



Release Notes for Cisco Unity Connection Release 2.1(1)

Revised January 18, 2008

These release notes contain information on new and changed support, new and changed functionality, installation and upgrades, and open and resolved caveats for Cisco Unity Connection Release 2.1(1) and for Connection in Cisco Unified Communications Manager Business Edition (CMBE) Release 6.1(1).



Note

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

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System Requirements

For Cisco Unity Connection

System Requirements for Cisco Unity Connection Release 2.x contains the most current Connection requirements. The document is available at

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

For support information, refer to *Supported Hardware and Software, and Support Policies for Cisco Unity Connection Release 2.x* at

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

For Cisco Unity Connection in Cisco Unified CMBE

System Requirements for Cisco Unity Connection in Cisco Unified Communications Manager Business Edition Release 6.x contains the most current Connection requirements. The document is available at

http://www.cisco.com/en/US/products/ps7273/prod_installation_guides_list.html.

For support information, refer to *Supported Hardware and Software, and Support Policies for Cisco Unity Connection in Cisco Unified Communications Manager Business Edition Release 6.x* at

http://www.cisco.com/en/US/products/ps7273/prod_installation_guides_list.html.

Compatibility Information

The following documents list the most current version combinations qualified for use with Cisco Unity Connection, and with Connection in Cisco Unified CMBE (where applicable):

- *Compatibility Matrix: Cisco Unity Connection and the Software on User Workstations*
- *SCCP Compatibility Matrix: Cisco Unity Connection, Cisco Unified Communications Manager, and Cisco Unified Communications Manager Express*
- *SIP Trunk Compatibility Matrix: Cisco Unity Connection, Cisco Unified Communications Manager, and Cisco Unified Communications Manager Express*

The documents are available on Cisco.com at

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

Determining the Software Version

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

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

Cisco Unity Connection

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

- Step 1** In Cisco Unity Connection Administration, in the upper-right corner below the Navigation list, click **About**.
- The Connection version is displayed below “Cisco Unity Connection Administration.”
-

To Determine the Cisco Unity Connection Version by Using the Command-Line Interface

- Step 1** Start a command-line interface (CLI) session. For more information, see the Cisco Unified Communications Operating System Administration Help.
- Step 2** Run the **show cuc version** command.
-

Cisco Personal Communications Assistant

To Determine the Cisco Personal Communications Assistant (PCA) Version

- Step 1** Log on to the Cisco PCA.
- Step 2** On the Cisco PCA Home page, click **About** in the upper right corner. (The link is available on every Cisco PCA page.)
- Step 3** The Cisco Unity Connection version is displayed. The Cisco PCA version is the same as the Connection version.
-

Related Documentation

For Cisco Unity Connection

For descriptions and URLs of Cisco Unity Connection documentation on Cisco.com, refer to the *Documentation Guide for Cisco Unity Connection Release 2.x*. The document is shipped with Connection and is available at http://www.cisco.com/en/US/products/ps6509/products_documentation_roadmaps_list.html.

For Cisco Unified Communications Manager Business Edition

For descriptions and URLs of Cisco Unified Communications Manager Business Edition documentation on Cisco.com, refer to the *Cisco Unified Communications Manager Business Edition Documentation Guide Release 6.1*. The document is shipped with Cisco Unified CMBE and is available at http://www.cisco.com/en/US/products/ps7273/products_documentation_roadmaps_list.html.

**Note**

The documentation links on Cisco.com for some Cisco Unity Connection in Cisco Unified CMBE 6.x versions go to documents that are labeled for Cisco Unity Connection Release 2.x. Despite the version label, all content in the documentation applies to both Connection configurations.

New and Changed Requirements and Support

This section contains information about new and changed requirements and support in this release time frame only. Refer to the release notes of the applicable version for information on new and changed support with earlier versions of Cisco Unity Connection.

Release notes for all versions of Cisco Unity Connection are available at http://www.cisco.com/en/US/products/ps6509/prod_release_notes_list.html.

Release notes for all versions of Cisco Unified Communications Manager Business Edition are available at http://www.cisco.com/en/US/products/ps7273/prod_release_notes_list.html.

Available Languages for Cisco Unity Connection Components

This section lists the languages in which Cisco Unity Connection components are available. Languages added with this release are marked with an asterisk(*).

Cisco Personal Communications Assistant (PCA)

Arabic-Saudi Arabia, Chinese-PRC, Chinese-Taiwan, Danish, Dutch-Netherlands, English-United States, French-France, German, Italian, Japanese, Korean, Portuguese-Brazil, Russian, Spanish-Colombia, Spanish-Europe, Swedish

Cisco Personal Communications Assistant (PCA) Help

Arabic-Saudi Arabia, Chinese-PRC, Chinese-Taiwan, Danish, Dutch-Netherlands, English-United States, French-France, German, Italian, Japanese, Korean, Portuguese-Brazil, Russian, Spanish-Colombia, Spanish-Europe, Swedish-Sweden

Cisco Unity Connection Administration

English-United States, Japanese*

Cisco Unity Connection Administration Help

English-United States

System prompts

Arabic-Saudi Arabia, Chinese-PRC, Chinese-Taiwan, Danish, Dutch-Netherlands, English-Australia, English-United Kingdom, English-United States, English TTY/TDD-United States, French-Canada, French-France, German, Italian, Japanese, Korean, Portuguese-Brazil, Russian, Spanish-Colombia, Spanish-Europe, Swedish-Sweden

