



Cisco Unity Express 2.1 Command Reference

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Cisco Unity Express 2.1 Command Reference

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Using Cisco Unity Express Software

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, page xi](#)
- [Entering the Command Environment, page xiii](#)
- [Getting Help, page xiv](#)
- [Using the no and default Forms of Commands, page xiv](#)
- [Saving Configuration Changes, page xiv](#)
- [Identifying Supported Platforms, page xv](#)

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 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	<code>telnet ip-address</code> Example: C:\> telnet 172.16.231.195	Specifies the IP address of the Cisco CallManager router.
Step 3	Username: Password:	Enter your user ID and password for the router.
Step 4	<code>service-module service-engine slot/port session</code> 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 <i>ip-address slot/port</i> ... Connection refused by remote host” appears, enter the command <code>service-module service-engine slot/port session clear</code> and try Step 4 again.
Step 5	<code>enable</code> 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
<code>help</code>	Provides a brief description of the help system in any command mode.
<code>abbreviated-command-entry?</code>	Provides a list of commands that begin with a particular character string. (No space between command and question mark.)
<code>abbreviated-command-entry<Tab></code>	Completes a partial command name.
<code>?</code>	Lists all commands available for a particular command mode.
<code>command ?</code>	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:ftp-server-address} filename
```

Keyword or Argument	Description
<code>ftp:user-id:password@</code>	User ID and password for the FTP server. Include the colon (:) and the at sign (@) in your entry.
<code>ftp-server-address</code>	IP address of the FTP server.
<code>/directory</code>	(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:ftp-server-address	IP address of the TFTP server.
<i>filename</i>	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>



A

abbreviation (network location id)

application (ccn trigger jtapi)

application (ccn trigger sip)

abbreviation (network location id)

To create an alphanumeric abbreviation for a Cisco Unity Express network location, use the **abbreviation** command in Cisco Unity Express location configuration mode. To delete an abbreviation, use the **no** form of this command.

abbreviation *name*

no abbreviation *name*

Syntax Description	<i>name</i>	Alphanumeric abbreviation for the location that is spoken to a user when the user performs addressing functions in the telephone user interface.
---------------------------	-------------	--

Defaults The default abbreviation is an empty string.

Command Modes Cisco Unity Express location configuration

Command History	Release	Modification
	2.0	This command was introduced.

Usage Guidelines You cannot enter more than 5 characters.

Examples The following example shows an abbreviation for a Birmingham remote voice-mail location:

```
se-10-0-0-0# config t
se-10-0-0-0(config)# network location id 1
se-10-0-0-0(config-location)# abbreviation bham
se-10-0-0-0(config-location)# end
se-10-0-0-0(config)#
```

Related Commands	Command	Description
	show network locations	Displays the name and abbreviation of the network locations.

application (ccn trigger jtapi)

To specify the name of the application to start when a trigger is entered, use the **application** command in Cisco Unity Express configuration trigger mode.

application *name*

Syntax Description	<i>name</i>	Specifies the name of the application to start when the trigger is entered.
---------------------------	-------------	---

Command Modes	CCN configuration trigger mode
----------------------	--------------------------------

Command History	Cisco Unity Express Release	Modification
	1.0	This command was introduced on the Cisco Unity Express network module and in Cisco CallManager Express 3.0.
	1.1	This command was implemented on the advanced integration module (AIM) and in Cisco CallManager 3.3(3).
	1.1.2	This command was implemented on the Cisco 2800 series and Cisco 3800 series routers.

Usage Guidelines	Use the application command to specify the name of the application to start when the trigger is entered.
-------------------------	---

Examples	The following example specifies that the myapp application will start when the 1234 trigger is entered.
-----------------	---

```
se-10-0-0-0# config t
se-10-0-0-0(config)# ccn trigger jtapi 1234
se-10-0-0-0(config-trigger)# application myapp
se-10-0-0-0(config-trigger)# end
se-10-0-0-0(config)# exit
```

Related Commands	Command	Description
	ccn trigger jtapi phonenumber	Enters CCN trigger configuration mode.
	show ccn trigger	Displays the CCN trigger details.

application (ccn trigger sip)

To specify the name of the application to start when a trigger is entered, use the **application** command in Cisco Unity Express configuration trigger mode.

application *name*

Syntax Description

<i>name</i>	Specifies the name of the application to start when the trigger is entered.
-------------	---

Command Modes

CCN configuration trigger mode

Command History

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

Usage Guidelines

Use the **application** command to specify the name of the application to start when the trigger is entered.

Examples

The following example specifies that the myapp application will start when the 1234 trigger is entered.

```
se-10-0-0-0# config t
se-10-0-0-0(config)# ccn trigger sip 1234
se-10-0-0-0(config-trigger)# application myapp
se-10-0-0-0(config-trigger)# end
se-10-0-0-0(config)# exit
```

Related Commands

Command	Description
ccn trigger sip phonenumber	Enters CCN trigger configuration mode.
show ccn trigger	Displays the CCN trigger details.



B

[backup](#)

[backup category](#)

backup

To set the backup parameters, use the **backup** command in Cisco Unity Express configuration mode. To delete the number of revisions or the backup server URL, use the **no** form of this command.

```
backup {revisions number | server url ftp-url username ftp-username password ftp-password}
```

```
no backup {revisions number | server url ftp-url}
```

Syntax Description

revisions <i>number</i>	Number of revision files stored in the Cisco Unity Express database.
server url <i>ftp-url</i>	URL to the FTP server where the backup files will be stored.
username <i>ftp-username</i>	User ID needed to access the FTP server.
password <i>ftp-password</i>	Password needed to access the FTP server.

Command Modes

Cisco Unity Express configuration

Command History

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

Usage Guidelines

Set these parameters before backing up any files.

Consider the amount of storage space that each backup file requires when setting the number of files to store. When the number is reached, the next backup file overwrites the oldest stored backup file.

The system automatically numbers and dates the backup files and identifies the revision number in a backupid field. Reference this backup ID value when restoring a file.

Performing different backup types at various times causes different backup IDs for data backups and configuration backups. For example, the last data backup ID might be 3 and the last configuration backup might be 4. Performing an **all** backup might result in a backup ID of 5 for both data and configuration. See the [backup category](#) command for information about different backup types.

Examples

The following example sets 7 revisions on FTP server /branch/vmbackups.

```
se-10-0-0-0> enable
se-10-0-0-0# config t
se-10-0-0-0(config)# backup revisions 7
se-10-0-0-0(config)# backup server url ftp://branch/vmbackups username admin password
mainserver
```

Related Commands	Command	Description
	backup category	Specifies the type of data to be backed up.
	show backup history	Displays statistics for backed-up files.
	show backup server	Displays the FTP server designated to store backup files.

backup category

To specify the type of data to be backed up, use the **backup category** command in Cisco Unity Express offline mode.

backup category {all | configuration | data}

Syntax Description

all	Backs up all data.
configuration	Backs up only system and application settings.
data	Backs up only voice-mail messages and application data.

Defaults

All data is backed up.

Command Modes

Cisco Unity Express offline

Command History

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

Usage Guidelines

This command indicates the type of Cisco Unity Express data to be backed up to the FTP server.

When the backup procedure begins, all active calls are terminated. In Release 1.0, Cisco Unity Express does not support scheduled restores. Consider doing the backup procedure when the telephones are least active.

Examples

The following examples illustrate all the backup categories:

```
se-10-0-0-0> enable
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 all
se-10-0-0-0(offline)# continue
se-10-0-0-0#
```

```
se-10-0-0-0> enable
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 configuration
```



```
se-10-0-0-0(offline)# continue
se-10-0-0-0#

se-10-0-0-0> enable
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
continue	Activates the backup or restore process.
offline	Initiates Cisco Unity Express offline mode.
show backup history	Displays details about backed-up files.
show backup server	Displays details about the backup server.



C

calendar biz-schedule
calendar holiday
ccm-manager address
ccm-manager credentials
ccm-manager username
ccn application
ccn call terminate
ccn copy prompt
ccn copy script
ccn copy url
ccn delete
ccn engine
ccn subsystem jtapi
ccn subsystem sip
ccn trigger jtapi phonenumber
ccn trigger sip phonenumber
clock timezone
closed day
continue
copy ftp
copy ldap
copy log
copy running-config
copy startup-config
copy tftp
ctiport

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

<i>schedule-name</i>	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 Release	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 <i>yyyy mm dd</i>	Date of the holiday. <i>yyyy</i> is the 4-digit year, <i>mm</i> is the 2-digit month, and <i>dd</i> is the 2-digit day.
description <i>holiday-description</i>	(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 Release	Modification
2.1	This command was introduced.

Usage Guidelines

A holiday list contains user-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.

ccm-manager address

To configure the IP address or hostname of Cisco CallManager 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

<i>primary-server-ip-address</i>	IP address of the primary Cisco CallManager server.
<i>primary-server-hostname</i>	Hostname of the primary Cisco CallManager server.
<i>secondary-server-ip-address</i>	(Optional) IP address of the secondary Cisco CallManager server.
<i>secondary-server-hostname</i>	(Optional) Hostname of the secondary Cisco CallManager server.
<i>tertiary-server-ip-address</i>	(Optional) IP address of the tertiary Cisco CallManager server.
<i>tertiary-server-hostname</i>	(Optional) Hostname of the tertiary Cisco CallManager server.
<i>server-ip-address</i>	IP address of any Cisco CallManager server.
<i>server-hostname</i>	Hostname of any Cisco CallManager server.

Command Modes

Cisco Unity Express JTAPI configuration

Command History

Cisco Unity Express Release	Modification
1.0	This command was introduced on the Cisco Unity Express network module and in Cisco CallManager Express 3.0.
1.1	This command was implemented on the advanced integration module (AIM) and in Cisco CallManager 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 CallManager 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 CallManager 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 CallManager CTI ports used by Cisco Unity Express.
show ccn subsystem jtapi	Displays statistics for the JTAPI subsystems.

ccm-manager credentials

To specify the Cisco CallManager 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	<i>credentials</i>	Encrypted username and password combination.
---------------------------	--------------------	--

Command Modes	Cisco Unity Express JTAPI configuration
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Command History	Cisco Unity Express Release	Modification
	1.0	This command was introduced on the Cisco Unity Express network module and in Cisco CallManager Express 3.0.
	1.1	This command was implemented on the advanced integration module (AIM) and in Cisco CallManager 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 CallManager 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
+DuGhIBvqsgghj6p6aBUoRQ4E0vzCD5YHSd8ZZNgd+Y9J3x1k2B35j0nfGWTYHfmPSd8ZZNgd+Y9J3x1k2B35jwAAAA
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 CallManager server.
	ccn subsystem jtapi	Enters JTAPI configuration mode.
	ctiport	Specifies the Cisco CallManager CTI ports used by Cisco Unity Express.
	show ccn subsystem jtapi	Displays statistics for the JTAPI subsystems.

ccm-manager username

To specify the Cisco CallManager 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

<i>jtapi-user-id</i>	User ID of the JTAPI user.
password <i>jtapi-user-password</i>	Password for the JTAPI user.

Command Modes

Cisco Unity Express JTAPI configuration

Command History

Cisco Unity Express Release	Modification
1.0	This command was introduced on the Cisco Unity Express network module and in Cisco CallManager Express 3.0.
1.1	This command was implemented on the advanced integration module (AIM) and in Cisco CallManager 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 CallManager 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 CallManager server.
ccn subsystem jtapi	Enters JTAPI configuration mode.
ctiport	Specifies the Cisco CallManager 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

<i>full-name</i>	Full name of the application.
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Command Modes

Cisco Unity Express configuration

Command History

Cisco Unity Express Release	Modification
1.0	This command was introduced on the Cisco Unity Express network module and in Cisco CallManager Express 3.0.
1.1	This command was implemented on the advanced integration module (AIM) and in Cisco CallManager 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 ccn application	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	Parameter	Description
	callimplid	Terminates a call. with a specified call implementation ID.
	portimplid	Terminates a call from a specified port implementation ID.
	<i>impli-id</i>	Implementation ID of the call to be terminated.

Command Modes Cisco Unity Express EXEC

Command History	Release	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 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	
<i>prompt-filename</i>	Name of the prompt file to be copied.
ftp://url <i>destination-ip-address</i>	Destination server where the prompt file will be stored.
language <i>xx_YY</i>	(Optional) Language of the prompt. See Release Notes for Cisco Unity Express Release 2.2 for a list of supported languages.
username <i>name</i>	(Optional) Specifies the login name for the server. The default is “anonymous”.
password <i>password</i>	(Optional) Specifies the login password.

Command Modes Cisco Unity Express EXEC

Command History	Cisco Unity Express Release	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	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

<i>script-filename</i>	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 Release	Modification
1.1	This command was introduced on the Cisco Unity Express network module (NM), advanced integration module (AIM), and in Cisco CallManager 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	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

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 <i>prompt-filename</i>	Name of the prompt file to be copied.
script <i>script-filename</i>	Name of the script file to be copied.
language <i>language</i>	(Optional) Language of the prompt. See Release Notes for Cisco Unity Express Release 2.2 for a list of supported languages.
username <i>username</i>	(Optional) Specifies the login name for the server. The default is “anonymous”.
password <i>password</i>	(Optional) Specifies the login password.

Command Modes

Cisco Unity Express EXEC

Command History

Cisco Unity Express Release	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	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

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 <i>prompt-filename</i>		Name of the prompt file.
language <i>xx_YY</i>		(Optional) Language of the prompt. See Release Notes for Cisco Unity Express Release 2.2 for a list of supported languages.
script <i>script-filename</i>		Name of the script file.

Command Modes Cisco Unity Express EXEC

Command History	Cisco Unity Express Release	Modification
	1.0	This command was introduced on the Cisco Unity Express network module and in Cisco CallManager Express 3.0.
	1.1	This command was implemented on the advanced integration module (AIM) and in Cisco CallManager 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 user prompt from that language. Otherwise, the system deletes the prompt from the system default language. Release 2.0 supports only one installed 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.
	show ccn prompts	Displays configured CCN prompt files.
	show ccn scripts	Displays configured CCN script files.

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 Release	Modification
1.0	This command was introduced on the Cisco Unity Express network module and in Cisco CallManager Express 3.0.
1.1	This command was implemented on the advanced integration module (AIM) and in Cisco CallManager 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 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 Release	Modification
1.1	This command was introduced on the Cisco Unity Express network module (NM), advanced integration module (AIM), and in Cisco CallManager 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 CallManager server.
ccm-manager username	Specifies the JTAPI user ID and password.
ctiport	Specifies the Cisco CallManager 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 Release	Modification
	1.0	This command was introduced on the Cisco Unity Express network module and in Cisco CallManager Express 3.0.
	1.1	This command was implemented on the advanced integration module (AIM) and in Cisco CallManager 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 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

<i>number</i>	Specifies the phone number that acts as the trigger to start the application on the JTAPI proxy server and enters trigger configuration mode. The <i>number</i> value should be the last four digits of the full telephone number that callers dial to reach the auto attendant.
---------------	--

Command Modes

Cisco Unity Express configuration

Command History

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

Usage Guidelines

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

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)#
```

Related Commands

Command	Description
show ccn trigger	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	<i>number</i>	Specifies the phone number that acts as the trigger to start the application on the SIP proxy server and enters trigger configuration mode. The <i>number</i> value should be the last four digits of the full telephone number that callers dial to reach the auto attendant.
---------------------------	---------------	--

Command Modes	Cisco Unity Express configuration
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Command History	Cisco Unity Express Release	Modification
	1.0	This command was introduced on the Cisco Unity Express network module and in Cisco CallManager Express 3.0.
	1.1	This command was implemented on the advanced integration module (AIM) and in Cisco CallManager 3.3(3).
	1.1.2	This command was implemented on the Cisco 2800 series and Cisco 3800 series routers.

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

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)#
```

Related Commands	Command	Description
	show ccn trigger	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	<i>time-zone</i> (Optional) Time zone of the local branch.
---------------------------	--

Command Modes Cisco Unity Express configuration

Command History	Cisco Unity Express Release	Modification
	1.0	This command was introduced on the Cisco Unity Express network module and in Cisco CallManager Express 3.0.
	1.1	This command was implemented on the advanced integration module (AIM) and in Cisco CallManager 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

<i>day-of-week</i>	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 <i>hh:mm</i>	Starting time. Use the 24-hour clock for the hours <i>hh</i> . Valid values for minutes <i>mm</i> are 0 to 30.
to <i>hh:mm</i>	Ending time. Use the 24-hour clock for the hours <i>hh</i> . Valid values for minutes <i>mm</i> 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 Release	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.

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 Release	Modification
	1.0	This command was introduced on the Cisco Unity Express network module and in Cisco CallManager Express 3.0.
	1.1	This command was implemented on the advanced integration module (AIM) and in Cisco CallManager 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 defaults	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: { **nvrām:startup-config** | **running-config** | **startup-config** | **system:running-config** }

Syntax Description

nvrām: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 Release	Modification
1.0	This command was introduced on the Cisco Unity Express network module and in Cisco CallManager Express 3.0.
1.1	This command was implemented on the advanced integration module (AIM) and in Cisco CallManager 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: nvrām: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 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:// <i>user-id:ftp-password@</i>	(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.
<i>@ftp-server-address</i>	The IP address of the FTP server.
<i>/directory</i>	(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.
<i>/filename</i>	The filename for the LDAP data on the FTP server.

Command Modes

Cisco Unity Express EXEC

Command History

Cisco Unity Express Release	Modification
1.0	This command was introduced on the Cisco Unity Express network module and in Cisco CallManager Express 3.0.
1.1	This command was implemented on the advanced integration module (AIM) and in Cisco CallManager 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	The 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.
<i>user-id:ftp-password@</i>	(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.
<i>ftp-server-address</i>	IP address of the FTP server.
<i>/directory</i>	(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.
<i>/filename</i>	Filename for the log data on the FTP server.

Command Modes

Cisco Unity Express EXEC

Command History

Cisco Unity Express Release	Modification
1.0	This command was introduced on the Cisco Unity Express network module and in Cisco CallManager Express 3.0.
1.1	This command was implemented on the advanced integration module (AIM) and in Cisco CallManager 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/installinfo
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:** | **nvr: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.
nvr:startup-config <i>filename</i>		Copies the running configuration to the NVRAM saved configuration named <i>filename</i> .
startup-config		Copies the running configuration to the startup configuration in flash memory named <i>filename</i> .
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 Release	Modification
	1.0	This command was introduced on the Cisco Unity Express network module and in Cisco CallManager Express 3.0.
	1.1	This command was implemented on the advanced integration module (AIM) and in Cisco CallManager 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 Release	Modification
1.0	This command was introduced on the Cisco Unity Express network module and in Cisco CallManager Express 3.0.
1.1	This command was implemented on the advanced integration module (AIM) and in Cisco CallManager 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: { **nvrām:startup-config** | **running-config** | **startup-config** | **system:running-config** }

Syntax Description

nvrām: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 Release	Modification
1.0	This command was introduced on the Cisco Unity Express network module and in Cisco CallManager Express 3.0.
1.1	This command was implemented on the advanced integration module (AIM) and in Cisco CallManager 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.

ctiport

To specify one or more Cisco CallManager 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

<i>cti-port</i>	CTI port number.
<i>cti-portN</i>	(Optional) Additional CTI ports.

Command Modes

Cisco Unity Express JTAPI configuration

Command History

Cisco Unity Express Release	Modification
1.1	This command was introduced on the Cisco Unity Express network module (NM), advanced integration module (AIM), and in Cisco CallManager 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 CallManager 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.



D

default (ccn application)
default (ccn engine)
default (ccn trigger jtapi)
default (ccn trigger sip)
default ccm-manager (ccn subsystem jtapi)
default ctiport (ccn subsystem jtapi)
default gateway (ccn subsystem sip)
description (ccn application)

default (ccn application)

To reset a CCN application parameter to its default value, use the **default** command in CCN application configuration mode.

default { **description** | **enabled** | **maxsessions** | **parameter** *name* }

Syntax Description

description	Sets the application description to the name of the application.
enabled	Enables the application.
maxsessions	Sets the maximum number of sessions to the port license number.
parameter <i>name</i>	Sets the parameter's value to the default set in the script.
Note	Parameter names can be viewed using the show ccn application command.

Command Modes

CCN application configuration

Command History

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

Usage Guidelines

The **default** command sets a Cisco Communication Network (CCN) application parameter to its default value.

Examples

The following example sets the maximum number of sessions to the port license number:

```
se-10-0-0-0# config t
se-10-0-0-0(config)# ccn application voicemail
se-10-0-0-0(config-application)# default maxsessions
se-10-0-0-0(config-application)# end
se-10-0-0-0(config)# exit
```

Related Commands

Command	Description
ccn application	Configures the CCN applications, such as voice mail and auto attendant.
ccn engine	Configures the parameters used by all CCN applications.
ccn trigger sip phonenumber	Configures CCN trigger values for the applications.
show ccn application	Displays all of the CCN application details.

default (ccn engine)

To set the upper limit on the number of steps executed in a CCN application to the default value, use the **default** command in CCN engine configuration mode.

default maxsteps

Syntax Description

maxsteps	Upper limit on the number of steps executed in a CCN application. The default is 1000.
-----------------	--

Command Modes

CCN engine configuration mode

Command History

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

Examples

The following example resets the specified parameters to their factory values:

```
se-10-0-0-0# config t
se-10-0-0-0(config)# ccn engine
se-10-0-0-0(config-engine)# default maxsteps
se-10-0-0-0(config-engine)# end
se-10-0-0-0(config)# exit
```

Related Commands

Command	Description
ccn application	Configures the CCN applications, such as voice mail and auto attendant.
ccn engine	Configures the parameters used by all CCN applications.
ccn trigger sip phonenumber	Configures CCN trigger values for the applications.
show ccn engine	Displays the CCN engine information.

default (ccn trigger jtapi)

To reset a CCN JTAPI trigger parameter to its default value, use the **default** command in CCN trigger JTAPI configuration mode. To disable the trigger or to set the number of maxsessions to 0, use the **no** form of this command.

default { **application** | **enabled** | **idletimeout** | **locale** | **maxsessions** }

no default { **enabled** | **maxsessions** }

Syntax Description

application	Has no effect on the application.
enabled	Enables the trigger. Use the no form of this command to disable the trigger.
idletimeout	Sets the idle timeout to 10,000 seconds.
locale	Sets the locale to “systemDefault.”
maxsessions	Sets the maximum number of sessions to the port license number. Use the no form of this command to set the number to 0.

Command Modes

CCN trigger JTAPI configuration

Command History

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

Examples

The following example sets the maximum number of sessions to the port license number:

```
se-10-0-0-0# config t
se-10-0-0-0(config)# ccn trigger jtapi phonenumber 1234
se-10-0-0-0(config-trigger)# default maxsessions
se-10-0-0-0(config-trigger)# end
se-10-0-0-0(config)# exit
```

Related Commands

Command	Description
ccn application	Configures the CCN applications, such as voice mail and auto attendant.
ccn engine	Configures the parameters used by all CCN applications.
show ccn trigger	Displays all of the CCN application details.

default (ccn trigger sip)

To reset a CCN SIP trigger parameter to its default value, use the **default** command in CCN trigger SIP configuration mode. To disable the trigger or to set the number of maxsessions to 0, use the **no** form of this command.

default { **application** | **enabled** | **idletimeout** | **locale** | **maxsessions** }

no default { **enabled** | **maxsessions** }

Syntax Description

application	Has no effect on the application.
enabled	Enables the trigger. Use the no form of this command to disable the trigger.
idletimeout	Sets the idle timeout to 10,000 seconds.
locale	Sets the locale to "systemDefault."
maxsessions	Sets the maximum number of sessions to the port license number. Use the no form of this command to set the number to 0.

Command Modes

CCN trigger SIP configuration

Command History

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

Examples

The following example sets the maximum number of sessions to the port license number:

```
se-10-0-0-0# config t
se-10-0-0-0(config)# ccn trigger sip phonenumber 1234
se-10-0-0-0(config-trigger)# default maxsessions
se-10-0-0-0(config-trigger)# end
se-10-0-0-0(config)# exit
```

Related Commands

Command	Description
ccn application	Configures the CCN applications, such as voice mail and auto attendant.
ccn engine	Configures the parameters used by all CCN applications.
show ccn trigger	Displays all of the CCN application details.

default ccm-manager (ccn subsystem jtapi)

To reset a Cisco CallManager JTAPI subsystem parameter used by Cisco Unity Express to its default value, use the **default ccm-manager** command in Cisco Unity Express CCN subsystem JTAPI configuration mode.

```
default ccm-manager {address | username | password}
```

Syntax Description

address	Sets the IP address of the Cisco CallManager server to 0.0.0.0.
username	Sets the CCM JTAPI username to an empty string.
password	Sets the CCM JTAPI password to an empty string.

Command Modes

CCN subsystem JTAPI configuration

Command History

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

Examples

The following example sets the CallManager server address to 0.0.0.0.

```
se-10-0-0-0# config t
se-10-0-0-0(config)# ccn subsystem jtapi
se-10-0-0-0(config-jtapi)# default ccm-manager address
se-10-0-0-0(config-jtapi)# end
se-10-0-0-0(config)# exit
```

Related Commands

Command	Description
ccn application	Configures the CCN applications, such as voice mail and auto attendant.
ccn engine	Configures the parameters used by all CCN applications.
ccn subsystem jtapi	Configures CCM JTAPI parameters.
ccn trigger sip phonenumber	Configures CCN trigger values for the applications.
show ccn subsystem jtapi	Displays the CCN subsystem JTAPI details.

default ctiport (ccn subsystem jtapi)

To reset the Cisco CallManager CTI port address to its default value (an empty string), use the **default ctiport** command in Cisco Unity Express CCN subsystem JTAPI configuration mode.

default ctiport

Syntax Description This command has no arguments or keywords.

Command Modes CCN subsystem JTAPI configuration

Command History	Cisco Unity Express Release	Modification
	1.0	This command was introduced on the Cisco Unity Express network module and in Cisco CallManager Express 3.0.
	1.1	This command was implemented on the advanced integration module (AIM) and in Cisco CallManager 3.3(3).
	1.1.2	This command was implemented on the Cisco 2800 series and Cisco 3800 series routers.

Examples The following example sets the Cisco CallManager CTI port address to an empty string.

```
se-10-0-0-0# config t
se-10-0-0-0(config)# ccn subsystem jtapi
se-10-0-0-0(config-jtapi)# default ctiport
se-10-0-0-0(config-jtapi)# end
se-10-0-0-0(config)# exit
```

Related Commands	Command	Description
	ccn application	Configures the CCN applications, such as voice mail and auto attendant.
	ccn engine	Configures the parameters used by all CCN applications.
	ccn subsystem jtapi	Configures the CCM JTAPI parameters.
	ccn trigger sip phonenumber	Configures CCN trigger values for the applications.
	show ccn subsystem jtapi	Displays the CCN subsystem JTAPI details.

default gateway (ccn subsystem sip)

To reset a SIP server parameter to its default value, use the **default gateway** command in Cisco Unity Express CCN subsystem SIP configuration mode.

default gateway {address | port}

Syntax Description

address	Sets the IP address of the SIP server to 0.0.0.0.
port	Sets the SIP port to 5060.

Command Modes

CCN subsystem SIP configuration

Command History

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

Examples

The following example sets the SIP server port to 5060.

```
se-10-0-0-0# config t
se-10-0-0-0(config)# ccn subsystem sip
se-10-0-0-0(config-sip)# default gateway port
se-10-0-0-0(config-sip)# end
se-10-0-0-0(config)# exit
```

Related Commands

Command	Description
ccn application	Configures the CCN applications, such as voice mail and auto attendant.
ccn engine	Configures the parameters used by all CCN applications.
ccn subsystem sip	Configures the CCM JTAPI parameters.
ccn trigger sip phonenumber	Configures CCN trigger values for the applications.
show ccn subsystem sip	Displays the CCN subsystem SIP details.

description (ccn application)

To specify an optional description for a CCN application, use the **description** command in Cisco Unity Express CCN application configuration mode. To remove the description, use the **no** form of this command.

description *“text”*

no description *“text”*

Syntax Description	<i>text</i>	Specifies a text description for the application. Use double quotes around the text.
---------------------------	-------------	--

Defaults	No string is defined.
-----------------	-----------------------

Command Modes	CCN application configuration
----------------------	-------------------------------

Command History	Cisco Unity Express Release	Modification
	1.0	This command was introduced on the Cisco Unity Express network module and in Cisco CallManager Express 3.0.
	1.1	This command was implemented on the advanced integration module (AIM) and in Cisco CallManager 3.3(3).
	1.1.2	This command was implemented on the Cisco 2800 series and Cisco 3800 series routers.

Examples The following example adds a description for the CCN autoattendant application:

```
se-10-0-0-0# config t
se-10-0-0-0(config)# ccn application autoattendant
se-10-0-0-0(config-application)# description "Release 1 AA"
se-10-0-0-0(config-application)# end
se-10-0-0-0(config)# exit
```

Related Commands	Command	Description
	ccn application	Configures the CCN applications, such as voice mail and auto attendant.
	show ccn application	Displays the CCN application details.



E

email domain (network location id)

enable (network location)

enabled (ccn application)

enabled (ccn trigger jtapi)

enabled (ccn trigger sip)

erase startup-config

email domain (network location id)

To configure the e-mail domain for the remote voice-mail location, use the **email** command in Cisco Unity Express location configuration mode. To set the domain to an empty string, use the **no** form of this command.

email domain {*name* | *ip-address*}

no email domain {*name* | *ip-address*}

Syntax Description

<i>name</i>	Configures the e-mail domain hostname for the location.
<i>ip-address</i>	Configures the e-mail domain IP address for the location.

Defaults

No email domain is configured.

Command Modes

Location configuration

Command History

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

Usage Guidelines

This command configures the e-mail domain name or IP address for the location. The domain name is added when a VPIM message is sent to the remote location (for example, "4843000@cisco.com"). If you do not configure a domain name or IP address, the Cisco Unity Express system at this location cannot receive network messages.

Examples

The following example configures the e-mail domain for network location 9 to 10.12.0.1.

```
se-10-0-0-0# config t
se-10-0-0-0(config)# network location id 9
se-10-0-0-0(config-location)# email domain 10.12.0.1
se-10-0-0-0(config-location)# end
se-10-0-0-0(config)#
```

Related Commands

Command	Description
ccn application	Configures the CCN applications, such as voice mail and auto attendant.
show ccn application	Displays the CCN application details.

enable (network location)

To enable a network location to send and receive Cisco Unity Express voice mail messages, use the **enable** command in Cisco Unity Express location configuration mode. To disable the location, use the **no** form of this command.

enable

no enable

Syntax Description

This command has no arguments or keywords.

Defaults

Network locations are enabled.

Command Modes

Cisco Unity Express location configuration

Command History

Cisco Unity Express Release	Modification
2.1	This command was introduced.

Usage Guidelines

Network locations are enabled by default to send and receive Cisco Unity Express voice mail messages. Use the **no enable** command to prevent communication to the location. Use the **enable** command to reestablish communication to the network location.



Note The **no enable** command does not erase the network location from the Cisco Unity Express database.

Examples

The following example displays the details for network location 15 with networking disabled:

```
se-10-0-0-0# config t
se-10-0-0-0(config)# network location id 15
se-10-0-0-0(config-location)# no enable
!!!WARNING!!!:Disabling location will disable
networking to/from this location.
Do you wish to continue[n]?:y
se-10-0-0-0(config-location)# end
se-10-0-0-0(config)# exit
se-10-0-0-0#
se-10-0-0-0# show network detail location id 15

Name:                houston
Abbreviation:        hou
Email domain:        how.cue.abcdef.com
Minimum extension length: 2
Maximum extension length: 15
Phone prefix:        4
VPIM encoding:       dynamic
```

enable (network location)

```

Send spoken name:      enabled
Send vCard:           enabled
State:                disabled
VPIM broadcast ID:    vpim-broadcast
Sent msg count:       1
Received msg count:   1

```

The following example reestablishes voice-mail transmission to and from network location 15.

```

se-10-0-0-0# config t
se-10-0-0-0(config)# network location id 15
se-10-0-0-0(config-location)# enable
se-10-0-0-0(config-location)# end
se-10-0-0-0(config)# exit

```

Related Commands

Command	Description
network location	Specifies a network ID for a remote site.
show network detail	Displays details of a specified network location.

enabled (ccn application)

To start an application, use the **enabled** command in Cisco Unity Express CCN configuration application mode. To disable the application, use the **no** form of this command.

enabled

no enabled

Syntax Description This command has no arguments or keywords.

Command Modes CCN configuration application

Command History	Cisco Unity Express Release	Modification
	1.0	This command was introduced on the Cisco Unity Express network module and in Cisco CallManager Express 3.0.
	1.1	This command was implemented on the advanced integration module (AIM) and in Cisco CallManager 3.3(3).
	1.1.2	This command was implemented on the Cisco 2800 series and Cisco 3800 series routers.

Examples The following example enables the autoattendant application.

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

Related Commands	Command	Description
	ccn application	Configures the CCN applications, such as voice mail and auto attendant.
	show ccn application	Displays the CCN application details.

enabled (ccn trigger jtapi)

To start a trigger, use the **enabled** command in Cisco Unity Express CCN configuration trigger mode. To disable the trigger, use the **no** form of this command.

enabled

no enabled

Syntax Description This command has no arguments or keywords.

Command Modes CCN configuration trigger mode

Command History	Cisco Unity Express Release	Modification
	1.0	This command was introduced on the Cisco Unity Express network module and in Cisco CallManager Express 3.0.
	1.1	This command was implemented on the advanced integration module (AIM) and in Cisco CallManager 3.3(3).
	1.1.2	This command was implemented on the Cisco 2800 series and Cisco 3800 series routers.

Examples The following example enables the trigger 1234.

```
se-10-0-0-0# config t
se-10-0-0-0(config)# ccn trigger jtapi phonenum 1234
se-10-0-0-0(config-trigger)# enabled
se-10-0-0-0(config-trigger)# end
se-10-0-0-0(config)#
```

Related Commands	Command	Description
	ccn trigger jtapi phonenum	Enters trigger configuration mode.
	show ccn trigger	Displays the CCN trigger details.

enabled (ccn trigger sip)

To start a trigger, use the **enabled** command in Cisco Unity Express CCN configuration trigger mode. To disable the trigger, use the **no enabled** form of this command.

enabled

no enabled

Syntax Description This command has no arguments or keywords.

Command Modes CCN configuration trigger mode

Command History	Cisco Unity Express Release	Modification
	1.0	This command was introduced on the Cisco Unity Express network module and in Cisco CallManager Express 3.0.
	1.1	This command was implemented on the advanced integration module (AIM) and in Cisco CallManager 3.3(3).
	1.1.2	This command was implemented on the Cisco 2800 series and Cisco 3800 series routers.

Examples The following example enables the trigger 1234.

```
se-10-0-0-0# config t
se-10-0-0-0(config)# ccn trigger sip phonenumber 1234
se-10-0-0-0(config-trigger)# enabled
se-10-0-0-0(config-trigger)# end
se-10-0-0-0(config)#
```

Related Commands	Command	Description
	ccn trigger sip phonenumber	Enters trigger configuration mode.
	show ccn trigger	Displays the CCN trigger details.

erase startup-config

To erase the startup configuration, use the **erase startup-config** command in Cisco Unity Express EXEC mode.

erase startup-config

Syntax Description

This command has no arguments or keywords.

