



Release Notes for Cisco Unity Connection Release 2.1(3)

Revised April 14, 2009 (Originally published December 16, 2008)

These release notes contain information on installation and upgrades, limitations and restrictions, open and resolved caveats, and documentation updates for Cisco Unity Connection Release 2.1(3) and for Connection in Cisco Unified Communications Manager Business Edition (CMBE) Release 6.1(3).



Note

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 preloaded on the same platform with Cisco Unified Communications Manager. These release notes contain information for both configurations.

Contents

- [System Requirements, page 2](#)
- [Related Documentation, page 3](#)
- [New and Changed Requirements and Support, page 4](#)
- [New Functionality, page 6](#)
- [Changed Functionality, page 6](#)
- [Installation and Upgrade Information, page 6](#)
- [Limitations and Restrictions, page 13](#)
- [Caveats, page 14](#)
- [Documentation Updates, page 17](#)
- [Obtaining Documentation and Submitting a Service Request, page 21](#)



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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.

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.

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.

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.

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 2](#)
- [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

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/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*. 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

There are no new or changed requirements or support for this release.

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.

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.

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.

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.

Phone System Integrations Qualified for Use with Cisco Unity Connection

For 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.

For Cisco Unity Connection in Cisco Unified Communications Manager Business Edition

Cisco Unified Communications Manager 6.1(3) has been qualified for use with Cisco Unity Connection in Cisco Unified CMBE 6.1(3). (Connection supports an SCCP integration with Cisco Unified CM in Cisco Unified CMBE that is installed on the same platform with Connection.) No other phone system integrations are supported.

Software Qualified for Use on Cisco Unity Connection User Workstations

For the most current versions of software qualified for use on user workstations, refer to *Compatibility Matrix: Cisco Unity Connection and the Software on User Workstations* at http://www.cisco.com/en/US/products/ps6509/products_device_support_tables_list.html.

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.

New Functionality

There is no new functionality in this release. See the “[Resolved Caveats—Connection Release 2.1\(3\), and Connection in Cisco Unified CMBE Release 6.1\(3\)](#)” section on page 16.

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(3). 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\(3\), and Connection in Cisco Unified CMBE Release 6.1\(3\)](#)” section on page 16.

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(3). 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 7](#)

- [Migrating to Cisco Unity Connection, page 9](#)
- [Installation and Upgrade Notes, page 10](#)

Installing Cisco Unity Connection or Cisco Unified CMBE for the First Time

For instructions on installing a Cisco Unity Connection system, see 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.

For instructions on installing a Cisco Unified Communications Manager Business Editions system, see 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.

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 11.



Caution

If you are upgrading from Connection 2.0(1) or Cisco Unified CMBE 6.0(1), you must upgrade to version 2.1(1) or 6.1(1), respectively, before you can upgrade to Connection 2.1(3) or Cisco Unified CMBE 6.1(3). If you attempt to upgrade directly to Connection 2.1(3) or Cisco Unified CMBE 6.1(3), the upgrade will fail with the error message “Upgrade from <version> not allowed.” Do not upgrade to version 2.1(2) or 6.1(2) as the intermediate step, or you may see the same error message.

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.

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.

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.

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



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(3)” section in *Release Notes for Cisco Unified Communications Manager Release 6.1(3)*.