Text-to-speech engine

Chinese-PRC, Chinese-Taiwan, Danish, Dutch-Netherlands, English-Australia, English-United States, English-United Kingdom, French-Canada, French-France, German, Italian, Japanese, Korean, Portuguese-Brazil, Russian, Spanish-Colombia, Spanish-Europe, Swedish

Voice-recognition engine

English-United States

Product documentation for administrators/installers

English-United States, Japanese-Japan

Product documentation for end users

Arabic-Saudi Arabia, Chinese-PRC, Chinese-Taiwan, Danish, Dutch-Netherlands, English-United States, French-France, German, Italian, Japanese, Korean, Portuguese-Brazil, Russian, Spanish-Colombia, Spanish-Europe, Swedish

The translated versions of the *User Guide for Cisco Unity Connection* are available at http://www.cisco.com/en/US/products/ps6509/tsd_products_support_translated_end_user_guides_list.html.

New Documentation

Cisco Unity Connection Integration Guides

Integration Guides for Cisco Unity Connection 2.1 at http://www.cisco.com/en/US/products/ps6509/products_installation_and_configuration_guides_list.html.

Per-Platform Limits

For Cisco MCS-7845 servers, supported limits for the following components have been changed for Connection 2.1:

- Total number of users
- Maximum number of Cisco Personal Communications Assistant (PCA) sessions
- Total available ports
- Voice ports

For individual limits, refer to the *Cisco Unity Connection Supported Platforms List* at http://www.cisco.com/en/US/products/ps6509/products_data_sheets_list.html.

Phone System Integrations Qualified for Use with Cisco Unity Connection

For Cisco Unity Connection

Cisco Unified Communications Manager 6.1 has been qualified for use with Cisco Unity Connection.

For the most current list of all supported phone system integrations, refer to the “Supported Phone System Integrations” section of *Supported Hardware and Software, and Support Policies for Cisco Unity Connection Release 2.x* at

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

For Cisco Unity Connection in Cisco Unified Communications Manager Business Edition

Cisco Unified Communications Manager 6.1 has been qualified for use with Cisco Unity Connection in Cisco Unified CMBE 6.1. No integrations with other phone systems are supported.

Tool Updates on the Cisco Unity Tools Website

Updates to tools on the Cisco Unity Tools website are frequently posted between Cisco Unity Connection releases. The updates usually do not apply to a specific release, so we do not list the tools that have been updated since the last version of Connection. However, you can sign up to be notified when the tools posted on the Cisco Unity Tools website are updated. Go to <http://www.ciscounitytools.com>, and click Sign Up Here.

Information on the following new tools is available in these release notes:

- [Cisco Utilities Database Link for Informix \(CUDLI\) Tool, page 6](#)
- [Connection User Data Dump \(CUDD\) Tool, page 7](#)

New Functionality

This section contains information about new functionality in this release time frame only. Refer to the release notes of the applicable version for information on new functionality in earlier versions of Cisco Unity Connection.

Release notes for all versions of Cisco Unity Connection are available at http://www.cisco.com/en/US/products/ps6509/prod_release_notes_list.html.

Release notes for all versions of Cisco Unified Communications Manager Business Edition are available at http://www.cisco.com/en/US/products/ps7273/prod_release_notes_list.html.

**Note**

The Cisco Unity Tools website may offer scripts and applications that were not included in Cisco Unity Connection 2.1(1). Some offerings may not be supported by Cisco TAC. Refer to <http://www.ciscounitytools.com> for information.

Cisco Utilities Database Link for Informix (CUDLI) Tool

The Cisco Utilities Database Link for Informix (CUDLI) is a Windows-based remote database administration tool available on the Cisco Unity Tools website. CUDLI allows you to navigate the Cisco Unity Connection database, learn about the purpose of data in a particular table or column, and jump between referenced objects in the database. It also provides the ability to show stored procedures and includes a custom query builder. Because the tool has read/write access to the database, care should be taken to avoid unintentionally modifying data.

For more information and to download the tool, go to the Cisco Unity Tools website at <http://www.ciscounitytools.com> and click CUC 2.x Tools.

Connection User Data Dump (CUDD) Tool

The Connection User Data Dump (CUDD) is a Windows-based remote database administration tool available on the Cisco Unity Tools website. CUDD allows you to export specific information about users to a file that can be viewed or imported into another application, such as a database utility or Microsoft Excel. When the data is exported, the tool automatically creates a header row that lists the data type found in each column of the output, for ease of import into other programs.

For more information and to download the tool, go to the Cisco Unity Tools website at <http://www.ciscounitytools.com> and click CUC 2.x Tools.

Remote Database Administration Tools

With Cisco Unity Connection 2.1(1), a database proxy can be enabled to allow the use of some Windows-based remote database administration tools available on the Cisco Unity Tools website (<http://ciscounitytools.com>), where updates to utilities are frequently posted between Cisco Unity Connection releases.

Because opening up database access for remote administration tools can introduce a security risk to your system, the following layers of security are involved with enabling access:

- A Remote Administrator role must be assigned to one or more users.
- The Connection Database Proxy service is configured not to run by default.
- A shutdown timer will disable the Connection Database Proxy service after a configurable number of days.

