



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

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This document lists requirements, supported hardware and software, and other necessary information for installing a Cisco Unity Connection version 1.x system. It is divided into three parts:

- [PART 1: Cisco Unity Connection 1.x System Requirements, page 1](#)
- [PART 2: Supported Hardware for Use with Cisco Unity Connection 1.x, page 11](#)
- [PART 3: Supported Software for Use with Cisco Unity Connection 1.x, page 13](#)

PART 1: Cisco Unity Connection 1.x System Requirements

- [Configuration, page 2](#)
- [Hardware Requirements, page 2](#)
- [Software Requirements, page 2](#)
- [Requirements for COS-Controlled Features, page 7](#)
- [Windows Domain Requirements, page 9](#)
- [Requirements for Accessing Exchange Calendars and Contacts, and Accessing Exchange E-mail by Using TTS, page 9](#)
- [Requirements for Migrating from Cisco Unity 4.0\(5\) or Later to Cisco Unity Connection, page 10](#)
- [Security Recommendations, page 10](#)
- [PART 2: Supported Hardware for Use with Cisco Unity Connection 1.x, page 11](#)
- [PART 3: Supported Software for Use with Cisco Unity Connection 1.x, page 13](#)



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Configuration

- Directory information and voice messages are stored in Cisco Unity Connection.
- The Cisco Unity Connection server handles only voice messages.
- The Cisco Unity Connection server must be connected to the same network as the phone system. (All supported phone system integrations communicate with Connection over the network. Voice cards are not supported.)
- Users can send voice messages by using the Cisco Unity Connection conversation (phone user interface) or the Cisco Unity Inbox.
- Users can listen to voice messages by using the Cisco Unity Connection conversation, the Cisco Unity Inbox, or supported IMAP e-mail clients.
- Voice-recognition software is installed by default on the Cisco Unity Connection server. To use voice-recognition features, your Cisco Unity Connection license must include Advanced Voice Mail Users. You may also install voice-recognition software on a separate server and configure Connection to use the separate server for voice-recognition features.
- Cisco Unity Connection prompt sets recorded in the G.711 Mu-Law and G.729a codec formats are installed automatically. The G.711 Mu-Law prompt set is enabled by default. (For optional audio formats supported for recording, see the “Supported Audio Formats” section on page 14.)



Caution

The G.711 Mu-Law audio format is required for use with Connection voice-recognition features. Voice recognition does not work if the Cisco Unity Connection server or the phone system is using G.729a, or if existing messages, greetings, and names were recorded in an audio format other than G.711 Mu-Law.

Hardware Requirements

- A server that meets Cisco Unity Connection specifications. See the *Cisco Unity Connection Supported Platforms List* at http://www.cisco.com/en/US/products/ps6509/products_data_sheets_list.html.



Caution

Cisco Unity Connection Setup fails if you try to install the software on an unsupported platform.

- For selected older servers that were qualified for use with both Cisco Unity and Cisco Unity Connection, additional memory modules (RAM). See the *Cisco Unity Connection Supported Platforms List* at http://www.cisco.com/en/US/products/ps6509/products_data_sheets_list.html.

Software Requirements

- [Software Requirements—Cisco Unity Connection Server, page 3](#)
- [Software Requirements—Optional Voice-Recognition Server, page 4](#)
- [Software Requirements—Administrator Workstations, page 5](#)
- [Software Requirements—User Workstations, page 6](#)

Software Requirements—Cisco Unity Connection Server

Microsoft Windows Server 2003 Standard Edition with Service Pack 1 is installed on the Cisco Unity Connection server in manufacturing (when the server is purchased from Cisco) or by using the Cisco Platform Configuration disc (when the server is purchased from another vendor). The Windows images installed on the Connection server by manufacturing and by using the Platform Configuration disc are identical.



Caution

If you install Windows Server 2003 by using any other method, Cisco Unity Connection Setup fails.

Cisco Unity Connection software and most required third-party software are installed by Cisco Unity Connection Setup. In addition, the following software is required:

- One of the following supported browsers:
 - Microsoft Internet Explorer 6.0 with Service Pack 1 (Installed automatically with Windows Server 2003.)
 - Firefox 1.04 or later

(For information on browser requirements when administering the Cisco Unity Connection system from another computer, see the “[Software Requirements—Administrator Workstations](#)” section on page 5.)

