropriate phone system (the phone system associated with the port group where the SRST changes were made). Press the Run next to "Synchronize All MWIs on This Phone System."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Port Group
Port
Trunk
Security
Tools
Phone System Basics (Default Switch)
Search Phone Systems ▸ Phone System Basics (Default Switch)
Related Links Add Port Group Go
Phone System Edit Refresh Help
Save Delete Previous Next
Phone System
Phone System Name* Default Switch
Default TRAP Switch
Message Waiting Indicators
Send Message Counts
Use Same Port for Enabling and Disabling MWIs
Force All MWIs Off for this Phone System
Run Synchronize All MWIs on This Phone System
Call Loop Detection by Using DTMF
Enable for Supervised Transfers
Enable for Forwarded Message Notification Calls (by Using DTMF)
DTMF Tone To Use A
Guard Time 2500 milliseconds
Call Loop Detection by Using Extension
Enable for Forwarded Message Notification Calls (by Using Extension)
Phone View Settings
Enable Phone View
CTI Phone Access User Name
CTI Phone Access Password
Outgoing Call Restrictions
Enable outgoing calls
Disable all outgoing calls immediately
Disable all outgoing calls between
Beginning Time: 01 00 AM
Ending Time: 01 00 AM
Save Delete Previous Next
Fields marked with an asterisk (*) are required.
Done
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