



Release Notes for Cisco Unity Bridge Release 2.1(1)

Published July 12, 2002

These release notes describe upgrade instructions, new and changed support, new and changed functionality, limitations and restrictions, caveats, and documentation updates for Cisco Unity™ Bridge Release 2.1(1).

Access the latest software upgrades for the Bridge on the Cisco Software Center website at <http://www.cisco.com/kobayashi/sw-center/sw-voice.shtml>.

Contents

These release notes contain the following sections:

- [System Requirements, and Supported Hardware and Software, page 2](#)
- [Downloading the Cisco Unity Bridge Software, page 2](#)
- [Upgrading to Cisco Unity Bridge 2.1\(1\) from Version 2.0\(1\), page 3](#)
- [New and Changed Support, page 4](#)
- [New and Changed Functionality, page 5](#)
- [Installation Note, page 7](#)
- [Limitations and Restrictions, page 7](#)
- [Caveats, page 7](#)
- [Documentation Updates, page 8](#)
- [Cisco Unity Documentation, page 9](#)
- [Obtaining Documentation, page 11](#)
- [Obtaining Technical Assistance, page 12](#)



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

Copyright © 2002. Cisco Systems, Inc. All rights reserved.

System Requirements, and Supported Hardware and Software

Refer to *Cisco Unity Bridge 2.1 System Requirements, and Supported Hardware and Software* on Cisco.com at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/bridge/sysreq/index.htm.

Preventing the Nimda and Code Red Viruses

To prevent the Cisco Unity Bridge server from being infected with the Nimda and Code Red viruses, install Microsoft Internet Information Services (IIS) Cumulative Hot Fix Q301625, as documented in the “Installing the Nimda Patch and Connecting to the Network (Component Only)” section in the “Installing the Cisco Unity Bridge” chapter of the *Cisco Unity Bridge Installation Guide*, available on Cisco.com at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/bridge/big/index.htm. (Although the section title refers only to the Nimda virus, the procedure you do installs patches for both viruses.)

For additional information on the Nimda virus, refer to *Cisco Unity: Interim Process for Preventing and Recovering from the Nimda Virus* on Cisco.com at http://www.cisco.com/warp/public/788/AVVID/nimda_fix_unity.html.

Downloading the Cisco Unity Bridge Software

The Bridge software is available for download from the Software Center website. Use a computer with a high-speed Internet connection.

To download the Bridge software

-
- Step 1** Confirm that the computer you are using to download the file has at least 12 MB of hard disk space available for the download file and 32 MB for the extracted files.
 - Step 2** Go to the Software Center website at <http://www.cisco.com/kobayashi/sw-center/sw-voice.shtml>, and click **Cisco Unity Bridge** under “Cisco Unity Software.”
 - Step 3** Download the file **CiscoUnityBridge.2.1.1.exe** to the directory of your choice.
 - Step 4** Double-click **CiscoUnityBridge.2.1.1.exe**, and follow the on-screen prompts to extract the files to the directory of your choice on a network drive or on the Bridge server, or to a writeable compact disc.
 - Step 5** Delete the file **CiscoUnityBridge.2.1.1.exe** to free hard disk space.
-

If you are installing the Bridge software for the first time, refer to the *Cisco Unity Bridge Installation Guide*, available on Cisco.com at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/bridge/big/index.htm. Note that the 2.0 version of the guide also applies to version 2.1(1).

If you are upgrading to version 2.1(1) from 2.0(1), see the “Upgrading to Cisco Unity Bridge 2.1(1) from Version 2.0(1)” section on page 3.

Upgrading to Cisco Unity Bridge 2.1(1) from Version 2.0(1)

We recommend that you upgrade when Bridge message traffic is low.

To upgrade to Bridge 2.1(1) from version 2.0(1)

-
- Step 1** Log on to the Bridge server by using the Windows 2000 Server Administrator account.
- Step 2** Open the Services Control Panel on the Bridge server, and stop the following services:
- Digital Networking
 - Unity Bridge



Timesaver

In version 2.0(1), the Bridge is designed so that even when the services are stopped, all in-process analog calls with Octel nodes will be completed, which can take a long time. If it is necessary to upgrade the Bridge when message traffic is heavy, set the Digital Networking and Unity Bridge services to Disabled in the Services Control Panel and restart the server. After the upgrade, set the services back to Automatic.

