



Release Notes for Cisco Unity Bridge Release 2.1(4)

Published April 25, 2003

These release notes describe upgrade instructions, new and changed support, new and changed functionality, limitations and restrictions, and open and resolved caveats for Cisco Unity™ Bridge Release 2.1(4).

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](#)
- [Determining the Software Version, page 2](#)
- [Downloading the Cisco Unity Bridge Software and Required Service Packs, page 3](#)
- [Upgrading to Cisco Unity Bridge 2.1\(4\) from Version 2.1\(x\) or 2.0\(1\), page 4](#)
- [New and Changed Functionality—Release 2.1\(4\), page 6](#)
- [Installation Note, page 7](#)
- [Limitations and Restrictions, page 7](#)
- [Caveats, page 7](#)
- [Cisco Unity Documentation, page 8](#)
- [Obtaining Documentation, page 9](#)
- [Obtaining Technical Assistance, page 10](#)
- [Obtaining Additional Publications and Information, page 11](#)



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System Requirements, and Supported Hardware and Software

The following documents list the most current Cisco Unity Bridge requirements and are available on Cisco.com at

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

- *Cisco Unity Bridge 2.1 System Requirements, and Supported Hardware and Software*
- *Cisco Unity Networking Options Requirements (With Microsoft Exchange)*
- *Compatibility Matrix: Required and Recommended Third-Party Service Packs.*

Determining the Software Version

This section contains procedures for determining the version in use for the following software:

- [Cisco Unity Bridge](#)
- [Cisco Unity](#)
- [Cisco Unity Voice Connector for Microsoft Exchange](#)

Cisco Unity Bridge

To Determine the Cisco Unity Bridge Version in Use

- Step 1** On the Bridge server, open the Bridge Administrator.
- Step 2** Click **About**. The About Cisco Unity Bridge page displays the Bridge version.
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Cisco Unity

To Determine the Cisco Unity Version in Use by Using the Cisco Unity Administrator

In the Cisco Unity Administrator, go to the **System > Configuration > Software Versions** page. The Cisco Unity version is displayed in the Cisco Unity Build Number field.

To Determine the Cisco Unity Version in Use by Using the AvCsMgr.exe File (Cisco Unity 3.0(4) and Later)

- Step 1** Browse to the **CommServer** directory.
- Step 2** Right-click **AvCsMgr.exe**, and click **Properties**.

- Step 3** In the Properties window, click the **Version** tab.
 - Step 4** In the Item Name list, click **Product Version**. The Cisco Unity version is displayed in the Value window.
-

Cisco Unity Voice Connector for Microsoft Exchange

This section contains two procedures. Do the procedure for your version of Cisco Unity.

To Determine the Voice Connector Version in Use: Cisco Unity 4.0 and Later, Voice Connector 10.0 and Later

- Step 1** Log on to the Exchange server on which the Voice Connector is installed.
 - Step 2** In Windows Explorer or My Computer, browse to the appropriate directory:
 - Exchange 2000:<ExchangeServerPath>\VoiceGateway\Bin
 - Exchange 5.5:<ExchangeServerPath>\Connect\Voice\Bin
 - Step 3** Right-click **GwIvc.exe**, and select **Properties**.
 - Step 4** Click the **Version** tab in the Properties window.
 - Step 5** In the Item Name box, click **Product Version** to view the product version in the Value box.
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To Determine the Voice Connector Version in Use: Cisco Unity 3.0 Through 3.1

- Step 1** Log on to the Exchange server on which the Voice Connector is installed.
 - Step 2** In Windows Explorer or My Computer, browse to the appropriate directory:
 - Exchange 2000:<ExchangeServerPath>\VoiceGateway\Bin\LocalizedFiles\ENU.
 - Exchange 5.5:<ExchangeServerPath>\Voice\Bin\LocalizedFiles\ENU.
 - Step 3** Right-click **SetupRes.dll**, and select **Properties**.
 - Step 4** In the Properties window, click the **Version** tab to view the File Version.
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Downloading the Cisco Unity Bridge Software and Required Service Packs

The Bridge software, Microsoft Windows 2000 Server Service Pack 3, and Microsoft Internet Explorer 6 Service Pack 1—all of which are required on a new Bridge server or to upgrade to Bridge version 2.1(4)—are available for download from the Cisco Software Center website. Use a computer with a high-speed Internet connection.

