



# Release Notes for Cisco Unity Connection Release 2.1(2)

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## Revised April 03, 2012

These release notes contain information on new and changed requirements and support, installation and upgrades, limitations and restrictions, and resolved caveats for Cisco Unity Connection Release 2.1(2) and for Connection in Cisco Unified Communications Manager Business Edition (CMBE) Release 6.1(2).



### Note

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Cisco Unity Connection is a Linux-based solution. It is available in two configurations—Cisco Unity Connection, and Cisco Unified Communications Manager Business Edition, in which Connection is installed on the same platform with Cisco Unified Communications Manager. These release notes contain information for both configurations.

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### Note

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

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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/docs/voice\\_ip\\_comm/connection/2x/requirements/20cucsystemreqs.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/2x/requirements/20cucsystemreqs.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/docs/voice\\_ip\\_comm/connection/2x/support/2xcucsupp.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/2x/support/2xcucsupp.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/docs/voice\\_ip\\_comm/connection/2x/requirements/60cucmbesystemreqs.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/2x/requirements/60cucmbesystemreqs.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/docs/voice\\_ip\\_comm/connection/2x/support/6xcucmbesupp.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/2x/support/6xcucmbesupp.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](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

This section contains two procedures. Use the applicable procedure, depending on whether you want to use Connection Administration or a command-line interface session to determine the version.

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

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- 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.”

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

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- 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.
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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.)
- Step 3** The Cisco Unity Connection version is displayed. The Cisco PCA version is the same as the Connection version.
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## Related Documentation

### For 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/docs/voice\\_ip\\_comm/connection/2x/roadmap/2xcucdg.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/2x/roadmap/2xcucdg.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(2)*. 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](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 requirements and 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](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](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.

### **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](http://www.cisco.com/en/US/products/ps6509/tsd_products_support_translated_end_user_guides_list.html).

## Do Not Upgrade to Connection 2.1(3) If You Want to Upgrade to 7.0(1) or 7.0(2)

Added February 19, 2009

**Caution**

If you upgrade to Connection 2.1(3), you cannot upgrade to Connection 7.0(1) or 7.0(2). A change that was made to Connection in version 2.1(3) prevents upgrades from version 2.1(3) to version 7.0(1) or 7.0(2). To upgrade from Connection 2.1(3), you will need to wait for Connection 7.1(2) to be released, in the second quarter of 2009.

## Personal Call Transfer Rules Supported Only with Cisco Unified CM Phone Systems

The personal call transfer rules feature is supported only when Cisco Unity Connection is integrated with Cisco Unified Communications Manager phone systems.

## Phone System Integrations Qualified for Use with Cisco Unity Connection

### For Cisco Unity Connection

Revised October 16, 2008

Cisco Unified Communications Manager 6.1(2) 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/docs/voice\\_ip\\_comm/connection/2x/support/2xcucsupp.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/2x/support/2xcucsupp.html).

## For Cisco Unity Connection in Cisco Unified Communications Manager Business Edition

**Revised October 16, 2008**

Cisco Unified Communications Manager 6.1(2) has been qualified for use with Cisco Unity Connection in Cisco Unified CMBE 6.1(2). (Connection supports an SCCP integration with Cisco Unified Communications Manager in Cisco Unified CMBE that is installed on the same platform with Connection.) No other phone system integrations are supported.

## SMS/SMPP Notification Devices Not Supported with Cisco Unity Connection

Cisco Unity Connection version 2.x, and Connection in Cisco Unified Communications Manager version 6.x do not support SMS/SMPP notification devices.

## 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.

## Upgrading from Connection 2.0(1) May Require Upgrading to Connection 2.1(1) First

**Added August 28, 2008**

If you are upgrading from Connection 2.0(1), you may have to upgrade to Connection 2.1(1) before you upgrade to Connection 2.1(2). To determine whether you need to do an intermediate upgrade, check the operating system version. Log on to Cisco Unified Operating System Administration, then from the Settings menu click Version. If the value of the Active Version field is:

- A 6.0 version earlier than 6.0.1.2000-3, you must upgrade to Connection 2.1(1) first.
- Version 6.0.1.2000-3 or later, you can upgrade directly to Connection 2.1(2).