- If you are integrating Cisco Unity Connection with Cisco Unified CallManager or Cisco Unified CallManager Express, the latest compatible version of the Cisco Unity-CM TSP. For supported version combinations, see *SCCP Compatibility Matrix: Cisco Unity Connection, the Cisco Unity-CM TSP, Cisco Unified CallManager, and Cisco Unified CallManager Express* at http://www.cisco.com/en/US/products/ps6509/products_device_support_tables_list.html.
- One of the following remote-access applications is required for Cisco TAC support:
 - Microsoft Remote Desktop. Remote Desktop is automatically installed but not enabled by the Cisco Platform Configuration disc.
 - A VNC client. In general, we recommend Remote Desktop over a VNC client because Remote Desktop is faster, and uses less memory and other system resources.

Installing Connection by using one of the supported remote-access applications is supported by Cisco TAC.

- If you are using the Connection voice-recognition features, the G.711 Mu-Law audio format is required on the Connection server and the phone system.

The G.711 Mu-Law and G.729a prompt sets are installed automatically; the G.711 prompt set is enabled by default and is required for voice recognition.



Caution

Voice recognition does not work if the Cisco Unity Connection server or the phone system is using G.729a, or if existing messages, greetings, and names were recorded in an audio format other than G.711 Mu-Law.

Minimum Service Packs Required—Cisco Unity Connection Server

[Table 1](#) lists the service packs that Cisco Unity Connection Setup requires on the Connection server.

Table 1 Minimum Service Packs Required on Cisco Unity Connection Server

Cisco Unity Connection Version	Required Service Packs Installed or Enforced by Connection Setup
1.2(1)	Microsoft SQL Server 2000 SP3a, MSDE 2000 SP 3a, Windows Server 2003 SP 1
1.1(1)	Microsoft SQL Server 2000 SP3a, MSDE 2000 SP 3a, Windows Server 2003 SP 1

If you purchased the Connection server from Cisco, Microsoft Windows Server 2003 is installed in manufacturing, along with Windows Server 2003 Service Pack 1 and Internet Explorer 6.0 Service Pack 1. If you purchased the Connection server from another vendor, the service packs will be installed automatically when you use the Cisco Platform Configuration disc to install Windows Server 2003.

When you install Cisco Unity Connection, Setup automatically installs either SQL Server 2000 or MSDE 2000 (depending on the number of voice ports purchased), and the corresponding Service Pack 3a.

Recommended Service Packs—Cisco Unity Connection Server

There are no recommended service packs.

Software Requirements—Optional Voice-Recognition Server

Microsoft Windows Server 2003 Standard Edition with Service Pack 1 is installed on the voice-recognition server in manufacturing (when the server is purchased from Cisco) or by using the Cisco Platform Configuration disc (when the server is purchased from another vendor).



Caution

If you install Windows Server 2003 by using any other method, Cisco Unity Connection Setup fails.

Cisco Unity Connection voice-recognition software and most required third-party software are installed by Cisco Unity Connection Setup. In addition, the following software is required:

- One of the following remote-access applications is required for Cisco TAC support:
 - Microsoft Remote Desktop. Remote Desktop is automatically installed but not enabled by the Cisco Platform Configuration disc.
 - A VNC client. In general, we recommend Remote Desktop over a VNC client because Remote Desktop is faster, and uses less memory and other system resources.

Installing Connection by using one of the supported remote-access applications is supported by Cisco TAC.

- The G.711 Mu-Law audio format is required on the voice-recognition server and the phone system. The G.711 Mu-Law and G.729a prompt sets are installed automatically; the G.711 prompt set is enabled by default and is required for voice recognition.



Caution

Voice recognition does not work if the voice-recognition server or the phone system is using G.729a, or if existing messages, greetings, and names were recorded in an audio format other than G.711 Mu-Law.

Minimum Service Packs Required—Optional Voice-Recognition Server

Table 2 lists the service packs that Cisco Unity Connection Setup requires on the voice-recognition server.

Table 2 Minimum Service Packs Required on Optional Voice-Recognition Server

Cisco Unity Connection Version	Required Service Packs Enforced by Connection Setup
1.2(1)	Windows Server 2003 SP 1
1.1(1)	Windows Server 2003 SP 1

If you purchased the voice-recognition server from Cisco, Microsoft Windows Server 2003 is installed in manufacturing, along with Windows Server 2003 Service Pack 1 and Internet Explorer 6.0 Service Pack 1. If you purchased the voice-recognition server from another vendor, the service packs will be installed automatically when you use the Cisco Platform Configuration disc to install Windows Server 2003.