To Download the Bridge Software and Required Service Packs

Step 1 Confirm that the computer you are using has enough hard disk space:

Bridge software	13 MB for the download file and 32 MB for the extracted files.
Cisco Unity Service Packs CD 1	1 GB for the download file and for the extracted files.

Step 2 Go to the Cisco Unity Bridge Software Download page at <http://www.cisco.com/cgi-bin/tablebuild.pl/unity-bridge>.

Step 3 Download the file **CiscoUnityBridge2.1.4.exe** to the directory of your choice.

Step 4 Go to the Cisco Unity 4.0 Software Download page at <http://www.cisco.com/cgi-bin/tablebuild.pl/unity-40>.

Step 5 Download the file **CiscoUnity4.0-ServicePacks-ENU-CD1.exe** to the directory of your choice.

Step 6 Double-click **CiscoUnityBridge2.1.4.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 7 Double-click **CiscoUnity4.0-ServicePacks-ENU-CD1.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 8 Delete the files **CiscoUnityBridge2.1.4.exe** and **CiscoUnity4.0-ServicePacks-ENU-CD1.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* on Cisco.com at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_installation_guides_books_list.html.

If you are upgrading to version 2.1(4) from 2.1(x) or 2.0(1), see the “Upgrading to Cisco Unity Bridge 2.1(4) from Version 2.1(x) or 2.0(1)” section on page 4.

Upgrading to Cisco Unity Bridge 2.1(4) from Version 2.1(x) or 2.0(1)

Cisco recommends that you upgrade when Bridge message traffic is low. Do the following three procedures in the order listed.

To Install Windows 2000 Server Service Pack 3

Step 1 Disable virus-scanning services.

Step 2 In the directory to which you extracted the file **CiscoUnity4.0-ServicePacks-ENU-CD1.exe**, browse to the **Win2K_SP3\i386\Update** directory, and double-click **Update.exe**.

Step 3 Follow the on-screen prompts to complete the installation.

Step 4 Remove the compact disc, if applicable.

- Step 5** Restart the server.
- Step 6** Re-enable virus-scanning services.

To Install Internet Explorer 6 Service Pack 1

- Step 1** In the directory to which you extracted the file CiscoUnity4.0-ServicePacks-ENU-CD1.exe, browse to the **IE6SP1** directory, and double-click **IE6Setup.exe**.
- Step 2** Follow the on-screen prompts to complete the installation.

To Upgrade to Bridge 2.1(4) from Version 2.1(x) or 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 two 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 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.)

- Step 3** Browse to the directory in which the Bridge software 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.

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—Release 2.1(4)

This section contains information about new and changed support in the Cisco Unity Bridge Release 2.1(4) time frame only. Refer to the release notes of the applicable version for information about new and changed support with earlier versions of the Bridge. Release notes for all versions of the Bridge are available on Cisco.com at

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

Internet Explorer 6 Service Pack 1 Required

Internet Explorer 6 Service Pack 1, which was optional in earlier Bridge releases, is required with Bridge 2.1(4).

For download instructions, see the “[Downloading the Cisco Unity Bridge Software and Required Service Packs](#)” section on page 3.

For installation instructions on a new Bridge server, refer to the *Cisco Unity Bridge Installation Guide*. For installation instructions when upgrading from an earlier version of Bridge software, see “[Upgrading to Cisco Unity Bridge 2.1\(4\) from Version 2.1\(x\) or 2.0\(1\)](#)” section on page 4.

Windows 2000 Server Service Pack 3 Required

Windows 2000 Server Service Pack 3, which was optional in earlier Bridge releases, is required with Bridge 2.1(4).

For download instructions, see the “[Downloading the Cisco Unity Bridge Software and Required Service Packs](#)” section on page 3.

For installation instructions on a new Bridge server, refer to the *Cisco Unity Bridge Installation Guide*. For installation instructions when upgrading from an earlier version of Bridge software, see “[Upgrading to Cisco Unity Bridge 2.1\(4\) from Version 2.1\(x\) or 2.0\(1\)](#)” section on page 4.

