



Release Notes for Cisco Unity Connection ViewMail for IBM Lotus Notes Release 7.1(2)

Revised July 21, 2009 (Originally published July 6, 2009)

These release notes contain requirements, installation instructions, and limitations and restrictions for Cisco Unity Connection ViewMail for IBM Lotus Notes Release 7.1(2).

The ViewMail for Notes 7.1(2) files for all languages are available only on the Cisco Unity Connection ViewMail for IBM Lotus Notes 7.1(2) DVD.

(For a list of all languages available for ViewMail, see the “Available Languages for Cisco Unity Connection Components” section of *System Requirements for Cisco Unity Connection Release 7.x* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/requirements/7xcucsysreqs.html.)

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Requirements

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- To install ViewMail for Notes, you must have local administrator rights on the user workstation.
- The user workstation must have Microsoft .Net Framework version 2.0.50727 installed.
- The user workstation must have at least 20 MB of hard-disk space available for ViewMail for Notes.



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- The ViewMail for Notes version and the operating system must be qualified with the version of IBM Lotus Notes that is installed. See the applicable section in *Compatibility Matrix: Cisco Unity Connection and the Software on User Workstations* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/compatibility/matrix/cucclientmtx.html, depending on the Connection version.
- ViewMail for Notes can be installed in only one language at a time on the user workstation.
- The user must belong to a class of service that allows access to Connection voice messages by using an IMAP client.
- The user must have an email account in Notes configured to access Connection voice messages. (A procedure is provided later in these release notes.)
- To install ViewMail for Notes in a language that uses non-Roman characters on a workstation with an English operating system, both the Regional Options tab and the Advanced tab of the Regional and Language Options tool in Windows Control Panel must first be set to that language.
- The Cisco Unity Connection server must be running version 7.1.
- If the Connection server is running version 7.1(2a) or 7.1(2), Service Update 1 or later, or Engineering Special 9 or later also is required.

Connection service updates are available at <http://tools.cisco.com/support/downloads/go/Redirect.x?mdfid=278875240>. On the Download Software page, expand Unified Communications Applications > Voice Mail and Unified Messaging > Cisco Unity Connection > Cisco Unity Connection Version 7.1. Service Update 1 will be available for download by July 24, 2009.

Engineering specials are available from Cisco TAC.

Compatibility Information

- For information on all qualified version combinations of ViewMail for Notes, Cisco Unity Connection, and the software on user workstations, see *Compatibility Matrix: Cisco Unity Connection and the Software on User Workstations* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/compatibility/matrix/cucclientmtx.html. The document also contains the support policy for software on user workstations.
- For a list of all languages available for ViewMail for Notes, see the “Available Languages for Cisco Unity Connection Components” section of *System Requirements for Cisco Unity Connection Release 7.x* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/requirements/7xcucsysreqs.html.

Determining the ViewMail for Notes Version

To Determine the ViewMail for Notes Version in Use from Notes

In the ViewMail for Notes inbox on the user workstation, from the Help menu, click **About This Database**.

Related Documentation

For descriptions and URLs of Cisco Unity Connection documentation on Cisco.com, see the *Documentation Guide for Cisco Unity Connection Release 7.x*. The document is shipped with Connection and is available at

http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/roadmap/7xcucdg.html.

Installation Information

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Task List for Installing ViewMail for Notes for the First Time

Do the following tasks in the order listed for a new ViewMail for Notes installation.

1. Review the [“Considerations When Setting Up ViewMail for Notes”](#) section on page 4.
2. *Optional:* Customize ViewMail for Notes so that some field values are prepopulated during installation (including the IP address of the Cisco Unity Connection server, which is required). See the [“Customizing the ViewMail for Notes Software to Use Default Values Before Installing It on User Workstations \(Optional\)”](#) section on page 4.
3. Install ViewMail for Notes. See the [“Installing ViewMail for Notes 7.1\(2\)”](#) section on page 6.
4. Create a ViewMail account in Notes. See the [“Creating a ViewMail for Notes Account in Notes”](#) section on page 9
5. *Optional:* Add an SMTP proxy address in Connection. See the [“Adding an SMTP Proxy Address in Connection Administration \(Optional\)”](#) section on page 11.
6. *If Cisco Unity Connection is set up for secure messaging or if users will be using their phones for recording and playback (TRaP):* Enter user and Connection server information for ViewMail for Notes to use, as applicable. See the [“Entering Information for Secure Messaging, and for Phone Recording and Playback”](#) section on page 11.