Recommended Service Packs—Optional Voice Recognition Server

There are no recommended service packs.

Software Requirements—Administrator Workstations

- To access Cisco Unity Connection Administration and the Cisco Personal Communications Assistant from a computer other than the Connection server, the operating system and Internet browser must be compatible with the version of Connection that you are installing. Table 3 lists supported operating-system and browser combinations.

Table 3 Supported Operating Systems and Browsers on Administrator Workstations

Cisco Unity Connection Version	Operating System on the Administrator Workstation	Browser on the Administrator Workstation
1.2(1)	<ul style="list-style-type: none"> Windows Server 2003 with Service Pack 1 Windows XP Windows 2000 	<ul style="list-style-type: none"> Internet Explorer 6.0 with Service Pack 1 Firefox 1.04 or later
1.1(1)	<ul style="list-style-type: none"> Windows Server 2003 with Service Pack 1 Windows XP Windows 2000 	<ul style="list-style-type: none"> Internet Explorer 6.0 with Service Pack 1 Firefox 1.04 or later

- Table 4 lists software required for correct browser configuration. Instructions for configuring browsers on administrator workstations are provided in the *Cisco Unity Connection System Administration Guide*.

Table 4 **Software Required for Correct Browser Configuration on Administrator Workstations**

Cisco Unity Connection Version	Required Software
1.2(1)	Java 2 Platform, Standard Edition (J2SE) Runtime Environment 5.0 Update 6 (1.5.0_06) or later.
1.1(1)	Java 2 Platform, Standard Edition (J2SE) Runtime Environment 5.0 Update 2 (1.5.0_02) or later.

Software Requirements—User Workstations

- The operating system and Internet browser on user workstations must be compatible with the version of Connection that you are installing to allow users to access the Cisco Personal Communications Assistant. For supported version combinations, see *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.
- If you are using an IMAP e-mail client to access Cisco Unity Connection voice messages, the e-mail client must be compatible with the version of Connection that you are installing. For supported clients and version combinations, see *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.
- **Table 5** lists software required for correct browser configuration, depending on the browser(s) installed on the user workstation. Instructions for configuring browsers on user workstations are provided in the *Cisco Unity Connection User Setup Guide* and in the *Cisco Unity Connection User Guide*.

Table 5 Software Required for Correct Browser Configuration on User Workstations

Cisco Unity Connection Version	Browser	Required Software
1.2(1)	Apple Safari	Java 2 Platform, Standard Edition (J2SE) Runtime Environment 5.0 Release 3 or later.
	Firefox	The following software depending on the operating system: <ul style="list-style-type: none"> • With Apple Mac OS X: <ul style="list-style-type: none"> – Java 2 Platform, Standard Edition (J2SE) Runtime Environment 5.0 Release 3 or later. – Java Embedding Plugin for Mac OS X version 0.9.5 or later.¹ • With Linux Red Hat: <ul style="list-style-type: none"> – ALSA driver version 1.0.9 or later – Java 2 Platform, Standard Edition (J2SE) Runtime Environment 5.0 Update 6 (1.5.0_06) or later. • With Microsoft Windows, Java 2 Platform, Standard Edition (J2SE) Runtime Environment 5.0 Update 6 (1.5.0_06) or later.
	Microsoft Internet Explorer	Java 2 Platform, Standard Edition (J2SE) Runtime Environment 5.0 Update 6 (1.5.0_06) or later.
1.1(1)	Apple Safari	Java 2 Platform, Standard Edition (J2SE) Runtime Environment 5.0 Release 1 or later.
	Firefox	The following software depending on the operating system: <ul style="list-style-type: none"> • With Apple Mac OS: <ul style="list-style-type: none"> – Java 2 Platform, Standard Edition (J2SE) Runtime Environment 5.0 Release 1 or later. – Java Embedding Plugin for Mac OS X version 0.9.3 or later. • With Linux Red Hat: <ul style="list-style-type: none"> – ALSA driver version 1.0.9 or later – Java 2 Platform, Standard Edition (J2SE) Runtime Environment 5.0 Update 2 (1.5.0_02) or later. • With Microsoft Windows, Java 2 Platform, Standard Edition (J2SE) Runtime Environment 5.0 Update 2 (1.5.0_02) or later.
	Microsoft Internet Explorer	Java 2 Platform, Standard Edition (J2SE) Runtime Environment 5.0 Update 2 (1.5.0_02) or later.