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 **Unified Communications Applications > Voice Mail and 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(3)**, 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_6.1.3.1000-16.sgn.iso_part1of2**, and follow the on-screen prompts to complete the download. Make note of the MD5 value.
- Step 7** Click **UCSInstall_UCOS_6.1.3.1000-16.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_6.1.3.1000-16.sgn.iso_part1of2 UCSInstall_UCOS_6.1.3.1000-16.sgn.iso_part2of2 >
UCSInstall_UCOS_6.1.3.1000-16.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_6.1.3.1000-16.sgn.iso_part1of2+UCSInstall_UCOS_6.1.3.1000-16.sgn.iso_part2of2
UCSInstall_UCOS_6.1.3.1000-16.sgn.iso
```

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

417c262e5706103c4e75a825e1d5d902

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 10](#)

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(3) 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 of *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.
 - 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.

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 10](#)
- [Downloading and Installing Cisco Unity Connection Languages, page 11](#)

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

The languages for Connection 2.1(1) are also the languages that you use for Connection 2.1(3).



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 10.

To Download Cisco Unity Connection Languages

-
- 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 **Unified Communications Applications > Voice Mail and 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 page, 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.



Note You can install up to five languages on a Connection or Cisco Unified CMBE server.

- 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.



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 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(3) languages.”
- Step 11** 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 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:
- On the **Software Upgrades** menu, click **Install/Upgrade**.
 - 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.
 - Click **Next**.
 - Choose the language that you want to install.
 - Click **Next**, and wait while the language file is downloaded to the Connection server.
 - 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 11](#).
 - 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:
- Log on to Cisco Unity Connection Serviceability by using your Cisco Unified CM administrator username and password.
 - On the **Tools** menu, click **Control Center - Feature Services**.
 - Start the following services:
 - Connection Conversation Manager
 - Connection Mixer
 - 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(3) server is not supported. If you need to change the name of a Connection 2.1(3) 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.

- Changing the name of a 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.

Media Master Cannot Open WAV Files Saved on a Workstation in G.729a Format

The Media Master cannot open WAV files prerecorded in the G.729a audio format and saved to a workstation.

This limitation has the following workarounds:

- Convert the WAV file to another audio format (for example, convert it to the G.711 audio format).
- Use a WAV file that is recorded in a supported audio format other than G.729a.
- Make the recording by using a phone or a computer microphone.

Note that when Cisco Unity Connection is configured to record in the G.729a audio format, the Media Master functions correctly for recording and playing by using a phone or a computer microphone.

Replacing Disks in a RAID

Connection supports replacing only 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

The tables in this section list any Severity 1, 2, and 3 caveats when Cisco Unity Connection version 2.1(3) was released.

You can find the latest caveat information for Cisco Unity Connection version 2.1(3) and for Connection in Cisco Unified Communications Manager Business Edition version 6.1(3)—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(3) and Connection in Cisco Unified CMBE 6.1(3) 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(3), and Connection in Cisco Unified CMBE Release 6.1(3)

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(3) and Connection in Cisco Unified CMBE 6.1(3) Open Caveats*

Caveat Number	Component	Severity	Description
CSCsg61841	admin	3	CCM and Connection admin in co-res uses different terminology
CSCsq25661	admin	3	Changing hostname on UC standalone causes tomcat/JAVA crash
CSCsv34638	admin	3	UC needs to say what references are preventing you from deleting a user
CSCsv80210	admin	3	Cannot send message from PCA after Replace Tomcat Cert
CSCsi12831	cli	3	CLI: deleting locale should warn admin if locale is referenced
CSCsi18975	conversations	3	Ph Menu chg in speed/volume impacts login prompt
CSCsi02512	core	3	A system xfer by an outside caller doesnt show in transfer call billing
CSCsi07787	core	3	reports: reports should show date in system time instead of GMT
CSCsi67479	core	3	JPN:Reports: Japanese are garbled in csv file
CSCsg80842	database	3	VUI: GUI allows non-ENU TUI lang config with VUI
CSCsk61589	database	3	VOS will fail to connect to Informix for accounts with upp. characters
