



Release Notes for Cisco Unity Release 4.0(1)

Revised March 20, 2003

These release notes describe new and changed support, new and changed functionality, limitations and restrictions, open and resolved caveats, and documentation updates for Cisco Unity™ Release 4.0(1).

Access the latest software upgrades for Cisco Unity on the Cisco Software Center website at <http://www.cisco.com/kobayashi/sw-center/sw-voice.shtml>.

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System Requirements, and Supported Hardware and Software

The following documents list the most current Cisco Unity requirements, and are available on Cisco.com at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_installation_guides_list.html.

- *Cisco Unity 4.0 System Requirements, and Supported Hardware and Software*
- *Cisco Unity Bridge System Requirements, and Supported Hardware and Software*

Compatibility Matrixes

The following matrixes list the most current version combinations qualified for use with Cisco Unity. The matrixes are available on Cisco.com at

http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_device_support_tables_list.html.

- *Compatibility Matrix: Cisco Unity and the Software on Subscriber Workstations*
- *Compatibility Matrix: Cisco Unity, the Cisco Unity-CM TSP, and Cisco CallManager*
- *Recommended and Supported Service Packs and Updates for Use with Cisco Unity and the Cisco Unity Bridge*
- *Cisco Unity Networking Options Requirements (With Microsoft Exchange)*

Hewlett-Packard Service Pack for ProLiant DL380 G2 Server

A customer-provided Hewlett-Packard ProLiant DL380 G2 server with a Magma expansion chassis and a system BIOS version P23 or earlier requires installation of service pack SP20496, available from the Hewlett-Packard/Compaq website at <ftp://ftp.compaq.com/pub/softpaq/sp20001-20500/sp20496.exe>.

Determining the Software Version

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

- [Cisco Unity, page 2](#)
- [Cisco Unity-CM TSP, page 3](#)
- [G.729a Audio Codec, page 3](#)
- [RealSpeak Engine, page 4](#)

Cisco Unity

To determine the Cisco Unity version in use by using the Cisco Unity Administrator

In the Cisco Unity Administrator, go to the **System > Configuration > Software Versions** page. The Cisco Unity version is displayed in the Cisco Unity Version field.

To determine the Cisco Unity version in use by using the AvCsMgr.exe file (Cisco Unity 3.0(4) and later)

-
- Step 1 Browse to the **CommServer** directory.
 - Step 2 Right-click **AvCsMgr.exe**, and click **Properties**.
 - Step 3 In the Properties window, click the **Version** tab.
 - Step 4 In the Item Name list, click **Product Version**. The Cisco Unity version is displayed in the Value window.
-

Cisco Unity-CM TSP

To determine the Cisco Unity-CM TSP version in use by using the Cisco Unity Telephony Integration Manager

In the Cisco Unity Telephony Integration Manager, go to the **Cisco CallManager > Properties** page. The Cisco Unity-CM TSP version is displayed in the TSP Version field.

To determine the Cisco Unity-CM TSP version in use by using the Avskinny.tsp file

-
- Step 1 Browse to the **WinNT\System32** directory.
 - Step 2 Right-click **Avskinny.tsp**, and click **Properties**.
 - Step 3 In the Properties window, click the **Version** tab.
 - Step 4 In the Item Name list, click **Product Version**. The Cisco Unity-CM TSP version is displayed in the Value window.
-

G.729a Audio Codec

When the G.729a audio codec has been installed on the Cisco Unity server or on a subscriber workstation, use the following procedure to determine the codec version.

To determine the G.729a audio codec version in use

-
- Step 1 Browse to the **Winnt\System32** directory.
 - Step 2 Right-click **SI_g729a.acm**, and click **Properties**.
 - Step 3 Click the **Version** tab.
 - Step 4 In the Items list, click **Product Version**. The G.729a audio codec version is displayed in the Value window.
-

RealSpeak Engine

To determine the RealSpeak ENU language engine version in use

- Step 1** Browse to the **CommServer\RealSpeak\Engine** directory.
 - Step 2** Right-click **Enu_g2p.dll**, and click **Properties**.
 - Step 3** Click the **Version** tab.
 - Step 4** In the Items list, click **Product Version**. The File version corresponds to the following RealSpeak versions:
 - 3.6.0.0 = RealSpeak ENU language engine version 3.0(1)
 - 2.11.0.0 = RealSpeak ENU language engine version 2.1(1)
 - 2.1.0.0 = RealSpeak ENU language engine version 2.0(1)
-

To determine the RealSpeak base engine version in use

- Step 1** Browse to the **CommServer\RealSpeak\Api\Lib** directory.
 - Step 2** Right-click **Lhstts.dll**, and click **Properties**.
 - Step 3** Click the **Version** tab.
 - Step 4** In the Items list, click **Product Version**. The File version corresponds to the following RealSpeak versions:
 - 2.13.0.0 = RealSpeak base engine version 3.0(1)
 - 2.12.0.0 = RealSpeak base engine version 3.0(0)
 - 2.11.0.0 = RealSpeak base engine version 2.1(1)
 - 2.1.0.0 = RealSpeak base engine version 2.0(1)
-

Upgrading to Cisco Unity 4.0(1) from Version 3.x or 2.x

For upgrades from Cisco Unity version 3.x or 2.x, refer to the applicable chapter of the *Cisco Unity Installation Guide*:

- Chapter 13, “Upgrading Cisco Unity Version 3.x to Version 4.0”
- Chapter 14, “Upgrading a Cisco Unity 2.x System to Version 4.0”

The *Cisco Unity Installation Guide* is available on Cisco.com at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_installation_guides_list.html.

New and Changed Support

New and Changed Support—Release 4.0(1)

Exchange Is No Longer Supported on the Cisco Unity Server for Unified Messaging

When Cisco Unity with Exchange is configured as Unified Messaging, Exchange cannot be installed on the Cisco Unity server for Cisco Unity 4.0(x). You must either move Exchange users to other Exchange servers or, if there are no other Exchange servers, you must install Exchange on another server and move Exchange users to the new server.

(When Cisco Unity is configured as Voice Messaging, Exchange 5.5 is supported on a Cisco Unity 4.0 server only if you are upgrading from a previous version of Cisco Unity. Exchange 2000 is supported on the Cisco Unity server both for upgrades and for new installations in the Voice Messaging configuration.)

IBM Lotus Domino Message Store and Directory

Message Store—Cisco Unity 4.0(x) supports IBM Lotus Domino as a message store. For information on how subscribers access voice messages by using IBM Lotus Notes, see the “[Cisco Unity with Domino: Lotus Notes with IBM Lotus Domino Unified Communications Services \(DUCS\) for Cisco Unity](#)” section on page 12 in the “New and Changed Functionality” section.

Directory—Cisco Unity with IBM Lotus Domino uses a specified Notes directory (or address book) for the following purposes:

- To import Notes user and group data when creating Cisco Unity subscribers and distribution lists.
- To store Cisco Unity location object data and a small subset of subscriber and distribution list data.
- To monitor for data from other Cisco Unity servers.
- To keep the Cisco Unity data in the directory in sync with the SQL database on the Cisco Unity server.

See the “[Cisco Unity with Domino: New Cisco Unity Components](#)” section on page 13 for a brief description of the new Cisco Unity components that enable Cisco Unity to use Domino for message and directory storage.

Japanese Localized Version

The Japanese localized version of Cisco Unity is not supported in version 4.0(1).

Phone System Integrations Qualified for Use with Cisco Unity

The following phone system integrations have been qualified for use with Cisco Unity 4.0(x):

- Alcatel 4400
- Avaya Definity ProLogix
- Cisco CallManager 3.3(1) and later
- Cisco SIP Proxy Server
- Matra 6500

For the most current list of all supported phone system integrations—including integrations qualified since the release of Cisco Unity version 4.0(1)—refer to the “Supported Phone System Integrations” section in *Cisco Unity 4.0 System Requirements, and Supported Hardware and Software* on Cisco.com at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_installation_guides_list.html.

Secure Sockets Layer (SSL) Protocol Qualified for Use with Cisco Unity

The Secure Sockets Layer (SSL) protocol uses public-key encryption to provide a secure connection between servers and clients, and uses digital certificates to authenticate servers or servers and clients. When subscribers log on to the Cisco Personal Communications Assistant (PCA), their credentials are sent across the network to Cisco Unity in clear text. The same is true when the Cisco Unity Administrator and the Status Monitor are configured to use the Anonymous authentication method (rather than the Integrated Windows authentication method). In addition, the information that subscribers enter on the pages of the Cisco Unity Administrator (regardless of which authentication method it uses) and the Cisco PCA is not encrypted.

For increased security, it is therefore recommended that you set up Cisco Unity to use the SSL protocol. Using the SSL protocol ensures that all subscriber credentials—as well as the information that a subscriber enters on any page in the Cisco Unity Administrator or Cisco PCA—are encrypted as the data is sent across the network.

For more information, refer to the “Setting Up Cisco Unity to Use SSL” chapter in the *Cisco Unity Installation Guide*, available on Cisco.com at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_installation_guides_list.html.

Tools Depot

The following tools have been updated or are new in the Tools Depot. The Cisco Unity Tools Depot icon is available on the Cisco Unity server desktop.

Table 1 Changes to the Tools Depot

| Updated Tools | New Tools |
|--|--|
| <ul style="list-style-type: none"> • Advanced Settings Tool • Bridge Traffic Analyzer • Bulk Edit • Bulk Logout • Codec Checker • DB Walker • Gather Unity System Info • Global Subscriber Manager • Migrate Subscriber Data • Port Usage Analyzer • Public Distribution List Builder • Schedule Unity Restart • Set Volume • Set Wav Format • Subscriber Information Dump <p>For information on the changes to a tool, see the revision history in online Help for the tool.</p> | <ul style="list-style-type: none"> • Audio Text Manager • Bulk Import Domino • Bulk Import Exchange • Change Notes Password • Database Explorer • IP Fax Configuration Wizard • License File Install Wizard • License Info Viewer • Message Store Manager • Permissions Wizard • Service Configuration Wizard • Telephony Integration Manager • Third Party Fax Administration • Unity Diagnostic Viewer <p>For information on how a tool works, see online Help for the tool.</p> |

The left pane of the Tools Depot lists all available tools by category. To display online Help for a tool, click the name in the left pane. To run the tool, double-click the name.

Some tools work only with selected versions of Cisco Unity. If a tool does not appear in the Tools Depot, it does not work with the version of Cisco Unity currently running.

Voice Cards Qualified for Use with Cisco Unity

The following voice cards have been qualified for use with Cisco Unity 4.0(x):

- Intel D/41JCT-LS
- Intel D/41JCT-Euro
- Universal (3.3Vdc or 5Vdc dual voltage) PCI versions of the D/120JCT-LS and the D/120JCT-Euro

For the most current list of all supported voice cards—including cards qualified since the release of Cisco Unity version 4.0(1)—refer to the “Supported Voice Cards” section in *Cisco Unity 4.0 System Requirements, and Supported Hardware and Software* on Cisco.com at

http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_installation_guides_list.html.

Voice Connector for Exchange Release Notes

Release Notes for Cisco Unity Voice Connector for Exchange Release 10.0(1) are available on Cisco.com at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_release_notes_list.html.

The Cisco Unity Voice Connector for Exchange is a networking component that enables messaging between:

- Cisco Unity servers that access separate directories (SMTP Networking).
- Cisco Unity servers and other voice messaging systems via AMIS, VPIM, or the Cisco Unity Bridge.

The Voice Connector version 10.0(1) is available on the Cisco Unity 4.0(1) DVD and CD 1.

VPIM-Compliant Voice Messaging Systems Qualified for Use with Cisco Unity with Exchange

Cisco Unity with Exchange supports Voice Profile for Internet Mail (VPIM) version 2, which allows the exchange of voice, fax, and text messages with other VPIM-compliant voice messaging systems. (VPIM is not supported for use with Cisco Unity with IBM Lotus Domino.)

The following systems are supported for use with Cisco Unity 4.0(x):

- Mitel/Baypoint NuPoint Messenger (formerly known as Centigram Series 6)
- Nortel Meridian Mail with Meridian Mail Net Gateway
- Nortel CallPilot

For the most current list of all supported voice messaging systems—including systems qualified since the release of Cisco Unity version 4.0(1)—refer to the “Supported VPIM-Compliant Voice Messaging Systems” section in *Cisco Unity 4.0 System Requirements, and Supported Hardware and Software* on Cisco.com at

http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_installation_guides_list.html.

For information on using VPIM in Cisco Unity, refer to the *Networking in Cisco Unity Guide*, available on Cisco.com at

http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_feature_guides_list.html.

New and Changed Functionality

New and Changed Functionality—Release 4.0(1)

Application Event Logging for Cisco Unity Events

You can now identify the Cisco Unity events in either the Event Log report or the Event Viewer as those events that begin with “CiscoUnity” (for example, “CiscoUnity_LogMgr”). In previous releases, the Cisco Unity events began with “Av.”

Authentication Method for Cisco Unity Web Applications

By default, Microsoft Internet Information Services (IIS) is configured so that the Cisco Unity Administrator uses the Integrated Windows authentication method (formerly called NTLM or Windows NT Challenge/Response authentication) to authenticate the user name and password. If you prefer, you can configure IIS so that the Cisco Unity Administrator and the Status Monitor use the Anonymous authentication method instead. With Anonymous authentication, Cisco Unity authenticates the credentials that subscribers enter on the Cisco Unity Log On page. In contrast, Windows verifies user credentials when IIS is configured to use the Integrated Windows authentication method. For more

information on how authentication works with the Cisco Unity Administrator and the Status Monitor and how to change it, refer to the “Setting Up Authentication for the Cisco Unity Administrator” chapter in the *Cisco Unity Installation Guide*, available on Cisco.com at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_installation_guides_list.html.

Unlike the Cisco Unity Administrator and the Status Monitor, the Cisco Personal Communications Assistant (PCA) is configured to use the Anonymous authentication method by default. You cannot change the authentication method for the Cisco PCA. The Cisco PCA is a website that subscribers use to access the Cisco Unity Assistant and the Cisco Unity Inbox. In version 3.1(x) and earlier, the Cisco Unity Assistant was known as the ActiveAssistant, or AA; the Cisco Unity Inbox was known as the Visual Messaging Interface, or VMI.