1. The Java Embedding Plugin for Mac OS X is included with Firefox version 1.5.0.1 and later.

Requirements for COS-Controlled Features

Table 6 lists requirements for Cisco Unity Connection features that are controlled by class of service (COS).

Table 6 Requirements for COS-Controlled Cisco Unity Connection Features

Feature	Requirements	Considerations
Accessing Microsoft Exchange e-mail by using text-to-speech (TTS)	<ul style="list-style-type: none"> • Voice Mail User license and Advanced Voice Mail User license • Supported edition of Exchange Server 2003 or Exchange 2000 Server • Exchange server(s) in a supported Windows domain configuration <p>See the “Requirements for Accessing Exchange Calendars and Contacts, and Accessing Exchange E-mail by Using TTS” section on page 9.</p>	<ul style="list-style-type: none"> • Users must belong to a COS enabled for using TTS to read e-mail. • Users can only retrieve, save, and delete e-mails. Users cannot reply to or forward e-mails. • Users can delete e-mails by phone, but the e-mails may still be visible in the client Inbox, depending on the client.
Cisco Unity Inbox	Voice Mail User license and Inbox User license	Users must belong to a COS enabled for using the Cisco Unity Inbox.
Cisco Unity Personal Call Transfer Rules	<ul style="list-style-type: none"> • Voice Mail User license 	Users must belong to a COS enabled for using Cisco Unity Personal Call Transfer Rules.
Contacts and calendaring integration with Microsoft Exchange	<ul style="list-style-type: none"> • Voice Mail User license • Supported edition of Exchange Server 2003 or Exchange 2000 Server • Exchange server(s) in a supported Microsoft Windows domain configuration <p>See the “Requirements for Accessing Exchange Calendars and Contacts, and Accessing Exchange E-mail by Using TTS” section on page 9.</p>	Users must belong to a COS enabled for using Cisco Unity Personal Call Transfer Rules.
IMAP client access to Cisco Unity Connection voice messages	<ul style="list-style-type: none"> • Voice Mail User license and IMAP User license • Sound card, speakers, and media player on user workstation • Supported IMAP client. See <i>Compatibility Matrix: Cisco Unity Connection and the Software on User Workstations</i> at http://www.cisco.com/en/US/products/ps6509/products_device_support_tables_list.html. 	<ul style="list-style-type: none"> • Users must belong to a COS that is enabled for accessing voice messages by using an IMAP client. • Voice messages are e-mails with WAV attachments. • Users can only retrieve, save, and delete voice messages. Users cannot reply to or forward voice messages. • Users cannot play secure voice messages by using the IMAP client. • Users may need to periodically purge their Deleted Messages folder to completely delete voice messages, depending on the client.
Voice-recognition features	<ul style="list-style-type: none"> • Voice Mail User license and Advanced Voice Mail User license • G.711 Mu-Law audio format on Cisco Unity Connection server and on phone system 	<ul style="list-style-type: none"> • Users must belong to a COS enabled for using voice recognition. • G.729a audio format is not supported.

Windows Domain Requirements

The Cisco Unity Connection server must be a workgroup server. If you are installing an optional voice-recognition server, it must also be a workgroup server.

Requirements for Accessing Exchange Calendars and Contacts, and Accessing Exchange E-mail by Using TTS

Cisco Unity Connection allows users to create personal call transfer rules based on Microsoft Exchange calendar and contact data. In addition, Connection allows users to listen to Exchange e-mail by using text to speech (TTS).

The following two sections list supported Exchange versions, and Exchange and Windows domain requirements.

Supported Exchange Versions

The following versions of Exchange are supported:

- Exchange Server 2003 Enterprise Edition with Service Pack 1 or later in English, French, German, or Japanese.
- Exchange Server 2003 Standard Edition with Service Pack 1 or later in English, French, German, or Japanese.
- Exchange 2000 Server Enterprise Edition with Service Pack 3 or later in English, French, German, or Japanese.
- Exchange 2000 Server Standard Edition with Service Pack 3 or later in English, French, German, or Japanese.

Exchange and Windows Domain Configuration Requirements

To allow users to use Exchange data for personal call transfer rules or to listen to Exchange e-mail by using TTS, the Exchange server(s) must be in a supported Windows domain configuration.

