

# How to Receive a Cisco Unity Upgrade

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## Questions

### Introduction

**What Cisco Unity products are currently shipping?**

**What Cisco Unity maintenance contracts are available, and what does each cover?**

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**Can the old Cisco Unity license file be deleted ?**

**My licensing question is not answered in this document. Is there any other information available?**

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## Introduction

This document provides answers to some frequently–asked Cisco Unity upgrade questions.

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

### Q. What Cisco Unity products are currently shipping?

- ◆ Cisco Unity 5.0 for Exchange
- ◆ Cisco Unity 5.0 for Domino

### Q. What Cisco Unity maintenance contracts are available, and what does each cover?

- ◆ **Software Application Support plus Upgrades (SASU)** Customers are entitled to maintenance releases, minor releases, and major releases (2.x.x to 3.x.x and to 4.x.x).
- ◆ **Software Application Support (SAS)** Customers are entitled to maintenance releases and minor software updates (2.4.6x to 2.4.6x) but are not entitled to major releases.

### Q. How do SAS and SASU customers obtain software updates?

- ◆ Maintenance releases, bug fixes, and/or patches are available to download from Cisco.com Downloads ( registered customers only) .

- ◆ Minor releases are available to download from Cisco.com Downloads ( registered customers only) or via the Cisco.com Product Upgrade Tool ( registered customers only) . You must have your Cisco SASU contract number. The software is shipped in 5 to 15 days.
- ◆ Major releases are available to SASU customers via the Cisco.com Product Upgrade Tool ( registered customers only) .

## **Q. How do customers without SASU obtain major version upgrades?**

**A.** Customers without SASU can purchase the new update through the standard Cisco ordering processes. They can also purchase a SASU contract through the standard Cisco ordering processes.

## **Q. Does the 90–day warranty include software upgrades?**

**A.** No. Warranty by definition is the written guarantee of the integrity of a product and of the responsibility of the maker for the repair or replacement of defective parts. The Cisco Standard Software Warranty warrants for 90 days from the date of delivery to the customer that:

- ◆ the media on which the software is furnished is free of defects in materials and workmanship under normal use, and
- ◆ the software substantially conforms to its published specifications. Cisco's Software Warranty does not entitle customers to software updates or Cisco Technical Assistance Center (TAC) access.

Cisco Warranty is not a service offering.

## **Q. How can License Pooling be used with both Cisco Unity 4.x and 5.x Servers in the Digital Network?**

**A.** If Cisco Unity 4.x and 5.x servers are Digitally Networked, you must install an Engineering Special on the Cisco Unity 4.x servers. A separate ES is required for each version of Cisco Unity 4.x. Refer to the documentation for the Engineering Special for installation instructions.

This can be downloaded from Unity Engineering Specials.

## **Q. Do SmartNet contracts include software updates?**

**A.** SmartNet applies only to hardware, not software. Therefore, SmartNet contracts do not include upgrades of Cisco Unity software.

## **Q. Who do I contact if I believe I am entitled to a major release upgrade, but the Product Upgrade Tool does not offer it to me?**

**A.** Contact contract sales at 800 553 6387, option 4 to verify entitlement. If the problem lies within the Product Upgrade Tool ( registered customers only) , send an e–mail message to mp–upgrades@cisco.com. This is monitored by the PUT team. Include the contract number in the e–mail message.

## Q. If the Cisco Unity software I need is posted on Cisco.com, can I use that to upgrade to 4.x?

A. Cisco.com has the Cisco Unity software but a Product Authorization Key (PAK) is required to successfully upgrade the Cisco Unity System. With the release of Cisco Unity 4.0, the licensing changed from a hardware dongle to FlexLM. Due to this change, an upgrade is not possible without a valid PAK. Cisco TAC cannot provide a PAK.

**Note:** If you upgrade from Cisco Unity 4.2(1) to Cisco Unity 5.0(1), you do not need to download Service Pack disc 1 or run the Cisco Unity System Preparation Assistant. The Cisco Unity 4.2(1) and Cisco Unity 5.0(1) versions of the Cisco Unity System Preparation Assistant install the same software. If you upgrade from or to any other version of Cisco Unity, you must run the Cisco Unity System Preparation Assistant.

## Q. Can the old Cisco Unity license file be deleted ?

A. **No**, License files are used cumulatively. Those files should not be removed from the License Files list, or the licenses provided by those files become deactivated.

## Q. My licensing question is not answered in this document. Is there any other information available?

A. There is a Cisco Unity White Paper on licensing questions that might help you. Refer to White Paper: Licensing for Cisco Unity and Cisco Unity Licensing FAQ for more information on licensing questions.

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| Voice & Video: IP Phone Services for End Users              |
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## Related Information

- **Licensing for Cisco Unity (All Versions)**
- **Voice Technology Support**
- **Voice and Unified Communications Product Support**
- **Recommended Reading: Troubleshooting Cisco IP Telephony**
- **Technical Support & Documentation – Cisco Systems**

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