Command Modes

Cisco Unity Express EXEC

Command History

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

Examples

The following example deletes the startup configuration from flash memory:

```
se-10-0-0-0# erase startup-config
```

Related Commands

Command	Description
write	Copies the running configuration to the startup configuration.



G

gateway address (ccn subsystem sip)

gateway port (ccn subsystem sip)

groupname

gateway address (ccn subsystem sip)

To configure the IP address of the SIP proxy server, use the **gateway address** command in Cisco Unity Express SIP configuration mode. To remove the address, use the **no** form of this command.

gateway address *ip-address*

no gateway address

Syntax Description	<i>ip-address</i>	IP address of the SIP proxy server. The default value is 0.0.0.0.
---------------------------	-------------------	---

Defaults	IP address 0.0.0.0
-----------------	--------------------

Command Modes	Cisco Unity Express SIP configuration
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Command History	Cisco Unity Express Release	Modification
	1.0	This command was introduced on the Cisco Unity Express network module and in Cisco CallManager Express 3.0.
1.1	This command was implemented on the advanced integration module (AIM) and in Cisco CallManager 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 a SIP proxy server address of 10.2.34.1:

```
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)# gateway address 10.2.34.1
se-10-0-0-0(config-sip)# end
se-10-0-0-0(config)#
```

Related Commands	Command	Description
	show ccn subsystem sip	Displays details for the SIP subsystem.

gateway port (ccn subsystem sip)

To configure the UDP or TCP port on the SIP proxy server, use the **gateway port** command in Cisco Unity Express SIP configuration mode. To remove the port, use the **no** form of this command.

gateway port *port-number*

no gateway port

Syntax Description	<i>port-number</i>	UDP or TCP port on the SIP proxy server. The default value is 5060.
--------------------	--------------------	---

Defaults	Port 5060
----------	-----------

Command Modes	Cisco Unity Express SIP configuration
---------------	---------------------------------------

Command History	Cisco Unity Express Release	Modification
	1.0	This command was introduced on the Cisco Unity Express network module and in Cisco CallManager Express 3.0.
	1.1	This command was implemented on the advanced integration module (AIM) and in Cisco CallManager 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 SIP proxy server port to 23:

```
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)# gateway port 23
se-10-0-0-0(config-sip)# end
se-10-0-0-0(config)#
```

Related Commands	Command	Description
	show ccn subsystem sip	Displays details for the SIP subsystem.

groupname

To configure a Cisco Unity Express group, use the **groupname** command in either Cisco Unity Express EXEC mode or configuration mode.

EXEC Mode

groupname *name* [**create** | **delete** | **description** “*description*” | **fullname display** “*full-name*”]

Configuration Mode

groupname *name* [**create** | **member** *username* | **owner** *ownername* | **phonenumber** *phone-number* | **phonenumberE164** *full-number* | **privilege** *privilege-name*]

Syntax Description

<i>name</i>	The name of the group.
create	(Optional) Creates a group with no other information.
delete	(Optional) Deletes the group.
description “ <i>description</i> ”	(Optional) Specifies a description of the group. The description must be enclosed in double quotes (“”).
fullname display “ <i>full-name</i> ”	(Optional) Specifies a long name of the group as it should appear on other telephone displays. The name must be entered in double quotes (“”).
member <i>username</i>	(Optional) Associates an existing user as a member of this group. If the <i>username</i> value does not exist, this command will create it with no other information.
owner <i>ownername</i>	(Optional) Specifies the user who owns this group.
phonenumber <i>phone-number</i>	(Optional) Associates an extension or number with this group.
phonenumberE164 <i>full-number</i>	(Optional) Associates a full telephone number and area code with this group.
privilege <i>privilege-name</i>	(Optional) Assigns a privilege to the group.

Command Modes

Cisco Unity Express EXEC
Cisco Unity Express configuration

Command History

Cisco Unity Express Release	Modification
1.0	This command was introduced on the Cisco Unity Express network module and in Cisco CallManager Express 3.0.
1.1	This command was implemented on the advanced integration module (AIM) and in Cisco CallManager 3.3(3).
1.1.2	This command was implemented on the Cisco 2800 series and Cisco 3800 series routers.
2.1	Additional privileges were made available: broadcast, ViewPrivateList, and ManagePublicList.

Usage Guidelines

The EXEC version of the command stores the permitted information in Cisco Unity Express flash memory. If a problem with the disk occurs, this information is available so that the group members may access the group's voice mailbox.

The configuration version of the command is stored in the Cisco Unity Express system configuration file. If a power outage or a system shutdown occurs, the group information can be retrieved.

Several privileges are available:

- **Superuser**—An administrator, also called a *superuser*, has the capability, or privilege, of accessing all the configuration and maintenance functions, including the Administration via Telephone (AvT).
- **ManagePrompts**—The prompt management user has access to the AvT but not to any other administrative functions.
- **Broadcast**—The broadcast privilege permits the user to send broadcast messages across the network.
- **ManagePublicList**—The ManagePublicList privilege permits the user to create and modify public distribution lists.
- **ViewPrivateList**—The ViewPrivateList privilege allows the user to view another user's private distribution lists. The ViewPrivateList user can not modify or delete the private lists.

These privilege levels are assigned to a group, and any member of the group is granted the privilege rights. The software initialization process created an Administrator group from the imported users designated as administrators. Other groups can be created with these privileges. Assign users to an existing group using the CLI commands or the GUI option **Configuration > Users**.

To display the current list of privileges, use the **show privileges** command in Cisco Unity Express EXEC mode. Use the **show groups privileges** command to display the privileges assigned to each group.

Examples

The following example creates the group Sales with two members, one owner, and two privileges:

```
se-10-0-0-0> enable
se-10-0-0-0# groupname sales fullname display "Sales New York"
se-10-0-0-0# groupname sales description "Sales group in New York branch"
se-10-0-0-0# config t
se-10-0-0-0(config)# groupname sales phonenumber 50120
se-10-0-0-0(config)# groupname sales phonenumberE164 12225550120
se-10-0-0-0(config)# groupname sales member user4
se-10-0-0-0(config)# groupname sales member user5
se-10-0-0-0(config)# groupname sales owner user6
se-10-0-0-0(config)# groupname sales privilege broadcast
se-10-0-0-0(config)# groupname sales privilege ManagePublicList
se-10-0-0-0(config)# exit
```

Related Commands

Command	Description
show group detail groupname	Displays the configuration details for a specific group.
show groups	Displays a list of configured group names.
show privileges	Displays a list of available privileges.
show users	Displays a list of configured usernames.
username	Configures a Cisco Unity Express user.



H

[hostname](#)

hostname

To configure the hostname for the Cisco Unity Express applications, use the **hostname** command in Cisco Unity Express configuration mode. To change the hostname to the default hostname, use the **no** form of this command.

hostname *hostname*

no hostname *hostname*

Syntax Description

<i>hostname</i>	Name of the host system. Do not include the domain name.
-----------------	--

Defaults

IP address of the Cisco Unity Express module

Command Modes

Cisco Unity Express configuration

Command History

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

Usage Guidelines

The *hostname* value identifies the Cisco Unity Express module. The default value is the IP address of the module.

Cisco Unity Express uses the *hostname* value in the module prompt.

Examples

The following example changes the hostname of the module with IP address 10.0.0.0 to mybranch and then restores the default hostname:

```
se-10-0-0-0# config t
se-10-0-0-0(config)# hostname mybranch
mybranch(config)# no hostname mybranch
se-10-0-0-0(config)#
```

Related Commands

Command	Description
ip domain-name	Specifies the DNS domain name.
ip name-server	Specifies the DNS server name.
ntp server	Specifies the NTP clocking server.
show hosts	Displays all configured hosts.



idletimeout (ccn trigger jtapi)

idletimeout (ccn trigger sip)

ip domain-name

ip name-server

idletimeout (ccn trigger jtapi)

To specify the number of milliseconds to wait for a caller's response before the call is disconnected, use the **idletimeout** command in Cisco Unity Express CCN configuration trigger mode.

idletimeout *milliseconds*

Syntax Description	<i>milliseconds</i>	The number of milliseconds to wait for a caller's response before the call is disconnected. The default is 10,000 milliseconds.
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Defaults	10,000 milliseconds
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Command Modes	CCN configuration trigger
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Command History	Cisco Unity Express Release	Modification
	1.0	This command was introduced on the Cisco Unity Express network module and in Cisco CallManager Express 3.0.
	1.1	This command was implemented on the advanced integration module (AIM) and in Cisco CallManager 3.3(3).
	1.1.2	This command was implemented on the Cisco 2800 series and Cisco 3800 series routers.

Examples The following example sets the idle timeout to 15,000 milliseconds (15 seconds).

```
se-10-0-0-0# config t
se-10-0-0-0(config)# ccn trigger jtapi phonenum 1234
se-10-0-0-0(config-trigger)# idletimeout 15000
se-10-0-0-0(config-trigger)# end
se-10-0-0-0(config)#
```

Related Commands	Command	Description
	ccn trigger jtapi phonenum	Enters trigger configuration mode.
	show ccn trigger	Displays the CCN trigger details.

idletimeout (ccn trigger sip)

To specify the number of milliseconds to wait for a caller's response before the call is disconnected, use the **idletimeout** command in Cisco Unity Express CCN configuration trigger mode.

idletimeout *milliseconds*

Syntax Description	<i>milliseconds</i>	The number of milliseconds to wait for a caller's response before the call is disconnected. The default value is 10,000 milliseconds.
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Defaults	10,000 milliseconds
-----------------	---------------------

Command Modes	CCN configuration trigger
----------------------	---------------------------

Command History	Cisco Unity Express Release	Modification
	1.0	This command was introduced on the Cisco Unity Express network module and in Cisco CallManager Express 3.0.
	1.1	This command was implemented on the advanced integration module (AIM) and in Cisco CallManager 3.3(3).
	1.1.2	This command was implemented on the Cisco 2800 series and Cisco 3800 series routers.

Examples The following example sets the idle timeout to 15,000 milliseconds (15 seconds).

```
se-10-0-0-0# config t
se-10-0-0-0(config)# ccn trigger sip phonenumber 1234
se-10-0-0-0(config-trigger)# idletimeout 15000
se-10-0-0-0(config-trigger)# end
se-10-0-0-0(config)#
```

Related Commands	Command	Description
	ccn trigger sip phonenumber	Enters trigger configuration mode.
	show ccn trigger	Displays the CCN trigger details.

ip domain-name

To configure the domain name server (DNS) domain name, use the **ip domain-name** command in Cisco Unity Express configuration mode. To delete the domain name, use the **no** form of this command.

ip domain-name *dns-server-domain-name*

no ip domain-name

Syntax Description	
<i>dns-server-domain-name</i>	Domain name for the DNS server.

Defaults	
	No domain name is configured.

Command Modes	
	Cisco Unity Express configuration

Command History	Cisco Unity Express Release	Modification
	1.0	This command was introduced on the Cisco Unity Express network module and in Cisco CallManager Express 3.0.
	1.1	This command was implemented on the advanced integration module (AIM) and in Cisco CallManager 3.3(3).
	1.1.2	This command was implemented on the Cisco 2800 series and Cisco 3800 series routers.

Usage Guidelines	
	Use this command with the ip name-server command to configure the DNS server.

Examples	
	The following example changes the domain name to mycompany.com:

```
se-10-0-0-0# config t
se-10-0-0-0(config)# ip domain-name mycompany.com
se-10-0-0-0(config)# ip name-server 10.0.61.1
```

Related Commands	Command	Description
	hostname	Specifies the server that stores the Cisco Unity Express applications.
	ip name-server	Specifies the DNS server name.
	ntp server	Specifies the NTP clocking server.
	show hosts	Displays all configured hosts.
	show ip route	Displays IP route destinations, gates, and masks.

ip name-server

To configure the IP address of the domain name server (DNS), use the **ip name-server** command in Cisco Unity Express configuration mode. To delete the name server, use the **no** form of this command.

```
ip name-server ip-address [ip-address] [ip-address] [ip-address]
```

```
no ip name-server ip-address
```

Syntax Description	<i>ip-address</i>	IP address of the DNS server.
---------------------------	-------------------	-------------------------------

Defaults	No name server is configured.
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Command Modes	Cisco Unity Express configuration
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Command History	Cisco Unity Express Release	Modification
	1.0	This command was introduced on the Cisco Unity Express network module and in Cisco CallManager Express 3.0.
	1.1	This command was implemented on the advanced integration module (AIM) and in Cisco CallManager 3.3(3).
	1.1.2	This command was implemented on the Cisco 2800 series and Cisco 3800 series routers.

Usage Guidelines	Up to four DNS servers may be configured. Use this command with the ip domain-name command to configure the DNS server.
-------------------------	--

Examples	The following example changes the IP name server to 10.3.61.16:
-----------------	---

```
se-10-0-0-0# config t
se-10-0-0-0(config)# ip name-server 10.3.61.16
se-10-0-0-0(config)# ip domain-name mycompany.com
```

Related Commands	Command	Description
	hostname	Specifies the server that stores the Cisco Unity Express applications.
	ip domain-name	Specifies the DNS domain name.
	ntp server	Specifies the NTP clocking server.
	show hosts	Displays all configured hosts.
	show ip route	Displays IP route destinations, gates, and masks.



L

- list name**
- list number delete**
- list number description**
- list number member**
- list number owner**
- locale (ccn trigger jtapi)**
- locale (ccn trigger sip)**
- log console**
- log console monitor**
- log server**
- log trace boot**
- log trace buffer save**

list name

To create a public distribution list, use the **list name** command in Cisco Unity Express configuration mode. This command does not have a **no** form.

list name *list-name* **number** *list-number* **create**

Syntax Description

<i>list-name</i>	Name of the list. Valid names have up to 64 characters letters and include letters A to Z, a to z, digits 0 to 9, and the characters underscore (_), dot (.), and dash (-). Names must start with a letter. Do not use spaces in the name.
number <i>list-number</i>	Number of the list. Valid public list numbers can have up to 15 digits.
create	Activates the list.

Defaults

The system creates the everyone list with number 999 to contain everyone on the system.

Command Modes

Cisco Unity Express configuration

Command History

Cisco Unity Express Release	Modification
2.1	This command was introduced.

Usage Guidelines

Each list must have a unique name or number.

The system supports a maximum of 15 public lists.

A list number can match the user's or general delivery mailbox (GDM) telephone number but must not match another local public list number.

The system automatically assigns 9999 to the default **everyone** public list. An administrator can change this number using the GUI menu option **Voice Mail > Distribution Lists > Public Lists**. The 9999 number cannot be changed using TUI options or CLI commands.

A local user cannot modify a remote distribution list and cannot use a remote distribution list as the recipient of a voice message.



Note Use the graphical user interface (GUI) or telephone user interface (TUI) to create and manage private distribution lists.

Examples

The following example creates public distribution list number 12 for designers:

```
se-10-0-0-0# config t
se-10-0-0-0(config)# list name designers number 12 create
se-10-0-0-0(config)# exit
```

Related Commands

Command	Description
list number delete	Deletes a public distribution list from the local system.
list number description	Assigns a description to a public distribution list.
list number member	Assigns members to a public distribution list.
list number owner	Assigns an owner to a public distribution list.
show lists	Displays all public lists on the system.

list number delete

To delete a public distribution list from the local system, use the **list number delete** command in Cisco Unity Express configuration mode. This command does not have a **no** form.

list number *list-number* **delete**

Syntax Description	<i>list-number</i>	Number of the list. Valid public list numbers can have up to 15 digits.
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Defaults	No list number is deleted.
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Command Modes	Cisco Unity Express configuration
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Command History	Cisco Unity Express Release	Modification
	2.1	This command was introduced.

Usage Guidelines	An error message appears if the list does not exist. A local user or administrator cannot delete a public distribution list at a remote site.
-------------------------	--



Note	Use the graphical user interface (GUI) or telephone user interface (TUI) to create and manage private distribution lists.
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Examples	The following example deletes list number 35:
-----------------	---

```
se-10-0-0-0# config t
se-10-0-0-0(config)# list number 35 delete
se-10-0-0-0(config)# exit
```

Related Commands	Command	Description
	list name	Creates a public distribution list.
	list number description	Assigns a description to a public distribution list.
	list number member	Assigns members to a public distribution list.
	list number owner	Assigns an owner to a public distribution list.
	show lists	Displays all public lists on the system.

list number description

To add a description to a public distribution list, use the **list number** description command in Cisco Unity Express configuration command. To delete the description, use the **no** form of this command.

list number *list-number* **description** *description*

no list number *list-number* **description** *description*

Syntax Description

<i>list-number</i>	Number of the list. Valid public list numbers can have up to 15 digits.
<i>description</i>	Text description of the list. Enclose the text in double quotes (“ ”) if the text is more than one word.

Defaults

No description is defined.

Command Modes

Cisco Unity Express configuration

Command History

Cisco Unity Express Release	Modification
2.1	This command was introduced.

Usage Guidelines

An error message appears if the list does not exist.



Note Use the graphical user interface (GUI) or telephone user interface (TUI) to create and manage private distribution lists.

Examples

The following example assigns a description to list number 35:

```
se-10-0-0-0# config t
se-10-0-0-0(config)# list number 35 description "SJC Engineers"
se-10-0-0-0(config)# exit
```

Related Commands

Command	Description
list name	Creates a public distribution list.
list number delete	Deletes a public distribution list from the local system.
list number member	Assigns members to a public distribution list.
list number owner	Assigns an owner to a public distribution list.
show lists	Displays all public lists on the system.

list number member

To add members to a public distribution list, use the **list number member** command in Cisco Unity Express configuration mode. To delete the user from the list, use the **no** form of this command.

```
list number list-number member {member-name | extension}
      type {group | user | gdm | list | remote | blind}
```

```
no list number list-number member {member-name | extension}
      type {group | user | gdm | list | remote | blind}
```

Syntax Description		
<i>list-number</i>		Number of the list. Valid public list numbers can have up to 15 digits.
<i>member-name</i>		Name of the member to be added. Valid members include: <ul style="list-style-type: none"> • Local or remote users • Group IDs • General delivery mailbox (GDM) name • Voice mailbox extension (blind address) • Other public distribution list numbers • Other public distribution list names
<i>extension</i>		Extension of the member to be added.
type		Category of the user. Valid values are: <ul style="list-style-type: none"> • group—The member is a group. • user—The member is a local user. • gdm—The member is a general delivery mailbox. • list—The member is a public distribution list. • remote—The member is a remote user. • blind—The member is a voice mailbox extension (blind address).

Defaults No list members are configured.

Command Modes Cisco Unity Express configuration

Command History	Cisco Unity Express Release	Modification
	2.1	This command was introduced.

Usage Guidelines An error message appears if the member name or extension does not exist. Additionally, the system verifies that the public list has members. If the list is empty, the system plays a prompt indicating that the list contains no members and does not allow the list to be used as a recipient of the message.

The maximum number of public list members is 1000 for the system. An error message appears if a new member would exceed the maximum.

A remote user that is statically configured on the local system can be a member of a distribution list. However, that remote user cannot own a distribution list on the local system.

A private list cannot be a member of a public list.

Recursive distribution lists are permitted; for example, list A can be a member of list B and list B can be a member of list A.

To use a blind address, specify the location ID and extension of the blind address. The system verifies the location ID and extension length.



Note Use the graphical user interface (GUI) or telephone user interface (TUI) to create and manage private distribution lists.

Examples

The following example assigns members to list number 35:

```
se-10-0-0-0# config t
se-10-0-0-0(config)# list number 35 member asmith type user
se-10-0-0-0(config)# list number 35 member cbaker type user
se-10-0-0-0(config)# list number 35 member supervisors type group
se-10-0-0-0(config)# list number 35 member sales type gdm
se-10-0-0-0(config)# list number 35 member project3 type list
se-10-0-0-0(config)# list number 35 member bjones type remote
se-10-0-0-0(config)# list number 35 member nyc72222 type blind
se-10-0-0-0(config)# exit
```

The following examples delete members from list number 35:

```
se-10-0-0-0# config t
se-10-0-0-0(config)# no list number 35 member asmith type user
se-10-0-0-0(config)# no list number 35 member sales type gdm
se-10-0-0-0(config)# exit
```

Related Commands

Command	Description
list name	Creates a public distribution list.
list number delete	Deletes a public distribution list from the local system.
list number description	Assigns a description to a public distribution list.
list number owner	Assigns an owner to a public distribution list.
show lists	Displays all public lists on the system.

list number owner

To assign an owner to a public distribution list, use the **list number owner** command in Cisco Unity Express configuration mode. To delete the list owner, use the **no** form of this command.

list number *list-number* **owner** *owner-ID*

no list number *list-number* **owner** *owner-ID*

Syntax Description

<i>list-number</i>	Number of the list. Valid public list numbers can have up to 15 digits.
<i>owner-ID</i>	Name of the list owner.

Defaults

No list number or list owner is configured.

Command Modes

Cisco Unity Express configuration

Command History

Cisco Unity Express Release	Modification
2.1	This command was introduced.

Usage Guidelines

The list owner can be a local user or a local group. If the owner is a group, all the members of the group are owners of the list. The default list **everyone** cannot have an owner.

The list owner can edit and delete members of the list and can assign other owners to the list.

An error message appears if the list number or list owner does not exist.

The maximum number of owners on the system is 50. An error message appears if a new owner ID would exceed the maximum number of list owners.

Members of the Administrators group are implicit owners of all public distribution lists and can edit any public list at any time. If all the owners of a list are deleted, the Administrator group continues to have ownership of the list.

The owner of a public or private distribution list can record a spoken name for the list using the TUI. The default **everyone** public list has a spoken name by default. An administrator can change this name using the TUI.



Note Use the graphical user interface (GUI) or telephone user interface (TUI) to create and manage private distribution lists.

Examples

The following example assigns asmith as the owner of list number 35:

```
se-10-0-0-0# config t
se-10-0-0-0(config)# list number 35 owner asmith
se-10-0-0-0(config)# exit
```

The following example deletes the owner of list 35:

```
se-10-0-0-0# config t
se-10-0-0-0(config)# no list number 35 owner asmith
se-10-0-0-0(config)# exit
```

Related Commands

Command	Description
list name	Creates a public distribution list.
list number delete	Deletes a public distribution list from the local system.
list number description	Assigns a description to a public distribution list.
list number member	Assigns members to a public distribution list.
show lists	Displays all public lists on the system.

locale (ccn trigger jtapi)

To specify the language used for the prompts that are heard by the caller when a JTAPI trigger is activated, use the **locale** command in Cisco Unity Express CCN configuration trigger mode. To set the language to the system default, use the no form of this command.

locale *xx_YY*

no locale

Syntax Description

<i>xx_YY</i>	Specifies the language used for the prompts heard by the caller. Cisco Unity Express supports several languages but only one language may be used for all triggers on the system. See Release Notes for Cisco Unity Express 2.2 for the current list of supported languages.
--------------	--

Defaults

U.S. English

Command Modes

CCN configuration trigger

Command History

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

Examples

The following example sets the trigger language to French.

```
se-10-0-0-0# config t
se-10-0-0-0(config)# ccn trigger jtapi phonenumber 1234
se-10-0-0-0(config-trigger)# locale fr_FR
se-10-0-0-0(config-trigger)# end
se-10-0-0-0(config)# exit
```

Related Commands

Command	Description
ccn trigger jtapi phonenumber	Enters trigger configuration mode.
show ccn trigger	Displays the CCN trigger details.

locale (ccn trigger sip)

To specify the language used for the SIP system prompts that are heard by the caller when a SIP trigger is activated, use the **locale** command in Cisco Unity Express CCN configuration trigger mode. To set the language to the system defaults, use the **no** form of this command .

locale *xx_YY*

no locale

Syntax Description

<i>xx_YY</i>	Specifies the language used for the prompts heard by the caller. Cisco Unity Express supports several languages but only one language may be used for all triggers on the system. See Release Notes for Cisco Unity Express 2.2 for the current list of supported languages.
--------------	--

Defaults

U.S. English

Command Modes

CCN configuration trigger

Command History

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

Examples

The following example sets the trigger language to French.

```
se-10-0-0-0# config t
se-10-0-0-0(config)# ccn trigger sip phonenumber 1234
se-10-0-0-0(config-trigger)# locale fr_FR
se-10-0-0-0(config-trigger)# end
se-10-0-0-0(config)# exit
```

Related Commands

Command	Description
ccn trigger sip phonenumber	Enters trigger configuration mode.
show ccn trigger	Displays the CCN trigger details.

log console

To configure the types of messages to be displayed on the console, use the **log console** command in Cisco Unity Express configuration mode. To stop messages from displaying, use the **no** form of this command.

log console {errors | info | warning}

no log console {errors | info | warning}



Caution

This command generates many screen messages that scroll down the screen until you turn off the display. Seeing the prompt to turn off the display may be difficult. Pressing CTRL-c does not work for this command.

Syntax Description

errors	Error messages.
info	Information messages.
warning	Warning messages.

Defaults

Only fatal error messages are displayed.

Command Modes

Cisco Unity Express configuration

Command History

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

Usage Guidelines

The messages on the console display are also saved in the messages.log file. These messages can be used for debugging purposes.

Examples

The following example configures error messages to be displayed on the console:

```
se-10-0-0-0# config t
se-10-0-0-0(config)# log console errors
se-10-0-0-0(config)# exit
```

Related Commands	Command	Description
	show logging	Displays the types of messages that are displayed on the console.

log console monitor

To display system messages on the console, use the **log console monitor** command in Cisco Unity Express configuration mode. To stop messages from displaying, use the **no** form of this command.

log console monitor {*module* | *entity* | *activity*}

no log console monitor {*module* | *entity* | *activity*}



Caution

This command generates many screen messages that scroll down the screen until you turn off the display. Seeing the prompt to turn off the display may be difficult. Pressing CTRL-c does not work for this command.

Syntax Description

<i>module</i>	Cisco Unity Express modules.
<i>entity</i>	Cisco Unity Express module entities.
<i>activity</i>	Cisco Unity Express entity actions.

Defaults

Only fatal error messages are displayed.

Command Modes

Cisco Unity Express EXEC

Command History

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

Usage Guidelines

The messages on the console monitor are also saved in the messages.log file. These messages can be used for debugging purposes.

Examples

The following example displays messages for results of the database entity in the networking module:

```
se-10-0-0-0# log console monitor networking database results
```

Related Commands

Command	Description
show logging	Displays the types of messages that are displayed on the console.

log server

To configure an external server for saving log messages, use the **log server** command in Cisco Unity Express configuration mode. To delete the log server, use the **no** form of this command.

log server address {*ip-address* | *hostname*}

no log server address {*ip-address* | *hostname*}

Syntax Description

address <i>ip-address</i>	IP address of the external log server.
address <i>hostname</i>	Hostname of the external log server.

Defaults

No external log server is configured. The local hard disk is used for saving log messages.

Command Modes

Cisco Unity Express configuration

Command History

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

Usage Guidelines

An external log server contains a copy of the messages.log file that is stored on the hard disk of the router that contains the Cisco Unity Express module. Copying the file to a server permits flexibility in viewing, printing, and troubleshooting system messages.

Examples

The following example assigns 10.1.61.16 as the external log server:

```
se-10-0-0-0# config t
se-10-0-0-0(config)# log server address 10.1.61.16
se-10-0-0-0(config)# exit
```

Related Commands

Command	Description
hostname	Specifies the server that stores the Cisco Unity Express applications.
ntp server	Specifies the NTP clocking server.
show hosts	Displays all configured hosts.
show running-config	Displays the log server as part of the configuration.

log trace boot

To save the trace configuration upon rebooting, use the **log trace boot** command in Cisco Unity Express EXEC mode.

log trace boot

Syntax Description This command has no arguments or keywords.

Command Modes Cisco Unity Express EXEC

Command History	Cisco Unity Express Release	Modification
	1.1	This command was introduced on the Cisco Unity Express network module (NM), advanced integration module (AIM), and in Cisco CallManager Express 3.3(3).
	1.1.2	This command was implemented on the Cisco 2800 series and Cisco 3800 series routers.

Usage Guidelines The current trace configuration is lost upon reboot because tracing is CPU intensive. To ensure that the current trace configuration is saved when the CUE module is rebooted, use the **log trace boot** command.

Examples The following example illustrates the **log trace boot** command:

```
se-10-0-0-0# log trace boot
```

Related Commands	Command	Description
	show trace	Displays the modules and entities being traced.

log trace buffer save

To save the current trace information, use the **log trace buffer save** command in Cisco Unity Express EXEC mode. To turnoff the log trace, use the **no** form of this command.

log trace buffer save

no log trace buffer

Syntax Description This command has no arguments or keywords.

Command Modes Cisco Unity Express EXEC

Command History	Cisco Unity Express Release	Modification
	1.1	This command was introduced on the Cisco Unity Express network module (NM), advanced integration module (AIM), and in Cisco CallManager Express 3.3(3).
	1.1.2	This command was implemented on the Cisco 2800 series and Cisco 3800 series routers.

Usage Guidelines Current trace information stored in the memory buffer can be saved to a file. The file created with the **log trace buffer save** command is `atrace_save.log`.

Examples The following example illustrates the **log trace buffer save** command:

```
se-10-0-0-0# log trace buffer save
```

Related Commands	Command	Description
	show logs	Displays a list of the trace logs.
	show trace buffer	Displays the modules and entities being traced.



M

[maxsessions \(ccn application\)](#)

[maxsessions \(ccn trigger jtapi\)](#)

[maxsessions \(ccn trigger sip\)](#)

[maxsteps \(ccn engine\)](#)

[mwi refresh](#)

maxsessions (ccn application)

To specify the maximum number of users who can access an application simultaneously, use the **maxsessions** command in Cisco Unity Express configuration application mode. To set the number to 0, use the **no** form of this command.

maxsessions *number*

no maxsessions

Syntax Description	<i>number</i>	Number of users who can access this application simultaneously. The maximum value is determined by the number of ports purchased for the application. The default value is the number of ports granted by the license.
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Command Modes	Configuration application
----------------------	---------------------------

Command History	Cisco Unity Express Release	Modification
	1.0	This command was introduced on the Cisco Unity Express network module and in Cisco CallManager Express 3.0.
	1.1	This command was implemented on the advanced integration module (AIM) and in Cisco CallManager 3.3(3).
	1.1.2	This command was implemented on the Cisco 2800 series and Cisco 3800 series routers.

Examples The following example sets the maximum number of users who can access the autoattendant application simultaneously to 12.

```
se-10-0-0-0# config t
se-10-0-0-0(config)# ccn application autoattendant
se-10-0-0-0(config-application)# maxsessions 12
se-10-0-0-0(config-application)# end
se-10-0-0-0(config)# exit
```

Related Commands	Command	Description
	ccn application	Configures the CCN applications, such as voice mail and auto attendant.
	show ccn application	Displays the CCN application details.

maxsessions (ccn trigger jtapi)

To specify the maximum number of users who can access a JTAPI trigger simultaneously, use the **maxsessions** command in Cisco Unity Express configuration trigger mode. To set the number to 0, use the **no** form of this command.

maxsessions *number*

no maxsessions

Syntax Description	<i>number</i>	Number of users who can access this trigger simultaneously. The maximum value is determined by the number of ports purchased for the application. The default value is the number of ports granted by the license.
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Command Modes	Configuration trigger
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Command History	Cisco Unity Express Release	Modification
	1.0	This command was introduced on the Cisco Unity Express network module and in Cisco CallManager Express 3.0.
	1.1	This command was implemented on the advanced integration module (AIM) and in Cisco CallManager 3.3(3).
	1.1.2	This command was implemented on the Cisco 2800 series and Cisco 3800 series routers.

Examples The following example sets the maximum number of users who can access the JTAPI phonenumbers trigger simultaneously to 12.

```
se-10-0-0-0# config t
se-10-0-0-0(config)# ccn trigger jtapi phonenumbers 1234
se-10-0-0-0(config-trigger)# maxsessions 12
se-10-0-0-0(config-trigger)# end
se-10-0-0-0(config)# exit
```

Related Commands	Command	Description
	ccn trigger jtapi phonenumbers	Enters CCN configuration trigger mode.
	show ccn trigger	Displays the CCN trigger details.

maxsessions (ccn trigger sip)

To specify the maximum number of users who can access a SIP trigger simultaneously, use the **maxsessions** command in Cisco Unity Express configuration trigger mode. To set the number to 0, use the **no** form of this command.

maxsessions *number*

no maxsessions

Syntax Description	<i>number</i>	Number of users who can access this trigger simultaneously. The maximum value is determined by the number of ports purchased for the application. The default value is the number of ports granted by the license.
---------------------------	---------------	--

Command Modes	Configuration trigger
----------------------	-----------------------

Command History	Cisco Unity Express Release	Modification
	1.0	This command was introduced on the Cisco Unity Express network module and in Cisco CallManager Express 3.0.
	1.1	This command was implemented on the advanced integration module (AIM) and in Cisco CallManager 3.3(3).
	1.1.2	This command was implemented on the Cisco 2800 series and Cisco 3800 series routers.

Examples The following example sets the maximum number of users who can access the SIP phonenumbers trigger simultaneously to 12.

```
se-10-0-0-0# config t
se-10-0-0-0(config)# ccn trigger sip phonenumbers 1234
se-10-0-0-0(config-trigger)# maxsessions 12
se-10-0-0-0(config-trigger)# end
se-10-0-0-0(config)# exit
```

Related Commands	Command	Description
	ccn trigger sip phonenumbers	Enters CCN configuration trigger mode.
	show ccn trigger	Displays the CCN trigger details.

maxsteps (ccn engine)

To specify the maximum number of steps that can be executed in an application, use the **maxsteps** command in Cisco Unity Express configuration engine mode. This command does not have a **no** form.

maxsteps *number*

Syntax Description

<i>number</i>	Maximum number of steps that can be executed in an application. The default value is 1000. Maximum number of steps is 10,000.
---------------	---

Defaults

1000 steps

Command Modes

Configuration engine

Command History

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

Examples

The following example sets the maximum number of steps in an application to 500.

```
se-10-0-0-0# config t
se-10-0-0-0(config)# ccn engine
se-10-0-0-0(config-engine)# maxsteps 500
se-10-0-0-0(config-engine)# end
se-10-0-0-0(config)# exit
```

Related Commands

Command	Description
ccn application	Configures the CCN applications, such as voice mail and auto attendant.
ccn engine	Configures the features shared by all the Cisco Unity Express subsystems.
show ccn engine	Displays the CCN engine details.

mwi refresh

To refresh the message-waiting indicator (MWI) lights on one or more telephones, use the **mwi refresh** command in Cisco Unity Express EXEC mode.

mwi refresh {**all** | **telephonenumber** *tel-number*}

Syntax Description

all	Refreshes all telephones configured on the system.
telephonenumber <i>tel-number</i>	Refreshes the specified telephone number or extension.

Command Modes

Cisco Unity Express EXEC

Command History

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

Usage Guidelines

Use this command to update the MWI lights when they are not in synchronization with the stored voice messages.

Refreshing an extension that does not require it does not affect that extension.

Examples

The following example refreshes the MWIs for all telephones:

```
se-10-0-0-0> enable
se-10-0-0-0# mwi refresh all
```

The following example refreshes the MWI for extension 2015:

```
se-10-0-0-0> enable
se-10-0-0-0# mwi refresh telephonenumber 2015
```

Related Commands

Command	Description
show groups	Displays a list of all configured groups.
show users	Displays a list of all configured users.
show voicemail	Displays the properties of the configured voice-mail system.



