



System Requirements for Cisco Unity Connection Release 2.x

Revised May 14, 2008

This document lists requirements for a Cisco Unity Connection version 2.x system. It contains the following sections:

- [Hardware Requirements, page 1](#)
- [Software Requirements, page 2](#)
- [Requirements for COS-Controlled Features, page 4](#)
- [Requirements for Accessing Exchange Calendars and Contacts, and Accessing Exchange E-mail by Using TTS, page 6](#)
- [Requirements for Cisco Unity Connection Phone View, page 7](#)
- [Requirements for Migrating from Cisco Unity Connection 1.x to Version 2.x, page 8](#)
- [Requirements for Migrating from Cisco Unity 4.0\(5\) or Later to Cisco Unity Connection Version 2.x, page 9](#)

Hardware Requirements

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



Caution

If you try to install version 2.x on an unsupported platform, Cisco Unity Connection will not be displayed as an option in the Product Deployment Selection window of the installation program. Refer to the table for your server model in the “Cisco Unity Connection Supported Servers” section of the *Cisco Unity Connection Supported Platforms List* to verify platform specifications, particularly regarding memory and processor speed.



Americas Headquarters:
Cisco Systems, Inc., 170 West Tasman Drive, San Jose, CA 95134-1706 USA

Software Requirements

This section contains the following information:

- [Software Requirements—Cisco Unity Connection Server, page 2](#)
- [Software Requirements—Administrator Workstations, page 2](#)
- [Software Requirements—User Workstations, page 3](#)

Software Requirements—Cisco Unity Connection Server

Cisco Unity Connection software and any required third-party software are installed by Cisco Unity Connection Setup.

Software Requirements—Administrator Workstations

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- To access web applications on the Cisco Unity Connection server, the operating system and Internet browser must be compatible with the version of Connection that you are installing. [Table 1](#) lists supported operating-system and browser combinations.

Table 1 Supported Operating Systems and Browsers on Administrator Workstations

Cisco Unity Connection Version	Operating System on Administrator Workstation	Browser on Administrator Workstation
2.x	Microsoft Windows Vista	Microsoft Internet Explorer 7.0
	<ul style="list-style-type: none"> • Microsoft Windows Server 2003 • Microsoft Windows XP • Microsoft Windows 2000 	<ul style="list-style-type: none"> • Microsoft Internet Explorer 6.0 and 7.0 • Mozilla Firefox 2.0
	Red Hat Enterprise Linux	Mozilla Firefox 2.0

- [Table 2](#) lists software required for correct browser configuration. Instructions for configuring browsers on administrator workstations are provided in the “Configuring the Browser on an Administrator Workstation” chapter of the *System Administration Guide for Cisco Unity Connection*.

Table 2 Software Required for Correct Browser Configuration on Administrator Workstations

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

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

Software Requirements—User Workstations

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- The operating system and Internet browser on user workstations must be compatible with the version of Connection that you are installing to allow users to access the Cisco Personal Communications Assistant. For supported version combinations, 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.
- If you are using an IMAP e-mail client to access Cisco Unity Connection voice messages, the e-mail client must be compatible with the version of Connection that you are installing. For supported clients and version combinations, 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.
- **Table 3** lists software required for correct browser configuration, depending on the browser(s) installed on the user workstation. Instructions for configuring browsers on user workstations are provided in the *User Workstation Setup Guide for Cisco Unity Connection*.

Table 3 *Software Required for Correct Browser Configuration on User Workstations*

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

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

Requirements for COS-Controlled Features

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Table 4 lists requirements for Cisco Unity Connection features that are controlled by class of service (COS).