CSCsg33442	hardware	3	Drives not detected correctly on 7845-H1 platform
CSCsk08289	localization	3	JPN: English strings remain in CUC Admin pages
CSCsi15645	mediamaster	3	WAV file in media master via Open File option not saved
CSCsi10797	messaging	3	Notifier leak when MWI on written to db
CSCsh93362	pca	3	PCA: Message recording length not honored when recording from Master
CSCsh93367	pca	3	PCA: Re-Record freezes Browser, recording cannot be completed after
CSCsh81895	phoneapps	3	VVML: Exclude emails and receipts from Phone View display
CSCsh97413	phoneapps	3	VML: Visual message list remains on phone on hang up
CSCsi26450	phoneapps	3	VML: When message marked as-is, do not hear New or Saved
CSCsi52226	reports	3	Call handler link on reports gives 404
CSCsm69727	reports	3	User Message Activity Report spikes CPU for long time when run w/default

Table 1 *Connection Release 2.1(3) and Connection in Cisco Unified CMBE 6.1(3) Open Caveats (continued)*

Caveat Number	Component	Severity	Description
CSCsi67484	serviceability	3	UC Reports: Unable to scroll the serviceability reports page
CSCsv39842	setup	3	UC 2.x does not allow logins if hostname is short
CSCsi10979	trap	3	MMC TRaP record fails on CME SCCP integration
CSCsi15548	trap	3	An interview handler question over 30 seconds in length not played
CSCsh86747	vui	3	VUI : Deleted prompt played at edit recipient is confusing.

Resolved Caveats—Connection Release 2.1(3), and Connection in Cisco Unified CMBE Release 6.1(3)

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(3) and Connection in Cisco Unified CMBE 6.1(3) Resolved Caveats*

Caveat Number	Component	Severity	Description
CSCsq49668	core	2	Temp fail on phone, then reorder while accessing external messages
CSCsu29640	database	2	ST:CUCMBE switch version failed from 6.1.2.9921-3 to 6.1.2.9931-4
CSCsu01319	database	2	Unity connection SMTP address replacing ""."" with ""_""
CSCso59591	database	2	L2: each task in tbl_taskperiodic appear as many times as box upgraded
CSCsq79170	messaging	2	IMAP user with > 84 messages crashes IMAP service in UC 2.x
CSCsu21665	pca	2	Unity Connection message failing to play with phone option over PCA
CSCsr38584	telephony	2	Race condition in hangup can cause message drop
CSCsv24105	admin	3	Unable to authenticate due to realm plugin changes
CSCso00396	admin	3	Access Denied To Configure SNMP community string etc
CSCsr60804	admin	3	need a way to clean out badmail folder without root access
CSCso21494	admin	3	Bulk Edit of Mutiple Call Handlers Fails
CSCsq84423	admin	3	Indian English TTS and SA doesn't work
CSCsq84150	admin	3	Cannot import more users after importing 1670 users from CUCM
CSCsr46212	conversations	3	TUI DH caller gets users out of scope when searching within PDL
CSCsq07155	conversations	3	UC: Double key presses not detected from cell phones
CSCsr81604	database	3	No task definition in CUCA Task Management after upgrade from 2.1
CSCsm41655	database	3	Unity Connection 2 stops answering calls
CSCsq54312	database	3	UC 2.X new install failed to create UI user if special character is used
CSCsq25067	database	3	CUC 2.1 Personal REcording in User Template are not effective
CSCsk86091	database	3	Tracing: Need cuals tracing in UC2.x
CSCsr98160	messaging	3	UC Message Migration fails to deliver all messages
CSCsm58151	messaging	3	IMAP leak on sustained loads, Logout?
CSCsl15335	messaging	3	IMAP: Memory Leak in CuImapSvr

Table 2 Connection Release 2.1(3) and Connection in Cisco Unified CMBE 6.1(3) Resolved Caveats (continued)

Caveat Number	Component	Severity	Description
CSCsg02425	messaging	3	Apple Mail cannot access messages via IMAP from UC
CSCsr81610	mixer	3	Offline transcoding G729 message to other codec causes garbled audio
CSCsq97036	mixer	3	Mixer jitter buffer size needs to be increased
CSCsq82110	mixer	3	UC 2.0 mixer terminating g711-alaw with ~100ms of junk audio
CSCsq24794	mixer	3	Mixer can drop audio during recording
CSCsr58274	pca	3	PCA gives error when playing back messages stored in G.729a
CSCsu88410	telephony	3	PSTN Callers Hear Subscriber Greeting Twice On Direct XFer to VM

Documentation Updates

Errors

This section lists errors in the current documentation for Cisco Unity Connection and for Connection in Cisco Unified CMBE documentation and gives corrected information. The correct information will be incorporated in a future documentation release, or as otherwise noted.

System Administration Guide: Creating and Installing an SSL Server Certificate

In the “Creating and Installing an SSL Server Certificate” section in the “Securing Cisco PCA and IMAP Email Client Access to Cisco Unity Connection” chapter of the *System Administration Guide*, the task list and two procedures are incorrect, and a procedure is missing. Use the information in this section instead.

Do the following tasks to create and install an SSL server certificate to secure the Cisco Personal Communications Assistant and IMAP email client access to Cisco Unity Connection:

1. If you are using Microsoft Certificate Services to issue certificates, install Microsoft Certificate Services. Do the [“To Install the Microsoft Certificate Services Component” procedure on page 18](#).

If you are using another application to issue certificates, install the application. See the manufacturer documentation for installation instructions. Then skip to Step 2.

If you are using an external certification authority to issue certificates, skip to Step 2.



