



# Cisco Unity Bridge 3.1 System Requirements, and Supported Hardware and Software

---

*Revised August 21, 2007*

This document lists requirements, supported hardware and software, and other necessary information for installing Cisco Unity Bridge version 3.1. It is divided into three parts:

- [PART 1: Cisco Unity Bridge 3.1 System Requirements, page 1](#)
- [PART 2: Supported Hardware for Use with Cisco Unity Bridge 3.1, page 3](#)
- [PART 3: Supported Software for Use with Cisco Unity Bridge 3.1, page 6](#)

(For requirements, and supported hardware and software for Cisco Unity, see *Cisco Unity System Requirements, and Supported Hardware and Software, and Support Policies*, available at [http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod\\_installation\\_guides\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_installation_guides_list.html).)

## PART 1: Cisco Unity Bridge 3.1 System Requirements

- [Hardware Requirements, page 2](#)
- [Software Requirements, page 2](#)
- [Bridge Networking Requirements, page 3](#)



---

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

© 2007 Cisco Systems, Inc. All rights reserved.

## Hardware Requirements

- A server that meets Cisco Unity Bridge specifications. See the *Cisco Unity Supported Platforms List* at [http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products\\_data\\_sheets\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_data_sheets_list.html).




---

**Caution** Cisco TAC does not provide any assistance for installing, customizing, or troubleshooting the Bridge on an unsupported platform.

---

- Voice-fax cards. The following cards are supported:
  - Brooktrout TR1034 analog voice-fax cards.
  - Brooktrout TR114+P4L or TR114+uP4L PCI analog voice-fax cards.

See the “[Supported Voice-Fax Cards](#)” section on page 3 for a detailed list of supported cards.

## Software Requirements

- A supported version of Microsoft Windows Server 2003 or Windows 2000 Server:
  - Windows Server 2003 Standard Edition
  - Windows 2000 Server

Windows is supported in English only. The locale must be set to English (United States), and the language settings must be set only to Western Europe and United States. (Choosing additional language settings is not supported.)



**Caution**

---

If Brooktrout TR114 voice-fax cards are installed in the Bridge server or an expansion chassis, you must install Windows 2000 Server. Windows 2003 Server is not supported with Brooktrout TR114 voice-fax cards.

---

- Microsoft Internet Explorer 6.
- MSXML 3.0.
- Cisco Unity Bridge.
- The service packs listed in the following section, “[Minimum Service Packs Required—Cisco Unity Bridge Server](#).”

### Minimum Service Packs Required—Cisco Unity Bridge Server

- Windows Server 2003 Service Pack 1 (with Windows 2003 on the Bridge server)
- Windows 2000 Server Service Pack 4 (with Windows 2000 on the Bridge server)
- Internet Explorer 6.0 Service Pack 1
- MSXML 3.0 Service Pack 1

We recommend that you also update the Bridge server with the security updates that Microsoft releases monthly. Refer to *Software Installed by the Cisco Unity Server Updates Wizard* at [http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod\\_installation\\_guides\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_installation_guides_list.html).

We strongly recommend that you update the Bridge server with the service packs listed in the “[Recommended Service Packs—Cisco Unity Bridge Server](#)” section below. Some of the service packs may be more recent than the minimum required service packs listed here. If you do so, we recommend that you run the Cisco Unity Server Updates wizard to update the Bridge server with the security updates that apply to the recommended service packs.

## Recommended Service Packs—Cisco Unity Bridge Server

- Windows Server 2003 Service Pack 2 (with Windows 2003 on the Cisco Unity Bridge server).

For support information, refer to the “[Support Policy for Microsoft Service Packs and Updates](#)” section on page 8.

# Bridge Networking Requirements

Bridge Networking is the feature that allows messaging between Cisco Unity and Avaya Octel systems on an Octel analog network by using the Cisco Unity Bridge. See the “Bridge Networking Requirements” section of *Cisco Unity Networking Options Requirements* at [http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products\\_device\\_support\\_tables\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_device_support_tables_list.html).

