



# Release Notes for Cisco Unity Bridge Release 2.1(2)

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*Revised March 10, 2003*

These release notes describe upgrade instructions, new and changed support, new and changed functionality, limitations and restrictions, open and resolved caveats, and documentation updates for Cisco Unity™ Bridge Release 2.1(2).

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>.

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# 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/en/US/products/sw/voicesw/ps2237/prod\\_pre\\_installation\\_guides\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_pre_installation_guides_list.html).

## 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/en/US/products/sw/voicesw/ps2237/products\\_installation\\_guides\\_books\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_installation_guides_books_list.html). (Although the section title refers only to the Nimda virus, the procedure you do installs patches for both viruses.) Note that the 2.0 version of the *Cisco Unity Bridge Installation Guide* also applies to versions 2.1(2) and 2.1(1).

## 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

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- Step 1** Confirm that the computer you are using to download the file has at least 13 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 **Unity Bridge Software** under “Cisco Unity Software.”
  - Step 3** Download the file **CiscoUnityBridge2.1.2.exe** to the directory of your choice.
  - Step 4** Double-click **CiscoUnityBridge2.1.2.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 **CiscoUnityBridge2.1.2.exe** to free hard disk space.
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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/en/US/products/sw/voicesw/ps2237/products\\_installation\\_guides\\_books\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_installation_guides_books_list.html). Note that the 2.0 version of the guide also applies to versions 2.1(2) and 2.1(1).

If you are upgrading to version 2.1(2) from 2.1(1) or 2.0(1), see the “Upgrading to Cisco Unity Bridge 2.1(2) from Version 2.1(1) or 2.0(1)” section on page 3.

# Upgrading to Cisco Unity Bridge 2.1(2) from Version 2.1(1) or 2.0(1)

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

## To upgrade to Bridge 2.1(2) from version 2.1(1) or 2.0(1)

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- 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 two services:
- Digital Networking
  - Unity Bridge



### Timesaver

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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 from version 2.0(1) 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. (Note that in version 2.1(x), this timesaver is unnecessary because the Bridge services will complete the shutdown process when the last in-process message transmission or reception, rather than call, is complete. No additional message transmissions will begin on the in-process calls—either outbound or inbound—once shutdown has been initiated.)

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- Step 3** Browse to the directory in which the files were extracted.
- 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** Click **OK** to restart the server.
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After an upgrade from version 2.0(1), the directory table in the Bridge database is automatically converted from version 2.0 to 2.1.

# New and Changed Support

## New and Changed Support—Release 2.1(2)

### Optional Microsoft Service Packs Qualified for Use with Cisco Unity Bridge 2.1(x)


**Note**

Before installing any qualified optional service pack on the Cisco Unity Bridge server, confirm that the manufacturer of any optional virus-scanning software that you plan to install on the Bridge server—or that is already installed—also supports the service pack for use with its product.

The following Microsoft service packs have been qualified for optional use with Cisco Unity Bridge 2.1(x):

- Internet Explorer 6.0 Service Pack 1
- Windows 2000 Service Pack 3 (We recommend that you disable the Windows 2000 Updater program that gets installed and enabled by default with Service Pack 3.)


**Note**

For the most current list of all supported Microsoft service packs—including service packs qualified since the release of Cisco Unity Bridge version 2.1(2)—refer to the *Compatibility Matrix: Required and Recommended Third-Party Service Packs* on Cisco.com at [http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod\\_pre\\_installation\\_guides\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_pre_installation_guides_list.html).

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

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/en/US/products/sw/voicesw/ps2237/prod\\_pre\\_installation\\_guides\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_pre_installation_guides_list.html).

## 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 the *Networking in Cisco Unity Guide*. Refer to the “Backing Up and Restoring the Bridge” section in the “Bridge Networking” chapter. The *Networking in Cisco Unity Guide* is available on Cisco.com at [http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_unity/unity31/net/index.htm](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/en/US/products/sw/voicesw/ps2237/prod\\_pre\\_installation\\_guides\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_pre_installation_guides_list.html).

# New and Changed Functionality

## New and Changed Functionality—Release 2.1(2)

There is no new or changed functionality in Cisco Unity Bridge release 2.1(2). See the “[Resolved Caveat—Release 2.1\(2\)](#)” section on page 10 for the software fix in the release.

## 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 the *Networking in Cisco Unity Guide*, available on Cisco.com at [http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_unity/unity31/net/index.htm](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 the *Networking in Cisco Unity Guide*, available on Cisco.com at [http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_unity/unity31/net/index.htm](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(s) 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 the *Networking in Cisco Unity Guide*, available on Cisco.com at [http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_unity/unity31/net/index.htm](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 the *Networking in Cisco Unity Guide*, available on Cisco.com at [http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_unity/unity31/net/index.htm](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](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/bridge/big/index.htm).
- The “Bridge Networking” chapter of the *Networking in Cisco Unity Guide*, available on Cisco.com at [http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_unity/unity31/net/index.htm](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/en/US/products/sw/voicesw/ps2237/products\\_installation\\_guides\\_books\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_installation_guides_books_list.html). Note that the 2.0 version of the guide also applies to versions 2.1(2) and 2.1(1).