If the value of the Active Version field is earlier than 6.0.1.2000-3 and you attempt to upgrade directly to Connection 2.1(2), the upgrade will fail with the error message “Upgrade from <version> not allowed.”

For information on upgrading to Connection 2.1(1), see the “[Upgrading from Cisco Unity Connection 2.0 to 2.1 or Cisco Unified CMBE 6.0 to 6.1](#)” section of *Release Notes for Cisco Unity Connection Release 2.1(1)* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/2x/release/notes/211ucrn.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/2x/release/notes/211ucrn.html).

## New Functionality

There is no new functionality in this release. See the “[Resolved Caveats—Connection Release 2.1\(2\), and Connection in Cisco Unified CMBE Release 6.1\(2\)](#)” section on page 15.

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](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](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(2). Some offerings may not be supported by Cisco TAC. Refer to <http://www.ciscounitytools.com> for information.

## Changed Functionality

There is no changed functionality in this release. See the “Resolved Caveats—Connection Release 2.1(2), and Connection in Cisco Unified CMBE Release 6.1(2)” section on page 15.

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](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](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(2). Some offerings may not be supported by Cisco TAC. Refer to <http://www.ciscounitytools.com> for information.

## Installation and Upgrade Information

- [Installing Cisco Unity Connection or Cisco Unified CMBE for the First Time, page 7](#)
- [Upgrading from Cisco Unity Connection 2.x to 2.1 or Cisco Unified CMBE 6.x to 6.1, page 8](#)
- [Migrating to Cisco Unity Connection, page 10](#)
- [Installation and Upgrade Notes, page 11](#)

## Installing Cisco Unity Connection or Cisco Unified CMBE 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/docs/voice\\_ip\\_comm/connection/2x/installation/guide/2xcucigx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/2x/installation/guide/2xcucigx.html).

For instructions on installing a Cisco Unified Communications Manager Business Editions system, refer to the following documents:

- *Overview of Mandatory Tasks for Installing a Cisco Unified Communications Manager Business Edition 6.x System*
- *Installing Cisco Unified Communications Manager Business Edition Release 6.1(1)*

Both documents are available at  
[http://www.cisco.com/en/US/products/ps7273/prod\\_installation\\_guides\\_list.html](http://www.cisco.com/en/US/products/ps7273/prod_installation_guides_list.html).

## Upgrading from Cisco Unity Connection 2.x to 2.1 or Cisco Unified CMBE 6.x to 6.1

Revised February 19, 2009



### Caution

If you upgrade to Connection 2.1(3), you cannot upgrade to Connection 7.0(1) or 7.0(2). A change that was made to Connection in version 2.1(3) prevents upgrades from version 2.1(3) to version 7.0(1) or 7.0(2). To upgrade from Connection 2.1(3), you will need to wait for Connection 7.1(2) to be released, in the second quarter of 2009.



### Caution

If any languages other than U.S. English (ENU) are currently installed and in use on the Cisco Unity Connection 2.x or Cisco Unified Communications Manager Business Edition 6.x system, you must install the Connection 2.1 or Cisco Unified CMBE 6.1 versions of the same languages during the upgrade. Otherwise, the 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 Connection 2.x system to version 2.1 or a Cisco Unified CMBE 6.x system to version 6.1, see “[Downloading Software for an Upgrade from Cisco Unity Connection 2.x to 2.1 or Cisco Unified CMBE 6.x to 6.1](#)” section on page 8.



### Caution

If you are upgrading from Connection 2.0(1), you may have to upgrade to Connection 2.1(1) before you can upgrade to Connection 2.1(2). See the “[Upgrading from Connection 2.0\(1\) May Require Upgrading to Connection 2.1\(1\) First](#)” section on page 6.

For instructions on upgrading a Connection 2.x 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/docs/voice\\_ip\\_comm/connection/2x/os\\_administration/guide/2xcucosagx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/2x/os_administration/guide/2xcucosagx.html).