Considerations When Setting Up ViewMail for Notes

Note the following considerations when setting up ViewMail for Notes:

- In Cisco Unity Connection Administration, configure the following settings on the System Settings > SMTP Configuration > Server page to match the SSL settings in the ViewMail for Notes account:
 - Allow Connections From Untrusted IP Addresses
 - Require Authentication From Untrusted IP Addresses
 - Transport Layer Security From Untrusted IP Addresses Is (Disabled, Required, Optional)

For more information, see the following documentation:

- “SMTP Server Configuration” section in the “System Settings” chapter of the *Interface Reference Guide for Cisco Unity Connection Administration* Release 7.x at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/gui_reference/guide/7xcucrgx.html.
- “Configuring IMAP Settings” chapter of the *System Administration Guide for Cisco Unity Connection* Release 7.x at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/administration/guide/7xcuc sagx.html.
- IMAP email clients generally include two fields in which you can enter either the IP address or the fully qualified domain name of the Connection server. When a Connection cluster is configured, enter the fully qualified domain name of a DNS A record that includes the Connection publisher and subscriber servers. If the DNS server allows you to specify the order in which DNS tries to contact Connection servers, specify that the server that is available most often is the first server contacted. This usually is the publisher server.

Some IMAP email clients do not respect DNS A records. For those clients, if the first Connection server is not available, the client does not try to access the other Connection server.

Customizing the ViewMail for Notes Software to Use Default Values Before Installing It on User Workstations (Optional)

In the procedure in this section, you can customize the software so that values for the following fields are prepopulated during installation:

- IP address of the Cisco Unity Connection server—Required during installation.
- Values for three fields related to using a firewall that blocks HTTPS traffic between user workstations and the Connection server—Not required during installation.



Caution

If you do not customize the ViewMail for Notes software before you install it on user workstations, you will have to manually enter the IP address of the Cisco Unity Connection server during installation on each user workstation. In addition, if you are using a firewall that blocks HTTPS traffic, values for the three related fields will have to be manually entered on each user workstation after ViewMail for Notes is installed.

The customization prepopulates the default values only for new accounts; values in existing accounts remain as is.

When ViewMail for Notes is already installed on user workstations, the customized registry settings cannot be changed by running the ViewMail installation program again. You must use a configuration management tool (for example, Microsoft Systems Management Server) to change the registry settings; or you must uninstall ViewMail for Notes, customize the ViewMail software, and then install the customized software.

To Customize the ViewMail for Notes Software to Use Default Values Before Installing It on User Workstations (Optional)

Step 1 Create a **ViewMail for Notes** directory to which you have write privileges.

From the ViewMail for Notes disc, copy the language folder(s) applicable to your installation—for example, ENU for U.S. English, DEU for German—to the ViewMail directory you created in [Step 1](#).

Each language folder contains the following files:

- The CiscoUnityConnection.VMN7.1.2.<language code>.msi file for the language.
- VMNInit.vbs.
- VMAddbin.vbs.

Step 2 In a language folder, open the file **VMNInit.vbs** in a text editor (for example, Notepad).

Step 3 Delete the **rem** that begins the **Session.Property("UNITYCONNECTIONSSERVER") = ""** line, so that the line looks like the following example:

```
Function VMNInitFn()
Session.Property("UNITYCONNECTIONSSERVER") = ""
rem Session.Property("PROXYSERVERADDRESS") = ""
rem Session.Property("PROXYPORT") = ""
rem Session.Property("HTTPSCERTIFICATE") = ""
End Function
```

Step 4 At the end of the **Session.Property("UNITYCONNECTIONSSERVER") = ""** line, enter the name or IP address of the Cisco Unity Connection server between the quotation marks after the equal (=) sign.

Step 5 *If there is a firewall that blocks HTTPS traffic between user workstations and the Connection server:* Delete the **rem** that begins the **Session.Property("PROXYSERVERADDRESS") = ""** line, so that the line looks like the following example:

```
Function VMNInitFn()
rem Session.Property("UNITYCONNECTIONSSERVER") = ""
Session.Property("PROXYSERVERADDRESS") = ""
rem Session.Property("PROXYPORT") = ""
rem Session.Property("HTTPSCERTIFICATE") = ""
End Function
```

Step 6 At the end of the **Session.Property("PROXYSERVERADDRESS") = ""** line, enter the IP address of the HTTPS proxy server between the quotation marks after the equal (=) sign.

