



# Release Notes for Cisco Unity 4.0(3) Service Release 1

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These release notes contain installation instructions, new and changed support, new and changed functionality, and resolved caveats for Cisco Unity 4.0(3) Service Release 1.

Cisco Unity 4.0(3) Service Release 1 is a cumulative update for Cisco Unity 4.0(3) systems that includes the engineering specials ES1 through ES58. A Cisco Unity system must be running version 4.0(3) to install this service release.

Cisco Unity software is available on the Cisco Unity Software Download page at <http://www.cisco.com/cgi-bin/tablebuild.pl/unity-40>.

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# System Requirements, and Supported Hardware and Software

The following documents list the most current Cisco Unity requirements and supported hardware and software, and are available on Cisco.com:

- *Cisco Unity 4.0 System Requirements, and Supported Hardware and Software* at [http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_unity/sysreq/40\\_sysrq.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/sysreq/40_sysrq.htm).
- *Cisco Unity Bridge 3.0 System Requirements, and Supported Hardware and Software* at [http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_unity/bridge30/sysreq/30bsysrq.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/bridge30/sysreq/30bsysrq.htm).
- *Cisco Unity Networking Options Requirements (With Microsoft Exchange)* at [http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_unity/sysreq/netrq.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/sysreq/netrq.htm).

## Compatibility Matrixes

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

- *Compatibility Matrix: Cisco Unity and the Software on Subscriber Workstations* at [http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_unity/cmptblty/clientmx.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/cmptblty/clientmx.htm).
- *Compatibility Matrix: Cisco Unity, the Cisco Unity-CM TSP, and Cisco CallManager* at [http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_unity/cmptblty/tspmtrx.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/cmptblty/tspmtrx.htm).
- *Compatibility Matrix: Required and Recommended Third-Party Service Packs and Updates* at [http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_unity/cmptblty/svpckmx.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/cmptblty/svpckmx.htm).

## Determining the Cisco Unity Software Version

This section contains procedures for determining the Cisco Unity software version in use.

### To Determine the Cisco Unity Version in Use by Using the Cisco Unity Administrator

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In the Cisco Unity Administrator, go to the **System > Configuration > Software Versions** page. The Cisco Unity version, including any installed service release, is displayed in the Cisco Unity Build Number field.

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### To Determine the Cisco Unity Version in Use by Using the AvCsMgr File

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- 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, including any installed service release, is displayed in the Value window.
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# Downloading Service Release 1

The service release is on the Cisco Unity 4.0(3) SR1 Post-Install CD. The release is also available on the Cisco Unity 4.0 CD Images Software Download page.

## To Download Service Release 1

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- Step 1** On a computer with a high-speed Internet connection, go to the Cisco Unity 4.0 CD Images Software Download page at <http://www.cisco.com/cgi-bin/Software/Tablebuild/tablebuild.pl/4yutni0>.
  - Step 2** Click the file **CiscoUnity4.0.3SR1.exe**.
  - Step 3** Follow the on-screen prompts to complete the download.
  - Step 4** If the system is using failover, repeat [Step 1](#) through [Step 3](#) on the secondary server.
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# Installing Service Release 1 on a Cisco Unity 4.0(3) Server

This section contains a procedure for installing Service Release 1 on a Cisco Unity server that is already running version 4.0(3). The service release may be installed on a multilingual system; however, the installation program is not localized.

If you are installing a new Cisco Unity 4.0(3) server or are upgrading to Cisco Unity 4.0(3), refer to the *Cisco Unity Installation Guide, Release 4.0(3)*. The installation and upgrade instructions alert you when to install Service Release 1. (The Domino version of the guide is at [http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_unity/unity40/inst/inst403/dom/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/unity40/inst/inst403/dom/index.htm). The Exchange version of the guide is at [http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_unity/unity40/inst/inst403/ex/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/unity40/inst/inst403/ex/index.htm).)

