



# Release Notes for Cisco Unity Connection Release 1.1(1)

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These release notes contain information on downloading software, caveats, and documentation updates for Cisco Unity Connection Release 1.1(1).

## Contents

These release notes contain the following sections:

- [System Requirements, and Supported Hardware and Software, page 2](#)
- [Determining the Software Version, page 2](#)
- [Downloading Software for Cisco Unity Connection 1.1\(1\), page 3](#)
- [New Support—Release 1.1\(1\), page 5](#)
- [Installation Notes, page 7](#)
- [Caveats, page 7](#)
- [Documentation Updates, page 13](#)
- [Troubleshooting, page 17](#)
- [Cisco Unity Connection Documentation, page 17](#)
- [Obtaining Documentation, page 17](#)
- [Documentation Feedback, page 18](#)
- [Cisco Product Security Overview, page 19](#)
- [Obtaining Technical Assistance, page 20](#)
- [Obtaining Additional Publications and Information, page 21](#)



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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/univercd/cc/td/doc/product/voice/uconn/1x/1xsysrq.htm>.

## Compatibility Information

The following document lists the most current version combinations qualified for use with Cisco Unity Connection and are available on Cisco.com:

- *Compatibility Matrix: Cisco Unity Connection and the Software on User Workstations* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/compatibility/matrix/cucclientmtx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/compatibility/matrix/cucclientmtx.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

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- 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

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

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## Cisco Unity-CM TSP

### To Determine the Cisco Unity-CM TSP Version

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- 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

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- 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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# Downloading Software for Cisco Unity Connection 1.1(1)

This section contains procedures for downloading the Cisco Unity Connection Server Updates wizard, which installs Microsoft updates that are required with Cisco Unity Connection, and for downloading an image of the Cisco Unity Connection 1.1(1) DVD.

## Downloading the Cisco Unity Connection Server Updates Wizard

The Cisco Unity Connection 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.

### To Download the Cisco Unity Connection Server Updates Wizard

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- 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.

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- 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 Cisco Unity Connection Software Download page.)
- Step 3** Click the name of the Cisco Unity Connection Server Updates wizard file.
- Step 4** Follow the on-screen prompts to complete the download.
- Step 5** Extract the Cisco Unity Connection Server Updates wizard 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 wizard, and label it “Cisco Unity Connection Server Updates wizard <date>.”  
If you have a Cisco Unity Connection Server Updates wizard CD shipped from Cisco, set it aside so you do not accidentally use the wrong CD during installation.
- Step 7** When you are done extracting the wizard, delete the downloaded .exe file to free disk space.

## Downloading the Cisco Unity Connection 1.1(1) DVD Image

### To Download the Cisco Unity Connection 1.1(1) DVD Image

- 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** At the top of the page, under “Documentation and additional downloads are also available,” click **Cisco Unity Connection 1.1 DVD Images**.
- Step 4** Fill out the customer registration form, and click **Submit**.
- Step 5** On the Cisco Unity Connection DVD Image Software Download page, click the file name of the applicable DVD image to download, depending on the number of voice messaging ports:

<b>24 voice messaging ports or fewer</b>	Use CiscoUnityConnection1.1.1-LE24ports.iso.
<b>More than 24 voice messaging ports</b>	Use CiscoUnityConnection1.1.1-GT24ports.iso.

- Step 6** Follow the on-screen prompts to complete the download.
- Step 7** Burn a DVD from the ISO image, and label it “Cisco Unity Connection 1.1(1).” When you burn the DVD, choose the option in the DVD-writing utility to write the disc from an ISO image, sometimes called “burn image.” (You cannot install Cisco Unity Connection directly from the ISO image.)  
  
If you want to extract the files directly to a hard disk on the Cisco Unity Connection server, you can use a third-party utility that extracts files from an ISO image.

- Step 8** When you are done burning the DVD or extracting the files from the ISO image, delete the downloaded .iso file to free disk space.
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## Downloading Languages

When languages other than U.S. English are available for Cisco Unity Connection, they will be posted for download at <http://www.cisco.com/cgi-bin/tablebuild.pl/unityconnection>. For information on installing languages, see the *Cisco Unity Connection Language Installer 1.1(1) Release Notes*, available in the same location.

## New Support—Release 1.1(1)

This section contains information about support in the Cisco Unity Connection Release 1.1(1) time frame only.

### Cisco Unity Connection 1.1(1) Service Release 1

Service Release 1 is being released at the same time as Connection version 1.1(1). The service release contains software fixes that were made after the code for version 1.1(1) closed.

See the “[Downloading and Installing Cisco Unity Connection 1.1\(1\) Service Release 1](#)” below for instructions on downloading and installing the service release.

See the “[Resolved Caveats—1.1\(1\) Service Release 1](#)” section on page 12 for a list of software fixes in the service release.

### Downloading and Installing Cisco Unity Connection 1.1(1) Service Release 1

#### To Download Service Release 1

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- 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.

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- 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 1.1(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:
- 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 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.

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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.

#### To Install Service Release 1

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- Step 1** On the Cisco Unity Connection, insert the CD that you burned for Cisco Unity Connection Service Release 1 in the DVD drive.
  - Step 2** Browse to the root directory, and double-click Setup.exe.
  - Step 3** Follow the on-screen prompts to complete the installation of Service Release 1.
  - Step 4** If you installed a separate voice recognition server, repeat [Step 1](#) through [Step 3](#) on the voice recognition server.
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## Cisco Unity-CM TSP Version 8.1(1)

Cisco Unity-CM TSP 8.1(1) is qualified for use with Cisco Unity Connection version 1.1(1). For information on the Cisco Unity-CM TSP, refer to *Release Notes for Cisco Unity-CM TSP Release 8.1(1)* at [http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_unity/tsp/tsp811rn.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/tsp/tsp811rn.htm).

(The Cisco Unity-CM TSP is used only for the Cisco CallManager and Cisco CallManager Express integrations that use only Skinny Call Control Protocol (SCCP) end points.)

## Cisco Unity Connection Conversation Will Be Available in Additional Languages

The Cisco Unity Connection conversation will be available in Australian English, TTY English, UK English, French, Canadian French, German, and Japanese in a separate release following the 1.1(1) release. We expect to post the conversation files on the Cisco Unity Connection Software Download page at <http://www.cisco.com/cgi-bin/tablebuild.pl/unityconnection> in December 2005.