Step 7 *If there is a firewall that blocks HTTPS traffic between user workstations and the Connection server:* Delete the **rem** that begins the **Session.Property("PROXYPORT") = ""** line, so that the line looks like the following example:

```
Function VMNInitFn()
rem Session.Property("UNITYCONNECTIONSSERVER") = ""
rem Session.Property("PROXYSERVERADDRESS") = ""
Session.Property("PROXYPORT") = ""
rem Session.Property("HTTPSCERTIFICATE") = ""
End Function
```

- Step 8** At the end of the `Session.Property("PROXYPORT") = ""` line, enter the server port to use when connecting to the HTTPS proxy server between the quotation marks after the equal (=) sign.
- Step 9** Delete the `rem` that begins the `Session.Property("HTTPSCERTIFICATE") = ""` line, so that the line looks like the following example:

```
Function VMNInitFn()
rem Session.Property("UNITYCONNECTIONSSERVER") = ""
rem Session.Property("PROXYSERVERADDRESS") = ""
rem Session.Property("PROXYPORT") = ""
Session.Property("HTTPSCERTIFICATE") = ""
End Function
```

- Step 10** At the end of the `Session.Property("HTTPSCERTIFICATE") = ""` line, enter the applicable value:

If default self-signed certificate installed with Connection is being used	Enter 0 between the quotation marks after the equal (=) sign.
If default self-signed certificate is replaced with a certificate from a certificate authority	Enter 1 between the quotation marks after the equal (=) sign.

(For more information, see the [“Securing Cisco PCA and IMAP Email Client Access to Cisco Unity Connection”](#) chapter of the *System Administration Guide for Cisco Unity Connection*.)

- Step 11** Save the script file and close the text editor.
- Step 12** Open a Command Prompt window. (On the Windows Start menu, select **Programs > Accessories > Command Prompt**.)
- Step 13** Change to the **ViewMail for Notes <language code>** directory for the language MSI file that you are customizing.
- Step 14** Enter `vmaddbin CiscoUnityConnection.VMN7.1.2.<language code>.msi VMNInit.vbs`, and press **Enter**. When the script completes, your cursor returns to the command line.
- Step 15** Close the Command Prompt window.
- Step 16** Run the file `CiscoUnityConnection.VMN7.1.2.<language code>.msi` on a test machine to confirm that the installation completes successfully. (If the installation is unsuccessful, verify the changes made to `VMNInit.vbs`.)
- Step 17** Repeat [Step 2](#) through [Step 16](#) for any additional language MSI files that will be installed for users in your organization.

Installing ViewMail for Notes 7.1(2)

ViewMail for Notes is installed from the ViewMail disc or a network drive. See the [“Installing ViewMail for Notes 7.1\(2\) from the ViewMail Disc or from a Network Drive”](#) section on page 8.

Alternatively, consider providing users with network access to the ViewMail for Notes application and a procedure so that they can install ViewMail themselves.

By default, ViewMail for Notes files are installed in the directory `C:\Program Files\VMN`. You can specify a different directory during a first-time installation of ViewMail.

**Note**

In a Notes multiple-user installation scenario, ViewMail for Notes must be installed for each user who logs on to the workstation. (For example, if you are logged on as John Doe and install ViewMail for Notes, it is available only to John Doe on that workstation. If Jane Doe uses the workstation and needs ViewMail for Notes, then log on as Jane Doe and install ViewMail for Notes for Jane Doe.)

In a Notes single-user installation scenario, ViewMail for Notes is installed once and is available to all users on that workstation.

ViewMail for Notes installs and uses the following files and registry keys:

Files

Install directory

- AVDecoyText.txt
- AVWAVSL.dll
- Beep.Wav
- CSCConnectionHolderSvr.dll
- CsMMOCTRL.ocx
- VMNLogging.dll
- VMNRemove.exe

Help directory

- Help files (HTML)

Windows\System32

- Avvox.acm
- G726.acm
- SL_G729A.acm

Notes directory

- VMWS.dll
- VMWS.dll.config
- log4net.dll

Data directory

- Imaponlinetemplate.ntf
- Installvmn.nsf
- TempForVMN directory
- Help directory
 - vmnhelp.nsf

Registry keys

HKEY_CURRENT_USER\Software\Cisco Systems\Cisco Unity Connection\VMN\Current Notes Profile = Current Notes Profile.