Table 7 **Supported Exchange and Windows Domain Configurations**

Exchange Configuration	Supported Windows Domain Configurations
One server running Exchange Server 2003	<ul style="list-style-type: none"> • Exchange server is a Windows Server 2003 domain controller/global catalog server. • Exchange server is a Windows Server 2003 member server. • Exchange server is a Windows 2000 Server member server in a Windows Server 2003 domain.

Table 7 Supported Exchange and Windows Domain Configurations (continued)

Exchange Configuration	Supported Windows Domain Configurations
One server running Exchange 2000 Server	<ul style="list-style-type: none"> Exchange server is a Windows 2000 Server domain controller/global catalog server. Exchange server is a Windows 2000 Server member server.
Two to five servers running Exchange Server 2003, Exchange 2000 Server, or some combination	Exchange servers are domain controller/global catalog servers and/or member servers in a single domain or in multiple primary and/or child domains.

Requirements for Migrating from Cisco Unity 4.0(5) or Later to Cisco Unity Connection

- All of the requirements for a Cisco Unity Connection system.



Caution

Requirements for Cisco Unity Connection are different from requirements for Cisco Unity 4.x. The system must meet Cisco Unity Connection standards to receive support from Cisco TAC.

- A Cisco Unity system at version 4.0(5) or later. Upgrades from other versions are not supported. (If your Cisco Unity system is at an earlier version, you must upgrade to version 4.0(5) or later before exporting data.)
- A network connection or a high-capacity removable storage device, so you can save subscriber and other information exported from the Cisco Unity 4.0(5) or later system and import that information into the Cisco Unity Connection system.
- If you are reusing a server, a fresh installation of Windows Server 2003 by using the Cisco Platform Configuration disc. Installing Windows Server 2003 by using any other method is not supported.
- Only servers that appear on the *Cisco Unity Connection Supported Platforms List* are supported. The list is available at http://www.cisco.com/en/US/products/ps6509/products_data_sheets_list.html.
- For selected servers that are supported for Cisco Unity 4.x, a memory upgrade. If a server requires a memory upgrade, the information appears in the *Cisco Unity Connection Supported Platforms List* at http://www.cisco.com/en/US/products/ps6509/products_data_sheets_list.html.

Note that voice cards are not supported for integrations with circuit-switched phone systems.

Security Recommendations

Microsoft releases monthly security updates for the Microsoft applications installed on the Cisco Unity Connection server. Each month, we add the latest updates to the Cisco Unity Connection Server Updates wizard and repost the wizard on Cisco.com. We recommend that you either install the latest Microsoft updates as they are released, or download and run the latest version of the Server Updates wizard to install those updates. For information on the updates that are installed by the Server Updates wizard, see *Software Installed by the Cisco Unity Connection Server Updates Wizard* at http://www.cisco.com/en/US/products/ps6509/prod_installation_guides_list.html.

PART 2: Supported Hardware for Use with Cisco Unity Connection 1.x

- [Supported Phone System Integrations](#), page 11
- [Supported Optional Hardware](#), page 12
- [PART 3: Supported Software for Use with Cisco Unity Connection 1.x](#), page 13
- [PART 1: Cisco Unity Connection 1.x System Requirements](#), page 1

Supported Phone System Integrations

Cisco Unity Connection integrates with qualified IP phone systems (see the “[Supported IP Phone System Integrations](#)” section below) and with qualified circuit-switched phone systems (see the “[Supported Circuit-Switched Phone System Integrations](#)” section below). Connection also supports integrations with multiple phone systems simultaneously (refer to the *Multiple Phone System Integration Guide for Cisco Unity Connection <Version>* at http://www.cisco.com/en/US/products/ps6509/products_installation_and_configuration_guides_list.html).

Supported IP Phone System Integrations

- Cisco Unified CallManager
- Cisco Unified CallManager Express
- Cisco SIP Proxy Server

In addition, the Cisco Unified CallManager integrations with Cisco Unity Connection support the use of Survivable Remote Site Telephony (SRST) installed on Cisco IOS platforms at remote sites.

For the supported versions of Cisco Unified CallManager and Cisco Unified CallManager Express, refer to the applicable document, depending on the integration type:

- *SCCP Compatibility Matrix: Cisco Unity Connection, the Cisco Unity-CM TSP, Cisco Unified CallManager, and Cisco Unified CallManager Express* at http://www.cisco.com/en/US/products/ps6509/products_device_support_tables_list.html.
- *SIP Trunk Compatibility Matrix: Cisco Unity Connection and Cisco Unified CallManager* at http://www.cisco.com/en/US/products/ps6509/products_device_support_tables_list.html.