## Cisco Unity Tools Depot

The Cisco Unity Tools Depot is a collection of utilities that perform a variety of administration, audio management, diagnostic, reporting, and phone system integration functions. To display the Tools Depot, double-click the Cisco Unity Tools Depot icon on the Cisco Unity Connection server desktop or click All Programs > Cisco Unity > Cisco Unity Tools Depot on the Windows Start menu. The left pane of the Tools Depot lists all of the available utilities by category. To display Help for a utility, click the name in the left pane. To run the utility, double-click the name.

Most of the utilities in the Tools Depot are also available on the Cisco Unity Tools website (<http://www.ciscounitytools.com>), where updates to utilities are frequently posted between Cisco Unity Connection releases. If the Cisco Unity Connection server is connected to the Internet and you run a

Tools Depot utility that is available on the Cisco Unity Tools website, the utility automatically checks to see whether an updated version is available. If the Cisco Unity Connection server is not connected to the Internet, we recommend that you check the Cisco Unity Tools website to determine whether a later version of the utility is available.

You can sign up to be notified when the utilities posted on the Cisco Unity Tools website are updated. Go to <http://ciscounitytools.com> and click Sign Up Here.

## Installation Notes

For instructions on installing a new Cisco Unity Connection 1.1(1) system, including a demonstration system, refer to the *Cisco Unity Connection Installation Guide, Release 1.x* at <http://www.cisco.com/univercd/cc/td/doc/product/voice/uconn/1x/inst/index.htm>.

## Caveats

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

You can find the latest caveat information for Cisco Unity Connection version 1.1(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/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](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.

## Open Caveats—Release 1.1(1)

Click a caveat-number link to view the latest information on that caveat in Bug Toolkit. (The table lists caveats by severity, then by component, then by caveat number.)

**Table 1** Cisco Unity Connection Release 1.1(1) Open Caveats

Caveat Number	Severity	Component	Description
<a href="#">CSCsb40225</a>	2	conversations	MailboxStoreMap table in SQL loses the ServicePassword column
<a href="#">CSCsb91204</a>	2	conversations	VUI: Nuance Watcher Daemon needs restart after adding subscribers
<a href="#">CSCsb92500</a>	2	conversations	VUI: Names in grammars are not available to VUI with remote ASR
<a href="#">CSCsb26805</a>	2	database	Stored procedure performance bad with large numbers of objects in directory
<a href="#">CSCsa87932</a>	2	mediamaster	MMC:The Recorded Name is not saved in all pages with recorded name
<a href="#">CSCsb30815</a>	2	ossetup	PCD: PCD install disables the Distributed Transaction Coordinator service
<a href="#">CSCsc35862</a>	2	patchwizard	CUC1.1(1) ES1 Does not prompt to stop the CSA service before install
<a href="#">CSCsc37915</a>	2	patchwizard	CUC1.1(1) ES1 Causes a DEP error after reboot closing CuStatus and .Net
<a href="#">CSCsb15748</a>	2	pca	CPCA: Browser session hangs after auto log-off
<a href="#">CSCsb86311</a>	2	pca	PCTR subscriber, HTTP 500 error when selecting Import Contacts
<a href="#">CSCsc06236</a>	2	pca	Tomcat stops responding during CPCA load tests

**Table 1** Cisco Unity Connection Release 1.1(1) Open Caveats (continued)

Caveat Number	Severity	Component	Description
<a href="#">CSCsc24543</a>	2	speechrec	VUI: Help state machine broken for emails and voice messages
<a href="#">CSCsc25818</a>	2	speechrec	VUI: Security issue with grammar-update.bat
<a href="#">CSCsc38069</a>	2	speechrec	MRCP Server Shuts down stopping VUI call processing
<a href="#">CSCsc38095</a>	2	speechrec	MSDE Build at supported limits hits Max Queries on startup causing delays
<a href="#">CSCsb67341</a>	2	telephony	PCA: Switching from Computer to Phone playback causes error
<a href="#">CSCsb71839</a>	2	telephony	CCME, PCTR, Call loop, call not terminated
<a href="#">CSCeg03219</a>	3	admin	Restriction pattern must be saved between each Add
<a href="#">CSCsa63579</a>	3	admin	Using the keyboard to traverse rows per page in IE commits change immediately
<a href="#">CSCsa80948</a>	3	admin	Menu framework gives javascript error in IE when pressing esc
<a href="#">CSCsa92344</a>	3	admin	Settings lost when Port Group Create fails
<a href="#">CSCsa97573</a>	3	admin	Using Back button causes inconsistencies in page display
<a href="#">CSCsb25360</a>	3	admin	TOMCAT: Pipe error after stopping/starting/stopping services
<a href="#">CSCsb39548</a>	3	admin	No error returned when a referenced holiday schedule is deleted
<a href="#">CSCsb64061</a>	3	admin	AXL test failure message takes to long to be displayed
<a href="#">CSCsb70961</a>	3	admin	CUCCA: Need better error handling when Unity Connection is down
<a href="#">CSCsb77605</a>	3	admin	Sometimes browser scroll bars disappear after saving changes
<a href="#">CSCsb79770</a>	3	admin	System contacts missing phones and alternate extensions
<a href="#">CSCsc04040</a>	3	admin	Saving conv adv settings, and it incorrectly says need to restart role
<a href="#">CSCsc16427</a>	3	admin	CUCA is missing a user conversation field
<a href="#">CSCsc21478</a>	3	admin	Restriction tables should not allow the * dial string to be deleted
<a href="#">CSCsc22177</a>	3	admin	Administrator cannot modify private lists for user without PCA access
<a href="#">CSCsc25043</a>	3	admin	User Administrator is allowed to change COS membership assignments
<a href="#">CSCsc25056</a>	3	admin	Help Desk Administrator is allowed to search COS information
<a href="#">CSCsc32592</a>	3	admin	SA doesn't allow for chaining of notification devices
<a href="#">CSCsc35423</a>	3	admin	Database error on Port Group page when changing PIMG port
<a href="#">CSCsc35912</a>	3	admin	System contacts don't require an extension
<a href="#">CSCsc36904</a>	3	admin	SMS: Unable to enable user's SMS device via SA
<a href="#">CSCsc36958</a>	3	admin	SMS: Disable Provider, unable to view user's SMS device
<a href="#">CSCsb28773</a>	3	callroutingrules	Delay playing transfer settings prompt when remote CFA enabled
<a href="#">CSCsb40315</a>	3	callroutingrules	PCTR Calls has erroneous extra count with multiple destinations
<a href="#">CSCsb23447</a>	3	config	Duplicate key violation during integration forces user to re-start CUCCA
<a href="#">CSCsb26161</a>	3	config	Browse button doesn't work with <Enter> key in CUCCA
<a href="#">CSCsa81348</a>	3	conversations	Occasional long delay between pressing [1] for new msgs and hearing msgs
<a href="#">CSCsa87875</a>	3	conversations	Recipient name is shown in Inbox subject line instead of sender name
<a href="#">CSCsa90167</a>	3	conversations	Disable Spelled Name Search advanced setting not affecting conversation