N

name (network location id)

network copy spokenname

network location

ntp server

name (network location id)

To specify the name of a network location, use the **name** command in location configuration mode. To set the name to an empty string, use the **no** form of this command.

name *name*

no name *name*

Syntax Description	<i>name</i>	Descriptive name used to identify the location. Enclose the name in double quotes if spaces are used.
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Defaults	No network location is specified.
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Command Modes	Location configuration
---------------	------------------------

Command History	Cisco Unity Express Release	Modification
	1.0	This command was introduced on the Cisco Unity Express network module and in Cisco CallManager Express 3.0.
	1.1	This command was implemented on the advanced integration module (AIM) and in Cisco CallManager 3.3(3).
	1.1.2	This command was implemented on the Cisco 2800 series and Cisco 3800 series routers.

Examples The following example creates the remote location ID 9 with the name mylocation:

```
se-10-0-0-0# config t
se-10-0-0-0(config)# network location id 9
se-10-0-0-0(config-location)# name mylocation
```

Related Commands	Command	Description
	network location	Specifies the ID of a remote location.
	show network detail local	Displays network information for a specified location.
	show network detail location id	Displays network information for a specified location ID.
	show network locations	Displays information about network locations.

network copy spokename

To upload or download a spoken name for a network location, use the **network copy spokename** command in Cisco Unity Express EXEC mode.

Uploading the Spoken Name

```
network copy spokename location id location-id url url loginname server-login password
server-password
```

Downloading the Spoken Name

```
network copy spokename url url location id location-id loginname server-login password
server-password
```

Syntax Description	Parameter	Description
	location id <i>location-id</i>	Network location ID.
	url <i>url</i>	URL to the spoken name file on the server.
	loginname <i>server-login</i>	Server login.
	password <i>server-password</i>	Server password.

Command Modes Cisco Unity Express EXEC

Command History	Cisco Unity Express Release	Modification
	2.1	This command was introduced.

Usage Guidelines Use the Administration via Telephone (AvT) options to record the spoken names. Those name files are stored in the Lightweight Directory Access Protocol (LDAP) on the Cisco Unity Express module. If you download the files to a server other than the Cisco Unity Express module, you can upload those files to another Cisco Unity Express module in the network.

Examples The following example uploads the spoken name file rename.wav for location 500:

```
se-10-0-0-0# network copy spokename location id 500 url ftp://10.4.51.66/rename.wav
loginname admin password test
```

The following example downloads the spoken name file rename.wav for location 500:

```
se-10-0-0-0# network copy spokename url ftp://10.4.51.66/rename.wav location id 500
loginname admin password test
```

Related Commands	Command	Description
	network location	Specifies the ID of a remote location.
	show network locations	Displays information about network locations.

network location

To specify the location ID of a remote voice-mail system and to enter location configuration mode, use the **network location** command in Cisco Unity Express configuration mode. To delete the network location configuration, use the **no** form of this command.

network location id *number*

no network location id *number*

Syntax Description	id <i>number</i>	Specifies the ID number of the remote voice-mail system. The maximum length of the number is 7 digits. Cisco Unity Express supports a maximum of 500 locations.
---------------------------	-------------------------	---

Defaults	No location IDs are configured.
-----------------	---------------------------------

Command Modes	Location configuration
----------------------	------------------------

Command History	Cisco Unity Express Release	Modification
	1.0	This command was introduced on the Cisco Unity Express network module and in Cisco CallManager Express 3.0.
	1.1	This command was implemented on the advanced integration module (AIM) and in Cisco CallManager 3.3(3).
	1.1.2	This command was implemented on the Cisco 2800 series and Cisco 3800 series routers.

Usage Guidelines	Use this command to create a remote location ID and enter location configuration mode. In location configuration mode, you can complete the remote location configuration.
-------------------------	--

Examples The following example creates the remote location ID 9 and enters location configuration mode:

```
se-10-0-0-0# config t
se-10-0-0-0(config)# network location id 9
se-10-0-0-0(config-location)#
```

Related Commands	Command	Description
	name (network location id)	Specifies a name for the remote location.
	show network detail local	Displays network information for a specified location.
	show network detail location id	Displays network information for a specified location ID.
	show network locations	Displays information about network locations.

ntp server

To configure the Network Time Protocol (NTP) server to keep the system time in synchronization with the NTP server, use the **ntp server** command in Cisco Unity Express configuration mode. To delete the NTP server name, use the **no** form of this command.

```
ntp server {hostname | ip-address} [prefer]
```

```
no ntp server {hostname | ip-address}
```

Syntax Description

<i>hostname</i>	Hostname of the NTP server.
<i>ip-address</i>	IP address of the NTP server.
prefer	(Optional) Marks the server as preferred.

Defaults

The default is the IP address of the Cisco CallManager server.

Command Modes

Cisco Unity Express configuration

Command History

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

Usage Guidelines

Use this command in conjunction with the **clock timezone** command to set the timing functions for Cisco Unity Express systems and applications.

The **prefer** option indicates that the specified server will be chosen for synchronization from among a set of correctly operating hosts.



Caution

The **no ntp server** command deletes the NTP server name and the Cisco CallManager router IP address. Use this command with caution as it can disrupt communication between Cisco Unity Express and Cisco CallManager.

Examples

The following example assigns the server with address 192.168.10.0 as the NTP server:

```
se-10-0-0-0> enable
se-10-0-0-0# config t
se-10-0-0-0(config)# ntp server 192.168.10.0 prefer
```

The following example assigns the server main_ntp as the NTP server:

```
se-10-0-0-0> enable
se-10-0-0-0# config t
se-10-0-0-0(config)# ntp server main_ntp
```

Related Commands

Command	Description
clock timezone	Configures the local time zone.
show clock detail	Displays current clock statistics.
show ntp source	Displays current NTP server statistics.



0

offline

open day

offline

To enter the environment for the backup and restore procedures, use the **offline** command in Cisco Unity Express EXEC mode.

offline

Syntax Description

This command has no arguments or keywords.

Command Modes

Cisco Unity Express EXEC

Command History

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

Usage Guidelines

Backup and restore procedures require that call activity be halted before the procedures begin. The **offline** command terminates all active calls and prevents new calls from being accepted. Consider scheduling this procedure when call activity is at a minimum.

The **offline** command does not start the backup or restore procedure. Use the **backup** and **restore** commands to initiate those procedures.

Examples

The following example illustrates the use of the **offline** command:

```
se-10-0-0-0> enable
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)#
```

Related Commands

Command	Description
backup	Selects data to back up and initiates the backup process.
continue	Exists offline mode and returns to Cisco Unity Express EXEC mode.
restore	Selects data to restore and initiates the restore process.

open day

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

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

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

Syntax Description		
	<i>day-of-week</i>	Day of the week. Valid values are 1 to 7, where 1 represents Sunday.
	from <i>hh:mm</i>	Starting time. Use the 24-hour clock for the hours <i>hh</i> . Valid values for minutes <i>mm</i> are 0 to 30.
	to <i>hh:mm</i>	Ending time. Use the 24-hour clock for the hours <i>hh</i> . Valid values for minutes <i>mm</i> are 0 to 30.

Defaults Open 24 hours each day, 7 days per week

Command Modes Cisco Unity Express business configuration

Command History	Cisco Unity Express Release	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 **open day** command changes a closed time slot to an open time slot.

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

Related Commands

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



P

[parameter \(ccn application\)](#)

parameter (ccn application)

To set the value for a CCN application parameter, use the **parameter** command in Cisco Unity Express configuration application mode. This command does not have a **no** form.

parameter *parameter-name* "value"

Syntax Description

<i>parameter-name</i>	Specifies the parameter whose value is being set. These parameters are specified in the application script.
"value"	Specifies the value for the parameter. The value must be entered within double quotes.

Command Modes

Configuration application

Command History

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

Usage Guidelines

Use the **parameter** command to change or set the value of an application parameter.

Examples

The following examples sets the value of the MaxRetry parameter to 6:

```
se-10-0-0-0# config t
se-10-0-0-0(config)# ccn application autoattendant
se-10-0-0-0(config-application)# parameter MaxRetry "6"
se-10-0-0-0(config-application)# end
se-10-0-0-0(config)# exit
```

Related Commands

Command	Description
ccn application	Configures the CCN applications, such as voice mail and auto attendant.
show ccn application	Displays the CCN application details.



R

reload

remote cache enable

remote copy spokenname

remote username fullname

remote username location

remote username phonenumber

restore

restore factory default

reload

To restart the Cisco Unity Express system, use the **reload** command in Cisco Unity Express offline mode.

reload

Syntax Description

This command has no arguments or keywords.

Command Modes

Cisco Unity Express offline

Command History

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

Usage Guidelines

Use this command in the following situations:

- After a **shutdown** command to restart the Cisco Unity Express system.
- After a **restore** command to activate the uploaded file information.

Examples

The following example illustrates the use of the **reload** command after a restore procedure:

```
se-10-0-0-0# offline
se-10-0-0-0(offline)# restore id data3 category data
se-10-0-0-0(offline)# reload
```

Related Commands

Command	Description
backup	Backs up system and application data to a backup server.
continue	Exits offline mode and returns to Cisco Unity Express EXEC mode.
offline	Switches the Cisco Unity Express system to offline mode.
restore	Restores backup files from the backup server.
shutdown	Shuts down the Cisco Unity Express system.

remote cache enable

To enable the least recent user (LRU) cache on the local system, use the **remote cache enable** command in Cisco Unity Express configuration mode. To disable the LRU cache, use the **no** form of this command.

remote cache enable

no remote cache enable

Syntax Description This command has no arguments or keywords.

Defaults Enabled

Command Modes Cisco Unity Express configuration

Command History	Cisco Unity Express Release	Modification
	2.1	This command was introduced.

Usage Guidelines An LRU cache is a database of remote users' first names, last names, and spoken names. These remote users are not configured in the Remote User Directory. The users contained in the cache are referred to as cached users.

Network messages update the contents of the LRU cache. When a local sender addresses a voice-mail message to a remote user, the system accesses this information to send a spoken name confirmation about the remote user to the local sender. Each time a network message arrives from a cached user or each time a local sender sends a voice message to a cached user, the system updates the time stamp of the cached user's entry in the LRU cache.

The maximum capacity of the LRU cache is 50 users on the network module (NM) and 20 users on the advanced integration module (AIM). When the LRU cache reaches its maximum capacity, a new entry erases the existing entry with the oldest time stamp. This means that the next time a local sender calls a remote user, the sender will not receive a spoken name confirmation if the remote user is no longer in the LRU cache.

Do one or both of the following to avoid the inconsistent confirmation response:

- To ensure that a sender always receives a spoken name confirmation for a remote user, configure the remote user in to the Remote User Directory.
- Disable the LRU cache.

The LRU cache contents are saved after system reloads.

The GUI **Defaults > Voice Mail** option also permits changing the status of the LRU cache.

Examples

The following example illustrates enabling the LRU cache on the local system:

```
se-10-0-0-0# config t
se-10-0-0-0(config)# remote cache enable
se-10-0-0-0(config)# exit
```

The following example illustrates disabling the LRU cache on the local system:

```
se-10-0-0-0# config t
se-10-0-0-0(config)# no remote cache enable
se-10-0-0-0(config)# exit
```

Related Commands

Command	Description
<code>show remote cache</code>	Displays the local system's LRU cache.

remote copy spokename

To upload or download a spoken name for a remote user, use the **remote copy spokename** command in Cisco Unity Express EXEC mode.

Uploading the Spoken Name

```
remote copy spokename username username url url loginname server-login password
server-password
```

Downloading the Spoken Name

```
remote copy spokename url url username username loginname server-login password
server-password
```

Syntax Description	Parameter	Description
	username <i>username</i>	Remote user ID.
	url <i>url</i>	URL to the spoken name file on the server.
	loginname <i>server-login</i>	Server login.
	password <i>server-password</i>	Server password.

Command Modes Cisco Unity Express EXEC

Command History	Cisco Unity Express Release	Modification
	2.1	This command was introduced.

Usage Guidelines Use the Administration via Telephone (AvT) options to record the spoken names. Those name files are stored in the Lightweight Directory Access Protocol (LDAP) on the Cisco Unity Express module. If you download the files to a server other than the Cisco Unity Express module, you can upload those files to another Cisco Unity Express module in the network.

Examples The following example uploads the spoken name file tsmith.wav for remote user tsmith:

```
se-10-0-0-0# remote copy spokename username tsmith url ftp://10.4.51.66/tsmith.wav
loginname admin password test
```

The following example downloads the spoken name file tsmith.wav for remote user tsmith:

```
se-10-0-0-0# remote copy spokename url ftp://10.4.51.66/tsmith.wav username tsmith
loginname admin password test
```

remote username fullname

To associate a full name with a remote user, use the **remote username fullname** command in Cisco Unity Express EXEC mode. To delete the remote username, use the **no** form of this command.

remote username *username* **fullname** { **display** *display-name* | **first** *first-name* | **last** *last-name* }

no remote username *username* **fullname** { **display** *display-name* | **first** *first-name* | **last** *last-name* }

Syntax Description

<i>username</i>	Name of the remote user.
display <i>display-name</i>	Full name of the remote user. Enclose the name in double quotes (“ ”) if the name is more than one word. The system uses this name for telephone displays.
first <i>first-name</i>	First name of the remote user. Enclose the name in double quotes (“ ”) if the name is more than one word.
last <i>last-name</i>	Last name of the remote user. Enclose the name in double quotes (“ ”) if the name is more than one word.

Command Modes

Cisco Unity Express EXEC

Command History

Cisco Unity Express Release	Modification
2.1	This command was introduced.

Usage Guidelines

An error message appears if the username does not exist.

Examples

The following example configures several remote users.

```
se-10-0-0-0# config t
se-10-0-0-0(config)# remote username asmith location sjc created
se-10-0-0-0(config)# remote username asmith phonenumber 84444
se-10-0-0-0(config)# remote username tbrown location sjc created
se-10-0-0-0(config)# remote username tbrown phonenumber 81111
se-10-0-0-0(config)# remote username jdoe location nyc created
se-10-0-0-0(config)# remote username jdoe phonenumber 92222
se-10-0-0-0(config)# remote username sjones location nyc created
se-10-0-0-0(config)# remote username sjones phonenumber 93333
se-10-0-0-0(config)# end
se-10-0-0-0# remote username asmith fullname display "Al Smith"
se-10-0-0-0# remote username asmith fullname first Al
se-10-0-0-0# remote username asmith fullname last Smith
se-10-0-0-0# remote username tbrown fullname display "Tom Brown"
se-10-0-0-0# remote username tbrown fullname first Tom
se-10-0-0-0# remote username tbrown fullname last Brown
se-10-0-0-0# remote username jdoe fullname display "Jane Doe"
se-10-0-0-0# remote username jdoe fullname first Jane
se-10-0-0-0# remote username jdoe fullname last Doe
```

```

se-10-0-0-0# remote username sjones fullname display "Susan Jones"
se-10-0-0-0# remote username sjones fullname first Susan
se-10-0-0-0# remote username sjones fullname last Jones

```

The following example deletes the display name for remote user Al Smith:

```

se-10-0-0-0# no remote username asmith fullname display "Al Smith"

```

The following example deletes the first name for remote user Al Smith:

```

se-10-0-0-0# no remote username asmith fullname first Al

```

The following example deletes the last name for remote user Al Smith:

```

se-10-0-0-0# no remote username asmith fullname last Smith

```

Related Commands

Command	Description
remote username location	Configures a remote user on the local Cisco Unity Express system.
remote username phonenumber	Configures a remote user's telephone number on the local Cisco Unity Express system.
show remote user detail	Displays configuration details about a specified remote user.
show remote users	Displays remote users configured on the local Cisco Unity Express system.

remote username location

To configure a remote user on the local Cisco Unity Express system, use the **remote username location** command in Cisco Unity Express EXEC mode or configuration mode. To delete a remote user from the system, use the **no** form of this command.

remote username *username* **location** *location-id* **created**

no remote username *username*

Syntax Description

<i>username</i>	Name of the remote user.
<i>location-id</i>	Location ID of the remote site.
created	Creates the remote user.

Defaults

No remote users are configured.

Command Modes

Cisco Unity Express EXEC
Cisco Unity Express configuration

Command History

Cisco Unity Express Release	Modification
2.1	This command was introduced.

Usage Guidelines

This command creates a remote user on the local system so that a local voice-mail sender can address a remote recipient using dial-by-name. Additionally, the system provides the sender with a spoken name confirmation of the remote recipient so that the sender can verify that the name and location are correct.

Use the **remote username location** command once to associate the remote user with a network location.

In Release 2.1, regardless of the license level, the network module (NM) supports a maximum of 50 remote users and the advanced integration module (AIM) supports a maximum of 20 remote users.

An error message appears if one of the following conditions occurs:

- A user, group, or remote user exists with this username.
- The maximum number of remote users is already configured on the system.
- The location ID does not exist.
- The location ID is the local location.

Examples

The following example configures several remote users.

```
se-10-0-0-0# config t
se-10-0-0-0(config)# remote username asmith location sjc created
se-10-0-0-0(config)# remote username asmith phonenumber 84444
se-10-0-0-0(config)# remote username tbrown location sjc created
se-10-0-0-0(config)# remote username tbrown phonenumber 81111
```

```

se-10-0-0-0(config)# remote username jdoe location nyc created
se-10-0-0-0(config)# remote username jdoe phonenumber 92222
se-10-0-0-0(config)# remote username sjones location nyc created
se-10-0-0-0(config)# remote username sjones phonenumber 93333
se-10-0-0-0(config)# end
se-10-0-0-0# remote username asmith fullname display "Al Smith"
se-10-0-0-0# remote username asmith fullname first Al
se-10-0-0-0# remote username asmith fullname last Smith
se-10-0-0-0# remote username tbrown fullname display "Tom Brown"
se-10-0-0-0# remote username tbrown fullname first Tom
se-10-0-0-0# remote username tbrown fullname last Brown
se-10-0-0-0# remote username jdoe fullname display "Jane Doe"
se-10-0-0-0# remote username jdoe fullname first Jane
se-10-0-0-0# remote username jdoe fullname last Doe
se-10-0-0-0# remote username sjones fullname display "Susan Jones"
se-10-0-0-0# remote username sjones fullname first Susan
se-10-0-0-0# remote username sjones fullname last Jones
se-10-0-0-0#

```

The following example deletes the remote user Al Smith:

```

se-10-0-0-0# config t
se-10-0-0-0(config)# no remote username asmith
se-10-0-0-0(config)# end

```

Related Commands

Command	Description
remote username fullname	Configures a remote user's full name on the local Cisco Unity Express system.
remote username phonenumber	Configures a remote user's telephone number on the local Cisco Unity Express system.
show remote user detail	Displays configuration details about a specified remote user.
show remote users	Displays remote users configured on the local Cisco Unity Express system.

remote username phonenumber

To associate a telephone number with a remote user, use the **remote username phonenumber** command in Cisco Unity Express configuration mode. To delete the telephone number, use the **no** form of this command.

remote username *username* **onenumber** *extension-number*

no remote username *username* **onenumber** *extension-number*

Syntax Description

<i>username</i>	Name of the remote user.
<i>extension-number</i>	Extension number of the remote site.

Defaults

No phone numbers are configured for the remote users.

Command Modes

Cisco Unity Express configuration

Command History

Cisco Unity Express Release	Modification
2.1	This command was introduced.

Usage Guidelines

The local system does not verify the remote extension number.

An error message appears if one of the following conditions occurs:

- The username does not exist.
- The length of the extension number does not fall within the maximum and minimum extension lengths for the user's location.

Examples

The following example configures several remote users.

```
se-10-0-0-0# config t
se-10-0-0-0(config)# remote username asmith location sjc created
se-10-0-0-0(config)# remote username asmith phonenumber 84444
se-10-0-0-0(config)# remote username tbrown location sjc created
se-10-0-0-0(config)# remote username tbrown phonenumber 81111
se-10-0-0-0(config)# remote username jdoe location nyc created
se-10-0-0-0(config)# remote username jdoe phonenumber 92222
se-10-0-0-0(config)# remote username sjones location nyc created
se-10-0-0-0(config)# remote username sjones phonenumber 93333
se-10-0-0-0(config)# end
se-10-0-0-0# remote username asmith fullname display "Al Smith"
se-10-0-0-0# remote username asmith fullname first Al
se-10-0-0-0# remote username asmith fullname last Smith
se-10-0-0-0# remote username tbrown fullname display "Tom Brown"
se-10-0-0-0# remote username tbrown fullname first Tom
se-10-0-0-0# remote username tbrown fullname last Brown
se-10-0-0-0# remote username jdoe fullname display "Jane Doe"
```



```

se-10-0-0-0# remote username jdoe fullname first Jane
se-10-0-0-0# remote username jdoe fullname last Doe
se-10-0-0-0# remote username sjones fullname display "Susan Jones"
se-10-0-0-0# remote username sjones fullname first Susan
se-10-0-0-0# remote username sjones fullname last Jones
se-10-0-0-0#

```

The following example deletes extension 84444 from remote user Al Smith:

```

se-10-0-0-0# config t
se-10-0-0-0(config)# no remote username asmith phonenumber 84444
se-10-0-0-0(config)# end

```

Related Commands

Command	Description
remote username fullname	Configures a remote user's full name on the local Cisco Unity Express system.
remote username location	Configures a remote user on the local Cisco Unity Express system.
show remote user detail	Displays configuration details about a specified remote user.
show remote users	Displays remote users configured on the local Cisco Unity Express system.

restore

To restore a backup file, use the **restore** command in Cisco Unity Express offline mode.

```
restore id backup-id category { all | configuration | data }
```

Syntax Description	id <i>backup-id</i>	Specifies the ID number of the file to be restored.
	category	Precedes the name of the file type to be restored.
	all	Specifies that the file to be restored contains system and application settings, application data, and voice messages.
	configuration	Specifies that the file to be restored contains only system and application settings.
	data	Specifies that the file to be restored contains only application data and voice messages.

Command Modes Cisco Unity Express offline

Command History	Cisco Unity Express Release	Modification
	1.0	This command was introduced on the Cisco Unity Express network module and in Cisco CallManager Express 3.0.
	1.1	This command was implemented on the advanced integration module (AIM) and in Cisco CallManager 3.3(3).
	1.1.2	This command was implemented on the Cisco 2800 series and Cisco 3800 series routers.

Usage Guidelines When the restore procedure begins, all active calls are terminated. Cisco Unity Express does not support scheduled restores. Consider restoring a file when the telephones are least active.

After the restore procedure is complete, use the **reload** command to activate the file data.

Use the **show backup history** command to locate the *backup-id* value of the file to be restored.

Examples The following example restores the file with the ID data5, which is a data-only file.

```
se-10-0-0-0> enable
se-10-0-0-0# offline
se-10-0-0-0(offline)# restore id data5 category data
se-10-0-0-0(offline)# reload
```

Related Commands

Command	Description
continue	Exits offline mode and returns to Cisco Unity Express EXEC mode.
offline	Enters offline mode.
reload	Activates the uploaded file data.
show backup history	Displays the status of backup procedures.
show backup server	Displays the network FTP server designated as the backup server.

restore factory default

To restore the system to the factory defaults, use the **restore factory default** command in Cisco Unity Express offline mode.

restore factory default



Caution

This feature is not reversible. All data and configuration files are erased. Use this feature with caution. It is recommended that you do a full system backup before proceeding with this feature.

Syntax Description

This command has no arguments or keywords.

Command Modes

Cisco Unity Express offline

Command History

Cisco Unity Express Release	Modification
2.1	This command was introduced.

Usage Guidelines

Restoring the system to the factory defaults has the following effects:

- Replaces the current database with an empty database.
- Initializes the Lightweight Directory Access Protocol (LDAP) to an empty state.
- Replaces the startup configuration with the template startup configuration that ships with the system.
- Erases all postinstallation configuration data.
- Deletes all user and custom prompts.

When the system is clean, the administrator sees a message that the system will reload, and the system begins to reload. When the reload is complete, the system prompts the administrator to go through the postinstallation process.

When logging in to the graphical user interface (GUI), the administrator has the option to run the initialization wizard.

Examples

The following example illustrates restoring the system to factory defaults.

Step 1 se-10-0-0-0# **offline**

This command puts the system into offline mode.

Step 2 (offline)# **restore factory default**

```
This operation will cause all the configuration and data on the system to be erased. This operation is not reversible. Do you wish to continue? (n)
```

Step 3 Do one of the following:

- Enter **n** if you want to retain the system configuration and data.

The operation is cancelled, but the system remains in offline mode. To return to online mode, enter **continue**.

- Enter **y** if you want to erase the system configuration and data.

When the system is clean, a message appears indicating that the system will start to reload. When the reload is complete, a prompt appears to start the postinstallation process.

Related Commands

Command	Description
continue	Returns to the Cisco Unity Express online mode.
offline	Enters the Cisco Unity Express offline mode.



S

script (ccn application)
security password
security pin
show backup
show backup history
show backup server
show calendar biz-schedule
show calendar holiday
show ccn application
show ccn call application
show ccn call route
show ccn engine
show ccn prompts
show ccn scripts
show ccn status ccm-manager
show ccn subsystem jtapi
show ccn subsystem sip
show ccn trigger
show clock detail
show group detail groupname
show groups
show groups privileges
show hosts
show interface ide
show ip route
show lists detail private
show lists detail public
show lists owner

show lists public
show log
show logging
show logs
show memory
show network detail local
show network detail location id
show network locations
show network queues
show ntp associations
show ntp servers
show ntp source
show ntp status
show privileges
show process
show remote cache
show remote user detail
show remote users
show running-config
show security detail
show software
show software directory
show startup-config
show trace buffer
show trace store
show trace store-prev
show user detail username
show users
show version
show voicemail
show voicemail broadcast messages
shutdown
software download abort
software download clean
software download server
software download status
software download upgrade
software install clean

[software install downgrade](#)

[software install upgrade](#)

[software remove](#)

script (ccn application)

To specify the script used by the application, use the **script** command in Cisco Unity Express configuration application mode. To delete the script, use the **no** form of this command.

script *script-name* [**description** "*description*"]

no script *script-name*

Syntax Description

<i>script-name</i>	Specifies the script used by the application.
description " <i>description</i> "	(Optional) Specifies an optional description of the script, which must be written in double quotes. The default value for the description is the name of the script.

Defaults

The default description is the name of the script.

Command Modes

Configuration application

Command History

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

Examples

The following example assigns the aa.aef file as the script for the Auto Attendant application.

```
se-10-0-0-0# config t
se-10-0-0-0(config)# ccn application autoattendant
se-10-0-0-0(config-application)# script aa.aef description "AutoAttendant Script"
se-10-0-0-0(config-application)# end
se-10-0-0-0(config)# exit
```

Related Commands

Command	Description
ccn application	Configures the CCN applications, such as voice mail and auto attendant.
show ccn application	Displays the CCN application details.

security password

To configure system-wide password length and expiry time, use the **security password** command in Cisco Unity Express configuration mode. To reset the password length and expiry time to system defaults, use the **no** form of this command.

```
security password {length min password-length | expiry days password-days}
```

```
no security password {length min | expiry}
```

Syntax Description	length min <i>password-length</i>	expiry days <i>password-days</i>
	Minimum length of all users' passwords. Valid values range from 3 to 32.	Maximum number of days for which users' passwords are valid. Valid values range from 3 to 365. If this value is not configured, passwords will not expire.

Defaults
 Password length = 3
 Passwords do not expire.

Command Modes
 Cisco Unity Express configuration

Command History	Cisco Unity Express Release	Modification
	2.1	This command was introduced.

Usage Guidelines
 To control security on your system, the password length and expiry times can be configured on a system-wide basis.

- The administrator can configure the length to a value greater than or equal to 3 alphanumeric characters. This is a system-wide value, so all users must have passwords of at least that many characters.
- The password length does not have to equal the PIN length.
- The expiry time is the time, in days, for which the password is valid. When this time is reached, the user must enter a new password.
- If the expiry time is not configured, passwords do not expire.
- The password expiry time does not have to equal the PIN expiry time.
- Additionally, the GUI **Defaults > User** menu option configures these settings.

Examples

The following example sets the password length to 6 characters and the password expiry time to 60 days.

```
se-10-0-0-0# config t
se-10-0-0-0(config)# security password length min 6
se-10-0-0-0(config)# security password expiry days 60
se-10-0-0-0(config)# end
```

The following example resets the password length to the system default:

```
se-10-0-0-0# config t
se-10-0-0-0(config)# no security password length min
se-10-0-0-0(config)# end
```

The following example resets the password expiry time to the system default:

```
se-10-0-0-0# config t
se-10-0-0-0(config)# no security password expiry
se-10-0-0-0(config)# end
```

Related Commands

Command	Description
security pin	Configures PIN length and expiry time for the local system.
show security detail	Displays the password and PIN settings.

security pin

To configure system-wide personal identification number (PIN) length and expiry time, use the **security pin** command in Cisco Unity Express configuration mode. To reset the PIN length and expiry time to system defaults, use the **no** form of this command.

```
security pin {length min pin-length | expiry days pin-days}
```

```
no security pin {length min | expiry}
```

Syntax Description	length min <i>pin-length</i>	expiry days <i>pin-days</i>
	Minimum length of all users' PINs. Valid values range from 3 to 16.	Maximum number of days for which users' PINs are valid. Valid values range from 3 to 365. If this value is not configured, PINs will not expire.

Defaults
PIN length = 3
PINs do not expire.

Command Modes
Cisco Unity Express configuration

Command History	Cisco Unity Express Release	Modification
	2.1	This command was introduced.

Usage Guidelines
To control security on your system, the PIN length and expiry times can be configured on a system-wide basis.

- The administrator can configure the length to a value greater than or equal to 3 alphanumeric characters. This is a system-wide value, so all users must have PINs of at least that many characters.
- The PIN length does not have to equal the password length.
- The expiry time is the time, in days, for which the PIN is valid. When this time is reached, the user must enter a new PIN.
- If the expiry time is not configured, PINs do not expire.
- The PIN expiry time does not have to equal the password expiry time.
- Additionally, the GUI **Defaults > User** menu option configures these settings.

Examples
The following example sets the PIN length to 5 characters and the PIN expiry time to 45 days.

```
se-10-0-0-0# config t
se-10-0-0-0(config)# security pin length min 5
se-10-0-0-0(config)# security pin expiry days 45
se-10-0-0-0(config)# end
```

The following example resets the PIN length to the system default:

```
se-10-0-0-0# config t
se-10-0-0-0(config)# no security pin length min
se-10-0-0-0(config)# end
```

The following example resets the PIN expiry time to the system default:

```
se-10-0-0-0# config t
se-10-0-0-0(config)# no security pin expiry days
se-10-0-0-0(config)# end
```

Related Commands

Command	Description
security password	Configures password length and expiry time for the local system.
show security detail	Displays the password and PIN settings.

show backup

To display information about the server that is used to store backup files, use the **show backup** command in Cisco Unity Express EXEC mode.

show backup

Syntax Description This command has no arguments or keywords.

Command Modes Cisco Unity Express EXEC

Command History	Cisco Unity Express Release	Modification
	1.0	This command was introduced on the Cisco Unity Express network module and in Cisco CallManager Express 3.0.
	1.1	This command was implemented on the advanced integration module (AIM) and in Cisco CallManager 3.3(3).
	1.1.2	This command was implemented on the Cisco 2800 series and Cisco 3800 series routers.

Usage Guidelines This command displays the FTP server URL, the user account on the FTP server, and the number of backup file revisions that are to be stored on the server.

Examples The following is sample output from the **show backup** command:

```
se-10-0-0-0# show backup

Server URL:                               ftp://10.12.0.1/ftp
User Account on Server:
Number of Backups to Retain:              5
```

[Table 2](#) describes the significant fields shown in the display.

Table 2 *show backup Field Descriptions*

Field	Description
Server URL	IP address of the backup server.
User Account on Server	(Optional) User ID on the backup server.
Number of Backups to Retain	Number of backup files to store before the oldest one is overwritten.

Related Commands	Command	Description
	backup	Selects the backup data and initiates the backup process.

show backup history

To display the success or failure of backup and restore procedures, use the **show backup history** command in Cisco Unity Express EXEC mode.

show backup history

Syntax Description This command has no arguments or keywords.

Command Modes Cisco Unity Express EXEC

Command History	Cisco Unity Express Release	Modification
	1.0	This command was introduced on the Cisco Unity Express network module and in Cisco CallManager Express 3.0.
	1.1	This command was implemented on the advanced integration module (AIM) and in Cisco CallManager 3.3(3).
	1.1.2	This command was implemented on the Cisco 2800 series and Cisco 3800 series routers.

Usage Guidelines This command displays each backup file, its backup ID, the type of data stored in the file, and the success or failure of the backup procedure.

Examples The following is sample output from the **show backup history** command:

```
se-10-0-0-0# show backup history

Start Operation
Category:      Configuration
Backup Server: ftp://10.100.10.215/CUE_backup
Operation:     Backup
Backupid:      1
Restoreid:     -1
Description:   test backup 1
Date:          Sun Jun 13 12:23:38 PDT 1993
Result:        Failure
Reason:        Script execution failed: /bin/BR_VMConfig_backup.sh: returnvalue:1
               ; Server Url:ftp://10.100.10.215/CUE_backup: returnvalue:9 Unable to authenticate
#End Operation

#Start Operation
Category:      Data
Backup Server: ftp://10.100.10.215/CUE_backup
Operation:     Backup
Backupid:      1
Restoreid:     -1
Description:   test backup 1
Date:          Sun Jun 13 12:23:44 PDT 1993
Result:        Failure
Reason:        Script execution failed: /bin/BR_VMData_backup.sh: returnvalue:1
```



```

Voicemail Backup failed; Server Url:ftp://10.100.10.215/CUE_backup: returnvalue:9
  Unable to authenticate
#End Operation

#Start Operation
Category:      Configuration
Backup Server: ftp://10.100.10.215/CUE_backup
Operation:     Backup
Backupid:     2
Restoreid:    -1
Description:   CUE test backup
Date:         Sun Jun 13 12:32:48 PDT 1993
Result:       Success
Reason:
#End Operation

#Start Operation
Category:      Data
Backup Server: ftp://10.100.10.215/CUE_backup
Operation:     Backup
Backupid:     2
Restoreid:    -1
Description:   CUE test backup
Date:         Sun Jun 13 12:32:57 PDT 1993
Result:       Success
Reason:
#End Operation

#Start Operation
Category:      Configuration
Backup Server: ftp://10.100.10.215/CUE_backup
Operation:     Restore
Backupid:     2
Restoreid:    1
Description:
Date:         Sun Jun 13 12:37:52 PDT 1993
Result:       Success
Reason:
#End Operation

#Start Operation
Category:      Data
Backup Server: ftp://10.100.10.215/CUE_backup
Operation:     Restore
Backupid:     2
Restoreid:    1
Description:
Date:         Sun Jun 13 12:38:00 PDT 1993
Result:       Success
Reason:
#End Operation

```

[Table 3](#) describes the significant fields shown in the display.

Table 3 *show backup history Field Descriptions*

Field	Description
Category	Specifies the type of file (data, configuration, or all) that was backed up.
Backup Server	Backup server location.

Table 3 *show backup history Field Descriptions (continued)*

Field	Description
Operation	Type of operation performed.
Backupid	ID number of the backup file.
Restoreid	ID to use to restore this file.
Description	Optional description of the backup procedure.
Date	Date and time (in hh:mm:ss) when the operation occurred.
Result	Indication of success or failure of the operation.
Reason	If the operation failed, this field gives the reason for the failure.