## PART 2: Supported Hardware for Use with Cisco Unity Bridge 3.1

- [Supported Voice-Fax Cards](#), page 3
- [Supported Voice Messaging Systems](#), page 5
- [Supported Cisco Gateways and Recommended Gateway Settings](#), page 6
- [Supported Optional Hardware](#), page 6

## Supported Voice-Fax Cards

Table 1 lists supported voice-fax cards for the Cisco Unity Bridge server.



**Caution**

Brooktrout TR1034 and TR114 voice-fax cards cannot be used together for the same Bridge server. If you need to add port capacity, you must add more cards of the same type that are already installed in the Bridge server or expansion chassis, or Cisco Unity Bridge will not function properly.



**Caution**

If the Bridge server is running Windows Server 2003, you must use Brooktrout TR1034 voice-fax cards, or Bridge Setup will fail.

Brooktrout TR1034+P4 (four-port) voice-fax cards ship with two line cords:

- One has an RJ-45 connector on one end and four single-pair RJ-11 connectors on the other end.

- The other has RJ-45 connector on one end and four single-pair BT431A connectors on the other end.

Brooktrout TR1034+P4 (eight-port) voice-fax cards ship with four line cords:

- Two have an RJ-45 connector on one end and four single-pair RJ-11 connectors on the other end.
- The other two have an RJ-45 connector on one end and four single-pair BT431A connectors on the other end.

Brooktrout TR114+P4L and Brooktrout TR114+uP4L voice-fax cards ship with a line cord that has an RJ-45 connector on one end and four single-pair RJ-11 connectors on the other end.

When installing multiple voice-fax cards in a single Bridge server or expansion chassis:

- Do not mix TR1034 cards and TR114 cards.
- Do not mix voice-fax cards intended for different countries. However, universal PCI and non-universal PCI voice-fax cards designed for the same country can be used in a single Bridge server.

Note that Cantata, the manufacturer of Brooktrout voice-fax cards, has stopped manufacturing the TR114 cards, and Cisco no longer ships the TR114 cards. However, the cards are still supported for upgrades to Cisco Unity Bridge 3.1.

**Table 1** Supported Voice-Fax Cards for the Cisco Unity Bridge Server

| Voice-Fax Card                               | Countries in Which Voice-Fax Card Is Approved for Use   | Brooktrout SKU <sup>1</sup> |
|--|---|-----------------------------|
| TR1034+P4-4L-R<br>or<br>Unity-TR1034-4       | Australia, Austria, Belgium, Canada, Cyprus, Czech Republic, Denmark, Estonia, France, Finland, Germany, Greece, Hungary, Iceland, Ireland, Italy, Japan, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Monaco, Netherlands, Norway, Poland, Portugal, Slovak Republic, Slovenia, Spain, Sweden, Switzerland, United Kingdom, United States, and countries in which approval is not required | 901-002-06                  |
| TR1034+P8-8L-R<br>or<br>Unity-TR1034-8       | Same as TR1034+P4-4L-R, above   | 901-002-12                  |
| TR1034+P4-4L-R-<br>ZA/NZ/HK/SG/ID            | Hong Kong, Indonesia, New Zealand, Singapore, South Africa  | 901-002-11                  |
| TR1034+P8-8L-R-<br>ZA/NZ/HK                  | Hong Kong, New Zealand, South Africa  | 901-002-13                  |
| TR114+P4L or<br>TR114+uP4L                   | United States and Canada  | 900-944-08<br>904-032-60    |
| TR114+P4L or<br>TR114+uP4L<br>TBR-21 version | Austria, Belgium, Denmark, France, Finland, Germany, Greece, Iceland, Ireland, Italy, Liechtenstein, Luxembourg, Netherlands, Norway, Portugal, Spain, Sweden, and Switzerland<br><br>When purchased from Cisco, the card is also approved for use in: Czech Republic, Hungary, Poland, Saudi Arabia, Slovak Republic, South Africa, Turkey, and United Arab Emirates.                              | 900-954-08<br>904-033-30    |

