SIP Voicemail Administration Guide

SIP Voicemail 8.1.1

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# Welcome

SIP Voicemail Administration Guide

Administering SIP Voicemail requires that you access several different tools to complete different tasks. Select the right tool for the task from the list below.

Configuration Manager or Genesys Administrator

Use either Configuration Manager or Genesys Administrator to modify configuration options.

- Defining Administrators
- Starting and Stopping
- Backing Up and Restoring
- Managing Mailboxes
- SIP Voicemail Server Configuration Options.

SIP Voicemail Administrator Web Page

Use the Genesys SIP Voicemail Administrator Web Page to change your voicemail settings.

- Logging in to the Web Page
- Using the Web Page

Defining Administrators

Start

1. Open Configuration Manager or Genesys Administrator.

2. Create an access group object, specifically for Voicemail Administration, in the Tenant > Access Group folder. Name this object, `Voicemail` or something equally logical.

3. Close the Access Group folder and open the Applications folder.

4. Select the Security tab of the Voicemail application object in the Applications folder and make a note of what account is selected in the Log On As section. In the following figure, the SYSTEM Account is selected. You will need this information in **Step 11** in this procedure.
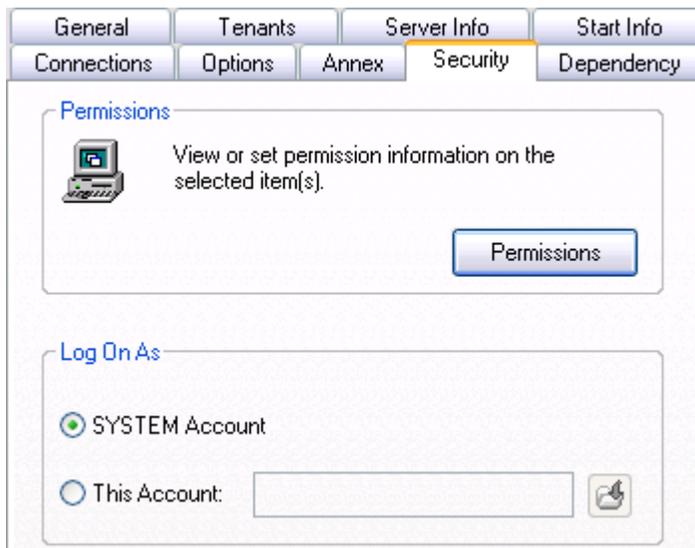
5. Select the Options tab, and create this option:

   - Section: VoicemailServer

   - Name: `security-admin-access-group`

   - Value: `tenant\access_group`

   ...where tenant is your contact center and access_group is the object that you created in **Step 4**.

6. Save your work and close the Voicemail application object.

7. Close the Applications folder and re-open the Access group folder.

8. Right-click on the Access Group that you created in **Step 4** and then named in the option `security-admin-access-group`.

9. Select Properties from the drop-down menu. This displays the Properties dialog box.

10. Select the Security tab and click the Permissions button.

11. Click the Add button and select from the Add dialog box the Log On As account, as defined in **Step 2** of this procedure.
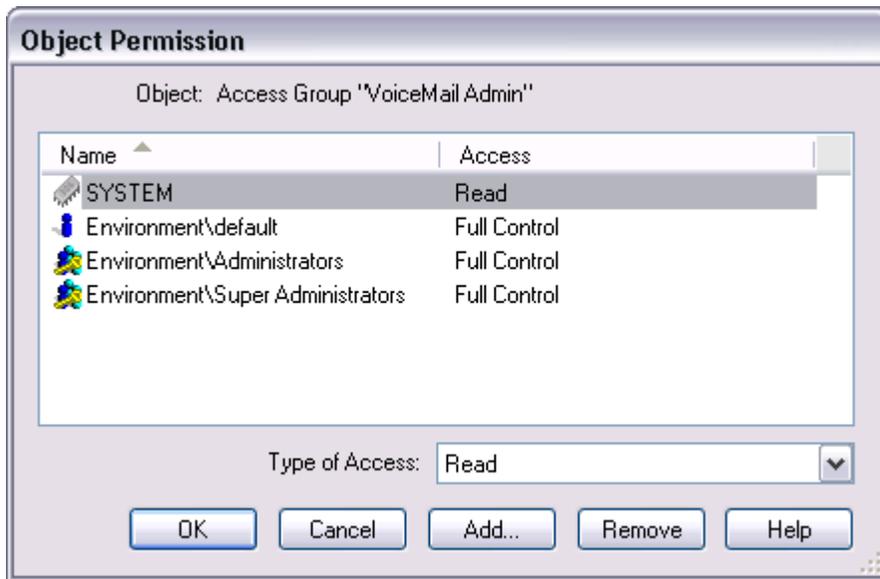
12. Click OK to save your work. Close the open dialog boxes.