Related Commands

Command	Description
backup	Selects the backup data and initiates the backup process.
show backup server	Displays the backup file ID.

show backup server

To display the details of the most recent backup files, use the **show backup server** command in Cisco Unity Express EXEC mode.

show backup server

Syntax Description This command has no arguments or keywords.

Command Modes Cisco Unity Express EXEC

Command History	Cisco Unity Express Release	Modification
	1.0	This command was introduced on the Cisco Unity Express network module and in Cisco CallManager Express 3.0.
	1.1	This command was implemented on the advanced integration module (AIM) and in Cisco CallManager 3.3(3).
	1.1.2	This command was implemented on the Cisco 2800 series and Cisco 3800 series routers.

Usage Guidelines This command displays a list of the backup files available on the backup server. The files are grouped by category, with the date of each backup and the backup file ID. For information on the success or failure of a backup procedure, see the [show backup history](#) command.

Examples The following is sample output for the **show backup server** command:

```
se-10-0-0-0# show backup server

Category:      Data
Details of last 5 backups
Backupid:      1
Date:          Tue Jul 22 10:55:52 PDT 2003
Description:

Backupid:      2
Date:          Tue Jul 29 18:06:33 PDT 2003
Description:

Backupid:      3
Date:          Tue Jul 29 19:10:32 PDT 2003
Description:

Category:      Configuration
Details of last 5 backups
Backupid:      1
Date:          Tue Jul 22 10:55:48 PDT 2003
Description:
```

```

Backupid:      2
Date:          Tue Jul 29 18:06:27 PDT 2003
Description:

Backupid:      3
Date:          Tue Jul 29 19:10:29 PDT 2003
Description:

```

Table 4 describes the significant fields shown in the display.

Table 4 *show backup server Field Descriptions*

Field	Description
Category	Type of backup file.
Backupid	ID number of the backup file.
Date	Date and time (in hh:mm:ss) when the file was backed up.
Description	Optional description of the backup file.

Related Commands

Command	Description
backup	Selects the backup data and initiates the backup process.
show backup history	Displays the success or failure of backup and restore procedures.

show calendar biz-schedule

To display the business-hours schedules, use the **show calendar biz-schedule** command in Cisco Unity Express EXEC mode.

```
show calendar biz-schedule { schedule-name | all }
```

Syntax Description

<i>schedule-name</i>	Name of a business-hours schedule to be displayed.
all	Displays all the business-hours schedules configured on the local system.

Command Modes

Cisco Unity Express EXEC

Command History

Cisco Unity Express Release	Modification
2.1	This command was introduced.

Usage Guidelines

Use the **calendar biz-schedule** command to create a business-hours schedule.

Examples

The following example displays the holiday-hours business-hours schedule:

```
se-10-0-0-0# show calendar biz-schedule holiday-season
```

```
*****
Schedule: holiday-season
Day          Open Hours
-----
Sunday       09:00 to 15:00
Monday       08:30 to 17:30
Tuesday      08:30 to 17:30
Wednesday    08:30 to 17:30
Thursday     08:00 to 21:00
Friday       08:00 to 21:00
Saturday     08:00 to 21:30
```

The following example displays all the business-hours schedules configured on the local system, including the default schedule SystemSchedule:

```
sse-10-0-0-0# show calendar biz-schedule all
```

```
*****
Schedule: systemschedule
Day          Open Hours
-----
Sunday       Open all day
Monday       Open all day
Tuesday      Open all day
Wednesday    Open all day
Thursday     Open all day
Friday       Open all day
Saturday     Open all day
```

```

*****
Schedule: normal
Day          Open Hours
-----
Sunday       None
Monday       08:30 to 17:30
Tuesday      08:30 to 17:30
Wednesday    08:30 to 17:30
Thursday     08:30 to 20:00
Friday       08:30 to 18:00
Saturday     09:00 to 13:00

*****
Schedule: holiday-season
Day          Open Hours
-----
Sunday       09:00 to 15:00
Monday       08:30 to 17:30
Tuesday      08:30 to 17:30
Wednesday    08:30 to 17:30
Thursday     08:00 to 21:00
Friday       08:00 to 21:00
Saturday     08:00 to 21:30

```

Related Commands

Command	Description
calendar biz-schedule	Creates a business-hours schedule.
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 holiday

To display the holidays configured on the local system, use the **show calendar holiday** command in Cisco Unity Express EXEC mode.

```
show calendar holiday [year yyyy [month mm]]
```

Syntax Description

year <i>yyyy</i>	(Optional) Year of the holiday list, where <i>yyyy</i> is the 4-digit year.
month <i>mm</i>	(Optional) Month of the holiday list, where <i>mm</i> is the 2-digit month.

Command Modes

Cisco Unity Express EXEC

Command History

Cisco Unity Express Release	Modification
2.1	This command was introduced.

Examples

The following example displays all the holidays configured on the system.

```
se-10-0-0-0# show calendar holiday
```

```
*****
      Year: 2004
*****
September 04   Labor Day
November 25    Thanksgiving

*****
      Year: 2005
*****
July           04   July 4th
September 05    Labor Day
November 24    Thanksgiving
December 25     Christmas
```

The following example displays the holidays configured for a specific year.

```
se-10-0-0-0-0# show calendar holiday year 2005
```

```
*****
      Year: 2005
*****
July           04   July 4th
September 05    Labor Day
November 24    Thanksgiving
December 25     Christmas
```

The following example displays all the holidays for a specific month.

```
se-10-0-0-0-0# show calendar holiday year 2005 month 12
```

```
*****
      Year: 2005
*****
December 25     Christmas
```

If no holidays are configured for a specific year or month, a message similar to the following appears:

```
se-10-0-0-0# show calendar holiday year 2006
```

```
No holidays found for the specified year
```

Related Commands

Command	Description
calendar holiday	Creates a holiday list on the local system.

show ccn application

To display the currently configured applications, use the **show ccn application** command in Cisco Unity Express EXEC mode.

show ccn application

Syntax Description This command has no arguments or keywords.

Command Modes Cisco Unity Express EXEC

Command History	Cisco Unity Express Release	Modification
	1.0	This command was introduced on the Cisco Unity Express network module and in Cisco CallManager Express 3.0.
	1.1	This command was implemented on the advanced integration module (AIM) and in Cisco CallManager 3.3(3).
	1.1.2	This command was implemented on the Cisco 2800 series and Cisco 3800 series routers.

Examples The following is sample output for the **show ccn application** command:

```
cue-10-0-0-0# show ccn application

Name:                               ciscozwiapplication
Description:                         ciscozwiapplication
Script:                              setmwi.aef
ID number:                           0
Enabled:                             yes
Maximum number of sessions:         8
strMWI_OFF_DN:                      8001
strMWI_ON_DN:                       8000
CallControlGroupID:                 0

Name:                               voicemail
Description:                         voicemail
Script:                              voicebrowser.aef
ID number:                           1
Enabled:                             yes
Maximum number of sessions:         8
logoutUri:                          http://localhost/voicemail/vxmlscripts/Logout.jsp
uri:                                  http://localhost/voicemail/vxmlscripts/login.vxml

Name:                               autoattendant
Description:                         Auto Attendant
Script:                              aa.aef
ID number:                           2
Enabled:                             yes
Maximum number of sessions:         8
MaxRetry:                            3
operExtn:                            0
welcomePrompt:                      AAWelcome.wav
```

Table 5 describes the significant fields shown in the display.

Table 5 *show ccn application Field Descriptions*

Field	Description
Name	Name of the application.
Description	Description of the application.
Script	Application script filename.
ID number	Order of configuration sequence number.
Enabled	Active status state.
Maximum number of sessions	Maximum number of concurrent calls that the application can handle.
logoutUri	Location of the logout Voice XML script to execute for the voice-mail application.
uri	Location of the login Voice XML script to execute for the voice-mail application.
MaxRetry	Number of times that the user can respond incorrectly to submenu options before the application disconnects the call.
strMWI_OFF_DN	MWI off extension.
strMWI_ON_DN	MWI on extension.
CallControlGroupID	Sequence number.
operExtn	Extension dialed for the auto-attendant operator when the caller presses zero "0".
welcomePrompt	Welcome prompt filename.

Related Commands

Command	Description
show ccn engine	Displays the application engine parameters.
show ccn scripts	Displays configured scripts.
show ccn subsystem sip	Displays configured subsystems.
show ccn trigger	Displays configured triggers for applications.

show ccn call application

To display active calls for a specific application, use the **show ccn call application** in Cisco Unity Express EXEC mode.

```
show ccn call application [all [subsystem {jtapi | sip}] |
  application-name [subsystem {jtapi | sip}]]
```

Syntax Description		
all	(Optional)	Displays active calls for all applications.
<i>application-name</i>	(Optional)	Displays active calls for the specified application.
subsystem jtapi	(Optional)	Displays active calls for the JTAPI subsystem.
subsystem sip	(Optional)	Displays active calls for the SIP subsystem.

Command Modes Cisco Unity Express EXEC

Command History	Release	Modification
	2.1	This command was introduced.

Examples The following are sample outputs for the **show ccn call application** command:

```
se-10-0-0-0# show ccn call application voicemail

Active Call Details for Subsystem :SIP
-----

**** Details for route ID :1200 ****
-----

** Active Port #1:Call and Media info **
-----

Port ID :4
Port Impl ID :16904
Port State :IN_USE
Call Id :241
Call Impl Id :FFCE47C8-669711D6-8C4BF237-80EC4A17@10.4.39.35
Call State :CALL_ANSWERED
Call active time(in seconds) :1
Application Associated :voicemail
Application Task Id :17000000122
Called Number :1200
Dialed Number :
Calling Number :1005
ANI :
DNIS :
CLID :sip:1005@10.4.39.35
Arrival Type :DIRECT
Last Redirected Number :
```

```

Original Called Number :
Original Dialed Number :

Media Id :6
Media State :IN_USE
Media Destination Address :10.4.39.35
Media Destination Port :16970
Destination Size :20
Destination Payload :G711ULAW64K
Media Source Address :10.4.39.135
Media Source Port :16904
Source Size :30
Source Payload :G711ULAW64K

```

```
se-10-0-0-0# show ccn call application promptmgmt
```

```
Active Call Details for Subsystem :SIP
```

```
**** Details for route ID :1202 ****
```

```
** Active Port #1:Call and Media info **
```

```

Port ID :3
Port Impl ID :16902
Port State :IN_USE
Call Id :242
Call Impl Id :92023CF-669811D6-8C50F237-80EC4A17@10.4.39.35
Call State :CALL_ANSWERED
Call active time(in seconds) :1
Application Associated :promptmgmt
Application Task Id :17000000123
Called Number :1202
Dialed Number :
Calling Number :1005
ANI :
DNIS :
CLID :sip:1005@10.4.39.35
Arrival Type :DIRECT
Last Redirected Number :
Original Called Number :
Original Dialed Number :

```

```

Media Id :5
Media State :IN_USE
Media Destination Address :10.4.39.35
Media Destination Port :18534
Destination Size :20
Destination Payload :G711ULAW64K
Media Source Address :10.4.39.135
Media Source Port :16902
Source Size :30
Source Payload :G711ULAW64K

```

Table 6 describes the significant fields shown in the display.

Table 6 *show ccn call application Field Descriptions*

Field	Description
Port ID	ID number of the port.
Port Impl ID	Implementation ID for the port. This is an internally generated number.
Port State	Status of the port.
Call Id	ID number of the call.
Call Impl Id	Implementation ID of the call. This is an internally generated number.
Call State	Status of the call.
Call active time (in seconds)	Length of time for which the call has been active, in seconds.
Application Associated	Application associated with the call.
Application Task Id	ID of the application task associated with the call.
Called Number	Called number or extension.
Dialed Number	Dialed number or extension.
Calling Number	Calling number or extension.
ANI	Automatic Number Identification of the calling party.
DNIS	Dialed Number Identification Service of the called party.
CLID	Caller ID of the incoming call.
Arrival Type	Type of the incoming call.
Last Redirected Number	If this is a forwarded call, this field shows the number that forwarded the call.
Original Called Number	If this is a forwarded call, this field shows the original called number.
Original Dialed Number	If this is a forwarded call, this field shows the original number dialed by the caller.
Media Id	ID of the media.
Media State	Status of the media.
Media Destination Address	IP address of the media destination.
Media Destination Port	Port number of the media.
Destination Size	Size of the destination.
Destination Payload	Payload of the media.
Media Source Address	IP address of the media source.
Media Source Port	Port number of the media source.
Source Size	Size of the source.
Source Payload	Payload of the source.

Related Commands	Command	Description
	ccn call terminate	Terminates an active call.
	show ccn call route	Displays active calls for specified routes.

show ccn call route

To display active calls for a specific route, use the **show ccn call route** command in Cisco Unity Express EXEC mode.

```
show ccn call route [all [subsystem {jtapi | sip}] | route-address [subsystem {jtapi | sip}]]
```

Syntax Description	all	(Optional) Displays active calls for all routes.
	<i>route-address</i>	(Optional) Displays active calls for the specified route.
	subsystem jtapi	(Optional) Displays active calls for the JTAPI subsystem.
	subsystem sip	(Optional) Displays active calls for the SIP subsystem.

Command Modes Cisco Unity Express EXEC

Command History	Release	Modification
	2.1	This command was introduced.

Usage Guidelines A route address is a trigger number configured for an application. Use the **show ccn trigger** command to display a list of configured triggers.

Examples The following are sample outputs for the **show ccn call route** command:

```
se-10-0-0-0# show ccn call route

Active Call Details for Subsystem :JTAPI
-----

**** Details for route ID :2200 ****
-----

** Active Port #1:Call and Media info **
-----

Port ID :2
Port Impl ID :2225550150
Port State :IN_USE
Call Id :9
Call Impl Id :1566/1
Call State :CALL_ANSWERED
Call active time(in seconds) :12
Application Associated :voicemail
Application Task Id :17000000010
Called Number :2200
Dialed Number :
Calling Number :2001
ANI :
DNIS :
```

```

CLID :
Arrival Type :DIRECT
Last Redirected Number :
Original Called Number :2200
Original Dialed Number :

Media Id :2
Media State :IN_USE
Media Destination Address :172.16.59.11
Media Destination Port :22814
Destination Size :20
Destination Payload :G711ULAW64K
Media Source Address :10.4.14.133
Media Source Port :16388
Source Size :20
Source Payload :G711ULAW64K

** Active Port #2:Call and Media info **
-----

Port ID :1
Port Impl ID :2225550151
Port State :IN_USE
Call Id :10
Call Impl Id :1567/1
Call State :CALL_ANSWERED
Call active time(in seconds) :12
Application Associated :voicemail
Application Task Id :17000000011
Called Number :2200
Dialed Number :
Calling Number :2003
ANI :
DNIS :
CLID :
Arrival Type :DIRECT
Last Redirected Number :
Original Called Number :2200
Original Dialed Number :

Media Id :1
Media State :IN_USE
Media Destination Address :172.16.59.12
Media Destination Port :27928
Destination Size :20
Destination Payload :G711ULAW64K
Media Source Address :10.4.14.133
Media Source Port :16386
Source Size :20
Source Payload :G711ULAW64K

Active Call Details for Subsystem :SIP
-----

```


The following example displays active calls for the route 1200, which is a trigger number for the voice-mail application.

```
se-10-0-0-0# show ccn call route 1200

Active Call Details for Subsystem :SIP
-----

**** Details for route ID :1200 ****
-----

** Active Port #1:Call and Media info **
-----

Port ID :8
Port Impl ID :16912
Port State :IN_USE
Call Id :246
Call Impl Id :E682B0A9-673311D6-8C64F237-80EC4A17@10.4.39.35
Call State :CALL_ANSWERED
Call active time(in seconds) :0
Application Associated :voicemail
Application Task Id :17000000127
Called Number :1200
Dialed Number :
Calling Number :1005
ANI :
DNIS :
CLID :sip:1005@10.4.39.35
Arrival Type :DIRECT
Last Redirected Number :
Original Called Number :
Original Dialed Number :

Media Id :1
Media State :IN_USE
Media Destination Address :10.4.39.35
Media Destination Port :18812
Destination Size :20
Destination Payload :G711ULAW64K
Media Source Address :10.4.39.135
Media Source Port :16912
Source Size :30
Source Payload :G711ULAW64K
```

Table 7 describes the significant fields shown in the display.

Table 7 show ccn call route Field Descriptions

Field	Description
Port ID	ID number of the port.
Port Impl ID	Implementation ID for the port. This is an internally generated number.
Port State	Status of the port.
Call Id	ID number of the call.
Call Impl Id	Implementation ID of the call. This is an internally generated number.

Table 7 *show ccn call route Field Descriptions (continued)*

Field	Description
Call State	Status of the call.
Call active time (in seconds)	Length of time for which the call has been active, in seconds.
Application Associated	Application associated with the call.
Application Task Id	ID of the application task associated with the call.
Called Number	Called number or extension.
Dialed Number	Dialed number or extension.
Calling Number	Calling number or extension.
ANI	Automatic Number Identification of the calling party.
DNIS	Dialed Number Identification Service of the called party.
CLID	Caller ID of the incoming call.
Arrival Type	Type of the incoming call.
Last Redirected Number	If this is a forwarded call, this field shows the number that forwarded the call.
Original Called Number	If this is a forwarded call, this field shows the original called number.
Original Dialed Number	If this is a forwarded call, this field shows the original number dialed by the caller.
Media Id	ID of the media.
Media State	Status of the media.
Media Destination Address	IP address of the media destination.
Media Destination Port	Port number of the media.
Destination Size	Size of the destination.
Destination Payload	Payload of the media.
Media Source Address	IP address of the media source.
Media Source Port	Port number of the media source.
Source Size	Size of the source.
Source Payload	Payload of the source.

Related Commands

Command	Description
ccn call terminate	Terminates an active call.
show ccn call application	Displays active calls for specified applications.
show ccn trigger	Displays currently configured triggers.

show ccn engine

To display details of the configured Cisco Unity Express software engine, use the **show ccn engine** command in Cisco Unity Express EXEC mode.

show ccn engine

Syntax Description This command has no arguments or keywords.

Command Modes Cisco Unity Express EXEC

Command History	Cisco Unity Express Release	Modification
	1.0	This command was introduced on the Cisco Unity Express network module and in Cisco CallManager Express 3.0.
	1.1	This command was implemented on the advanced integration module (AIM) and in Cisco CallManager 3.3(3).
	1.1.2	This command was implemented on the Cisco 2800 series and Cisco 3800 series routers.

Examples The following is sample output for the **show ccn engine** command:

```
se-10-0-0-0# show ccn engine
```

```
Maximum number of Tasks:          0
Maximum number of Steps:         1000
LDAP root basedn:                ldap://localhost:389/ou=craCME, ou=workflows,
ou=CCN Apps, ou=branch123, o=cisco.com
```

Table 8 describes the significant fields shown in the display.

Table 8 show ccn engine Field Descriptions

Fields	Descriptions
Maximum number of Tasks	Maximum number of tasks that the Cisco Communication Network (CCN) engine can process concurrently.
Maximum number of Steps	Maximum number of steps that can be executed in one script. If the script reaches this maximum number, the script execution is halted.

Related Commands	Command	Description
	show ccn application	Displays configured applications.
	show ccn scripts	Displays configured scripts.
	show ccn subsystem sip	Displays configured subsystems.
	show ccn trigger	Displays configured triggers for applications.

show ccn prompts

To display the configured auto-attendant greeting prompt files, use the **show ccn prompts** command in Cisco Unity Express EXEC mode.

```
show ccn prompts [language xx_YY]
```

Syntax Description

language xx_YY (Optional) Language of the prompts. See [Release Notes for Cisco Unity Express Release 2.2](#) for a list of supported languages.

Command Modes

Cisco Unity Express EXEC

Command History

Cisco Unity Express Release	Modification
1.0	This command was introduced on the Cisco Unity Express network module and in Cisco CallManager Express 3.0.
1.1	This command was implemented on the advanced integration module (AIM) and in Cisco CallManager 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 before configuring a new prompt file to verify the filenames that exist or before deleting a prompt to verify the name of the prompt file that must be removed.

If a language is not specified, this command displays user prompts in all installed languages.

If a language is specified, this command displays user prompts only for that language.

Cisco Unity Express permits only one installed language.

Examples

The following is sample output for the **show ccn prompts** command:

```
se-10-0-0-0# show ccn prompts

Name:                AAExtnOutOfService.wav
Language:            de_DE
Last Modified Date:  Thu Oct 21 a0:57:35 PDT 2004
Length:              25462
```

Table 9 describes the significant fields shown in the display.

Table 9 *show ccn prompts Field Descriptions*

Field	Description
Name	Name of the prompt file.
Language	Language of the prompt file.
Last Modified Date	Date when the prompt file was last modified.
Length	Length of the prompt file, in seconds.

Related Commands

Command	Description
ccn copy prompt	Copies prompts to a specified URL.
ccn delete	Deletes the specified prompt.
voicemail default	Specifies a default voice-mail language.

show ccn scripts

To display script filenames, use the **show ccn scripts** command in Cisco Unity Express EXEC mode.

show ccn scripts

Syntax Description This command has no arguments or keywords.

Command Modes Cisco Unity Express EXEC

Command History	Cisco Unity Express Release	Modification
	1.0	This command was introduced on the Cisco Unity Express network module and in Cisco CallManager Express 3.0.
	1.1	This command was implemented on the advanced integration module (AIM) and in Cisco CallManager 3.3(3).
	1.1.2	This command was implemented on the Cisco 2800 series and Cisco 3800 series routers.

Examples The following is sample output for the **show ccn scripts** command:

```
se-10-0-0-0# show ccn scripts

Name:                setmwi.aef
Description:         setmwi.aef
Name:                voicebrowser.aef
Description:         voicebrowser.aef
Name:                aa.aef
Description:         aa.aef
se-10-0-0-0#
```

Table 10 describes the significant fields shown in the display.

Table 10 show ccn scripts Field Descriptions

Field	Description
Name	Name of the script file.
Description	Optional description of the script file. If no description was configured, the system uses the script name for the description.

Related Commands	Command	Description
	show ccn application	Displays configured applications.
	show ccn engine	Displays configured application engine parameters.
	show ccn prompts	Displays configured auto-attendant prompt files.
	show ccn subsystem sip	Displays configured subsystems.
	show ccn trigger	Displays configured triggers for applications.

show ccn status ccm-manager

To display the status of the JTAPI subsystem, use the **show ccn status ccm-manager** command in Cisco Unity Express EXEC mode.

show ccn status ccm-manager

Syntax Description This command has no arguments or keywords.

Command Modes Cisco Unity Express EXEC

Command History	Release	Modification
	2.1	This command was introduced.

Usage Guidelines The Cisco Unity Express JTAPI subsystem is registered with the Cisco CallManager system indicated by the IP address shown in the output of this command.

Examples The following example illustrates the output:

```
se-10-0-0-0# show ccn status ccm-manager
```

```
JTAPI Subsystem is currently registered with Call Manager 10.180.180.2
```

Related Commands	Command	Description
	ccm-manager address	Configures the IP address or hostname of the Cisco CallManager servers.
	ccm-manager credentials	Specifies the Cisco CallManager JTAPI username and password.
	ccm-manager username	Specifies the Cisco CallManager JTAPI user.

show ccn subsystem jtapi

To display the JTAPI subsystem parameters, use the **show ccn subsystem jtapi** command in Cisco Unity Express EXEC mode.

```
show ccn subsystem jtapi
```

Syntax Description This command has no arguments or keywords.

Command Modes Cisco Unity Express EXEC

Command History	Cisco Unity Express Release	Modification
	1.1	This command was introduced on the Cisco Unity Express network module (NM), advanced integration module (AIM), and in Cisco CallManager 3.3(3).
	1.1.2	This command was implemented on the Cisco 2800 series and Cisco 3800 series routers.

Examples The following example displays the JTAPI parameters:

```
se-10-0-0-0# show ccn subsystem jtapi

Cisco Call Manager:          10.30.40.50
CCM Username:                admin
CCM Password:                *****
Call Control Group 1 CTI ports: 7008,7009,7010
```

[Table 11](#) describes the significant fields shown in the display.

Table 11 show ccn subsystem jtapi Field Descriptions

Field	Description
Cisco Call Manager	IP address of the Cisco CallManager server.
CCM Username	JTAPI user ID.
CCM Password	JTAPI user password.
Call Control Group 1 CTI ports	Cisco CallManager CTI ports.

Related Commandss	Command	Description
	ccm-manager address	Specifies the Cisco CallManager server.
	ccm-manager username	Specifies the JTAPI user ID and password.
	ccn subsystem jtapi	Enters JTAPI configuration mode.
	ctiport	Specifies the Cisco CallManager CTI ports.

show ccn subsystem sip

To display the SIP subsystem parameters, use the **show ccn subsystem sip** command in Cisco Unity Express EXEC mode.

show ccn subsystem sip

Syntax Description This command has no arguments or keywords.

Command Modes Cisco Unity Express EXEC

Command History	Cisco Unity Express Release	Modification
	1.0	This command was introduced on the Cisco Unity Express network module and in Cisco CallManager Express 3.0.
	1.1	This command was implemented on the advanced integration module (AIM) and in Cisco CallManager 3.3(3).
	1.1.2	This command was implemented on the Cisco 2800 series and Cisco 3800 series routers.

Examples The following example displays the Session Initiation Protocol (SIP) gateway and SIP port number for the Cisco Unity Express module:

```
se-10-0-0-0# show ccn subsystem sip
```

```
SIP Gateway:                10.100.6.9
SIP Port Number:           5060
```

[Table 12](#) describes the significant fields shown in the display.

Table 12 *show ccn subsystem sip Field Descriptions*

Field	Description
SIP Gateway	IP address of the SIP gateway.
SIP Port Number	SIP port number on the module.

Related Commands	Command	Description
	show ccn application	Displays configured applications.
	show ccn engine	Displays configured application engine parameters.
	show ccn scripts	Displays configured scripts.
	show ccn trigger	Displays configured triggers for applications.

show ccn trigger

To display the currently configured triggers, use the **show ccn trigger** command in Cisco Unity Express EXEC mode.

show ccn trigger

Syntax Description This command has no arguments or keywords.

Command Modes Cisco Unity Express EXEC

Command History	Cisco Unity Express Release	Modification
	1.0	This command was introduced on the Cisco Unity Express network module and in Cisco CallManager Express 3.0.
	1.1	This command was implemented on the advanced integration module (AIM) and in Cisco CallManager 3.3(3).
	1.1.2	This command was implemented on the Cisco 2800 series and Cisco 3800 series routers.

Usage Guidelines Before deleting an application, use this command to display the triggers associated with the application. All triggers for the application must be deleted. If they are not deleted, an incoming call that is configured as a trigger will invoke the application.

Examples The following is sample output for the **show ccn trigger** command:

```
cue-10-0-0-0# show ccn trigger

Name:                6800
Type:                 SIP
Application:          voicemail
Locale:               en_US
Idle Timeout:         5000
Enabled:              yes
Maximum number of sessions: 8

Name:                6700
Type:                 SIP
Application:          autoattendant
Locale:               en_US
Idle Timeout:         5000
Enabled:              yes
Maximum number of sessions: 8
```

Table 13 describes the significant fields shown in the display.

Table 13 *show ccn trigger Field Descriptions*

Field	Description
Name	Telephone number used for the trigger.
Type	Type of trigger.
Application	Application assigned to the trigger.
Locale	Language used for the application prompts.
Idle Timeout	Number of seconds that the application waits for a user response before disconnecting the call.
Enabled	Active or inactive state of the application.
Maximum number of sessions	Number of calls that the application can handle concurrently.

Related Commands

Command	Description
ccn trigger sip phonenumber	Configures triggers for an application.

show clock detail

To display clock statistics, use the **show clock detail** command in Cisco Unity Express EXEC mode.

show clock detail

Syntax Description This command has no arguments or keywords.

Command Modes Cisco Unity Express EXEC

Command History	Cisco Unity Express Release	Modification
	1.0	This command was introduced on the Cisco Unity Express network module and in Cisco CallManager Express 3.0.
	1.1	This command was implemented on the advanced integration module (AIM) and in Cisco CallManager 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 uses the Network Time Protocol (NTP) server for clocking functions. Use the **show clock detail** command to display the Cisco Unity Express module clock status.

Examples The following is sample output for the **show clock detail** command:

```
se-10-0-0-0# show clock detail

19:20:33.724 PST Wed Mar 17 1993
time zone:                America/Los_Angeles
clock state:              unsync
delta from reference (microsec): 0
estimated error (microsec): 175431
time resolution (microsec): 1
clock interrupt period (microsec): 10000
time of day (sec):        732424833
time of day (microsec):   760817
```

[Table 14](#) describes the significant fields shown in the display.

Table 14 *show clock detail Field Descriptions*

Field	Description
time zone	Current time zone setting.
clock state	Synchronization state of the clock.
delta from reference (microsec)	Difference between the module clock and the NTP reference clock.

Table 14 *show clock detail Field Descriptions (continued)*

Field	Description
time of day (sec)	Current time of day in seconds.
time of day (microsec)	Current time of day in microseconds.

Related Commands

Command	Description
clock timezone	Configures the local time zone.
ntp server	Specifies the NTP server for Cisco Unity Express.
show ntp source	Displays statistics for the NTP server.

show group detail groupname

To display the configured details for a specific group, use the **show group detail groupname** command in Cisco Unity Express EXEC mode.

```
show group detail groupname group-name
```

Syntax Description	<i>group-name</i>	Name of the group whose configuration details should be displayed.
---------------------------	-------------------	--

Command Modes	Cisco Unity Express EXEC
----------------------	--------------------------

Command History	Cisco Unity Express Release	Modification
	1.0	This command was introduced on the Cisco Unity Express network module and in Cisco CallManager Express 3.0.
	1.1	This command was implemented on the advanced integration module (AIM) and in Cisco CallManager 3.3(3).
	1.1.2	This command was implemented on the Cisco 2800 series and Cisco 3800 series routers.

Usage Guidelines	This command displays details for a group that was configured using either the Cisco Unity Express EXEC version or Cisco Unity Express configuration version of the groupname command.
-------------------------	---

Examples	The following is sample output for the show group detail groupname command:
-----------------	--

```
se-10-0-0-0# show group detail groupname sales
```

```
Full Name:          sales
Description:
Phone:
Phone(E.164):
Language:          en_US
Owners:
Members:          user2 user8
```

[Table 15](#) describes the significant fields shown in the display.

Table 15 *show group detail groupname Field Descriptions*

Field	Description
Full Name	Full name of the group.
Description	Optional description of the group.
Phone	Extension or telephone number assigned to the group.
Phone(E.164)	Complete 11-digit telephone number for the group.
Language	Language used by the group for system prompts.

Table 15 *show group detail groupname Field Descriptions (continued)*

Field	Description
Owners	User ID of the group owner.
Members	User IDs of any members assigned to the group.

Related Commands

Command	Description
groupname	Configures a Cisco Unity Express group.
show groups	Displays a list of group names.
show users	Displays a list of user names.
username	Configures a Cisco Unity Express user.

show groups

To display a list of configured groups, use the **show groups** command in Cisco Unity Express EXEC mode.

show groups

Syntax Description This command has no arguments or keywords.

Command Modes Cisco Unity Express EXEC

Command History	Cisco Unity Express Release	Modification
	1.0	This command was introduced on the Cisco Unity Express network module and in Cisco CallManager Express 3.0.
	1.1	This command was implemented on the advanced integration module (AIM) and in Cisco CallManager 3.3(3).
	1.1.2	This command was implemented on the Cisco 2800 series and Cisco 3800 series routers.

Usage Guidelines This command displays a list of all groups that were configured using either the Cisco Unity Express EXEC version or Cisco Unity Express configuration version of the **groupname** command.

Examples The following is sample output for the **show groups** command:

```
se-10-0-0-0# show groups

Administrators
sales
tech
policy
```

Related Commands	Command	Description
	groupname	Configures a Cisco Unity Express group.
	show group detail groupname	Displays the configuration details for a specific group.
	show users	Displays a list of configured users.
	username	Configures a Cisco Unity Express user.

show groups privileges

To display the privileges assigned to configured groups, use the **show groups privileges** command in Cisco Unity Express EXEC mode.

show groups privileges

Syntax Description This command has no arguments or keywords.

Command Modes Cisco Unity Express EXEC

Command History	Release	Modification
	2.1	This command was introduced.

Examples The following is sample output for the **show groups privileges** command:

```
se-10-0-0-0# show groups privileges

GROUPID                                PRIVILEGES
Administrators                          superuser ManagePrompts ManagePublicList
Administrators                          ViewPrivateList
Broadcasters                            broadcast
managers                                broadcast ViewPrivateList
```

Related Commands	Command	Description
	groupname	Configures Cisco Unity Express groups.

show hosts

To display information about the configured hosts, use the **show hosts** command in Cisco Unity Express EXEC mode.

show hosts

Syntax Description

This command has no arguments or keywords.

Command Modes

Cisco Unity Express EXEC

Command History

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

Examples

The following is sample output for the **show hosts** command:

```
se-10-0-0-0# show hosts

Hostname:      se-10-100-6-10
Domain:        localdomain
DNS Server1:   10.100.10.130
```

[Table 16](#) describes the significant fields shown in the display.

Table 16 *show hosts Field Descriptions*

Field	Description
Hostname	Name of the Cisco Unity Express host system.
Domain	Domain name of the host.
DNS Server1	IP address of the DNS server.

Related Commands

Command	Description
hostname	Specifies the server that stores the Cisco Unity Express applications.
ip domain-name	Specifies the DNS domain name.
ip name-server	Specifies the DNS server.
ntp server	Specifies the NTP clocking server.
show ip route	Displays IP route configurations.

show interface ide

To display the AIM usage and wear status, use the **show interface ide** command in Cisco Unity Express EXEC mode.

show interface ide *number*

Syntax Description	<i>number</i>	The disk unit number.
--------------------	---------------	-----------------------

Command Modes Cisco Unity Express EXEC

Command History	Cisco Unity Express Release	Modification
	1.1	This command was introduced on the Cisco Unity Express network module (NM), advanced integration module (AIM), and in Cisco CallManager 3.3(3).
	1.1.2	This command was implemented on the Cisco 2800 series and Cisco 3800 series routers.

Examples

The following is sample output for the **show interface ide 0** command:

```
se-10-0-0-0# show interface ide 0

IDE hd0 is up, line protocol is up
 3499 reads, 39217152 bytes
 0 read errors
51588 write, 324714496 bytes
 0 write errors
0.099333333333% worn
```

[Table 17](#) describes the significant fields shown in the display.

Table 17 *show interface ide 0 Field Descriptions*

Field	Description
reads	Number of times that data was read from flash memory.
bytes	Number of bytes of data that were read from flash memory.
read errors	Number of errors that occurred during the read operations.
write	Number of times that data was written into flash memory.
bytes	Number of bytes of data that were written into flash memory.
write errors	Number of errors that occurred during the write operations.
worn	Percentage of wear on the flash memory.

Related Commands	Command	Description
	log trace boot	Generates logging and tracing files on the AIM flash memory.

show ip route

To display the IP routing table, use the **show ip route** command in Cisco Unity Express EXEC mode.

show ip route

Syntax Description This command has no arguments or keywords.

Command Modes Cisco Unity Express EXEC

Command History	Cisco Unity Express Release	Modification
	1.0	This command was introduced on the Cisco Unity Express network module and in Cisco CallManager Express 3.0.
	1.1	This command was implemented on the advanced integration module (AIM) and in Cisco CallManager 3.3(3).
	1.1.2	This command was implemented on the Cisco 2800 series and Cisco 3800 series routers.