The ActiveAssistant and VMI relied on the Integrated Windows authentication method, which meant that when subscribers logged on to an untrusted domain, subscribers were prompted to re-enter their credentials each time they wanted to use the phone as a recording and playback device for the Media Master. However, because the Cisco PCA uses the Anonymous authentication method, once subscribers log on to Cisco PCA, they do not need to re-enter their credentials to use the phone as a recording and playback device for the Media Master. As a result, you no longer have to configure each subscriber browser to prompt for a user name and password and/or establish trusts across domains as recommended in previous releases. For more information on how authentication works with the Cisco PCA, refer to the “Setting Up the Cisco Personal Communications Assistant” section in the “Setting Up Client Applications” chapter in the *Cisco Unity System Administration Guide*, available on Cisco.com at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_maintenance_guides_list.html.



Note

For increased security with all Cisco Unity web applications, we recommend that you set up Cisco Unity to use SSL (see the “Secure Sockets Layer (SSL) Protocol Qualified for Use with Cisco Unity” section on page 6).

Note that the authentication method that is used with ViewMail for Microsoft Outlook did not change for the 4.0(1) version of ViewMail (ViewMail still uses Integrated Windows authentication), except that subscribers can now enter credentials when authentication fails (such as when subscriber computers are in a different domain than Cisco Unity).

Cisco Personal Communications Assistant

The Cisco Personal Communications Assistant (PCA) is a website that serves as a central access point to the Cisco Unity Assistant and the Cisco Unity Inbox. The Cisco PCA is not a licensed feature, nor are subscribers required to have class of service rights to access it. However, subscribers do require proper class of service rights to the Cisco Unity Assistant and the Cisco Unity Inbox. (See the “Cisco Unity Assistant” section on page 10 and the “Cisco Unity with Exchange: Cisco Unity Inbox” section on page 14 for more information.)

Any Cisco Unity subscriber can access the Cisco PCA at the URL <http://<Cisco Unity server>/ciscopca>. (Note that the URL is case sensitive.)

For this release, online Help for the Cisco PCA is not available on the Cisco Unity software discs. Instead, it will be available to download separately from the Cisco Software Center website at <http://www.cisco.com/kobayashi/sw-center/sw-voice.shtml>. Refer to the readme file posted with the Help files for download and installation instructions.

In version 3.1(x) and earlier, the Cisco Unity Assistant was known as the ActiveAssistant, or AA; the Cisco Unity Inbox was known as the Visual Messaging Interface, or VMI. Subscribers who use the following ActiveAssistant URLs will be automatically redirected to the Cisco PCA website:

- `http://<Cisco Unity server>/web/aa`
- `http://<Cisco Unity server>/ActiveAssistant`

Likewise, subscribers who use the VMI URL `http://<Cisco Unity server name>/web/vmi` will also be automatically redirected to the Cisco PCA website.

See the [“Authentication Method for Cisco Unity Web Applications”](#) section on page 8 for information on how Cisco PCA authentication works.

Cisco Unity Assistant

The Cisco Unity Assistant is a website that gives subscribers the ability to customize personal settings—including recorded greetings and message delivery options—on their computers. Subscribers use the Cisco PCA to access the Cisco Unity Assistant.

To access the Cisco Unity Assistant, subscribers must be given the proper class of service rights on the Subscribers > Class of Service > Features Page in the Cisco Unity Administrator.

Note that in version 3.1(x) and earlier, the Cisco Unity Assistant was known as the ActiveAssistant, or AA. Subscribers who use the following ActiveAssistant URLs will be automatically redirected to the Cisco PCA website (`http://<Cisco Unity server name>/ciscopca`):

- `http://<Cisco Unity server>/web/aa`
- `http://<Cisco Unity server>/ActiveAssistant`

Cisco Unity Bulk Import Wizard

The Cisco Unity Bulk Import wizard allows you to create multiple subscriber accounts at once by using imported user data.

Table 2 *Using the Cisco Unity Bulk Import Wizard with Cisco Unity with Domino*

| Import Data From | Type of Subscriber Account |
|----------------------------------|----------------------------|
| Comma-separated value (CSV) file | Regular, Internet |

Table 3 *Using the Cisco Unity Bulk Import Wizard with Cisco Unity with Exchange*

| Import Data From | Type of Subscriber Account |
|--|--|
| Exchange 5.5 directory or Active Directory | Regular, AMIS, Bridge, Internet, or VPIM |
| Comma-separated value (CSV) file | Regular, AMIS, Bridge, Internet, or VPIM |

The Cisco Unity Bulk Import wizard replaces the following tools:

- Cisco Unity Import Utility (also known as AvImport)—In previous versions of Cisco Unity, this tool was used to create multiple subscriber accounts at once, either by using information from Exchange mailboxes or from a comma-separated value file. There were two versions of the Import utility: one for Exchange 5.5 and one for Exchange 2000. Both versions of the utility are obsolete with the Cisco Unity Bulk Import wizard.

- External User Import Utility—In previous versions of Cisco Unity, this tool was used to create AMIS and Bridge subscriber accounts.

Cisco Unity-CM TSP Automatically Installed

Cisco Unity-CM TSP version 7.0(1) and later is automatically installed by the Cisco Unity Installation and Configuration Assistant in Cisco Unity version 4.0(x).

Cisco Unity Greetings Administrator

The Cisco Unity Greetings Administrator allows Cisco Unity system administrators to manage call handler greetings by using the Cisco Unity phone conversation. For example, the owner of a call handler can now call Cisco Unity from any site, and:

- Rerecord a call handler greeting.
- Enable or disable the alternate greeting for a call handler.
- Determine which greeting is currently active for a call handler.

In previous versions of Cisco Unity, administrators had to log on to the Cisco Unity Administrator to manage call handler greetings.

The RSA SecurID system is not available for callers who use the Cisco Unity Greetings Administrator change call handler greetings over the phone.

Cisco Unity Installation and Configuration Assistant

The Cisco Unity Installation and Configuration Assistant is a utility to ease the setup of Cisco Unity software on a system that is not using Cisco Unity failover. Installers use the assistant to run five programs:

- Cisco Unity Setup program, which checks the system and installs the software.
- Cisco Unity Install License File wizard, which installs the Cisco Unity license files.
- Cisco Unity Services Configuration wizard, which configures the services.
- Cisco Unity Message Store Configuration wizard, which configures the message store.
- Cisco Unity Telephony Integration Manager, which integrates Cisco Unity with the phone system.

For information on how to use the assistant, refer to the “Installing and Configuring Cisco Unity Software” section in the “Installing and Configuring Cisco Unity Software” chapter of the *Cisco Unity Installation Guide*. The guide is available on Cisco.com at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_installation_guides_list.html.

Cisco Unity Install License File Wizard

The Cisco Unity Install License File wizard is a program that aids in setting the license files that the Cisco Unity system will use. The program is run during installations and upgrades, and to change licensed features.

Cisco Unity Message Store Configuration Wizard

The Cisco Unity Message Store Configuration wizard is a program run during installations and upgrades to connect Cisco Unity with the message store.

Cisco Unity Permissions Wizard

The Cisco Unity Permissions wizard automatically sets most of the permissions required by the account used to install Cisco Unity and for the one or two accounts that own Cisco Unity services (depending on the message store). The Permissions wizard must be run before Cisco Unity can be installed.

For information on using the Cisco Unity Permissions wizard to set permissions, refer to the “Creating Accounts for the Installation and Setting Rights and Permissions” chapter of the *Cisco Unity Installation Guide*. For detailed information on the permissions set by the Permissions wizard, refer to the “Permissions Set by the Cisco Unity Permissions Wizard” appendix in the *Cisco Unity Installation Guide*. The guide is available on Cisco.com at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_installation_guides_list.html.

Cisco Unity Port Licensing Model

Cisco has changed the way Cisco Unity licenses are sold. Licenses specify a maximum of 16 (for bundles), 32, or 72 ports. However, the maximum number of ports you can configure is the lower of the number specified by the license or the number of ports supported by the platform. For example, if the platform supports up to 48 ports and you have a 72-port license, you have the option to configure up to 48 ports. Whereas, if the platform supports up to 48 ports and you have a 32-port license, you have the option to configure up to 32 ports.

Cisco Unity Services Configuration Wizard

The Cisco Unity Services Configuration wizard is a program run during installations and upgrades to set the accounts that the Cisco Unity directory-facing and message store-facing services will use.

Cisco Unity System Preparation Assistant

The Cisco Unity System Preparation Assistant is a utility that helps installers customize the platform for Cisco Unity. After the operating system is installed, the assistant is run to check for and install the required Windows components, browser, database, and service packs.

For more information on the Cisco Unity System Preparation Assistant, refer to the “Running the Cisco Unity System Preparation Assistant” section in the “Customizing the Cisco Unity Platform” chapter of the *Cisco Unity Installation Guide*. The guide is available on Cisco.com at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_installation_guides_list.html.

Cisco Unity Telephony Integration Manager

The Cisco Unity Telephone Integration Manager (UTIM) is a utility that has a graphical user interface and wizard to aid in creating, modifying, and deleting integrations with phone systems.

Cisco Unity with Domino: Lotus Notes with IBM Lotus Domino Unified Communications Services (DUCS) for Cisco Unity

With IBM Lotus Domino Unified Communications Services (DUCS) for Cisco Unity, Cisco Unity subscribers can send and manage voice, fax, and e-mail messages from their IBM Lotus Notes Inbox. Subscribers can use Lotus Notes with DUCS for Cisco Unity to send voice messages to other subscribers, non-Cisco Unity subscribers, and public distribution lists. They can play and record voice messages by using the VCR-style recording and playback controls presented in the message form.

Note that when subscribers listen to new messages by using Lotus Notes with DUCS for Cisco Unity, Cisco Unity relies on the Domino server to determine whether the subscribers have listened to new messages. As a result, subscribers who work with Lotus Notes offline will report that message waiting indicators (MWIs) on their phones do not turn off in a timely manner. Advise subscribers that once their Lotus Notes client replicates with the Domino server, the MWIs will be turned off.

DUCS for Cisco Unity is not a licensed feature, nor does it require that you give subscribers special class of service privileges or passwords to use it. To set up Lotus Notes with DUCS for Cisco Unity, install DUCS for Cisco Unity on each subscriber workstation, as applicable. Refer to the DUCS for Cisco Unity documentation for details.

Cisco Unity with Domino: Networking Options

Cisco Unity with Lotus Domino supports the following networking options:

Digital Networking—Allows messaging among multiple Cisco Unity servers that access the same subscriber directory. The directory in which Cisco Unity stores data is specified when Cisco Unity is set up. You specify an address book (or directory) that Cisco Unity uses to import users from. This is the directory that Cisco Unity monitors for data from other Cisco Unity servers. During setup, you also specify one Domino server (the partner Domino server) through which Cisco Unity communicates with other Domino servers in the network. To use Digital Networking:

- The partner Domino servers must be in the same Notes domain.
- Each Cisco Unity server must be set up to monitor the primary Domino Directory for the domain, names.nsf.

Internet Subscribers—By creating Internet subscriber accounts, you enable Cisco Unity subscribers to exchange voice messages with individuals who have computers connected to the Internet or to any TCP/IP network. An Internet subscriber receives a voice message as an e-mail with a WAV attachment.

Cisco Unity with Domino: New Cisco Unity Components

Cisco Unity with Lotus Domino includes the following new components:

Directory Monitor—Cisco Unity is configured to monitor one or more Notes address books for changes and to allow imports of users. The directory monitor for Domino keeps the Cisco Unity data in the specified address books synchronized with the SQL database on the Cisco Unity server. The directory monitor also works in the other direction, and writes changed information from Cisco Unity to the directory. The directory monitor service name is AvDSDomino.

Message Abstraction Layer (MAL)—The MAL for Domino interfaces with DUCS for Cisco Unity and enables Cisco Unity to use Domino as a message store.

Notifier—The Notifier for Domino monitors each subscriber Inbox and sends notification requests to other Cisco Unity components that turn on/off message waiting indicators, or notify a subscriber of new messages by calling a phone or pager, or by sending an e-mail.

Cisco Unity with Exchange: Active Directory Schema Changes

During setup of Cisco Unity with Exchange, you specify one Exchange server (the partner Exchange server) through which Cisco Unity communicates with other Exchange servers in the network. If the partner server is Exchange 2000, then Cisco Unity stores a small subset of its data in Active Directory, which means the schema must be modified.

The only difference with the schema extensions required by Cisco Unity 4.0(x) and those for Cisco Unity 3.x is that Cisco Unity 4.0(x) adds two attributes to the location object class: `ciscoEcsbuUMSystemState` and `ciscoEcsbuAlternateDtmfIdsOrder`. To see the changes that the schema update program makes, browse to the directory `Schema\LdifScripts` on the Cisco Unity DVD or CD1, and view the file `Avdirmonex2k.ldf`.

Because attributes are added and not taken away or changed, if necessary, the 4.0(x) version of the `Avdirmonex2k.ldf` script can be run on networks with only Cisco Unity 3.x servers.

To support VPIM Networking, the schema must be further extended to add attributes to the Cisco Unity location object class. To see the schema changes that need to be made to support VPIM Networking, browse to the directory `Schema\LdifScripts` on Cisco Unity Disc 1, and view the file `Vpimgateway.ldf`.

For more information about the data that Cisco Unity stores in Active Directory, refer to *White Paper: Cisco Unity Data and the Directory (with Microsoft Exchange)* and *White Paper: Active Directory Capacity Planning*, available on Cisco.com at:

http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_white_papers_list.html.

Cisco Unity with Exchange: Cisco Unity Import Utility No Longer Available

In previous releases of Cisco Unity, the Cisco Unity Import utility (also known as AvImport) was used to create multiple subscriber accounts at once, either by using information from Exchange mailboxes or from a comma-separated value file.

There were two versions of the Import utility: one for Exchange 5.5 and one for Exchange 2000. Both versions of the utility have been replaced by the Cisco Unity Bulk Import wizard. See “[Cisco Unity Bulk Import Wizard](#)” section on page 10 for details.

Cisco Unity with Exchange: Cisco Unity Inbox

The Cisco Unity Inbox website lets subscribers listen to, compose, reply to, forward, and delete voice messages. Subscribers use the Cisco Personal Communications Assistant (PCA) to access the Cisco Unity Assistant and the Cisco Unity Inbox.

The Cisco Unity Inbox is a licensed feature, and can be accessed only if it is purchased. In addition, subscribers who want to access the Cisco Unity Inbox, must be given the proper class of service rights on the Subscribers > Class of Service > Features page in the Cisco Unity Administrator.

Note that in version 3.1(x) and earlier, the Cisco Unity Inbox was known as the Visual Messaging Interface, or VMI. Subscribers who use the VMI URL `http://<Cisco Unity server name>/web/vmi` will be automatically redirected to the Cisco PCA website. The URL for the Cisco PCA is `http://<Cisco Unity server name>/ciscopca`.