**Table 1** Cisco Unity Connection Release 1.1(1) Open Caveats (continued)

Caveat Number	Severity	Component	Description
<a href="#">CSCsb08815</a>	3	conversations	Call Transfer to another extension fails
<a href="#">CSCsb11870</a>	3	conversations	Cannot log into voicemail with Blank Password via TUI
<a href="#">CSCsb12640</a>	3	conversations	Not able to record a new greeting via individual edit greeting menus
<a href="#">CSCsb33030</a>	3	conversations	Resending a message marked return receipt from NDR fails
<a href="#">CSCsb46853</a>	3	conversations	TTS 9 to fast forward rewinds to beginning of e-mail message
<a href="#">CSCsb48093</a>	3	conversations	Message Locator, invalid selection, then valid selection, failsafe
<a href="#">CSCsb60899</a>	3	conversations	Multiple matches on spell by name search, returns incorrect voice name
<a href="#">CSCsb91105</a>	3	conversations	VUI: Message marked read when hanging up during forward or reply
<a href="#">CSCsb92115</a>	3	conversations	VUI: Can not say [Message Options] during record or address prompt
<a href="#">CSCsb97771</a>	3	conversations	VUI: Delays on incorrect commands
<a href="#">CSCsb99482</a>	3	conversations	Memory leak in CuCsMgr process during VUI load test
<a href="#">CSCsc04008</a>	3	conversations	Attempting to re-address an NDR gives failsafe you never hear
<a href="#">CSCsc11405</a>	3	conversations	VUI: Infinite loop if you don't address anyone
<a href="#">CSCsc13175</a>	3	conversations	VUI: [Clear All] does not remove any recipients in Edit Recipients Menu
<a href="#">CSCsc23647</a>	3	conversations	Marking a read message saved does not update the last modification time
<a href="#">CSCsc26408</a>	3	conversations	CML Returning a NULL pointer when reading new or deleted emails
<a href="#">CSCsc31480</a>	3	conversations	Broadcast message playback order is neither FIFO or LIFO
<a href="#">CSCsc32304</a>	3	conversations	When user set to must change pwd on login, other login features break
<a href="#">CSCsc32904</a>	3	conversations	VUI: [Previous] does not work for playback of emails
<a href="#">CSCsc40712</a>	3	conversations	After message menu help for emails in Optional Conversation 1 is wrong
<a href="#">CSCsa89034</a>	3	core	Starting Perfmon log results in LogMgr errors in event viewer
<a href="#">CSCsb24124</a>	3	core	SySAgent: generating 2 CuEncrypt success audits every 2 minutes
<a href="#">CSCsb29776</a>	3	core	NOTIFICATION: SQL contention issue
<a href="#">CSCsb40622</a>	3	core	Server Status: View jumps when selecting a tab other than Role Status
<a href="#">CSCsb77068</a>	3	core	Groupware Server role fails on start
<a href="#">CSCsb77439</a>	3	core	Disabling MWIs for a port group does not turn off MWIs
<a href="#">CSCsb92295</a>	3	core	UPGRADE: after reboot, faultbucket error in application log
<a href="#">CSCsb92314</a>	3	core	UPGRADE: CuStatusTray.exe fault during upgrade
<a href="#">CSCsb92321</a>	3	core	UPGRADE: CuStatusTray.exe is blocked by Windows DEP
<a href="#">CSCsc34288</a>	3	cucnetsecwizard	Net Sec Wiz should restrict ALL access to CuVrt when IPSec configured
<a href="#">CSCsb50750</a>	3	cucupdateswizard	SUW:CSA install when CSA installed fails but SUW says success
<a href="#">CSCef77796</a>	3	cuatabase	db sort order does not sort single quote correctly
<a href="#">CSCsa87714</a>	3	database	No custom data type identified for AXL server user name and password
<a href="#">CSCsb63149</a>	3	database	Upgrade: Can't delete and recreate VUI conv if it is being used
<a href="#">CSCsb63204</a>	3	database	UnityDirDb requires scheduled backup maintenance
<a href="#">CSCsc12874</a>	3	database	'All Hours' schedule has no times enabled by default

