



Release Notes for Cisco Unity Release 4.0(1) on the Cisco ICS 7750

June 5, 2003

These release notes describe the new features and open caveats for Cisco Unity Release 4.0(1) on the Cisco Integrated Communications System 7750 (ICS 7750) only. For more information about Cisco Unity Release 4.0(1), use the *Release Notes for Cisco Unity Release 4.0(1)* at this URL:

http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_release_notes_list.html



Note

For the latest version of the *Release Notes for Cisco Unity 4.0(x) on the Cisco ICS 7750*, go to this URL:

<http://www.cisco.com/univercd/cc/td/doc/product/voice/ics/icsapps/icsunity/um40/index.htm>

CISCO SYSTEMS



Corporate Headquarters:
Cisco Systems, Inc., 170 West Tasman Drive, San Jose, CA 95134-1706 USA

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Contents

These release notes contain the following sections:

- [Software Discs for Cisco Unity Release 4.0 for the Cisco ICS 7750](#), page 2
- [New and Changed Support for Cisco Unity](#), page 3
- [Limitations and Restrictions](#), page 7
- [Qualified Combinations of Product Releases](#), page 10
- [New and Changed Functionality in Cisco Unity](#), page 12
- [Requirements for Installing Cisco Unity on the Cisco ICS 7750](#), page 14
- [Upgrading to Cisco Unity 4.0\(1\) on the Cisco ICS 7750](#), page 18
- [Open Caveats](#), page 18
- [Cisco Unity Demonstration System](#), page 24
- [Related Documentation](#), page 25
- [Obtaining Documentation](#), page 26
- [Obtaining Technical Assistance](#), page 27

Software Discs for Cisco Unity Release 4.0 for the Cisco ICS 7750

The Cisco Unity 4.0(1) product for the Cisco ICS 7750 includes the following CD-ROM discs:

- Cisco Unity Application, Version 4.0, Disc 1 and 2
- Cisco Unity Localizations, Version 4.0, Discs 3 through 10
- Microsoft Internet Explorer Version 6.0
- Cisco Unity Service Packs (Discs 1, 2, and 3)
- Cisco Unity Message Store 5.5 (Microsoft Exchange 5.5)
- Cisco Unity Message Store 2000 Enterprise Edition (Microsoft Exchange 2000)
- Cisco Unity Data Store 2000 (Microsoft SQL Server and MSDE)

The Cisco Unity 4.0 product also includes this printed documentation:

- *About Cisco Unity Documentation*
- *Release Notes for Cisco Unity Release 4.0 on the Cisco ICS 7750*

**Note**

The Cisco Unity DVD disc is not supported for installing Cisco Unity on the Cisco ICS 7750.

New and Changed Support for Cisco Unity

This section describes the new features that are supported in Cisco Unity Release 4.0.

New and Changed Support—Release 4.0(1)

This section describes the new and changed support in Cisco Unity Release 4.0(1).

Cisco Personal Communications Assistant Performance Guidelines

Cisco Personal Communications Assistant (PCA) is the new website that provides access to a suite of web-based client applications for Cisco Voice and Technology Group products. Cisco PCA provides access to the Cisco Unity Assistant and the Cisco Unity Inbox.

Cisco Unity supports up to 50 Cisco PCA sessions on the Cisco ICS 7750.

Cisco Unity Voice Messaging Support of External Exchange Server

Cisco Unity Voice Messaging on the Cisco ICS 7750 can interface with an external Exchange server. The configuration must meet these requirements:

- Microsoft Exchange 2000 or Exchange 5.5 must be running on an external server.
- Active Directory must be running on an external server.



Note For Unified Messaging, Exchange 2000 (or Exchange 5.5) and Active Directory cannot be installed on an SPE in the Cisco ICS 7750.

IBM Lotus Domino Message Store and Directory

Message Store—Cisco Unity 4.0 supports IBM Lotus Domino as a message store. For information on how subscribers access voice messages by using IBM Lotus Notes, refer to the “Cisco Unity with Domino: Lotus Notes with IBM Lotus Domino Unified Communications Services (DUCS) for Cisco Unity” section in the *Release Notes for Cisco Unity 4.0(1)*.

Directory—Cisco Unity with IBM Lotus Domino uses a specified Notes directory (or address book) for the following:

- To import Notes user and group data when creating Cisco Unity subscribers and distribution lists
- To store Cisco Unity location object data and a small subset of subscriber and distribution list data
- To monitor for data from other Cisco Unity servers
- To keep the Cisco Unity data in the directory in sync with the Microsoft SQL database on the Cisco Unity server

For a description of the new Cisco Unity components that enable Cisco Unity to use Domino for message and directory storage, refer to the “Cisco Unity with Domino: New Cisco Unity Components” section of the *Release Notes for Cisco Unity 4.0(1)*.

License Files Replacing System Keys

Cisco Unity has changed its license control from the form of a physical system key to the form of electronic license files. License files are required for installing or upgrading Cisco Unity software and for changing licensed features. A system key is no longer supported.

For more information about using the Cisco Unity license files, refer to the “Preparing for the Installation” chapter in the *Cisco Unity Installation Guide*.

Secure Sockets Layer (SSL) Protocol Qualified for Use with Cisco Unity.