Cisco Unity with Exchange: Enterprise Deployment of ViewMail for Microsoft Outlook

The ViewMail for Microsoft Outlook setup has been redesigned to use Microsoft Windows Installer, and is presented in a wizard format. The new setup allows system administrators to deploy and support ViewMail from a CD ROM, shared network drive, or by utilizing software publishing tools, such as Microsoft IntelliMirror and version 1.2 or 2.0 of Systems Management Server (SMS).

In addition, the new ViewMail installation no longer requires the installation of Microsoft Collaboration Data Objects (CDO) on client workstations.

For more information on installing ViewMail, see the “Setting Up Client Applications” chapter in the *Cisco Unity System Administration Guide*, available on Cisco.com at

http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_maintenance_guides_list.html.

Cisco Unity with Exchange: External User Import Utility No Longer Available

In previous releases of Cisco Unity, the External User Import utility was used to create AMIS and Bridge subscriber accounts. The utility has been replaced by the Cisco Unity Bulk Import wizard. See [“Cisco Unity Bulk Import Wizard” section on page 10](#) for details.

Cisco Unity with Exchange: Voice Profile For Internet Messaging (VPIM)

Cisco Unity with Exchange supports the Voice Profile for Internet Messaging (VPIM) protocol, which allows different voice messaging systems to exchange voice, fax, and text messages over the Internet or any TCP/IP network. VPIM is based on the Simple Mail Transfer Protocol (SMTP) and Multipurpose Internet Mail Extension (MIME) protocols.

See the [“VPIM-Compliant Voice Messaging Systems Qualified for Use with Cisco Unity with Exchange” section on page 8](#) for a list of supported voice messaging systems.

For information on using VPIM in Cisco Unity, refer to the *Networking in Cisco Unity Guide*, available on Cisco.com at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_feature_guides_list.html.

DVD Installation for Cisco Unity Software

Cisco Unity software is now shipped on a DVD. The software is still available on CDs by request.

Enable 12- or 24-Hour Time Stamps for Subscriber Messages

You can select the time format used for the message time stamps that subscribers hear when they listen to their messages over the phone. The following options are available on the Conversation pages in the Cisco Unity Administrator for subscriber templates and individual subscribers:

System Default—Subscribers hear message time stamps in the time format specified in the Use 24-Hour Time Format for Conversation and Schedules field on the System > Configuration > Settings page in the Cisco Unity Administrator. (Cisco Unity uses the 12-hour clock format as the system default.)

12-Hour Clock—Subscribers hear 1:00 p.m. when listening to the time stamp for a message left at 1:00 p.m.

24-Hour Clock—Subscribers hear 13:00 when listening to the time stamp for a message left at 1:00 p.m. Subscribers can also set their own time stamp preferences in the Cisco Unity Assistant.

FlexStack

The Conversation pages in the Cisco Unity Administrator for subscriber templates and individual subscribers are redesigned to offer administrators more flexibility when specifying message playback preferences for subscribers. To customize the order in which Cisco Unity plays new and old messages, you can first sort them by message type (e.g. urgent faxes, urgent voice messages, normal e-mails, etc.), and then indicate whether the newest or oldest messages are played first.

In addition, you can specify whether Cisco Unity plays a new Message Type menu for subscriber when they check messages by phone. The Message Type menu allows subscribers to choose the type of messages that they want to hear.

Subscribers can use the Cisco Unity Assistant to change their own message playback preferences, and to specify whether they want to use the Message Type menu.

For information on setting up message playback preferences for subscribers, refer to the “Subscriber Template Conversation Settings” section in the “Subscriber Template Settings” chapter of the *Cisco Unity System Administration Guide*. The guide is available on Cisco.com at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_maintenance_guides_list.html. The Message Type menu is also provided on the back of the *Cisco Unity Phone Menus* card for use as a quick reference guide.

Improved Directory Handler Searches

By enabling the new Play All Names field on the Call Management > Directory Handler > Profile page in the Cisco Unity Administrator, you can set up a directory handler so that Cisco Unity plays the names of all subscribers rather than requiring the caller to search by spelled name, as in previous releases.

Cisco Unity plays the names of all subscribers in the directory when either of the following conditions are true:

- One to five subscriber names are listed in the directory.
- The caller chooses to play all names listed in the directory. When there are more than five (but less than 51) subscriber names listed in the directory, the Cisco Unity phone conversation allows callers the choice of either searching for a subscriber in the directory by spelled name or having Cisco Unity play all names listed in the directory.

Note that when the Play All Names field is enabled and there are no subscriber names listed in the directory, Cisco Unity sends the caller to the call handler specified on the Caller Input page. However, when a directory handler includes more than 50 subscriber names, Cisco Unity still requires the caller to search for a subscriber by spelled name.

License Files Replace System Keys

Cisco Unity has changed its license-control process from using a physical system key to using electronic license files. License files are required to install or to upgrade Cisco Unity software and to change licensed features. A system key is no longer required.

License Pooling

License pooling is a feature that enables you to use licenses efficiently by allowing them to be shared among two or more Cisco Unity servers within the same corporate directory.

The following features are pooled:

- Subscribers

- Unified Messaging Subscribers
- Cisco Unity Inbox Subscribers

To add a Cisco Unity server's subscriber licenses to the pool, you install a license file that has the license pooling feature enabled on the Cisco Unity server. If the Cisco Unity system is using failover, you install the file only on the primary Cisco Unity server.

For the procedure on viewing license pooling information, see the [“Viewing License Pooling Information: Cisco Unity System Administration Guide”](#) section on page 41 in the [“Documentation Updates”](#) section.

Live Reply (“Call the Subscriber”)

Live reply allows subscribers who listen to their messages by phone to respond to a message from another subscriber by calling them. When live reply is enabled, subscribers listening to messages by phone can reply to a subscriber message by pressing 4-4 to have Cisco Unity call the subscriber directly. (Subscribers using Optional Conversation 1 press 8-8 for live reply.)

Cisco Unity dials the extension of the subscriber who left the message only when:

- The subscriber who left the message is homed on the same Cisco Unity server as the subscriber attempting to reply.
- The Transfer Incoming Calls to Subscriber's Phone setting for the subscriber who left the message is set to ring an extension or another number. (The Transfer Incoming Calls to Subscriber's Phone field is on the Subscribers > Subscribers > Call Transfer page in the Cisco Unity Administrator.)

Live reply is a class of service feature. For information on enabling it for subscribers, refer to the “Class of Service Messages Settings” section in the “Class of Service Settings” chapter of the *Cisco Unity System Administration Guide*. The guide is available on Cisco.com at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_maintenance_guides_list.html.

Multiple Directory Handlers

The multiple directory handler feature provides quick, effective, and secure directory searches for systems with hundreds or thousands of subscribers. Multiple directory handlers are also used for call routing in headquarters and branch office deployments where Cisco Unity provides centralized call processing. Administrators can create as many directory handlers as they need to manage caller searches for subscribers. (Directory handlers provide directory assistance in Cisco Unity that callers can use to reach subscribers. When a caller searches on a name or part of a name, a directory handler looks up the extension and routes the call to the appropriate subscriber.)

Multithreaded G.729a Codec

The multithreaded G.729a codec version 2.0.0.6 is supported for use and shipped with Cisco Unity version 4.0(x). It is automatically installed on the Cisco Unity server by the Cisco Unity Installation and Configuration Assistant.

Use the SL_G729a_setup.exe file on the Cisco Unity DVD or CD1 to install the G.729a codec as needed on subscriber workstations that do not have ViewMail for Microsoft Outlook or DUCS for Cisco Unity installed.

Note that by default, ViewMail for Microsoft Outlook and DUCS for Cisco Unity install the single-threaded version 1.0.0.0 G.729a codec. It is not necessary to upgrade these workstations to the multithreaded version 2.0.0.6 codec.

To determine the version of the G.729a codec installed on the Cisco Unity server or on a subscriber workstation, refer to the [“To determine the G.729a audio codec version in use” section on page 3](#).

Option to Disable Addressing Messages by Spelled Name

System administrators can disable addressing by spelled name so that subscribers can address messages only by extension.

Option to Install G.711 and G.729a Prompt Sets

During installation of Cisco Unity, you can choose whether to install the G.711 prompt set (the default) or the G.729a prompt set. The prompt set installed must match the message storage codec chosen during system configuration planning. Both the G.711 and G.729a prompt sets are also available for download from the Cisco Software Center at <http://www.cisco.com/kobayashi/sw-center/sw-voice.shtml>.

RealSpeak TTS Languages

Mainland Mandarin, Norwegian, Swedish, Italian, Danish, and Dutch RealSpeak text-to-speech (TTS) languages are supported, as well as a revised Japanese TTS engine. A maximum of nine TTS languages may be installed on the Cisco Unity server.

Session Initiation Protocol (SIP) Integration

Cisco Unity can use session initiation protocol (SIP) to integrate with a Cisco SIP Proxy Server.

Streamlined Message Playback Conversation

The Cisco Unity conversation, which subscribers hear when they check their messages by phone, has been enhanced in the following ways:

- Some prompts were revised to eliminate confusing phrases and provide clearer instructions.
- Message header, body and footer were combined into one phrase to allow subscribers to access the message menu more quickly and easily.
- Some prompts were added to confirm subscriber actions (for example, Cisco Unity now plays “Marked new,” “Saved,” or “Deleted”).

Windows Terminal Services

Microsoft Windows Terminal Services, or WTS, is the default remote-access software for the Cisco Unity server. See the [“Windows Terminal Services Limitations” section on page 20](#).

Installation and Upgrade Notes

For detailed information on installing a new Cisco Unity 4.0(x) system or on upgrading to Cisco Unity version 4.0(x), refer to the *Cisco Unity Installation Guide*, available on Cisco.com at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_installation_guides_list.html.

Cisco Unity Phone Conversation System Prompts

System prompts are standard recordings that come with the Cisco Unity system, and they cannot be changed by using the Cisco Unity Administrator, the Cisco Unity Assistant, or the phone conversation. System prompts are played in different combinations in multiple places in the phone conversation. All system prompts are located in the `CommServer\Localize\Prompts` directory and subdirectories.

Do not delete system prompts, as this can cause system errors.

Customizing system prompts is also not supported. All system prompts are automatically deleted and replaced whenever you upgrade Cisco Unity, including the installation of maintenance releases.

Cisco Unity with Exchange: ViewMail for Microsoft Outlook No Longer Controlled by Class of Service

Subscribers are no longer required to have special class of service privileges to use ViewMail for Microsoft Outlook. Any subscriber who has ViewMail installed can use it.

Upgrade Effect on Diagnostic Traces and the Intel Dialogic Quiet Parameter

Diagnostic traces that were set before an upgrade are not preserved and must be reset after the upgrade.

The Intel Dialogic quiet parameter is preserved in an upgrade only if the voice card software is not reinstalled from the Cisco Unity Installation and Configuration Assistant. If the Install Voice Card Software check box is checked in the Cisco Unity Setup program, the quiet parameter will be lost and must be reset after the upgrade.

Upgrades from Cisco Unity Versions Earlier than 2.3(4.104) Are Not Supported

The Cisco Unity Database Export and Database Import utilities, which let you export subscriber and other information from a 2.x system and import it into a 4.0(x) system, do not work on a Cisco Unity system earlier than version 2.3(4.104). You must install Cisco Unity 4.0(x) as a new system, and all Cisco Unity data from the old system is lost.

Using Mainland Mandarin Text to Speech

If you set up Mainland Mandarin text to speech, set the following Regional Options fields on the Cisco Unity server (on the Windows Start menu, click **Settings > Control Panel > Regional Options > General**):

- Your Locale is set to **Chinese (PRC)**.
- Language Setting for the System (Default) is set to **Simplified Chinese OS (CHS)**.
(To change the Language Setting for the System, click **Set Default**. In the Select System Locale window list, click **Simplified Chinese OS (CHS)**.)

Restart the Cisco Unity server for the changes to take effect.

Limitations and Restrictions

Dual NICs

Cisco Unity is qualified for dual network interface cards (NIC) configured only in adaptive fault-tolerant mode (AFT is the abbreviation used by Dell and IBM), which is also known as network fault-tolerant mode (NFT is the abbreviation used by Hewlett-Packard). The supported configuration is one NIC designated as primary and the other as secondary, with a single IP address (the NICs do not have individual IP addresses) and both cards connected to the same network. The configuration uses currently supported hardware and applies to all shipping versions of Cisco Unity.

Replacing Disks in a RAID

For any server in a Cisco Unity system (the Cisco Unity server, a failover server, a Cisco Unity Bridge server, a message store server, or a dedicated DC/GC), Cisco Unity only supports replacing a defective disk in a RAID with a blank disk to repair the RAID. Replacing disks in a RAID for any other reason is not supported.



Caution

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

Text-to-Speech Does Not Play Name in From Field

By design, when subscribers listen to their e-mail messages by using the Cisco Unity phone conversation, the text-to-speech (TTS) feature does not “read” the name in the From field to subscribers. Thus, if the message is from someone who is not a Cisco Unity subscriber, the Cisco Unity conversation does not indicate who sent the message. However, when a message is from a Cisco Unity subscriber, the Cisco Unity conversation plays the name (if one is recorded) or extension for that subscriber.

The design allows better TTS performance, and has worked as described since Cisco Unity 2.46. For more information, refer to caveat CSCdx95644. (If you have an account with Cisco.com, you can use Bug Toolkit to find caveats of any severity for any release. Bug Toolkit is available at the website http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl.)

Windows Terminal Services Limitations

Table 4 lists the limitations on using Windows Terminal Services on a Cisco Unity server with version 4.0(1) and later.

Table 4 *Windows Terminal Services Limitations with Cisco Unity*

| Remote Functionality | Cisco Unity 4.0(1) and later |
|---|------------------------------|
| Install or upgrade Cisco Unity | Not supported |
| Add or delete a subscriber by using the Cisco Unity Administrator | Supported |
| Use the Cisco Unity Diagnostic Tool | Supported |

Table 4 *Windows Terminal Services Limitations with Cisco Unity (continued)*

| Remote Functionality | Cisco Unity 4.0(1) and later |
|---|-------------------------------------|
| Use the Status Monitor in Tools Depot | Supported |
| Set the dB level of recorded names and greetings by using the Set Volume utility | Not supported |
| Convert recorded names and greetings to a different codec by using the Set Wav Format utility | Not supported |
| Test the Cisco Unity-CM TSP | Supported |

Caveats

This section describes severity 1, 2, and select severity 3 caveats.