**Table 1** Cisco Unity Connection Release 1.1(1) Open Caveats (continued)

Caveat Number	Severity	Component	Description
<a href="#">CSCsc22285</a>	3	database	New COSes should have soft deletes enabled by default
<a href="#">CSCsc32365</a>	3	database	When purging expired broadcast messages, the WAV file isn't deleted
<a href="#">CSCsc36780</a>	3	database	Notification: error deleting default notification device
<a href="#">CSCsc31239</a>	3	groupware	Failed imports on contacts, appts
<a href="#">CSCsa99944</a>	3	licensing	Unity system enters 48-hour shutdown mode after installing license
<a href="#">CSCsa81601</a>	3	mediamaster	Pressing the Pause button multiple times would stop playing message
<a href="#">CSCsa87848</a>	3	mediamaster	Inbox-If other number selected on MMC Option doesn't work very first time
<a href="#">CSCsa87869</a>	3	mediamaster	MMC:Can't play on alternate extension defined in playback settings
<a href="#">CSCsa89224</a>	3	mediamaster	Pressing Pause and Play button would play from beginning of message
<a href="#">CSCsa89615</a>	3	mediamaster	Pasting a Wav file to the media master is not working
<a href="#">CSCsa89638</a>	3	mediamaster	MMC:Can't playback recording thorough TRAP if audio is recorded from local
<a href="#">CSCsa93096</a>	3	mediamaster	Can't bring up MMC Options with Java 1.5.0
<a href="#">CSCsa97545</a>	3	mediamaster	MMC:The speed scroll bar doesn't have effect when playback locally
<a href="#">CSCsb00029</a>	3	mediamaster	Playback speed of TRAP recordings is slower for Linux Redhat Mozilla
<a href="#">CSCsb00034</a>	3	mediamaster	Playback message from local computer is garbled on Linux Redhat/Mozilla
<a href="#">CSCsb00048</a>	3	mediamaster	The progress bar is not moving if record on Linux Redhat/Mozilla
<a href="#">CSCsb03154</a>	3	mediamaster	Getting a Error if tried to record using TRaP
<a href="#">CSCsb03843</a>	3	mediamaster	The progress bar not moving if speed bar move beyond the middle point
<a href="#">CSCsb13569</a>	3	mediamaster	Quickplay takes too long to ring phone or start local playback
<a href="#">CSCsb13588</a>	3	mediamaster	Quickplay device won't change until the page is refreshed
<a href="#">CSCsb21497</a>	3	mediamaster	Connection Timeout if recording is from local computer or copy from file
<a href="#">CSCsb26083</a>	3	mediamaster	Message length stays at 5min after recording in Mac OS X/Firefox
<a href="#">CSCsb75928</a>	3	mediamaster	Internet Explorer throws a memory exception while loading Media Master
<a href="#">CSCsb37298</a>	3	messaging	SysAgent doesn't show alert URL as a link in Event Log record
<a href="#">CSCsb55532</a>	3	messaging	IMAP CPU utilization high in system load tests
<a href="#">CSCsb05013</a>	3	ossetup	PCD:D:\program files directory impacts expected system operation
<a href="#">CSCsb30721</a>	3	ossetup	SA: Desktop IE SA link opens in existing browser rather than its own
<a href="#">CSCsb74463</a>	3	patchwizard	PW:Add/Remove Programs reports the wrong size for the installed ES
<a href="#">CSCsa79856</a>	3	pca	Inbox:Error Fix No Addressable Divs if send msg to CC and BCC list
<a href="#">CSCsa85417</a>	3	pca	Add Rule button also disappears if user deletes the last available Rule
<a href="#">CSCsa86098</a>	3	pca	Error if save Directory Listing in Mozilla and Netscape for Mac OS X
<a href="#">CSCsa87960</a>	3	pca	Inbox:The forwarded message is not sent to recipient
<a href="#">CSCsa94533</a>	3	pca	Rule-Description is wrong if the NotFrom/CallerGp is selected
<a href="#">CSCsb40731</a>	3	pca	Can't enter data in Logon, Password and Notification page in Firefox/Mac
<a href="#">CSCsb67420</a>	3	pca	PCA: unhelpful error message when changing playback device fails

**Table 1** Cisco Unity Connection Release 1.1(1) Open Caveats (continued)

Caveat Number	Severity	Component	Description
<a href="#">CSCsb77189</a>	3	pca	W2k3-IE Browsers gives an error after ~5-6 request, menus are all gone
<a href="#">CSCsb84978</a>	3	pca	PCA: Changing playback extension results in error
<a href="#">CSCsc35657</a>	3	pca	CPCA: Error saving notification device
<a href="#">CSCsc35751</a>	3	pca	Personal Contacts dialable home and mobile phones not saved
<a href="#">CSCsc40480</a>	3	pca	Caller group does not display system contact Caller ID Format numbers
<a href="#">CSCsa96775</a>	3	reports	Back Does not Work Properly from the Data Selection Pages
<a href="#">CSCsb26770</a>	3	reports	User Message Activity Report - Actions Not Being Captured
<a href="#">CSCsb40624</a>	3	reports	Incorrect Device Type on Outcall Billing Detail Report
<a href="#">CSCsb65116</a>	3	reports	Slow Browser Response Time after Running Large Reports
<a href="#">CSCsb85068</a>	3	reports	Log File Aging Process - Some Files are not Deleted
<a href="#">CSCsb92489</a>	3	reports	REPORTS: problem with CuScavenger service
<a href="#">CSCsa82418</a>	3	setup	After Installation... dialog appears when starting setup.exe
<a href="#">CSCsa82455</a>	3	setup	Unattended install fails to provide descriptive help when it fails
<a href="#">CSCsa82459</a>	3	setup	Unattended install fails to provide help text when using standard syntax
<a href="#">CSCsa90086</a>	3	setup	US:SetupLogsFolder shortcut created again during an upgrade
<a href="#">CSCsb04294</a>	3	setup	Unattended:Recording answer file does not record answer file
<a href="#">CSCsb04950</a>	3	setup	US:Add/Remove programs shows only 12MB for Unity install
<a href="#">CSCsb19018</a>	3	setup	SETUP: Uninstall leaves apps listed in add/remove list
<a href="#">CSCsb35027</a>	3	setup	US: CSA is stopped, never restarted, and set to Manual
<a href="#">CSCsb38637</a>	3	setup	InstallShield error looks like Setup Wiz pending file operations error
<a href="#">CSCsb46729</a>	3	setup	SETUP: unable to remove upgraded system from Add/remove programs
<a href="#">CSCsb47620</a>	3	setup	US:MSDE & SQL are installed but no indication which is being used
<a href="#">CSCsb52843</a>	3	setup	FS:Java version 1.5 not accepted after upgrade according to cmd window
<a href="#">CSCsb52883</a>	3	setup	FS:Start menu items duplicated/not removed after upgrade
<a href="#">CSCsb62221</a>	3	setup	Uninstall: second instance of Server Status app running, bad uninstall
<a href="#">CSCsb74477</a>	3	setup	PW:Backup folder not created under the Unity installation location
<a href="#">CSCsc36399</a>	3	setup	Batch file execution by CuSetupHelper
<a href="#">CSCsa97561</a>	3	speechrec	Can not address message through VUI during bomber loads
<a href="#">CSCsb66870</a>	3	speechrec	VUI: User can't edit message
<a href="#">CSCsb90051</a>	3	speechrec	VUI doesn't like when user says, reply after recording reply message
<a href="#">CSCsb92306</a>	3	speechrec	VUI UPGRADE: errors from CUCIT
<a href="#">CSCsc03856</a>	3	speechrec	VUI: Trying to play empty Saved/Deleted msgs box breaks DTMFs
<a href="#">CSCsc15089</a>	3	speechrec	VUI Silence not well recognized by the Nuance engine
<a href="#">CSCsc24507</a>	3	speechrec	VUI: [List Voice Commands] does not work for playback of emails
<a href="#">CSCsc24563</a>	3	speechrec	VUI: Cannot Move a Deleted email
<a href="#">CSCsc24613</a>	3	speechrec	VUI: [help] command in emails makes VUI prompt same question twice