The Secure Sockets Layer (SSL) protocol uses public-key encryption to provide a secure connection between servers and clients, and uses digital certificates to authenticate servers or servers and clients. When subscribers log on to the Cisco Personal Communications Assistant (PCA), their credentials are sent across the network to the Cisco Unity server in clear text. The same is true when the Cisco Unity Administrator and the Status Monitor are configured to use the Anonymous authentication method (rather than the Integrated Windows authentication method). In addition, the information that subscribers enter on the pages of the Cisco Unity Administrator (regardless of which authentication method it uses) and the Cisco PCA is not encrypted.

For increased security, you can set up Cisco Unity to use the SSL protocol. Using the SSL protocol ensures that all subscribers credentials—as well as the information that a subscriber enters on any page in the Cisco Unity Administrator or Cisco PCA—are encrypted as the data is sent across the network.

For more information, refer to the “Setting Up Cisco Unity to Use SSL” chapter in the *Cisco Unity Installation Guide*.

Tools Depot

The Tools Depot gathers a wide range of Cisco Unity utilities in one location. You can access the Tools Depot by using the Tools Depot icon on the Cisco Unity server desktop.

The Tools Depot lists all the available tools by category. To display online Help for a tool, click the tool name in the left pane. To run the tool, double-click the tool name. If a tool does not appear in the Tools Depot, it does not work with the version of Cisco Unity that is currently running on the server.

[Table 1](#) lists the tools that have been updated or that are new in the Tools Depot.

Table 1 **Changes to the Tools Depot**

Updated Tools	New Tools
Advanced Settings Tool	Audio Text Manager
Bridge Traffic Analyzer	Bulk Import Domino
Bulk Edit	Bulk Import Exchange

Table 1 *Changes to the Tools Depot (continued)*

Updated Tools	New Tools
Bulk Logout	Change Notes Password
Codec Checker	Database Explorer
DB Walker	IP Fax Configuration Wizard
Gather Unity System Info	License File Install Wizard
Global Subscriber Manager	License Info Viewer
Migrate Subscriber Data	Message Store Manager
Port Usage Analyzer	Permissions Wizard
Public Distribution List Builder	Service Configuration Wizard
Schedule Unity Restart	Telephony Integration Wizard
Set Volume	Third-Party Fax Administration
Set Wav Format	Unity Diagnostic Viewer
Subscriber Information Dump	
Note For information about the changes to a tool, see the tool revision history in online Help.	Note For information about how a tool works, see the online Help for the tool.

Voice Connector for Exchange Release Notes

Release Notes for Cisco Unity Voice Connector for Exchange Release 10.0(1) are available at this URL:

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/vconn/index.htm

The Cisco Unity Voice Connector for Exchange is a networking component that enables messaging between:

- Cisco Unity servers that access separate directories (SMTP Networking).
- Cisco Unity servers and other voice messaging systems by using AMIS, VPIM, or the Unity Bridge.

The Voice Connector version 10.0(1) is available on the Cisco Unity 4.0(1) CD 1.

Voice-Messaging Systems Qualified for Use with Cisco Unity and VPIM

Cisco Unity with Exchange supports Voice Profile for Internet Mail (VPIM), version 2, which allows the exchange of voice, fax, and text messages with other VPIM-compliant voice-message systems.



Note VPIM is not supported for use with Cisco Unity with IBM Lotus Domino.

The following VPIM-compliant systems are supported for use with Cisco Unity 4.0(1):

- Mitel/Baypoint NuPoint Messenger (formerly known as Centigram Series 6)
- Nortel Meridian Mail with Meridian Mail Net Gateway
- Nortel CallPilot

For the most current list of all supported voice-messaging systems—including systems qualified since the release of Cisco Unity 4.0(1)—refer to the “Supported VPIM-Compliant Voice-Messaging Systems” section in the *Cisco Unity 4.0 System Requirements, and Supported Hardware and Software* on Cisco.com at this URL:

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/sysreq/40_sysrq.htm

For information about using VPIM with Cisco Unity, refer to the *Networking in Cisco Unity Guide* at this URL:

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/net/net401/index.htm

Limitations and Restrictions

Cisco Unity 4.0 on the Cisco ICS 7750 does not support the following:

- Microsoft SQL 2000 for the Unity data store.
- Unity failover.
- Disk partitioning.
- Redundant Arrays of Independent Disks (RAID).

- DVD installation for Cisco Unity Software.
- Japanese graphical user interface (GUI).
- IP Fax Configuration Wizard. An external router that supports the store-and-forward fax over IP (T.37) is required for supporting inbound fax.
- Localized versions of the data store and message store software applications. The Cisco ICS 7750 supports only the English version of Windows 2000; therefore, the German, French, and Japanese versions of the data store and message store applications are not supported.

Cisco Unity Unified Messaging on the Cisco ICS 7750

Cisco Unity Unified Messaging Release 4.0 on the Cisco ICS 7750 has the following restrictions:

- With a minimum of 512 MB of RAM on the SPE, up to 32 ports and 500 users are supported.
- The system processing engine (SPE) for running Cisco Unity supports only Microsoft Desktop Engine (MSDE) 2000; it does not support Microsoft SQL 2000.
- Cisco Unity Unified Messaging on the Cisco ICS 7750 supports Microsoft Exchange 2000, Exchange 5.5, or IBM Lotus Domino and Active Directory running on an external server only.
- Cisco Unity on the Cisco ICS 7750 supports up to 50 Cisco CPA sessions.