HKEY_CURRENT_USER\Software\Cisco Systems\Cisco Unity Connection\VMN\TempDir = INSTALLDIR.

HKEY_CURRENT_USER\Software\Cisco Systems\Cisco Unity Connection\VMN\WSAddress = The IP address of the Cisco Unity Connection server you specified in the installation.

HKEY_CURRENT_USER\Software\Cisco Systems\Cisco Unity Connection\VMN\Extension Trace = 0 for no logging, 1 to turn on logging.

HKEY_CURRENT_USER\Software\Cisco Systems\Cisco Unity Connection\VMN\HTTP Trace = 0 for no logging, 1 to turn on logging.

HKEY_CURRENT_USER\Software\Cisco Systems\Cisco Unity Connection\VMN\MM Trace = 0 for no logging, 1 to turn on logging.

HKEY_CURRENT_USER\Software\Cisco Systems\Cisco Unity Connection\VMN\Output Debug = 0 for no logging, 1 to turn on logging.

HKEY_CURRENT_USER\Software\Cisco Systems\Cisco Unity Connection\VMN\TRAP Trace = 0 for no logging, 1 to turn on logging.

HKEY_CURRENT_USER\Software\Cisco Systems\Cisco Unity Connection\VMN\Default Wave Format = 0 for G.711 format or 5 for G.729a format. G.711 is the default.

HKEY_CURRENT_USER\Software\Cisco Systems\Cisco Unity Connection\VMN\HelpFiles = The Path to the HTML Help files.

HKEY_CURRENT_USER\Software\Cisco Systems\Cisco Unity Connection\VMN\Profiles\Default\Proxy Server Address = The IP address of the HTTPS proxy server, if applicable.

HKEY_CURRENT_USER\Software\Cisco Systems\Cisco Unity Connection\VMN\Profiles\Default\Proxy Server Port = The server port used when connecting to the HTTPS proxy server, if applicable.

HKEY_CURRENT_USER\Software\Cisco Systems\Cisco Unity Connection\VMN\Profiles\Default\Telephone Record and Playback extension = The Cisco Unity Connection extension for the user.

HKEY_CURRENT_USER\Software\Cisco Systems\Cisco Unity Connection\VMN\Profiles\Default\Unity Connection Server Name = The name or IP address of the Cisco Unity Connection server.

HKEY_CURRENT_USER\Software\Cisco Systems\Cisco Unity Connection\VMN\Profiles\Default\User Name = The username (alias) of the user.

HKEY_CURRENT_USER\Software\Cisco Systems\Cisco Unity Connection\VMN\Profiles\Default\Validate HTTPS Certificate = Is default self-signed certificate replaced with one from a certificate authority? 0 for No, 1 for Yes.

Installing ViewMail for Notes 7.1(2) from the ViewMail Disc or from a Network Drive

Do the procedure in this section to install ViewMail for Notes on user workstations from the ViewMail disc or from a network drive.

To Install ViewMail for Notes 7.1(2) from the ViewMail Disc or from a Network Drive

-
- Step 1** Confirm that ViewMail for Notes requirements have been met. See the [“Requirements” section on page 1](#).

- Step 2** *If you are installing ViewMail for multiple users who share a workstation:* For each user, log on as that user to install ViewMail. For all users who use the workstation, select the same destination folder during each installation.
- Step 3** Insert the disc.
OR
Browse to the directory on the network drive in which you copied the ViewMail for Notes files from the disc.
- Step 4** Double-click the file **CiscoUnityConnection.VMN7.1.2.<language code>.msi** for the language in which you are installing ViewMail for Notes. (For example, CiscoUnityConnection.VMN7.1.2.ENU.msi to install U.S. English.)
- Step 5** Follow the on-screen prompts to complete the installation.

Creating a ViewMail for Notes Account in Notes

To use ViewMail for Notes to access Connection voice messages, you create and configure a ViewMail for Notes account for the user.