For more information, refer to the “Enabling Database Access for Remote Administration Tools” section in the “Administrative Tools” chapter of the applicable guide:

- *System Administration Guide for Cisco Unity Connection Release 2.x* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/2x/administration/guide/2xcucsag.html.
- *System Administration Guide for Cisco Unity Connection in Cisco Unified CMBE Release 6.x* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/2x/administration_cmbe/guide/6xcucmbesagx.html.

Information on the following new tools is available in these release notes:

- [Cisco Utilities Database Link for Informix \(CUDLI\) Tool, page 6](#)
- [Connection User Data Dump \(CUDD\) Tool, page 7](#)

Changed Functionality

This section contains information about changed functionality in this release time frame only. Refer to the release notes of the applicable version for information on changed functionality in earlier versions of Cisco Unity Connection.

Release notes for all versions of Cisco Unity Connection are available at http://www.cisco.com/en/US/products/ps6509/prod_release_notes_list.html.

Release notes for all versions of Cisco Unified Communications Manager Business Edition are available at http://www.cisco.com/en/US/products/ps7273/prod_release_notes_list.html.

**Note**

The Cisco Unity Tools website may offer scripts and applications that were not included in Cisco Unity Connection 2.1(1). Some offerings may not be supported by Cisco TAC. Refer to <http://www.ciscounitytools.com> for information.

“Insert User Templates into Unified Communications Manager” Task Removed from Task Management

The “Insert User Templates into Unified Communications Manager” task has been removed from the Tools > Task Management page in Cisco Unity Connection Administration. This task was not functioning correctly. The same functionality can be achieved in the following ways:

- For a standalone Connection configuration, go to the Telephony Integration > Phone System page and select the Cisco Unified Communications Manager switch to which you want to insert user templates. From the Edit menu, select Cisco Unified Communications Manager AXL Servers. On the Edit AXL Servers page, click Save. Even if you have not made any changes on the page, the save action will initiate a synchronization of the Cisco Unity Connection user templates to the AXL Servers that you already have configured.
- For Connection in Cisco Unified Communications Manager Business Edition, in Cisco Unity Connection Administration go to the Telephony Integration > Phone System page and select the Cisco Unified Communications Manager switch. On the Phone System Basics page, click Run to synchronize all Cisco Unity Connection user templates to the phone system.

“Synchronize Unity and Unified Communications Manager Users” Task Removed from Task Management

The “Synchronize Unity and Unified Communications Manager Users” task has been removed from the Tools > Task Management page in Cisco Unity Connection Administration. This task was not functioning correctly. The same functionality can be achieved by going to Tools > Synch Users and clicking Synch All.

Installation and Upgrade Information

- [Installing Cisco Unity Connection for the First Time, page 8](#)
- [Upgrading from Cisco Unity Connection 2.0 to 2.1 or Cisco Unified CMBE 6.0 to 6.1, page 9](#)
- [Migrating to Cisco Unity Connection, page 10](#)
- [Installation and Upgrade Notes, page 11](#)

Installing Cisco Unity Connection for the First Time

For instructions on installing a Cisco Unity Connection system, refer to the *Installation Guide for Cisco Unity Connection Release 2.x* at http://www.cisco.com/en/US/products/ps6509/prod_installation_guides_list.html.

For instructions on installing a Cisco Unified Communications Manager Business Editions system, refer to *Installing Cisco Unified Communications Manager Business Edition Release 6.1(1)* at http://www.cisco.com/en/US/products/ps7273/prod_installation_guides_list.html.

Upgrading from Cisco Unity Connection 2.0 to 2.1 or Cisco Unified CMBE 6.0 to 6.1

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Caution

If any languages other than U.S. English are currently installed and in use on the Connection 2.0 or Cisco Unified CMBE 6.0 system, you must install the Connection 2.1 or Cisco Unified CMBE 6.1 versions of the same languages during the upgrade. Otherwise, the Cisco Unity Connection conversation will not function properly for users who are configured to use non-ENU languages. For information on downloading and installing languages, see the “[Downloading and Installing Cisco Unity Connection Languages](#)” section on page 12.

For instructions on downloading software that can be used to upgrade a Cisco Unity Connection 2.0 system to version 2.1 or a Cisco Unified Communications Manager Business Edition 6.0 system to version 6.1, see “[Downloading Software for an Upgrade from Cisco Unity Connection 2.0 to 2.1 or Cisco Unified CMBE 6.0 to 6.1](#)” section on page 9.

For instructions on upgrading a Cisco Unity Connection 2.0 system to version 2.1, refer to the “Software Upgrade and Installation” section in the “Software Upgrades” chapter of the *Cisco Unified Communications Operating System Administration Guide for Cisco Unity Connection Release 2.x* at http://www.cisco.com/en/US/products/ps6509/prod_maintenance_guides_list.html.

For instructions on upgrading a Cisco Unified Communications Manager Business Edition 6.0 system to version 6.1, refer to the “Software Upgrade and Installation” section in the “Software Upgrades” chapter of the *Cisco Unified Communications Operating System Administration Guide* at http://www.cisco.com/en/US/products/ps7273/prod_maintenance_guides_list.html.

Downloading Software for an Upgrade from Cisco Unity Connection 2.0 to 2.1 or Cisco Unified CMBE 6.0 to 6.1

Added January 18, 2008

The upgrade application posted on Cisco.com can only be used to upgrade from Cisco Unity Connection 2.0 to 2.1 or from Cisco Unified CMBE 6.0 to 6.1. It cannot be used to install a new Cisco Unity Connection 2.1 or from Cisco Unified CMBE 6.1 system.