Table 4 Requirements for COS-Controlled Cisco Unity Connection Features

Feature	Requirements	Considerations
Accessing Microsoft Exchange e-mail by using text-to-speech (TTS)	<ul style="list-style-type: none"> • Voice Mail User license and Advanced Voice Mail User license • Supported version and edition of Exchange • Exchange server(s) in a supported Windows domain configuration <p>See the “Requirements for Accessing Exchange Calendars and Contacts, and Accessing Exchange E-mail by Using TTS” section on page 6.</p>	<ul style="list-style-type: none"> • Users must belong to a COS that offers a license to access the TTS feature, and enables them to use it. • Users must also have a Connection external service account that specifies the Exchange server on which the mailbox for the user is stored. • Users can only retrieve, save, and delete e-mails. Users cannot reply to or forward e-mails. • Users can delete e-mails by phone, but the e-mails may still be visible in the client Inbox, depending on the client.
Cisco Unity Inbox web tool	Voice Mail User license and Inbox User license	Users must belong to a COS enabled for using the Cisco Unity Inbox.
Cisco Unity Personal Call Transfer Rules web tool	<ul style="list-style-type: none"> • Voice Mail User license • Cisco Unity Connection integrated with a Cisco Unified Communications Manager phone system. 	Users must belong to a COS enabled for using the Cisco Unity Personal Call Transfer Rules web tool.
Contacts and calendaring integration with Microsoft Exchange	<ul style="list-style-type: none"> • Voice Mail User license • Supported version and edition of Exchange • Exchange server(s) in a supported Microsoft Windows domain configuration <p>See the “Requirements for Accessing Exchange Calendars and Contacts, and Accessing Exchange E-mail by Using TTS” section on page 6.</p>	Users must belong to a COS enabled for using Cisco Unity Personal Call Transfer Rules web tool. Each user must also have a Connection external service account that specifies the Exchange server on which the mailbox for the user is stored.

Table 4 Requirements for COS-Controlled Cisco Unity Connection Features (continued)

Feature	Requirements	Considerations
IMAP client access to Cisco Unity Connection voice messages	<ul style="list-style-type: none"> Voice Mail User license and IMAP User license Sound card, speakers, and media player on user workstation Supported IMAP client. Refer to <i>Compatibility Matrix: Cisco Unity Connection and the Software on User Workstations</i> at http://www.cisco.com/en/US/products/ps6509/products_device_support_tables_list.html. 	<ul style="list-style-type: none"> Users must belong to a COS that is enabled for accessing voice messages by using an IMAP client. Voice messages are e-mails with WAV attachments. Users can only retrieve, save, and delete voice messages. Users cannot reply to or forward voice messages. Users cannot play secure voice messages by using the IMAP client. Users may need to periodically purge their Deleted Messages folder to completely delete voice messages, depending on the client.
Voice-recognition features	<ul style="list-style-type: none"> Voice Mail User license and Advanced Voice Mail User license G.711 Mu-Law audio format on Cisco Unity Connection server and on phone system 	<ul style="list-style-type: none"> Users must belong to a COS enabled for using voice recognition. G.729a audio format is not supported.

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

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

This section contains the following information:

- [Supported Exchange Versions and Editions, page 6](#)
- [Exchange and Windows Domain Configuration Requirements, page 7](#)

Supported Exchange Versions and Editions

The following versions of Exchange are supported:

- Exchange Server 2007 Enterprise Edition in English, French, German, or Japanese.
- Exchange Server 2007 Standard Edition in English, French, German, or Japanese.



Caution

Using TTS to access Exchange 2007 e-mail is supported. However, creating and installing an SSL server certificate on Exchange 2007 servers to secure TTS access to Exchange e-mail is currently not supported. When support is added, a tech note will be posted on Cisco.com.

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

Exchange and Windows Domain Configuration Requirements

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

Table 5 Supported Exchange and Windows Domain Configurations

Exchange Configuration	Supported Windows Domain Configurations
One server running Exchange Server 2007	<ul style="list-style-type: none"> • Exchange server is a Windows Server 2003 domain controller/global catalog server. • Exchange server is a Windows Server 2003 member server.
One server running Exchange Server 2003	<ul style="list-style-type: none"> • Exchange server is a Windows Server 2003 domain controller/global catalog server. • Exchange server is a Windows Server 2003 member server. • Exchange server is a Windows 2000 Server member server in a Windows Server 2003 domain.
One server running Exchange 2000 Server	<ul style="list-style-type: none"> • Exchange server is a Windows 2000 Server domain controller/global catalog server. • Exchange server is a Windows 2000 Server member server.
Two to five servers running Exchange Server 2003, Exchange 2000 Server, or some combination	Exchange servers are domain controller/global catalog servers and/or member servers in a single domain or in multiple primary and/or child domains.