If you have an account with Cisco.com, you can use Bug Toolkit to find more information on the caveats in this section, in addition to caveats of any severity for any release. Bug Toolkit is available at the website http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl.

Open Caveats—Release 4.0(1)

Table 5 Cisco Unity Release 4.0(1) Open Caveats

| Caveat Number | Sev | Description |
|---------------|-----|--|
| CSCdv77509 | 2 | <p>When upgrading the Japanese version of Cisco Unity 3.1(x) to 3.1(5), the process fails while copying files. The Japanese error message is “The token ‘;’ could not be parsed.”</p> <p>Workaround</p> <ol style="list-style-type: none"> In each of the following directories, rename all *_a.txt files to *_a.old: <ul style="list-style-type: none"> C:\CommServer\Setup\Common C:\CommServer\Setup\Commsserver C:\CommServer\Setup\Commsserver\<LANG> —for all installed languages C:\CommServer\Setup\Dialogic\IWF (only if the Cisco Unity server contains Dialogic voice cards) In the same directories, convert all .txt files from Unicode to ANSI encoding. To convert the files, open each file in Notepad, <p style="text-align: center;">click File > Save As, change Encoding to ANSI, and overwrite the file.</p> |
| CSCdx31189 | 2 | <p>Users are unable to open the Cisco Unity Administrator, and an error is displayed that the subscriber's account is not associated with a Cisco Unity subscriber account. This problem can occur if Cisco Unity loses network connection to the domain controller or GC that it is connected to, or if Cisco Unity loses network connection with a domain controller in an NT domain.</p> <p>Workaround</p> <ol style="list-style-type: none"> Stop Cisco Unity from the tray icon. Stop AvCsGateway service from the Services Control Panel and then restart the service. Ensure that all Cisco Unity services have restarted, and then access the Cisco Unity Administrator. |
| CSCdy36595 | 2 | <p>Subscribers hear the failsafe conversation when accessing their voice mailbox.</p> <p>The following errors may appear in the Application Event log: Source: VBRuntime EventID: 1 Description: The VB Application identified by the event source logged this Application AvSubSetupUtilsENU: Thread ID: 5984,Logged: modPhraseUtilGeneral: ErrorGettingProperty: Error getting property: MailUserExtension Source: Cisco UnityPhraseServer EventID: 10002 Description: Cisco UnityPhrase:Make - error returned from Make for PhraseServer [AvSubMsgCountENU], PhraseID [AnnounceMsgCount], Message [Invalid procedure call or argument], Return code [800A0005h]. Source: Cisco UnityArbiter EventID: 1020 Description: [Port 26] Failed routing a continued call to application [PHGreeting] with data object type [0]. Using Failsafe instead.</p> <p>On Cisco Unity version 3.1(5) and later systems with a high user/port ratio under heavy call traffic, the AvCsMgr process may leak virtual bytes at a rate that exceeds the recommended limits on a Cisco Unity system.</p> <p>Workaround</p> <ol style="list-style-type: none"> Re-enable the TTS service if it has been disabled. Restart the Cisco Unity server. |

Table 5 Cisco Unity Release 4.0(1) Open Caveats (continued)

| Caveat Number | Sev | Description |
|---------------|-----|---|
| CSCdy70554 | 2 | <p>Symptom:</p> <p>A Cisco Unity server may randomly unregisters some ports from time to time. The port unregister is initiated by Cisco Unity. The following error is displayed in the TSP trace over and over just before Unity unregisters the port:</p> <p>CAvTapiLine::NewCall dwReason 4.</p> <p>CAvTapiLine::NewCall: Previous call not deallocated.</p> <p>Conditions:</p> <p>Problem was found on a Cisco Unity 3.1(4) system with TSP 6.0.2.</p> <p>Workaround:</p> <p>There is no workaround.</p> |
| CSCdy86513 | 2 | <p>Symptom:</p> <p>Cisco Unity for Domino fails to start. Or, Cisco Unity for Domino starts but is nonoperational.</p> <p>Conditions:</p> <p>When Cisco Unity for Domino is stopped, interaction with the Lotus Notes subsystem may terminate incorrectly. Subsequently, starting Cisco Unity will fail to establish a working connection to Domino.</p> <p>Workaround:</p> <p>Cisco recommends that customers reboot the Cisco Unity server each time they stop Cisco Unity.</p> |
| CSCdy87776 | 2 | <p>When a caller reaches Cisco Unity and dials an extension, the caller hears “Please wait while I transfer your call...,” and then hears dead air.</p> <p>This behavior occurs when calling Cisco Unity from a SIP-enabled 7960 phone with Application load POS3-04-0-00 or POS3-04-1-00, and Cisco Unity attempts a release transfer of the call.</p> <p>Workaround</p> <p>Downgrade the SIP-enabled 7960 Phone to POS3-03-2-00. There is no other workaround.</p> |
| CSCdz02639 | 2 | <p>The Cisco Unity Administrator is displayed without any links on the left side when a remote server is accessed from the local Cisco Unity server.</p> <p>Workaround</p> <p>Right click in the links area on the left side of the remote Cisco Unity Administrator, then click Refresh.</p> |
| CSCdz06428 | 2 | <p>Cisco Unity occasionally may not recognize or hear subscriber extensions that the caller dials.</p> <p>In Cisco Unity version 4.0(1), this behavior may occur when Cisco Unity is integrated with Cisco CallManager version 3.1(1).</p> <p>Workaround</p> <p>Update Cisco CallManager to the latest version supported with the current Cisco Unity software.</p> |

Table 5 Cisco Unity Release 4.0(1) Open Caveats (continued)

| Caveat Number | Sev | Description |
|---------------|-----|--|
| CSCdz10708 | 2 | <p>Subscriber data is lost during an upgrade.</p> <p>This problem can occur if the Cisco Unity server is restarted while the Cisco Unity Setup Program is running.</p> <p>Workaround:</p> <p>There is no workaround. Avoid restarting the server while the Cisco Unity Setup Program is copying files. We recommend backing up the data by using DiRT prior to upgrading.</p> |
| CSCdz12267 | 2 | <p>Symptom:</p> <p>When using Text Pager Notification, if a new message arrives to the subscriber, Cisco Unity will continuously send notification messages. They will not cease even after the original message is retrieved.</p> <p>Conditions:</p> <p>This problem only occurs if you're using Lotus Domino as your mailstore. This implies you are using Cisco Unity 4.0 release or higher. You also must have the Text Pager Notification feature enabled and configured to a valid SMTP address.</p> <p>Workaround:</p> <p>There is no workaround. To stop the notification messages from sending, disable the feature from the Cisco Unity Administrator.</p> |
| CSCdz16906 | 2 | <p>Unable to open the Cisco Unity Status Monitor by using the tray icon.</p> <p>The following error is displayed: The page must be viewed over a secure channel. The page you are trying to view requires the use of https in the address. Please try again by typing https:// at the beginning of the address you are attempting to reach. HTTP 403.4 - Forbidden: SSL required Internet Information Services.</p> <p>Workaround</p> <p>Change the URL to https://<servername>/Status.</p> |
| CSCdz16932 | 2 | <p>The Cisco Unity Status Monitor does not connect to Cisco Unity and reports that access is denied.</p> <p>Error message displayed: Problems with this web page might prevent it from being displayed properly or functioning properly. In the future, you can display this message by double-clicking the warning icon displayed in the status bar. Show Details: Line: 112 Char: 5 Error: Access is denied. Code: 0 URL: https://<servername>/Web/SM/MainFrame.asp The status stays Not Connected despite being into Windows Terminal Services with the installer account, using the designated unityadmin account specified when running the Message Store Configuration Wizard.</p> <p>Workaround</p> <p>Make the Authentication type settings consistent between the /Web and the /AvXml virtual directories. They must match, and be either "Anonymous" or "NTLM".</p> |

Table 5 Cisco Unity Release 4.0(1) Open Caveats (continued)

| Caveat Number | Sev | Description |
|---------------|-----|---|
| CSCdz18621 | 2 | <p>During an upgrade from 3.x to 4.0.(1), the Message Store Configuration Wizard does not verify that Exchange permissions for the directory services account are set correctly.</p> <p>The problem has been seen when installers do not follow the installation guide instructions to grant Exchange permissions after running the Cisco Unity Permissions Wizard. The problem applies to both Exchange 5.5 and Exchange 2000.</p> <p>Workaround:</p> <p>Follow the installation guide instructions to grant the necessary permissions to the directory account. Or double-click the file PWHelpExchange.htm in the Utilities\PermissionsWizard directory for instructions.</p> |
| CSCdz22524 | 2 | <p>After forwarding an email or fax message by using the phone, the user is told they have reached the end of their message stack, even though they have more messages, and the failsafe conversation is heard. The forwarded message is never delivered.</p> <p>The problem occurs on Unity 4.x with a Lotus Domino mailstore only when the forward via phone was attempted with an email or fax message that had already been forwarded.</p> <p>There is no workaround.</p> |
| CSCdz23177 | 2 | <p>A reply voice message is not delivered if the original message was created in Lotus Notes client version 5.0.10, and the reply message was sent by phone.</p> <p>Workaround</p> <ol style="list-style-type: none"> 1. Uninstall Lotus DUCs csClient by using the Control Panel. 2. Uninstall the G.729a codec. Do not restart the workstation. 3. Uninstall the Lotus Notes client. 4. Restart the workstation. 5. Install Lotus Notes 5.0.11 client and configure for the subscriber. 6. Install Lotus DUCs csClient and the G.729a codec. 7. Restart the workstation. |
| CSCdz26046 | 2 | <p>In a multiple Cisco Unity server environment, subscribers find more than one match for the All Subscribers distribution list when the All Subscribers distribution list extension number is the same on all servers.</p> <p>The following error is logged in the event log: Event Type: Error Event Source: CiscoUnity_ConvAddrSearch Event Category: Error Event ID: 111 Date: 11/8/2002 Time: 9:31:34 AM User: N/A Computer: MEDIAUNITY1 Description: Extension Conflict for Multiple Subscriber while searching for subscribers through the TUI. Technical details - [99991] on line 9712 in file e:\views\cs_ue4.0.0.280\un_Conv3\AvConvUtilities\AvConvAddrSearchSvr\AvSAddrSearcher.cpp. For more information, click: http://www.CiscoUnitySupport.com/find.php.</p> <p>Workaround</p> <p>Modify the extensions for the All Subscribers distribution list so that it is unique on each Cisco Unity server</p> |
| CSCdz26707 | 2 | <p>When the Cisco Unity Setup Program is cancelled, and then rerun, the program runs in upgrade mode, and the UnityDb database is not created.</p> <p>There is no workaround.</p> |

Table 5 Cisco Unity Release 4.0(1) Open Caveats (continued)

| Caveat Number | Sev | Description |
|---------------|-----|---|
| CSCdz33350 | 2 | <p>Subscribers cannot be imported from peer domains. If there are multiple peer domains at the root of a forest, only the very first domain that was added to the forest is visible in the CUBI domain selection list. All child domains of this domain are also visible in the domain selection list.</p> <p>This can occur in Cisco Unity version 4.0(1) when connected to Exchange 2000 and Active Directory where there are multiple peer domains at the root of a forest. Cisco Unity Bulk Import is only aware of the first domain, along with all child domains, that were installed in the forest.</p> <p>Workaround</p> <p>Use the Unity System Administrator to import/create new subscribers.</p> |
| CSCdz34690 | 2 | <p>Message notification does not use all ports that are configured for notification, so notifications go out slowly. This is most apparent when a voice message is sent to a distribution list and multiple subscribers on the distribution list have message notification configured. The delay is more pronounced when fewer ports are dedicated to message notification and MWI dialouts. This can occur on either a Microsoft Exchange or Lotus Domino mailstore.</p> <p>Workaround</p> <p>If possible, configure more ports for notification and MWI dialout.</p> |
| CSCdz34786 | 2 | <p>TTS RealSpeak fails to load if more than 9 languages are installed. There is an error in the Event Log indicating that TTS failed to load, and subscribers accessing TTS emails will hear the message, "Sorry, that email cannot be read."</p> <p>Workaround</p> <p>Do not install more than 9 TTS languages.</p> |
| CSCae08096 | 3 | <p>When a caller calls Cisco Unity, the failsafe greeting is played. A Cisco UnityPhraseServer error is logged in the Application event log. The failsafe prompt that is heard when Cisco Unity is called says, "The system is not available to process your call, please try again later." This behavior has been seen in Cisco Unity 2.4.6(x) and 3.(x).</p> <p>Workaround</p> <p>At a command prompt go to the \Commsvr\components directory. Register the AvPhraseServerSvr.dll by typing 'regsvr32 AvPhraseServerSvr.dll'.</p> <p>Info to gather for further investigation</p> <p>We need to know the value of the following registry key from a site that is experiencing the problem: HKEY_CLASSES_ROOT\TypeLib\{560C47E1-B2C2-11D1-B681-00C04FB64EDD}\1.0\0\win32.</p> |
| CSCae08168 | 3 | <p>Sometimes adding a new Restriction Table on the Restriction Table of the Cisco Unity Administrator results in a run time error message. This usually only occurs the first time the administrator accesses the page. This error prevents the table information from appearing properly on the page.</p> <p>Workaround</p> <p>Refresh the browser page (clicking the refresh button or by pressing 'F5') will correct the information in the table.</p> |

Table 5 Cisco Unity Release 4.0(1) Open Caveats (continued)

| Caveat Number | Sev | Description |
|---------------|-----|---|
| CSCdu74580 | 3 | Number of passwords to remember does not work. In Account Policy > Phone password uniqueness, the number of passwords to remember does not work. Cisco Unity will not recall the last used password used. You can re-use the same password over and over again without being forced to change to a unique new password. |
| CSCdv84555 | 3 | <p>Symptom:</p> <p>When setting a Dialing Domain in the Primary Location page of the Cisco Unity Administrator, after the page is saved the radio button next to the empty field is still selected and the radio button next to the selected Dialing Domain appears as unselected.</p> <p>Condition:</p> <p>Cisco Unity servers in the Cisco Unity Administrator Primary Location page when setting or selecting a Dialing Domain other than “None” and saving the page.</p> <p>Workaround:</p> <p>The radio button status is not displaying properly. Whatever Dialing Domain (or “None”) appears in the drop down box in the Dialing Domain section after saving the page is the actual saved setting.</p> |
| CSCdw36215 | 3 | <p>Setup crashes when using a /3GB switch in the boot file.</p> <p>Symptom: Cisco Unity Setup stalls with the following error Insufficient memory available to run Setup. Close all other applications to make more memory available and try to run Setup again. Error 111. Closing all other applications and re-running setup produces the same error Condition: This happens if there is a /3GB switch in the boot.ini file on the Cisco Unity server .</p> <p>Workaround</p> <p>Remove the /3GB switch in order for the install to run correctly and then put it back after the configuration setup is completed</p> |