**Table 1** Cisco Unity Connection Release 1.1(1) Open Caveats (continued)

Caveat Number	Severity	Component	Description
<a href="#">CSCsc24650</a>	3	speechrec	VUI: [delete] and [3] should ask for confirmation before deleting emails
<a href="#">CSCsc24942</a>	3	speechrec	VUI: [0] Needs to be touchtone help for email playback
<a href="#">CSCsc25238</a>	3	speechrec	VUI: Shouldn't be able to forward or reply to an NDR
<a href="#">CSCsc25297</a>	3	speechrec	VUI: NDR Playback Message Flow doesn't match other message conversations
<a href="#">CSCsc26639</a>	3	speechrec	CUC VUI hang up command not consistent with command verification
<a href="#">CSCsc31362</a>	3	speechrec	VUI: [Call] function acts differently for users with same name
<a href="#">CSCsc35350</a>	3	speechrec	VUI: Main Menu Help State Machine broken
<a href="#">CSCsc36423</a>	3	speechrec	Remove configurability of CuVrt.exe listening port number
<a href="#">CSCsc50723</a>	3	speechrec	VUI: CuVrt restart needed to switch Unity between local and remote ASR
<a href="#">CSCsb43239</a>	3	telephony	Suddenly unable to call into phone system
<a href="#">CSCsb73734</a>	3	telephony	RFN does not work with SIP under certain topologies
<a href="#">CSCsb79035</a>	3	telephony	Avaya PIMG: Hangup on Release Transfer, target phone rings indefinitely
<a href="#">CSCsb81493</a>	3	telephony	CCME 3.3: Transfer during greeting. standard or internal greeting
<a href="#">CSCsb92319</a>	3	telephony	UPGRADE: TTS component fails to stop, generates error
<a href="#">CSCsb08807</a>	3	tui	System unavailable if caller select to hold or try a different extension
<a href="#">CSCsc09694</a>	3	tui	Saved emails included in counts when TTS unchecked in the COS
<a href="#">CSCsc11391</a>	3	tui	TTS IMAP service unmounted
<a href="#">CSCsb26379</a>	3	utilities	Port Status Monitor generates exception on start up of WS03
<a href="#">CSCsb28392</a>	3	utilities	BAM - Performance - Bulk Operations Slow While Nuance is Running

## Resolved Caveats—1.1(1) Service Release 1



**Note** [Table 2](#) lists caveats that were resolved after the code for version 1.1(1) closed.

Click a caveat-number link to view the latest information on that caveat in Bug Toolkit. (The table lists caveats by severity, then by component, then by caveat number.)

**Table 2** Cisco Unity Connection 1.1(1) Service Release 1 Resolved Caveats

Caveat Number	Severity	Component	Description
<a href="#">CSCsc24543</a>	2	speechrec	VUI: Help state machine broken for emails and voice messages
<a href="#">CSCsc13123</a>	2	telephony	CuTTSSrv Leaking 2.15MB of Memory Per Hour Under 15 Port Load
<a href="#">CSCsc37911</a>	3	admin	Interview handler 'recipient' setting does not list all available users
<a href="#">CSCsc37916</a>	3	admin	User reference replacement fails for interview handler recipients
<a href="#">CSCsc07926</a>	3	callroutingrules	press 6 for setting CFA gives Invalid selection when Rules turned off
<a href="#">CSCsc22449</a>	3	callroutingrules	Failsafe during call holding when trying to call another extension.

**Table 2** Cisco Unity Connection 1.1(1) Service Release 1 Resolved Caveats (continued)

Caveat Number	Severity	Component	Description
<a href="#">CSCsb89254</a>	3	conversations	VUI: User VUI warning may not be communicated to Unity admin
<a href="#">CSCsb91105</a>	3	conversations	VUI: Message marked read when hanging up during forward or reply
<a href="#">CSCsb93382</a>	3	conversations	VUI: Messages that are encrypted are not marked secure
<a href="#">CSCsc13175</a>	3	conversations	VUI: [Clear All] does not remove any recipients in Edit Recipients Menu
<a href="#">CSCsc32904</a>	3	conversations	VUI: [Previous] does not work for playback of emails
<a href="#">CSCsc18635</a>	3	core	MWI error event missing from Windows Event log
<a href="#">CSCsc09077</a>	3	database	Deletion for dir and int handlers should match call handler behavior
<a href="#">CSCsc18761</a>	3	database	No error creating personal contact phone # with spaces, but not saved
<a href="#">CSCsc28716</a>	3	database	Should not allow non dialable characters in Personal destinations
<a href="#">CSCsc18659</a>	3	groupware	TTS SSL implementation accepts new untrusted SSL certs
<a href="#">CSCsc31239</a>	3	groupware	Failed imports on contacts, appts
<a href="#">CSCsc26661</a>	3	reports	User Message Activity Report - Total Number of Messages Reset at Login
<a href="#">CSCsb66870</a>	3	speechrec	VUI: User can't edit message
<a href="#">CSCsb90051</a>	3	speechrec	VUI doesn't like when user says, reply after recording reply message
<a href="#">CSCsc03856</a>	3	speechrec	VUI: Trying to play empty Saved/Deleted msgs box breaks DTMFs
<a href="#">CSCsc24507</a>	3	speechrec	VUI: [List Voice Commands] does not work for playback of emails
<a href="#">CSCsc24563</a>	3	speechrec	VUI: Cannot Move a Deleted email
<a href="#">CSCsc24613</a>	3	speechrec	VUI: [help] command in emails makes VUI prompt same question twice
<a href="#">CSCsc24650</a>	3	speechrec	VUI: [delete] and [3] should ask for confirmation before deleting emails
<a href="#">CSCsc24942</a>	3	speechrec	VUI: [0] Needs to be touchtone help for email playback
<a href="#">CSCsc25238</a>	3	speechrec	VUI: Shouldn't be able to forward or reply to an NDR
<a href="#">CSCsc25297</a>	3	speechrec	VUI: NDR Playback Message Flow doesn't match other message conversations
<a href="#">CSCsc15550</a>	4	conversations	De-serialize IMAP search operation
<a href="#">CSCsc18646</a>	4	core	Notification event log text contains switch num rather than switch name
<a href="#">CSCsc14358</a>	4	reports	User Lockout Report - Translate Credential Type Into Words