Cisco Unity Voice Messaging on the Cisco ICS 7750

Cisco Unity Voice Messaging Release 4.0 on the Cisco ICS 7750 has the following restrictions:

- With a minimum of 512 MB of RAM, up to 16 ports and 350 users are supported.
- With a minimum of 1 GB of RAM, up to 32 ports and 500 users are supported.

- The SPE for running Cisco Unity has the following support limitations:
 - Supports Microsoft Desktop Engine (MSDE) 2000 but does not support Microsoft SQL 2000.
 - Supports Microsoft Exchange 2000 but does not support Exchange 5.5 or Lotus Domino running on the SPE.
- Cisco Unity Voice Messaging does not support IBM Lotus Domino.
- Cisco Unity Voice Messaging on the Cisco ICS 7750 now supports Exchange 2000 or Exchange 5.5 installed on an external server.
- Cisco Unity Voice Messaging on the Cisco ICS 7750 supports up to 50 Cisco CPA sessions.

Windows Terminal Services Limitations

[Table 2](#) lists the limitations for using Windows Terminal Services on a Cisco Unity server with version 4.0(1) and later.

Using Windows Terminal Services to install Cisco Unity is not recommended. To ensure a successful installation, install Unity directly on the SPE.

Table 2 *Windows Terminal Services Limitations with Cisco Unity*

Remote Functionality	Cisco Unity 4.0(1) and Later
Add or delete a subscriber by using the Cisco Unity Administrator	Supported
Use the Cisco Unity Diagnostic tool	Supported
Use the Status Monitor in Tools Depot	Supported
Set the dB level of recorded names and greetings by using the Set Volume utility	Not supported
Convert recorded names and greetings to a different codec by using the Set Way Format utility	Not supported
Test the Cisco Unity–CM TSP	Supported

Text-to-Speech Does Not Play Name in From Field

When subscribers listen to their e-mail messages by using the Cisco Unity phone conversation, there are instances when the text-to-speech (TTS) feature does not “read” the name in the From field to subscribers. If the message is from someone who is not a Unity subscriber, the Cisco Unity conversation does not state who sent the message. However, when a message is from a Cisco Unity Subscriber, the Cisco Unity conversation plays the name (if one is recorded) or the extension for that subscriber. This design provides better TTS performance.

For more information, refer to caveat CSCdx95644. See the “[Open Caveats](#)” section on page 18 for information about locating caveats.

Qualified Combinations of Product Releases

Cisco Unity version 4.0 and the Cisco Unity–Cisco CallManager (Cisco Unity–CM) Telephony Service Provider (TSP) have been qualified for the product combinations listed in [Table 3](#).

Table 3 Qualified Combinations of Product Releases

Cisco Unity Release	Cisco Unity–CM TSP Release	Cisco CallManager Release	ICS System Manager Release
4.0(1)	7.0(1) or later	3.3(2), 3.3(1), 3.2(2), 3.2(1), 3.1(4), 3.1(3), 3.1(2c)	2.6.x, 2.5.0, 2.4.0, 2.3.0



Note

For information about how to determine the Unity software version, refer to the “Determining the Software Version” section in the *Release Notes for Cisco Unity Release 4.0(1)*.

For the most current list of all qualified version combinations—including combinations qualified after the Cisco Unity Release 4.0—refer to the *Compatibility Matrix: Cisco Unity, the Cisco Unity–CM TSP, and Cisco CallManager* at this URL:

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/cmptblty/tspmtr x.htm

Required and Optional Third-Party Service Packs for Cisco Unity 4.0

For the most current list of all supported service packs—including service packs qualified after Cisco Unity Release 4.0(1)—refer to the *Compatibility Matrix: Required and Optional Third-Party Service Packs* at this URL:

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/cmptblty/svpckmx.htm

Cisco Unity Releases and Supported Client Software

Cisco Unity 4.0(1) with IBM Lotus Domino supports the software on client workstations only in the combinations listed in [Table 4](#).

Table 4 Cisco Unity with IBM Lotus Domino Supported Client Software

Cisco Unity Release	Domino Unified Communications Services (DUCS) for Cisco Unity	Operating System on Client Workstation	Messaging Client	Internet Browser
4.0(1)	DUCS 1.1	Windows 2000, Windows ME, Windows 98	Lotus Notes 5.0.11	Internet Explorer 6.0, Internet Explorer 5.5 (plus Service Pack 2)

Cisco Unity 4.0(1) with Microsoft Exchange supports the software on client workstations only in the combinations listed in [Table 5](#).

Table 5 Cisco Unity 4.0 with Exchange Supported Client Software

Cisco Unity Release	Cisco Unity ViewMail for Microsoft Outlook	Operating System on Client Workstation	Messaging Client	Internet Browser
4.0(1)	4.01 3.1(x) 3.0(x)	Windows XP, Windows 2000, Windows NT 4.0, Windows ME, Windows 98	Outlook 2002 (XP), Outlook 2000, Outlook 98	Internet Explorer 6.0, Internet Explorer 5.5 (plus Service Pack 2)

For the most current list of all qualified version combinations—including combinations qualified after the Cisco Unity Release 4.0—refer to the *Compatibility Matrix: Cisco Unity and the Software on Client Workstations* at this URL:

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/cmptblty/clientmx.htm

New and Changed Functionality in Cisco Unity

This section describes new and changed functionality in Cisco Unity 4.0.