For instructions on upgrading a Cisco Unified CMBE 6.x 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](http://www.cisco.com/en/US/products/ps7273/prod_maintenance_guides_list.html).

## Downloading Software for an Upgrade from Cisco Unity Connection 2.x to 2.1 or Cisco Unified CMBE 6.x to 6.1

Revised April 03, 2012

**Note**

For a Cisco Unified CMBE upgrade, the files you download for the upgrade are the same as the files used to upgrade both Connection and Cisco Unified Communications Manager. So, you can use the procedure in this section or the procedure in the “Upgrading to Cisco Unified Communications Manager 6.1(2)” section in the “Release Notes for Cisco Unified Communications Manager Release 6.1(2)” chapter of the *Release Notes for Cisco Unified Communications Manager Business Edition Release 6.1(2)*.

The upgrade application posted on Cisco.com can be used only to upgrade from Cisco Unity Connection 2.x to 2.1 or from Cisco Unified CMBE 6.x to 6.1. It cannot be used to install a new Connection 2.1 or 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 Connection 2.x to 2.1 or Cisco Unified CMBE 6.x to 6.1

- Step 1** Log on to a computer with a high-speed Internet connection, and go to the Voice and Unified Communications Downloads page at <http://tools.cisco.com/support/downloads/pub/Redirect.x?mdfid=278875240>.