Note If you already have installed Microsoft Certificate Services or another application that can create certificate signing requests, skip this procedure.

2. Create a certificate signing request. Then download the certificate signing request to the server on which you installed Microsoft Certificate Services or another application that issues certificates, or download the request to a server that you can use to send the certificate signing request to an external certification authority (CA). Do the [“To Create and Download a Certificate Signing Request” procedure on page 19](#).

3. If you are using Microsoft Certificate Services to export the root certificate and issue the server certificate, do the [“To Export the Root Certificate and Issue the Server Certificate \(Only When You Are Using Microsoft Certificate Services to Issue the Certificate\)”](#) procedure on page 19.

If you are using another application to issue the certificate, see the documentation for the application for information on issuing certificates.

If you are using an external CA to issue the certificate, send the certificate signing request to the external CA. When the external CA returns the certificate, continue with Step 4.

4. Upload the root certificate and the server certificate to the Cisco Unity Connection server. Do the [“To Upload the Root and Server Certificates to the Cisco Unity Connection Server”](#) procedure on page 20.
5. Restart the Connection IMAP Server service so that Connection and the IMAP email clients use the new SSL certificates. Do the [“To Restart the Connection IMAP Server Service”](#) procedure on page 21.

To Install the Microsoft Certificate Services Component

- Step 1** On any server whose DNS name (FQDN) or IP address can be resolved by all client computers that will use the Cisco PCA or that will use an IMAP client to access Cisco Unity Connection voice messages, log on to Windows by using an account that is a member of the local Administrators group.
 - Step 2** On the Windows Start menu, click **Settings > Control Panel > Add or Remove Programs**.
 - Step 3** In the left pane of the Add or Remove Programs control panel, click **Add/Remove Windows Components**.
 - Step 4** In the Windows Components dialog box, check the **Certificate Services** check box. Do not change any other items.
 - Step 5** When the warning appears about not being able to rename the computer or to change domain membership, click **Yes**.
 - Step 6** Click **Next**.
 - Step 7** On the CA Type page, click **Stand-alone Root CA**, and click **Next**. (A stand-alone certification authority (CA) is a CA that does not require Active Directory.)
 - Step 8** On the CA Identifying Information page, in the Common Name for This CA field, enter a name for the certification authority.
 - Step 9** Accept the default value in the Distinguished Name Suffix field.
 - Step 10** For Validity Period, accept the default value of **5 Years**.
 - Step 11** Click **Next**.
 - Step 12** On the Certificate Database Settings page, click **Next** to accept the default values.
If a message appears indicating that Internet Information Services is running on the computer and must be stopped before proceeding, click **Yes** to stop the services.
 - Step 13** If you are prompted to insert the Windows Server 2003 disc into the drive, insert either the Cisco Unity Connection disc, which contains the same required software, or a Windows Server 2003 disc.
 - Step 14** In the Completing the Windows Components Wizard dialog box, click **Finish**.
 - Step 15** Close the Add or Remove Programs dialog box.
-

To Create and Download a Certificate Signing Request

- Step 1** Log on to Cisco Unified Operating System Administration.
 - Step 2** On the Security menu, click **Certificate Management**.
 - Step 3** On the Certificate List page, click **Generate CSR**.
 - Step 4** On the Generate Certificate Signing Request page, in the **Certificate Name** list, click **tomcat**.
 - Step 5** Click **Generate CSR**.
 - Step 6** When the Status area displays a message that the CSR was successfully generated, click **Close**.
 - Step 7** On the Certificate List page, click **Download CSR**.
 - Step 8** On the Download Certificate Signing Request page, in the **Certificate Name** list, click **tomcat**.
 - Step 9** Click **Download CSR**.
 - Step 10** In the File Download dialog box, click **Save**.
 - Step 11** In the Save As dialog box, in the **Save As Type** list, click **All Files**.
 - Step 12** Save the file **tomcat.csr** to a location on the server on which you installed Microsoft Certificate Services or on a server that you can use to send the CSR to an external certification authority.
 - Step 13** On the Download Certificate Signing Request page, click **Close**.
-

To Export the Root Certificate and Issue the Server Certificate (Only When You Are Using Microsoft Certificate Services to Issue the Certificate)

- Step 1** On the server on which you installed Microsoft Certificate Services, log on to Windows by using an account that is a member of the Domain Admins group.
- Step 2** On the Windows Start menu, click **Programs > Administrative Tools > Certification Authority**.
- Step 3** In the left pane, expand **Certification Authority (Local) > <Certification authority name>**, where <Certification authority name> is the name that you gave to the certification authority when you installed Microsoft Certificate Services in the [“To Install the Microsoft Certificate Services Component” procedure on page 18](#).
