



# Release Notes for Cisco Unity Express Virtual Release 10.2

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## System Requirements

The hardware and software requirements for Cisco Unity Express Virtual Release 10.2 are provided in the following sections:

- [Hardware Supported, on page 1](#)
- [Languages Supported, on page 2](#)
- [Cisco Unity Express Virtual Factory-Set Limits, on page 3](#)
- [Cisco Unity Express Virtual Software License Activation, on page 5](#)
- [Software Compatibility, on page 6](#)
- [Determining the Software Version and License, on page 6](#)

## Hardware Supported

The following table provides information on hardware recommendations for the Cisco UCS Server/E-Series platform.

**Table 1: Virtual Machine Requirements for Cisco UCS Server/E-Series Platform**

Mailboxes	CPU	RAM	Hard Disk	External Interface	Recording hours
1-100	>= 1.1 GHz, 1 core	4 GB	100 GB	1 Gigabit Interface	60
101-500	>= 1.9 GHz, 2 cores	4 GB	100 GB	1 Gigabit Interface	600

**Table 2: Compatibility Matrix of VMware ESXI**

CUE Release	VMware EXSI Release
10.2.0	5.5 and above
10.2.1	6.5 and above

The following table provides information about the Kernel Virtual Machine recommendations on Cisco 4000 Series ISR Service Container.

**Table 3: Kernel Virtual Machine Requirements for Cisco 4000 Series ISR Service Container**

Mailboxes	CPU	RAM	Hard Disk	Flash	External Interface	Recording hours
1-200	As per Cisco 4000 Series ISR platform	8 GB	Minimum 50 GB	8 GB	1 Gigabit Interface	120



**Note** You need a minimum of 8 GB memory to configure the virtual-service commands while installing and configuring the Cisco Unity Express Virtual Software.

## Languages Supported

Cisco Unity Express Virtual 10.2 supports 24 different languages for the telephony user interface and the VoiceView Express user interface. However, the GUI pages, command-line interface (CLI) commands, and the Internet Message Access Protocol (IMAP) interface are available only in English.

Multiple languages can be added on the system after completing installation of the Cisco Unity Express Virtual software. Cisco Unity Express Virtual 10.2 supports the following languages:

- Arabic
- Chinese (Hong Kong)
- Chinese (Mandarin)
- Chinese (Traditional for Taiwan)
- Danish
- Dutch
- English (United Kingdom)
- English (United States)
- French (Canada)
- French (Europe)
- German
- Hungarian
- Italian
- Japanese
- Korean

- Norwegian
- Portuguese (Brazil)
- Portuguese (Portugal)
- Russian
- Spanish (Europe)
- Spanish (Latin America)
- Spanish (Mexico)
- Swedish
- Turkish

## Cisco Unity Express Virtual Factory-Set Limits

This section describes the system limits for Cisco Unity Express Virtual. Sessions, such as mailboxes and Interactive Voice Response (IVR) are licensed in Cisco Unity Express Virtual.

Factory-set system limits are different for each network module type. See the following tables for the factory-set limits supported for each network module type.

The following table describes the various voicemail limits.

**Table 4: Cisco Unity Express Virtual 10.2 Voicemail Limits**

<b>Voicemail Limits</b>	<b>Cisco UCS and Cisco UCS E-Series Server(up to 100 voice mailboxes)</b>	<b>Cisco UCS and Cisco UCS E-Series Server(up to 500 voicemails)</b>	<b>Cisco 4000 Series Integrated Services Routers KVM Service Containers</b>
Total Voicemail Storage (Hrs)	100	600	120
Number of Users	100	500	400
Number of IMAP sessions	250	250	100
Number of VoiceView sessions	32	32	20
Number of Groups	40	40	40
Number of Group Owners	400	400	400
Number of Group Members	1000	1000	1000
Number of Public Distribution Lists	25	25	25
Maximum List Members	1000	1000	1000

<b>Voicemail Limits</b>	<b>Cisco UCS and Cisco UCS E-Series Server(up to 100 voice mailboxes)</b>	<b>Cisco UCS and Cisco UCS E-Series Server(up to 500 voicemails)</b>	<b>Cisco 4000 Series Integrated Services Routers KVM Service Containers</b>
Maximum Remote Users	100	100	100
Maximum Remote Locations	500	500	500
Maximum Cached Users	100	100	100
Maximum Number of Languages Supported at the Same Time.	5	5	5
Number of SIP/JTAPI Triggers	8	12	8
Total number of scripts <b>Note</b> Includes Custom scripts and System scripts.	16	16	16
Number of Custom AA Applications (nonsystem)	8	8	8
Custom Prompts Capacity per Installed Language	125 <sup>1</sup> /250 MB <sup>2</sup>	125/250	125/250

<sup>1</sup> Maximum number of prompts that can be saved

<sup>2</sup> Total disk space allocated to prompts

The following table describes the various IVR limits.

