

Support Policy for Cisco Unity and Microsoft Software

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Introduction

Prerequisites

- Requirements

- Components Used

- Conventions

Background Information

Identifying and Addressing the Problem

- Exchange or Active Directory Outside of the Cisco Unity Solution

- Interaction Between Cisco Unity and the Environment, Cisco Handles Resolution

- Troubleshooting Microsoft Security Problems

Related Information

Introduction

This document outlines the support process and guidelines for Cisco Unity customers, and it addresses the procedure to consult Microsoft as part of the solution. This is to clearly differentiate Cisco and Microsoft support parameters for Cisco Unity customers. For related support information please see the Related Information section at the bottom of this document.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on Cisco Unity 3.x and 4.x.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

For more information on document conventions, refer to the Cisco Technical Tips Conventions.

Background Information

Network and infrastructure considerations should be thoroughly explored before you deploy Cisco Unity. The Cisco Unity Design Guide is a good place to start.

Identifying and Addressing the Problem

Exchange or Active Directory Outside of the Cisco Unity Solution

If the problem is in Exchange or Active Directory outside of the Cisco Unity solution, the customer is responsible for its resolution. If it is determined that the problem lies in the customer's environment and is not related to Cisco Unity, even if symptoms show up in Cisco Unity, the customer is still responsible for resolving the issue. This may require the customer to bring in network specialists or to consult Microsoft.

The symptoms of a larger problem will show first in Cisco Unity. This is because Cisco Unity was designed to interact with a customer's environment, making certain assumptions about stability and based on industry guidelines.

A customer's infrastructure may not meet the minimum expectations. The customer must address those issues as well.

Specific examples include:

- Problems with installation, related to permissions This is the case even if permissions are granted as per the installation notes, as they might be overwritten by other policies that are in place in the existing environment and therefore not take effect.
- Active Directory–related problems in a Unified Messaging environment (replication, Domain Name System [DNS])
- Exchange and DNS problems in a Unified Messaging environment
- Mailbox migrations in a Unified Messaging environment

Interaction Between Cisco Unity and the Environment, Cisco Handles Resolution

If the problem is in the interaction between Cisco Unity and the environment, Cisco handles the resolution. If it is unclear whether the problem is a Cisco Unity problem or the result of a problem in existing infrastructure, the issue should be handled by Cisco. In some cases, Cisco may engage Microsoft support for assistance.

- Problems installing, unrelated to permissions
- Exchange problems in a voice–mail–only environment (for example if a database is corrupted or needs to be restored)
- Structured Query Language (SQL) problems in general (replication, database errors)

If Cisco consults Microsoft and then finds the problem is in infrastructure outside of Cisco Unity, the customer can choose to either continue working with Microsoft at their own expense or resolve the problem on their own.

Troubleshooting Microsoft Security Problems

If the problem is the application of a Microsoft security patch, the customer can call Microsoft directly for assistance.

Cisco will assist with recommendations on what patches to apply and with verification of what is supported. Cisco will ask that a system is patched and a virus scan is run before a possible infection is further investigated.

Related Information

- **Compatibility Matrix: Required and Recommended Third-Party Service Packs and Updates**
 - **Voice Technology Support**
 - **Voice and Unified Communications Product Support**
 - **Recommended Reading: Troubleshooting Cisco IP Telephony**
 - **Technical Support & Documentation – Cisco Systems**
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