For detailed information on configuring the Cisco Unity Bridge, refer to the *Cisco Unity Bridge Networking Guide*, available on Cisco.com at [http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products\\_installation\\_and\\_configuration\\_guide\\_books\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_installation_and_configuration_guide_books_list.html).

## 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 the *Cisco Unity Bridge Networking Guide*, available on Cisco.com at [http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products\\_installation\\_and\\_configuration\\_guide\\_books\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_installation_and_configuration_guide_books_list.html).

## 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 more information on the caveat in this section, in addition to 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](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl).

## Open Caveats—Release 2.1(2)

**Table 1** Cisco Unity Bridge Release 2.1(2) Open Caveats

Caveat Number	Severity	Description
CSCdz67057	2	<p>Bridge-race condition at play msg end - usable ports decrease.</p> <p><b>Symptom:</b> Cisco Unity Bridge analog port hangs infinitely after playing voice message to remote Octel server.</p> <p><b>Condition:</b> This condition has been observed on Cisco Unity Bridge servers when configured for 20 analog lines or greater when call traffic is very heavy. This behavior only occurs when McAfee Netshield virus scanning services are installed and enabled on the Cisco Unity Bridge server. Under these conditions it is possible that one port will hang every 2-3 hours, resulting in not enough ports to handle the message traffic. A backlog of messages in the \bridge\starfish\in analog queues will be evident.</p> <p><b>Workaround:</b> To restore the hung ports to service the Unity Bridge service must be restarted on the Cisco Unity Bridge server. When a port is in this hung state, you may not be able to start and stop the Cisco Unity Bridge server via the Services Control Panel - in this case you should reboot the Cisco Unity Bridge server. To avoid this condition, stop and disable the McAfee Netshield services via the Services Control Panel. These services are named: Network Associates Alert Manager Network Associates McShield Network Associates Task Manager If experiencing this behavior and anti-virus software is mandatory, Norton AntiVirus 5.02 has been tested under the same conditions in lab testing. The behavior described above did not occur under the same load conditions with Norton AntiVirus 5.02 installed and enabled.</p>
CSCdz41521	3	<p>Bridge-post-record protocol exchange with Octel350 fails often.</p> <p><b>Symptom:</b> Frequent communication errors encountered on the Cisco Unity Bridge when receiving voice messages from remote Octel 350 node.</p> <p><b>Condition:</b> This behavior has been observed on two different Cisco Unity Bridge 2.1(1) servers when receiving voice messages from an Octel 350. After receiving a voice recording the sf logs on the Bridge show the Bridge recording the incoming message, then receiving the eom # from the Octel 350. The Bridge then responds with 8 properly but does not detect the subsequent 9 DTMF coming from the Octel 350. The Bridge then times out and disconnects. The message delivery is reattempted by the Octel 350.</p> <p><b>Workaround:</b> This behavior is targeted to be resolved in Bridge 2.1(3). If a temporary workaround is needed to resolve this behavior prior to the availability of 2.1(3) the following workaround can be used. This workaround should be considered temporary only. Analog front end configuration is set optimally by default on the Bridge when these settings are not present. Therefore, these settings should be removed and the Bridge upgraded to 2.1(3) once 2.1(3) is available on CCO. Instructions for implementing the temporary workaround: 1. On the Bridge server browse to the \bridge\starfish\bin folder. 2. Open bcall.cfg with nodepad.exe. 3. Add the following configuration lines to the end of the file: &lt;cmdArg&gt; afe_config 0 0 0 0 afe_config 1 0 0 0 afe_config 2 0 0 0 afe_config 3 0 0 0 afe_config 4 0 0 0 afe_config 5 0 0 0 afe_config 6 0 0 0 afe_config 7 0 0 0 afe_config 8 0 0 0 afe_config 9 0 0 0 afe_config 10 0 0 0 afe_config 11 0 0 0 afe_config 12 0 0 0 afe_config 13 0 0 0 afe_config 14 0 0 0 afe_config 15 0 0 0 afe_config 16 0 0 0 afe_config 17 0 0 0 afe_config 18 0 0 0 afe_config 19 0 0 0 afe_config 20 0 0 0 afe_config 21 0 0 0 afe_config 22 0 0 0 afe_config 23 0 0 0 &lt;noCmdArg&gt; 4. Reboot the Cisco Unity Bridge server.</p>

## Resolved Caveat—Release 2.1(2)

**Table 2** Cisco Unity Bridge Release 2.1(2) Resolved Caveat

Caveat Number	Description
CSCdy38984	Voice and text names for some Cisco Unity subscribers are not propagating to remote Octel node from Bridge when an Octel subscriber sends a message to the Cisco Unity subscribers. The problem occurs when Cisco Unity is using Cisco Unity Bridge version 2.1(1) to communicate with remote Octel nodes. If a Cisco Unity subscriber's Display Name is longer than 20 characters, this record is not successfully propagating to the Unity node on the Bridge server when synchronization takes place. Therefore, the text and voice names are not available when the Octel server requests them from the Bridge server.