13. Open the Access Group.

14. Add agents to the Access Group in the same way that you add people to any access group. These agents will have administration privileges.

15. Save your work by closing the dialog boxes.

End

Starting and Stopping Genesys SIP Voicemail

You can start Genesys SIP Voicemail in any of the following ways:

Objective	Related procedures and actions
Using Solution Control Interface (SCI)	Complete the following procedure: Starting and Stopping Genesys SIP Voicemail Applications using Solution Control Interface
Using Genesys Administrator	Complete the following procedure: Starting and Stopping Genesys SIP Voicemail Applications Using Genesys Administrator
Manually on Linux	Use special scripts for stopping and starting SIP Voicemail on Linux: Starting Genesys SIP Voicemail Applications Manually Using the Linux Command Line Stopping Genesys SIP Voicemail Applications Manually Using the Linux Command Line

Starting and Stopping Genesys SIP Voicemail Applications Using Solution Control Interface

Prerequisites

- Genesys SIP Voicemail is installed. See SIP Voicemail Deployment Guide.

Start

1. From the Applications view in SCI, select Genesys SIP Voicemail Application object on the list pane.

2. Click the appropriate button (Start or Stop) on the toolbar, or select that command from either the Action menu or the shortcut menu. (Right-clicking your Application object displays the shortcut menu.)

3. Click Yes in the confirmation box that appears. Your application obeys the command that you selected.

End For information about how to use SCI, refer to Framework 8.1 Solution Control Interface Help.

Starting and Stopping Genesys SIP Voicemail Applications Using Genesys Administrator

Prerequisites

- Genesys SIP Voicemail is installed. See SIP Voicemail Deployment Guide.

Start

1. Log in to Genesys Administrator.

2. On the Provisioning tab, select Environment > Applications.

3. Select the `Voicemail` folder. The Genesys SIP Voicemail complete installation places all its applications objects into this single folder.

4. Right-click the folder and select the appropriate command from the drop-down menu. These three choices apply:

    - `Start applications`

    - `Stop applications`

    - `Stop applications gracefully`

    Note: The `Stop applications gracefully` action starts or stops all application objects inside the selected folder. You can start or stop individual application objects by opening the folder, selecting the appropriate object(s) and command.

End

Starting Genesys SIP Voicemail Applications Manually Using the Linux Command Line

Prerequisites

- Genesys SIP Voicemail is installed. See SIP Voicemail Deployment Guide.

Start

- 1. Go to the directory where Genesys SIP Voicemail is installed.

    2. At the command line, type:`./run.sh`

End

Stopping Genesys SIP Voicemail Applications Manually Using the

Linux Command Line

Prerequisites

- Genesys SIP Voicemail is installed. See SIP Voicemail Deployment Guide.

Start

- On the command line, type `kill -SIGTERM processid` where `processid` is the Linux process ID for Genesys SIP Voicemail.

End

Backing Up and Restoring GSVM Data

This section describes how to backup and restore data:

▯ Backing Up Data Manually

▯ Restoring Backed Up Data Manually

Backing Up Data Manually

Purpose: To back up a snapshot of all data that Genesys SIP Voicemail keeps in the server storage directory.
Start

1. Open the directory `GSVM/tools/bin`

2. Run the program `./datasnapshot` This command backs up Genesys SIP Voicemail data by saving snapshots to the directories `GSVM/storage/data/sipvm/snapshots` and `GSVM/storage/data/system/snapshots`.

3. Move or copy these directories (`GSVM/storage/data/sipvm/snapshots` and `GSVM/storage/data/system/snapshots`) to a backup location.

End
Notes:

- You do not need to stop GSVM to perform this backup procedure.

- You can create a cron job to perform this backup automatically.

- This manual backup procedure stores multiple backups; nothing is overwritten. You must manually delete older backups if limited disk space is an issue.

Restoring Backed Up Data Manually

Purpose: To restore a snapshot of all data that Genesys SIP Voicemail that you created using the procedure Backing Up Data Manually. **Start**

1. Stop GSVM.

2. Delete the contents of content of GSVM/`storage`.

3. Copy from the directories in your backup location to `GSVM/storage/data/sipvm/snapshots` and `GSVM/storage/data/system/snapshots`.