**Note**

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

- Step 2** In the tree control on the Downloads page, expand : **Products>Voice and Unified Communications>IP Telephony>Unified Messaging>Cisco Unity Connection**, and click **Cisco Unity Connection Version 2.1**.
- Step 3** On the Select a Software Type page, click **Unity Connection Software**.
- Step 4** On the Select a Release page, click **2.1(2)**, and the download links appear on the right side of the page.
- Step 5** Confirm that the computer you are using has sufficient hard disk space for the downloaded files. (The download file sizes appear below the download links.)
- Step 6** Click **UCSInstall\_UCOS\_6.1.2.1000-13.sgn.iso\_part1of2**, and follow the on-screen prompts to complete the download. Make note of the MD5 value.
- Step 7** Click **UCSInstall\_UCOS\_6.1.2.1000-13.sgn.iso\_part2of2**, and follow the on-screen prompts to complete the download. Make note of the MD5 value.
- 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** 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_6.1.2.1000-13.sgn.iso_part1of2 UCSInstall_UCOS_6.1.2.1000-13.sgn.iso_part2of2 >
UCSInstall_UCOS_6.1.2.1000-13.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_6.1.2.1000-13.sgn.iso_part1of2+UCSInstall_UCOS_6.1.2.1000-13.sgn.iso_part2of2
UCSInstall_UCOS_6.1.2.1000-13.sgn.iso
```

**Step 10** Use a checksum generator to confirm that the MD5 checksum of the reunited file matches the following checksum:

68e99f0b080298d65b4b82a8befbfe8b

If the values do not match, the reunited file is damaged.



**Caution**

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

**Step 11** If you are installing from a DVD, burn the DVD, noting the following considerations:

- Use the Joliet file system, which accommodates filenames 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 12** When you are finished combining the files, delete the separate parts to free disk space.

## Migrating to Cisco Unity Connection

See the applicable section:

- [Cisco Unity Connection Configuration, page 10](#)
- [Cisco Unified Communications Manager Business Edition Configuration, page 11](#)

## Cisco Unity Connection Configuration



**Note**

Migrating from Cisco Unity Connection 1.x to Connection 2.x requires that you purchase an upgrade license. Migrating from Cisco Unity to Connection 2.x requires that you purchase a Cisco Unity Connection migration 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 do the following tasks:

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(2) 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. 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/docs/voice\\_ip\\_comm/connection/2x/requirements/20cucsystemreqs.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/2x/requirements/20cucsystemreqs.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/docs/voice\\_ip\\_comm/connection/2x/user\\_mac/guide/2xcucmac.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/2x/user_mac/guide/2xcucmac.html).

## Cisco Unified Communications Manager Business Edition Configuration

There is no supported migration path from Connection 1.x to Cisco Unified CMBE. 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.

## 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

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- 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.
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## Downloading and Installing Cisco Unity Connection Languages

**Revised 03 April, 2012**

The languages for Connection 2.1(1) are also the languages that you use for Connection 2.1(2).



### Caution

Do not use languages for versions of Connection earlier than 2.1(1), 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

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- Step 1** Log on to a computer with a high-speed Internet connection, and go to the Voice and Unified Communications Downloads page at <http://tools.cisco.com/support/downloads/pub/Redirect.x?mdfid=278875240>.



### Note

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

- Step 2** In the tree control on the Downloads page, expand: **Products>Voice and Unified Communications>IP Telephony>Unified Messaging>Cisco Unity Connection**, and click **Cisco Unity Connection Version 2.1**.
- Step 3** On the Select a Software Type page, click **Unity Connection Locale Installer**.
- Step 4** On the Select a Release, click **2.1(1)**, and the download links appear on the right side of the page.
- Step 5** 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 downloads page.)  
The filename for each language is uc-locale-<two-letter language abbreviation>-<two-letter country abbreviation>-<version>.cop.sgn.
- Step 6** Click the name of a file to download.
- Step 7** Follow the on-screen prompts to complete the download. Make note of the MD5 value.
- Step 8** Repeat [Step 6](#) and [Step 7](#) for each Connection language that you want to install.




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

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- Step 9** 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.




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**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.

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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 10** 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, note the following considerations:
- Use the Joliet file system, which accommodates filenames 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(2) languages.”
- Step 11** Delete the downloaded files to free disk space.
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### To Install Cisco Unity Connection Languages

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- Step 1** Stop selected Connection services before installing languages:
- a. Log on to Cisco Unity Connection Serviceability by using your Cisco Unified CM administrator username 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 by using a Cisco Unified Communications Operating System administrator username 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** 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 by using your Cisco Unified CM administrator username 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.

## Limitations and Restrictions

### Changing the Name of a Connection or Cisco Unified CMBE Server Is Not Supported

**Added April 14, 2009**

In Connection 2.1(2) and Cisco Unified CMBE 6.1(2), an editable **Hostname** field was added to the Cisco Unified Communications Operating System user interface. However:

- Changing the name of a Connection 2.1(2) server is not supported. If you need to change the name of a Connection 2.1(2) server, you must upgrade to Connection 7.0(1) or later and follow the applicable procedure in the “Renaming Cisco Unity Connection 7.x Servers” chapter in the *Reconfiguration and Upgrade Guide for Cisco Unity Connection Release 7.x* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/7x/upgrade/guide/7xcucrug060.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/upgrade/guide/7xcucrug060.html).
- Changing the name of Cisco Unified CMBE server is currently not supported for any version, although changing the name of a Cisco Unified CMBE 7.1(2) server is currently being tested. To determine whether support for changing the name of a Cisco Unified CMBE 7.1(2) server has been added, after Cisco Unified CMBE 7.1(2) has been released, see *Release Notes for Cisco Unified Communications Manager Business Edition Release 7.1(2)* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/cucmbe/rel\\_notes/7\\_1\\_2/712cucmbern.html](http://www.cisco.com/en/US/docs/voice_ip_comm/cucmbe/rel_notes/7_1_2/712cucmbern.html).

## Replacing Disks in a RAID

Connection supports only replacing a defective disk in a RAID with a blank disk to repair the RAID. Replacing disks in a RAID for any other reason is not supported.



### Caution

Do not replace a disk in a RAID with a disk that contains data, even if the replacement disk was originally a disk in the same RAID in the same server.

## Caveats

This section lists any resolved Severity 1, 2, and 3 caveats at the time of this release.

You can find the latest caveat information for Cisco Unity Connection version 2.1(2) and for Connection in Cisco Unified Communications Manager Business Edition version 6.1(2)—in addition to caveats of any severity for any release—by using Bug Toolkit, an online tool available for customers to query defects according to their own needs. Bug Toolkit is available at [www.cisco.com/go/bugs](http://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(2) and Connection in Cisco Unified CMBE 6.1(2) only. Refer to the release notes of the applicable version for caveat information for earlier versions of Cisco Unity Connection.

Release notes for all versions of Cisco Unity Connection are available at [http://www.cisco.com/en/US/products/ps6509/prod\\_release\\_notes\\_list.html](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](http://www.cisco.com/en/US/products/ps7273/prod_release_notes_list.html).

## Open Caveats—Connection Release 2.1(2), and Connection in Cisco Unified CMBE Release 6.1(2)

To view open caveats, go to Bug Toolkit at [www.cisco.com/go/bugs](http://www.cisco.com/go/bugs) and fill in your query parameters by using the custom settings in the Advanced Settings option.

## Resolved Caveats—Connection Release 2.1(2), and Connection in Cisco Unified CMBE Release 6.1(2)

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

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

Caveat Number	Severity	Component	Description
<a href="#">CSCs154565</a>	2	database	UC out of temp DB space upgrading RptDb to 2.1
<a href="#">CSCso96054</a>	2	database	UC License page broken after upgrade

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

Caveat Number	Severity	Component	Description
<a href="#">CSCsI71039</a>	3	admin	Cannot successfully upload a wav file using media master
<a href="#">CSCsm58750</a>	3	admin	Call routing rules order not able to update
<a href="#">CSCso84814</a>	3	admin	schedules holiday drop down box only displays first 5 holiday schedules
<a href="#">CSCsj26267</a>	3	callroutingrules	2.1-Enable/disable PCTR FACtoCUC via TUI not always working
<a href="#">CSCso62723</a>	3	core	Services are not starting up quickly enough so they are being shutdown
<a href="#">CSCsk86057</a>	3	database	Concerto: CCM5.x sql query does not work with UC2.x informix
<a href="#">CSCsI42431</a>	3	database	ES install on UC 2 flags error Service status is down.Connection db proxy
<a href="#">CSCsI42757</a>	3	database	MCS7828I3 crash after ES upgrade from 6.0.1.2115-1 to 2116-1
<a href="#">CSCsI80572</a>	3	database	CUC fails install with ciscounity in hostname
<a href="#">CSCsI88526</a>	3	database	DST: Australia has extended Daylight Saving Time in 2008
<a href="#">CSCso09435</a>	3	database	Bulk Administration Tool create user performance issues
<a href="#">CSCso36171</a>	3	database	Can not delete Phone System, User, says Object in use.
<a href="#">CSCsm40484</a>	3	messaging	CUC: Forwarded message issue handling different IMAP message formats
<a href="#">CSCsm68147</a>	3	messaging	IMAP license required in UC 2.x for CUPC vmail access
<a href="#">CSCso34648</a>	3	ossetup	The installation/upgrade still show "Running" in GUI even completed
<a href="#">CSCsI65359</a>	3	telephony	CuCsMgr core dump during Co-Res performance test
<a href="#">CSCso42628</a>	3	telephony	UC incorrectly interprets a call loop on transfer
<a href="#">CSCsi39808</a>	3	vui	VUI getting garbled user input for some commands
<a href="#">CSCso86406</a>	3	vui	VUI: Only one match returned with directory handler if many names match

## Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, submitting a service request, and gathering additional information, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

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

Subscribe to the *What's New in Cisco Product Documentation* as a Really Simple Syndication (RSS) feed and set content to be delivered directly to your desktop using a reader application. The RSS feeds are a free service and Cisco currently supports RSS version 2.0.

## Cisco Product Security Overview

**Added October 16, 2008**

This product contains cryptographic features and is subject to United States and local country laws governing import, export, transfer and use. Delivery of Cisco cryptographic products does not imply third-party authority to import, export, distribute or use encryption. Importers, exporters, distributors

and users are responsible for compliance with U.S. and local country laws. By using this product you agree to comply with applicable laws and regulations. If you are unable to comply with U.S. and local laws, return this product immediately.

Further information regarding U.S. export regulations may be found at [http://www.access.gpo.gov/bis/ear/ear\\_data.html](http://www.access.gpo.gov/bis/ear/ear_data.html).

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