Because of the size of the upgrade application, the file has been divided into two parts. Do the following procedure to download the two parts and to recombine them into a single file.

To Download Software for an Upgrade from Cisco Unity Connection 2.0 to 2.1 or Cisco Unified CMBE 6.0 to 6.1

- Step 1** Log on to a computer with a high-speed Internet connection, and sufficient hard disk space for the downloads. The download file sizes appear on the download pages.
- Step 2** Go to the Cisco Unity Connection 2.1 Software Download page at <http://www.cisco.com/cgi-bin/tablebuild.pl/unitycxn21>.
- Step 3** Click `UCSInstall_UCOS_6.1.1.2000-3.sgn.iso_part1of2`, and follow the on-screen prompts to complete the download. Make note of the MD5 value.

- Step 4** Click `UCSInstall_UCOS_6.1.1.2000-3.sgn.iso_part2of2`, and follow the on-screen prompts to complete the download. Make note of the MD5 value.
- Step 5** For each downloaded file, use a checksum generator to confirm that the MD5 checksum matches the checksum that is listed on Cisco.com. If the values do not match, the downloaded file is damaged.



Caution Do not attempt to use a damaged file to install software or the results will be unpredictable. If the MD5 values do not match, download the file again until the value for the downloaded file matches the value listed on Cisco.com.

Free checksum tools are available on the Internet, for example, the Microsoft File Checksum Integrity Verifier utility. This utility is described in Microsoft Knowledge Base article 841290, *Availability and Description of the File Checksum Integrity Verifier Utility*. The KB article also includes a link for downloading the utility.

- Step 6** Execute one of the following commands, depending on the operating system, to reunite the two parts of the file.

- On a Unix/Linux system, cut and paste the following command from this document into the CLI to combine the two files:

```
cat UCSInstall_UCOS_6.1.1.2000-3.sgn.iso_part1of2 UCSInstall_UCOS_6.1.1.2000-3.sgn.iso_part2of2 >
UCSInstall_UCOS_6.1.1.2000-3.sgn.iso
```

- On a Windows system, cut and paste the following command from this document into the command prompt (cmd.exe) to combine the two files:

```
COPY /B UCSInstall_UCOS_6.1.1.2000-3.sgn.iso_part1of2+UCSInstall_UCOS_6.1.1.2000-3.sgn.iso_part2of2
UCSInstall_UCOS_6.1.1.2000-3.sgn.iso
```

- Step 7** If you are installing from a DVD, burn the DVD, noting the following considerations:
- Use the Joliet file system, which accommodates file names up to 64 characters long.
 - If the disc-burning application that you are using includes an option to verify the contents of the burned disc, choose that option. This causes the application to compare the contents of the burned disc with the source files.
- Step 8** When you are finished combining the files, delete the separate parts to free disk space.

Migrating to Cisco Unity Connection

Cisco Unity Connection Standalone Configuration

Migrating from Cisco Unity Connection 1.x to Connection 2.x requires that you purchase an upgrade license.

Because Connection is installed on a server running Linux instead of Windows, you cannot simply upgrade from Connection 1.x. To convert a Connection 1.x or a Cisco Unity 4.2 or later system to Connection 2.x, you must:

1. Export Connection 1.x or Cisco Unity subscriber data.



Note Only user data and, optionally, voice messages are preserved during a migration. System-level configuration data (for example, templates and classes of service) must be manually configured.

2. Use a Connection 2.1(1) DVD to reinstall all software on the server.
3. Recreate templates, classes of service, and other system-level configuration data.
4. Import the data that you exported from Connection 1.x or Cisco Unity.

Cisco Unified Communications Manager Business Edition Configuration

There is no supported migration path from Connection 1.x to Cisco Unified Communications Manager Business Edition. If you want to migrate from Connection 1.x to Cisco Unified CMBE, you must reinstall all software, and recreate all system and user data.

For more information, refer to the following documentation:

- The “Requirements for Migrating from Cisco Unity Connection 1.x to Version 2.x” section or the “Requirements for Migrating from Cisco Unity 4.2 or Later to Cisco Unity Connection Version 2.x” section in *System Requirements for Cisco Unity Connection Release 2.x* at http://www.cisco.com/en/US/products/ps6509/prod_installation_guides_list.html.
- The “Migrating User Accounts and Messages” chapter of the *User Moves, Adds, and Changes Guide for Cisco Unity Connection Release 2.x* at http://www.cisco.com/en/US/products/ps6509/prod_maintenance_guides_list.html.

Installation and Upgrade Notes

- [License Tag Required to Use the U.S. English Conversation and Personal Call Transfer Rules, page 11](#)
- [Downloading and Installing Cisco Unity Connection Languages, page 12](#)

License Tag Required to Use the U.S. English Conversation and Personal Call Transfer Rules

If you want to use English-United States for the Connection conversation or you want users to be able to create personal call transfer rules, the Connection license must include the license tag LicRegionIsUnrestricted. If your Connection licenses do not include the LicRegionIsUnrestricted tag and you want to use these features, install a license that includes the tag. After you install the license, you must restart Connection. (Licenses without this tag are intended only for use outside the United States.)

If you choose not to install a license that includes the LicRegionIsUnrestricted tag, you must install one or more Connection languages.

Connection demonstration licenses include the LicRegionIsUnrestricted tag, so you can use English-United States on demonstration systems.