- Step 3** If you downloaded the Bridge software from the Software Center website, browse to the directory in which the files were extracted.
- Otherwise, insert the Cisco Unity Bridge compact disc in the CD-ROM drive, and browse to the **Install** directory.
- Step 4** Double-click **Setup.exe**.
- Step 5** Click **Next**.
- Step 6** In the Choose Destination Location dialog box, change the installation directory, if applicable, and click **Next**.
- Step 7** If a device driver service was previously installed for the Brooktrout voice-fax card, a message asks if you want to overwrite the existing service. Click **Yes** twice.
- Step 8** In the Select Country dialog box, select the country for which the voice-fax cards will be configured, and click **Next**.
- Step 9** Verify the installation settings, and click **Next**.
- Step 10** When prompted, remove the compact disc from the CD-ROM drive.
- Step 11** Click **OK** to restart the server.
-

After upgrading, the directory table in the Bridge database is automatically converted from version 2.0(1) to 2.1(1).

New and Changed Support

New and Changed Support—Release 2.1(1)

Backing Up and Restoring the Bridge

Offline backup is the only type of backup supported for the Cisco Unity Bridge. When backing up the Bridge server, you need to back up only the configuration files.

When restoring a Bridge server, you install the Bridge software and then restore the configuration files.

The procedures for manually backing up and restoring the Bridge are documented in *Networking in Cisco Unity*. Refer to the “Backing Up and Restoring the Bridge” section in the “Bridge Networking” chapter. *Networking in Cisco Unity* is available on Cisco.com at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/unity31/net/index.htm.

G.729a Codec

The G.729a codec is supported for use with the Cisco Unity Bridge.

Voice messages from Cisco Unity to the Bridge

Voice messages sent from Cisco Unity to the Bridge can be recorded in the G.711 or the G.729a WAV format. Therefore, you can configure each Cisco Unity server as needed to record voice messages by using either the default G.711 codec or the G.729a. Although Cisco Unity supports other codecs, the Bridge supports only G.711 or G.729a. Messages sent to the Bridge in other formats are returned as non-deliverable. The Bridge converts all messages from Cisco Unity to G.711 internally for playback on the voice-fax card.

Voice messages from the Bridge to Cisco Unity

On the Unity Node Configuration page in the Bridge Administrator, you can select whether voice messages sent from the Bridge to Cisco Unity subscribers are encoded by using the G.711 or G.729a codec. The default codec is G.711.

Voice-Fax Cards Qualified for Use with the Cisco Unity Bridge

The following voice-fax cards have been qualified for use with Cisco Unity Bridge version 2.1(1) and later:

- TR114+P4L TBR-21. For use in Austria, Belgium, Denmark, France, Finland, Germany, Greece, Iceland, Ireland, Italy, Liechtenstein, Luxembourg, Netherlands, Norway, Portugal, Spain, Sweden, and Switzerland.
- TR114+P4L Japan.
- TR114+P4L Hong Kong.
- TR114+P4LTBR-21, with a UK cable. For use in the United Kingdom.
- TR114+P4L Australia.

**Note**

For the most current list of all supported voice-fax cards, refer to the “Supported Voice-Fax Cards” section in *Cisco Unity Bridge 2.1 System Requirements, and Supported Hardware and Software* on Cisco.com at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/bridge/sysreq/index.htm

New and Changed Functionality

New and Changed Functionality—Release 2.1(1)

Bridge Traffic Analyzer

The Bridge Traffic Analyzer is a report generation utility that reads the call and queue log files on the Cisco Unity Bridge server and generates a graph and a summary table that can be saved as a comma-separated value (CSV) file. The Bridge Traffic Analyzer is available on the Cisco Unity Utilities page of the Software Center website at <http://www.cisco.com/cgi-bin/tablebuild.pl/unity-util>.

For more information, refer to the “Bridge Traffic Analyzer” section in the “Bridge Networking” chapter of *Networking in Cisco Unity*, available on Cisco.com at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/unity31/net/index.htm. Also refer to the help file that comes with the Bridge Traffic Analyzer.

Call Log Retention

The Call Log Retention parameter on the System Settings page in the Bridge Administrator allows you to control the number of days that call and queue logs are to be retained. Call logs are used by the Bridge Traffic Analyzer for generating reports on Bridge activity.

For more information, refer to the “System Settings” section in the “Bridge Networking” chapter of *Networking in Cisco Unity*, available on Cisco.com at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/unity31/net/index.htm.