Examples The following is sample output for the **show ip route** command:

```
se-10-0-0-0# show ip route

          DEST          GATE          MASK    IFACE
          10.0.6.0      0.0.0.0    255.255.255.0 eth1
          172.16.0.0    0.0.0.0      255.0.0.0  lo
          0.0.0.0      10.0.6.9     0.0.0.0    eth1
```

Table 18 describes the significant fields shown in the display.

Table 18 *show ip route Field Descriptions*

Field	Description
DEST	IP address of the destination network.
GATE	IP address of the gateway to access the destination network.
MASK	Mask for the gateway IP address.
IFACE	Interface to reach the destination network.

Related Commands	Command	Description
	hostname	Specifies the server that stores the Cisco Unity Express applications.
	ip domain-name	Specifies the DNS domain name.
	ip name-server	Specifies the DNS server.
	ntp server	Specifies the NTP clocking server.
	show hosts	Displays all configured hosts.

show lists detail private

To display details of a specific private distribution list for a specific user, use the **show lists detail private** command in the Cisco Unity Express EXEC mode.

```
show lists detail private {name list-name | number list-number} owner owner-id
```

Syntax Description

name <i>list-name</i>	Name of the private distribution list.
number <i>list-number</i>	Number of the private distribution list.
owner <i>owner-id</i>	Name of the list owner.

Command Modes

Cisco Unity Express EXEC

Command History

Cisco Unity Express Release	Modifications
2.1	This command was introduced.

Usage Guidelines

An error message appears if the list name, number, or owner does not exist.

The command displays the list number, list name, list type, description, owners, and members with their type categories.

The list owner and local users who are members of the ViewPrivateList or Administrators groups can view the private lists that belong to a particular user.

Examples

The following is sample output for the **show lists detail private** command:

```
se-10-0-0-0# show lists detail private name projectteam owner abcdef

Number: 4
Name: projectteam
Type: Private
Description:
Owner:
    abcdef
Members:
    tech1 user
    tech2 user
    testers group
    tech10 remote
```

The **show lists detail private number 4 owner abcdef** command would display the same output as shown above.

Related Commands

Command	Description
show lists detail public	Displays the details of a specified public distribution list.
show lists owner	Displays all the public and private distribution lists for a specified owner.
show lists public	Displays all public distribution lists on the local system.

show lists detail public

To display details of a specific public distribution list on the local system, use the **show lists detail public** command in the Cisco Unity Express EXEC mode.

```
show lists detail public {name list-name | number list-number}
```

Syntax Description

name <i>list-name</i>	Name of the public distribution list.
number <i>list-number</i>	Number of the public distribution list.

Command Modes

Cisco Unity Express EXEC

Command History

Cisco Unity Express Release	Modifications
2.1	This command was introduced.

Usage Guidelines

An error message appears if the list name or number does not exist.

The command displays the list number, list name, list type, owners, and members with their type categories.

Examples

The following is sample output from the **show lists detail public** command:

```
se-10-0-0-0# show lists detail public name engineers

Number: 5
Name: engineers
Type: Public
Description:
Owners:
    abcdef user
    progmgrs group
Members:
    abcdef user
    xxyyzz user
    betamgrs group
    techs gdm
    tech25 remote
    nyc5555 blind
```

The **show list detail public number 5** command would display the same output as shown above.

Related Commands	Command	Description
	show lists detail private	Displays the details of the private distribution lists for a specified owner.
	show lists owner	Displays all the public and private distribution lists for a specified owner.
	show lists public	Displays all public distribution lists on the local system.

show lists owner

To display all the private and public distribution lists for a specific owner, use the **show lists owner** command in Cisco Unity Express EXEC mode.

show lists owner *owner-id*

Syntax Description	<i>owner-id</i>	Name of the user or group that owns the distribution list.
---------------------------	-----------------	--

Command Modes	Cisco Unity Express EXEC
----------------------	--------------------------

Command History	Cisco Unity Express Release	Modifications
	2.1	This command was introduced.

Usage Guidelines	<p>An error message appears if the owner does not exist.</p> <p>The lists appear in alphabetical order, private lists followed by public lists. The command displays the number, name, and type for each list.</p>
-------------------------	--

Examples	The following is sample output for the show lists owner command:
-----------------	---

```
se-10-0-0-0# show lists owner abcdef
```

```
Owner: abcdef
  List Number   List Name      List Type
  4             projectteam   Private List
  5             engineers     Public List
  25            managers     Public List
```

Related Commands	Command	Description
	show lists detail private	Displays the details of the private distribution lists for a specified owner.
	show lists detail public	Displays the details of a specified public distribution list.
	show lists public	Displays all public distribution lists on the local system.

show lists public

To display all the public distribution lists on the local system, use the **show lists public** command in Cisco Unity Express EXEC mode.

show lists public

Syntax Description This command has no arguments or keywords.

Command Modes Cisco Unity Express EXEC

Command History	Cisco Unity Express Release	Modifications
	2.1	This command was introduced.

Usage Guidelines The command displays the lists in alphabetical order with each list name, number, and type, followed by the details of each list.

Examples The following is sample output for the **show lists public** command:

```
se-10-0-0-0# show lists public

List number      List Name      Type
5                engineers     Public
9999             everyone      Public
Number: 5
Name: engineers
Type: Public
Description:
Owners:
    abcdef      Local User
    progmgrs    Group
Members:
    abcdef      Local User
    xxyzz       Local User
    progmgrs    Group
    techs       General Delivery Mailbox
    tech25      Remote User
    nyc5555     Blind Address
```

The system does not display the details of the **everyone** list.

Related Commands	Command	Description
	show lists detail private	Displays the details of the private distribution lists for a specified owner.
	show lists detail public	Displays the details of a specified public distribution list.
	show lists owner	Displays all the public and private distribution lists for a specified owner.

show log

To display logging data, use the **show log** command in Cisco Unity Express EXEC mode.

show log name *name* [**containing** *expression* | **paged** | **tail**]

Syntax Description	name <i>name</i>	The name of the log file to display. Use the show logs command to display a list of available log files.
	containing <i>expression</i>	(Optional) Only display events that match a search expression.
	paged	(Optional) Display in paged mode.
	tail	(Optional) Display the latest events as they occur.

Command Modes Cisco Unity Express EXEC

Command History	Cisco Unity Express Release	Modification
	1.0	This command was introduced on the Cisco Unity Express network module and in Cisco CallManager Express 3.0.
	1.1	This command was implemented on the advanced integration module (AIM) and in Cisco CallManager 3.3(3).
	1.1.2	This command was implemented on the Cisco 2800 series and Cisco 3800 series routers.

Usage Guidelines See the “Related Commands” section for filtering options.

Examples The following is partial output for the **show log** command that displays the dmesg log:

```
se-10-0-0-0# show log name dmesg

Press <CTRL-C> to exit...
Linux version 2.4.24 (bld_adm@bld-system) (gcc version 2.95.3 20010315 (release4
Platform: nm
setup.c: handling flash window at [15MB..16MB]
setup.c: handling kernel log buf at [245.5MB]
setup.c: handling trace buf at [246MB]
BIOS-provided physical RAM map:
 BIOS-e820: 0000000000000000 - 000000000009f400 (usable)
 BIOS-e820: 000000000009f400 - 00000000000a0000 (reserved)
 BIOS-e820: 00000000000e0800 - 0000000000100000 (reserved)
 BIOS-e820: 0000000000100000 - 0000000000f00000 (usable)
 BIOS-e820: 0000000000f00000 - 0000000001000000 (reserved)
 BIOS-e820: 0000000001000000 - 000000000f580000 (usable)
 BIOS-e820: 000000000f580000 - 000000000f600000 (reserved)
 BIOS-e820: 000000000f600000 - 0000000010000000 (reserved)
 BIOS-e820: 00000000fff00000 - 0000000100000000 (reserved)
245MB LOWMEM available.
On node 0 totalpages: 62848
zone(0): 4096 pages.
```

```

zone(1): 58752 pages.
zone(2): 0 pages.
DMI not present.
Kernel command line: root=/dev/hda1 ro plat=nm
Initializing CPU#0
Detected 498.674 MHz processor.
Calibrating delay loop... 996.14 BogoMIPS
Memory: 245128k/251392k available (1164k kernel code, 4852k reserved, 667k data)
kdb version 4.3 by Keith Owens, Scott Lurndal. Copyright SGI, All Rights Reserved
in atrace_init
log_head: h: 0, t: 8429274, l: 0, w: 0, s: 10484672
Using existing trace log
log_head: h: 0, t: 8429274, l: 0, w: 0, s: 10484672
Dentry cache hash table entries: 32768 (order: 6, 262144 bytes)
Inode cache hash table entries: 16384 (order: 5, 131072 bytes)
Mount cache hash table entries: 512 (order: 0, 4096 bytes)
Buffer cache hash table entries: 16384 (order: 4, 65536 bytes)
Page-cache hash table entries: 65536 (order: 6, 262144 bytes)
CPU: L1 I cache: 16K, L1 D cache: 16K
CPU: L2 cache: 256K
CPU serial number disabled.
.
.
.

```

The following is sample output for the **show log** command that displays the dmesg log using a search string:

```
se-10-0-0-0# show log name dmesg containing setup
```

```

Press <CTRL-C> to exit...
setup.c: handling flash window at [15MB..16MB]
setup.c: handling kernel log buf at [245.5MB]
setup.c: handling trace buf at [246MB]
se-10-0-0-0#

```

The following is partial output for the **show log** command that displays the dmesg log in paged mode:

```
se-10-0-0-0# show log name dmesg paged
```

```

Linux version 2.4.24 (bld_adm@bld-system) (gcc version 2.95.3 20010315 (release
)) #1 Tue Nov 30 23:07:21 PST 2004
Platform: nm
setup.c: handling flash window at [15MB..16MB]
setup.c: handling kernel log buf at [245.5MB]
setup.c: handling trace buf at [246MB]
BIOS-provided physical RAM map:
 BIOS-e820: 0000000000000000 - 000000000009f400 (usable)
 BIOS-e820: 000000000009f400 - 00000000000a0000 (reserved)
 BIOS-e820: 00000000000e0800 - 0000000000100000 (reserved)
 BIOS-e820: 0000000000100000 - 0000000000f00000 (usable)
 BIOS-e820: 0000000000f00000 - 0000000001000000 (reserved)
 BIOS-e820: 0000000001000000 - 000000000f580000 (usable)
 BIOS-e820: 000000000f580000 - 000000000f600000 (reserved)
 BIOS-e820: 000000000f600000 - 0000000010000000 (reserved)
 BIOS-e820: 00000000fff00000 - 0000000100000000 (reserved)
245MB LOWMEM available.
On node 0 totalpages: 62848
zone(0): 4096 pages.
zone(1): 58752 pages.
zone(2): 0 pages.
DMI not present.
Kernel command line: root=/dev/hda1 ro plat=nm
Initializing CPU#0

```

```
-- More --
```

The following is the output for the **show log** command that displays the current dmesg log as events are being entered:

```
se-10-0-0-0# show log name dmesg tail
```

```
Press <CTRL-C> to exit...
Freeing unused kernel memory: 88k freed
```

The following is partial output for the **show log** command that displays the dmesg log beginning with the first line starting with ide0:

```
se-10-0-0-0# show log name dmesg | begin ide0
```

```
    ide0: BM-DMA at 0xfc00-0xfc07, BIOS settings: hda:pio, hdb:pio
    ide1: BM-DMA at 0xfc08-0xfc0f, BIOS settings: hdc:pio, hdd:pio
hda: C/H/S=50127/232/176 from BIOS ignored
hdb: C/H/S=0/0/0 from BIOS ignored
hda: IC25N020ATMR04-0, ATA DISK drive
blk: queue c030c160, I/O limit 4095Mb (mask 0xffffffff)
ide0 at 0x1f0-0x1f7,0x3f6 on irq 14
hda: attached ide-disk driver.
hda: host protected area => 1
hda: 39070080 sectors (20004 MB) w/1740KiB Cache, CHS=2432/255/63, UDMA(33)
init unit number == 0
.
.
.
```

Related Commands

Command	Description
show begin	Begins the output of any show command from a specified string.
show exclude	Filters show command output so that it excludes lines that contain a particular regular expression.
show include	Filters show command output so that it displays only lines that contain a particular regular expression.
show logs	Displays the list of available logs.

show logging

To show the types of messages that are displayed on the console, use the **show logging** command in Cisco Unity Express EXEC mode.

show logging

Syntax Description This command has no arguments or keywords.

Command Modes Cisco Unity Express EXEC

Command History	Cisco Unity Express Release	Modification
	1.0	This command was introduced on the Cisco Unity Express network module and in Cisco CallManager Express 3.0.
	1.1	This command was implemented on the advanced integration module (AIM) and in Cisco CallManager 3.3(3).
	1.1.2	This command was implemented on the Cisco 2800 series and Cisco 3800 series routers.

Usage Guidelines See the “Related Commands” section for filtering options.

Examples The following displays the output for the **show logging** command when errors and fatal messages are displayed on the console.

```
se-10-0-0-0# show logging
```

```
info:      off
warning:   off
errors:    on
fatal:     on
```

```
Console Filter Info:
```

```
MODULE          ENTITY          ACTIVITY        FILTER
```

```
No filter active
```

The following displays the output for the **show logging** command when errors, fatal messages, and ccn engine messages are displayed on the console.

```
se-10-0-0-0# show logging
```

```
info:      off
warning:   off
errors:    on
fatal:     on
```

Console Filter Info:

MODULE	ENTITY	ACTIVITY	FILTER
ccn	Engine	XDBG	
ccn	Engine	DEBUG	

Related Commands

Command	Description
log console	Specifies the types of messages displayed on the console.
show begin	Begins the output of any show command from a specified string.
show exclude	Filters show command output so that it excludes lines that contain a particular regular expression.
show include	Filters show command output so that it displays only lines that contain a particular regular expression.

show logs

To show the existing log files on the CUE module, use the **show logs** command in Cisco Unity Express EXEC mode.

show logs

Syntax Description This command has no arguments or keywords.

Command Modes Cisco Unity Express EXEC

Command History	Cisco Unity Express Release	Modification
	1.0	This command was introduced on the Cisco Unity Express network module and in Cisco CallManager Express 3.0.
	1.1	This command was implemented on the advanced integration module (AIM) and in Cisco CallManager 3.3(3).
	1.1.2	This command was implemented on the Cisco 2800 series and Cisco 3800 series routers.

Usage Guidelines See the “Related Commands” section for filtering options.

Examples The following is sample output for the **show logs** command:

```
se-10-0-0-0# show logs

install.log
dmesg
syslog.log
atrace_save.log
atrace.log
klog.log
messages.log
root_heapdump2749.1023408628.txt
```

Related Commands	Command	Description
	log trace boot	Configures trace logging options.
	show begin	Begins the output of any show command from a specified string.
	show exclude	Filters show command output so that it excludes lines that contain a particular regular expression.
	show include	Filters show command output so that it displays only lines that contain a particular regular expression.

show memory

To display memory information for the CUE module, use the **show memory** command in Cisco Unity Express EXEC mode.

show memory

Syntax Description

This command has no arguments or keywords.

Command Modes

Cisco Unity Express EXEC

Command History

Release	Modification
2.0	This command was introduced.

Examples

The following example shows detailed information about the memory on the CUE network module:

```
se-10-0-0-0# show memory

Total Memory (kB):          245216
Active Memory (kB):         23728
Inactive Memory (kB):       196620
Other Memory (kB):          19760
MemoryPool (kB):            5108

Kernel Memory
TOTAL    INUSE    MAXUSED    ERR TYPE
 5768    5368    6795      0 fs
 7040    6828    7499      0 other
  156    100     186      0 net
```

[Table 19](#) describes the significant fields shown in the display.

Table 19 *show memory Field Descriptions*

Field	Description
Total Memory (kB)	The total amount of memory available to the kernel. Note Some of the physical memory may be reserved and therefore not included in this number.
Active Memory (kB)	The portion of process memory accessed recently by code somewhere in the system.
Inactive Memory (kB)	The portion of process memory that has not been accessed recently.
Other Memory (kB)	Memory allocated for nonprocess use.
MemoryPool (kB)	Memory not allocated for any use.
Kernel Memory	
TOTAL	The amount of memory reserved for this type.

Table 19 *show memory Field Descriptions (continued)*

Field	Description
INUSE	The portion of the reserved memory that is currently being used.
MAXUSED	The peak INUSE value since the last reboot.
ERR	The number of times allocations for this use have failed.
TYPE	There are three types possible: <ul style="list-style-type: none"> • fs—File system • net—Network protocols • other—All other types

Related Commands

Command	Description
show process	Displays subsystem status and statistics for the CUE module.

show network detail local

To display network information for the local Cisco Unity Express location, use the **show network detail local** command in Cisco Unity Express EXEC mode.

show network detail local

Syntax Description This command has no arguments or keywords.

Command Modes Cisco Unity Express EXEC

Command History	Cisco Unity Express Release	Modification
	2.0	This command was introduced.
	2.1	Broadcast message and vCard information was added to the display.

Usage Guidelines Use this command to display information about the local Cisco Unity Express site, including the location ID, name, abbreviation, e-mail domain, minimum and maximum extension lengths, phone prefix, VPIM encoding type, if spoken name is enabled, status of vCard enabling, the VPIM broadcast message ID, and the number of messages sent and received.

Examples The following example shows detailed information about the local Cisco Unity Express site called “San JoseCA”:

```
se-10-0-0-0# show network detail local

Location ID:          10
Name:                 SanJoseCA
Abbreviation:         sjc
Email domain:         sjc.cue.abcdef.com
Minimum extension length: 2
Maximum extension length: 15
Phone prefix:
VPIM encoding:        G726
Send spoken name:     enabled
Send vCard:           enabled
State:                enabled
VPIM broadcast ID:    vpim-broadcast
Sent msg count:       0
Received msg count:   0
```

Related Commands	Command	Description
	show network detail location id	Displays network information for a specified Cisco Unity Express location ID.

show network detail location id

To display network information for a specified Cisco Unity Express location ID, use the **show network detail location id** command in Cisco Unity Express EXEC mode.

show network detail location id *number*

Syntax Description	<i>number</i>	ID number of the Cisco Unity Express network location.
---------------------------	---------------	--

Command Modes	Cisco Unity Express EXEC
----------------------	--------------------------

Command History	Cisco Unity Express Release	Modification
	2.0	This command was introduced.
	2.1	Broadcast message and vCard information was added to the display.

Usage Guidelines	This command provides detailed information about the specified Cisco Unity Express location, including the name, abbreviation, e-mail domain, minimum and maximum extension lengths, phone prefix, VPIM encoding type, if spoken name is enabled, vCard enable status, broadcast message status, and the number of messages sent and received.
-------------------------	--

Examples	The following example shows information about the remote Cisco Unity Express location with the ID of 102:
-----------------	---

```
se-10-0-0-0# show network detail location id 102
```

```
Name: Dallas/Fort Worth
Abbreviation: DFW
Email domain: dfw.cue.cisco.com
Minimum extension length: 2
Maximum extension length: 15
Phone prefix: 4
VPIM encoding: dynamic
Send spoken name: enabled
Send vCard: enabled
State: enabled
VPIM broadcast ID: vpim-broadcast
Sent msg count: 0
Received msg count: 0
```

Related Commands	Command	Description
	show network detail local	Displays network information for the local Cisco Unity Express location.

show network locations

To display information about Cisco Unity Express locations, use the **show network locations** command in Cisco Unity Express EXEC mode.

show network locations

Syntax Description This command has no arguments or keywords.

Command Modes Cisco Unity Express EXEC

Command History	Cisco Unity Express Release	Modification
	2.0	This command was introduced.

Usage Guidelines Use this command to verify the location ID, name, abbreviation, and domain name for each configured Cisco Unity Express network location.

Examples The following example shows the network locations for a Cisco Unity Express system:

```
se-10-0-0-0# show network locations
```

ID	NAME	ABBREV	DOMAIN
101	'San Jose'	SJC	sjc.cue.cisco.com
102	'Dallas/Fort Worth'	DFW	dfw.cue.cisco.com
201	'Los Angeles'	LAX	lax.cue.cisco.com
202	'Canada'	CAN	can.cue.cisco.com
301	'Chicago'	CHI	chi.cue.cisco.com
302	'New York'	NYC	nyc.cue.cisco.com
401	'Bangalore'	BAN	bang.cue.cisco.com

Related Commands	Command	Description
	show network detail local	Displays network information for the local Cisco Unity Express location.
	show network detail location id	Displays network information for a specified Cisco Unity Express location ID.

show network queues

To display information about messages in the outgoing queue on a Cisco Unity Express system, use the **show network queues** command in Cisco Unity Express EXEC mode.

show network queues

Syntax Description This command has no arguments or keywords.

Command Modes Cisco Unity Express EXEC

Command History	Cisco Unity Express Release	Modification
	2.0	This command was introduced.

Usage Guidelines The queue information contains three displays: one for running job queue information, one for urgent job queue information, and one for normal job queue information.

Examples The following example shows output from the **show network queues** command:

```
se-10-0-0-0# show network queues

Running Job Queue
=====

ID    TYPE TIME          RETRY SENDER          RECIPIENT
107   VPIM 06:13:26      20    jennifer        1001@sjc.cue.cisco.com
106   VPIM 06:28:25      20    jennifer        1001@sjc.cue.cisco.com

Urgent Job Queue
=====

ID    TYPE TIME          RETRY SENDER          RECIPIENT
123   VPIM 16:33:39      1     andy            9003@lax.cue.cisco.com

Normal Job Queue
=====

ID    TYPE TIME          RETRY SENDER          RECIPIENT
122   VPIM 16:33:23      1     andy            9001@lax.cue.cisco.com
124   VPIM 16:34:28      1     andy            9003@lax.cue.cisco.com
125   VPIM 16:34:57      1     andy            9002@lax.cue.cisco.com
```

Related Commands	Command	Description
	show network locations	Displays information about Cisco Unity Express network locations.

show ntp associations

To display the association identifier and status for all Network Time Protocol (NTP) servers, use the **show ntp associations** command in Cisco Unity Express EXEC mode.

```
show ntp associations [assoc-id association-id]
```

Syntax Description	assoc-id <i>association-id</i> (Optional) Displays detailed information about the specified association ID.
---------------------------	--

Command Modes	Cisco Unity Express EXEC
----------------------	--------------------------

Command History	Cisco Unity Express Release	Modification
	1.1.2	This command was introduced on the Cisco Unity Express network module (NM) and the advanced integration module (AIM) for both Cisco CallManager and Cisco CallManager Express. Note A similar Cisco IOS command was introduced in Cisco IOS Release 10.0.

Usage Guidelines The **show ntp associations** command displays the association identifier and status for all the NTP servers configured for Cisco Unity Express but does not provide detailed information about the servers. The **show ntp associations assoc-id association-id** command provides detailed information on the status of a specified NTP server.

Use the status field to determine the configuration and status of all the NTP servers. This field consists of 4 hexadecimal digits:

- The first two digits specify the server configuration and how far it progressed through the clock selection process. See [Table 20](#).
- The second two digits indicate the number of events and the type of the last event. See [Table 21](#).

[Table 20](#) shows common status codes and their meanings. The first digit specifies the configuration, reachability, and authentication status for the specified server. The second digit records how well the specified server passed through the clock selection algorithm.

Table 20 Status Field Code Values

Status Field Codes	Meaning
1xxx	Server has sent a peer synchronization request to the local machine, but the server is not configured locally.
7xxx	Server is a peer that is not configured locally but is reachable and using proper authentication.
8xxx	Server is configured but not authenticated or reachable.
9xxx	Server is configured and reachable.

Table 20 Status Field Code Values (continued)

Status Field Codes	Meaning
Cxxx	Server is configured to use authentication but is not reachable.
Dxxx	Server is configured to use authentication and is reachable but is not using a trusted key.
Fxxx	Server is authenticated as a trusted server and is reachable.
x0xx	Server did not pass any sanity checks and is rejected by the client. Possible causes for this condition include the server failing to authenticate, the server having a huge error bound (over 16 seconds), or the server existing on a higher stratum number than the client.
x1xx	Server passed the sanity checks but was not close enough to other servers to survive the intersection algorithm. This indicates that the server's clock was outside the largest possible error bounds of the other clocks, a condition that almost certainly indicates that the server is set to the wrong time.
x2xx	Server passed the correctness checks (intersection algorithm). This value indicates that the server is probably configured correctly.
x3xx	Server passed the candidate checks. This means that the server was not discarded because there were too many good servers (over 10).
x4xx	Server passed through the clustering algorithms without being discarded as an outlier having too much dispersion.
x5xx	Server would be the synchronization source but is too far away. This means that all the other clocks did not pass the sanity check or are too far away also.
x6xx	Server is the current synchronization source. This is the preferred server status.
x7xx to xFxx	Reserved values. These should not occur in normal usage.

Table 21 lists the event codes. The third digit indicates the number of events that have occurred since the last time an error was returned to the console by NTP or by one of the **show ntp** commands. This value does not wrap and stops incrementing at 15 (or hex F).

For a properly running server, the value should be xx1x, unless one of the **show ntp** commands has queried the server since startup. In that case, the value should be xx0x. If the third digit is any other value, check for the event causing errors.

The fourth digit in the field indicates the last event that occurred. For properly running servers, the event should be the server becoming reachable.

Table 21 Event Field Code Values

Event Field Codes	Meaning
xxx0	Unspecified event. Either no events have occurred or some sort of special error has occurred.
xxx1	IP error occurred reaching the server.
xxx2	Unable to authenticate a server that used to be reachable. This indicates that the keys changed or someone is spoofing the server.
xxx3	Formerly reachable server is now unreachable.
xxx4	Formerly unreachable server is now reachable.

Table 21 Event Field Code Values (continued)

Event Field Codes	Meaning
xxx5	Server's clock had an error.
xxx6 to xxxF	Reserved values. These should not occur in normal usage.

The flash field indicates the status of the packets while a series of 12 diagnostic tests are performed on them. The tests are performed in a specified sequence to gain maximum information while protecting against accidental or malicious errors.

The flash variable is set to zero as each packet is received. If any bits are set as a result of the tests, the packet is discarded.

The tests look for the following information:

- TEST1 through TEST3 check the packet time stamps from which the offset and delay are calculated. If no bits are set, the packet header variables are saved.
- TEST4 and TEST5 check access control and cryptographic authentication. If no bits are set, no values are saved.
- TEST6 through TEST8 check the health of the server. If no bits are set, the offset and delay relative to the server are calculated and saved.
- TEST9 checks the health of the association. If no bits are set, the saved variables are passed to the clock filter and mitigation algorithm.
- TEST10 through TEST12 check the authentication state using Autokey public-key cryptography. If any bits are set and the association was previously marked as reachable, the packet is discarded. Otherwise, the originate and receive time stamps are saved and processing continues.

Table 22 lists the flash bits for each test.

Table 22 Flash Field Diagnostic Bit Values

Flash Bit Values	Meaning
0x001	TEST1. Duplicate packet. The packet is at best a casual retransmission and at worst a malicious replay.
0x002	TEST2. Bogus packet. The packet is not a reply to a message previously sent. This can happen when the NTP daemon is restarted.
0x004	TEST3. Unsynchronized. One or more time-stamp fields are invalid. This normally happens when the first packet from a peer is received.
0x008	TEST4. Access is denied.
0x010	TEST5. Cryptographic authentication fails.
0x020	TEST6. Server is unsynchronized. Wind up its clock first.
0x040	TEST7. Server stratum is at the maximum of 15. The server is probably unsynchronized, and its clock needs to be wound up.
0x080	TEST8. Either the root delay or the dispersion is greater than 1 second.
0x100	TEST9. Either the peer delay or the dispersion is greater than 1 second.
0x200	TEST10. Autokey protocol has detected an authentication failure.

Table 22 Flash Field Diagnostic Bit Values (continued)

Flash Bit Values	Meaning
0x400	TEST11. Autokey protocol has not verified the server, or the peer is proventic and has valid key credentials.
0x800	TEST12. Protocol or configuration error has occurred in the public key algorithm, or a possible intrusion event has been detected.

Examples

The following is sample output for the **show ntp associations** command:

```
se-10-0-0-0# show ntp associations
```

```
ind assID status  conf reach auth condition  last_event cnt
=====
  1 37773 9624   yes  yes  none  sys.peer  reachable  2
```

[Table 23](#) describes the significant fields shown in the display.

Table 23 show ntp associations Field Descriptions

Field	Description
ind	Index number of the association.
assID	Peer identifier returned by the server.
status	Hexadecimal value of the server status. See Table 20 and Table 21 for a description of these field codes.
conf	Indicates whether the server is configured or not. Valid values are yes and no.
reach	Indicates whether the peer is reachable or not. Valid values are yes and no.
auth	Status of the server authentication. Valid values are: <ul style="list-style-type: none"> ok bad none “ ”
condition	Type of association in the clock selection process. Valid values are: <ul style="list-style-type: none"> space—Reject: Peer is discarded as unreachable. falsetick—Peer is discarded as a false tick. excess—Peer is discarded as not among the 10 closest peers. outlier—Peer is discarded as an outlier. candidate—Peer selected for possible synchronization. selected—Almost synchronized to this peer. sys.peer—Synchronized to this peer. pps.peer—Synchronized to this peer on the basis of a pulse-per-second signal.

Table 23 *show ntp associations Field Descriptions (continued)*

Field	Description
last_event	Last event that occurred in the system. Valid values are: <ul style="list-style-type: none"> • (empty) • IP error • Auth fail • lost reach • reachable • clock expt See Table 21 for descriptions of these values.
cnt	Number of events that occurred since the last time an error was returned to the console by NTP. This value does not wrap and stops incrementing at 15 (or hex F). For a properly functioning server, this value should be 1 or 0.

The following is sample output for the **show ntp associations assoc-id** command:

```
se-10-0-0-0# show ntp associations assoc-id 37773

status=9624 reach, conf, sel_sys.peer, 2 events, event_reach,
srcadr=10.10.10.65, srcport=123, dstadr=10.10.5.2, dstport=123, leap=00,
stratum=8, precision=-18, rootdelay=0.000, rootdispersion=0.031,
refid=127.127.7.1, reach=377, unreach=0, hmode=3, pmode=4, hpoll=10,
ppoll=10, flash=00 ok, keyid=0, offset=-1.139, delay=0.430,
dispersion=14.821, jitter=0.158,
reftime=af4a3bee.f4749337 Thu, Mar 11 1993 14:30:06.954,
org=af4a3bf8.3f18b455 Thu, Mar 11 1993 14:30:16.246,
rec=af4a3bf8.3f71758e Thu, Mar 11 1993 14:30:16.247,
xmt=af4a3bf8.3f545c78 Thu, Mar 11 1993 14:30:16.247,
filtdelay= 0.43 0.63 0.58 0.58 0.48 0.34 0.54 0.45,
filtoffset= -1.14 -0.98 -0.96 -0.90 -0.90 -0.79 -0.47 -0.45,
filtdisp= 0.01 15.40 30.79 46.14 61.48 76.83 92.19 99.90
```

[Table 24](#) describes the significant fields shown in the display.

Table 24 *show ntp associations assoc-id Field Descriptions*

Field	Description
status	Status of the peer. See Table 20 , Table 21 , and Table 23 for descriptions of the values in this line.
srcadr	IP address of the host server.
srcport	Port address of the host server.
dstadr	IP address of the destination server.
dstport	Port address of the destination server.

Table 24 *show ntp associations assoc-id Field Descriptions (continued)*

Field	Description
leap	Two-bit code warning of an impending leap second to be inserted in the NTP timescale. Valid values are: <ul style="list-style-type: none"> • 00—No warning • 01—Last minute has 61 seconds • 10—Last minute has 59 seconds • 11—Alarm condition (clock not synchronized)
stratum	Server hop count to the primary clock source. Valid values are: <ul style="list-style-type: none"> • 0—Unspecified • 1—Primary clock reference • 2–255—Secondary reference via NTP <p>If the stratum value is 15, the server is probably unsynchronized and its clock needs to be reset.</p>
precision	Precision of the clock, in seconds to the power of two.
rootdelay	Total round-trip delay, in seconds, to the primary reference source at the root of the synchronization subnet.
rootdispersion	Maximum error, in seconds, relative to the primary reference source at the root of the synchronization subnet.
refid	IP address of the peer selected for synchronization.
reach	Peer reachability status history, in octal. Each bit is set to 1 if the server is reached during a polling period and is set to 0 otherwise. The value 377 indicates that the last 8 attempts were good.
unreach	Number of poll intervals since the last valid packet was received.
hmode	Association mode of the host server. Valid values are: <ul style="list-style-type: none"> • 0—Unspecified • 1—Symmetric active • 2—Symmetric passive • 3—Client • 4—Server • 5—Broadcast • 6—Reserved for NTP control messages • 7—Reserved for private use

Table 24 *show ntp associations assoc-id Field Descriptions (continued)*

Field	Description
pmode	Association mode of the peer server. Valid values are: <ul style="list-style-type: none"> • 0—Unspecified • 1—Symmetric active • 2—Symmetric passive • 3—Client • 4—Server • 5—Broadcast • 6—Reserved for NTP control messages • 7—Reserved for private use
hpoll	Minimum interval, in seconds as a power of two, between transmitted messages from the host.
ppoll	Minimum interval, in seconds as a power of two, between transmitted messages to the peer.
flash	Status of the packet after a series of diagnostic tests are performed on the packet. See the description of the flash field values in Table 22 .
keyid	ID of the cryptographic key used to generate the message-authentication code.
offset	Time difference between the client and the server, in milliseconds.
delay	Round-trip delay of the packet, in milliseconds.
dispersion	Measure, in milliseconds, of how scattered the time offsets have been from a given time server.
jitter	Estimated time error, in milliseconds, of the Cisco Unity Express clock measured as an exponential average of RMS time differences.
reftime	Local time, in time-stamp format, when the local clock was last updated. If the local clock has never been synchronized, the value is zero.
org	Local time, in time-stamp format, at the peer when its latest NTP message was sent. If the peer becomes unreachable, the value is zero.
rec	Local time, in time-stamp format, when the latest NTP message from the peer arrived. If the peer becomes unreachable, the value is zero.
xmt	Local time, in time-stamp format, at which the NTP message departed the sender.
filtdelay	Round-trip delay, in seconds, between the peer clock and the local clock over the network between them.

Table 24 *show ntp associations assoc-id Field Descriptions (continued)*

Field	Description
filtoffset	Offset, in seconds, of the peer clock relative to the local clock.
filtdisp	Maximum error, in seconds, of the peer clock relative to the local clock over the network between them. Only values greater than zero are possible.

Related Commands

Command	Description
show ntp servers	Displays a list of NTP servers and their current states.
show ntp source	Displays the primary time source for an NTP server.

show ntp servers

To display a list of Network Time Protocol (NTP) servers and their current states, use the **show ntp servers** command in Cisco Unity Express EXEC mode.

show ntp servers

Syntax Description This command has no keywords or arguments.

Command Modes Cisco Unity Express EXEC

Command History	Cisco Unity Express Release	Modification
	1.1.2	This command was introduced on the Cisco Unity Express network module (NM) and advanced integration module (AIM) for both Cisco CallManager and Cisco CallManager Express.

Usage Guidelines This command displays a list of NTP servers, their states, and a summary of the remote peers associated with each server.