## Documentation Updates

### Changes

This section lists changes to the current Cisco Unity Connection documentation. The changed information will be incorporated in a future documentation release, or as otherwise noted.

## Cisco Unity Connection Administration Help: Home Phone field

In the Cisco Unity Connection Administration New System Contact and Edit System Contacts pages, the Home Phone field has changed to be the Caller ID Format field. This field is used by Cisco Unity Personal Call Transfer Rules when matching incoming phone calls if a user has created personal call transfer rules based on the home phone number of the system contact.

Enter the home phone number of the system contact in this field.

## Cisco Unity Connection Administration Help: Cell Phone field

In the Cisco Unity Connection Administration New System Contact and Edit System Contacts pages, the Cell Phone field has changed to be the Caller ID Format field (under **Mobile Phone**). This field is used by Cisco Unity Personal Call Transfer Rules when matching incoming phone calls if a user has created personal call transfer rules based on the mobile phone number of the system contact.

Enter the mobile phone number of the system contact in this field.

## Cisco Unity Connection Administration Help: Work Phone field

In the Cisco Unity Connection Administration New System Contact and Edit System Contacts pages, the Work Phone field has changed to be the Caller ID Format field. This field is used by Cisco Unity Personal Call Transfer Rules when matching incoming phone calls if a user has created personal call transfer rules based on the work phone number of the system contact.

Enter the work phone number of the system contact in this field.

## Cisco Unity Connection Installation Guide: Installing Cisco Unity Connection or Voice-Recognition Software

The procedure in the [“Installing Cisco Unity Connection or Voice-Recognition Software”](#) section in the [“Installing Software and Configuring TCP/IP Properties”](#) chapter of the *Cisco Unity Connection Installation Guide* refers to one installation DVD. However, Cisco Unity Connection version 1.1(1) ships with two installation DVDs, one for installing Connection on a system with 24 or fewer voice ports and the other for installing Connection on a system with 25 or more voice ports.

Install Cisco Unity Connection by using the DVD that corresponds with the number of voice ports on your license.

## Cisco Unity Connection User Guide: Voice Commands

The voice commands to call a Connection user, personal contact, system contact, extension or phone number listed in the [“Main Menu \(Voice Commands\)”](#) section in the [“Cisco Unity Connection Voice Commands and Phone Menus”](#) chapter of the *Cisco Unity Connection User Guide* have changed to the following commands:

Action	Voice Command	Key(s)
Call Connection user or extension	“Call <user name>” “Call <extension>”	N/A
Call personal contact or system contact at their work, home, or mobile number	“Call <contact name> at <work/home/mobile>”	N/A

## Omissions

This section lists new and additional information that is not included in the current Cisco Unity Connection documentation. The new and additional information will be incorporated in a future documentation release, or as otherwise noted.

### Cisco Unity Connection Administration Help: Help Definition for Dialable Format

The online help for Cisco Unity Connection Administration is missing a definition for the Dialable Format field on the New System Contact and Edit System Contacts pages.

See the [“Changes” section on page 13](#) for updated information on using the Caller ID Format fields (previously, the Work Phone, Home Phone, and Mobile Phone fields). This field is used by Cisco Unity Personal Call Transfer Rules when matching incoming phone calls if a user has created personal call transfer rules based on the work, home, or mobile phone number of the system contact.



#### Note

If you enter a phone number in the Dialable Format field for the Work, Home, or Mobile phone numbers, you must also enter a phone number in the corresponding Caller ID Format field in order to save the system contact.

The Dialable Format field is used by Cisco Unity Connection when a user calls the system contact at the work, home, or mobile phone number using the User Speech Recognition conversation style. For example, when enabled for this conversation style, the user can say “Call John Smith at Work” to place the call.

In this field, enter the applicable phone number, beginning with any access code necessary to make an external call (for example, 9). Enter digits 0 through 9. You should not use spaces, dashes, or parentheses between digits. For long-distance numbers, also include 1, the country code, and the area code as applicable. You can also enter:

- , (comma) to insert a one-second pause.
- # and \* to correspond to the # and \* keys on the phone.

If the phone number is an internal number, enter the applicable extension.

### Cisco Unity Connection User Guide: Adding a Personal Contact

The procedure in the [“Adding Personal Contacts in the Personal Call Transfer Rules Web Tool”](#) section in the [“Managing Your Personal Contacts List”](#) chapter of the *Cisco Unity Connection User Guide* left out information in Step 8. If a Connection user specifies phone number information for the personal contact, the user must enter the correct phone number information in both the Phone field and in the corresponding Dialable Phone field. For example, if the user enters a Work Phone number, the user must also specify the Work Dialable Phone number.

The Work Phone, Home Phone, and Mobile Phone fields are used by Cisco Unity Personal Call Transfer Rules when matching incoming phone calls. If the user wants to create personal call transfer rules based on the incoming phone number of the personal contact, the user must enter the phone number in the applicable field(s). Note that the documentation incorrectly states that users cannot use spaces in these fields—spaces and other special characters are now permitted.