Table 5 Cisco Unity Release 4.0(1) Open Caveats (continued)

| Caveat Number | Sev | Description |
|---------------|-----|---|
| CSCdw59188 | 3 | <p>Cisco Unity Administrator does not use the fqdn of the machine when selecting users.</p> <p>Description: After you search for a subscriber in the Cisco Unity Administrator, and click on that subscribers name to bring up the subscriber configuration, the URL used to bring up the subscriber config does not contain the FQDN of Cisco Unity machine, it only contains the hostname. If an Administrator is using a PC that has a different FQDN, clicking the subscriber from the search page will result in a 404 error in internet explorer. This is because the Administrators PC queries DNS using his own FQDN rather than the Cisco Unity servers.</p> <p>To Recreate: Log into the Cisco Unity Administrator Click Subscribers Click the magnifying glass to do a search Search for a subscriber Click on any subscriber that shows up The page that you are taken to will not include the FQDN. This used to work fine in 3.0. Example: I can login to Cisco Unity, click on the Subscriber link. The URL in Internet Explorer at this point is: http://smith-unity.sj-ies.cisco.com/Web/SA/FrameASP/SubsFrame.asp?id=%01%0701%3A%7B%CF4CAD9E%2D9AA3%2D4DC3%2D925E%2D0E2358324E59%7D&NavWidth=205 Notice the smith-unity.sj-ies.cisco.com Now after I do a search and select a subscriber, the URL changes to: http://smith-unity/Web/Sa/FrameASP/SubsFrame.asp?DirId=8b7f001524f69d40a0e1ae3fff236184&Alias=JDoe&Server=&Database=&MailBoxId=&FirstName=John&LastName=Doe&UserName=John%20Doe&MailStoreType=&Smt=&NavWidth=205 Notice the hostname of the Cisco Unity server has changed to smith-unity. If my PC did not have a DNS suffix (or FQDN) of sj-ies.cisco.com, I would get a 404 error in IE.</p> <p>Workaround</p> <p>On the PC that you are having the problem on add the DNS Suffix of the Cisco Unity Server to the list of suffixes that will be searched by the PC. Windows 2000/XP example: Click Start -> Settings -> Network Connections -> Click the network adapter currently in use Click Properties Select Internet Protocol (TCP/IP) and Click Properties Click Advanced Click the DNS Tab Select the radio button Append these DNS Suffixes (in order) Add the DNS Suffix of the PC first Add the DNS Suffix of Cisco Unity next</p> |
| CSCdx17690 | 3 | <p>When a Cisco Unity administrator tries to delete an object (call handler, subscriber, etc.) that is a destination of links in the Cisco Unity Administrator, the delete object screen should not delete the object but it does. This results in creation of links that do not have their destination. This defect exists in Cisco Unity 3.0(1) or later.</p> <p>Workaround</p> <p>There is only a workaround for deleting subscriber objects. The Global Subscriber Manager tool available in Tools Depot has an option to delete subscribers. If you delete subscribers from this tool, a wizard will appear asking where to repoint any links that are pointing to the soon to be deleted subscriber. This workaround only applies to Unity 4.0(x) and higher.</p> |
| CSCdx18736 | 3 | <p>Greetings should be linked to specified holidays. Problem: Holiday settings will play closed greeting and not some sort of special holiday greeting. The customer needs to go into the call handlers and manually change the closed greetings to reflect the special holiday message instead of the usual closed message.</p> <p>Workaround</p> <p>None.</p> |

Table 5 Cisco Unity Release 4.0(1) Open Caveats (continued)

| Caveat Number | Sev | Description |
|---------------|-----|--|
| CSCdx44295 | 3 | <p>Cisco Unity may fail to start after the Cisco Unity Configuration Setup is run. This can happen if the name of the Cisco Unity server is changed after SQL has been installed. Both Cisco Unity and MSSQL have a dependency on the name of the server.</p> <p>Workaround</p> <p>Upgrade to Cisco Unity 3.1.5 or higher.</p> <p>To implement the fix, the following procedure must be performed in SQL after the servername has been changed:</p> <ol style="list-style-type: none"> Open query analyzer, and run the following commands: <pre>sp_dropserver '<oldservername>' GO sp_addserver '<newservname>', 'local'</pre> Stop and start the SQL services. Once it restarts, use query analyzer and type <pre>SELECT @@SERVERNAME</pre> <p>Make sure that is the new servername.</p> <p>When SQL is installed, the SQL servername defaults to the NetBios name of the machine. If the NetBios name of the server is changed, the SQL servername does not change with the servername. When Cisco Unity creates the outside caller object, it uses the Unity_<SQL servername> account to create the account in Exchange/NT. However, when Cisco Unity tries to log on to this account, it does not use the Unity_<SQL servername>, it uses Unity_<NetBios servername> and fails. In short, if SQL servername does not equal the NetBios servername, Cisco Unity will not start.</p> |
| CSCdx44689 | 3 | <p>Failover Ports remain registered after failover when 1 port locked. Symptom: When one or more ports is in a locked state and Cisco Unity fails over to the backup, the locked ports don't failover properly unless the Cisco Unity services are stopped manually on the primary. A locked state is when the port thinks it is processing a call (indefinitely) but no one is on the phone anymore. Conditions: This affects all enhanced failover systems running Cisco Unity 3.1 and later. Ports in a locked state can be found with any integration, but most often are found on systems using the Cisco Unity-CM TSP to connect to Cisco Call Manager. Workaround: Stop Cisco Unity manually on the primary and it will clear up the locked ports and thus those ports will fail over properly to the backup Cisco Unity. Further Problem Description: This problem is caused by the logic inside Cisco Unity that waits until a port is idle to fail it over to the secondary Cisco Unity. We don't want to hang up on active calls while they're in progress, so we wait for the port to go idle before failing each port over. But, when a port is locked, it appears to Cisco Unity to be processing a call forever. (You'll see an active call for some large number of hours on the status monitor.) So thus Cisco Unity never thinks it's idle and never fails it over.</p> |
| CSCdx46888 | 3 | <p>Subscribers can be deleted without safely removing any dependencies. Problem: Subscribers can be deleted without the system checking to see if there are any call handlers or other objects that rely on that subscriber for anything. This can be a problem if a call handler relies on that subscriber as the message recipient. Whenever we hit that call handler, we'll get a failsafe message. The owner field on the call handler will also be blank if it was owned by that subscriber. There should be a mechanism that first checks all object dependencies when an administrator attempts to delete a subscriber. Workaround: None.</p> |

Table 5 Cisco Unity Release 4.0(1) Open Caveats (continued)

| Caveat Number | Sev | Description |
|---------------|-----|--|
| CSCdx61880 | 3 | <p>A repeatable error will occur during the outside caller leave and retrieve load testing. The error in the event log will be a Cisco UnityMiu error indicating a failure in AvWav. There will also be an error in the event log indicating acmStreamClose failed with error(5). The ports should continue answering calls, and Cisco Unity should still answer.</p> <p>This problem occurs when using the G.729a codec. This has now been seen using almost any integration. Initially, it was thought to be a voice card integration problem, but it has been seen on Cisco CallManager as well. The prompts and greetings are typically in G.711 and the message record format is G.729a.</p> <p>Workaround</p> <p>Running in a pure G.711 environment should not produce these errors.</p> |
| CSCdx62431 | 3 | <p>When starting Outlook XP with VMO loaded, intermittently you will get the following error. Outlook experienced a serious error the last time the add-in 'c:\program files\viewmail\txfext32.dll' was opened. Would you like to disable this add-in? To reenabke this add-in, click About Microsoft Outlook on the Help menu, and then click Disabled Items.</p> <p>There is no workaround</p> |
| CSCdx66059 | 3 | <p>The Event Notification Utility produces error message boxes to the user but does not log those errors in many cases. It is essential that these errors are logged in a persistent medium so that TAC/sustaining engineers will be able to see what errors were encountered when the customer ran the tool.</p> <p>There is no workaround.</p> |
| CSCdx82421 | 3 | <p>Failover event logging is not clear. Symptom: Informational event messages may show that a server has become active several minutes before the server is actually active. Conditions: When failover of failback is initiated the following messages appear in the application event log Event Type: Information Event Source: AvDirSynch_MC Event Category: Run Event ID: 1077 Description: This Cisco Unity server has become the active server and will start monitoring the Exchange 5.5 directory for changes. Event Type: Information Event Source: AvCsNodeMgr_MC Event Category: Run Event ID: 1047 Description: Service AvCsMgr is active. However, it may take several minutes for the server to actually become active. When the server does become active the same pair of event log messages will be sent again. Work-around: None.</p> |
| CSCdy01456 | 3 | <p>Cisco Unity Administrator shows locked account as unlocked. Symptoms: If a subscriber account is locked after the subscriber enters the wrong pin number or password, the Cisco Unity Administrator shows the account as unlocked on the Subscriber > Account page. Conditions: This problem has been observed on Cisco Unity versions 3.1(1) and 3.1(3). Workaround: 1. In the Cisco Unity Administrator, go to the Subscriber > Account page for the subscriber who has been locked out. 2. Check Cisco Unity Account Status: Locked<noCmdBold>, and click the save icon. 3. Uncheck Cisco Unity Account Status: Locked<noCmdBold>, and click the save icon. The subscriber can now log on to Cisco Unity.</p> |

Table 5 Cisco Unity Release 4.0(1) Open Caveats (continued)

| Caveat Number | Sev | Description |
|---------------|-----|---|
| CSCdy13016 | 3 | <p>Inconsistent behavior when adding Internet Subscribers. Problem: Depending on whether or not there are available licenses for mailboxes, Cisco Unity behaves differently when adding internet subscribers. - If there are mailbox licenses available, Internet Subscribers can be added and do not count against the overall license count. - If there are no mailbox licenses available, Internet Subscribers can not be added and this pop up box appears: Couldn't create the object because no more licenses were available. This occurs regardless of the Class of Service and Subscriber Template assigned to the new Internet Subscriber. Workaround: At least one mailbox license needs to be available. If the Example Subscriber still exists within Cisco Unity, that account is safe to delete as it serves no real function and needlessly uses a mailbox license.</p> |
| CSCdy16295 | 3 | <p>Sometimes, the failover configuration wizard fails to complete successfully and displays a message that it is unable to remove duplicate objects or is unable to configure SQL replication. These error messages will appear when running the failover configuration wizard to configure Cisco Unity failover.</p> <p>Workaround</p> <p>The above messages do not necessarily indicate that the actual problem is while deleting duplicate accounts or while configuring SQL replication. This is because each task involves four or five steps and if any of these steps fail, the same error message appears for each failed step. Look in the Failover Configuration log to identify the actual problem.</p> |
| CSCdy38572 | 3 | <p>Symptom:</p> <p>Cisco Unity Bulk Import wizard only allows import of Bridge, VPIM or AMIS subscribers for a single delivery location at a time.</p> <p>Condition:</p> <p>Cisco Unity 4.0(1) when using the Cisco Unity Bulk Import wizard to import Bridge, VPIM or AMIS subscribers from a .csv file on the Cisco Unity bridgehead server.</p> <p>Workaround:</p> <ol style="list-style-type: none"> 1. Create separate .csv files. 2. Each .csv file should contain all subscribers to be associated with a single Cisco Unity delivery location on the bridgehead server. 3. Run the Cisco Unity Bulk Import wizard once for each delivery location for which subscribers are being imported/created. <p>Additional Information:</p> <p>The Cisco Unity Bulk Import wizard, introduced in 4.0(1), has consolidated the import capabilities previously available in two separate tools in Cisco Unity 3.1(x) —AVImport (also referred to as the Cisco Unity Import utility) and the ExternalUserImport tool. The result is a much improved single tool for import of all subscriber types. The capabilities of this new tool far outweigh what either of the previous tools provided.</p> <p>However, the ExternalUserImport tool in 3.1(x) did have one capability which is not yet available in the initial 4.0(1) release of the Cisco Unity Bulk Import wizard. That is the ability to define the delivery location for each Bridge or AMIS subscriber in the .csv file—allowing one large import of all Bridge and AMIS subscribers at once. Instead, when using the Cisco Unity Bulk Import wizard to import AMIS, Bridge or VPIM subscribers, a single Delivery Location to associate the records in the .csv file with is selected at run time from a list of available delivery locations.</p> |

Table 5 Cisco Unity Release 4.0(1) Open Caveats (continued)

| Caveat Number | Sev | Description |
|---------------|-----|--|
| CSCdy39650 | 3 | <p>Symptom:</p> <p>Transfers from the Opening Greeting to an extension hear “I’m sorry I did not recognize your extension...”</p> <p>Condition:</p> <p>This behavior has been seen in Cisco Unity 3.1(3), but could possibly occur in other 3.x versions. No transfers were working from the call handler into the subscribers phones in a “release to switch” scenario. When you put in the extension, you get the message saying “Sorry that is not a valid entry”. However, the extension and subscriber do exist in Unity.</p> <p>Workaround:</p> <p>Run DbWalker to see if it reports any errors. If there are any errors in the application event log or in DBWalker that say anything about the Location, your Global Location table may be out of sync with your Location table in SQL. The LocationObjectID and SystemID from the Location table should be copied to the LocationObjectID and SystemID of the Global Location table.</p> |
| CSCdy47780 | 3 | <p>Cisco Unity provides no debugging for stored procedures and triggers.</p> <p>There is no workaround.</p> |
| CSCdy50483 | 3 | <p>PBX Link calls from Definity G3 intermittently do not integrate. Symptom: Intermittently (10%-20% of the calls), forwarded calls get directed to the Opening Greeting instead of to the individual subscriber mailbox. No integration information is recorded for the call either on the Integration Monitor or the Call Viewer. Conditions: The forwarded calls are coming in from a Definity G3 switch through a PBXLink box. They do not get integrated properly and therefore get directed to the Opening Greeting. The Call is, therefore, seen as an External Direct call regardless of whether it was placed from onnet or offnet and no forwarding number is recorded. The trunk ID information is recorded as a -1 as against a default of 0 for all of these failed calls on the Call Viewer. Workaround: None</p> |
| CSCdy60149 | 3 | <p>Subscriber Message Activity report not working. Symptom: When we run subscriber message activity report, it only displays subscriber Message waiting light on/off activity. All other related subscriber message activities like deleting, listening, delivery is not reported. Condition: When the subscriber message activity report is viewed by accessing the queued report, they show only activity related to MWI on/off. After accessing the SUBMSG table in the reportDb, we verified, that all the rows were empty.</p> <p>Workaround</p> <p>Access the diagnostic tool and Create a new diag_AvCsMgr file for unity service to start logging information. This works for some time and will eventually require to create a new diag file for it to continue working.</p> |
| CSCdy67781 | 3 | <p>PBXLink bad MWI request sends next incoming call to opening greeting.</p> <p>Symptom: When integrated with a PBX via a PBXLink, calls are randomly being sent to the opening greeting instead of subscribers’ mailboxes. Problem: After a PBXLink sends out a corrupt MWI on/off request, the very next incoming call has its call info stripped by the PBXLink. When the call is handed to Cisco Unity, it is routed to the opening greeting due to lack of call info.</p> <p>Workaround</p> <p>None.</p> |