**Table 5: Cisco Unity Express Virtual 10.2 IVR Limits**

<b>IVR Limits</b>	<b>Cisco UCS and Cisco UCS E-Series Server (up to 100 voicemails)</b>	<b>Cisco UCS and Cisco UCS E-Series Server (up to 500 voicemails)</b>	<b>Cisco 4000 Series Integrated Services Routers KVM Service Containers</b>
Max Size Template Documents	8 KB	8 KB	8 KB
Max Size Tiff Documents	512 KB	512 KB	512 KB
Max Size Generic Documents	512 KB	512 KB	512 KB

<b>IVR Limits</b>	<b>Cisco UCS and Cisco UCS E-Series Server (up to 100 voicemails)</b>	<b>Cisco UCS and Cisco UCS E-Series Server (up to 500 voicemails)</b>	<b>Cisco 4000 Series Integrated Services Routers KVM Service Containers</b>
Number of Template Documents (Per Installed Language)	50	50	50
Number of Tiff Documents (Per Installed Language)	25	25	25
Number of Generic Documents (Per Installed Language)	25	25	25
Number of Custom HTTP Triggers	8 <sup>3</sup>	8 <sup>4</sup>	4
Max Sessions for HTTP Triggers	IVR	IVR	IVR
Number of Custom IVR Applications	8	8	8
Number of Database Profiles	8	8	8
Number of Attachments per E-mail	5	5	5
E-mail/Fax Max Queue Size	500	500	500
Number of VoiceXML Webapps	8	8	4

<sup>3</sup> Maximum count of HTTP triggers regardless of the number of IVR sessions.

<sup>4</sup> Number of licensed IVR sessions.

## Cisco Unity Express Virtual Software License Activation

Cisco Unity Express Virtual Release 10.2 supports only Cisco Smart Software Licensing. For information on configuring Cisco Smart Licenses, see [Configure Cisco Unity Express 10.1 Using the GUI](#) and [Cisco Unity Express VoiceMail and Auto Attendant CLI Administrator Guide](#).

## Software Compatibility

Cisco Unity Express Virtual is compatible with different versions of Cisco Unified Communications Manager and Cisco Unified Communications Manager Express. For information about Cisco Unity Express Virtual 10.2 compatibility, see the [Cisco Unity Express Compatibility Matrix](#).

## Determining the Software Version and License

To determine the software version of Cisco Unity Express Virtual and the license being used, perform the following steps:

### Procedure

	Command or Action	Purpose
<b>Step 1</b>	Log in to Cisco Unity Express Virtual using your ssh user credentials that was created during Cisco Unity Express Virtual installation.  <b>Example:</b> ssh adminUser 192.0.2.10	The Cisco Unity Express Virtual software CLI prompt displays.
<b>Step 2</b>	<b>show software versions</b>  <b>Example:</b> Router# show software versions	Displays the Cisco Unity Express Virtual software version.
<b>Step 3</b>	<b>show license all</b>  <b>Example:</b> Router# show license all	Displays the Cisco Unity Express Virtual software license.

## Limitations and Restrictions

This section describes the limitations and restrictions in Cisco Unity Express Virtual 10.2.

- vCUE 10.2 doesn't support SNMP monitoring.
- Cisco Unity Express Virtual 10.2 supports only TLS v1.2 for HTTPS.

## New Features and Enhancements

### New Features and Enhancements for 10.2

- **New Minimum Password Length Policy**—The minimum length of the password ranges from 8 through 64 characters. There is no limit on the maximum length of the password. The change in the minimum password length range is applicable when a new user is created or the password of an existing user is updated. It does not apply to passwords that are already in use.

- **Smart Agent**—The Smart Agent is upgraded to version 3.0.13.

## Migrating Cisco Unity Express Virtual 9.0.x to 10.2

Perform the following steps to migrate Cisco Unity Express Virtual 9.0.x to Cisco Unity Express Virtual 10.2.

### Procedure

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- Step 1** Back up your Cisco Unity Express Virtual 9.0.x configurations. For more information, see [Manually Backing Up Files](#).
- Step 2** Uninstall the Cisco Unity Express Virtual 9.0.x. For more information, see [Deactivate and Uninstall Cisco Unity Express Virtual](#).
- Step 3** Install and configure the Cisco Unity Express Virtual 10.2 on Cisco UCS or UCS E-series server modules. For ISR 4000 series KVM containers, use **virtual-service upgrade** CLI command to upgrade the Cisco Unity Express Virtual from version 9.0.x to 10.2.
- Step 4** Restore the backup to the newly installed Cisco Unity Express.
- Step 5** Smart agent is enabled by default. Register Cisco Unity Express Virtual with CSSM or Smart Software Manager satellite before the evaluation period of 90 days. If you do not register Cisco Unity Express Virtual with the CSSM within the evaluation period, Cisco Unity Express Virtual enters the evaluation expired state and stops functioning.
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## Migrating Cisco Unity Express Virtual 10.0.x and 10.1 to 10.2

Perform the following steps to migrate Cisco Unity Express Virtual 10.0.x to Cisco Unity Express Virtual 10.2.