Supported Circuit-Switched Phone System Integrations

Table 8 Supported Circuit-Switched Phone System Integrations

Phone System	Integration Type	Supported PIMG Units	Additional Required Components ¹
Avaya Definity G3	Digital	Digital PIMG unit	<ul style="list-style-type: none"> Digital cables LAN connections
Avaya Definity ProLogix	Digital	Digital PIMG unit	<ul style="list-style-type: none"> Digital cables LAN connections
Avaya S8300, Avaya S8500, and Avaya S8700	Digital	Digital PIMG unit	<ul style="list-style-type: none"> Digital cables LAN connections
Mitel SX-2000	Digital	Digital Mitel PIMG unit	<ul style="list-style-type: none"> Digital cables LAN connections
NEC NEAX 2400	Digital	Digital PIMG unit	<ul style="list-style-type: none"> Digital cables LAN connections
Nortel Meridian 1	Digital	Digital PIMG unit	<ul style="list-style-type: none"> Digital cables LAN connections
QSIG or DPNSS phone system	IP	N/A	<ul style="list-style-type: none"> Cisco EGW 2200 LAN connections
Rolm 9751 9005	Digital	Digital Rolm PIMG unit	<ul style="list-style-type: none"> Digital cables LAN connections
Rolm 9751 9006	Digital	Digital Rolm PIMG unit	<ul style="list-style-type: none"> Digital cables LAN connections
Siemens Hicom 300 E (European)	DTMF	Analog PIMG unit	<ul style="list-style-type: none"> Analog cables LAN connections
Siemens Hicom 300 series E CS	Digital	Digital PIMG unit	<ul style="list-style-type: none"> Digital cables LAN connections

1. For recommendations and additional information on these components, see the applicable Cisco Unity Connection integration guide at http://www.cisco.com/en/US/products/ps6509/products_installation_and_configuration_guides_list.html.

Supported Optional Hardware

The following optional hardware is supported for use with Cisco Unity Connection:

- Tape drives for system backup.
- A tape autoloader may also be attached to the Cisco Unity Connection server, although network backup to a dedicated backup server is recommended for high-capacity backup and recovery scenarios.

- Uninterrupted power supply (UPS) connected to the Cisco Unity Connection server by a serial cable.

The following out-of-band management cards are supported for use with Cisco Unity Connection:

- Hewlett-Packard Remote Insight Lights-Out Edition, all versions.
- Hewlett-Packard Integrated Lights Out (iLO).
- IBM Remote Supervisor Adapter 2, all versions.

See also the “Additional Supported Software” section on page 16 for software that is supported for use in conjunction with the management cards to remotely restart the Cisco Unity Connection server.

PART 3: Supported Software for Use with Cisco Unity Connection 1.x

- [Compatibility Information, page 13](#)
- [Supported Antivirus Software, page 14](#)
- [Supported Audio Formats, page 14](#)
- [Supported Monitoring Software, page 15](#)
- [Support Policy for Backup Software, page 15](#)
- [Support Policy for Microsoft Service Packs and Updates, page 16](#)
- [Additional Supported Software, page 16](#)
- [PART 1: Cisco Unity Connection 1.x System Requirements, page 1](#)
- [PART 2: Supported Hardware for Use with Cisco Unity Connection 1.x, page 11](#)

Compatibility Information

Refer to the following documents on Cisco.com at

http://www.cisco.com/en/US/products/ps6509/products_device_support_table09186a008055e24f.html for 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 Unified CallManager, and Cisco Unified CallManager Express*
- *SIP Trunk Compatibility Matrix: Cisco Unity Connection and Cisco Unified CallManager*

Supported Antivirus Software

The following antivirus software has been qualified by Cisco for use with Cisco Unity Connection 1.x:

- Computer Associates eTrust Antivirus, version 7.0 and later
- McAfee VirusScan Enterprise 8.0i
- Symantec AntiVirus Corporate Edition, version 9.0 and later
- Trend Micro Server Protect for Microsoft Windows, version 5.56 and later

Support Policy for Antivirus Software

Cisco support policy is that customers can deploy third-party antivirus software on the Cisco Unity Connection server. However, Cisco expects that customers (or their systems integration partners) will have tested the interoperability of such products with Cisco Unity Connection before the products are deployed, to mitigate the risk of problems being discovered within the production environment between Connection and the third-party products loaded on the Connection 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 Cisco Unity Connection server during the course of troubleshooting. If it is determined that the interoperability between the third-party software and Cisco Unity Connection was the root cause of the problem, then the third-party software will be required to be disabled or removed from the Connection server until such time that the interoperability issue is addressed, so that the customer can continue to have a functional Cisco Unity Connection system.