Table 5 Cisco Unity Release 4.0(1) Open Caveats (continued)

| Caveat Number | Sev | Description |
|---------------|-----|--|
| CSCdy77349 | 3 | <p>Cannot access the SA. The following error is displayed, "Access Denied Your browser must have cookies enabled to access the Unity web pages."</p> <p>This error could occur for one of two reasons:</p> <ol style="list-style-type: none"> 1. Cookies are not enabled per session in the Intranet security options. <p>- or -</p> <ol style="list-style-type: none"> 2. You are using either IE 5.5 or 6.0 with the q313675 patch and have a non DNS character in your servername such as an underscore (_) or exclamation mark (!). <p>Workaround</p> <ol style="list-style-type: none"> 1. Rebuild the system with non DNS characters in the server name. <p>- or -</p> <ol style="list-style-type: none"> 2. Use an Internet Explorer browser which doesn't have the Q313675 patch. Note that this may only be a short term solution because eventually, all service packs for Internet Explorer will have this fix and there will be no way around it. <p>- or -</p> <ol style="list-style-type: none"> 3. Use the IP address to browse the system if the Server Name has non DNS characters. Note that you may run into defect CSCdw55925 if you use the IP address. |
| CSCdy81363 | 3 | <p>Installing Dialogic software install Dialogic TSP twice. Symptom: On a Cisco Unity system, the Dialogic software and tsp were manually removed and Cisco Unity setup was reran, selecting only Install Voice Card Software. After setup completed, two instances of the Dialogic TSP appeared in Phone and Modem options of the Windows Control Panel Settings. Conditions: The reinstall was done on a failover system and the symptoms were seen on both of the servers.</p> <p>Workaround</p> <p>One instance of the Dialogic TSP can be removed, but contact TAC before doing so.</p> |
| CSCdz02986 | 3 | <p>ENU does not like contractions. Problem: Users cannot configure the Event Notification Utility to send a message for a monitored event that contains an apostrophe. The popup error Error showing event properties is displayed, the changes made to the notification event aren't saved, and these errors show up in the application event log: Event Type: Error Event Source: AvGaen_MC Event Category: Gaen DB Access Event ID: 110 Date: 10/16/2002 Time: 12:26:54 PM User: N/A Computer: 52CCVM00 Description: COM Exception :[Microsoft][ODBC Microsoft Access Driver] Syntax error (missing operator) in query expression "Looks like we've got an undeliverable in the unitymta folder.', 2)' (0x80040E14) on line 294 of file e:\views\cs_ue3.1.3.43\un_Conv3\Gaen\AvGaenDbSvr\AvAddGaenEventDb.cpp Event Type: Error Event Source: AvGaen_MC Event Category: Gaen Admin UI Event ID: 101 Date: 10/16/2002 Time: 12:26:54 PM User: N/A Computer: 52CCVM00 Description: IAvAddGaenEventDb::Submit() returned [0x80040E14] on line 1277 of file e:\views\cs_ue3.1.3.43\un_Conv3\Gaen\GaenAdmin\GaenAdminView.cpp Event Type: Error Event Source: AvGaen_MC Event Category: Gaen Admin UI Event ID: 104 Date: 10/16/2002 Time: 12:26:54 PM User: N/A Computer: 52CCVM00 Description: Failed UpdateEvent() on line 996 of file e:\views\cs_ue3.1.3.43\un_Conv3\Gaen\GaenAdmin\GaenAdminView.cpp</p> <p>Workaround</p> <p>Don't use apostrophes in outbound messages for notification events.</p> |

Table 5 Cisco Unity Release 4.0(1) Open Caveats (continued)

| Caveat Number | Sev | Description |
|---------------|-----|--|
| CSCdz03023 | 3 | <p>ENU does not list AvUMR_MC as a monitorable event message. Problem: When configuring a new alert in the Event Notification Utility, AvUMR_MC is not an option in the Source pulldown under the Event tab.</p> <p>Workaround</p> <p>AvUMR_MC must be manually entered.ENU does not list CiscoUnityUMR as a monitor, CiscoUnityUMR is not an option in the Source pulldown under the Event tab.</p> |
| CSCdz03192 | 3 | <p>During the installation of Cisco Unity the following error may be reported:</p> <p>"Registry Editor; Cannot import adofre15.reg: Error opening the file. There may be a disk or file system error."</p> <p>Workaround</p> <p>Locate the adofre15.reg file in the %SYSTEMROOT%\Program Files\Common Files\System\ado directory. Double click the file to import it into the registry.</p> <p>If the adofre15.reg file is not located in the ado directory the following information can be manually added to the registry:</p> <p>[HKEY_LOCAL_MACHINE\SOFTWARE\Classes\CLSID\{00000507-0000-0010-8000-00AA006D2EA4}\InprocServer32]</p> <p>"ThreadingModel"="Both"</p> <p>[HKEY_LOCAL_MACHINE\SOFTWARE\Classes\CLSID\{00000514-0000-0010-8000-00AA006D2EA4}\InprocServer32]</p> <p>"ThreadingModel"="Both"</p> <p>[HKEY_LOCAL_MACHINE\SOFTWARE\Classes\CLSID\{0000050B-0000-0010-8000-00AA006D2EA4}\InprocServer32]</p> <p>"ThreadingModel"="Both"</p> <p>[HKEY_LOCAL_MACHINE\SOFTWARE\Classes\CLSID\{00000535-0000-0010-8000-00AA006D2EA4}\InprocServer32]</p> <p>"ThreadingModel"="Both"</p> <p>[HKEY_LOCAL_MACHINE\SOFTWARE\Classes\CLSID\{00000541-0000-0010-8000-00AA006D2EA4}\InprocServer32]</p> <p>"ThreadingModel"="Both"</p> <p>Once completed, reboot Cisco Unity.</p> |

Table 5 Cisco Unity Release 4.0(1) Open Caveats (continued)

| Caveat Number | Sev | Description |
|---------------|-----|---|
| CSCdz03684 | 3 | <p>When a call handler has a custom Caller Input timeout (default is 1500 milliseconds) and is linked to another Call Handler (via Caller Input map), the linked Call Handler will inherit the Caller Input timeout settings when you attempt to transfer to Subscriber Sign-in. This only happens when the key that is being used to transfer to the linked call handler is locked (will not wait for any additional keypresses).</p> <p>Settings used to reproduce defect: Create a test Call Handler. Give it an extension and record a spoken name. Navigate to Caller Input and set the Milliseconds to wait for additional digits is set to a lower than default value (1500 to <400 milliseconds.) Next, link a key (i.e. 1) to send caller to Opening Greeting (or another call handler) and make sure the key is locked (don't wait for an additional keypress). Next, call Cisco Unity and navigate to the Test call handler. Once you hear the greeting, press the assigned key (i.e. 1) to transfer to the second call handler (Opening Greeting or other). Once you hear the Opening Greeting Standard greeting. At this point, if you press *, by default Cisco Unity will send you to Subscriber sign-in. It is at this point that the caller has inherited the timeout that was set in the initial call handler. If it is set for <200 milliseconds, it will be nearly impossible to enter your ID. If you call Opening Greeting directly, and then press * to go to Subscriber Sign-in, everything works as expected. Also, if you press * from the initial call handler (even with the key locked and timeout lowered) Subscriber sign-in will work as expected.</p> <p>Workaround</p> <p>In the initial call handler, if you unlock the key (1 in the above example) it will not carry over the timeout setting to the Subscriber Sign-in. Also, if you press * from the initial call handler you will be sent to Subscriber sign-in and the behavior is normal. If you call Opening Greeting directly, and then press * to go to Subscriber Sign-in, everything works as expected. Also, if you press * from the initial call handler (even with the key locked and timeout lowered) Subscriber sign-in will work as expected.</p> |
| CSCdz05433 | 3 | <p>3.1(5) upgrade changes system conversation from optional to normal. Symptom: When upgrading to a new version of Cisco Unity and the option conversation is set; the system conversation might be changed from the optional conversation back to the normal (default) conversation.</p> <p>Workaround</p> <p>If this occurs, manually change the value of HKEY_LOCAL_MACHINE\SOFTWARE\Active Voice\CDE\1.0\SoftKey Config File to <drive>:\CommServer\Support\OptConv1.ini where <drive> = the drive letter that the CommServer directory is in. Example: C:\CommServer\Support\OptConv1.ini</p> |
| CSCdz16926 | 3 | <p>When Cisco Unity reads an email message using Text-to-Speech (TTS) over the telephone, HTTP formatting tags are read as if they are text.</p> <p>Conditions: Cisco Unity for Lotus Domino version 4.x. This does not occur with Cisco Unity for Exchange. The e-mail message originated from the Lotus notes client, which is the web-enabled version of the Lotus user client.</p> <p>There is no workaround.</p> |
| CSCdz17817 | 3 | <p>Display error message when adding/importing user relevant to DSAD. Symptom: Inappropriate Unrecognized error message appears while adding or importing subscribers in Cisco Unity. Condition: When a user is added or imported in the Cisco Unity System Admin console, often the error code Unrecognized error appears and users cannot be added or imported. The Cisco Unity Administrator should display an appropriate error message when adding or importing any objects.</p> <p>Workaround</p> <p>None</p> |

Table 5 Cisco Unity Release 4.0(1) Open Caveats (continued)

| Caveat Number | Sev | Description |
|---------------|-----|--|
| CSCdz20655 | 3 | <p>Symptom:</p> <p>Long delays in the Cisco Unity conversation may be heard under certain failover conditions if Cisco Unity is operating within a Lotus Domino cluster. The failover in this situation refers to Lotus Domino clustering and not a failover to a secondary Cisco Unity server. The delays will occur anytime Cisco Unity must open a database on the Lotus Domino server. This includes logging into one's mailbox, retrieving a message, as well as sending a message.</p> <p>Conditions:</p> <p>If Cisco Unity is functioning within a Lotus Domino cluster and a failover to a cluster mate is caused due to either the primary server Cisco Unity connects not running (the Lotus Domino service is off) or the physical machine is powered down, the symptoms described above will likely be experienced.</p> <p>Workaround:</p> <p>None. Once the non-operational Lotus Domino server becomes available, the delays in the conversation will no longer exist.</p> |
| CSCdz20966 | 3 | <p>Symptom:</p> <p>Under certain conditions when Cisco Unity operates within a Domino cluster, a user logged into their mail box may experience one or more of the following behaviors:</p> <ul style="list-style-type: none"> • Incorrect message count • Inability to access messages present in a mail box • Incorrect or odd conversation flow from Cisco Unity • Fail Safe and termination of the phone call <p>Conditions:</p> <p>The above behaviors may occur after a user has logged into their mail box and Cisco Unity is forced to fail over to a mail file replica on a cluster mate during the phone call. Any voice messages received prior to the fail over which have not yet been pushed by the Domino cluster replicator to the mail file replica may not be accessible. Under this situation, the message count Cisco Unity has will not be in agreement with the current message count on the replica mail file. In addition, new voice messages received after the fail over may also not be available to the caller.</p> <p>Under this situation, the caller may or may not be able to listen to messages already present in the mail file replica. The exact behavior observed is heavily dependent upon the precise point in the Cisco Unity conversation that the fail over occurs as well as the actions taken by the caller after the fail over.</p> <p>Workaround:</p> <p>There is no known workaround for this situation. The caller must hang-up and log back into their mail box.</p> |

Table 5 Cisco Unity Release 4.0(1) Open Caveats (continued)

| Caveat Number | Sev | Description |
|---------------|-----|---|
| CSCdz30363 | 3 | <p>Cisco Unity Administrator does not prevent deletion of call handler message recipients. Problem: When deleting a subscriber or distribution list, Cisco Unity makes no checks to verify that the deleted object is the message recipient for a call handler or interview handler. If it is, then caveat CSCdx46851 is experienced.</p> <p>Workaround</p> <p>Once the object is deleted, the administrator should check the call handlers and interview handlers to verify that all message recipients are valid subscribers or distribution lists.</p> <p>Also, if deleting a subscriber object, the Global Subscriber Manager tool available in Tools Depot has an option to delete subscribers. If you delete subscribers from this tool, a wizard will appear asking where to repoint any links that are pointing to the soon to be deleted subscriber. This only applies to Unity 4.0(x) and higher.</p> |
| CSCdz34890 | 3 | <p>Using SMTP Networking, when a customer at site A leaves a message for a subscriber at site B, and the subscriber at site B listens to the message, the conversation does not offer them the option to press 4 to reply to the message. If you press 4 even though it wasn't offered, you can reply to the message. This happens any time a customer leaves a message from Site A to Site B using SMTP Networking, and Site B does not have an Internet Subscriber configured for the sending subscriber in Site A. This defect is reproducible in Cisco Unity 4.0(1), and in Cisco Unity 3.1(4) and 3.1(5) when updated with the hotfixes necessary for SMTP Networking (including the voice connector hotfix and Cisco Unity hotfixes in the case of 3.1(4) installations).</p> <p>There is no workaround.</p> |
| CSCdz36717 | 3 | <p>When users try to download the CA root certificate to avoid security alert that says that the certificate is issued by a company that is not trusted, a message "Downloading ActiveX control" is displayed and users are unable to download the certificate.</p> <p>Condition: This happens when users browse to <a href="http://<CA server>/certsrv">http://<CA server>/certsrv to download the root certificate on their machines.</p> <p>Workaround</p> <ol style="list-style-type: none"> 1. Launch SA or CPCA 2. When the security alert is displayed, click on 'View certificate' 3. In the 'Certificate' window, click on 'Certification Path' tab 4. Select the root in the certification path 5. Click on 'View certificate' 6. In the 'Certificate' window, click on 'Install Certificate' 7. In the 'Certificate Import Wizard', click on 'Next' 8. Choose the option "Place all certificates in the following store" and click on 'Browse' 9. Select 'Trusted Root Certification Authorities' and click on 'OK' 10. Click on 'Next' in the wizard 11. Click on 'Finish' 12. Certificate details are displayed. Click on 'Yes' to install the certificate 13. Click on 'OK' to close all windows and click on 'Yes' on the security alert. <p>From now on, the security alert should not be displayed</p> |