To Determine Whether the LicRegionIsUnrestricted License Tag Is Present

-
- Step 1** In Cisco Unity Connection Administration, under System Settings, click **Licenses**.
 - Step 2** On the Licenses page, click the name of the first license file.
 - Step 3** On the View License page, in the File Content box, search for the text “LicRegionIsUnrestricted.”
 - Step 4** If you do not find the text in the first file, search all of the other license files listed on the Licenses page.

- Step 5** If “LicRegionIsUnrestricted” does not appear in any of the license files, get a license that contains the tag before you install Connection.

Downloading and Installing Cisco Unity Connection Languages



Caution The version of the languages that you download and install must match the Cisco Unified Communications Operating System version installed, or installing languages will fail.



Caution Depending on your license settings, you may not be allowed to use English-United States and, therefore, must install other languages for Connection to function. For more information, see the “[License Tag Required to Use the U.S. English Conversation and Personal Call Transfer Rules](#)” section on page 11.

To Download Cisco Unity Connection Languages

- 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** At the top of the page, under “Documentation and additional downloads are also available,” click **Cisco Unity Connection 2.1 Images**.

- Step 3** Fill out the customer registration form, and click **Submit**.

- Step 4** Confirm that the computer you are using has sufficient hard disk space for the downloaded files of the language(s) that you want to install. (The download file sizes appear on the Cisco Unity Connection Images Software Download page.)

The file name for each language is uc-locale-<two-letter language abbreviation>-<two-letter country abbreviation>-<version>.cop.sgn.

- Step 5** On the Cisco Unity Connection Images Software Download page, click the name of a file to download.

- Step 6** Follow the on-screen prompts to complete the download.

Make note of the MD5 value.

- Step 7** Repeat [Step 5](#) and [Step 6](#) for each Connection language that you want to install.



Note You can install up to five languages on a Connection server.

- Step 8** For each downloaded file, use a checksum generator to confirm that the MD5 checksum matches the checksum that is listed on Cisco.com. If the values do not match, the downloaded file is damaged.



Caution Do not attempt to use a damaged file to install software or the results will be unpredictable. If the MD5 values do not match, download the file again until the value for the downloaded file matches the value listed on Cisco.com.

Free checksum tools are available on the Internet, for example, the Microsoft File Checksum Integrity Verifier utility. The utility is described in Microsoft Knowledge Base article 841290, *Availability and Description of the File Checksum Integrity Verifier Utility*. The KB article also includes a link for downloading the utility.

- Step 9** Either copy the downloaded files to an FTP or SFTP server, or burn the files to CDs or DVDs. If you burn discs of the files:
- Use the Joliet file system, which accommodates file names up to 64 characters long.
 - If the disc-burning application that you are using includes an option to verify the contents of the burned disc, choose that option. This causes the application to compare the contents of the burned disc with the source files.
 - Label the discs “Cisco Unity Connection 2.1(1) languages.”
- Step 10** Delete the downloaded files to free disk space.

To Install Cisco Unity Connection Languages

- Step 1** Stop selected Connection services before installing languages:
- a. Log on to Cisco Unity Connection Serviceability using your Cisco Unified CM administrator user name and password.
 - b. On the **Tools** menu, click **Control Center - Feature Services**.
 - c. Stop the following two services:
 - Connection Conversation Manager
 - Connection Mixer
 - d. After the services have stopped, log off of Cisco Unity Connection Serviceability.
- Step 2** Log on to Cisco Unified Operating System Administration using a Cisco Unified Communications Operating System administrator user name and password.
- Step 3** Install a language:
- a. On the **Software Upgrades** menu, click **Install/Upgrade**.
 - b. On the Software Installation Upgrade page, enter the applicable values to specify the location of the language files and the credentials for an account that can access that location.
 - c. Click **Next**.
 - d. Choose the language that you want to install.
 - e. Click **Next**, and wait while the language file is downloaded to the Connection server.
 - f. Compare the MD5 value listed under File Checksum Details with the MD5 value that you made note of in the [“To Download Cisco Unity Connection Languages” procedure on page 12](#).
 - g. Click **Next**, and wait while the language is installed.

If the Installation Log field displays “The package was successfully installed,” the installation succeeded. If not, the installation failed. For more information, refer to the installation logs in the Real-Time Monitoring Tool.
- Step 4** If you want to install additional languages, click **Install Another**, and repeat [Step 3](#) until all languages are installed.
- Step 5** Log off of Cisco Unified Operating System Administration.

- Step 6** Restart Connection services:
- a. Log on to Cisco Unity Connection Serviceability using your Cisco Unified CM administrator user name and password.
 - b. On the **Tools** menu, click **Control Center - Feature Services**.
 - c. Start the following services:
 - Connection Conversation Manager
 - Connection Mixer
 - d. After the services have restarted, log off of Cisco Unity Connection Serviceability.

Caveats

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

You can find the latest caveat information for Cisco Unity Connection version 2.1(1) and for Connection in Cisco Unified Communications Manager Business Edition version 6.1(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 www.cisco.com/go/bugs.



Note

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

This section contains caveat information for Cisco Unity Connection 2.1(1) and Connection in Cisco Unified CMBE 6.1(1) only. Refer to the release notes of the applicable version for caveat information for earlier versions of Cisco Unity Connection.

Release notes for all versions of Cisco Unity Connection are available at http://www.cisco.com/en/US/products/ps6509/prod_release_notes_list.html.