New and Changed Functionality—Release 2.1(4)

This section contains information about new and changed functionality for Cisco Unity Bridge Release 2.1(4) only. Refer to the release notes of the applicable version for information about new and changed functionality in earlier versions of the Bridge. Release notes for all versions of the Bridge are available on Cisco.com at

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

Retired Lines Status

Lines that have been retired because of line errors display as such on the Line Status page in the Bridge Administrator.

Spoken Name Retrieval Settings

Settings called Name Retrieval Retries and Name Retry Interval have been added to the System Settings page in the Bridge Administrator. These settings allow you to control how often the Bridge attempts to retrieve spoken names that were not yet recorded on the Avaya Octel system when the Bridge initially attempted to retrieve them.

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.

For detailed information on configuring Bridge Networking, 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.

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.

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.

Note that this section contains caveat information for Cisco Unity Bridge Release 2.1(4) only. Refer to the release notes of the applicable version for caveat information for earlier versions of the Bridge. Release notes for all versions of the Bridge are available on Cisco.com at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_release_notes_list.html.

Open Caveat—Release 2.1(4)

Table 1 Cisco Unity Bridge Release 2.1(4) Open Caveat

Caveat Number	Severity	Description
CSCdz75011	3	<p>Cisco Unity Bridge analog port appears to be in a locked state after playing analog message to remote Octel. This behavior has been observed on Cisco Unity Bridge server 2.1(x) when all of the following conditions are true:</p> <ul style="list-style-type: none"> • McAfee NetShield Network Associates services are installed and enabled on the Bridge server with no exclusions. • The Bridge server is handling max port capacity analog traffic. • The Bridge server detects an invalid frame just after completing play out of the voice message. <p>Workaround</p> <p>To clear the condition, restart the Unity Bridge service on the Bridge server. If the Unity Bridge service will not stop, reboot the Bridge server.</p> <p>If this behavior occurs repeatedly, consider disabling the McAfee NetShield services. Testing with Norton Anti-Virus software under the same conditions has shown not to cause the same problem behavior.</p>

Resolved Caveats—Release 2.1(4)

Table 2 Cisco Unity Bridge Release 2.1(4) Resolved Caveats

Caveat Number	Severity	Description
CSCdy38984	3	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.
CSCdz41521	3	Bridge-post-record protocol exchange with Octel350 fails often.
CSCdz42861	3	Cisco Unity Bridge analog calls to some remote Octel servers are frequently failing to connect.
CSCdz47709	3	When the Unity Node on the Bridge is set to send messages to Cisco Unity in G.729a format, voice names for remote subscribers are still sent to the Cisco Unity bridgehead server in G.711.
CSCdz67057	2	Bridge-race condition at play msg end - usable ports decrease.
CSCdz69354	3	When the date rolls from 12/31 of the previous year to 01/01 of the next year, log files from the previous 24 hours are not available as expected on the Bridge server.

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/voicesw/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 websites can be accessed from this 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 may have shipped with your product. The Documentation CD-ROM is updated regularly and may be more current than printed documentation. The CD-ROM package is available as a single unit or through an annual or quarterly subscription.

Registered Cisco.com users can order a single Documentation CD-ROM (product number DOC-CONDOCCD=) through the Cisco Ordering tool:

http://www.cisco.com/en/US/partner/ordering/ordering_place_order_ordering_tool_launch.html

All users can order monthly or quarterly subscriptions 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_inpck/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>

- 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

You can submit comments electronically on Cisco.com. On the Cisco Documentation home page, click **Feedback** at the top of the page.

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

You can submit comments 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://tools.cisco.com/RPF/register/register.do>

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: the Cisco TAC website and the Cisco TAC Escalation Center. The type 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. There is little or no impact to your business operations.
- Priority level 3 (P3)—Operational performance of the network is impaired, but most business operations remain functional. You and Cisco are willing to commit resources during normal business hours to restore service to satisfactory levels.

- Priority level 2 (P2)—Operation of an existing network is severely degraded, or significant aspects of your business operations are negatively impacted by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.
- Priority level 1 (P1)—An existing network is “down,” or there is a critical impact to your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation.

Cisco TAC Website

The Cisco TAC website provides online documents and tools to help troubleshoot and resolve technical issues with Cisco products and technologies. 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/tac/caseopen>

If you have Internet access, we recommend that you open P3 and P4 cases online so that you can fully describe the situation 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 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

- 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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