



Release Notes for Cisco Unity Connection Release 1.2(1) Service Release 1

Revised March 5, 2008

These release notes contain information on downloading software, new and changed support, new and changed functionality, and open and resolved caveats for Cisco Unity Connection Release 1.2(1) SR1.



Note

Items in release notes may be added, or revised to correct or clarify information after the initial publication date (the date the software was released). When an item has been changed, the phrase “Added <date>” or “Revised <date>” is included in the text of the item.



Note

You can use the Cisco Voice Technology Group Subscription tool to be notified by e-mail of any Cisco Unity Connection software updates. To subscribe, go to the Cisco Voice Technology Group Subscription Tool page at <http://www.cisco.com/cgi-bin/Software/Newsbuilder/Builder/VOICE.cgi>.

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

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System Requirements, and Supported Hardware and Software

Cisco Unity Connection 1.x System Requirements, and Supported Hardware and Software contains the most current information on Connection requirements, and supported hardware and software. The document is on Cisco.com at

http://www.cisco.com/en/US/products/ps6509/prod_installation_guides_list.html.

Compatibility Information

The following documents list the most current version combinations qualified for use with Cisco Unity Connection:

- *Compatibility Matrix: Cisco Unity Connection and the Software on User Workstations*
- *SCCP Compatibility Matrix: Cisco Unity Connection, the Cisco Unity-CM TSP, Cisco CallManager, and Cisco CallManager Express*
- *SIP Trunk Compatibility Matrix: Cisco Unity Connection and Cisco CallManager*

The documents are available on Cisco.com at

http://www.cisco.com/en/US/products/ps6509/products_device_support_tables_list.html.

Determining the Software Version

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

- [Cisco Unity Connection, page 2](#)
- [Cisco Unity-CM TSP, page 3](#)
- [Cisco Personal Communications Assistant, page 3](#)

Cisco Unity Connection

To Determine the Cisco Unity Connection Version by Using Cisco Unity Connection Administration

- Step 1** In Cisco Unity Connection Administration, scroll to the bottom of the navigation bar.
- Step 2** Click **About**. The Connection version is displayed below “Cisco Unity Connection.”
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You can also use the Cisco Unity Connection Server Status utility to determine the version. This is useful when Connection is not running.

To Determine the Cisco Unity Connection Version by Using the Cisco Unity Connection Server Status Utility

In the Cisco Unity Connection Server Status utility, click the **Server Status** tab. The Connection version is displayed in the Version field.

Cisco Unity-CM TSP

To Determine the Cisco Unity-CM TSP Version

- Step 1** Browse to the Windows\System32 directory.
 - Step 2** Right-click **AvSkinny.tsp**, 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-CM TSP version is displayed in the Value window.
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Cisco Personal Communications Assistant

To Determine the Cisco Personal Communications Assistant (PCA) Version

- Step 1** Log on to the Cisco PCA.
 - Step 2** On the Cisco PCA Home page, click **About** in the upper right corner. (The link is available on every Cisco PCA page.)
The Cisco Unity Connection version is displayed. The Cisco PCA version is the same as the Connection version.
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Related Documentation

For descriptions and URLs of Cisco Unity Connection documentation on Cisco.com, see the *Cisco Unity Connection Documentation Guide*. The document is shipped with Cisco Unity Connection and is available at http://www.cisco.com/en/US/products/ps6509/products_documentation_roadmaps_list.html.

New and Changed Requirements and Support—Release 1.2(1) SR1

This section contains information about new and changed requirements and support in this release time frame only. Refer to the release notes of the applicable version for information on new and changed support with earlier versions of Cisco Unity Connection. Release notes for all versions of Cisco Unity Connection are available at http://www.cisco.com/en/US/products/ps6509/prod_release_notes_list.html.

Software Qualified for Use on Cisco Unity Connection User Workstations

The following software has been qualified for use on Cisco Unity Connection user workstations:

- Firefox 2.0 on all operating systems
- Internet Explorer 7.0 on all supported Windows operating systems
- Microsoft Outlook 2007 for IMAP users

For the most current version combinations of software qualified for use on user workstations—including software qualified since the release of Cisco Unity Connection version 1.2(1)—refer to *Compatibility Matrix: Cisco Unity Connection and the Software on User Workstations* at http://www.cisco.com/en/US/products/ps6509/products_device_support_tables_list.html.