Examples The following is sample output for the **show ntp servers** command:

```
se-10-0-0-0# show ntp servers

remote          refid          st t when poll reach  delay  offset jitter
=====
*10.100.10.65 127.127.7.1   8 u 933 1024 377   0.430  -1.139  0.158
space reject,   x falsetick,   . excess,      - outlyer
+ candidate,    # selected,    * sys.peer,    o pps.peer
```

[Table 25](#) describes the significant fields shown in the display.

Table 25 *show ntp servers Field Descriptions*

Field	Description
remote	IP address of the remote server.
refid	Server's current time source.
st	Hop count (stratum) to the remote server.
t	Type of peer. Valid values are: <ul style="list-style-type: none"> l—Local u—Unicast m—Multicast b—Broadcast
when	Time when the last packet was received.

Table 25 *show ntp servers Field Descriptions*

Field	Description
poll	Polling interval, in seconds.
reach	Peer reachability status history, in octal. Each bit is set to 1 if the server is reached during a polling period and is set to 0 otherwise. The value 377 indicates that the last 8 attempts were good.
delay	Round-trip delay of the packet, in milliseconds.
offset	Time difference between the client and the server, in milliseconds.
jitter	Estimated time error, in milliseconds, of the Cisco Unity Express clock measured as an exponential average of RMS time differences.
(tally code)	<p>The character preceding the remote IP address indicates the status of the association in the clock selection process. Valid values are:</p> <ul style="list-style-type: none"> • space Reject: Peer is discarded as unreachable. • x Falsetick: Peer is discarded as a false tick. • . Excess: Peer is discarded as not among the ten closest peers. • – Outlier: Peer is discarded as an outlier. • + Candidate: Peer selected for possible synchronization. • # Selected: Almost synchronized to this peer. • * Sys.peer: Synchronized to this peer. • o PPS.peer: Synchronized to this peer on the basis of a pulse-per-second signal.

Related Commands

Command	Description
ntp server	Configures the NTP server.
show ntp associations	Displays a list of association identifiers and peer statuses for an NTP server.
show ntp source	Displays the time source for an NTP server.

show ntp source

To display the time source for a Network Time Protocol (NTP) server, use the **show ntp source** command in Cisco Unity Express EXEC mode.

show ntp source [detail]

Syntax Description	detail (Optional) Displays detailed information about the NTP servers.
---------------------------	---

Command Modes	Cisco Unity Express EXEC
----------------------	--------------------------

Command History	Cisco Unity Express Release	Modification
	1.1.2	This command was introduced on the Cisco Unity Express network module (NM) and advanced integration module (AIM) for both Cisco CallManager and Cisco CallManager Express.

Usage Guidelines	This command displays the chain of NTP servers back to their primary time source, starting from the local host.
-------------------------	---

The following is sample output for the **show ntp source** command:

```
se-10-0-0-0# show ntp source

127.0.0.1: stratum 9, offset 0.000015, synch distance 0.03047
10.100.10.65: stratum 8, offset -0.001124, synch distance 0.00003
```

[Table 26](#) describes the significant fields shown in the display.

Table 26 show ntp source Field Descriptions

Field	Description
(first field)	IP address of the host.
stratum	Server hop count to the primary clock source. Valid values are: <ul style="list-style-type: none"> 0—Unspecified 1—Primary clock reference 2–255—Secondary reference via NTP
offset	Time offset between the host and the local host, in seconds.
synch distance	Host synchronization distance, which is the estimated error relative to the primary source.

The following is sample output for the **show ntp source detail** command:

```
se-1-100-5-2# show ntp source detail

server 127.0.0.1, port 123
stratum 9, precision -17, leap 00
refid [10.10.10.65] delay 0.00012, dispersion 0.00000 offset 0.000011
rootdelay 0.00058, rootdispersion 0.03111, synch dist 0.03140
reference time:      af4a3ff7.926698bb  Thu, Mar 11 1993 14:47:19.571
originate timestamp: af4a4041.bf991bc5  Thu, Mar 11 1993 14:48:33.748
transmit timestamp:  af4a4041.bf90a782  Thu, Mar 11 1993 14:48:33.748

server 10.10.10.65, port 123
stratum 8, precision -18, leap 00
refid [172.16.7.1] delay 0.00024, dispersion 0.00000 offset -0.001130
rootdelay 0.00000, rootdispersion 0.00003, synch dist 0.00003
reference time:      af4a402e.f46eaea6  Thu, Mar 11 1993 14:48:14.954
originate timestamp: af4a4041.bf6fb4d4  Thu, Mar 11 1993 14:48:33.747
transmit timestamp:  af4a4041.bfb0d51f  Thu, Mar 11 1993 14:48:33.748
```

Table 27 describes the significant fields shown in the display.

Table 27 *show ntp source detail Field Descriptions*

Field	Description
server	IP address of the host server.
port	Port number of the host server.
stratum	Server hop count to the primary clock source. Valid values are: <ul style="list-style-type: none"> • 0—Unspecified • 1—Primary clock reference • 2–255—Secondary reference via NTP
precision	Precision of the clock, in seconds to the power of two.
leap	Two-bit code warning of an impending leap second to be inserted in the NTP time scale. Valid values are: <ul style="list-style-type: none"> • 00—No warning • 01—Last minute was 61 seconds • 10—Last minute was 59 seconds • 11—Alarm condition (clock not synchronized)
refid	IP address of the peer selected for synchronization.
delay	Round-trip delay of the packet, in milliseconds.
dispersion	Measure, in milliseconds, of how scattered the time offsets have been from a given time server.
offset	Time offset between the host and the local host, in seconds.
rootdelay	Total round-trip delay, in seconds, to the primary reference source at the root of the synchronization subnet.
rootdispersion	Maximum error, in seconds, relative to the primary reference source at the root of the synchronization subnet.

Table 27 *show ntp source detail Field Descriptions (continued)*

Field	Description
synch dist	Host synchronization distance, which is the estimated error relative to the primary source.
reference time	Local time, in time-stamp format, when the local clock was last updated. If the local clock has never been synchronized, the value is zero.
originate timestamp	Local time, in time-stamp format, at the peer when its latest NTP message was sent. If the peer becomes unreachable, the value is zero.
transmit timestamp	Local time, in time-stamp format, when the latest NTP message from the peer arrived. If the peer becomes unreachable, the value is zero.

Related Commands

Command	Description
show ntp associations	Displays a list of association identifiers and peer statuses for an NTP server.
show ntp servers	Displays a list of NTP servers and their current states.

show ntp status

To display statistics for the Network Time Protocol (NTP) server, use the **show ntp status** command in Cisco Unity Express EXEC mode.

show ntp status

Syntax Description This command has no arguments or keywords.

Command Modes Cisco Unity Express EXEC

Command History	Cisco Unity Express Release	Modification
	1.0	This command was introduced on the Cisco Unity Express network module and in Cisco CallManager Express 3.0.
	1.1	This command was implemented on the advanced integration module (AIM) and in Cisco CallManager 3.3(3).
	1.1.2	This command was implemented on the Cisco 2800 series and Cisco 3800 series routers.

Examples The following is sample output for the **show ntp status** command:

```
se-10-0-0-0# show ntp status

NTP reference server 1:      10.100.6.9
Status:                     sys.peer
Time difference (secs):     3.268110005008586E8
Time jitter (secs):         0.17168384790420532
```

[Table 28](#) describes the significant fields shown in the display.

Table 28 *show ntp status Field Descriptions*

Field	Description
NTP reference server 1	IP address of the NTP server.
Status	Status of the peer association in the clock selection process. Valid values are: <ul style="list-style-type: none"> • Reject: Peer is discarded as unreachable. • Falsetick: Peer is discarded as a false tick. • Excess: Peer is discarded as not among the ten closest peers. • Outlier: Peer is discarded as an outlier. • Candidate: Peer selected for possible synchronization. • Selected: Almost synchronized to this peer. • Sys.peer: Synchronized to this peer. • PPS.peer: Synchronized to this peer on the basis of a pulse-per-second signal.
Time difference (secs)	Difference in seconds between the system clock and the NTP server.
Time jitter (secs)	Estimated time error, in seconds, of the Cisco Unity Express clock measured as an exponential average of root mean square (RMS) time differences.

Related Commands

Command	Description
clock timezone	Sets the local time zone.
ntp server	Specifies the NTP server for Cisco Unity Express.
show clock detail	Displays clock statistics.

show privileges

To display a list of available privileges on the system, use the **show privileges** command in Cisco Unity Express EXEC mode.

show privileges

Syntax Description This command has no arguments or keywords.

Command Modes Cisco Unity Express EXEC

Command History	Release	Modification
	2.1	This command was introduced.

Examples The following is sample output for the **show privileges** command:

```
se-10-0-0-0# show privileges
```

```
System privileges
```

```
Privilegeid      Description
superuser
ManagePrompts
broadcast
ManagePublicList
ViewPrivateList
```

[Table 29](#) describes the significant fields shown in the display.

Table 29 *show privileges Field Descriptions*

Field	Description
Privilegeid	Name of privilege.
Description	Text description of the privilege.

Related Commands	Command	Description
	groupname	Configures a Cisco Unity Express group.

show process

To display subsystem status and statistics for the CUE module, use the **show process** command in Cisco Unity Express EXEC mode.

```
show process [cpu | memory]
```

Syntax Description

cpu	(Optional) Displays CPU time.
memory	(Optional) Displays process memory usage.

Command Modes

Cisco Unity Express EXEC

Command History

Cisco Unity Express Release	Modification
2.0	This command was introduced on the Cisco Unity Express network module.

Usage Guidelines

The output of this command will be most useful to technical support personnel diagnosing problems.

Examples

The following is sample output for the **show process** command:

```
se-10-0-0-0# show process
```

```
STATE          HEALTH  CMD
online         alive   syslog-ng
online         alive   platform_config
online         alive   rbcpl
online         alive   trace
online         alive   cli
online         alive   ntp
online         alive   ldap
online         alive   superthread
online         alive   sql
online         alive   http
online         alive   ccn
online         alive   probe
online         alive   downloader
online         alive   dns
online         alive   usermanager
online         alive   ccn_config
online         alive   backuprestore
online         alive   smtp
```

The following is sample output for the **show process cpu** command:

```
se-10-0-0-0# show process cpu
```

```
Uptime (secs):          953302.54
User time (secs):       2352.6
Kernel time (secs):     38.14
Idle time (secs):       950911.8
```


The following is sample output for the **show process memory** command:

```
se-10-0-0-0# show process memory

  VSZ  RSS  SHR  PVT  RD  RW  EXE  DAT  STK  %PVT  CMD
12176 1256  988  268  0  220 780  244  12  0.1  syslog-ng
20028 1148  928  220  0  296 772  36  44  0.1  platform_config
11840  964  756  208  0  220 684  36  24  0.1  rbcpl
14076  956  748  208  0  208 688  44  16  0.1  trace
 2080 1084  980  104  0   56 896  116  16  0.0  monitor
20320 1264 1000  264  0  304 852  76  32  0.1  ntp
11808 1008  824  184  0  284 676  36  12  0.1  probe
21256 2096  888 1208  0  352 684 1032  28  0.5  downloader
19292 3676 2476 1200  0  932 1772  912  60  0.5  ldap
17040   0    0    0    0   0   0    0    0  0.0  sql
58992 39248 2056 37192  0  664 2988 34864  732 15.2  superthread
58560 38616 2900 35716  0  580 4020 33524  492 14.6  http
81824 45188 2820 42368  0  516 4016 39336 1320 17.3  ccn
58992 39248 2056 37192  0  664 2988 34864  732 15.2  smtp
35912 22128 1896 20232  0  556 2920 18444  208  8.3  cli
```

Table 30 describes the fields in the **show process** command output.

Table 30 *show process Field Descriptions*

Field	Description
State	There are two possible states: <ul style="list-style-type: none"> online—The subsystem is ready to handle requests. ready-to-go-online—The subsystem is ready, but the main processing system has not brought the subsystem online.
Health	There are two possible health conditions: <ul style="list-style-type: none"> alive—The primary thread of the process exists. dead—The primary thread of the process does not exist. Usually, a dead primary thread will cause the subsystem to restart.
CMD	The name of the subsystem.

Table 31 describes the fields in the **show process cpu** command output.

Table 31 *show process cpu Field Descriptions*

Field	Description
Uptime (secs)	The number of seconds since the last reboot.
User time (secs)	The number of seconds since the last reboot that the system has spent executing nonprivileged code.
Kernel time (secs)	The number of seconds since the last reboot that the system has spent executing privileged code.
Idle time (secs)	The number of seconds since the last reboot that the system spent idle.

Table 32 describes the fields in the **show process memory** command output.

Table 32 *show process memory Field Descriptions*

Field	Description
VSZ	The size of the process address space, in kilobytes.
RSS	The amount of physical memory, in kilobytes, in use by the process.
SHR	The portion of RSS, in kilobytes, that is shared with other processes.
PVT	The portion of RSS, in kilobytes, that is private to this process.
RD	Size of file-mapped, read-only data memory, in kilobytes.
RW	Size of file-mapped, read-write data memory, in kilobytes.
EXE	Size of file-mapped, read-only executable memory, in kilobytes.
DAT	Size of non-stack, non-file mapped, read-write memory, in kilobytes.
STK	Size of native thread stacks. Non-file-mapped, read-write memory.
%PVT	The percentage of RSS that is private to this process.
CMD	The name of the subsystem.

Related Commands

Command	Description
show memory	Displays memory information for the CUE module.

show remote cache

To display the contents of the least recently used (LRU) cache, use the **show remote cache** command in the Cisco Unity Express EXEC mode.

show remote cache

Syntax Description This command has no arguments or keywords.

Command Modes Cisco Unity Express EXEC

Command History	Cisco Unity Express Release	Modification
	2.1	This command was introduced.

Examples The following example displays the user ID, location, extension, and last accessed time for each cached user.

```
se-10-0-0-0# show remote cache
```

```
Remote user cache is enabled
```

ID	LOCATION	EXTENSION	LAST ACCESSED TIME
3014001	sjc	5555	Tue Sep 21 10:38:28 PDT 2004
6661005	nyc	1111	Tue Sep 21 14:55:11 PDT 2004

Related Commands	Command	Description
	remote cache enable	Enables the LRU cache on the local system.

show remote user detail

To display the details of a specific remote user that is configured on the local system, use the **show remote user detail** command in Cisco Unity Express EXEC mode.

```
show remote user detail username username
```

Syntax Description	username <i>username</i>	Name of the remote user.
---------------------------	---------------------------------	--------------------------

Command Modes	Cisco Unity Express EXEC
----------------------	--------------------------

Command History	Cisco Unity Express Release	Modification
	2.1	This command was introduced.

Examples The following example displays the details for remote user Al Smith:

```
se-10-0-0-0# show remote user detail username asmith
Full Name: Al Smith
First Name: Al
Last Name: Smith
Nick Name:
Extension: 84444
Location ID: sjc
```

Related Commands	Command	Description
	remote username location	Configures a remote user on the local Cisco Unity Express system.
	show remote users	Displays all remote users configured on the local system.

show remote users

To display the details of all remote users that are configured on the local system, use the **show remote users** command in Cisco Unity Express EXEC mode.

show remote users

Syntax Description This command has no arguments or keywords.

Command Modes Cisco Unity Express EXEC

Command History	Cisco Unity Express Release	Modification
	2.1	This command was introduced.

Examples The following example displays a list of all configured remote users on the local system:

```
se-10-0-0-0# show remote users

asmith
tbrown
jdoe
sjones
```

Related Commands	Command	Description
	remote username location	Configures a remote user on the local Cisco Unity Express system.
	show remote user detail	Displays details for a specific remote user configured on the local system.

show running-config

To display the current running configuration, use the **show running-config** command in Cisco Unity Express EXEC mode.

show running-config [paged]

Syntax Description

paged (Optional) Displays enough output to fill the current viewing screen.

Command Modes

Cisco Unity Express EXEC

Command History

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

Usage Guidelines

This command displays the running configuration stored in flash memory. Use the **paged** keyword to display the output in screen-length pages.

Examples

The following is sample output for the **show running-config** command:

```
se-10-0-0-0# show running-config

Generating configuration:

! Timezone Settings
clock timezone America/Los_Angeles

! hostname
hostname se-10-0-0-0

! Domain Name
ip domain-name localdomain
! DNS Servers
ip name-server 10.100.10.130

ntp server 10.100.6.9

groupname Administrators create
groupname sales create
groupname tech create

username user1 create
username user2 create
```

```
username user3 create
username user4 create
username user5 create
username user6 create
username user7 create
username user8 create
username user9 create
username user1 phonenumber "2004"
username user2 phonenumber "2005"
username user4 phonenumber "2008"
username user6 phonenumber "2006"
username user7 phonenumber "2001"
username user8 phonenumber "2012"
username user9 phonenumber "2002"

groupname Administrators member user4
groupname Administrators member user6
groupname sales member user1
groupname sales member user9

backup server url "ftp://172.16.0.1/ftp" username "" password ""

ccn application autoattendant
description "Auto Attendant"
enabled
maxsessions 8
script "aa.aef"
parameter "MaxRetry" "3"
parameter "operExtn" "0"
parameter "welcomePrompt" "AAWelcome.wav"
end application

ccn application ciscoMWIapplication
description "ciscoMWIapplication"
enabled
maxsessions 8
script "setmwi.aef"
parameter "strMWI_OFF_DN" "8001"
parameter "strMWI_ON_DN" "8000"
parameter "CallControlGroupID" "0"
end application

ccn application voicemail
description "voicemail"
enabled
maxsessions 8
script "voicebrowser.aef"
parameter "logoutUri" "http://localhost/voicemail/vxmlscripts/"
parameter "uri" "http://localhost/voicemail/vxmlscripts/login."
end application

ccn engine
end engine

ccn subsystem sip
gateway address "10.100.6.9"
end subsystem

ccn trigger sip phonenumber 6700
application "autoattendant"
enabled
locale "en_US"
maxsessions 8
end trigger
```

```

ccn trigger sip phonenumber 6800
  application "voicemail"
  enabled
  locale "en_US"
  maxsessions 8
end trigger

voicemail default mailboxsize 3000
voicemail mailbox owner "user1" size 3000
  description "User 1"
end mailbox

voicemail mailbox owner "user2" size 3000
  description "User 2"
end mailbox

voicemail mailbox owner "user3" size 3000
  description "User 3"
end mailbox

voicemail mailbox owner "user4" size 3000
  description "User 4"
end mailbox

voicemail mailbox owner "user5" size 3000
  description "User 5"
end mailbox

voicemail mailbox owner "user6" size 3000
  description "User 6"
end mailbox

voicemail mailbox owner "user7" size 3000
  description "User 7"
end mailbox

voicemail mailbox owner "user8" size 3000
  description "User 8"
end mailbox

end

```

Related Commands

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

show security detail

To display the system-wide password and PIN settings, use the **show security detail** command in Cisco Unity Express EXEC mode.

show security detail

Syntax Description This command has no arguments or keywords.

Command Modes Cisco Unity Express EXEC

Command History	Cisco Unity Express Release	Modification
	2.1	This command was introduced.

Examples The command output may look similar to the following:

```
se-10-0-0-0# show security detail

Password Expires:      true
Password Age:         60 days
Password Length (min): 5
Password Length (max): 32
PIN Expires:          true
PIN Age:              45 days
PIN Length (min):     4
PIN Length (max):     16
```

The following example shows the values when password expiration and the PIN length are reset to the system default values:

```
se-10-0-0-0# show security detail

Password Expires:      false
Password Length (min): 3
Password Length (max): 32
PIN Expires:          false
PIN Age:              45 days
PIN Length (min):     3
PIN Length (max):     16
```

[Table 33](#) describes the fields in the **show security detail** command output.

Table 33 show security detail Field Descriptions

Field	Description
Password Expires	Indicates if password expiration is turned on.
Password Age	Maximum number of days for which users' passwords are valid.
Password Length (min)	Minimum number of characters for all users' passwords.
Password Length (max)	Maximum number of characters for all users' passwords.

Table 33 *show security detail Field Descriptions (continued)*

Field	Description
PIN Expires	Indicates if password expiration is turned on.
PIN Age	Maximum number of days for which users' PINs are valid.
PIN Length (min)	Minimum number of digits for all users' PINs.
PIN Length (max)	Maximum number of digits for all users' PINs.

Related Commands

Command	Description
security password	Configures password length and expiry time for the local system.
security pin	Configures PIN length and expiry time for the local system.

show software

To display characteristics of the installed software, use the **show software** command in Cisco Unity Express EXEC mode.

show software { download server | licenses | packages | versions }

Syntax Description	download server	Displays the IP address of the FTP server.
	licenses	Displays the terms and limits of the purchased license for the system.
	packages	Displays the configured Cisco Unity Express application packages.
	versions	Displays the current versions of the configured software and applications.

Command Modes Cisco Unity Express EXEC

Command History	Cisco Unity Express Release	Modification
	1.0	This command was introduced on the Cisco Unity Express network module and in Cisco CallManager Express 3.0.
	1.1	This command was implemented on the advanced integration module (AIM) and in Cisco CallManager 3.3(3).
	1.1.2	This command was implemented on the Cisco 2800 series and Cisco 3800 series routers.
	2.0	This command was updated for the Cisco Unity Express network module.

Examples The following is sample output for the **show software** command:

```
se-10-0-0-0# show software download server

Download server URL is: ftp://127.16.0.1/ftp

se-10-0-0-0# show software licenses

Core:
- application mode: CME
- total usable system ports: 8

Voicemail/Auto Attendant:
- max system mailbox capacity time: 6000
- max general delivery mailboxes: 20
- max personal mailboxes: 100

Languages:
- max installed languages: unlimited
- max enabled languages: 1
```

```
se-10-0-0-0# show software packages
```

```
Installed Packages:
```

- Core (Integrated Voice Services - Core)
- Auto Attendant (Integrated Voice Services - Auto Attendant)
- Voice Mail (Integrated Voice Services - Voice Mail)
- Boot Loader (Service Engine Bootloader)

```
Installed Languages:
```

- US English (Integrated Services Voice Mail US English Prompts)

```
se-10-0-0-0# show software versions
```

```
Installed Packages:
```

- Installer 2.1.1
- Thirdpart 2.1.1
- Bootloader (Primary) 2.1.2
- Infrastructure 2.1.2
- Global 2.1.3
- GPL Infrastructure 2.1.0
- Voice Mail 2.1.2
- Bootloader (Secondary) 2.1.2
- Installer 2.1.1
- Core 2.1.3
- Auto Attendant 2.1.0

```
Installed Languages:
```

- US English 2.1.0

```
se-172-16-0-0#
```



Note

In the **show software versions** display, the current Cisco Unity Express software version is shown as the Global version. The other versions shown are for internal components of the product and may not correspond to the actual software version.

Related Commands

Command	Description
show ccn application	Displays the configured applications.
show voicemail	Displays properties configured for the voice-mail system.
voicemail default	Configures default values for the voice-mail application.

show software directory

To display directory information for software download and downgrade files, use the **show software directory** command in Cisco Unity Express EXEC mode.

show software directory { download | downgrade }

Syntax Description

download	Displays download directory information.
downgrade	Displays downgrade directory information.

Command Modes

Cisco Unity Express EXEC

Command History

Cisco Unity Express Release	Modification
2.0	This command was introduced.

Examples

The following is sample output for the **show software directory download** command:

```
se-10-10-0-0# show software directory download

KBytes Directory
27347 /dwnld/pkgdata

Directory listings

Directory: /dwnld/pkgdata

total 27347
drwxrwxr-x 2 root daemon 136 Oct 18 19:30 .
drwxrwxr-x 4 root daemon 136 Oct 18 19:30 ..
-rw-rw-r-- 1 root root 27857860 Oct 18 19:31 cue-vm-upgrade.2.1
-rw-rw-r-- 1 root root 113161 Oct 18 19:30 cue-vm.2.1.pkg
se-10-0-0-0#
```

The following is sample output for the **show software directory downgrade** command:

```
se-172-16-0-0# show software directory downgrade

KBytes Directory
6154 /dwnld/dwngrade

Directory listings

Directory: /dwnld/dwngrade

total 6154
drwxrwxrwx 3 root daemon 184 Nov 3 17:22 .
drwxrwxr-x 4 root daemon 360 Nov 3 17:22 ..
-rw-rw-r-- 1 root daemon 227 Oct 28 18:42 .uninstall_work_order
-rw-rw-r-- 1 root daemon 6286628 Oct 28 18:42 add_files.fhdr
drwxrwxr-x 2 root daemon 48 Nov 3 17:22 tmp
se-10-0-0-0#
```

Related Commands	Command	Description
	show ccn application	Displays the configured applications.
	show voicemail	Displays properties configured for the voice-mail system.
	voicemail default	Configures default values for the voice-mail application.

show startup-config

To display the current startup configuration, use the **show startup-config** command in Cisco Unity Express EXEC mode.

show startup-config [paged]

Syntax Description	paged (Optional) Displays enough output to fill the current viewing screen.
---------------------------	--

Command Modes	Cisco Unity Express EXEC
----------------------	--------------------------

Command History	Cisco Unity Express Release	Modification
	1.0	This command was introduced on the Cisco Unity Express network module and in Cisco CallManager Express 3.0.
	1.1	This command was implemented on the advanced integration module (AIM) and in Cisco CallManager 3.3(3).
	1.1.2	This command was implemented on the Cisco 2800 series and Cisco 3800 series routers.

Usage Guidelines	This command displays the startup configuration stored in flash memory.
-------------------------	---

Examples The following is sample output for the **show startup-config** command:

```
se-10-0-0-0# show startup-config

! This adds all the platform CLI commands
!

! hostname
hostname se-10-0-0-0

! Domain Name
ip domain-name localdomain

! DNS Servers
ip name-server 10.100.10.130

! Timezone Settings
clock timezone America/Los_Angeles
end
```

Related Commands	Command	Description
	copy ftp	Copies network FTP server data to another location.
	copy running-config	Copies the running configuration to another location.
	copy startup-config	Copies the startup configuration to another location.
	copy tftp	Copies network TFTP server data to another location.
	erase startup-config	Deletes configuration data.
	show running-config	Displays the running configuration.
	write	Copies the running configuration to the startup configuration.

show trace buffer

To display a list of events in memory, use the **show trace buffer** command in Cisco Unity Express EXEC mode.

```
show trace buffer [containing string [long | short] | long [paged] | short [paged] | tail [number
[long | short]]]
```

Syntax Description

containing <i>string</i>	(Optional) Displays only events that match a search expression.
long	(Optional) Displays expanded text for many error and return codes.
short	(Optional) Displays hexadecimal codes.
paged	(Optional) Displays the output a page at a time.
tail	(Optional) Display the latest events as they occur.
<i>number</i>	(Optional) Displays the most recent <i>number</i> of events.

Command Modes

Cisco Unity Express EXEC

Command History

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

Usage Guidelines

This command displays a list of the trace events being captured in the memory buffer. Use this command to monitor trace events set for debugging. You may stop the output by pressing CTRL-C.

Examples

The following example shows a partial output from the **show trace buffer** command:

```
se-10-0-0-0# show trace buffer
```

```
Press <CTRL-C> to exit...
238 09/19 23:23:11.041 TRAC TIMZ 0 UTC UTC 0
238 09/19 23:23:11.043 TRAC TIMZ 0 UTC UTC 0
800 09/19 23:28:04.152 WFSP MISC 0 WFSysdbLimits::WFSysdbLimits hwModuleType=NM
800 09/19 23:28:04.171 WFSP MISC 0 WFSysdbProp::getProp
800 09/19 23:28:04.171 WFSP MISC 0 keyName = limitsDir
str = /sw/apps/wf/ccnapps/limits
800 09/19 23:28:04.197 WFSP MISC 0 WFSysdbProp::getNodeXml
800 09/19 23:28:04.197 WFSP MISC 0 WFSysdbProp::getProp
800 09/19 23:28:04.198 WFSP MISC 0 keyName = limits
str = <?xml version="1.0" encoding="ISO-8859-1" standalone="yes"?> <attrList> <a
ttrDecl purpose="CONFIG" type="INT32" maxsize="4"> <node>limits</node> <attr>max
_scripts</attr> <desc>maximum number of scripts</desc> <value>0</value> </attrDe
cl> <attrDecl purpose="CONFIG" type="INT32" maxsize="4"> <node>limits</node> <at
```

```

tr>max_prompts</attr> <desc>maximum number of prompts</desc> <value>0</value> </
attrDecl> </attrList>
800 09/19 23:28:04.199 WFSP MISC 0 WFSysdbProp::getNodeXml(str, str)
800 09/19 23:28:04.200 WFSP MISC 0 WFSysdbProp::getProp
800 09/19 23:28:04.200 WFSP MISC 0 keyName = app

```

Related Commands	Command	Description
	show begin	Begins the output of any show command from a specified string.
	show exclude	Filters a show command output so that it excludes lines that contain a particular regular expression.
	show include	Filters a show command output so that it displays only lines that contain a particular regular expression.

show trace store

To display a list of events from the atrace.log file, use the **show trace store** command in Cisco Unity Express EXEC mode.

```
show trace store [containing string [long | short] | long [paged] | short [paged] | tail [number [long | short]]]
```

Syntax Description		
containing <i>string</i>	(Optional)	Displays only events that match a search expression.
long	(Optional)	Displays expanded text for many error and return codes.
short	(Optional)	Displays hexadecimal codes.
paged	(Optional)	Displays the output a page at a time.
tail	(Optional)	Display the latest events as they occur.
<i>number</i>	(Optional)	Displays the most recent <i>number</i> of events.

Command Modes Cisco Unity Express EXEC

Command History	Cisco Unity Express Release	Modification
	1.0	This command was introduced on the Cisco Unity Express network module (NM) and in Cisco CallManager Express 3.0.
	1.1	This command was implemented on the advanced integration module (AIM) and in Cisco CallManager 3.3(3).
	1.1.2	This command was implemented on the Cisco 2800 series and Cisco 3800 series routers.

Usage Guidelines This command displays a list of the trace events saved in the atrace.log file. Use this command to monitor trace events set for debugging. The atrace.log file capacity is 10 MB on the AIM and 100 MB on the NM. When the atrace.log file reaches its limit, it is copied to the atrace.log.prev file and restarted. You may stop the output by pressing CTRL-C.

Examples The following example shows a partial output from the **show trace store** command:

```
se-10-0-0-0# show trace store

Press <CTRL-C> to exit...
238 09/19 23:23:11.041 TRAC TIMZ 0 UTC UTC 0
238 09/19 23:23:11.043 TRAC TIMZ 0 UTC UTC 0
800 09/19 23:28:04.152 WFSP MISC 0 WFSysdbLimits::WFSysdbLimits hwModuleType=NM
800 09/19 23:28:04.171 WFSP MISC 0 WFSysdbProp::getProp
800 09/19 23:28:04.171 WFSP MISC 0 keyName = limitsDir
str = /sw/apps/wf/ccnapps/limits
800 09/19 23:28:04.197 WFSP MISC 0 WFSysdbProp::getNodeXml
800 09/19 23:28:04.197 WFSP MISC 0 WFSysdbProp::getProp
800 09/19 23:28:04.198 WFSP MISC 0 keyName = limits
str = <?xml version="1.0" encoding="ISO-8859-1" standalone="yes"?> <attrList> <a
```

```
ttrDecl purpose="CONFIG" type="INT32" maxsize="4"> <node>limits</node> <attr>max
_scripts</attr> <desc>maximum number of scripts</desc> <value>0</value> </attrDe
cl> <attrDecl purpose="CONFIG" type="INT32" maxsize="4"> <node>limits</node> <at
tr>max_prompts</attr> <desc>maximum number of prompts</desc> <value>0</value> </
attrDecl> </attrList>
800 09/19 23:28:04.199 WFSP MISC 0 WFSysdbProp::getNodeXml(str, str)
800 09/19 23:28:04.200 WFSP MISC 0 WFSysdbProp::getProp
800 09/19 23:28:04.200 WFSP MISC 0 keyName = app
```

Related Commands

Command	Description
show begin	Begins the output of any show command from a specified string.
show exclude	Filters a show command output so that it excludes lines that contain a particular regular expression.
show include	Filters a show command output so that it displays only lines that contain a particular regular expression.
show logs	Displays a list of the log files.
show trace store-prev	Displays a list of events from the atrace.log.prev file.

show trace store-prev

To display a list of events from the `atrace.log.prev` file, use the **show trace store-prev** command in Cisco Unity Express EXEC mode.

```
show trace store-prev [containing string [long | short] | long [paged] | short [paged] | tail
                      [number [long | short]]]
```

Syntax Description

containing <i>string</i>	(Optional) Display only events that match a search expression.
long	(Optional) Displays expanded text for many error and return codes.
short	(Optional) Displays hexadecimal codes.
paged	(Optional) Displays the output a page at a time.
tail	(Optional) Display the latest events as they occur.
<i>number</i>	(Optional) Displays the most recent <i>number</i> of events.

Command Modes

Cisco Unity Express EXEC

Command History

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

Usage Guidelines

This command displays a list of the trace events being captured in the `atrace.log.prev` file. Use this command to monitor trace events set for debugging. The `atrace.log` file capacity is 10 MB on the AIM and 100 MB on the NM. When the `atrace.log` file reaches its limit, it is copied to the `atrace.log.prev` file and restarted. You may stop the output by pressing CTRL-C.

Examples

The following example shows a partial output from the **show trace store-prev** command:

```
se-10-0-0-0# show trace store-prev

Press <CTRL-C> to exit...
238 09/19 23:23:11.041 TRAC TIMZ 0 UTC UTC 0
238 09/19 23:23:11.043 TRAC TIMZ 0 UTC UTC 0
800 09/19 23:28:04.152 WFSP MISC 0 WFSysdbLimits::WFSysdbLimits hwModuleType=NM
800 09/19 23:28:04.171 WFSP MISC 0 WFSysdbProp::getProp
800 09/19 23:28:04.171 WFSP MISC 0 keyName = limitsDir
str = /sw/apps/wf/ccnapps/limits
800 09/19 23:28:04.197 WFSP MISC 0 WFSysdbProp::getNodeXml
800 09/19 23:28:04.197 WFSP MISC 0 WFSysdbProp::getProp
800 09/19 23:28:04.198 WFSP MISC 0 keyName = limits
str = <?xml version="1.0" encoding="ISO-8859-1" standalone="yes"?> <attrList> <a
```

```
ttrDecl purpose="CONFIG" type="INT32" maxsize="4"> <node>limits</node> <attr>max
_scripts</attr> <desc>maximum number of scripts</desc> <value>0</value> </attrDe
cl> <attrDecl purpose="CONFIG" type="INT32" maxsize="4"> <node>limits</node> <at
tr>max_prompts</attr> <desc>maximum number of prompts</desc> <value>0</value> </
attrDecl> </attrList>
800 09/19 23:28:04.199 WFSP MISC 0 WFSysdbProp::getNodeXml(str, str)
800 09/19 23:28:04.200 WFSP MISC 0 WFSysdbProp::getProp
800 09/19 23:28:04.200 WFSP MISC 0 keyName = app
```

Related Commands

Command	Description
show begin	Begins the output of any show command from a specified string.
show exclude	Filters a show command output so that it excludes lines that contain a particular regular expression.
show include	Filters a show command output so that it displays only lines that contain a particular regular expression.
show logs	Displays a list of the log files.
show trace store	Displays a list of events from the atrace.log file.

show user detail username

To display the configured details for a specific user, use the **show user detail username** command in Cisco Unity Express EXEC mode.

show user detail username *username*

Syntax Description	<i>username</i>	Name of the user whose configuration details should be displayed.
--------------------	-----------------	---

Command Modes Cisco Unity Express EXEC

Command History	Cisco Unity Express Release	Modification
	1.0	This command was introduced on the Cisco Unity Express network module and in Cisco CallManager Express 3.0.
	1.1	This command was implemented on the advanced integration module (AIM) and in Cisco CallManager 3.3(3).
	1.1.2	This command was implemented on the Cisco 2800 series and Cisco 3800 series routers.