## Documentation Updates

### Errors

This section lists errors in the current *Cisco Unity Bridge Installation Guide* and gives corrected information. The correct information will be incorporated in a future documentation release.

### 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)

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- 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.
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## 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](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/bridge/big/index.htm)).

## 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.

## Cisco Unity Documentation

For descriptions and URLs of Cisco Unity documentation on Cisco.com, refer to *About Cisco Unity Documentation*. The document is shipped with Cisco Unity and is available on Cisco.com at [http://www.cisco.com/en/US/products/sw/voicewsw/ps2237/prod\\_pre\\_installation\\_guides\\_list.html](http://www.cisco.com/en/US/products/sw/voicewsw/ps2237/prod_pre_installation_guides_list.html).

## Obtaining Documentation

Cisco provides several ways to obtain documentation, technical assistance, and other technical resources. These sections explain how to obtain technical information from Cisco Systems.

### Cisco.com

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

<http://www.cisco.com/univercd/home/home.htm>

You can access the Cisco website at this URL:

<http://www.cisco.com>

International Cisco web sites can be accessed from this URL:

[http://www.cisco.com/public/countries\\_languages.shtml](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 may have 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.

Registered Cisco.com users can order the Documentation CD-ROM (product number DOC-CONDOCCD=) through the online Subscription Store:

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

## Ordering Documentation

You can find instructions for ordering documentation at this URL:

[http://www.cisco.com/univercd/cc/td/doc/es\\_inpk/pdi.htm](http://www.cisco.com/univercd/cc/td/doc/es_inpk/pdi.htm)

You can order Cisco documentation in these ways:

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

<http://www.cisco.com/en/US/partner/ordering/index.shtml>

- Registered Cisco.com users can order the Documentation CD-ROM (Customer Order Number DOC-CONDOCCD=) 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 Systems Corporate Headquarters (California, U.S.A.) at 408 526-7208 or, elsewhere in North America, by calling 800 553-NETS (6387).

## Documentation Feedback

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You can e-mail your comments to [bug-doc@cisco.com](mailto:bug-doc@cisco.com).

You can submit your comments by mail by writing to the following address:

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

We appreciate your comments.

# Obtaining Technical Assistance

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

## Cisco.com

Cisco.com offers a suite of interactive, networked services that let you access Cisco information, networking solutions, services, programs, and resources at any time, from anywhere in the world.

Cisco.com provides a broad range of features and services to help you with these tasks:

- 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

To obtain customized information and service, you can self-register on Cisco.com at this 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 levels of support are available: the Cisco TAC website and the Cisco TAC Escalation Center. The avenue of support that you choose depends on the priority of the problem and the conditions stated in service contracts, when applicable.

We categorize Cisco TAC inquiries according to urgency:

- 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.

## Cisco TAC Website

You can use the Cisco TAC website 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 website, go to this URL:

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

All customers, partners, and resellers who have a valid Cisco service contract have complete access to the technical support resources on the Cisco TAC website. Some services on the Cisco TAC website require 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 this URL to register:

<http://tools.cisco.com/RPF/register/register.do>

If you are a Cisco.com registered user, and you cannot resolve your technical issues by using the Cisco TAC website, you can open a case online at this URL:

<http://www.cisco.com/en/US/support/index.html>

If you have Internet access, we recommend that you open P3 and P4 cases through the Cisco TAC website so that you can describe the situation in your own words and attach any necessary files.

## Cisco TAC Escalation Center

The Cisco TAC Escalation Center addresses priority level 1 or priority level 2 issues. 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 automatically opens a case.

To obtain a directory of toll-free Cisco TAC telephone numbers for your country, go to this 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). When you call the center, 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](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 monthly periodical that provides industry professionals with the latest information about the field of networking. You can access *Packet* magazine at this URL:  
[http://www.cisco.com/en/US/about/ac123/ac114/about\\_cisco\\_packet\\_magazine.html](http://www.cisco.com/en/US/about/ac123/ac114/about_cisco_packet_magazine.html)
- *iQ Magazine* is the Cisco monthly periodical that provides business leaders and decision makers with the latest information about the networking industry. You can access *iQ Magazine* at this URL:  
[http://business.cisco.com/prod/tree.taf%3fasset\\_id=44699&public\\_view=true&kbns=1.html](http://business.cisco.com/prod/tree.taf%3fasset_id=44699&public_view=true&kbns=1.html)

- *Internet Protocol Journal* is a quarterly journal published by Cisco Systems for engineering professionals involved in the design, development, and operation of 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](http://www.cisco.com/en/US/about/ac123/ac147/about_cisco_the_internet_protocol_journal.html)

- Training—Cisco offers world-class networking training, with current offerings in network training listed at this URL:

[http://www.cisco.com/en/US/learning/le31/learning\\_recommended\\_training\\_list.html](http://www.cisco.com/en/US/learning/le31/learning_recommended_training_list.html)

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