Installation and Upgrade Information

- [Downloading Software for Cisco Unity Connection 1.2\(1\) Service Release 1, page 4](#)

Downloading Software for Cisco Unity Connection 1.2(1) Service Release 1

This section contains procedures for downloading the Server Updates wizard (which installs Microsoft updates that are required with Connection), and for downloading an image of the Cisco Unity Connection 1.2(1) Service Release 1.

Downloading the Server Updates Wizard

The Server Updates wizard installs the latest Microsoft updates that are required with Cisco Unity Connection and the latest version of Cisco Security Agent for Cisco Unity.

For a list of updates that are installed, refer to *Software Installed by the Cisco Unity Connection Server Updates Wizard* at http://www.cisco.com/en/US/products/ps6509/prod_installation_guides_list.html.

To Download the Server Updates Wizard

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- Step 1** On a computer with a high-speed Internet connection, go to the Microsoft Updates for Cisco Unity Software Download page at http://www.cisco.com/cgi-bin/tablebuild.pl/unity_msft_updates.



Note To access the software download page, you must be logged on to Cisco.com as a registered user.

- Step 2** Confirm that the computer you are using has sufficient hard disk space for the downloaded file and for the extracted wizard. You will need approximately two times the total of the download file size. (The download file sizes appear on the Microsoft Updates for Cisco Unity Software Download page.)
- Step 3** Click the name of the Server Updates wizard file.
- Step 4** Follow the on-screen prompts to complete the download.
- Step 5** Extract the Server Updates wizard to the hard disk:
- In Windows Explorer, double-click the file.
 - In WinZip, specify the directory to which the wizard will be extracted.

- Step 6** Burn a CD for the wizard, and label it “Server Updates wizard <date>.”
If you have a Server Updates wizard CD shipped from Cisco, set it aside so you do not accidentally use the wrong CD during installation or upgrade.
- Step 7** When you are done extracting the wizard, delete the downloaded .exe file to free disk space.

Downloading and Installing Cisco Unity Connection 1.2(1) Service Release 1

To Download Service Release 1

- Step 1** On a computer with a high-speed Internet connection, go to the Cisco Unity Connection Software Download page at <http://www.cisco.com/cgi-bin/tablebuild.pl/unityconnection>.



Note To access the software download page, you must be logged on to Cisco.com as a registered user.

- Step 2** Confirm that the computer you are using has sufficient hard disk space for the downloaded file and for the extracted software. You will need approximately two times the total of the download file size. (The download file sizes appear on the Cisco Unity Connection Software Download page.)
- Step 3** Click the name of the Cisco Unity Connection 1.2(1) Service Release 1 file.
- Step 4** Follow the on-screen prompts to complete the download.
- Step 5** Extract the service release to the hard disk:
- a. In Windows Explorer, double-click the file.
 - b. In WinZip, specify the directory to which the wizard will be extracted.
- Step 6** Burn a CD for the service release, and label it “Cisco Unity Connection Service Release 1.”
- Step 7** When the service release has been extracted, delete the downloaded .exe file to free disk space.

After you have installed and configured all software on the Cisco Unity Connection server and the voice recognition server, if any, install Service Release 1 on both servers.

Caveats

This section lists Severity 1, 2, and 3 caveats.

You can find the latest caveat information for Cisco Unity Connection version 1.2(1) Service Release 1—in addition to caveats of any severity for any release—by using Bug Toolkit, an online tool available for customers to query defects according to their own needs. Bug Toolkit is available at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl.



Note To access Bug Toolkit, you must be logged on to Cisco.com as a registered user.

This section contains caveat information for Cisco Unity Connection Release 1.2(1) Service Release 1 only. Refer to the release notes of the applicable version for caveat information for earlier versions of Cisco Unity Connection. Release notes for all versions of Cisco Unity Connection are available at http://www.cisco.com/en/US/products/ps6509/prod_release_notes_list.html.

Resolved Caveats—Release 1.2(1) Service Release 1

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Click a link in the Caveat Number column to view the latest information on the caveat in Bug Toolkit. (Caveats are listed in order by severity, then by component, then by caveat number.)