New and Changed Functionality—Release 4.0(1)

For information about the following new and changed functions in Cisco Unity Release 4.0(1), refer to the “New and Changed Functionality” section of the *Release Notes for Cisco Unity Release 4.0(1)* at this URL:

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/relnote/cu401rn.htm

- Application Event Logging for Cisco Unity Events
- Authentication Method for Cisco Unity Web Applications
- Cisco Personal Communications Assistant
- Cisco Unity Assistant
- Cisco Unity Bulk Import Wizard
- Cisco Unity–CM TSP Automatically Installed
- Cisco Unity Greetings Administrator
- Cisco Unity Installation and Configuration Assistant
- Cisco Unity Install License File Wizard
- Cisco Unity Message Store Configuration Wizard
- Cisco Unity Permissions Wizard
- Cisco Unity Port Licensing Model
- Cisco Unity Services Configuration Wizard

- Cisco Unity System Preparation Assistant
- Cisco Unity Telephony Integration Manager
- Cisco Unity with Domino: Lotus Notes with IBM Lotus Domino Unified Communications Services (DUCS) for Cisco Unity
- Cisco Unity with Domino: Networking Options
- Cisco Unity with Domino: New Cisco Unity Components
- Cisco Unity with Exchange: Active Directory Schema Changes
- Cisco Unity with Exchange: Cisco Unity Import Utility No Longer Available
- Cisco Unity with Exchange: Cisco Unity Inbox
- Cisco Unity with Exchange: Enterprise Deployment of ViewMail for Microsoft Outlook
- Cisco Unity with Exchange: External User Import Utility No Longer Available
- Cisco Unity with Exchange: Voice Profile for Internet Messaging (VPIM)
- DVD Installation for Cisco Unity Software (This is not supported on the ICS 7750.)
- Enable 12-Hour or 24-Hour Time Stamps for Subscriber Messages
- Flexstack
- Improved Directory Handler Searches
- License Files Replace System Keys
- License Pooling
- Live Reply to Called Subscriber
- Multiple Directory Handlers
- Multithreaded G.729a Codec
- Option to Disable Addressing Messages by Spelled Name
- Option to Install G.711 and G.729a Prompt Sets
- RealSpeak TTS Languages
- Session Initiation Protocol (SIP) Integration
- Streamlined Message Playback Conversation
- Windows Terminal Services

Requirements for Installing Cisco Unity on the Cisco ICS 7750

For a successful installation, follow the instructions in the “Task List for Installing Cisco Unity on the ICS 7750” section in the *Cisco Unity Installation Guide* located at this URL:

http://cisco.com/univercd/cc/td/doc/product/voice/c_unity/inst/inst401/index.htm.

You must successfully complete each task in the sequence that is given in this task list. If a task is unsuccessful or if you skip a task, the Cisco Unity installation can fail, or Cisco Unity will not run properly after it has been installed.

**Note**

If you are migrating from Cisco Unity Voice Messaging to Unified Messaging, you must reimage the SPE running Cisco Unity and perform a new installation of Cisco Unity.

You must perform the following workarounds to install the Cisco Unity system correctly on the Cisco ICS 7750.

Setting Up the Hardware

After installing the SPE and configuring the IP address and primary DNS information by using ICSSconfig, perform these workarounds to correct problems when Cisco Unity is installed on the Cisco ICS 7750.

Changing the NetBIOS Settings for the SPE for Cisco Unity

Follow these steps to change the NetBIOS setting to enable NetBIOS over TCP/IP.

-
- Step 1** Click **Start > Settings > Control Panel > Network and Dial-up Connections > Local Area Connection**.
 - Step 2** Click **Properties**, and select, but do not uncheck, **Internet Protocol (TCP/IP)**.
 - Step 3** Click **Properties > Advanced > WINS** tab.

- Step 4** Choose **Enable NetBIOS over TCP/IP**, and click **OK**.
 - Step 5** If a message states that this connection has an empty primary WINS address, click **Yes** to continue.
 - Step 6** Close all the open dialog boxes.
-

Uninstalling DHCP

Follow these steps to uninstall DHCP to correct a problem with the configuration of this protocol.

-
- Step 1** Click **Start > Settings > Control Panel > Add/Remove Programs**.
 - Step 2** In the left pane of the Add/Remove Programs window, click **Add/Remove Windows Components**.
 - Step 3** Click **Components** to display a list of Windows components.
 - Step 4** Click **Networking Services** (but do not uncheck it), and then click **Details**.
 - Step 5** In the Networking Services window, uncheck the check box for the **Dynamic Host Configuration Protocol (DHCP)** subcomponent.
 - Step 6** Click **OK**.
 - Step 7** Click **Next** to remove the DHCP server protocol.
 - Step 8** Click **Next** to keep the Remote Administration Mode in Terminal Services Setup.
 - Step 9** After the system completes the modification to the configuration, click **Finish**.
 - Step 10** Close all the open windows.
-

Replacing the Perfswci.ini File

You must perform the following steps to replace the corrupted perfswci.ini file in Windows 2000.

