



Release Notes for Cisco Unity Connection Release 1.2(1) Service Release 2

Revised August 9, 2007

These release notes contain information on downloading software, new and changed support, new and changed functionality, and resolved caveats for Cisco Unity Connection Release 1.2(1) Service Release 2 (SR2).

This service release requires that Cisco Unity Connection Release 1.2(1) Service Release 1 (SR1) is already installed on the Cisco Unity Connection server.



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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System Requirements, and Supported Hardware and Software

Cisco Unity Connection 1.x System Requirements, and Supported Hardware and Software

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

Compatibility Information

- *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*

Determining the Software Version

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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) SR2

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 2, page 4](#)

Downloading Software for Cisco Unity Connection 1.2(1) Service Release 2

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 2.

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 2



Note This service release requires that Cisco Unity Connection Release 1.2(1) Service Release 1 (SR1) is already installed on the Cisco Unity Connection server.

To Download and Install Service Release 2

- 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 2 file.
- Step 4** Follow the on-screen prompts to complete the download.
- Step 5** Burn a CD for the service release, and label it “Cisco Unity Connection Service Release 2.”
- Step 6** Delete the downloaded .exe file to free disk space.
- Step 7** Insert the CD that you burned in [Step 5](#) into the Cisco Unity Connection server.
- Step 8** Browse to the file and double-click it.
- Step 9** Follow the on-screen prompts to install Service Release 2.

After you have installed and configured all software on the Cisco Unity Connection server and the voice recognition server, if any, install Service Release 2 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 2—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/cgi-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 2 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 2

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) Service Release 2 Resolved Caveats

Caveat Number	Severity	Component	Description
CSCsj73400	2	messaging	Changes made in SR1 broke SMTP notifications
CSCsj66925	3	pca	Messages hung at Downloading

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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