The Dialable Work Phone, Dialable Home Phone, and the Dialable Mobile Phone number fields are used by Cisco Unity Connection when the user calls the personal contact using voice commands. In these fields, users enter the applicable phone number, beginning with any access code needed to make an

external call (for example, 9). Users can enter digits 0 through 9. You should not use spaces, dashes, or parentheses between digits. For long-distance numbers, also include 1, the country code, and the area code as applicable. They can also enter:

- , (comma) to insert a one-second pause.
- # and \* to correspond to the # and \* keys on the phone.

If the phone number is an internal number, tell users to enter the applicable extension.

If users are not able to enter certain phone numbers or your phone system requires additional characters, also convey this information to Connection users.

## ***Cisco Unity Connection User Guide: Changing Information for a Personal Contact***

The procedure in the [“Changing Information for Personal Contacts in the Personal Call Transfer Rules Web Tool”](#) section in the [“Managing Your Personal Contacts List”](#) chapter of the *Cisco Unity Connection User Guide* left out information in Step 4. When updating phone number information for the personal contact, the Connection user must enter the correct phone number information in both the Phone field and in the corresponding Dialable Phone field. For example, if the user enters a Work Phone number, the user must also specify the Work Dialable Phone number. Likewise, when deleting phone numbers, both the Phone number and Dialable Phone field must be cleared in order to save the personal contact.

The Work Phone, Home Phone, and Mobile Phone fields are used by Cisco Unity Personal Call Transfer Rules when matching incoming phone calls. If the user wants to create personal call transfer rules based on the incoming phone number of the personal contact, the user must enter the phone number in the applicable field(s). Note that the documentation incorrectly states that users cannot use spaces in these fields—spaces and other special characters are now permitted.

The Dialable Work Phone, Dialable Home Phone, and the Dialable Mobile Phone number fields are used by Cisco Unity Connection when the user calls the personal contact using voice commands. In these fields, users enter the applicable phone number, beginning with any access code needed to make an external call (for example, 9). Users can enter digits 0 through 9. You should not use spaces, dashes, or parentheses between digits. For long-distance numbers, also include 1, the country code, and the area code as applicable. They can also enter:

- , (comma) to insert a one-second pause.
- # and \* to correspond to the # and \* keys on the phone.

If users are not able to enter certain phone numbers or your phone system requires additional characters, also convey this information to Connection users.

## ***Cisco Unity Connection User Setup Guide: Adding the Cisco Unity Connection Server to the List of Trusted Sites***

The [“Setting Up Access to the Cisco Personal Communications Assistant”](#) chapter of the *Cisco Unity Connection User Setup Guide* is missing a procedure on adding the Cisco Unity Connection server to the list of Trusted Sites if the client computer is running Windows Server 2003 and the user is using Internet Explorer 6.0 to access the Cisco Personal Communications Assistant. These additional configuration steps must be performed for these user workstations in order for the Cisco PCA to work correctly.

### Adding the Cisco Unity Connection Server to the List of Trusted Sites for Internet Explorer 2003

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- Step 1** Open the Cisco Personal Communications Assistant Login page. It is not necessary to log in to the Cisco PCA.
  - Step 2** On the Internet Explorer File menu, click **Add This Site To > Trusted Sites Zone**.
  - Step 3** In the Trusted Sites dialog box, click **Add**.
  - Step 4** Click **Close** to close the Trusted Sites dialog box.
  - Step 5** Restart Internet Explorer.
- 

## Troubleshooting

This section lists troubleshooting information. This information will be incorporated in a future documentation release.

### Message Notifications Function Intermittently or Not at All

A possible cause for notification devices (such as phones, pagers, SMTP, and SMS) to function intermittently or not at all is that the schedule for the user is not active during the time in question.

To correct the problem, edit the schedules of the notification devices for the user so that the notification devices are active when the user wants message notifications delivered. The schedules can be edited in Cisco Unity Connection Administration or in Cisco Personal Communications Assistant.

## Cisco Unity Connection 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](http://www.cisco.com/en/US/products/ps6509/products_documentation_roadmaps_list.html).

## Obtaining Documentation

Cisco documentation and additional literature are available on Cisco.com. Cisco also provides several ways to obtain 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 at this URL:

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

You can access the Cisco website at this URL:

<http://www.cisco.com>

You can access international Cisco websites at this URL:

[http://www.cisco.com/public/countries\\_languages.shtml](http://www.cisco.com/public/countries_languages.shtml)

## Product Documentation DVD

Cisco documentation and additional literature are available in the Product Documentation DVD package, which may have shipped with your product. The Product Documentation DVD is updated regularly and may be more current than printed documentation.

The Product Documentation DVD is a comprehensive library of technical product documentation on portable media. The DVD enables you to access multiple versions of hardware and software installation, configuration, and command guides for Cisco products and to view technical documentation in HTML. With the DVD, you have access to the same documentation that is found on the Cisco website without being connected to the Internet. Certain products also have .pdf versions of the documentation available.

The Product Documentation DVD is available as a single unit or as a subscription. Registered Cisco.com users (Cisco direct customers) can order a Product Documentation DVD (product number DOC-DOCDVD=) from Cisco Marketplace at this URL:

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

## Ordering Documentation

Beginning June 30, 2005, registered Cisco.com users may order Cisco documentation at the Product Documentation Store in the Cisco Marketplace at this URL:

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

Nonregistered Cisco.com users can order technical documentation from 8:00 a.m. to 5:00 p.m. (0800 to 1700) PDT by calling 1 866 463-3487 in the United States and Canada, or elsewhere by calling 011 408 519-5055. You can also order documentation by e-mail at [tech-doc-store-mkpl@external.cisco.com](mailto:tech-doc-store-mkpl@external.cisco.com) or by fax at 1 408 519-5001 in the United States and Canada, or elsewhere at 011 408 519-5001.

## Documentation Feedback

You can rate and provide feedback about Cisco technical documents by completing the online feedback form that appears with the technical documents on Cisco.com.

You can send comments about Cisco documentation to [bug-doc@cisco.com](mailto:bug-doc@cisco.com).

You can submit comments by using the response card (if present) behind the front cover of your document or 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.