To Create a ViewMail for Notes Account in Notes

- Step 1** On the user workstation, open **IBM Lotus Notes**.
- Step 2** Open the applicable database, depending on the Notes version:

Notes 8.0(1) and 8.0	<ol style="list-style-type: none"> a. From the File menu, click Open > Lotus Notes Application > Install VMN. b. In the Install window, click Open.
Notes 7.03 and 7.02 and 6.56 and 6.55	<ol style="list-style-type: none"> a. From the File menu, click Database > Open. b. In the Open Database window, in the Server field, leave the default value as Local, and in the Filename box, enter InstallVMN.nsf. c. Click Open.

- Step 3** In the Install window, click **Install**.
- Step 4** Click **OK** in the Install Done dialog box, then close all tabs.

Step 5 Open the local name and address book, depending on the Notes version:

Notes 8.0(1) and 8.0	<ol style="list-style-type: none"> a. From the File menu, click Open > Lotus Notes Application. b. In the Open Application window, in the Look In field, leave the default value as On My Computer, and in the Filename box, enter names.nsf. c. Click Open. d. In the Address Book–Contacts dialog, click Advanced.
Notes 7.03 and 7.02 and 6.56 and 6.55	<ol style="list-style-type: none"> a. From the File menu, click Database > Open. b. In the Open Database window, in the Server field, leave the default value as Local, and in the Filename box, enter names.nsf. c. Click Open. d. In the Address Book–Contacts dialog, expand Advanced, and click Accounts.

Step 6 In the Fill In Address Book–Contacts dialog, click **New > Account**.

Step 7 On the Basics tab, enter the applicable information in all fields:

Account Name	Display name entered here also names icon used to open user's ViewMail for Notes inbox.
Account Server Name	IP address or DNS name of Cisco Unity Connection server.
Login Name	User's Cisco Unity Connection username (alias).
Password	User's Cisco Personal Communications Assistant (PCA) password.
Extension	User's Cisco Unity Connection extension.
Email Address	User's Cisco Unity Connection SMTP address (<username>@<Cisco Unity Connection SMTP domain name>).
Protocol	Select ViewMail for Notes.
Inbox Refresh Interval	Default is 3 minutes.
SSL	Select whether SSL is enabled or disabled.
Only from Location(s)	Specify the Notes location document under which this account will work.

Step 8 Click **Save & Close** to save the new account.

Step 9 Close the **Address Book–Contacts** tabs.

Step 10 Open the Notes workspace.

Step 11 Locate the icon for the ViewMail for Notes account that you created in [Step 6](#) through [Step 8](#). It has the same name as you entered in the Account Name field.

To open the ViewMail for Notes inbox, double-click the icon.

Adding an SMTP Proxy Address in Connection Administration (Optional)

Do the procedure in this section to allow a user to receive voice messages sent from ViewMail for Notes in his or her ViewMail inbox when senders enter the user's Notes corporate email address in the To box.

Without an SMTP proxy address configured—and depending on whether or not a smart host is configured—a voice message sent from ViewMail for Notes to a user's Notes corporate email address results in one of the following actions:

Smart host configured	The voice message is delivered to the user's Notes inbox as a WAV attachment to an email (without the Media Master).
No smart host configured	The sender receives a nondelivery receipt.

(To enter smart host server information, in Cisco Unity Connection Administration, expand System Settings > SMTP Configuration, then click Smart Host.)

To Add an SMTP Proxy Address in Connection Administration (Optional)

-
- Step 1** Log on to **Cisco Unity Connection Administration**.
 - Step 2** Click **Users**. The Search Users page opens.
 - Step 3** Select the user for whom you are adding an SMTP proxy address.
 - Step 4** From the Edit menu, click **SMTP Proxy Addresses**.
 - Step 5** On the SMTP Proxy Addresses page, click **Add New**.
 - Step 6** In the SMTP Proxy Addresses table, enter the Notes SMTP address of the user in the SMTP Proxy Address column.
 - Step 7** Click **Save**.
-

Entering Information for Secure Messaging, and for Phone Recording and Playback

The information you enter in the procedure in this section is used by ViewMail for Notes when users record or play messages over the phone, and when they listen to or send secure messages.

After ViewMail for Notes has been installed, do the following procedure on each user workstation, if applicable (see the following Tip).



Tip

Values for the Server Name, Username, Password, and Extension fields appear automatically if the information was entered during creation of the ViewMail for Notes account.

Values for the Proxy Server Address, Proxy Server Port, and Validate HTTPS Certificate fields appear automatically if you set defaults for them in the [“Customizing the ViewMail for Notes Software to Use Default Values Before Installing It on User Workstations \(Optional\)”](#) section on page 4.