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

Supported Audio Formats

The following audio formats are supported for recording with Cisco Unity Connection 1.x:

- G.711 A-Law
- G.711 Mu-Law
- G.726
- G.729a
- GSM 6.10

All supported formats are installed automatically, either with Cisco Unity Connection or with Windows Server 2003. G.711 Mu-Law is enabled by default.

Note that the G.711 Mu-Law audio format is required for use with Connection voice-recognition features.

Supported Monitoring Software

The following monitoring software has been qualified by Cisco for use with Cisco Unity Connection 1.x:

- Hewlett-Packard/Compaq InsightManager version 7.0 and later for Hewlett-Packard/Compaq servers. (Supported when used in conjunction with the Hewlett-Packard Remote Insight Lights-Out Edition card.)
- Hewlett-Packard OpenView 7.20 release for Windows Server 2003. (Supported for IP monitoring of Cisco Unity Connection and SQL Server services on all supported Cisco Unity Connection hardware platforms.)
- IBM Director version 3.1 and later for IBM servers optionally with Remote Server Assistant card.
- NetIQ VoIP Manager version 6.0 and later for Cisco Unity Connection. (Install only the agent on the Connection server.)



Caution

Install only the monitoring agent on the Cisco Unity Connection server. If you install the full application, Connection will not function properly.

Support Policy for Monitoring Software

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



Caution

If you install monitoring software other than the monitoring software qualified for use with Cisco Unity Connection, install only the monitoring agent on the Connection server. If you install the full application, Cisco Unity Connection will not function properly.

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 Cisco Unity Connection server during the course of troubleshooting. If it is determined that the interoperability between the third-party software and Cisco Unity Connection was the root cause of the problem, then the third-party software will be required to be disabled or removed from the Connection server until the interoperability issue is addressed, so that the customer can continue to have a functional Cisco Unity Connection system.

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

Support Policy for Backup Software

The Cisco Unity Connection Disaster Recovery tools (DiRT) is the only application supported for backing up Cisco Unity Connection data and voice messages.

Support Policy for Microsoft Service Packs and Updates

Microsoft provides monthly updates for Windows Server 2003 and other applications installed on the Cisco Unity Connection and optional voice-recognition servers. 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 Cisco Unity Connection and voice-recognition servers. If your company does not have a policy, we recommend that Microsoft updates be applied to the servers as they are released. Cisco TAC provides support for a Cisco Unity Connection 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 Cisco Unity Connection. Cisco TAC does not support new service packs until they have been qualified for use with Cisco Unity Connection.

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 Cisco Unity Connection versions. If so, the new service pack becomes the recommended service pack for Cisco Unity Connection.

Cisco will support—at most—two service packs of a given Microsoft component as recommended for major and minor releases of Cisco Unity Connection. 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 Cisco Unity Connection.

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

Additional Supported Software

The following optional software has been qualified by Cisco for use with Cisco Unity Connection 1.x:

- Adobe Reader, version 4.0 and later.
- American Power Conversion NA PowerChute Plus for Windows Server 2003, version 6.0 and later.
- RealVNC VNC Server Enterprise Edition for Windows, 4.0 and later.
- WinZip, version 7.0 and later

Support Policy for Optional Software

Cisco support policy is that customers can deploy third-party software for backup, monitoring, and security on the Cisco Unity Connection server. However, Cisco expects that customers (or their systems integration partners) will have tested the interoperability of such products with Cisco Unity Connection before the products are deployed, to mitigate the risk of problems being discovered within the production environment between Connection and the third-party products loaded on the Connection 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 Cisco Unity Connection server during the course of troubleshooting. If it is determined that the interoperability between the third-party software and Cisco Unity Connection was the root cause of the problem, then the third-party software will be required to be disabled or removed from the Connection server until such time that the interoperability issue is addressed, so that the customer can continue to have a functional Cisco Unity Connection system.

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

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