Table 5 Cisco Unity Release 4.0(1) Open Caveats (continued)

| Caveat Number | Sev | Description |
|--------------------------|-----|--|
| CSCdz38060 | 3 | <p>Using Alternate Conversation, short cut to deleting messages fails. Symptom: When using the Alternate (Optional) Conversation, while listening to a message, the normal command to delete a message is to press 3 3 7. This sequence does not work when the sequence is typed quickly. The system won't recognize the 7. If typed slowly, the sequence works as expected. Condition: This occurs in Cisco Unity 3.1(5). The fix is available through 3.1(5) hotfix.</p> <p>Workaround</p> <p>Type slowly. Or user could use # (pound) key to skip to the end of the message, then press 7 to delete the message.</p> |
| CSCdz38637 CSCdz39131 | 3 | <p>Condition</p> <p>Within Cisco Unity Administrator, Distribution Lists can be created with a forward slash (/ or Solidus) in the name. The Distribution Lists are also added to Exchange 5.5.</p> <p>Symptom</p> <p>Even though the Distribution Lists can be created in Cisco Unity and are added to Exchange 5.5, the Distribution Lists do not function.</p> <p>While in Cisco Unity, you are offered to send a message by pressing 2. Then you can spell the name of a person or distribution list. You can hit ## to switch between spelling and number entry. After hitting ## to enter the number and entering the Distribution List number, you hit #. You can add another name by pressing 1 or you can then hit # to record a message. After hitting # and recording a message, you hit # again to stop recording. You are then prompted to press 1 for message options or to press # to send the message.</p> <p>After pressing pound # to send the message, you hear:</p> <p>This message has no address.</p> <p>You then go back to where you are prompted to switch between spelling and number entries.</p> <p>Workaround</p> <p>Do not use a forward slash or any special characters in the name. I tested with E2K and received an error message 'unknown' error when attempting to add a DL with a / in the name.</p> |

Resolved Caveats—Release 4.0(1)

Table 6 contains only those caveats resolved in the 4.0(1) release that were reported open in the 3.1(5) release notes, plus the Sev 1, Sev 2, and customer-found Sev 3 caveats for 3.1 since the 3.1(5) release notes were published.

Table 6 Cisco Unity Release 4.0(1) Resolved Caveats

| Caveat Number | Sev | Description |
|---------------|-----|--|
| CSCdu37182 | 2 | MALEx_MC: Error while trying to logon to MAPI mailbox |
| CSCdv24303 | 2 | Symantec pcAnywhere & Multi-way Server Kernel Stoppage |
| CSCdv60356 | 2 | Cisco Unity hits failsafe with conversation errors under moderate load |
| CSCdw04464 | 2 | Cant import a user from Exchange with " in first or last name |
| CSCdw89000 | 2 | IVC2000-GEN-privbyte leak ~2MB/hr during 20 port Bridge load |

Table 6 Cisco Unity Release 4.0(1) Resolved Caveats (continued)

| Caveat Number | Sev | Description |
|---------------|-----|--|
| CSCdx05115 | 2 | Upgrade: Need to reboot Cisco Unity twice after upgrading. |
| CSCdx29139 | 2 | A subscriber MWI may be lit when there are no messages for the subscriber, if the subscriber mailbox was moved to a different server and failover occurs. |
| CSCdx52339 | 2 | <p>UnityAvWav causes an IRQL_NOT_LESS_THAN_OR_EQUAL Bluescreen. When tapisrv.exe or AvCSMgr.exe processes stopped accidentally, restarting Cisco Unity from the tray icon may result in a blue screen after the first call into Cisco Unity server.</p> <p>Workaround</p> <p>Reboot the Cisco Unity machine when Tapisrv.exe or AvCSMgr.exe processes stopped accidentally or Cisco Unity failed with a blue screen after the first call into the server.</p> |
| CSCdx62296 | 2 | AVMiu errors indicate an error in UnityAvWav where Begin Threadex fails, in an all-G.711 codec environment, or when transcoding occurs between G.711 and G.729a. Conversation errors may also occur indicating missing files, and that some processes are out of memory. |
| CSCdx83741 | 2 | Caller hanging up while Cisco Unity blind transferring call locks up Port |
| CSCdy29120 | 2 | Cisco Unity does not verify an email address for default accounts |
| CSCdy36967 | 2 | IVC-GEN-VOICE-Subs can not properly Send/receive msgs to SMTP locs |
| CSCdy58840 | 2 | Corrupt routing rules prevent unity from starting on arbiter init |
| CSCdy69646 | 2 | ISM does not get disabled |
| CSCdy85300 | 2 | Restriction tables allow long-distance calls |
| CSCdy86430 | 2 | AMIS-message delivery from UAmis mailbox sometimes never attempted |
| CSCdu65748 | 3 | Removing and installing a different language causes failsafe. |
| CSCdv06740 | 3 | “Setup fails, doesnt report problem that IIS cant be stopped” |
| CSCdw18468 | 3 | Setup - Upgrade fails if # char was orig included in company name |
| CSCdw29133 | 3 | Config setup doesn’t warn of re-run |
| CSCdw50196 | 3 | SA import of user with apostrophe in name or alias fails |
| CSCdw86051 | 3 | unity fails to find 3 digit location ids with leading zeroes |
| CSCdx07945 | 3 | User that are added to a DL in AD do not show up in the SA. |
| CSCdx08725 | 3 | Outside callers lose messages left to newly-created subscribers |
| CSCdx25672 | 3 | Subscribers cannot change the call transfer/screening options |
| CSCdx35975 | 3 | SA Access is Denied due to underscore in Machine name |
| CSCdx46851 | 3 | Deleting opening greetings message recipient causes failsafe |
| CSCdx48779 | 3 | Problems with installing SQL service pack with the /p switch. |
| CSCdx87461 | 3 | AvMigrateDsadSvr version migration failure during setup |
| CSCdx94582 | 3 | UDT: UDT crashes when it has to deal with thousands of logs |
| CSCdx95695 | 3 | Core stack walking code puts incorrect/useless entries in event log |
| CSCdy02120 | 3 | Directory monitors need to log when create/update/deletes fail |
| CSCdy11225 | 3 | Undescriptive error during upgrade: Value is not a valid enumeration |
| CSCdy13810 | 3 | Need reboot warning if avcsmgr unexpectedly stops |
| CSCdy27769 | 3 | ADSchemaSetup does not check status of Remote Registry service |

Table 6 Cisco Unity Release 4.0(1) Resolved Caveats (continued)

| Caveat Number | Sev | Description |
|---------------|-----|---|
| CSCdy27775 | 3 | FailoverConfig does not check status of Remote Registry service |
| CSCdy28293 | 3 | Syncher doesn't sync mailstores when running a full directory sync |
| CSCdy29087 | 3 | One language disappears from the SA web admin page |
| CSCdy32442 | 3 | AvDSAD - Unchecked ADSI API call causes access violation |
| CSCdy56599 | 3 | Perfmon counters not available through WTS |
| CSCdy61150 | 3 | Restriction patterns get out of order with 11 or more entries |
| CSCdy68149 | 3 | Cisco Unity Administrator: additional screens that break with quote in username |
| CSCdy81347 | 3 | File replication stops in failover systems with errors in event log |
| CSCdy85651 | 3 | Extension remapping doesn't handle wildcards properly |
| CSCdy86917 | 3 | Event Notification Utility(ENU) gives false alarms continuously |
| CSCdz00590 | 3 | DiRT Restore does not restart AvDirChangeWriter for replication |
| CSCdz03031 | 3 | EAdmin display name should not say DO NOT DELETE |
| CSCdz37331 | 3 | Release notes should list resolved bugs for main releases. |

Documentation Updates

Errors

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

Installing License Files on the Secondary Cisco Unity Server: *Cisco Unity Installation Guide (With Microsoft Exchange)*

The “Installing and Configuring Cisco Unity Software with Failover” section in the “Installing and Configuring Cisco Unity Software” chapter of the *Cisco Unity Installation Guide (With Microsoft Exchange)*, Release 4.0(1) incorrectly instructs you to skip installing license files on the secondary server.

In fact, you install the default license file on the secondary server. In the “Installing License Files (with Failover)” subsection, do the procedure “To install license files (with failover)” to install the default license file, **CiscoUnity40.lic**. The file is located in the **CommServer\Licenses** directory.

Omissions

This section lists new and additional information that is not included in the current Cisco Unity documentation. The new and additional information will be incorporated in a future documentation release, or as otherwise noted.

Active Directory Schema Replication: *Cisco Unity Installation Guide (With Microsoft Exchange)*

In the *Cisco Unity Installation Guide (With Microsoft Exchange)*, Release 4.0(1), the following note should appear before each procedure that involves Active Directory schema replication (running Forestprep and Domainprep, and extending the Active Directory schema for Cisco Unity and extending the Active Directory schema to add networking options):



Note

Confirm that all domain controllers are on line before making the schema updates. Schema replication will occur only when all domain controllers are on line.

Viewing License Pooling Information: *Cisco Unity System Administration Guide*

The following procedure for viewing Cisco Unity license pooling information was not included in the “Maintaining Cisco Unity” chapter of the *Cisco Unity System Administration Guide*.

To view the license pooling information

-
- Step 1** On a Cisco Unity server where pooling is enabled, double-click the **Cisco Unity Tools Depot** icon on the desktop.
 - Step 2** Under Administration Tools, double-click **License Info Viewer**.
 - Step 3** Under Cisco Unity Licensing, double-click **License Pool**.
 - Step 4** In the right pane, double-click the pooled feature to view the Cisco Unity servers that are contributing and using licenses for the feature.
-

Troubleshooting

Cisco Unity troubleshooting information can be found:

- In the *Cisco Unity Troubleshooting Guide*, which is available on Cisco.com at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_troubleshooting_guides_list.html.
- At the Cisco TAC website <http://www.cisco.com/en/US/support/index.html>.

Cisco Unity Demonstration System

A demonstration system is a fully functioning version of Cisco Unity that has the limits noted in the “[Limits on a Cisco Unity Demonstration System](#)” section on page 42. A demonstration system uses one of two different license files:

- Default license file (available on the Cisco Unity server).
- Time-limited license file (must be ordered from Cisco).

**Note**

Because a demonstration system is a fully functioning Cisco Unity system, installing a demonstration system requires the same level of care and attention to detail that is required of installing a system on a customer site. To successfully install a demonstration system, refer to the instructions in the *Cisco Unity Installation Guide* and in the integration guide for your phone system. Cisco TAC does not provide support for Cisco Unity demonstration systems.

The software for a demonstration system can be ordered online. The orderable demonstration system is the easiest way to get an entire set of the discs, including third-party software (except Windows 2000 Server). It is available at <http://www.cisco.com/go/marketplace>.

We strongly recommend that you install a demonstration system by using the software you receive when you purchase either the full version of Cisco Unity or the orderable demonstration system. Both include the versions of third-party products that Cisco Unity requires to function properly. Installations of demonstration systems frequently fail because the installer is using an unsupported version of third-party software.

To enable the demonstration system, see the applicable section, depending on which license file you are using:

- “[Enabling a Cisco Unity Demonstration System with the Default License File](#)” section on page 43.
- “[Enabling a Cisco Unity Demonstration System with the Time-Limited License File](#)” section on page 44.

See also the “[Converting a Cisco Unity Demonstration System to a Standard System](#)” section on page 45, if applicable.

Limits on a Cisco Unity Demonstration System

Depending on the type of license file you use—[Default License File](#) or [Time-Limited License File](#)—the Cisco Unity demonstration system will have the limits listed below.

Default License File

- 6 languages
- 2 RealSpeak text-to-speech (TTS) sessions
- 10 voice messaging (VM) subscribers
- 10 unified messaging (UM) subscribers
- 10 Cisco Unity Inbox subscribers
- 2 voice ports
- 30-second limit for messages
- The ability to integrate with any supported phone system

Time-Limited License File

The time-limited license enables either unified messaging (UM) or voice messaging (VM) with the following limitations:

- Unified messaging feature package

- 50 unified messaging subscribers with 16 sessions
- 2 RealSpeak text-to-speech (TTS) sessions
- 2 languages
- AMIS
- 4 voice messaging ports
- Voice messaging feature package
 - 50 unified messaging subscribers with 16 sessions
 - 2 RealSpeak text-to-speech (TTS) sessions
 - 2 languages
 - 25 Cisco Unity Inbox users
 - 4 voice messaging ports

The license includes the following additional limitations:

- Time limit (after which Cisco Unity stops handling calls)
 - 60 days
 - 90 days
- Only one license file on the Cisco Unity server permitted
- Non-renewable
- Locked to the specific MAC address of the network interface card (NIC) on the Cisco Unity server
- The ability to integrate with any supported phone system

Enabling a Cisco Unity Demonstration System with the Default License File

The default license file (CiscoUnity40.lic) is automatically copied to the Cisco Unity server during installation.

To enable a demonstration system with the default license file

-
- Step 1** Install Cisco Unity as described in the *Cisco Unity Installation Guide*—up to the point where the Cisco Unity Install License File Wizard starts.
 - Step 2** On the welcome screen of the wizard, click **Next**.
 - Step 3** Click **Add**.
 - Step 4** Browse to the **CommServer\Licenses** directory, and double-click **CiscoUnity40.lic**.
 - Step 5** Click **Next**.
 - Step 6** Confirm that the license information is correct, and click **Next**.
 - Step 7** Click **Finish**.
 - Step 8** Continue following the instructions in the *Cisco Unity Installation Guide* to complete the installation.
-

Enabling a Cisco Unity Demonstration System with the Time-Limited License File

Do the following three procedures after you have ordered and received the time-limited license file for a demonstration Cisco Unity system.