**Table 1** Supported Voice-Fax Cards for the Cisco Unity Bridge Server (continued)

| Voice-Fax Card   | Countries in Which Voice-Fax Card Is Approved for Use | Brooktrout SKU <sup>1</sup> |
|--|---|-----------------------------|
| TR114+P4L or<br>TR114+uP4L<br>Japan version  | Japan   | 908-954-84<br>904-032-90    |
| TR114+P4L or<br>TR114+uP4L<br>Hong Kong version  | Hong Kong   | 908-954-86<br>904-033-10    |
| TR114+P4L or<br>TR114+uP4L<br>United Kingdom version<br>(TBR-21 card with a UK<br>cable) | United Kingdom  | 908-954-61<br>904-033-20    |
| TR114+P4L or<br>TR114+uP4L<br>Australia version<br>(Not approved for New<br>Zealand)     | Australia   | 908-954-85<br>904-033-00    |

1. The SKU, or stock-keeping unit, is the product identifier that Brooktrout assigned to the voice card. If you order the voice card from Brooktrout, you can use the SKU to ensure that you are ordering the correct version.

## Supported Voice Messaging Systems

Avaya Octel analog networking is required for use with the Cisco Unity Bridge 3.1. Octel analog networking allows Cisco Unity—together with the Bridge—to exchange voice messages with other voice messaging systems that support Octel analog networking.

Note that the Bridge supports Octel analog networking protocol levels 2 and 3. Neither Octel digital networking nor the VOICENET protocol is supported.

The following voice messaging systems are supported for use with Cisco Unity Bridge 3.1, with Cisco Unity 4.0(3) and later:

- Avaya Interchange
- Avaya Message Networking 2.0 (Settings are the same as for Avaya Interchange.)
- Avaya Octel 100 Messaging—When using the Octel 100 with Cisco Unity 4.0(3) or later with Bridge 3.x, the Bridge and Cisco Unity bridgehead can represent only one node in the Octel analog network. Although you can configure more than one Unity Node on the Bridge server, doing so is not supported.
- Avaya Octel 200/300
- Avaya Octel 250/350
- Avaya Unified Messenger

# Supported Cisco Gateways and Recommended Gateway Settings

The Cisco Unity Bridge is designed to use analog connectivity to communicate with Octel nodes that use Avaya Octel analog networking, a DTMF-based protocol. The Bridge server contains voice-fax cards that are connected to a phone system. In a pure Cisco CallManager environment, the Bridge ports require a Cisco gateway to provide the analog connectivity.

Currently all Cisco gateways are supported for use with the Cisco Unity Bridge. Note the following:

- Where applicable for Cisco CallManager and gateways, set DTMF duration and interdigit timing to 100 milliseconds.
- When using Octel analog networking fax transmission over Cisco gateways, Fax Relay (T.37 protocol) works on some gateways but not on others. If you find that Fax Relay is not working on your gateway, use Fax Passthrough (T.38 protocol) instead.
- If you are using a Cisco DPA 7630/7610 Voice Mail Gateway to connect the Octel server(s) to Cisco CallManager, the Cisco DPA must be running version 1.3(1) ES3.3 or later.
- For the VG248 Gateway, use the following settings:
  - In Cisco CallManager Administration, disable Call Waiting for each VG248 port.
  - On the VG248, disable fax relay on each port.
  - Call-forwarding tones can interrupt DTMF sequences and result in frequent call failures or retries. Disable forwarding tones where possible in Cisco CallManager Administration.

## Supported Optional Hardware

**The following optional hardware is supported for use with Cisco Unity Bridge 3.1(x):**

- An external modem is supported for use when pcAnywhere is selected as the Cisco TAC remote-access method. Note that modems must be customer-provided.
- Tape drives for system backup. If an MCS-EXT-DAT= SCSI-based tape drive kit is used with the Cisco MCS-7815-I1-ECS1 server, a PCI-based SCSI Host Bus Adaptor (HBA) is required. We recommend the MCS-EXT-SCSI= or IBM 71P8594 or 13N2249 card (also known as Adaptec model 29320LP or 29320ALP). Refer to the IBM ServerProven website for compatibility of other HBAs. Note that the SCSI HBA uses one of the MCS-7815I server PCI I/O slots, which reduces the maximum Bridge port density to 16 ports.
- IBM Remote Supervisor Adapter out-of-band management card, all versions. See also the [“Additional Supported Software” section on page 9](#) for software that is supported for use in conjunction with the management card to remotely restart the Bridge server.