Migrating Octel Subscribers to Cisco Unity

If Octel subscribers have existing Microsoft Exchange mailboxes, you may want to use the Migrate Subscriber Data utility when the time comes to migrate the Octel subscribers to Cisco Unity. The Migrate Subscriber Data utility creates a Cisco Unity subscriber account by combining the Cisco Unity-specific data from an existing Bridge subscriber account (such as the recorded name) with an existing mail user. The utility then deletes the Bridge subscriber account and optionally, deletes the associated Active Directory contact.

The Migrate Subscriber Data utility is available on the Cisco Unity Utilities page of the Software Center website at <http://www.cisco.com/cgi-bin/tablebuild.pl/unity-util>. Refer to the help file that comes with the utility for more information.

Multiple Simultaneous Outbound Calls to an Octel Node

The Bridge can simultaneously use more than one port on the voice-fax card in the Bridge server to send messages to a particular Octel node. Two parameters on the System Settings page in the Bridge Administrator allow you to control the number of ports used for outgoing messages to a specific node: Queued Call Threshold and Max Ports Per Node.

For more information, refer to the “Controlling the Number of Ports Used for Outgoing Messages” section in the “Bridge Networking” chapter of *Networking in Cisco Unity*, available on Cisco.com at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/unity31/net/index.htm.

Name Aging Can Be Disabled

In the Bridge Administrator, the Name Aging field on the System Settings page allows you to specify how long usage-based directory entries are kept when they are not referenced. You can also disable name aging—so that the directory entries are never deleted—by setting the Name Aging value to 0.

For more information, refer to the “System Settings” section in the “Bridge Networking” chapter of *Networking in Cisco Unity*, available on Cisco.com at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/unity31/net/index.htm.

Shutdown Time Greatly Reduced When Traffic Is Heavy

In version 2.0(1), the Bridge was designed so that even when the Unity Bridge service was requested through the Services Control Panel, all in-process analog calls with Octel nodes would run to completion, which could take an extremely long time.

In version 2.1(1), when the Unity Bridge service is stopped through the Services Control Panel, the Bridge will complete the reception or delivery of any message currently in process before shutting down a particular port. However, the Bridge will not initiate delivery of a subsequent message on an active port, will not receive delivery of a subsequent message on an active port, will not initiate any new outgoing calls, and will not accept any new incoming calls. The service will stop completely when the last port has completed delivery or reception of the current message.

Temporary SMTP Messages Saved to Separate Folder

When the Retention Days for Temporary SMTP Messages parameter on the Digital Networking page in the Bridge Administrator is set to a non-zero value, it saves copies of SMTP messages sent to or from Cisco Unity in the following folders:

- Bridge\Vpim\Xcode\Inbound\Tmp (from Cisco Unity)
- Bridge\Vpim\Internet\Out\Tmp (to Cisco Unity)

New and Changed Functionality—Release 2.0(1)

Cisco Unity Bridge

The Cisco Unity Bridge acts as a networking gateway between a Cisco Unity system and an Octel system on an Octel analog network. The Bridge communicates with Octel servers by using the Octel analog networking protocol and with Cisco Unity servers by using the Digital Networking protocol, which is

based on the Voice Profile for Internet Mail (VPIM) protocol, with proprietary extensions. The Bridge acts as a gateway between two different messaging servers, and it must be installed on a separate and dedicated platform.

For more information, refer to the following documents:

- *Cisco Unity Bridge Installation Guide*, available on Cisco.com at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/bridge/big/index.htm.
- The “Bridge Networking” chapter of *Networking in Cisco Unity*, available on Cisco.com at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/unity31/net/index.htm.

Installation Note

For detailed information on installing the Cisco Unity Bridge, refer to the *Cisco Unity Bridge Installation Guide*, available on Cisco.com at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/bridge/big/index.htm. Note that the 2.0 version of the guide also applies to version 2.1(1).

Required Change to Cisco CallManager Service Parameter When Using a Cisco Gateway

When a Cisco gateway between the Bridge and Cisco CallManager is used instead of analog lines in a pure Cisco CallManager environment, you must change the H225DTMFDuration service parameter in Cisco CallManager from 300 to 80.

Note that the gateway must be either the WS-X6624 (Cisco Catalyst 65XX) or from the 26XX or 36XX family of Cisco IOS gateways. The Cisco IOS gateway must be 12.2(8) code or later in h.323 mode.

Limitations and Restrictions

Refer to the “Notable Behavior” section in the “Bridge Networking” chapter of *Networking in Cisco Unity*, available on Cisco.com at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/unity31/net/index.htm.

Caveats

This section describes severity 1, 2, and select severity 3 caveats.