Release notes for all versions of Cisco Unified Communications Manager Business Edition are available at http://www.cisco.com/en/US/products/ps7273/prod_release_notes_list.html.

Open Caveats—Connection Release 2.1(1), and Connection in Cisco Unified CMBE Release 6.1(1)

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

Table 1 *Connection Release 2.1(1) and Connection in Cisco Unified CMBE 6.1(1) Open Caveats*

Caveat Number	Severity	Component	Description
CSCsI35482	2	admin	Concerto: Need to be able to import form from CCM 4.x into UC 2.x
CSCsI61955	2	admin	Restore breaks administration pages
CSCsI79246	2	database	Voice mail Ports not got registered after the upgrade to 7.0.0.9811-4
CSCsI92509	2	database	CUCM DB overwriting ims prefs.xml on startup causes UC problems
CSCsI52812	2	messaging	UC intermittent failsafe while retrieving via TUI

Table 1 *Connection Release 2.1(1) and Connection in Cisco Unified CMBE 6.1(1) Open Caveats (continued)*

Caveat Number	Severity	Component	Description
CSCse13889	3	admin	Windows 'High Contrast' accessibility option breaks UDM menus
CSCsg61841	3	admin	CCM and Connection admin in co-res uses different terminology
CSCsh02235	3	admin	No response from CUCadmin when IMS softlocks for expiry
CSCsi41208	3	admin	SA: User with voicemail drop list only shows 20 users for rules
CSCsi44644	3	admin	UC Admin: unable to launch help for Enterprise Parameters
CSCsi69170	3	admin	UC: IE script error on Phone System page
CSCsi95341	3	admin	PCA: Error during message recording in firefox if user hits send
CSCsj15473	3	admin	Need capability to merge CUC/CCM AXL import sql table
CSCsj53567	3	admin	Admin: Should regenerate SCCP port cert if Skinny Device Prefix modified
CSCsj67448	3	admin	IE 7.0 RSS Client cannot download messages from secure feeds
CSCsk08289	3	admin	JPN: English strings remain in CUC Admin pages
CSCsk21709	3	admin	CLI: Cannot restart the Connection Administration service via the CLI
CSCsk25653	3	admin	CUCA: Delete port referenced by RR -> Unable to read Direct Routing Rule
CSCsk35433	3	admin	Admin: Cache issue with deleting a switch can cause no template error
CSCsk48405	3	admin	Admin: Delete phone switch should start switch migration wizard
CSCsk57879	3	admin	Change of Enduser password with highfrequency-phone voice mail is failed
CSCsk61589	3	admin	VOS will fail to connect to Informix for accounts with upp. characters
CSCsk86134	3	admin	UC 2.x has out of date concerto information
CSCsk97043	3	admin	CUCA: VUI-related controls on COS page cause mis-config
CSCsk97155	3	admin	Updated Bulk Edit to match Admin Transfer Options
CSCsl01765	3	admin	BulkEdit should allow changing GUI password options
CSCsl09165	3	admin	CUCA: Add RestrictDial
CSCsl12241	3	admin	CUCA: Test SCCP Registration appears in Task Management
CSCsl17446	3	admin	Leone: PCA pages broken on IE 6.0 with jre 1.6
CSCsl17516	3	admin	Unity Connection DRF Components Unregister after domain name change
CSCsl28203	3	admin	Save AXL Server Settings w/o name or password, HTTP 500 error
CSCsl43145	3	admin	Invalid error message when login fails in ciscopca web page.
CSCsl48671	3	admin	Removed a user's device but the changes is not reflected in Connection
CSCsl59958	3	admin	Users in the User Role cannot modify another user's greetings in the SA
CSCsl71039	3	admin	Cannot successfully upload a wav file using media master
CSCsl79852	3	admin	CUCA: SIP cert edit missing cert attributes
CSCsl82485	3	admin	Users' BM permissions disappear intermittently
CSCsl86240	3	admin	COS TTS Settings are Obsolete and Should be Removed
CSCsl89066	3	admin	Engineering Help missing for Enterprise & Service Parameter pages

Table 1 Connection Release 2.1(1) and Connection in Cisco Unified CMBE 6.1(1) Open Caveats (continued)