## PART 3: Supported Software for Use with Cisco Unity Bridge 3.1

- [Compatibility Information, page 7](#)

- [Supported Antivirus Software, page 7](#)
- [Support Policy for Backup Software, page 8](#)
- [Support Policy for Microsoft Service Packs and Updates, page 8](#)
- [Supported Monitoring Software, page 9](#)
- [Additional Supported Software, page 9](#)
- [Support Policy for Windows Automatic Update, page 10](#)
- [Unsupported Software, page 10](#)

## Compatibility Information

See the following documents on Cisco.com for compatibility information:

- *Cisco Unity Networking Options Requirements* at [http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products\\_device\\_support\\_tables\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_device_support_tables_list.html).
- *Recommended Service Packs and Updates for Use with Cisco Unity and the Cisco Unity Bridge* at [http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products\\_device\\_support\\_tables\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_device_support_tables_list.html).

## Supported Antivirus Software

McAfee NetShield has been qualified by Cisco for use with Cisco Unity Bridge 3.1.

## Support Policy for Antivirus Software

Cisco support policy is that customers can deploy third-party antivirus software on the Cisco Unity Bridge server. However, Cisco expects that customers (or their systems integration partners) will have tested the interoperability of such products with the Bridge and Cisco Unity before the products are deployed, to mitigate the risk of problems being discovered within the production environment among the Bridge, Cisco Unity, and the third-party products loaded on the Bridge server.

If a customer calls Cisco TAC with a problem, a Cisco TAC engineer may require that such third-party software be turned off or even removed from the Bridge server during the course of troubleshooting. If it is determined that the interoperability between the third-party software and the Bridge or Cisco Unity was the root cause of the problem, then the third-party software will be required to be disabled or removed from the Bridge server until such time that the interoperability issue is addressed, so that the customer can continue to have a functional Bridge and Cisco Unity system.

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

## Support Policy for Backup Software

Cisco support policy is that customers can deploy third-party backup software on the Cisco Unity Bridge server. However, Cisco expects that customers (or their systems integration partners) will have tested the interoperability of such products with the Bridge and Cisco Unity before the products are deployed, to mitigate the risk of problems being discovered within the production environment among the Bridge, Cisco Unity, and the third-party products loaded on the Bridge server.

If a customer calls Cisco TAC with a problem, a Cisco TAC engineer may require that such third-party software be turned off or even removed from the Bridge server during the course of troubleshooting. If it is determined that the interoperability between the third-party software and the Bridge or Cisco Unity was the root cause of the problem, then the third-party software will be required to be disabled or removed from the Bridge server until such time that the interoperability issue is addressed, so that the customer can continue to have a functional Bridge and Cisco Unity system.

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

## Support Policy for Microsoft Service Packs and Updates

Microsoft provides monthly updates for Windows and for Internet Explorer and other applications installed on the Bridge server. These updates (known by a variety of names, including security rollup patches, security updates, critical updates, patches, and hot fixes) are limited to changes that fix specific problems. They do not include general defect fixes or new functionality. All of these Microsoft updates are qualified by Cisco from the day that Microsoft releases them. We recommend that you evaluate Microsoft updates in accordance with your server-software-maintenance policy to determine when to update the Bridge server. If your company does not have a policy, we recommend that Microsoft updates be applied to the server as they are released. Cisco TAC provides support for a Bridge system on which such updates have been installed.

Microsoft also occasionally releases service packs, which contain fixes generated since the general product release, including most fixes that were released as updates. Because the service pack scope is broad, each service pack must be thoroughly tested to ensure that changes do not adversely affect the Bridge. Cisco TAC does not support new service packs until they have been qualified for use with the Bridge.