If you have an account with Cisco.com, you can use Bug Toolkit to find information on caveats of any severity for any release. Bug Toolkit is available at the website http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl.

Open Caveats—Release 2.1(1)

There are no open severity 1, 2, or 3 caveats for this release.

Documentation Updates

Errors

This section lists errors in the current *Cisco Unity Bridge Installation Guide* and in the “Bridge Networking” chapter of *Networking in Cisco Unity*, and gives corrected information. The correct information will be incorporated in a future documentation release, or as otherwise noted.

Software Included with a Baseline Bridge Server: *Cisco Unity Bridge Installation Guide*

In the “‘Component’ and ‘Baseline’ Defined” section in the “Task Lists for Installing the Cisco Unity Bridge” chapter of the *Cisco Unity Bridge Installation Guide*, the list of software included on the Platform Configuration compact disc for a baseline Bridge server is incorrect.

A baseline Cisco Unity Bridge is a server that is purchased from Cisco or a Cisco reseller and that is shipped with a Platform Configuration disc that you use to quickly install the following software:

- Microsoft Windows 2000 Server and Windows 2000 Service Pack 2.
- Microsoft Internet Information Services (IIS) Cumulative Hot Fix Q301625, which includes patches for both the Code Red and Nimda viruses.
- Microsoft Internet Explorer 5.5 and Internet Explorer 5.5 Service Pack 2.

The Cisco Unity Bridge software, other third-party software, and voice-fax cards must be installed separately.

NNTP Service Must Be Removed from the Bridge Server: *Cisco Unity Bridge Installation Guide*

The Bridge does not work with the Network News Transfer Protocol (NNTP) installed. The service is not included on the Platform Configuration compact disc for a baseline Cisco Unity Bridge.

For a component Bridge, the NNTP service is installed automatically when you install Windows 2000 Server by using the compact discs included with the retail version of the software. The “Installing Windows 2000 Server (Component Only)” section in the “Installing the Cisco Unity Bridge” chapter of the *Cisco Unity Bridge Installation Guide* does not mention that the NNTP service must not be installed on the Bridge server. If the service is on the Bridge server, it must be removed.

To remove the NNTP service (component only)

-
- Step 1** On the Windows Start menu, click **Settings > Control Panel > Add/Remove Programs**.
 - Step 2** Click **Add/Remove Windows Components**.
 - Step 3** Click **Internet Information Services (IIS)** (but do not uncheck the check box), and click **Details**.
 - Step 4** In the Internet Information Services (IIS) dialog box, uncheck the **NNTP Service** check box.
 - Step 5** Click **OK**.
 - Step 6** Click **Next**.
 - Step 7** Click **Finish**.
 - Step 8** Close the Add/Remove Programs dialog box and Control Panel.
-

SMTP Must Be Removed from the Bridge Server: *Cisco Unity Bridge Installation Guide*

The Bridge does not work with the Simple Mail Transport Protocol (SMTP) service. The service is not included on the Platform Configuration compact disc for a baseline Cisco Unity Bridge.

For a component Bridge, the SMTP service is installed automatically when you install Windows 2000 Server by using the compact discs included with the retail version of the software. The “Installing Windows 2000 Server (Component Only)” section in the “Installing the Cisco Unity Bridge” chapter of the *Cisco Unity Bridge Installation Guide* does not mention that the SMTP service must not be installed on the Bridge server. Refer to the “Removing the SMTP Service (Component Only)” section of the *Cisco Unity Bridge Installation Guide* to remove the service (the guide is available on Cisco.com at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/bridge/big/index.htm).

Cisco Unity Documentation

Table 1 Cisco Unity Documentation Set

Document	Location
<i>Cisco Unity System Requirements, and Supported Hardware and Software</i>	Available on Cisco.com at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/sysreq/index.htm and on the Cisco Documentation CD-ROM.
<i>Cisco Unity Customization Worksheets</i>	Available on Cisco.com at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/index.htm .
<i>Cisco Unity Release Notes</i>	Available on Cisco.com at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/index.htm and on the Cisco Documentation CD-ROM. Also available on the Cisco Software Center website at http://www.cisco.com/kobayashi/sw-center/sw-voice.shtml .
<i>Cisco Unity-CM TSP Release Notes</i>	Available on Cisco.com at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/tsp/index.htm and on the Cisco Documentation CD-ROM. Also available on the Cisco Software Center website at http://www.cisco.com/kobayashi/sw-center/sw-voice.shtml .
<i>Cisco Unity Installation Guide</i>	Available in print, on Cisco.com at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/index.htm , and on the Cisco Documentation CD-ROM.
<i>Cisco Unity Bridge Installation Guide</i>	Available in print, on Cisco.com at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/index.htm , and on the Cisco Documentation CD-ROM.