Requirements for Cisco Unity Connection Phone View

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- Cisco Unity Connection integrated with a supported version of Cisco Unified Communications Manager. For the Cisco Unified Communications Manager versions supported with Connection 2.x, refer to the applicable document, depending on the integration type:
 - *SCCP Compatibility Matrix: Cisco Unity Connection, Cisco Unified Communications Manager, and Cisco Unified Communications Manager Express* at http://www.cisco.com/en/US/products/ps6509/products_device_support_tables_list.html.
 - *SIP Trunk Compatibility Matrix: Cisco Unity Connection, Cisco Unified Communications Manager, and Cisco Unified Communications Manager Express* at http://www.cisco.com/en/US/products/ps6509/products_device_support_tables_list.html.

- A supported Cisco Unified IP Phone model, with the supported Cisco Unified Communications Manager version firmware installed. For supported phone models, refer to the “Supported Phone Models for Use with Cisco Unity Connection Phone View Features” section of *Supported Hardware and Software, and Support Policies for Cisco Unity Connection Release 2.x* at http://www.cisco.com/en/US/products/ps6509/prod_installation_guides_list.html.

Note that when Phone View communicates with a Cisco Unified IP Phone, it sends localized data based on the phone’s locale. If an IP Phone is set for an unsupported locale, the data is presented in U.S. English.

Requirements for Migrating from Cisco Unity Connection 1.x to Version 2.x

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During the migration, only user data and, optionally, voice messages are preserved. System-level configuration data (for example, templates and classes of service) must be manually configured.



Caution

Requirements for Cisco Unity Connection 2.x are different from requirements for Connection 1.x. The system must meet Connection 2.x requirements to receive support from Cisco TAC.

A migration from Connection version 1.x to 2.x requires the following:

- All of the Cisco Unity Connection 2.x requirements listed in this document.
- A server running a secure shell (SSH) server application. The migration tools that import Cisco Unity Connection 1.x data into Connection 2.x use SSH to access the exported user data and messages. (Migration testing was done with OpenSSH for Windows.)
- For selected servers supported for Cisco Unity Connection 1.x, a memory upgrade. Refer to the applicable table in the *Cisco Unity Connection Supported Platforms List* at http://www.cisco.com/en/US/products/ps6509/products_data_sheets_list.html for memory information:
 - Platform Overlays: Current Cisco, IBM, and HP Servers Without the Cisco Unity Connection 2.0 Operating System
 - Supported Traditional Cisco, IBM, and HP Servers
- Confirm that the platform meets Cisco Unity Connection 2.x specifications, particularly regarding memory and processor speed. Refer to the applicable table for your server model in the “Cisco Unity Connection Supported Servers” section of the *Cisco Unity Connection Supported Platforms List* at http://www.cisco.com/en/US/products/ps6509/products_data_sheets_list.html.



Caution

If you try to install version 2.x on an unsupported platform, Cisco Unity Connection will not be displayed as an option in the Product Deployment Selection window of the installation program.

Requirements for Migrating from Cisco Unity 4.0(5) or Later to Cisco Unity Connection Version 2.x

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During the migration, only user data and, optionally, voice messages are preserved. System-level configuration data (for example, templates and classes of service) must be manually configured.



Caution

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

A migration from Cisco Unity version 4.0(5) or later to Connection 2.x requires the following:

- All of the Cisco Unity Connection 2.x requirements listed in this document.
- A Cisco Unity system at version 4.0(5) or later. Upgrades from other versions are not supported. (If your Cisco Unity system is at an earlier version, you must upgrade to version 4.0(5) or later before exporting data.)
- A server running a secure shell (SSH) server application. The migration tools that import Cisco Unity data into Connection 2.x use SSH to access the exported user data and messages. (Migration testing was done with OpenSSH for Windows.)
- For selected servers, a memory upgrade. Refer to the applicable table in the *Cisco Unity Connection Supported Platforms List* at http://www.cisco.com/en/US/products/ps6509/products_data_sheets_list.html for memory information:
 - Platform Overlays: Current Cisco, IBM, and HP Servers Without the Cisco Unity Connection 2.0 Operating System
 - Supported Traditional Cisco, IBM, and HP Servers
- Confirm that the platform meets Cisco Unity Connection 2.x specifications, particularly regarding memory and processor speed. Refer to the applicable table for your server model in the “Cisco Unity Connection Supported Servers” section of the *Cisco Unity Connection Supported Platforms List* at http://www.cisco.com/en/US/products/ps6509/products_data_sheets_list.html.



Caution

If you try to install version 2.x on an unsupported platform, Cisco Unity Connection will not be displayed as an option in the Product Deployment Selection window of the installation program.

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

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