-
- Step 1** Go to this URL:
<http://www.cisco.com/cgi-bin/tablebuild.pl/ics7750-rel210>
- Step 2** Download the **perfswci.ini** file.
- Step 3** On the Unity SPE, open Windows Explorer.
- Step 4** Browse to locate the downloaded perfswci.ini file.
- Step 5** Copy the downloaded **perfswci.ini** to the C:\W2KS\system32\ directory to replace the corrupted perfswci.ini file.
- Step 6** To enable the replaced perfswci.ini file, open a command window. Click **Start > Run**, enter **cmd**, and click **OK**.
- Step 7** Enter **cd %windir%\system32**, and press **Enter**.
- Step 8** Enter **unlodctr perfswci.ini**, and press **Enter**.
- Step 9** Enter **lodctr perfswci.ini**, and press **Enter**.
- Step 10** Enter **Exit**, and close the command window.
-

Correcting the DNS Perflib Error Problem

To prevent the proliferation of DNS perflib errors, you must perform the following steps *after* Exchange 2000 is installed on the Unity SPE.

Note The following steps are required for Voice Messaging systems with Exchange 2000 installed on the Unity SPE.

-
- Step 1** Click **Start > Run**, enter **cmd**, and click **OK** to open a command window.
- Step 2** Enter **cd %windir%\system32**, and press **Enter**.
- Step 3** Enter **unlodctr dnsperf.ini**, and press **Enter**.

- Step 4** Enter `lodctr dnsperf.ini`, and press **Enter**.
- Step 5** Enter **Exit**, and close the command window.
-

Tips for Using Cisco Unity System Preparation Assistant With the Cisco ICS 7750

During the Unity installation procedure, the Cisco Unity System Preparation Assistant guides you through the installation or upgrade of several Microsoft components. When the Preparation Assistant directs you to install NNTP and SMTP by inserting the Service Pack CD 1, you must browse to the files (`ims.cab` and `ins.cab`) at this location on the SPE:

`C:\W2KS\ServicePackFiles\i386`

When the Preparation Assistant directs you to install Microsoft Desktop Engine (MSDE) 2000 by inserting the Cisco Unity Data Store CD, the installation might not start automatically. In this case, refer to “Appendix C, Manual Installation Procedures for Software Installed by the Cisco Unity System Preparation Assistant,” in the *Cisco Unity Installation Guide*.

Downloading the Missing Certificate Services Files

The files for installing Certificate Services are missing from the Windows directory on the Cisco ICS 7750. Follow these steps to install the missing Certificate Services files on the SPE for Unity.

-
- Step 1** If you are using system software release 2.6.1 or later, go to Step 6. Otherwise, continue.
- Step 2** Go to this URL:
<http://www.cisco.com/cgi-bin/tablebuild.pl/ics7750-rel210>
- Step 3** Download the **CertificateInstallerSupport.exe** file to the SPE desktop.
- Step 4** Double-click the **CertificateInstallerSupport.exe** to begin the installation program.
- Step 5** Follow the prompts to complete the installation.
- Step 6** Follow the instructions in the “Setting Up Cisco Unity to Use SSL” chapter in the *Cisco Unity Installation Guide*.

- Step 7** The Files Needed dialog box appears with one of the following requests, depending on the software that is installed on the SPE:
- Insert the Service Pack 2 CD—Instead, browse to the C:\W2KS\ServicePackFiles\i386 directory, and click **Open**.
 - Insert the Windows 2000 Server CD—Instead, browse to the C:\W2KS\i386 directory, and click **Open**.
- Step 8** In the Files Needed dialog box, click **OK**.
- Step 9** Click **Finish** to close the Windows Component Wizard.
-

Upgrading to Cisco Unity 4.0(1) on the Cisco ICS 7750

For detailed information and instructions for upgrading to Cisco Unity 4.0(1), refer to the “Upgrading Cisco Unity Version 3.x to Version 4.0” chapter in the *Cisco Unity Installation Guide* at this URL:

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/inst/inst401/ex/inst_027.htm

For information about adding or changing Cisco Unity licensed features, refer to the “Upgrading or Modifying a Cisco Unity 4.0 System” chapter in the *Cisco Unity Installation Guide* at this URL:

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/inst/inst401/ex/inst_025.htm

Additional information for installing or upgrading a Cisco Unity 4.0 system is available in the “Installation and Upgrade Notes” section of the *Release Notes for Cisco Unity Release 4.0(1)*.

Open Caveats

Caveats are unexpected behavior or defects in Cisco software releases. They are graded according to severity level. Release notes for Cisco Unity contain information for severity levels 1, 2, and 3 only.

- To see a list of open caveats for Cisco Unity 4.0(1), refer to the “Caveats” section of the *Release Notes for Cisco Unity Release 4.0(1)*.
- To see a list of open caveats for the Cisco Unity–CM TSP, refer to the “Caveats” section of the *Release Notes for Cisco Unity–CM TSP, Release 7.0(1)*.

In addition, you can search for known problems on the Cisco bug tracking system tool, Bug Toolkit.