Caveat Number	Severity	Component	Description
CSCsI89141	3	admin	Unity users caught in deadlock when device in CM changed
CSCsI93611	3	admin	Garbled string at Test Address
CSCsm01319	3	admin	Unity Connection 2.0 cannot access Serviceability page
CSCsm03459	3	admin	Need to del depending user/template obj's in order to delete PT/SS
CSCsm03688	3	admin	tree control text for CKM needs to change
CSCsi12831	3	cli	CLI: deleting locale should warn admin if locale is referenced
CSCsb46853	3	conversations	TTS 9 to fast forward rewinds to beginning of e-mail message
CSCsb48259	3	conversations	Unity continues to accepts calls when stream store volume is full
CSCse47280	3	conversations	Checksum warnings from selectlanguage phrase server in app log
CSCsh26559	3	conversations	Option to mark secure all msgs originating from a call handler missing
CSCsh61046	3	conversations	IMAP TTS: Better/more consistent error behavior
CSCsi13930	3	conversations	ISM does not work for contacts when msgs are left via contact's phone
CSCsi17565	3	conversations	Playback Msg volume and speed settings not honored
CSCsi18975	3	conversations	Ph Menu chg in speed/volume impacts login prompt
CSCsi31831	3	conversations	Conv-Std-StreamLN: Email Msg Menu Help - Contains 4 duplicate prompts.
CSCsi32640	3	conversations	No message menu duriing reply when user is over send quota
CSCsi33224	3	conversations	Conv-OPT: TreatSkippedMsgsSaved - [33##] or [##] doesn't mark msg new.
CSCsi93197	3	conversations	Voice Enabled Directory Handler will failsafe with locale enabled
CSCsj59416	3	conversations	Voice command Cancel used within help logs out of voice mail
CSCsI58431	3	conversations	Transfers from subscribers fail
CSCsI85895	3	conversations	Interview Handler won't leave message from outside caller
CSCsI90506	3	conversations	Subscriber conversation VUI uses default restriction table
CSCsc98068	3	core	Cisco Unity Connection performance counters not appearing in non-US OS
CSCsg82644	3	core	3.0-Alarm description text contains %1 %2
CSCsh16234	3	core	3.0-String definitions for errnocConverted HRESULT are missing
CSCsi02512	3	core	A system xfer by an outside caller doesnt show in transfer call billing
CSCsi07787	3	core	reports: reports should show date in system time instead of GMT
CSCsi52331	3	core	No scrollbar for Serviceability Reports pages
CSCsI21029	3	core	Leone - Syslog changes
CSCsm02178	3	core	Dependency message is not proper for Voice recognition transport service
CSCse11067	3	database	SA: Cannot modify user's alias with special chars
CSCse24991	3	database	Admins can't override users restriction table when setting outdial
CSCsi32598	3	database	Danish not shown in most lang selection dropdown lists
CSCsi41114	3	database	Notification rule changes not propagated to Notifier

Table 1 Connection Release 2.1(1) and Connection in Cisco Unified CMBE 6.1(1) Open Caveats (continued)

Caveat Number	Severity	Component	Description
CSCsi41335	3	database	Cannot reset GUI administrator password using CLI command
CSCsi41597	3	database	IBM PMR 84255 - after multiple CoRes upgrade failures, CM db not running
CSCsi42642	3	database	DB scripts need to change G711 to PCM
CSCsi47886	3	database	CUCA doesn't restrict access appropriately for Audio Text Admin
CSCsi58551	3	database	Viewing Prvt lists through CUCA fails if username (alias) contains a '
CSCsi69489	3	database	Selecting to inherit a language, doesnt clear previous language choice
CSCsi73195	3	database	Web Application User does not obey the Minimum Duration Password Change
CSCsj66903	3	database	Same VPIM location and Directory Handler ext break Directory Handler
CSCsk66102	3	database	Sysagent: Update statistics task throws errors
CSCsk70776	3	database	password set to never expires but Connection asking to change password
CSCsk82064	3	database	Junk value seen for notification failure in pca device notification page
CSCsk86057	3	database	Concerto: CCM5.x sql query does not work with UC2.x informix
CSCsk86091	3	database	Tracing: Need cuals tracing in UC2.x
CSCsk89473	3	database	Invalid passwords saved in the previous password check
CSCsk89808	3	database	Concerto w/CCM 4.x, can't import users, CCM users pushed not tagged CCM
CSCsk93963	3	database	UserTemplate settings have no default and cannot be saved
CSCsi00706	3	database	Can not change password for UndeliverableMessages mailbox to gain access
CSCsi50697	3	database	Unable to access Voice Mail
CSCsi65918	3	database	Users cannot be deleted due to deleted system call handlers
CSCsi80572	3	database	CUC fails install with ciscounity in hostname
CSCsi88526	3	database	DST: Australia has extended Daylight Saving Time in 2008
CSCsg26044	3	documentation	ACCESSIBILITY: MMC Applet controls are not keyboard accessible
CSCsi05226	3	documentation	Lucas user documentation lacks speed/volume voice cmd info
CSCse70543	3	hardware	JPN:PCD: Long date format is wrong
CSCsg33442	3	hardware	Drives not detected correctly on 7845-H1 platform
CSCse81338	3	localization	CPCA Localizes first language only received from browser
CSCsh73316	3	localization	Admin:Users:pulldown for Country, Ivory Coast has an invalid entry
CSCsi44645	3	localization	UC Admin: unable to launch help for Service Parameters
CSCsb13588	3	mediamaster	Quickplay device won't change until the page is refreshed
CSCsc99729	3	mediamaster	LI:MM certificate pops a blank security screen when accepting dialog box
CSCsi15645	3	mediamaster	WAV file in media master via Open File option not saved
CSCsk13010	3	mediamaster	hang up in trap, then quickly initiate another trap session, plays again
CSCsh77135	3	messaging	VPIM message with recorded name constructed incorrectly

Table 1 Connection Release 2.1(1) and Connection in Cisco Unified CMBE 6.1(1) Open Caveats (continued)