Usage Guidelines This command displays users who were configured using either the Cisco Unity Express EXEC version or Cisco Unity Express configuration version of the **username** command.

Examples The following is sample output for the **show user detail username** command.

```
se-10-0-0-0# show user detail username user1

Full Name:          User 1
First Name:
Last Name:          user1
Nickname:           user1
Phone:              2004
Phone(E.164):
Language:           en_US
```

[Table 34](#) describes the significant fields shown in the display.

Table 34 *show user detail username* Field Descriptions

Field	Description
Full Name	Full name of the user.
First Name	First name of the user.
Last Name	Last name of the user.
Nickname	Optional nickname of the user.
Phone	Extension or telephone number assigned to the user.

Table 34 *show user detail username Field Descriptions (continued)*

Field	Description
Phone(E.164)	11-digit telephone number assigned to the user.
Language	Language used for prompts for this user.

Related Commands

Command	Description
show users	Displays a list of usernames.
username	Configures a Cisco Unity Express user.

show users

To display a list of configured users, use the **show users** command in Cisco Unity Express EXEC mode.

show users

Syntax Description This command has no arguments or keywords.

Command Modes Cisco Unity Express EXEC

Command History	Cisco Unity Express Release	Modification
	1.0	This command was introduced on the Cisco Unity Express network module and in Cisco CallManager Express 3.0.
	1.1	This command was implemented on the advanced integration module (AIM) and in Cisco CallManager 3.3(3).
	1.1.2	This command was implemented on the Cisco 2800 series and Cisco 3800 series routers.

Usage Guidelines This command displays a list of all users who were configured using either the Cisco Unity Express EXEC version or the Cisco Unity Express configuration version of the **username** command.

Examples The following example lists the users configured in the voice-mail system:

```
se-10-0-0-0# show users

user1
user2
user3
user4
user5
user6
user7
user8
user9
```

Related Commands	Command	Description
	show user detail username	Displays the configuration details for a specific user.
	username	Configures a Cisco Unity Express user.

show version

To display the versions of the Cisco Unity Express hardware components, use the **show version** command in Cisco Unity Express EXEC mode.

show version

Syntax Description This command has no arguments or keywords.

Command Modes Cisco Unity Express EXEC

Command History	Cisco Unity Express Release	Modification
	1.0	This command was introduced on the Cisco Unity Express network module and in Cisco CallManager Express 3.0.
	1.1	This command was implemented on the advanced integration module (AIM) and in Cisco CallManager 3.3(3).
	1.1.2	The compact flash information was added to the display.

Usage Guidelines This command displays a list of the installed Cisco Unity Express hardware components with their versions and serial numbers.

Examples The following example lists the hardware components for a Cisco Unity Express system:

```
se-10-0-0-0# show version

CPU Model:                Pentium III (Coppermine)
CPU Speed (MHz):          498.677
CPU Cache (KByte):        256
Chassis Type:              C3745
Chassis Serial:           JMX0633L3RW
Module Type:               NM
Module Serial:             JAB0552066P
CF info:                   HITACHI_DK23DA-20
```

Related Commands	Command	Description
	show software	Displays the version numbers of the installed Cisco Unity Express software components.

show voicemail

To display the properties of the voice-mail system, use the **show voicemail** command in Cisco Unity Express EXEC mode.

```
show voicemail {detail {mailbox | user} name | limits | mailboxes [idle number-of-days] | usage
| users}
```

Syntax Description	
detail { mailbox user } name	Displays the details for a general delivery mailbox or a user with the <i>name</i> value. For a general delivery mailbox, use the owner's name, not the name of the group.
limits	Displays default values for all mailboxes.
mailboxes	Displays all configured mailboxes and their current storage status.
idle number-of-days	(Optional) Displays all configured mailboxes that have been inactive for at least the specified number of days.
usage	Displays how much of the voice-mail system's capacity has been used or configured.
users	Lists all the local voice-mail users.

Command Modes Cisco Unity Express EXEC

Command History	Cisco Unity Express Release	Modification
	1.0	This command was introduced on the Cisco Unity Express network module and in Cisco CallManager Express 3.0.
	1.1	This command was implemented on the advanced integration module (AIM) and in Cisco CallManager 3.3(3). The idle keyword was added.
	1.1.2	This command was implemented on the Cisco 2800 series and Cisco 3800 series routers.
	2.1	Broadcast information was added to the displays of the mailboxes and usage options.

Usage Guidelines If the user specified with the *name* value has a personal mailbox and is the owner of a general delivery mailbox, the **show voicemail detail mailbox** command displays the detail for all the user's mailboxes.

Examples The following is sample output for the **show voicemail** command:

```
se-10-0-0-0# show voicemail detail mailbox tech

Owner:                               /sw/local/groups/tech
Type:                                 General Delivery
Description:
Busy state:                           idle
Enabled:                               enabled
```

```
Mailbox Size (seconds):      3000
Message Size (seconds):     60
Play Tutorial:              true
Space Used (seconds):       0
Total Message Count:        0
New Message Count:         0
Saved Message Count:        0
Expiration (days):         30
Greeting:                   standard
Created/Last Accessed:      Oct 15 2003 04:38:28 GMT+00:00
```

```
se-10-0-0-0# show voicemail detail mailbox user1
```

```
Owner:                       /sw/local/users/user1
Type:                         Personal
Description:                   user1
Busy state:                    idle
Enabled:                       enabled
Mailbox Size (seconds):        3000
Message Size (seconds):        60
Play Tutorial:                 true
Space Used (seconds):          0
Total Message Count:           0
New Message Count:             0
Saved Message Count:           0
Expiration (days):            30
Greeting:                      standard
Created/Last Accessed:         Nov 05 2003 04:38:28 GMT+00:00
```

Table 35 describes the significant fields shown in the display.

Table 35 *show voicemail detail mailbox Field Descriptions*

Field	Description
Owner	Pathname of the mailbox space. For a general delivery mailbox, this is not the name of the group owner.
Type	Type of mailbox (general or personal).
Description	Optional description of the mailbox.
Busy state	Current activity state of the mailbox.
Enabled	Indicates whether the mailbox is available to receive calls.
Mailbox Size (seconds)	Configured size of the mailbox, in seconds.
Message Size (seconds)	Permitted maximum message storage size, in seconds.
Play Tutorial	Indication of whether the voice-mail tutorial plays on the user's first entry into the mailbox.
Space Used (seconds)	Number of seconds used for currently stored messages.
Total Message Count	Number of all stored messages in the mailbox.
New Message Count	Number of new messages in the mailbox.
Saved Message Count	Number of saved messages in the mailbox.
Expiration (days)	Maximum number of days for which messages can be stored in the mailbox.
Greeting	Type of active greeting (standard or alternate).

The following is sample output for the **show voicemail limits** command:

```
se-10-0-0-0# show voicemail limits

Default Mailbox Size (seconds):      3000
Default Caller Message Size (seconds): 60
Maximum Recording Size (seconds):    900
Default Message Age (days):         30
System Capacity (minutes):           6000
Default Prompt Language:              en_US
Operator Telephone:                   6700
```

[Table 36](#) describes the significant fields shown in the display.

Table 36 *show voicemail limits Field Descriptions*

Field	Description
Default Mailbox Size (seconds)	Configured size of any new mailbox, in seconds.
Default Caller Message Size (seconds)	Permitted maximum message storage size in any new mailbox, in seconds.
Maximum Recording Size (seconds)	Maximum length of a user's outgoing greeting, in seconds.
Default Message Age (days)	Maximum number of days for which messages can be stored in any new mailbox.
System Capacity (minutes)	Maximum storage minutes for all messages and greetings in the system.
Default Prompt Language	Language used for voice-mail prompts.
Operator Telephone	Extension or telephone number for the voice-mail operator.

The following is sample output for the **show voicemail mailboxes** command:

```
se-10-0-0-0# show voicemail mailboxes

OWNER          MSGS NEW SAVE DEL BCST MSGTIME MBXSIZE USED
user1          16  16  0   0   4   3000   3000  100%
user2          16  16  0   0   4   3000   3000  100%
user3          16  16  0   0   4   3000   3000  100%
user4          16  16  0   0   4   3000   3000  100%
```

[Table 37](#) describes the significant fields shown in the display.

Table 37 *show voicemail mailboxes Field Descriptions*

Field	Description
OWNER	User who has a configured mailbox. Other users may be configured on the system, but only those with mailboxes appear on this list.
MSGS	Total number of messages currently in the owner's mailbox.
NEW	Number of new messages in the owner's mailbox.
SAVE	Number of saved messages in the owner's mailbox.
DEL	Number of deleted messages.

Table 37 *show voicemail mailboxes Field Descriptions (continued)*

Field	Description
BCST	Number of broadcast messages in the owner's mailbox.
MSGTIME	Total number of seconds used for messages in the owner's mailbox.
MBXSIZE	Size of the owner's mailbox, in seconds.
USED	Number of seconds used by the owner for messages.

The following is sample output for the **show voicemail mailboxes idle** command:

```
se-10-0-0-0# show voicemail mailboxes idle 7

OWNER                               IDLE  MSGS  MSGTIME  MBXSIZE
"user1"                             11    0    0        3000
"user2"                             11    0    0        3000
"user3"                             11    0    0        3000
"user4"                             11    0    0        3000
"user5"                             11    0    0        3000
```

[Table 38](#) describes the significant fields shown in the display.

Table 38 *show voicemail mailboxes idle Field Descriptions*

Field	Description
OWNER	User ID of the mailbox owner.
IDLE	Number of days for which the mailbox has been idle.
MSGS	Number of messages stored in the mailbox.
MSGTIME	Number of minutes of messages currently stored in the mailbox.
MBXSIZE	Maximum number of storage minutes for the mailbox.

The following is sample output for the **show voicemail usage** command:

```
se-10-0-0-0# show voicemail usage

personal mailboxes:                120
general delivery mailboxes:        0
orphaned mailboxes                 0
capacity of voicemail (minutes):    6000
allocated capacity (minutes):       6000.0
total message time used (seconds):   7543
total message count:                7001
average message length (seconds):    1.0774175117840308
broadcast message count:            4
networking message count:           0
greeting time used (seconds):        3
greeting count:                     1
average greeting length (seconds):    3.0
total time used (seconds):           7546
total time used (minutes):           125.76667022705078
percentage time used (%):            2
messages left since boot:            5
messages played since boot:          2
messages deleted since boot:         0
```

Table 39 describes the significant fields shown in the display.

Table 39 *show voicemail usage Field Descriptions*

Field	Description
personal mailboxes	Number of configured personal mailboxes.
general delivery mailboxes	Number of configured general delivery mailboxes.
orphaned mailboxes	Number of orphaned mailboxes.
capacity of voicemail (minutes)	Maximum number of storage minutes for the voice-mail system.
allocated capacity (minutes)	Number of storage minutes allocated for the voice-mail system.
total message time used (seconds)	Number of seconds currently used for all messages.
total message count	Number of messages currently stored in all mailboxes.
average message length (seconds)	Average length of all voice messages, in seconds.
broadcast message count	Number of broadcast messages currently stored.
networking message count	Number of recorded network messages.
greeting time used (seconds)	Number of seconds used for all mailbox greetings.
greeting count	Number of recorded greetings.
average greeting length (seconds)	Average length of all greetings, in seconds.
total time used (seconds)	Total seconds used for all messages and greetings.
total time used (minutes)	Total minutes used for all messages and greetings.
percentage used time (%)	Percentage of total minutes used compared to the allocated capacity.
messages left since boot	Number of messages left by all callers to all voice mailboxes, including general delivery mailboxes (GDMs), since the last software reload.
messages played since boot	Number of messages played to all voice mailbox users and owners, including GDMs, since the last software reload.
messages deleted since boot	Number of messages deleted by all voice mailbox owners, including GDMs, since the last software reload.

The following is sample output for the **show voicemail users** command:

```
se-10-0-0-0# show voicemail users
```

```
"user1,/sw/local/users"
"user2,/sw/local/users"
"user3,/sw/local/users"
"user4,/sw/local/users"
"user5,/sw/local/users"
"user6,/sw/local/users"
"user7,/sw/local/users"
"user8,/sw/local/users"
"user9,/sw/local/users"
```

Related Commands

Command	Description
voice mailbox owner	Configures a mailbox for a user or group.
voice mailbox unlock	Unlocks a mailbox.

show voicemail broadcast messages

To display details of all broadcast messages on the local system, use the **show voicemail broadcast messages** command in Cisco Unity Express EXEC mode.

show voicemail broadcast messages

Syntax Description This command has no arguments or keywords.

Command Modes Cisco Unity Express EXEC

Command History	Cisco Unity Express Release	Modification
	2.1	This command was introduced.

Examples The output for this command may appear similar to the following:

```
se-10-0-0-0# show voicemail broadcast messages

Message ID:          JMX0824L4R4-NM-FOC08221WSQ-1103139552166-NBCM
Sender:              1005@nyc.cue.abcdef.com
Length(secs):        10
Start time:          21:12:54 Nov 23 2004 PST
End time:            11:48:06 Dec 4 2004 PST

Message ID:          JMX0824L4R4-NM-FOC08221WSQ-1103084723247-NBCM
Sender:              5555@nyc.cue.abcdef.com
Length(secs):        30
Start time:          08:41:09 Dec 7 2004 PST
End time:            09:00:00 Jan 3 2005 PST
```

Related Commands	Command	Description
	show voicemail mailboxes	Displays details of all voice mailboxes, including broadcast messages.
	show voicemail usage	Displays the voice-mail usage, including broadcast messages.
	voicemail broadcast message	Configures the start and end times of the broadcast message.
	voicemail broadcast message delete	Deletes a broadcast message.
	voicemail broadcast mwi	Enables the MWI lights for broadcast messages.
	voicemail broadcast recording time	Configures the maximum length of broadcast messages.
	voicemail broadcast vpim-id	Configures the VPIM ID for a network location.
	voicemail default broadcast expiration time	Configures the expiration time of broadcast messages.

shutdown

To turn off the Cisco Unity Express system, use the **shutdown** command in Cisco Unity Express EXEC mode.

shutdown



Caution

Always shut down the module before power-cycling the router to prevent file corruption and data loss.

Syntax Description

This command has no arguments or keywords.

Command Modes

Cisco Unity Express EXEC

Command History

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

Usage Guidelines

Use this command to shut down the Cisco Unity Express AIM or NM.



Caution

The shutdown is immediate. The software does not ask for confirmation.

Examples

The following example shows the shutdown of a CUE network module:

```
se-10-10-0-0# shutdown
se-10-10-0-0#
MONITOR SHUTDOWN...
EXITED: probe exit status 0
EXITED: LDAP_startup.sh exit status 0
EXITED: HTTP_startup.sh exit status 0

MONITOR EXIT...
Remounting device 03:01 ... OK
Done.
System halted.
```

Related Commands

Command	Description
reload	Starts the Cisco Unity Express system.

software download abort

To abort a download that is in progress, use the **software download abort** command in Cisco Unity Express EXEC mode.

software download abort

Syntax Description This command has no arguments or keywords.

Command Modes Cisco Unity Express EXEC

Command History	Cisco Unity Express Release	Modification
	2.0	This command was introduced.

Examples The following is an example of aborting an existing download:

```
se-10-0-0-0# software download abort
Download request aborted.
```

Related Commands	Command	Description
	software download clean	Downloads a complete package to install later.
	software download status	Reports the status of a download in progress.
	software download upgrade	Downloads an upgrade package to install later.

software download clean

To download software packages for installing later, use the **software download clean** command in Cisco Unity Express EXEC mode.

```
software download clean {package-file-name | url ftp://ftp-server-ip-address/package-file-name}
```

Syntax Description

<i>package-file-name</i>	Name of the package file for the new software.
url ftp://ftp-server-ip-address	URL of the FTP server.

Command Modes

Cisco Unity Express EXEC

Command History

Cisco Unity Express Release	Modification
2.0	This command was introduced.

Examples

The following is an example of downloading a software package to install later where the FTP server information has been set in the CUE configuration.

```
se-172-16-0-0# software download clean cue-vm.2.0.1.pkg
```

The following is an example of downloading a software package to install later where the FTP server information is included on the command line.

```
se-10-16-0-0# software download clean url ftp://10.16.0.2/cue-vm.2.0.1.pkg
```

```
WARNING:: This command will download the necessary software to
WARNING:: complete a clean install. It is recommended that a backup be done
WARNING:: before installing software.
```

```
Would you like to continue? [n] y
```

```
Downloading cue-vm.2.0.1.pkg
Bytes downloaded : 63648
```

```
Validating package signature ... done
```

```
Downloading cue-vm-lang-pack.2.0.1.pkg
Bytes downloaded : 126048
```

```
Validating package signature ... done
Language Selection Menu:
```

Num.	Selected	Installed	Language Name
1			CUE Voicemail European French Version 2.0.0.0
2			CUE Voicemail European Spanish Version 2.0.0.0
3			CUE Voicemail Gaelic Irish Version 2.0.0.0
4			CUE Voicemail German Version 2.0.0.0
5			CUE Voicemail US English Version 2.0.0.0

```
Available commands are:
```

```
# - enter the number for the language to select one
r # - remove the language for given #
i # - more information about the language for given #
x - Done with language selection
```

```
> 5
Language Selection Menu:
```

```
Num.      Selected  Installed  Language Name
-----
1
2
3
4
5          *
CUE Voicemail European French Version 2.0.0.0
CUE Voicemail European Spanish Version 2.0.0.0
CUE Voicemail Gaelic Irish Version 2.0.0.0
CUE Voicemail German Version 2.0.0.0
CUE Voicemail US English Version 2.0.0.0
```

Available commands are:

```
# - enter the number for the language to select one
r # - remove the language for given #
i # - more information about the language for given #
x - Done with language selection
```

```
> x
[17488 refs]
se-10-0-0-0#
```

The following is an example of using the **software download status** command to check on the download progress.

```
se-172-16-0-0# software download status
```

```
Download request in progress.
downloading file : cue-vm.2.0.pt1
bytes downloaded : 5536224
```

Related Commands

Command	Description
software download abort	Aborts a download that is in progress.
software download status	Reports the status of a download in progress.
software download upgrade	Downloads an upgrade package to install later.

software download server

To configure the FTP server address on the Cisco Unity Express module, use the **software download server** command in Cisco Unity Express configuration mode.

```
software download server url ftp://server-ip-address[/dir] [username username
password password | credentials hidden credentials]
```

Syntax Description	Parameter	Description
	url ftp://server-ip-address	IP address of the FTP server.
	<i>/dir</i>	(Optional) The FTP directory on the server.
	username username	(Optional) Specifies the FTP username. If this option is not used, the default is “anonymous”.
	password password	(Optional) Specifies the FTP password.
	credentials hidden credentials	(Optional) Specifies the encrypted username and password value.

Command Modes Cisco Unity Express configuration

Command History	Cisco Unity Express Release	Modification
	2.0	This command was introduced.

Examples

The following is an example of setting the server information with just a root directory.

```
se-10-16-0-0(config)# software download server url ftp://10.19.0.0/
```

The following is an example of setting the server information with a directory different than the root directory.

```
se-10-16-0-0(config)# software download server url ftp://10.19.0.0/ftp_dir
```

The following is an example of setting the server information with a username and password.

```
se-10-16-0-0(config)# software download server url ftp://10.19.0.0/ftp_dir username
ftpuser password ftppassword
```

The following is an example of setting the server information with an encrypted credentials string.

```
se-10-16-0-0(config)# software download server url ftp://10.19.0.0/ftp_dir credentials
hidden
+EdgXXrwwTekoNCDGbGiEnfgWYHfmPSd8ZZNgd+Y9J3x1k2B35j0nGWYHfmPSd8ZZNgd+Y9J3x1k2B35jwAAAAA=
```

Related Commands	Command	Description
	show software	Displays the FTP server information.

software download status

To display the progress of a software download, use the **software download status** command in Cisco Unity Express EXEC mode.

software download status

Syntax Description This command has no arguments or keywords.

Command Modes Cisco Unity Express EXEC

Command History	Cisco Unity Express Release	Modification
	2.0	This command was introduced.

Examples The following is an example a download in progress:

```
se-10-0-0-0# software download status
```

```
Download request in progress.
downloading file : cue-vm.2.0.1.prt1
bytes downloaded : 5536224
```

```
se-10-0-0-0# software download status
```

```
Download request completed successfully.
```

Related Commands	Command	Description
	software download abort	Aborts a download that is in progress.
	software download clean	Downloads a complete package to install later.
	software download upgrade	Downloads an upgrade package to install later.

software download upgrade

To download software for a later upgrade, use the **software download upgrade** command in Cisco Unity Express EXEC mode.

```
software download upgrade {package-filename |
  url ftp://ftp-server-ip-address[dir]/package-filename} [username username password
  password]
```

Syntax Description	<i>package-filename</i>	Name of the package file for the new software.
	url ftp://ftp-server-ip-address	URL of the FTP server.
	<i>dir</i>	(Optional) Directory other than the default.
	username <i>username</i>	(Optional) Username for the FTP server.
	password <i>password</i>	(Optional) Password for the FTP server.

Command Modes Cisco Unity Express EXEC

Command History	Cisco Unity Express Release	Modification
	2.0	This command was introduced.

Usage Guidelines Use this command to download files for a future upgrade.



Note Only certain versions of CUE software support an upgrade or downgrade. Check the release notes for the specific version to see if an upgrade or downgrade is supported. You cannot downgrade below CUE 2.0.

Examples The following is an example of downloading a software package to upgrade later where the FTP server information has been set in the CUE configuration.

```
se-10-0-0-0# software download upgrade cue-vm.2.1.pkg
```

The following is an example of downloading a software package to upgrade later where the FTP server information is included on the command line. The username and password could also be included in this command.

```
se-10-0-0-0# software download upgrade url ftp://10.16.0.1/cue-vm.2.1.pkg
```

```
WARNING:: This command will download the necessary software to
WARNING:: complete an upgrade. It is recommended that a backup be done
WARNING:: before installing software.
```

```
Would you like to continue? [n] y
url_host :10.16.0.1
url_user :null
url_uname :anonymous
```



```

url_psword :anonymous
url_proto :ftp
url_path :/
url_fname :cue-vm.2.0.0.12.pkg
url_url :ftp://10.16.0.1/

Downloading cue-vm.2.1.pkg
Bytes downloaded : 63648

Validating package signature ... done
Validating installed manifests .....complete.
[17497 refs]

```



Note When you download the software, there are no other prompts for user input. The software package is downloaded to the CUE network module.

The following is an example of using the **software download status** command to check on the download progress.

```
se-10-0-0-0# software download status
```

```

Download request in progress.
downloading file : cue-vm.2.1.prt1
bytes downloaded : 5536224

```

```
se-10-0-0-0# software download status
```

```
Download request completed successfully.
```

The following example shows how to verify the download success using the **show software directory download** command.

```
se-10-10-0-0# show software directory download
```

```

KBytes Directory
0      /dwnld/pkgdata

```

```
Directory listings
```

```
Directory: /dwnld/pkgdata
```

```

total 0
drwxrwxr-x  2 root  daemon    48 Sep 15  2005 .
drwxrwxr-x  4 root  daemon   200 Sep 15  2005 ..

```

Related Commands

Command	Description
software download abort	Aborts a download that is in progress.
software download status	Reports the status of a download in progress.
show software directory	Displays directory information for software downloads and downgrades.

software install clean

To install a new version of CUE software, use the **software install clean** command in Cisco Unity Express EXEC mode.

```
software install clean {package-filename | url ftp://ftp-server-ip-address/package-filename}
```

Syntax Description

<i>package-filename</i>	Name of the package file for the new software.
url ftp://ftp-server-ip-address/	URL of the FTP server.

Command Modes

Cisco Unity Express EXEC

Command History

Cisco Unity Express Release	Modification
2.0	This command was introduced.

Usage Guidelines

Use this command to download files for a new install.



Note This command cleans the disk. All configuration and voice messages will be lost after this step. For future upgrades and installations, verify that a backup has been done. If it has not, abort at this step and do a backup first.

Examples

The following is an example of the command to install a new version of CUE software where the FTP server information has been set in the CUE configuration.

```
se-10-16-0-0# software install clean cue-vm.2.0.pkg
```

The following is an example of installing a new version of CUE software where the FTP server information is included on the command line.

```
se-10-16-0-0# software install clean url ftp://10.16.0.1/cue-vm.2.0.pkg
```

```
WARNING:: This command will install the necessary software to
WARNING:: complete a clean install. It is recommended that a backup be done
WARNING:: before installing software.
Would you like to continue? [n] y
```

```
Language Selection Menu:
Num. Selected Installed Language Name
-----
1 CUE Voicemail European French Version 2.0.0.0
2 CUE Voicemail European Spanish Version 2.0.0.0
3 CUE Voicemail Gaelic Irish Version 2.0.0.0
4 CUE Voicemail German Version 2.0.0.0
5 CUE Voicemail US English Version 2.0.0.0
Available commands are:
# - enter the number for the language to select one
r # - remove the language for given #
i # - more information about the language for given #
```

```

x - Done with language selection
>5
Language Selection Menu:
Num. Selected Installed Language Name
-----
1 CUE Voicemail European French Version 2.0.0.0
2 CUE Voicemail European Spanish Version 2.0.0.0
3 CUE Voicemail Gaelic Irish Version 2.0.0.0
4 CUE Voicemail German Version 2.0.0.0
5 * CUE Voicemail US English Version 2.0.0.0
Available commands are:
# - enter the number for the language to select one
r # - remove the language for given #
i # - more information about the language for given #
x - Done with language selection
>*

```

At this point the new software will load from the FTP server and the system will restart.

```

.
.
.
IMPORTANT::
IMPORTANT:: Welcome to Cisco Systems Service Engine
IMPORTANT:: post installation configuration tool.
IMPORTANT::
IMPORTANT:: This is a one time process which will guide
IMPORTANT:: you through initial setup of your Service Engine.
IMPORTANT:: Once run, this process will have configured
IMPORTANT:: the system for your location.
IMPORTANT::
IMPORTANT:: If you do not wish to continue, the system will be halted
IMPORTANT:: so it can be safely removed from the router.
IMPORTANT::
Do you wish to start configuration now (y,n)? y

IMPORTANT::
IMPORTANT:: A Cisco Unity Express configuration has been found
IMPORTANT:: You can choose to restore this configuration into
IMPORTANT:: current image.
IMPORTANT::
IMPORTANT:: A stored configuration contains some of the data
IMPORTANT:: previous installation, but not as much as a backup.
IMPORTANT:: example: voice messages, user passwords, user PINs,
IMPORTANT:: auto attendant scripts are included in a backup,
IMPORTANT:: not saved with the configuration.
IMPORTANT::
IMPORTANT:: If you are recovering from a disaster and do not
IMPORTANT:: backup, you can restore the saved configuration.
IMPORTANT::
IMPORTANT:: If you are going to restore a backup from a previous
IMPORTANT:: installation, you should not restore the saved
IMPORTANT::
IMPORTANT:: If you choose not to restore the saved configuration,
IMPORTANT:: will be erased from flash.
IMPORTANT::
Would you like to restore the saved configuration? (y,n)y

IMPORTANT::
IMPORTANT:: Administrator Account Creation
IMPORTANT::
IMPORTANT:: Create an administrator account. With this account,
IMPORTANT:: you can log in to the Cisco Unity Express GUI and
IMPORTANT:: run the initialization wizard.

```

```

IMPORTANT::
Enter administrator user ID:
(user ID): Admin
Enter password for admin:
(password): *****
Confirm password for admin by reentering it:
(password): *****
SYSTEM ONLINE

```

Related Commands

Command	Description
software download abort	Aborts a download that is in progress.
software download status	Reports the status of a download in progress.
software download upgrade	Downloads an upgrade package to install later.
software install downgrade	Downgrades the current Cisco Unity Express software to a previous version.
software install upgrade	Upgrades the current Cisco Unity Express software to a newer version.

software install downgrade

To downgrade to a previously installed version of CUE software, use the **software install downgrade** command in Cisco Unity Express EXEC mode.

software install downgrade

Syntax Description This command has no arguments or keywords.

Command Modes Cisco Unity Express EXEC

Command History	Cisco Unity Express Release	Modification
	2.0	This command was introduced.

Usage Guidelines Use this command to downgrade to the previous version of CUE software. The package information has already been saved on the CUE module from the previous upgrade. No FTP information is necessary.



Note Only certain versions of CUE software support an upgrade or downgrade. Check the release notes for the specific version to see if an upgrade or downgrade is supported. You cannot downgrade below CUE 2.0.

Examples The following is an example of the command to downgrade to the previous version of CUE software.

```
se-172-16-0-0# software install downgrade
```

The following example shows how to verify the downgrade success using the **show software directory downgrade** command.

```
se-10-10-0-0# show software directory downgrade
```

```
KBytes Directory
0 /dwnld/dwngrade
```

Directory listings

```
Directory: /dwnld/dwngrade
```

```
total 0
drwxrwxrwx  2 root    daemon    48 Sep 15  2005 .
drwxrwxr-x  4 root    daemon    200 Sep 15  2005 ..
```

Related Commands	Command	Description
	show software directory	Displays directory information for software downloads and downgrades.
	software install clean	Installs a new version of the Cisco Unity Express software.
	software install upgrade	Upgrades the current Cisco Unity Express software to a newer version.

software install upgrade

To upgrade to a newer version of CUE software, use the **software install upgrade** command in Cisco Unity Express EXEC mode.

```
software install upgrade { pkg cue-package.pkg |
url ftp://ftp-server-ip-address/cue-package.pkg }
```

Syntax Description		
pkg <i>cue-package.pkg</i>		Specifies a package name.
url ftp://ftp-server-ip-address/cue-package.pkg		Specifies the FTP server information.

Command Modes Cisco Unity Express EXEC

Command History	Cisco Unity Express Release	Modification
	2.0	This command was introduced.

Usage Guidelines Use this command to upgrade to a newer version of Cisco Unity Express software.



Note Only certain versions of Cisco Unity Express software support an upgrade or downgrade. Check the release notes for the specific version to see if an upgrade or downgrade is supported. You cannot downgrade below Cisco Unity Express 2.0.

Examples The following is an example of the command to upgrade to a newer version of CUE software.

```
se-10-16-0-0# software install upgrade url ftp://10.16.0.1/cue-vm.2.0.2.pkg
```

The following is an example of the command to upgrade to a newer version of CUE software if the FTP server has been configured or the software files have been downloaded previously with the **software download upgrade** command:

```
se-10-16-0-0# software install upgrade pkg cue-vm.2.0.2.pkg
```

Related Commands	Command	Description
	software download server	Configures the FTP server information.
	software download upgrade	Downloads the files for a future upgrade.
	software install clean	Installs a new version of the Cisco Unity Express software.
	software install downgrade	Downgrades the current Cisco Unity Express software to an older version.

software remove

To remove software installed during a download or upgrade, use the **software remove** command in Cisco Unity Express EXEC mode.

software remove { **all** | **downgradefiles** | **downloadfiles** }

Syntax	Description
all	Removes both the downgrade and the download files.
downgradefiles	Removes the downgrade files.
downloadfiles	Removes the download files.

Command Modes Cisco Unity Express EXEC

Command History	Cisco Unity Express Release	Modification
	2.0	This command was introduced.

Examples

The following is an example the **software remove** command:

```
se-172-19-0-0# software remove all
```

```
Download files removed
Downgrade files removed
```

```
se-172-19-0-0# software remove downgradefiles
```

```
Downgrade files removed
```

```
se-172-19-0-0# software remove downloadfiles
```

```
Download files removed
```

Related Commands	Command	Description
	show software directory	Displays the disk usage for the download and downgrade directories.



T

trace networking all
trace networking database
trace networking dns
trace networking jobqueue
trace networking smtp
trace networking sysdb
trace networking vpim

trace networking all

To enable tracing for all network functions, use the **trace networking all** command in Cisco Unity Express EXEC mode.

trace networking all

Syntax Description

This command has no arguments or keywords.

Command Modes

Cisco Unity Express EXEC

Command History

Cisco Unity Express Release	Modification
2.0	This command was introduced.

Examples

The following example shows output from the **trace networking all** command:

trace networking database

To enable tracing for network database functions, use the **trace networking database** command in Cisco Unity Express EXEC mode.

trace networking database [**all** | **connection** | **execute** | **garbage** | **largeobject** | **mgmt** | **query** | **results** | **transactions**]

Syntax Description		
all	(Optional)	Enables tracing for every database event.
connection	(Optional)	Enables tracing for database connections.
execute	(Optional)	Enables tracing for inserts and updates performed on the database.
garbage	(Optional)	Enables tracing for the garbage data collection process.
largeobject	(Optional)	Enables tracing for large object reads and writes to the database.
mgmt	(Optional)	Enables tracing for database management processes.
query	(Optional)	Enables tracing for queries performed on the database.
results	(Optional)	Enables tracing for the results of queries, inserts, and updates.
transaction	(Optional)	Enables tracing for the start and end of database transactions.

Command Modes Cisco Unity Express EXEC

Command History	Cisco Unity Express Release	Modification
	2.0	This command was introduced.

Examples

trace networking dns

To enable tracing for DNS activities, use the **trace networking dns** command in Cisco Unity Express EXEC mode.

```
trace networking dns [all]
```

Syntax Description	all (Optional) Enables tracing for every database event.
---------------------------	---

Command Modes	Cisco Unity Express EXEC
----------------------	--------------------------

Command History	Cisco Unity Express Release	Modification
	2.0	This command was introduced.

Usage Guidelines	Use this command to display DNS lookups that are performed and results that are given when a user adds an e-mail domain to a location and when a domain is verified and resolved using SMTP.
-------------------------	--

Examples	
-----------------	--

trace networking jobqueue

To enable tracing for the job queue, use the **trace networking jobqueue** command in Cisco Unity Express EXEC mode.

trace networking jobqueue [*all* | *job number*]

Syntax Description		
	all	(Optional) Enables tracing for all jobs in the queue.
	job number	(Optional) Enables tracing for a specified job in the queue.

Command Modes Cisco Unity Express EXEC

Command History	Cisco Unity Express Release	Modification
	2.0	This command was introduced.

Examples

trace networking smtp

To enable tracing for SMTP network functions, use the **trace networking smtp** command in Cisco Unity Express EXEC mode.

trace networking smtp [all | receive | send | work]

Syntax Description		
	all	(Optional) Enables tracing for every SMTP activity.
	receive	(Optional) Enables tracing for SMTP receiving.
	send	(Optional) Enables tracing for SMTP sending.
	work	(Optional) Enables tracing for SMTP work activity.

Command Modes Cisco Unity Express EXEC

Command History	Cisco Unity Express Release	Modification
	2.0	This command was introduced.

Examples

trace networking sysdb

To enable tracing for system database events, use the **trace networking sysdb** command in Cisco Unity Express EXEC mode.

```
trace networking sysdb [all]
```

Syntax Description	all (Optional) Enables tracing for every sysdb event.
---------------------------	--

Command Modes	Cisco Unity Express EXEC
----------------------	--------------------------

Command History	Cisco Unity Express Release	Modification
	2.0	This command was introduced.