To access Bug Toolkit, enter the following URL in your web browser:

http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl

Table 6 Open Caveats for Cisco Unity 4.0 on the Cisco ICS 7750

Caveat Number	Description
CSCdz08670	<p>When System Manager sets the IP address for the SPE, the NetBIOS setting defaults to “Use NetBIOS setting from DHCP server.” The Cisco Unity server must be set to use NetBIOS over TCP/IP.</p> <p>Workaround:</p> <p>Use the following procedure to change the NetBIOS settings.</p> <ol style="list-style-type: none"> 1. Click Start > Settings > Control Panel > Network and Dial-up Connections > Local Area Connection. 2. Click Properties, and select, but do not uncheck, Internet Protocol (TCP/IP). 3. Click Properties > Advanced > WINS tab. 4. Choose Enable NetBIOS over TCP/IP, and click OK. 5. Close all the open dialog boxes.
CSCdz52209	<p>When clicking the configuration link to Unity in System Manager, the link does not access the Unity System Administrator.</p> <p>Workaround:</p> <p>Use Internet Explorer and access the Unity System Administrator interface by entering the following URL:</p> <p>http://Unity SPE IP address/web/sa</p>

Table 6 *Open Caveats for Cisco Unity 4.0 on the Cisco ICS 7750 (continued)*

Caveat Number	Description
CSCdy88982	<p>When you are installing Windows components, an error message appears that states, “An error occurred which prevented the Dynamic Host Configuration Protocol (DHCP) component from being installed or removed. The error was 0x80070424.”</p> <p>Workaround:</p> <p>To prevent the error message, use the following procedure to uninstall the DHCP server.</p> <ol style="list-style-type: none"> 1. Click Start > Settings > Control Panel > Add/Remove Programs. 2. In the left pane of the Add/Remove Programs window, click Add/Remove Windows Components. 3. Click Components to display a list of Windows components. 4. Click Networking Services (but do not uncheck it), and then click Details. 5. In the Network Services window, click Dynamic Host Configuration Protocol (DHCP) to uncheck the check box. 6. Click OK. 7. Click Next to remove the DHCP server protocol. 8. Click Next to keep the Remote Administration Mode in Terminal Services Setup. 9. After the system completes the modification to the configuration, click Finish. 10. Close all the open windows.

Table 6 Open Caveats for Cisco Unity 4.0 on the Cisco ICS 7750 (continued)

Caveat Number	Description
CSCdy14502	<p>After the installation of NNTP, the SPE applications event log is flooded with perflib messages. The high rate of application event log messages masks other kinds of messages and can overwrite important messages.</p> <p>When NNTP is installed from the i386 directory of Windows 2000 Service Pack 2 on an SPE, the perfwci.ini file is corrupted and must be replaced.</p> <p>Workaround: Follow these steps to replace the corrupted perfwci.ini file.</p> <ol style="list-style-type: none"> 1. Go to this URL: http://www.cisco.com/cgi-bin/tablebuild.pl/ics7750-rel210 2. Download the perfwci.ini file. 3. On the Unity SPE, open Windows Explorer. 4. Browse to locate the downloaded perfwci.ini file. 5. Copy the downloaded perfwci.ini to the C:\W2KS\system32\ directory to replace the corrupted perfwci.ini file. <p>Check the registry to see whether ISAPI Search was disabled. This previous workaround must be corrected by following these steps:</p> <ol style="list-style-type: none"> 1. Click Start > Run, enter regedit, and click OK to open the registry editor. 2. Click HKEY_LOCAL_MACHINE > SYSTEM > CurrentControlSet > Services > ISAPISearch. 3. If PerformanceDIS is set, then rename it by right-clicking PerformanceDIS, and choosing Rename. 4. Rename PerformanceDIS to Performance. 5. Restart the SPE. <p>Follow these steps to enable the replaced perfwci.ini file:</p> <ol style="list-style-type: none"> 1. Click Start > Run, enter cmd, and click OK to open a command window. 2. Enter cd %windir%\system32, and press Enter. 3. Enter unlodctr perfwci.ini, and press Enter. 4. Enter lodctr perfwci.ini, and press Enter. 5. Enter Exit, and close the command window.

Table 6 *Open Caveats for Cisco Unity 4.0 on the Cisco ICS 7750 (continued)*

Caveat Number	Description
CSCdz30590	<p>After the installation of DNS, the SPE applications event log is flooded with DNS perflib messages. This problem occurs only when Exchange 2000 is installed on the Unity SPE.</p> <p>Note The following steps are required for Voice Messaging systems with Exchange 2000 installed on the Unity SPE.</p> <p>Workaround:</p> <p>To correct proliferation of perflib errors, follow these steps:</p> <ol style="list-style-type: none"> 1. Click Start > Run, enter cmd, and click OK to open a command window. 2. Enter cd %windir%\system32, and press Enter. 3. Enter unlodctr dnsperf.ini, and press Enter. 4. Enter lodctr dnsperf.ini, and press Enter. 5. Enter Exit, and close the command window.