Caveat Number	Severity	Component	Description
CSCsi31734	3	messaging	NewMsg Stack: If receipts are removed from stack - MWI not extinguished.
CSCsi83827	3	messaging	JPN: VM Sending time is changed after the migration
CSCsk89901	3	messaging	Rcpt SMTP Address in Mesg to Remote Server should match Remote Address
CSCsk96641	3	messaging	SMTP domain name doesn't seem to change when server name changes
CSCs110797	3	messaging	Leone - Notifier leak when MWI on written to db
CSCs121306	3	messaging	Include calling party name in msg subject if available
CSCs128322	3	mixer	CuMixer has three threads running as root
CSCs164239	3	mixer	Possible flood of ICMP Unreachable events
CSCse29581	3	pca	Read receipt: timestamp of original message in CPCA is incorrect
CSCsg26226	3	pca	CPCA: Accessibility, mouse cursor resets focus when Tabbing through menu
CSCsh93362	3	pca	PCA: Message recording length not honored when recording from Master
CSCsh93367	3	pca	PCA: Re-Record freezes Browser, recording cannot be completed after
CSCsi09052	3	pca	CPCA only allows edit of Alternate call transfer rule
CSCsi89605	3	pca	CPCA PCTR Destination dropdown does not populate the translated fields
CSCsj38795	3	pca	Access Email option if offered when not valid
CSCsj72699	3	pca	Greetings Page Accessiblity Broken for MediaMaster
CSCs145035	3	pca	InValid error message when account is locked.
CSCs180634	3	pca	ARA: CPCA display issues in Arabic UI
CSCs183390	3	pca	FRA/FRC cpca opener page has /' in Nom d'utilisateur
CSCsh97413	3	phoneapps	VML: Visual message list remains on phone on hang up
CSCsi26450	3	phoneapps	VML: When message marked as-is, do not hear New or Saved
CSCsb26770	3	reports	User Message Activity Report - Actions Not Being Captured
CSCsb40624	3	reports	Incorrect Device Type on Outcall Billing Detail Report
CSCsb65116	3	reports	Slow Browser Response Time after Running Large Reports
CSCse19688	3	reports	Reports: long object name is truncated
CSCsi52226	3	serviceability	Call handler link on reports gives 404
CSCsi67479	3	serviceability	JPN:Reports: Japanese are garbled in csv file
CSCsi67484	3	serviceability	UC Reports: Unable to scroll the serviceability reports page
CSCsj00184	3	serviceability	RTMT: When commas present in diags, viewer truncates log
CSCsk89864	3	serviceability	SMTP Server needs to be restarted for traces to take effect
CSCs142431	3	serviceability	ES install on UC 2 flags error Service status is down.Conection db proxy
CSCs160321	3	serviceability	RTMT does not show port disconnect fapprox 45 sec after port disconnects
CSCsi86685	3	setup	1.2(1) - Version not updated to show SR(1) patch
CSCs186592	3	setup	UC 2.0 Migration utility needs OpenSSH to pull migration data

Table 1 Connection Release 2.1(1) and Connection in Cisco Unified CMBE 6.1(1) Open Caveats (continued)

Caveat Number	Severity	Component	Description
CSCsi93978	3	telephony	TTS for zh_TW pauses conv on first try after Mixer Restart
CSCsi19506	3	telephony	CCME voice message not identified from subscriber says from VM extension
CSCsi65359	3	telephony	CuCsMgr core dump during Co-Res performance test
CSCsi69023	3	telephony	UC - Release to switch - port does not release when transfered
CSCsi10979	3	trap	MMC TRaP record fails on CME SCCP integration
CSCsi15548	3	trap	An interview handler question over 30 seconds in length not played
CSCsh79540	3	utilities	BAT: Various CSV data validation issues
CSCsh86820	3	vui	VUI: Pause is not recognized in some places in VUI directory
CSCsh94369	3	vui	VUI says, 'No msgs found' in response to filtering email by sender
CSCsi35147	3	vui	VUI: Timeout conv on partial match for send does not flow correctly
CSCsi39808	3	vui	VUI getting garbled user input for some commands

Resolved Caveats—Connection Release 2.1(1), and Connection in Cisco Unified CMBE Release 6.1(1)

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

Table 2 Connection Release 2.1(1) and Connection in Cisco Unified CMBE 6.1(1) Resolved Caveats

Caveat Number	Severity	Component	Description
CSCsi54565	2	database	UC out of temp DB space upgrading RptDb to 2.1
CSCeg19228	2	setup	Setup /r fails to start when Terminal Server is installed
CSCsa92344	3	admin	Settings lost when Port Group Create fails
CSCsb09833	3	admin	Logging into CUCA after timeout results in error HTTP 408
CSCsb53790	3	admin	CUSA: Servers Page CCM/TFTP Server information is zeroed out during Add
CSCsb23646	3	config	CUCCA Integration task fails if user enters more ports than licensed
CSCsb27170	3	conversations	Double keypress wait time activated after second keypress received
CSCsb21826	3	core	Voice Processing and Notifier don't start after end-of-Setup-Wiz reboot
CSCsb21852	3	core	Status app causes CuStatusTray.exe hang; CPU rises to ~35% for CuCsMgr
CSCsb57854	3	core	SECURITY: SQL Cred tool: can run multiple instances of tool
CSCsb62213	3	core	Server Status: Contention issues with more than one instance
CSCeg82278	3	database	Alias should be a required field in csp_SubscriberCreate
CSCsa85351	3	setup	Uninstall: Wizard hangs when it tries to stop the CSAgent service
CSCsa94512	3	telephony	AvAudio.sys incorrectly reports out-of-sequence packets
CSCsb19892	3	telephony	RFN does not send a digit when calling thru the PSTN

Table 2 Connection Release 2.1(1) and Connection in Cisco Unified CMBE 6.1(1) Resolved Caveats (continued)

Caveat Number	Severity	Component	Description
CSCsb35968	3	telephony	Unity Connection TSP fails to install on Unity 4.x system
CSCsb53087	3	telephony	Skinny device test should not fail if ping server fails

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