4. Start GSVM.

End
See Starting and Stopping.

Managing Mailboxes

This section describes how to create and delete mailboxes.

▣ Creating a Voice Mailbox

▣ Deleting a Voice Mailbox

▣ Administering a Group Mailbox

Creating a Voice Mailbox

You can use Genesys Framework Configuration Manager or Genesys Administrator. **Prerequisites**

- A DN that will use the mailbox. It could be the DN that is assigned to a specific person, or a DN that anyone can use.
- Administration privileges. (See Defining Administrators.)

Start

1. Identify the DN that will be associated with the mailbox.
2. Open the DN with Configuration Manager or Genesys Administrator.
3. In the Properties dialog box, select the Annex tab, and then the TServer section.
4. Add the option `gvm_mailbox`, and assign to it a unique mailbox number. The mailbox number can only be a positive integer (no letters or symbols). To keep use and management simpler, you may wish give the mailbox the same number as the DN.
5. Click OK to save your changes. The default password for the mailbox is the mailbox number. Because that is easy to guess, mailbox owners should change the password when requested during Enrollment. They can use a telephone (Changing Your Personal Options) or a web browser (Settings Dialog Box).

End

Deleting a Voice Mailbox

Use the Web Administrator interface. **Start**

1. Point your browser to the Genesys SIP Voicemail Web Administrator interface and log in. See Administrator Web Page.
2. Specify the mailbox to delete.
3. Select Delete Mailbox.

End Note: When you delete a mailbox using the GSVM User Interface, you must also delete it manually from the configuration environment by removing the `gvm_mailbox` option from the Annex

tab of the corresponding DN or agent login object, to prevent the mailbox from reappearing after a SIP Voicemail Server restart.

Administering a Group Mailbox

To users, a group mailbox behaves in mostly the same way as a private mailbox. It is an ordinary mailbox that can be accessed by multiple users, with these variations:

- User access will vary slightly; some users may need to specify the mailbox to connect to.

- Each phone may need to be configured so that messages key connects to the correct voicemail access number.

- System administrators can configure the group mailbox for multiple users by assigning these users to the mailbox's DN with Configuration Manager or Genesys Administrator.

Administrator Web Page

You can access the Administrator Web Page directly from your web browser. Use the links below to log in to the Web Page, and access the various admin commands.

Objective	Related procedures and actions
Logging in to the Web Page	Complete the following procedure: ▐▶ Administrator Web Page Login
Using the Web Page	See the list of admin commands here: ▐▶ Using the Administrator Web Page

Administrator Web Page Login

Prerequisites The computer that you are using must be able to establish a network connection to the host where Genesys SIP Voicemail is installed. **Start**

1. Open a web browser and enter the following UID in the Address field:
   `http://<hostname>:<port>/voicemail-web/admin`
   ...where <hostname> is the server where Genesys SIP Voicemail is installed and <port> is 8080 (Genesys SIP Voicemail's default HTTP port).

2. Enter your Username and Password into those fields and click Login.

End

Using the Administrator Web Page

The Genesys SIP Voicemail Administrator web page displays the mailbox number in the upper right corner, and the command Logout. Three buttons on the second line offer the commands Reset Mailbox, Delete Mailbox, and New Search. Below is a list of all commands and displays:

Genesys SIP Voicemail Administration Web Page Commands

Command	Description
Logout	Exits the Genesys SIP Voicemail Administration web page.
Reset Mailbox	Deletes all current messages and resets the password / max message count to their defaults, with confirmation.

Command	Description
Delete Mailbox	Deletes the current mailbox, with confirmation.You must also delete the mailbox manually from the configuration environment by removing the gvm_mailbox option from the Annex tab of the corresponding DN or agent login object, to prevent the mailbox from reappearing after a SIP Voicemail Server restart.
New Search	Displays the Mailbox Search dialog box, where you can search for any mailbox by DN, by Agent Login, or by Mailbox number.
Unlock (status)	Unlocks the mailbox if its status is Locked. Disabled if the mailbox status is Unlocked.
Reset (password)	Opens the Change Password dialog box.
Messages	Displays the number of messages. Display only.
Max Messages	Displays the current maximum number of messages that Genesys SIP Voicemail will allow this mailbox to contain.Change (maximum) displays the Setting / Max Messages dialog box, where you enter a new number.Reset (to the default) is enabled only if the current maximum is not the default.
Source	Displays the DN number and the Switch that holds it. Display only.