Table 6 Open Caveats for Cisco Unity 4.0 on the Cisco ICS 7750 (continued)

Caveat Number	Description
CSCdz18432	<p>Certificate Services fails to install on the Cisco ICS 7750. Files for this service are missing from the Windows directory. You must download the missing files from Cisco.com to complete the installation of Certificate Services.</p> <p>Workaround:</p> <ol style="list-style-type: none"> 1. If you are using system software release 2.6.1 or later, go to Step 6. Otherwise, continue. 2. Go to this URL: http://www.cisco.com/cgi-bin/tablebuild.pl/ics7750-rel210 3. Download the CertificateInstallerSupport.exe file to the SPE desktop. 4. Double-click the CertificateInstallerSupport.exe to begin the installation program. 5. Follow the prompts to complete the installation. 6. Follow the instructions in the “Setting Up Cisco Unity to Use SSL” chapter in the <i>Cisco Unity Installation Guide</i>. 7. The Files Needed dialog box appears with one of the following requests, depending on the software that is installed on the SPE: <ul style="list-style-type: none"> – Insert the Service Pack 2 CD—Instead, browse to the C:\W2KS\ServicePackFiles\i386 directory, and click Open. – Insert the Windows 2000 Server CD—Instead, browse to the C:\W2KS\i386 directory, and click Open. 8. In the Files Needed dialog box, click OK. 9. Click Finish to close the Windows Component Wizard.

Table 6 Open Caveats for Cisco Unity 4.0 on the Cisco ICS 7750 (continued)

Caveat Number	Description
CSCdz10302	<p>Cisco Unity System Preparation Assistant does not detect that MSMQ services are not installed.</p> <p>Workaround:</p> <p>Follow these steps to install MSMQ services:</p> <ol style="list-style-type: none"> 1. Click Start > Settings > Control Panel > Add/Remove Programs. 2. Click Add/Remove Windows Components. 3. Click Components. 4. In the Windows Components dialog box, check the Message Queuing Server check box, and click Next. 5. In the Message Queuing Type dialog box, click Next. 6. In the Message Queuing server dialog box, click Message Queuing Will not Access a Directory Service, and click Next. 7. In the Windows NT 4.0 Message Queuing Clients dialog box, click No, Do Not Change the Permissions, and click Next. 8. Browse to locate the file in the C:\W2KS directory. 9. In the Completing the Windows Components Wizard dialog box, click Finish. 10. Close the Add/Remove Programs dialog box and Control Panel window.

Cisco Unity Demonstration System

A Cisco Unity demonstration system is a fully functioning version of Cisco Unity that uses one of two different license files:

- Default license file that is available in the Cisco Unity software for the server
- Time-limited license file that must be ordered from Cisco

For more information about the following topics, refer to the *Release Notes for Cisco Unity Release 4.0(1)*:

- Limits on a Cisco Unity Demonstration System

- Enabling a Cisco Unity Demonstration System with the Default License File
- Enabling a Cisco Unity Demonstration System with the Time-Limited File
- Converting a Cisco Unity Demonstration System to a Standard System

Related Documentation

For a list of all Cisco Unity documentation, refer to the *About Cisco Unity Documentation*, which is shipped with the product. To view the most recent version of these documents, go to this URL:

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/about/index.htm

For the latest version of the *Release Note for Cisco Unity 4.0(1) on the Cisco ICS 7750*, go to this URL:

<http://www.cisco.com/univercd/cc/td/doc/product/voice/ics/icsapps/icsunity/um40/index.htm>

For the latest documentation related to the Cisco ICS 7750, go to this URL:

<http://www.cisco.com/univercd/cc/td/doc/product/voice/ics/ics25/index.htm>

Cisco Unity and Cisco ICS 7750 documentation is available on the Cisco Documentation CD-ROM. The documentation CD-ROM package was shipped with the Cisco ICS 7750 system. For CD-ROM ordering information, see the “[Documentation CD-ROM](#)” section.

Documentation Updates

For new or additional information that is not included in the current Cisco Unity documentation, refer to the “Documentation Updates” section of the *Release Notes for Cisco Unity Release 4.0(1)*.

Obtaining Documentation

The following sections explain how to obtain documentation from Cisco Systems.

World Wide Web

You can access the most current Cisco documentation on the World Wide Web at the following URL:

<http://www.cisco.com>

Translated documentation is available at the following URL:

http://www.cisco.com/public/countries_languages.shtml

Documentation CD-ROM

Cisco documentation and additional literature are available in a Cisco Documentation CD-ROM package. The Documentation CD-ROM is updated monthly and may be more current than printed documentation. The CD-ROM package is available as a single unit or through an annual subscription.

Ordering Documentation

Cisco documentation is available in the following ways:

- Registered Cisco.com users (Cisco direct customers) can order Cisco product documentation from the Networking Products MarketPlace:

http://www.cisco.com/cgi-bin/order/order_root.pl

- Registered Cisco.com users can order the Documentation CD-ROM through the online Subscription Store:

<http://www.cisco.com/go/subscription>

- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco corporate headquarters (California, USA) at 408 526-7208 or, elsewhere in North America, by calling 800 553-NETS (6387).

Documentation Feedback

If you are reading Cisco product documentation on Cisco.com, you can submit technical comments electronically. Click the **Fax** or **Email** option under the “Leave Feedback” at the bottom of the Cisco Documentation home page.

You can e-mail your comments to bug-doc@cisco.com.

To submit your comments by mail, use the response card behind the front cover of your document, or write to the following address:

Cisco Systems
Attn: Document Resource Connection
170 West Tasman Drive
San Jose, CA 95134-9883

We appreciate your comments.