Table 1 Cisco Unity Connection Release 1.2(1) Resolved Caveats

Caveat Number	Severity	Component	Description
CSCsf02175	2	admin	Edit --> Greetings generates HTTP 500 Java Exception
CSCsg04190	2	core	Cannot use asterisk for miscellaneous digit in Routing Rule DN's...
CSCsg48030	2	pca	PCTR - Unable to enable NEW rule set with existing ruleset dates in past
CSCsh21541	2	admin	CUC : Reports does not output any result
CSCsi09263	2	core	VPIM message, CUE to UC, CPCA Inbox displays No Messages (VPIM or not)
CSCsi52007	2	pca	PCA: Quickplay error after refreshing messages
CSCsi67475	2	vui	TTS resources are lost during vui message playback
CSCsi77331	2	reports	UC stops answering calls when you run a report from saweb.
CSCsb13569	3	mediamaster	Quickplay takes too long to ring phone or start local playback
CSCse28250	3	conversations	Prompt for User ID on Notifications switch setting doesn't work
CSCse44536	3	callroutingrules	Personal Transfer Rules do not take affect under certain circumstances
CSCse72671	3	messaging	Lotus notes errors when retrieving emails from the IMAP server.
CSCse75372	3	admin	CUCA generates error when alternate names are added
CSCsf10905	3	conversations	Change to Brief/Full prompts not honored/saved
CSCsf23428	3	mediamaster	Phone Callback Setting dialog hanging the JVM
CSCsg01011	3	conversations	Calls not routed to Last redirecting number when setting enabled
CSCsg02425	3	messaging	Apple Mail cannot access messages via IMAP from UC
CSCsg06116	3	conversations	CUC 1.2 Dialing extensions in loop, does not hit VM after RNA.
CSCsg08076	3	pca	UC PCA Inbox displays no messages when email notifications are present
CSCsg33506	3	licensing	UC 1.2 does not allow base license files to be imported
CSCsg47119	3	groupware	Unity Connection can not import contacts from exchange with FBA enabled
CSCsg65820	3	vui	Connection: TTS breaks if given a bad verbal command
CSCsg91857	3	pca	PCA: Error for dismounted store should be more informative
CSCsg93799	3	core	CUC 1.2 - Installing more than 7 license files shows NO installed

Table 1 Cisco Unity Connection Release 1.2(1) Resolved Caveats (continued)

Caveat Number	Severity	Component	Description
CSCsh48857	3	pca	Daylight Savings Time - Fix for new DST rules in 2007
CSCsh48857	3	pca	Daylight Savings Time - Fix for new DST rules in 2007
CSCsh66753	3	conversations	Enabling External Services creates prompt Emails cannot be read...
CSCsh72210	3	admin	CUC cannot specify 24:00 in End Time in Schedule Details setting
CSCsh87760	3	pca	CPCA: PCTR: Time of Day and Date Range
CSCsh91477	3	messaging	Notification: Notifications off by 1 hr after new DST rules take effect
CSCsh93371	3	messaging	FS: Notifications repeated for deleted messages.
CSCsh99128	3	database	CUC 1.2(1) TUI will give 1 hr off with DST 2007 patch applied.
CSCsh99543	3	admin	CUC1.2(1) : Holiday dates is saved as a day before.
CSCsi09041	3	messaging	Using Lotus Notes Clients - Forwarded messages are unreadable.
CSCsi34465	3	pimg	SIP ReInvite causes exception error and Unity port lock up.
CSCsi43049	3	pca	PCA: Not able to set call transfer rules past midnight
CSCsi63172	3	pca	L10N: PCTR Rule description issues with apostrophe
CSCsi63940	3	pca	CPCA: Online help missing for 'reply all'
CSCsi71422	3	conversations	After message edit menu does not repeat on no input
CSCsi97287	3	messaging	Custom subject, causes mailbox size into negative numbers.
CSCsj13742	3	messaging	Recipients receive message three times when sending to distribution list
CSCsj14023	3	messaging	Connection unable to parse email sender address on some messages
CSCsj24542	3	vui	VUI: Cannot select user when more than one match

Troubleshooting Information

Cisco Unity Connection troubleshooting information can be found in the *Cisco Unity Connection Troubleshooting Guide, Release 1.x* at

http://www.cisco.com/en/US/products/ps6509/prod_troubleshooting_guides_list.html.

Obtaining Documentation, Obtaining Support, and Security Guidelines

For information on obtaining documentation, obtaining support, providing documentation feedback, security guidelines, and also recommended aliases and general Cisco documents, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

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