### Procedure

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- Step 1** Back up your Cisco Unity Express Virtual 10.0.x configurations. For more information, see [Manually Backing Up Files](#).
- Step 2** Deregister the old version from CSSM. This will free up licenses ready for the new instance.  
Make sure that the Smart Account has sufficient licenses for the new install. This could either be through new purchase, or upgrade of existing version 9 licenses.
- Step 3** Uninstall the Cisco Unity Express Virtual 10.0.x. For more information, see [Deactivate and Uninstall Cisco Unity Express Virtual](#).
- Step 4** Reinstall and configure the Cisco Unity Express Virtual 10.2 on Cisco UCS or UCS E-series server modules. For ISR 4000 series KVM containers, use **virtual-service upgrade** CLI command to upgrade the Cisco Unity Express Virtual from version 10.0.x to 10.2.
- Step 5** Restore the backup to the newly installed Cisco Unity Express.
- Step 6** Smart agent is enabled by default. Register Cisco Unity Express Virtual with CSSM or Smart Software Manager satellite before the evaluation period of 90 days. If you do not register Cisco Unity Express Virtual

with the CSSM within the evaluation period, Cisco Unity Express Virtual enters the evaluation expired state and stops functioning.

## Caveats

Caveats describe unexpected behavior in Cisco Unity Express Virtual software releases. Severity 1 caveats are the most serious caveats. Severity 2 caveats are less serious. Severity 3 caveats are moderate caveats. Only selected severity 3 and above caveats are included in the caveats document.

This section contains open and resolved caveats for the current Cisco Unity Express Virtual version.

The following information is provided for each caveat:

- Symptoms—A description of what is observed when the caveat occurs.
- Conditions—The conditions under which the caveat has been known to occur.
- Workaround—Solutions, if available, to counteract the caveat.



**Note** If you have an account on Cisco.com, you can use the Bug Toolkit to find select caveats of any severity. Enter the following URL in your web browser: [http://www.cisco.com/cgi-bin/support/bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/support/bugtool/launch_bugtool.pl).

To find the latest Cisco Unity Express Virtual DDTS information, go to the Bug Toolkit and search, by product, for Cisco Unity Express. After logging in to the Bug Toolkit, select the option to search for bugs in other Cisco software and hardware products, and select the Cisco Unity Express Network Module.

## Open Caveats

The following are the open caveats for Cisco Unity Express Virtual 10.2:

Identifier	Description
CSCvv46337	User web-inbox is not available in 10.x CUE

## Resolved Caveats

The following is the resolved caveat for Cisco Unity Express Virtual 10.2.2:

Identifier	Description
CSCwb96911	Cisco Unity Express RMI Registry Bypass

The following are the resolved caveats for Cisco Unity Express Virtual 10.2.1:

Identifier	Description
CSCvu13654	CUE: Multiple Vulnerabilities in openldap



Identifier	Description
CSCvx00415	CUE: QuoVadis root CA decommission on intsrvine
CSCvy72075	CUE: Multiple Vulnerabilities in bind
CSCvz00030	CUE 10.x: Unable to upload/create/modify the Scripts from GUI
CSCvz60289	CUE: Keep the crypto certificate ages in check
CSCvz65083	CUE: Bind RPMs vulnerablity CVE-2021-25214 in intsrvine
CSCvz72330	CUE: KVM activation broken in XE versions 17.x.x
CSCvz88762	CUE: NIO and Open SSL vulnerability CVE-2021-41079 in tomcat 8.5.56
CSCvz91376	CUE: Smart Agent fails post hostname change

The following are the resolved caveats for Cisco Unity Express Virtual 10.2:

Identifier	Description
CSCvu1355	CUE: Multiple Vulnerabilities in tomcat 8.5.35
CSCvs06001	CUE [10.1]: Deletion of TIFF file not working
CSCvs58281	[CUE 10] Multiple Vulnerabilities in tomcat 8.5.35
CSCvu40338	Multiple Vulnerabilities in bind
CSCvr40579	CUE: CIAM Alerts on BIND component
CSCvt27740	Evaluation of intsrvine for Apache Tomcat Ghostcat vulnerability
CSCvf48727	CUE: Update IMAP client support table for CUE 9.x

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