- Step 4** Export the root certificate:
 - a. Right-click the name of the certification authority, and click **Properties**.
 - b. On the General tab, click **View Certificate**.
 - c. Click the **Details** tab.
 - d. Click **Copy to File**.
 - e. On the Welcome to the Certificate Export Wizard page, click **Next**.
 - f. On the Export File Format page, click **Next** to accept the default value of **DER Encoded Binary X.509 (.CER)**.
 - g. On the File to Export page, enter a path and file name for the .cer file. Choose a network location that you can access from the Cisco Unity Connection server.
Write down the path and file name. You will need it in a later procedure.
 - h. Follow the onscreen prompts until the wizard has finished the export.
 - i. Click **OK** to close the Certificate dialog box, and click **OK** again to close the Properties dialog box.

- Step 5** Issue the server certificate:
- Right-click the name of the certification authority, and click **All Tasks > Submit New Request**.
 - Browse to the location of the certificate signing request file that you created in the [“To Create and Download a Certificate Signing Request” procedure on page 19](#), and double-click the file.
 - In the left pane of Certification Authority, click **Pending Requests**.
 - Right-click the pending request that you submitted in **b.**, and click **All Tasks > Issue**.
 - In the left pane of Certification Authority, click **Issued Certificates**.
 - Right-click the new certificate, and click **All Tasks > Export Binary Data**.
 - In the Export Binary Data dialog box, in the Columns that Contain Binary Data list, click **Binary Certificate**.
 - Click **Save Binary Data to a File**.
 - Click **OK**.
 - In the Save Binary Data dialog box, enter a path and file name. Choose a network location that you can access from the Cisco Unity Connection server.
Write down the path and file name. You will need it in a later procedure.
 - Click **OK**.
- Step 6** Close Certification Authority.

To Upload the Root and Server Certificates to the Cisco Unity Connection Server

- Step 1** Log on to Cisco Unified Operating System Administration.
- Step 2** On the Security menu, click **Certificate Management**.



Note If you click **Find** and display a list of the certificates currently installed on the server, you will see an existing, automatically generated, self-signed certificate for Tomcat. That certificate is unrelated to the Tomcat certificates that you upload in this procedure.

- Step 3** Upload the root certificate:
- On the Certificate List page, click **Upload Certificate**.
 - On the Upload Certificate page, in the Certificate Name list, click **tomcat-trust**.
 - Leave the Root Certificate field blank.
 - Click **Browse**, and browse to the location of the root CA certificate.
If you used Microsoft Certificate Services to issue the certificate, this is the location of the root certificate that you exported in the [“To Export the Root Certificate and Issue the Server Certificate \(Only When You Are Using Microsoft Certificate Services to Issue the Certificate\)” procedure on page 19](#).
If you used an external certification authority to issue the certificate, this is the location of the root CA certificate that you received from the external certification authority.
 - Click the name of the file.
 - Click **Open**.

- g. On the Upload Certificate page, click **Upload File**.
- h. When the Status area reports that the upload succeeded, click **Close**.

Step 4 Upload the server certificate:

- a. On the Certificate List page, click **Upload Certificate**.
- b. On the Upload Certificate page, in the Certificate Name list, click **tomcat**.
- c. In the Root Certificate field, enter the filename of the root certificate that you uploaded in [Step 3](#).
- d. Click **Browse**, and browse to the location of the server certificate.

If you used Microsoft Certificate Services to issue the certificate, this is the location of the server certificate that you issued in the “[To Export the Root Certificate and Issue the Server Certificate \(Only When You Are Using Microsoft Certificate Services to Issue the Certificate\)](#)” procedure on [page 19](#).

If you used an external certification authority to issue the certificate, this is the location of the server certificate that you received from the external certification authority.

- e. Click the name of the file.
- f. Click **Open**.
- g. On the Upload Certificate page, click **Upload File**.
- h. When the Status area reports that the upload succeeded, click **Close**.

Step 5 Restart the Tomcat service (the service cannot be restarted from Cisco Unified Serviceability):

- a. Log on to the Connection server by using an SSH application.
- b. Run the following CLI command to restart the Tomcat service:

```
utils service restart Cisco Tomcat
```

To Restart the Connection IMAP Server Service

- Step 1** Log on to Cisco Unity Connection Serviceability.
 - Step 2** On the Tools menu, click **Control Center - Feature Services**.
 - Step 3** In the Unity Connection Services section, select **Connection IMAP Server**.
 - Step 4** Click **Restart**.
-

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.

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