Table 1 Cisco Unity Documentation Set (continued)

Document	Location
Cisco Unity integration guides for various phone systems	Available on Cisco.com at http://www.cisco.com/univercd/cc/td/doc/product/voic/e/c_unity/index.htm and on the Cisco Documentation CD-ROM.
<i>Cisco Unity System Administration Guide</i>	Available on Cisco.com at http://www.cisco.com/univercd/cc/td/doc/product/voic/e/c_unity/index.htm and on the Cisco Documentation CD-ROM.
<i>Cisco Unity Failover Guide</i>	Available on Cisco.com at http://www.cisco.com/univercd/cc/td/doc/product/voic/e/c_unity/index.htm and on the Cisco Documentation CD-ROM.
<i>Networking in Cisco Unity</i>	Available on Cisco.com at http://www.cisco.com/univercd/cc/td/doc/product/voic/e/c_unity/index.htm and on the Cisco Documentation CD-ROM.
<i>Cisco Unity Troubleshooting Guide</i>	Available on Cisco.com at http://www.cisco.com/univercd/cc/td/doc/product/voic/e/c_unity/index.htm and on the Cisco Documentation CD-ROM.
<i>Cisco Unity User Guide</i>	Available on Cisco.com at http://www.cisco.com/univercd/cc/td/doc/product/voic/e/c_unity/index.htm .
<i>Cisco Unity at a Glance for Standard Conversation card</i>	Available on Cisco.com at http://www.cisco.com/univercd/cc/td/doc/product/voic/e/c_unity/index.htm .
<i>Cisco Unity at a Glance for Optional Conversation 1 card</i>	Available on Cisco.com at http://www.cisco.com/univercd/cc/td/doc/product/voic/e/c_unity/index.htm .
Online Help	Available in: <ul style="list-style-type: none"> • The Cisco Unity Cisco Unity Assistant • The Cisco Unity Administrator • The Cisco Unity Visual Messaging Interface • Cisco Unity ViewMail for Microsoft Outlook
<i>Regulatory Compliance and Safety Information for Cisco Unity</i>	Available in print, on Cisco.com at http://www.cisco.com/univercd/cc/td/doc/product/voic/e/c_unity/index.htm , and on the Cisco Documentation CD-ROM.

Table 1 Cisco Unity Documentation Set (continued)

Document	Location
Cisco Unity white papers and application notes	Available on Cisco.com at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/whitpapr/index.htm and on the Cisco Documentation CD-ROM.
Translated Cisco Unity documentation	Pieces of the Cisco Unity documentation set are available in French and German on Cisco.com at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/trans/index.htm .

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, which is shipped with your product. 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 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 **Feedback** at the top of the Cisco Documentation home page. After you complete the form, print it out and fax it to Cisco at 408 527-0730.

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

To submit your comments by mail, 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 user, 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.

CCVP, the Cisco logo, and the Cisco Square Bridge logo are trademarks of Cisco Systems, Inc.; Changing the Way We Work, Live, Play, and Learn is a service mark of Cisco Systems, Inc.; and Access Registrar, Aironet, BPX, Catalyst, CCDA, CCDP, CCIE, CCIP, CCNA, CCNP, CCSP, Cisco, the Cisco Certified Internetwork Expert logo, Cisco IOS, Cisco Press, Cisco Systems, Cisco Systems Capital, the Cisco Systems logo, Cisco Unity, Enterprise/Solver, EtherChannel, EtherFast, EtherSwitch, Fast Step, Follow Me Browsing, FormShare, GigaDrive, HomeLink, Internet Quotient, IOS, iPhone, IP/TV, iQ Expertise, the iQ logo, iQ Net Readiness Scorecard, iQuick Study, LightStream, Linksys, MeetingPlace, MGX, Networking Academy, Network Registrar, *Packet*, PIX, ProConnect, ScriptShare, SMARTnet, StackWise, The Fastest Way to Increase Your Internet Quotient, and TransPath are registered trademarks of Cisco Systems, Inc. and/or its affiliates in the United States and certain other countries.

All other trademarks mentioned in this document or Website are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (0705R)

Release Notes for Cisco Unity Bridge Release 2.1(1)
Copyright © 2002, Cisco Systems, Inc.
All rights reserved.