Examples

trace networking vpim

To enable tracing for Voice Profile for Internet Messaging (VPIM) network functions, use the **trace networking vpim** command in Cisco Unity Express EXEC mode.

trace networking vpim [all | audio | receive | send]

Syntax Description	all	Enables tracing for every VPIM activity.
	audio	Enables tracing for VPM audio activity.
	receive	Enables tracing for VPIM receiving.
	send	Enables tracing for VPIM sending.

Command Modes Cisco Unity Express EXEC

Command History	Cisco Unity Express Release	Modification
	1.2	This command was introduced.

Examples



U

[username](#)

username

To configure a Cisco Unity Express user, use the **username** command in either Cisco Unity Express EXEC mode or configuration mode.

EXEC Mode

```
username name [create | delete | fullname [first “first” | last “last-name” | display “full-name”]
| group group-name | language xx_YY | password “password” | pin number]
```

Configuration Mode

```
username name [password “password” | phonenumber phonenumber |
phonenumberE164 full-number | pin number]
```

Syntax Description

<i>name</i>	Specifies the name or ID of the user to be created. The username must be at least 3 and no more than 32 characters in length. Cisco Unity Express allows only letters, numbers, and the characters underscore (_), dot (.), and dash (-) in user IDs. User IDs must start with a letter. Do not use spaces in the username.
create	(Optional) Creates a user with no other information.
delete	(Optional) Deletes the user.
fullname first “ <i>first</i> ”	(Optional) First name of the user. The name must be entered in double quotes (“ ”).
fullname last “ <i>last-name</i> ”	(Optional) Last name of the user. The name must be entered in double quotes (“ ”).
fullname display “ <i>full-name</i> ”	(Optional) Name as the user wants it to appear on other telephone displays. The name must be entered in double quotes (“ ”).
group <i>group-name</i>	(Optional) Group with which this user is associated. If the <i>group-name</i> value does not exist, this command creates it.
language <i>xx_YY</i>	(Optional) Language of the prompt. See Release Notes for Cisco Unity Express Release 2.2 for a list of supported languages.
password “ <i>password</i> ”	(Optional) Password for the user. The password must be entered in double quotes (“ ”). Valid values contain at least 3 but not more than 32 characters in length. Spaces are not allowed. Acceptable password characters are lowercase letters a to z, uppercase letters A to Z, digits 0 to 9, and the following symbols: - , . + = _ ! @ # \$ ^ * () ? / ~ < > & %.
phonenumber <i>phonenumber</i>	(Optional) Extension or number for this user.
phonenumberE164 <i>full-number</i>	(Optional) Full telephone number, including area code, for the user.
pin <i>number</i>	(Optional) Personal identification number for the user. Valid values are at least 3 but not more than 19 characters in length, consisting of letters and numbers. No other characters are permitted.

Defaults

language: U.S. English

Command Modes

Cisco Unity Express EXEC
Cisco Unity Express configuration

Command History

Cisco Unity Express Release	Modification
1.0	This command was introduced on the Cisco Unity Express network module and in Cisco CallManager Express 3.0.
1.1	This command was implemented on the advanced integration module (AIM) and in Cisco CallManager 3.3(3).
1.1.2	This command was implemented on the Cisco 2800 series and Cisco 3800 series routers.
2.0	This command supports additional languages for prompts.

Usage Guidelines

The EXEC version of the command stores the permitted information in Cisco Unity Express flash memory. If a problem with the disk occurs, this information is available so that the user may access the voice-mail system.

The configuration version of the command is stored in the Cisco Unity Express system configuration file. If a power outage or a system shutdown occurs, the user information can be retrieved.

Examples

The following example creates a user user1, assigns her as a member to the Sales group, and assigns the extension 0190, a password, and a PIN.

```
se-10-0-0-0# username user1 fullname display "User 1"
se-10-0-0-0# username user1 group Sales
se-10-0-0-0# username user1 password "sales123"
se-10-0-0-0# username user1 pin 4122
se-10-0-0-0# config t
se-10-0-0-0(config)# username user1 phonenumber 50190
se-10-0-0-0(config)# username user1 phonenumberE164 12225550190
se-10-0-0-0(config)# end
se-10-0-0-0# show user detail username user1
Full Name:          User 1
First Name:
Last Name:          user1
Nickname:           user1
Phone:              50190
Phone(E.164):      12225550190
Language:           en_US
se-10-0-0-0#
```

Related Commands

Command	Description
show groups	Displays the configured groups.
show user detail username	Displays details for a specific user.
show users	Displays a list of all usernames.



V

voice mailbox owner
voice mailbox unlock
voicemail broadcast message
voicemail broadcast message delete
voicemail broadcast mwi
voicemail broadcast recording time
voicemail broadcast vpim-id
voicemail callerid
voicemail capacity time
voicemail default
voicemail default broadcast expiration time
voicemail extension-length (network location id)
voicemail operator telephone
voicemail phone-prefix (network location id)
voicemail recording time
voicemail spoken-name (network location id)
voicemail vcard
voicemail vpim-encoding (network location id)

voice mailbox owner

To create a mailbox for a user or a group and to enter mailbox configuration mode, use the **voice mailbox owner** command in Cisco Unity Express configuration mode. To delete the mailbox, use the **no** form of this command.

voice mailbox owner *name* [**size** *seconds*]

no voice mailbox owner *name*

Mailbox configuration mode:

default
description “*text*”
disable
expiration *days*
greeting [**alternate** | **standard**]
mailboxsize *mailbox-size-seconds*
messagesize *message-size-seconds*
no *parameter*
tutorial

Syntax Description

name	Name of the mailbox owner.
size <i>seconds</i>	(Optional) Storage size of the mailbox, in seconds. This is the same value as mailboxsize .
default	Sets mailbox parameters to the system default values.
description “ <i>text</i> ”	Specifies a text description of the mailbox. The text must be enclosed in double quotes (“ ”).
disable	Deactivates the mailbox so that no members can access the voice messages.
expiration <i>days</i>	Specifies the length of time in days that messages can be stored in the mailbox.
greeting [alternate standard]	Specifies which greeting a caller hears when reaching the mailbox.
mailboxsize <i>mailbox-size-seconds</i>	Specifies the storage size of the mailbox, in seconds. This is the same value as for the size keyword.
messagesize <i>message-size-seconds</i>	Specifies the maximum length in seconds of a message that can be stored in the mailbox.
no <i>parameter</i>	Deletes the configuration of a specific <i>parameter</i> value.
tutorial	Specifies whether the tutorial should be played. The default is enabled .

Defaults

expiration: system-wide value
mailboxsize: system-wide value
messagesize: system-wide value
tutorial: enabled

Command Modes Cisco Unity Express configuration

Command History	Cisco Unity Express Release	Modification
	1.0	This command was introduced on the Cisco Unity Express network module and in Cisco CallManager Express 3.0.
	1.1	This command was implemented on the advanced integration module (AIM) and in Cisco CallManager 3.3(3).
	1.1.2	This command was implemented on the Cisco 2800 series and Cisco 3800 series routers.

Usage Guidelines If the *name* value refers to a user, this command creates a personal mailbox. If the *name* value refers to a group, the command creates a general delivery mailbox that several users and other groups can access.

The users and groups must be configured before assigning them to a mailbox.

The mailbox owner records a standard greeting and an alternate, if needed, from the telephone user interface (TUI). If the mailbox owner has not recorded any greetings for the mailbox, Cisco Unity Express uses a default greeting.

The *mailbox-size-seconds* and *message-size-seconds* values depend on the number of mailboxes to be created and the storage capacity of the voice-mail system. Some mailboxes may need to be larger than others to accommodate more or longer messages. For example, a customer service department may need a larger mailbox to accommodate messages from customers. Consider the purpose of the mailbox when assigning its size and message length.

The sequence in which the parameters are configured is optional.

Examples The following example shows a mailbox created for a user:

```
se-10-0-0-0# config t
se-10-0-0-0(config)# voice mailbox owner user7
se-10-0-0-0(config-mailbox)# description "User 7's mailbox"
se-10-0-0-0(config-mailbox)# greeting standard
se-10-0-0-0(config-mailbox)# mailboxsize 360
se-10-0-0-0(config-mailbox)# messagesize 150
se-10-0-0-0(config-mailbox)# expiration time 21
se-10-0-0-0(config-mailbox)# no tutorial
se-10-0-0-0(config-mailbox)# exit
se-10-0-0-0(config)#
```

Related Commands	Command	Description
	groupname	Configures a Cisco Unity Express group.
	show voicemail	Displays the properties of a voice mailbox.
	username	Configures a Cisco Unity Express user.
	voicemail default	Configures system-wide default voice mailbox values.

voice mailbox unlock

To unlock a voice mailbox, use the **voice mailbox unlock** command in Cisco Unity Express EXEC mode.

```
voice mailbox unlock {owner name | telephonenumber tel-number}
```

Syntax Description

owner <i>name</i>	Name of the mailbox owner. For a general delivery mailbox, this must be the owner's name, not a group member's name.
telephonenumber <i>tel-number</i>	Telephone number assigned to the mailbox.

Command Modes

Cisco Unity Express EXEC

Command History

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

Usage Guidelines

When a mailbox becomes locked, the owner hears a message stating that the mailbox is unavailable.

Examples

The following example unlocks an individual mailbox:

```
se-10-0-0-0> enable
se-10-0-0-0# voice mailbox unlock owner user3
```

The following example unlocks a general delivery mailbox:

```
se-10-0-0-0> enable
se-10-0-0-0# voice mailbox unlock owner sales
```

The following example unlocks a mailbox using an extension number:

```
se-10-0-0-0> enable
se-10-0-0-0# voice mailbox unlock telephonenumber 61122
```

Related Commands

Command	Description
show voicemail	Displays the properties of a configured mailbox.
voice mailbox owner	Configures a mailbox.

voicemail broadcast message

To configure the start and end times for a broadcast message, use the **voicemail broadcast message** command in Cisco Unity Express EXEC mode.

```
voicemail broadcast message message-id {starttime time date | endtime time date}
```

Syntax Description		
<i>message-id</i>		Coded identifier of the broadcast message. Use the show voicemail broadcast messages command to obtain the message ID.
starttime <i>time date</i>		Starting time and date, where <i>time</i> is in the 24-hour clock format and <i>date</i> has the format YYYY-MM-DD.
endtime <i>time date</i>		Ending time and date, where <i>time</i> is in the 24-hour clock format and <i>date</i> has the format YYYY-MM-DD.

Command Modes Cisco Unity Express EXEC

Command History	Cisco Unity Express Release	Modification
	2.1	This command was introduced.

Examples

The following examples change the start and end times for a broadcast message:

```
se-10-0-0-0# voicemail broadcast message JMX0824L4R4-NM-FOC08221WSQ-1103139552166-NBCM
starttime 10:00 2004-09-15
```

```
se-10-0-0-0# voicemail broadcast message JMX0824L4R4-NM-FOC08221WSQ-1103139552166-NBCM
endtime 15:30 2004-09-16
```

Related Commands	Command	Description
	show voicemail broadcast messages	Displays all broadcast messages, including the message ID, on the local system.
	show voicemail mailboxes	Displays details of all voice mailboxes, including broadcast messages.
	show voicemail usage	Displays the voice-mail usage, including broadcast messages.
	voicemail broadcast message delete	Deletes a broadcast message.
	voicemail broadcast mwi	Enables the MWI lights for broadcast messages.
	voicemail broadcast recording time	Configures the maximum length of broadcast messages.
	voicemail broadcast vpim-id	Configures the VPIM ID for a network location.
	voicemail default broadcast expiration time	Configures the expiration time of broadcast messages.

voicemail broadcast message delete

To delete a broadcast message, use the **voicemail broadcast message delete** command in Cisco Unity Express EXEC mode.

voicemail broadcast message *message-id* **delete**

Syntax Description

<i>message-id</i>	Coded identifier of the broadcast message. Use the show voicemail broadcast messages command to obtain the message ID.
-------------------	---

Command Modes

Cisco Unity Express EXEC

Command History

Cisco Unity Express Release	Modification
2.1	This command was introduced.

Examples

The following example deletes a broadcast message:

```
se-10-0-0-0# voicemail broadcast message JMX0824L4R4-NM-FOC08221WSQ-1103139552166-NBCM
delete
```

Related Commands

Command	Description
show voicemail broadcast messages	Displays all broadcast messages, including the message ID, on the local system.
show voicemail mailboxes	Displays details of all voice mailboxes, including broadcast messages.
show voicemail usage	Displays the voice-mail usage, including broadcast messages.
voicemail broadcast message	Configures the start and end times of the broadcast message.
voicemail broadcast mwi	Enables the MWI lights for broadcast messages.
voicemail broadcast recording time	Configures the maximum length of broadcast messages.
voicemail broadcast vpim-id	Configures the VPIM ID for a network location.
voicemail default broadcast expiration time	Configures the expiration time of broadcast messages.

voicemail broadcast mwi

To enable the message-waiting indicators (MWIs) to turn on when a voice mailbox receives a broadcast message, use the **voicemail broadcast mwi** command in Cisco Unity Express configuration mode. To disable the MWI lights, use the **no** form of this command.

voicemail broadcast mwi

no voicemail broadcast mwi

Syntax Description

This command has no arguments or keywords.

Command Modes

Cisco Unity Express configuration

Command History

Cisco Unity Express Release	Modification
2.1	This command was introduced.

Examples

The following example illustrates enabling the MWI lights for broadcast messages:

```
se-10-0-0-0# config t
se-10-0-0-0(config)# voicemail broadcast mwi
se-10-0-0-0(config)# end
```

The following example illustrates disabling the MWI lights for broadcast messages:

```
se-10-0-0-0# config t
se-10-0-0-0(config)# no voicemail broadcast mwi
se-10-0-0-0(config)# end
```

Related Commands

Command	Description
show voicemail broadcast messages	Displays all broadcast messages, including the message ID, on the local system.
show voicemail mailboxes	Displays details of all voice mailboxes, including broadcast messages.
show voicemail usage	Displays the voice-mail usage, including broadcast messages.
voicemail broadcast message	Configures the start and end times of the broadcast message.
voicemail broadcast message delete	Deletes a broadcast message.
voicemail broadcast recording time	Configures the maximum length of broadcast messages.
voicemail broadcast vpim-id	Configures the VPIM ID for a network location.
voicemail default broadcast expiration time	Configures the expiration time of broadcast messages.

voicemail broadcast recording time

To configure the maximum broadcast message recording time for the local system, use the **voicemail broadcast recording time** command in Cisco Unity Express configuration mode. To set the recording time to the default value, use the **no** form of this command.

voicemail broadcast recording time *broadcast-length*

no voicemail broadcast recording time

Syntax Description	<i>broadcast-length</i>	Maximum length of broadcast messages, in seconds. Valid values range from 10 to 3600.
---------------------------	-------------------------	---

Defaults 900 seconds

Command Modes Cisco Unity Express configuration

Command History	Cisco Unity Express Release	Modification
	2.1	This command was introduced.

Usage Guidelines To modify the length of the broadcast message, use this command with a new value for the length. Use the show run command to display this value. The output contains entries similar to the following:

```
voicemail default mailboxsize 3000
voicemail broadcast recording time 2240
```

Examples The following example sets the broadcast message length to 2240 seconds and the expiration time to 2 days.

```
se-10-0-0-0# config t
se-10-0-0-0(config)# voicemail broadcast recording time 2240
se-10-0-0-0(config)# voicemail default broadcast expiration time 2
se-10-0-0-0(config)# exit
```

Related Commands	Command	Description
	show voicemail broadcast messages	Displays all broadcast messages, including the message ID, on the local system.
	show voicemail limits	Displays limits for voice mailboxes and messages, including broadcast messages.
	show voicemail mailboxes	Displays details of all voice mailboxes, including broadcast messages.

Command	Description
show voicemail usage	Displays the voice-mail usage, including broadcast messages.
voicemail broadcast message	Configures the start and end times of the broadcast message.
voicemail broadcast message delete	Deletes a broadcast message.
voicemail broadcast mwi	Enables the MWI lights for broadcast messages.
voicemail broadcast vpim-id	Configures the VPIM ID for a network location.
voicemail default broadcast expiration time	Configures the expiration time of broadcast messages.

voicemail broadcast vpim-id

To configure the voice profile for Internet messaging (VPIM) ID for broadcast messages on the local system, use the **voicemail broadcast vpim-id** command in Cisco Unity Express configuration location mode. To delete the VPIM ID, use the **no** form of this command.

voicemail broadcast vpim-id *vpim-id*

no voicemail broadcast vpim-id *vpim-id*

Syntax Description

<i>vpim-id</i>	VPIM ID for broadcast messages. Valid VPIM IDs contain letters, numbers, and the special characters underscore (_), dash (-), and dot (.). The maximum length is 32 characters.
----------------	---

Command Modes

Cisco Unity Express configuration location

Command History

Cisco Unity Express Release	Modification
2.1	This command was introduced.

Examples

The following example sets the broadcast message VPIM ID to ny-270 for network location 150:

```
se-10-0-0-0# config t
se-10-0-0-0(config)# network location id 150
se-10-0-0-0(config-location)# voicemail broadcast vpim-id ny-270
se-10-0-0-0(config-location)# end
se-10-0-0-0(config)# exit
```

The following example deletes the broadcast message VPIM ID ny-270 for network location 150:

```
se-10-0-0-0# config t
se-10-0-0-0(config)# network location id 150
se-10-0-0-0(config-location)# no voicemail broadcast vpim-id ny-270
se-10-0-0-0(config-location)# end
se-10-0-0-0(config)# exit
```

Related Commands

Command	Description
show voicemail broadcast messages	Displays all broadcast messages, including the message ID, on the local system.
show voicemail mailboxes	Displays details of all voice mailboxes, including broadcast messages.
show voicemail usage	Displays the voice-mail usage, including broadcast messages.
voicemail broadcast message	Configures the start and end times of the broadcast message.
voicemail broadcast message delete	Deletes a broadcast message.
voicemail broadcast mwi	Enables the MWI lights for broadcast messages.

Command	Description
voicemail broadcast recording time	Configures the maximum length of broadcast messages.
voicemail default broadcast expiration time	Configures the expiration time of broadcast messages.

voicemail callerid

To enable playing of caller ID information from incoming voice-mail messages, use the **voicemail callerid** command in Cisco Unity Express configuration mode. To disable caller ID playing, use the **no** form of this command.

voicemail callerid

no voicemail callerid

Syntax Description This command has no arguments or keywords.

Defaults Playing of caller ID information is disabled.

Command Modes Cisco Unity Express configuration

Command History

Cisco Unity Express Release	Modification
2.1	This command was introduced.

Usage Guidelines

When receiving an incoming voice-mail message from an external caller, the system attempts to match the associated caller ID information with an entry in the local directory. If a match is not found and the system is configured to play caller ID information, the system plays the sender's telephone number in the message envelope when the recipient listens to that message. If the system is not configured to play caller ID information, the system plays "Unknown Caller" in the message envelope.

Cisco Unity Express does not verify that the caller ID information is valid. That function is dependent on the central office (CO) and the incoming trunk setup. Additionally, the local system plays caller ID information for Cisco CallManager Express or Cisco CallManager extensions that are not configured in the local Cisco Unity Express directory.

The default caller ID status is disabled. Additionally, the GUI **Defaults > Voice Mail** option may be used to enable or disable playing of caller ID information.



Note An external call is any telephone number that is not listed in the Cisco Unity Express user directory. Possible sources of external calls are the local telephone company, an IP telephone, or an H.323 gateway. These sources must be configured to present caller ID information to the Cisco Unity Express system.

Examples

The following example illustrates enabling caller ID information on the local system:

```
se-10-0-0-0# config t
se-10-0-0-0(config)# voicemail callerid
se-10-0-0-0(config)# exit
```


The following example illustrates disabling caller ID information on the local system:

```
se-10-0-0-0# config t  
se-10-0-0-0(config)# no voicemail callerid  
se-10-0-0-0(config)# exit
```

Related Commands

Command	Description
show voicemail limits	Displays limits for voice mailboxes and messages, including broadcast messages.

voicemail capacity time

To specify the maximum storage space, in minutes, for all recorded messages and greetings, use the **voicemail capacity time** command in Cisco Unity Express configuration mode. To set the maximum storage space to the default value, use the **no** form of this command.

voicemail capacity time *minutes*

no voicemail capacity time

Syntax Description

<i>minutes</i>	Total storage time, in minutes, for all recorded messages and greetings in the voice-mail system.
----------------	---

Defaults

The default storage time is determined by the license.

Command Modes

Cisco Unity Express configuration

Command History

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

Usage Guidelines

This command sets the maximum storage time for all recorded voice-mail messages and greetings. The maximum value permitted is determined by the capacity of your Cisco Unity Express module.

Examples

The following example sets the total capacity for all recorded voice-mail messages and greetings to 100 hours (6000 minutes):

```
se-10-0-0-0# config t
se-10-0-0-0(config)# voicemail capacity time 6000
se-10-0-00-(config)# exit
```

Related Commands

Command	Description
show voicemail	Displays the voice-mail limits.
voicemail default	Assigns default values for all new mailboxes.
voicemail operator telephone	Creates an operator mailbox.

voicemail default

To assign default values for all new mailboxes, use the **voicemail default** command in Cisco Unity Express configuration mode. To set a default value to the system default, use the **no** form of this command.

```
voicemail default { expiration time days | language xx_YY | mailboxsize mailbox-size-seconds | messagesize message-size-seconds }
```

```
no voicemail default { expiration time | language | mailboxsize | messagesize }
```

Syntax Description		
expiration time <i>days</i>		Sets the number of days for which a message can be stored in a mailbox before the voice-mail system deletes it.
language <i>xx_YY</i>		Specifies the language used for voice-mail prompts on the local Cisco Unity Express system. Cisco Unity Express supports one language enabled on the system. See Release Notes for Cisco Unity Express Release 2.2 for a list of available languages.
mailboxsize <i>mailbox-size-seconds</i>		Sets the maximum number of seconds for storing messages in a mailbox. The maximum mailbox size depends on the installed software license size.
messagesize <i>message-size-seconds</i>		Sets the maximum number of seconds for a caller's message stored in a mailbox. Valid values range from 10 to 3600.

Defaults

expiration time: 30 days
language: installed language
mailboxsize: 3000 seconds
messagesize: 60 seconds

Command Modes

Cisco Unity Express configuration

Command History

Cisco Unity Express Release	Modification
1.0	This command was introduced on the Cisco Unity Express network module and in Cisco CallManager Express 3.0.
1.1	This command was implemented on the advanced integration module (AIM) and in Cisco CallManager 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 expanded to include languages other than U.S. English.

Usage Guidelines

This command assigns default values for new individual and general delivery mailboxes. These values can be configured later to other values for specific users or mailboxes.

Examples

The following example sets the default values for new mailboxes:

```
se-10-0-0-0# config t
se-10-0-0-0(config)# voicemail default expiration time 15
se-10-0-0-0(config)# voicemail default mailboxsize 360
se-10-0-0-0(config)# voicemail default messagesize 90
se-10-0-0-0(config)# voicemail default language de_DE
se-10-0-0-0(config)# end
```

The following example sets the default mailbox expiration time to the system default:

```
se-10-0-0-0# config t
se-10-0-0-0(config)# no voicemail default expiration time
se-10-0-0-0(config)# end
```

Related Commands

Command	Description
show voicemail limits	Displays limits for voice mailboxes and messages, including broadcast messages.
voicemail capacity time	Configures the maximum storage capacity for the voice-mail system.
voicemail operator telephone	Creates an operator mailbox.

voicemail default broadcast expiration time

To configure the expiration time for broadcast messages on the local system, use the **voicemail default broadcast expiration time** command in Cisco Unity Express configuration mode. To set the expiration time to the default value, use the **no** form of this command.

voicemail default broadcast expiration time *broadcast-days*

no voicemail default broadcast expiration time

Syntax Description	<i>broadcast-days</i>	Number of days for which the system stores broadcast messages. The maximum value is 30.
--------------------	-----------------------	---

Defaults	30 days
----------	---------

Command Modes	Cisco Unity Express configuration
---------------	-----------------------------------

Command History	Cisco Unity Express Release	Modification
	2.1	This command was introduced.

Examples The following example sets the broadcast message length to 20 seconds and the expiration time to 2 days.

```
se-10-0-0-0# config t
se-10-0-0-0(config)# voicemail broadcast recording time 20
se-10-0-0-0(config)# voicemail default broadcast expiration time 2
se-10-0-0-0(config)# exit
```

Related Commands	Command	Description
	show voicemail broadcast messages	Displays all broadcast messages, including the message ID, on the local system.
	show voicemail limits	Displays limits for voice mailboxes and messages, including broadcast messages.
	show voicemail mailboxes	Displays details of all voice mailboxes, including broadcast messages.
	show voicemail usage	Displays the voice-mail usage, including broadcast messages.
	voicemail broadcast message	Configures the start and end times of the broadcast message.
	voicemail broadcast message delete	Deletes a broadcast message.
	voicemail broadcast mwi	Enables the MWI lights for broadcast messages.
	voicemail broadcast recording time	Configures the maximum length of broadcast messages.
	voicemail broadcast vpim-id	Configures the VPIM ID for a network location.

voicemail extension-length (network location id)

To configure the number of digits contained in extensions at a network location, use the **voicemail extension-length** command in Cisco Unity Express location configuration mode. To remove the configuration for the number of extension digits, use the **no** form of this command.

voicemail extension-length { *number* | **max number** | **min number** }

no voicemail extension-length

Syntax Description

<i>number</i>	Configures the number of digits contained in extensions at the location.
max number	Sets the maximum number of digits for extensions.
min number	Sets the minimum number of digits for extensions.

Defaults

The default minimum number of digits for extensions is 2, and the default maximum number of digits for extensions is 15.

Command Modes

Cisco Unity Express location configuration

Command History

Cisco Unity Express Release	Modification
2.0	This command was introduced.

Usage Guidelines

To specify a fixed number of digits for the extension length, use the **voicemail extension-length** *number* command. To specify a maximum or minimum length for the extension number, use the **max** or **min** keywords.

Examples

The following example configures the voice-mail extension length to be 6 digits:

```
se-10-0-0-0# config t
se-10-0-0-0(config)# network location id 9
se-10-0-0-0(config-location)# voicemail extension-length 6
```

The following example configures the voice-mail extension maximum length to be 7 digits:

```
se-10-0-0-0# config t
se-10-0-0-0(config)# network location id 9
se-10-0-0-0(config-location)# voicemail extension-length max 7
```

Related Commands

Command	Description
show network detail location id	Displays the configuration of a specific location.

voicemail operator telephone

To assign an extension as the voice-mail operator, use the **voicemail operator telephone** command in Cisco Unity Express configuration mode. To set the operator extension to the default value, use the **no** form of this command.

voicemail operator telephone *tel-number*

no voicemail operator telephone

Syntax Description	<i>tel-number</i>	Extension of the voice-mail operator.
--------------------	-------------------	---------------------------------------

Defaults The default operator extension is 0.

Command Modes Cisco Unity Express configuration

Command History	Cisco Unity Express Release	Modification
	1.0	This command was introduced on the Cisco Unity Express network module and in Cisco CallManager Express 3.0.
	1.1	This command was implemented on the advanced integration module (AIM) and in Cisco CallManager 3.3(3).
	1.1.2	This command was implemented on the Cisco 2800 series and Cisco 3800 series routers.

Usage Guidelines A mailbox owner dials this extension while in the voice-mail system to reach the voice-mail operator. Do not assign this extension to a group.

This operator extension need not be the same as the auto-attendant operator extension. If they are the same, the voice-mail user who dials the operator extension while in voice mail reaches the auto-attendant menu and then presses “0” to get the operator.

Examples The following example assigns extension 9000 as the voice-mail operator:

```
se-10-0-0-0# config t
se-10-0-0-0(config)# voicemail operator telephone 9000
```

Related Commands	Command	Description
	show voicemail limits	Displays limits for voice mailboxes and messages, including broadcast messages.

voicemail phone-prefix (network location id)

To configure a voice-mail phone number prefix for a network location, use the **voicemail phone-prefix** command in Cisco Unity Express location configuration mode. To delete a prefix, use the **no** form of this command.

voicemail phone-prefix *number*

no voicemail phone-prefix *number*

Syntax Description	<i>number</i>	Phone number prefix that is added to an extension to create a voice profile for Internet messaging (VPIM) address for a user at the network location. Valid values: 1 to 15 digits.				
Defaults	The default value is an empty string.					
Command Modes	Cisco Unity Express location configuration					
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Cisco Unity Express Release	Modification					
2.0	This command was introduced.					
Usage Guidelines	A prefix is required only if an e-mail domain services multiple locations, and extensions between the locations are not unique.					
Examples	<p>The following example shows a voice-mail phone prefix of 345 assigned to network location 484:</p> <pre>se-10-0-0-0(config)# network location id 484 se-10-0-0-0(config-location)# voicemail phone-prefix 345 se-10-0-0-0(config-location)# end</pre>					
Related Commands	<table border="1"> <thead> <tr> <th>Command</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>show network detail location id</td> <td>Displays details about a specific network location.</td> </tr> </tbody> </table>	Command	Description	show network detail location id	Displays details about a specific network location.	
Command	Description					
show network detail location id	Displays details about a specific network location.					

voicemail recording time

To specify the maximum recording length for any message or greeting, use the **voicemail recording time** command in Cisco Unity Express configuration mode. To set the maximum recording time to the default value, use the **no** form of this command.

voicemail recording time *seconds*

no voicemail recording time

Syntax Description	<i>seconds</i>	Maximum length in seconds, for any recorded message or greeting in the voice-mail system. Valid values range from 10 to 3600.
---------------------------	----------------	---

Defaults	900 seconds
-----------------	-------------

Command Modes	Cisco Unity Express configuration
----------------------	-----------------------------------

Command History	Cisco Unity Express Release	Modification
	1.0	This command was introduced on the Cisco Unity Express network module and in Cisco CallManager Express 3.0.
	1.1	This command was implemented on the advanced integration module (AIM) and in Cisco CallManager 3.3(3).
	1.1.2	This command was implemented on the Cisco 2800 series and Cisco 3800 series routers.

Usage Guidelines	This command sets the maximum length for any recorded voice-mail message and greeting. The maximum value permitted is determined by the capacity of your Cisco Unity Express module.
-------------------------	--

Examples	The following example sets the maximum recording time for any message or greeting to 15 minutes:
-----------------	--

```
se-10-0-0-0# config t
se-10-0-0-0(config)# voicemail recording time 15
```

Related Commands	Command	Description
	show voicemail limits	Displays limits for voice mailboxes and messages, including broadcast messages.

voicemail spoken-name (network location id)

To enable sending the spoken name of the voice-mail originator as part of a voice-mail message, use the **voicemail spoken-name** command in Cisco Unity Express location configuration mode. To disable sending the spoken name, use the **no** form of this command.

voicemail spoken-name

no voicemail spoken-name

Syntax Description This command has no arguments or keywords.

Defaults This command is enabled.

Command Modes Cisco Unity Express location configuration

Command History	Cisco Unity Express Release	Modification
	2.0	This command was introduced.

Usage Guidelines If spoken name sending is enabled, the recorded name of the originating user is played as the first part of the received message.

Examples The following example shows spoken name enabled for a location:

```
se-10-0-0-0# config t
se-10-0-0-0(config)# network location id 9
se-10-0-0-0(config-location)# voicemail spoken-name
```

Related Commands	Command	Description
	show network detail location id	Displays configuration details for a network location.

voicemail vcard

To enable a network location to receive vCard information, use the **voicemail vcard** command in Cisco Unity Express location configuration mode. To disable receipt of vCard information, use the **no** form of this command.

voicemail vcard

no voicemail vcard

Syntax Description This command has no arguments or keywords.

Defaults The vCard information is sent.

Command Modes Cisco Unity Express location configuration

Command History	Cisco Unity Express Release	Modification
	2.1	This command was introduced.

Usage Guidelines A remote user's vCard information contains the user's first name, last name, and extension. Cisco Unity Express uses the vCard information from incoming voice profile for Internet messaging (VPIM) messages and the recorded spoken name to populate and update a least recent user (LRU) cache with the remote user information. (For more information about configuring the spoken name, see the networking chapter in the *Cisco Unity Express CLI Administrator Guide, Release 2.1* for your system.)

When addressing a message to a remote user, the local sender hears the spoken name as a confirmation of the intended recipient. The LRU cache is a source of the spoken name.

The LRU cache stores up to 50 users on the network module (NM) and 20 users on the advanced integration module (AIM).

Examples The following example enables receipt of vCard information to network locations 23 and nyc:

```
se-10-0-0-0# config t
se-10-0-0-0(config)# network location 23
se-10-0-0-0(config-location)# voicemail vcard
se-10-0-0-0(config-location)# end
se-10-0-0-0(config)# network location nyc
se-10-0-0-0(config-location)# voicemail vcard
se-10-0-0-0(config-location)# end
se-10-0-0-0(config)# exit
```

The following example disables receipt of vCard information to network location nyc:

```
se-10-0-0-0# config t
se-10-0-0-0(config)# network location nyc
se-10-0-0-0(config-location)# no voicemail vcard
```

```
se-10-0-0-0(config-location)# end  
se-10-0-0-0(config)# exit
```

Related Commands

Command	Description
network location	Specifies a network ID for a remote site.
show network detail local	Displays the network details for the local system.
show network detail location id	Displays the network details for a specific location.

voicemail vpim-encoding (network location id)

To configure the encoding method used to transfer voice-mail messages from the Cisco Unity Express location to other locations, use the **voicemail vpim-encoding** command in Cisco Unity Express location configuration mode. To set the method of encoding to the default value, use the **no** form of this command.

```
voicemail vpim-encoding {dynamic | G711ulaw | G726}
```

```
no voicemail vpim-encoding
```

Syntax Description	dynamic	The Cisco Unity Express location negotiates with the remote location to determine the encoding method.
	G711ulaw	Cisco Unity Express always sends messages as G711 mu-law .wav files.
	G726	Cisco Unity Express always sends messages as G726 (32K ADPCM).

Defaults dynamic

Command Modes Cisco Unity Express location configuration

Command History	Cisco Unity Express Release	Modification
	2.0	This command was introduced.

Usage Guidelines Use G711 mu-law only if the receiving system supports G711 mu-law encoding (such as Cisco Unity). Use G726 for low-bandwidth connections or when the system to which Cisco Unity Express is connecting does not support G711 mu-law.

Examples The following example shows voice profile for Internet messaging (VPIM) encoding set to G711 mu-law for network location 9:

```
se-10-0-0-0# config t
se-10-0-0-0(config)# network location id 9
se-10-0-0-0(config-location)# voicemail vpim-encoding g711ulaw
```

Related Commands	Command	Description
	show network detail location id	Displays configuration details for a network location.



W

[write](#)

write

To erase, copy, or display the running configuration, use the **write** command in Cisco Unity Express EXEC mode.

write [erase | memory | terminal]

Syntax Description

erase	(Optional) Erases the running configuration.
memory	(Optional) Writes the running configuration to the startup configuration. This is the default.
terminal	(Optional) Displays the running configuration.

Command Modes

Cisco Unity Express EXEC

Command History

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

Usage Guidelines

Use the **write** or **write memory** command as a shortcut for the **copy running-config startup-config** command.

Related Commands

Command	Description
erase startup-config	Deletes the current startup configuration.



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