# Cisco Product Security Overview

Cisco provides a free online Security Vulnerability Policy portal at this URL:

[http://www.cisco.com/en/US/products/products\\_security\\_vulnerability\\_policy.html](http://www.cisco.com/en/US/products/products_security_vulnerability_policy.html)

From this site, you can perform these tasks:

- Report security vulnerabilities in Cisco products.
- Obtain assistance with security incidents that involve Cisco products.
- Register to receive security information from Cisco.

A current list of security advisories and notices for Cisco products is available at this URL:

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

If you prefer to see advisories and notices as they are updated in real time, you can access a Product Security Incident Response Team Really Simple Syndication (PSIRT RSS) feed from this URL:

[http://www.cisco.com/en/US/products/products\\_psirt\\_rss\\_feed.html](http://www.cisco.com/en/US/products/products_psirt_rss_feed.html)

## Reporting Security Problems in Cisco Products

Cisco is committed to delivering secure products. We test our products internally before we release them, and we strive to correct all vulnerabilities quickly. If you think that you might have identified a vulnerability in a Cisco product, contact PSIRT:

- Emergencies—[security-alert@cisco.com](mailto:security-alert@cisco.com)

An emergency is either a condition in which a system is under active attack or a condition for which a severe and urgent security vulnerability should be reported. All other conditions are considered nonemergencies.

- Nonemergencies—[psirt@cisco.com](mailto:psirt@cisco.com)

In an emergency, you can also reach PSIRT by telephone:

- 1 877 228-7302
- 1 408 525-6532



### Tip

We encourage you to use Pretty Good Privacy (PGP) or a compatible product to encrypt any sensitive information that you send to Cisco. PSIRT can work from encrypted information that is compatible with PGP versions 2.x through 8.x.

Never use a revoked or an expired encryption key. The correct public key to use in your correspondence with PSIRT is the one linked in the Contact Summary section of the Security Vulnerability Policy page at this URL:

[http://www.cisco.com/en/US/products/products\\_security\\_vulnerability\\_policy.html](http://www.cisco.com/en/US/products/products_security_vulnerability_policy.html)

The link on this page has the current PGP key ID in use.

# Obtaining Technical Assistance

Cisco Technical Support provides 24-hour-a-day award-winning technical assistance. The Cisco Technical Support & Documentation website on Cisco.com features extensive online support resources. In addition, if you have a valid Cisco service contract, Cisco Technical Assistance Center (TAC) engineers provide telephone support. If you do not have a valid Cisco service contract, contact your reseller.

## Cisco Technical Support & Documentation Website

The Cisco Technical Support & Documentation website provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The website is available 24 hours a day, at this URL:

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

Access to all tools on the Cisco Technical Support & Documentation website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a user ID or password, you can register at this URL:

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

**Note**

Use the Cisco Product Identification (CPI) tool to locate your product serial number before submitting a web or phone request for service. You can access the CPI tool from the Cisco Technical Support & Documentation website by clicking the **Tools & Resources** link under Documentation & Tools. Choose **Cisco Product Identification Tool** from the Alphabetical Index drop-down list, or click the **Cisco Product Identification Tool** link under Alerts & RMAs. The CPI tool offers three search options: by product ID or model name; by tree view; or for certain products, by copying and pasting **show** command output. Search results show an illustration of your product with the serial number label location highlighted. Locate the serial number label on your product and record the information before placing a service call.

## Submitting a Service Request

Using the online TAC Service Request Tool is the fastest way to open S3 and S4 service requests. (S3 and S4 service requests are those in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Service Request Tool provides recommended solutions. If your issue is not resolved using the recommended resources, your service request is assigned to a Cisco engineer. The TAC Service Request Tool is located at this URL:

<http://www.cisco.com/techsupport/servicerequest>

For S1 or S2 service requests or if you do not have Internet access, contact the Cisco TAC by telephone. (S1 or S2 service requests are those in which your production network is down or severely degraded.) Cisco engineers are assigned immediately to S1 and S2 service requests to help keep your business operations running smoothly.

To open a service request by telephone, use one of the following numbers:

Asia-Pacific: +61 2 8446 7411 (Australia: 1 800 805 227)

EMEA: +32 2 704 55 55

USA: 1 800 553-2447

For a complete list of Cisco TAC contacts, go to this URL:

<http://www.cisco.com/techsupport/contacts>

## Definitions of Service Request Severity

To ensure that all service requests are reported in a standard format, Cisco has established severity definitions.

Severity 1 (S1)—Your 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.

Severity 2 (S2)—Operation of an existing network is severely degraded, or significant aspects of your business operation are negatively affected by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.

Severity 3 (S3)—Operational performance of your network is impaired, but most business operations remain functional. You and Cisco will commit resources during normal business hours to restore service to satisfactory levels.

Severity 4 (S4)—You require information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on your business operations.

## Obtaining Additional Publications and Information

Information about Cisco products, technologies, and network solutions is available from various online and printed sources.

- Cisco Marketplace provides a variety of Cisco books, reference guides, documentation, and logo merchandise. Visit Cisco Marketplace, the company store, at this URL:  
<http://www.cisco.com/go/marketplace/>
- *Cisco Press* publishes a wide range of general networking, training and certification titles. Both new and experienced users will benefit from these publications. For current Cisco Press titles and other information, go to Cisco Press at this URL:  
<http://www.ciscopress.com>
- *Packet* magazine is the Cisco Systems technical user magazine for maximizing Internet and networking investments. Each quarter, Packet delivers coverage of the latest industry trends, technology breakthroughs, and Cisco products and solutions, as well as network deployment and troubleshooting tips, configuration examples, customer case studies, certification and training information, and links to scores of in-depth online resources. You can access Packet magazine at this URL:  
<http://www.cisco.com/packet>
- *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/ipj>
- Networking products offered by Cisco Systems, as well as customer support services, can be obtained at this URL:  
<http://www.cisco.com/en/US/products/index.html>

- Networking Professionals Connection is an interactive website for networking professionals to share questions, suggestions, and information about networking products and technologies with Cisco experts and other networking professionals. Join a discussion at this URL:

<http://www.cisco.com/discuss/networking>

- World-class networking training is available from Cisco. You can view current offerings at this URL:

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

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