To get the MAC address of the Cisco Unity computer

-
- Step 1** On the computer where Cisco Unity will be installed, on the Windows Start menu, click **Programs > Accessories > Command Prompt**.
- Step 2** In the Command Prompt window, enter **ipconfig /all**, and press **Enter**.
- Step 3** Write down the value for Physical Address, excluding the hyphens (for example, if the physical address is 00-A1-B2-C3-D4-E5, record 00A1B2C3D4E5), or save it to a file that you can access during online registration.
- If the server contains more than one NIC, one value will appear for each NIC. Scroll to the top of the window, and select the value for the first NIC.
- Step 4** Close the command prompt window.
-

To register for license files on Cisco.com

-
- Step 1** Browse to the applicable software registration site (URLs are case sensitive):
- Registered user on Cisco.com** <http://www.cisco.com/cgi-bin/Software/FormManager/formgenerator.pl>
- Not a registered user on Cisco.com** <http://www.cisco.com/cgi-bin/Software/FormManager/formgenerator.pl>
- Step 2** In the Voice Products section, under Cisco Unity Software, click **New License Registration**.
- Step 3** Enter the requested information, and click **Submit**.
- Step 4** You will receive an e-mail with the Cisco Unity license file.
-

To install license files

-
- Step 1** Install Cisco Unity as described in the *Cisco Unity Installation Guide*—up to the point where the Cisco Unity Install License File Wizard starts.
- Step 2** Click **Run the Cisco Unity Install License File Wizard**.
- Step 3** Click **Next**.
- Step 4** Click **Add**.
- Step 5** Insert the Cisco Unity license file disk in drive A.

(When Cisco Unity was registered on Cisco.com, Cisco replied with an e-mail containing an attached file with licenses for Cisco Unity features. The instructions in the e-mail directed that the attached file be saved to a disk.)

- Step 6** Browse to drive A, and double-click the file on the disk.
 - Step 7** Click **Next**.
 - Step 8** Click **Yes** to copy the license file to the local system.
 - Step 9** Confirm that the license information is correct.
 - Step 10** Click **Next**.
 - Step 11** Click **Finish**.
-

Converting a Cisco Unity Demonstration System to a Standard System

Do the following procedure after you have ordered and received the license file for a standard Cisco Unity system.

To convert a demonstration system to a standard system

- Step 1** Log on to Windows by using the Cisco Unity installation account.
- Step 2** Exit the Cisco Unity software.
- Step 3** Double-click the **Cisco Unity Tools Depot** icon on the desktop.
- Step 4** Under Administration Tools, double-click **License File Install Wizard**.
- Step 5** Click **Next**.
- Step 6** Click the name of the demonstration license file (**CiscoUnity40.lic** or the time-limited license file), and click **Delete** to remove the demonstration license file from the list. (The file will not be deleted from your local system.)
- Step 7** Click **Add**.
- Step 8** Insert the Cisco Unity license file disk in drive A.

(When Cisco Unity was registered on Cisco.com, Cisco replied with an e-mail containing an attached file with licenses for Cisco Unity features. The instructions in the e-mail directed that the attached file be saved to a disk. For more information, refer to the “Obtaining Cisco Unity License Files” section of the “Preparing for the Installation” chapter of the *Cisco Unity Installation Guide*.)
- Step 9** For each license file you want to install:
 - a. Browse to drive A, and double-click the file on the disk.
 - b. Click **Next**.
 - c. Click **Yes** to copy the license file to the local system.
- Step 10** Confirm that the license information is correct.
- Step 11** Click **Next**.
- Step 12** Click **Finish**.
- Step 13** Restart the Cisco Unity server.

Step 14 If you are not adding voice ports, skip to step 16.

Otherwise, provide additional ports for the Cisco Unity system. The way you provide additional ports depends on the type of phone system integration you have:

| | |
|--|--|
| Cisco CallManager integration | <ol style="list-style-type: none"> a. In the Cisco CallManager Administrator, add the ports to the voice mail server that the Cisco Unity server uses. Refer to the Cisco CallManager Administration Guide. b. For the new ports, set the Forward Busy and Forward No Answer fields so incoming calls are forwarded only to ports that will answer calls. Refer to the procedure “To set up voice mail ports so incoming calls are forwarded only to answer ports” in the applicable Cisco CallManager integration guide. If Cisco Unity is configured for failover, refer to the procedure “To set up the secondary server for failover” in the applicable Cisco CallManager integration guide. |
| Circuit-switched phone system integration | <ol style="list-style-type: none"> a. Program the phone system to enable the new ports and to send incoming calls only to ports that will answer calls. Refer to the documentation for the phone system. b. On the Cisco Unity server, install the voice cards. See the “Task List for Adding, Exchanging, or Removing Voice Cards” section in the “Upgrading or Modifying a Cisco Unity 4.0 System” of the <i>Cisco Unity Installation Guide</i>. |

Step 15 Configure Cisco Unity to use the additional ports:

- a. On the Cisco Unity server desktop, double-click the **Cisco Unity Tools Depot** icon.
- b. Under Switch Integration Tools, double-click **Telephone Integration Manager**.
- c. In the left pane, click **<Phone system name>**.
- d. In the right pane, click the **Ports** tab.
- e. Click **Add Port**.
- f. Enter the settings for the voice messaging ports. See the procedure “To enter the voice messaging port settings for the integration” in the applicable Cisco Unity integration guide.
- g. When prompted, restart the Cisco Unity server.

Step 16 If you are not adding languages or the RealSpeak text-to-speech engine, you are finished converting the demonstration system to a standard system.

If you are adding languages or the RealSpeak text-to-speech engine, install the added feature files:

- a. Insert the Cisco Unity DVD in the DVD drive.
or
Insert Cisco Unity Disc 1 in the CD-ROM drive.
- b. Browse to the root directory, and double-click **CUInstall.exe**.
- c. Double-click the language of your choice to continue the installation.
- d. Follow the on-screen prompts until the Select Features dialog box appears.
- e. Check the **Install Cisco Unity** check box.
- f. If the Cisco Unity server contains Intel Dialogic voice cards, check the **Install Voice Card Software** check box.

Otherwise, uncheck the **Install Voice Card Software** check box.

- g. Click **Next**.
- h. Choose the prompt set to install.
- i. Click **Next**.
- j. In the Cisco Unity Languages dialog box, choose the language(s) to install.

Typically, any phone language that you install can also be used as your TTS language with the following exceptions:

- If you install Australian or New Zealand English during setup, you also need to install either UK English or United States English to serve as your default text-to-speech language.
- There is no appropriate text-to-speech language available for Brazilian Portuguese or Korean.

To use Mainland Mandarin text-to-speech, set the Cisco Unity server default language to Simplified Chinese OS (CHS), and the locale to Chinese (PRC).

- k. Set the default languages for the phone, GUI, and TTS, and click **Next**.
 - l. Follow the on-screen prompts until you are prompted to restart the Cisco Unity server.
- m. If the server does not contain Intel Dialogic D/120JCT-EURO or D/240PCI-T1 voice cards, check the **Yes, I Want to Restart My Computer Now** check box, and click **Finish**.
If the server contains Intel Dialogic D/120JCT-EURO or D/240PCI-T1 voice cards, uncheck the **Yes, I Want to Restart My Computer Now** check box, and click **Finish**.
- n. If the server contains Intel Dialogic D/120JCT-EURO or D/240PCI-T1 voice cards, do the procedure under “Software Settings” for your voice card in Appendix A, “Voice Cards” in the *Cisco Unity Installation Guide*. When you are finished, restart the Cisco Unity server.

Cisco Unity Documentation

For descriptions and URLs of Cisco Unity documentation on Cisco.com, refer to *About Cisco Unity Documentation*. The document is shipped with Cisco Unity and is available on Cisco.com at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_documentation_roadmaps_list.html.

Obtaining Documentation

Cisco provides several ways to obtain documentation, technical assistance, and other technical resources. These sections explain how to obtain technical information from Cisco Systems.

Cisco.com

You can access the most current Cisco documentation on the World Wide Web at this URL:

<http://www.cisco.com/univercd/home/home.htm>

You can access the Cisco website at this URL:

<http://www.cisco.com>

International Cisco web sites can be accessed from this URL:

http://www.cisco.com/public/countries_languages.shtml

Documentation CD-ROM

Cisco documentation and additional literature are available in a Cisco Documentation CD-ROM package, which may have shipped with your product. The Documentation CD-ROM is updated monthly and may be more current than printed documentation. The CD-ROM package is available as a single unit or through an annual subscription.

Registered Cisco.com users can order the Documentation CD-ROM (product number DOC-CONDOCCD=) through the online Subscription Store:

<http://www.cisco.com/go/subscription>

Ordering Documentation

You can find instructions for ordering documentation at this URL:

http://www.cisco.com/univercd/cc/td/doc/es_inpk/pdi.htm

You can order Cisco documentation in these ways:

- Registered Cisco.com users (Cisco direct customers) can order Cisco product documentation from the Networking Products MarketPlace:
<http://www.cisco.com/en/US/partner/ordering/index.shtml>
- Registered Cisco.com users can order the Documentation CD-ROM (Customer Order Number DOC-CONDOCCD=) through the online Subscription Store:
<http://www.cisco.com/go/subscription>
- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco Systems Corporate Headquarters (California, U.S.A.) at 408 526-7208 or, elsewhere in North America, by calling 800 553-NETS (6387).

Documentation Feedback

You can submit comments electronically on Cisco.com. On the Cisco Documentation home page, click **Feedback** at the top of the page.

You can e-mail your comments to bug-doc@cisco.com.

You can submit your comments by mail by writing to the following address:

Cisco Systems
Attn: Customer Document Ordering
170 West Tasman Drive
San Jose, CA 95134-9883

We appreciate your comments.

Obtaining Technical Assistance

Cisco provides Cisco.com, which includes the Cisco Technical Assistance Center (TAC) Website, as a starting point for all technical assistance. Customers and partners can obtain online documentation, troubleshooting tips, and sample configurations from the Cisco TAC website. Cisco.com registered users have complete access to the technical support resources on the Cisco TAC website, including TAC tools and utilities.

Cisco.com

Cisco.com offers a suite of interactive, networked services that let you access Cisco information, networking solutions, services, programs, and resources at any time, from anywhere in the world.

Cisco.com provides a broad range of features and services to help you with these tasks:

- Streamline business processes and improve productivity
- Resolve technical issues with online support
- Download and test software packages
- Order Cisco learning materials and merchandise
- Register for online skill assessment, training, and certification programs

To obtain customized information and service, you can self-register on Cisco.com at this URL:

<http://www.cisco.com>

Technical Assistance Center

The Cisco TAC is available to all customers who need technical assistance with a Cisco product, technology, or solution. Two levels of support are available: the Cisco TAC website and the Cisco TAC Escalation Center. The avenue of support that you choose depends on the priority of the problem and the conditions stated in service contracts, when applicable.

We categorize Cisco TAC inquiries according to urgency:

- Priority level 4 (P4)—You need information or assistance concerning Cisco product capabilities, product installation, or basic product configuration.
- Priority level 3 (P3)—Your network performance is degraded. Network functionality is noticeably impaired, but most business operations continue.
- Priority level 2 (P2)—Your production network is severely degraded, affecting significant aspects of business operations. No workaround is available.
- Priority level 1 (P1)—Your production network is down, and a critical impact to business operations will occur if service is not restored quickly. No workaround is available.

Cisco TAC Website

You can use the Cisco TAC website to resolve P3 and P4 issues yourself, saving both cost and time. The site provides around-the-clock access to online tools, knowledge bases, and software. To access the Cisco TAC website, go to this URL:

<http://www.cisco.com/tac>

All customers, partners, and resellers who have a valid Cisco service contract have complete access to the technical support resources on the Cisco TAC website. Some services on the Cisco TAC website require a Cisco.com login ID and password. If you have a valid service contract but do not have a login ID or password, go to this URL to register:

<http://tools.cisco.com/RPF/register/register.do>

If you are a Cisco.com registered user, and you cannot resolve your technical issues by using the Cisco TAC website, you can open a case online at this URL:

<http://www.cisco.com/en/US/support/index.html>

If you have Internet access, we recommend that you open P3 and P4 cases through the Cisco TAC website so that you can describe the situation in your own words and attach any necessary files.

Cisco TAC Escalation Center

The Cisco TAC Escalation Center addresses priority level 1 or priority level 2 issues. These classifications are assigned when severe network degradation significantly impacts business operations. When you contact the TAC Escalation Center with a P1 or P2 problem, a Cisco TAC engineer automatically opens a case.

To obtain a directory of toll-free Cisco TAC telephone numbers for your country, go to this URL:

<http://www.cisco.com/warp/public/687/Directory/DirTAC.shtml>

Before calling, please check with your network operations center to determine the level of Cisco support services to which your company is entitled: for example, SMARTnet, SMARTnet Onsite, or Network Supported Accounts (NSA). When you call the center, please have available your service agreement number and your product serial number.

Obtaining Additional Publications and Information

Information about Cisco products, technologies, and network solutions is available from various online and printed sources.

- The *Cisco Product Catalog* describes the networking products offered by Cisco Systems as well as ordering and customer support services. Access the *Cisco Product Catalog* at this URL:

http://www.cisco.com/en/US/products/products_catalog_links_launch.html

- Cisco Press publishes a wide range of networking publications. Cisco suggests these titles for new and experienced users: *Internetworking Terms and Acronyms Dictionary*, *Internetworking Technology Handbook*, *Internetworking Troubleshooting Guide*, and the *Internetworking Design Guide*. For current Cisco Press titles and other information, go to Cisco Press online at this URL:

<http://www.ciscopress.com>

- *Packet* magazine is the Cisco monthly periodical that provides industry professionals with the latest information about the field of networking. You can access *Packet* magazine at this URL:

http://www.cisco.com/en/US/about/ac123/ac114/about_cisco_packet_magazine.html

- *iQ Magazine* is the Cisco monthly periodical that provides business leaders and decision makers with the latest information about the networking industry. You can access *iQ Magazine* at this URL:

http://business.cisco.com/prod/tree.taf%3fasset_id=44699&public_view=true&kbns=1.html

- *Internet Protocol Journal* is a quarterly journal published by Cisco Systems for engineering professionals involved in the design, development, and operation of public and private internets and intranets. You can access the *Internet Protocol Journal* at this URL:

http://www.cisco.com/en/US/about/ac123/ac147/about_cisco_the_internet_protocol_journal.html

- Training—Cisco offers world-class networking training, with current offerings in network training listed at this URL:

http://www.cisco.com/en/US/learning/le31/learning_recommended_training_list.html



Release Notes for Cisco Unity Release 4.0(1)
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