Obtaining Technical Assistance

Cisco provides Cisco.com as a starting point for all technical assistance. Customers and partners can obtain documentation, troubleshooting tips, and sample configurations from online tools by using the Cisco Technical Assistance Center (TAC) Web Site. Cisco.com registered users have complete access to the technical support resources on the Cisco TAC Web Site.

Cisco.com

Cisco.com is the foundation of a suite of interactive, networked services that provides immediate, open access to Cisco information, networking solutions, services, programs, and resources at any time, from anywhere in the world.

Cisco.com is a highly integrated Internet application and a powerful, easy-to-use tool that provides a broad range of features and services to help you to

- Streamline business processes and improve productivity
- Resolve technical issues with online support
- Download and test software packages

- Order Cisco learning materials and merchandise
- Register for online skill assessment, training, and certification programs

You can self-register on Cisco.com to obtain customized information and service. To access Cisco.com, go to the following URL:

<http://www.cisco.com>

Technical Assistance Center

The Cisco TAC is available to all customers who need technical assistance with a Cisco product, technology, or solution. Two types of support are available through the Cisco TAC: the Cisco TAC Web Site and the Cisco TAC Escalation Center.

Inquiries to Cisco TAC are categorized according to the urgency of the issue:

- Priority level 4 (P4)—You need information or assistance concerning Cisco product capabilities, product installation, or basic product configuration.
- Priority level 3 (P3)—Your network performance is degraded. Network functionality is noticeably impaired, but most business operations continue.
- Priority level 2 (P2)—Your production network is severely degraded, affecting significant aspects of business operations. No workaround is available.
- Priority level 1 (P1)—Your production network is down, and a critical impact to business operations will occur if service is not restored quickly. No workaround is available.

Which Cisco TAC resource you choose is based on the priority of the problem and the conditions of service contracts, when applicable.

Cisco TAC Web Site

The Cisco TAC Web Site allows you to resolve P3 and P4 issues yourself, saving both cost and time. The site provides around-the-clock access to online tools, knowledge bases, and software. To access the Cisco TAC Web Site, go to the following URL:

<http://www.cisco.com/tac>

All customers, partners, and resellers who have a valid Cisco services contract have complete access to the technical support resources on the Cisco TAC Web Site. The Cisco TAC Web Site requires a Cisco.com login ID and password. If you have a valid service contract but do not have a login ID or password, go to the following URL to register:

<http://www.cisco.com/register/>

If you cannot resolve your technical issues by using the Cisco TAC Web Site, and you are a Cisco.com registered, you can open a case online by using the TAC Case Open tool at the following URL:

<http://www.cisco.com/tac/caseopen>

If you have Internet access, it is recommended that you open P3 and P4 cases through the Cisco TAC Web Site.

Cisco TAC Escalation Center

The Cisco TAC Escalation Center addresses issues that are classified as priority level 1 or priority level 2; these classifications are assigned when severe network degradation significantly impacts business operations. When you contact the TAC Escalation Center with a P1 or P2 problem, a Cisco TAC engineer will automatically open a case.

To obtain a directory of toll-free Cisco TAC telephone numbers for your country, go to the following URL:

<http://www.cisco.com/warp/public/687/Directory/DirTAC.shtml>

Before calling, please check with your network operations center to determine the level of Cisco support services to which your company is entitled; for example, SMARTnet, SMARTnet Onsite, or Network Supported Accounts (NSA). In addition, please have available your service agreement number and your product serial number.

Obtaining Additional Publications and Information

Information about Cisco products, technologies, and network solutions is available from various online and printed sources.

- The *Cisco Product Catalog* describes the networking products offered by Cisco Systems, as well as ordering and customer support services. Access the *Cisco Product Catalog* at this URL:

http://www.cisco.com/en/US/products/products_catalog_links_launch.html

- Cisco Press publishes a wide range of networking publications. Cisco suggests these titles for new and experienced users: *Internetworking Terms and Acronyms Dictionary*, *Internetworking Technology Handbook*, *Internetworking Troubleshooting Guide*, and the *Internetworking Design Guide*. For current Cisco Press titles and other information, go to Cisco Press online at this URL:

<http://www.ciscopress.com>

- *Packet* magazine is the Cisco quarterly publication that provides the latest networking trends, technology breakthroughs, and Cisco products and solutions to help industry professionals get the most from their networking investment. Included are networking deployment and troubleshooting tips, configuration examples, customer case studies, tutorials and training, certification information, and links to numerous in-depth online resources. You can access *Packet* magazine at this URL:

<http://www.cisco.com/go/packet>

- iQ Magazine is the Cisco bimonthly publication that delivers the latest information about Internet business strategies for executives. You can access iQ Magazine at this URL:

<http://www.cisco.com/go/iqmagazine>

- Internet Protocol Journal is a quarterly journal published by Cisco Systems for engineering professionals involved in designing, developing, and operating public and private internets and intranets. You can access the Internet Protocol Journal at this URL:

http://www.cisco.com/en/US/about/ac123/ac147/about_cisco_the_internet_protocol_journal.html

- Training—Cisco offers world-class networking training. Current offerings in network training are listed at this URL:

http://www.cisco.com/en/US/learning/le31/learning_recommended_training_list.html

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