Do not install a service pack that has not been qualified, or Cisco TAC will not help you resolve problems until you uninstall it.

Within 60 days of an applicable Microsoft service pack release, Cisco will announce whether the service pack can be applied to released Bridge versions. If so, the new service pack becomes the recommended service pack for the Bridge.

Cisco will support—at most—two service packs of a given Microsoft component as recommended for major and minor releases of the Bridge. When a subsequent service pack is released, Cisco will drop support for the oldest service pack as being recommended in the next major or minor release of the Bridge.

When a service pack is qualified as recommended for use with the Bridge, it is supported for all currently supported versions of the Bridge, unless a specific Cisco product version is noted as being required in order to support the recommended service pack.

# Supported Monitoring Software

The following monitoring software has been qualified by Cisco for use with Cisco Unity Bridge 3.1(x):

- Adiscon EventReporter
- Concord SystemEDGE, version 4.1

## Support Policy for Monitoring Software

Cisco support policy is that customers can deploy third-party monitoring software on the Bridge server. However, Cisco expects that customers (or their systems integration partners) will have tested the interoperability of such products with the Bridge and Cisco Unity before the products are deployed, to mitigate the risk of problems being discovered within the production environment among the Bridge, Cisco Unity, and the third-party products loaded on the Bridge server.

If a customer calls Cisco TAC with a problem, a Cisco TAC engineer may require that such third-party software be turned off or even removed from the Bridge server during the course of troubleshooting. If it is determined that the interoperability between the third-party software and the Bridge or Cisco Unity was the root cause of the problem, then the third-party software will be required to be disabled or removed from the Bridge server until such time that the interoperability issue is addressed, so that the customer can continue to have a functional Bridge and Cisco Unity system.

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

## Additional Supported Software

The following optional software has been qualified by Cisco for use with Cisco Unity Bridge 3.1(x):

- Cisco Security Agent for Cisco Unity Bridge, versions 2.0(3) and later.
- IBM Director is supported when it is used in conjunction with the IBM Remote Supervisor Adapter card to remotely restart the Bridge server.

## Support Policy for Optional Software

Cisco support policy is that customers can deploy third-party software on the Cisco Unity Bridge server. However, Cisco expects that customers (or their systems integration partners) will have tested the interoperability of such products with the Bridge and Cisco Unity before the products are deployed, to mitigate the risk of problems being discovered within the production environment among the Bridge, Cisco Unity, and the third-party products loaded on the Bridge server.

If a customer calls Cisco TAC with a problem, a Cisco TAC engineer may require that such third-party software be turned off or even removed from the Bridge server during the course of troubleshooting. If it is determined that the interoperability between the third-party software and the Bridge or Cisco Unity was the root cause of the problem, then the third-party software will be required to be disabled or removed from the Bridge server until such time that the interoperability issue is addressed, so that the customer can continue to have a functional Bridge and Cisco Unity system.

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

## Support Policy for Windows Automatic Update

Windows Automatic Update (WAU) is supported on a Cisco Unity Bridge 2.1(x) or 3.x server when the option Notify Me Before Downloading Any Updates and Notify Me Again Before Installing Them on My Computer is selected. (Note that if Cisco Unity Platform Configuration discs Revision 12 or later are used to configure the platform for the Bridge server, then WAU is disabled.)

Configure WAU only to check for updates, not to install updates. Most Microsoft updates can be installed on the Bridge server as soon as they become available. However, Microsoft service packs must be qualified for use with the Bridge, and WAU does not let you distinguish between service packs and other updates.

## Unsupported Software

Software that has not been qualified for use with the Cisco Unity Bridge is not supported on the Bridge server. Cisco TAC will ask that it be removed during troubleshooting.

**The following software is not supported on the Cisco Unity Bridge server:**

- Cisco IDS Host Sensor Agent.
- Fax-server software.
- Software-based RAID.

---

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)

© 2007, Cisco Systems, Inc. All rights reserved.