As a result, the only unaccounted-for field is Remember Password.

(The following procedure is also provided in the “[Changing Settings for ViewMail for Notes](#)” chapter of the *User Guide for Accessing Cisco Unity Connection Voice Messages in an E-Mail Application*.)

To Enter Information for Secure Messaging, and for Phone Recording and Playback

- Step 1** In the ViewMail for Notes inbox, open a voice message.
- Step 2** On the Media Master, select the **down arrow** (first button), then select **Options**.
- Step 3** In the Cisco Unity Connection Server Options dialog, enter user and server information:

Cisco Unity Connection Server Name	Enter the IP address or DNS name of the Connection server.
User Name	Enter the Connection username (alias) of the user.
Password	Enter the Cisco PCA password of the user.
Remember Password	Check the check box for ViewMail for Notes to remember the password so that the user does not have to re-enter it each time Notes starts.
Proxy Server Address	If there is a firewall that blocks HTTPS traffic between user workstations and the Connection server, enter the IP address of the HTTPS proxy server.
Proxy Server Port	If there is a firewall that blocks HTTPS traffic between user workstations and the Connection server, enter the server port to use when connecting to the HTTPS proxy server.
Validate HTTPS Certificate	If you replace the default self-signed certificate with a certificate from a certificate authority, check the check box. If you are using the default certificate installed with Connection, uncheck the check box. For more information, see the “ Securing Cisco PCA and IMAP Email Client Access to Cisco Unity Connection ” chapter of the <i>System Administration Guide for Cisco Unity Connection</i> .
Extension	Enter the Connection extension of the user.

- Step 4** Select **OK**.

Uninstalling ViewMail for Notes



Note

In a Notes multiple-user installation scenario, ViewMail for Notes must be uninstalled for each user. (For example, if ViewMail for Notes is installed for John Doe and Jane Doe, John Doe must uninstall ViewMail and Jane Doe must uninstall ViewMail.) The ViewMail for Notes installation directory is not removed until the last user has uninstalled ViewMail.

To Uninstall ViewMail for Notes

- Step 1** From the Start menu, click **Control Panel > Add or Remove Programs**.

- Step 2** In the Currently Installed Programs and Updates list, select **View Mail for Notes** and click **Remove**.
- Step 3** Open Notes.
- Step 4** Open the local name and address book, depending on the Notes version, and delete the ViewMail for Notes account:

Notes 8.0(1) and 8.0	<ol style="list-style-type: none"> a. From the File menu, click Open > Lotus Notes Application. b. In the Open Application window, in the Look In field, leave the default value as On My Computer, and in the Filename box, enter names.nsf. c. Click Open. d. In the Address Book–Contacts dialog, click Advanced. e. Select the View Mail for Notes account, and click Delete Account. f. Click Yes in the Delete Accounts message box. g. Press F9 to refresh.
Notes 7.03 and 7.02 and 6.56 and 6.55	<ol style="list-style-type: none"> a. From the File menu, click Database > Open. b. In the Open Database window, in the Server field, leave the default value as Local, and in the Filename box, enter names.nsf. c. Click Open. d. In the Address Book–Contacts dialog, expand Advanced, and click Accounts. e. Select the View Mail for Notes account, and click Delete Account. f. Click Yes in the Delete 1 Document from the Database message box. g. Press F9 to refresh.

Limitations and Restrictions

Only One ViewMail Language Can Be Installed

ViewMail for Notes can be installed in only one language at a time on a user workstation.

Some Software on User Workstations Can Cause ViewMail for Notes to Fail

Some security and VPN software installed on user workstations can cause ViewMail for Notes to fail when users use the phone as the playback device for the Media Master. In particular, software that offers personal firewalls is problematic.

Disable or remove security and VPN software from user workstations. Alternatively, you can set up the Media Master so users can play messages in ViewMail for Notes with computer speakers.

Yamaha Synthesizer Software Is Not Supported

Yamaha sound synthesizer software is not supported on Cisco Unity Connection user workstations with ViewMail for Notes.

Caveats

There were no Severity 1, 2, or 3 open caveats when Cisco Unity Connection ViewMail for IBM Lotus Notes version 7.1(2) was released.

You can find the latest caveat information for ViewMail for Notes 7.1(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 <http://www.cisco.com/go/bugs>.



Note

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

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>

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