## To Install Service Release 1 on a Cisco Unity 4.0(3) Server

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- Step 1** On the Cisco Unity server, log on to Windows by using the Cisco Unity installation account, or an account with domain or local admin permissions.
  - Step 2** Confirm that the server is running version 4.0(3) by doing one of the procedures in the “[Determining the Cisco Unity Software Version](#)” section on page 2.
  - Step 3** Confirm that you have a recent backup of the Cisco Unity server.
  - Step 4** If virus-scanning software or the Cisco Security Agent for Cisco Unity is installed on the Cisco Unity server, disable virus-scanning services and the Cisco Security Agent service.
  - Step 5** Insert the Cisco Unity 4.0(3) SR1 Post-Install disc in the CD-ROM drive, if applicable.
  - Step 6** If you are installing Service Release 1 from the Cisco Unity 4.0(3) SR1 Post-Install CD, browse to the **CiscoUnity4.0.3SR1** directory.  
If you downloaded Service Release 1, browse to the directory where you extracted the files.
  - Step 7** Double-click **CiscoUnity4.0.3SR1.exe**.
  - Step 8** On the Welcome screen of the wizard, read the instructions, then click **Next**.
  - Step 9** Follow the on-screen prompts to install Service Release 1.  
The Cisco Unity server will restart twice at the end of the installation process. This is expected behavior.

- Step 10** If virus-scanning software or the Cisco Security Agent for Cisco Unity is installed on the Cisco Unity server, re-enable virus-scanning services and the Cisco Security Agent service.
- Step 11** If the system is using failover, repeat [Step 3](#) through [Step 10](#) on the secondary server.




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**Note** Cisco Unity 4.0(3) Service Release 1 changes Cisco Unity settings in the registry. Therefore, we recommend that you back up Cisco Unity after you install the service release.

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## Removing Service Release 1 and Restoring Registry Settings

This section contains a procedure for removing Service Release 1 from a Cisco Unity server that is running version 4.0(3) and for restoring the pre-service-release registry settings.

Complete the procedure before you try to install Service Release 1 a second time on the same Cisco Unity server.





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**Caution** Service Release 1 can be removed only when it is the most recent update to the Cisco Unity server. Removing Service Release 1 is not supported if you have installed Engineering Special 61 or later.

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### To Remove Service Release 1 and Restore Registry Settings on a Cisco Unity 4.0(3) Server

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- Step 1** On the Cisco Unity server, log on to Windows by using the Cisco Unity installation account, or an account with domain or local admin permissions.
  - Step 2** Right-click the **Cisco Unity** icon in the status area of the taskbar.  
(If the Cisco Unity icon is not in the taskbar, browse to the **CommServer** directory, and double-click **AvCsTrayStatus.exe**.)
  - Step 3** Click **Stop Cisco Unity**. Cisco Unity stops running when all calls are finished, and an “X” appears in the Cisco Unity icon.
  - Step 4** Browse to the directory **CommServer\ServiceReleaseBackup\CiscoUnity4.0(3)SR1**.
  - Step 5** Double-click the file **Restore.bat**.
  - Step 6** If a message appears stating that the system must be restarted to make changes effective, click **OK**. The message may appear multiple times during the Restore.bat process.
  - Step 7** When the Restore.bat process has completed, restart the Cisco Unity server.
  - Step 8** On the Windows Start menu, click **Run**.
  - Step 9** In the Run window, enter **cmd** and click **OK**.
  - Step 10** In the Command window, navigate to the directory **CommServer\ServiceReleaseBackup\CiscoUnity4.0(3)SR1**
  - Step 11** Enter **RegisterAndReboot.vbs C:\SRRestore.txt**

- Step 12** When the message “The service release install has completed successfully. Click OK to restart the Cisco Unity server” appears, click **OK**.
- Restarting the Cisco Unity server will register the restored DLL files and write to the SRRestore log file in the root directory where Cisco Unity is installed.
- Step 13** Start Regedit.
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-  **Caution** Changing the wrong registry key or entering an incorrect value can cause the server to malfunction. Before you edit the registry, confirm that you know how to restore it if a problem occurs. (Refer to the “Restoring” topics in Registry Editor Help.) Note that for Cisco Unity failover, registry changes on one Cisco Unity server must be made manually on the other Cisco Unity server, because registry changes are not replicated. If you have any questions about changing registry key settings, contact Cisco TAC.
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- Step 14** If you do not have a current backup of the registry, click **Registry > Export Registry File**, and save the registry settings to a file.
- Step 15** Expand the registry key  
HKEY\_LOCAL\_MACHINE\Software\Active Voice.
- Step 16** In the right pane, delete the SRVersion value.
- Step 17** Browse to the directory **CommServer\Ciscoserv\Tomcat\Work\Standalone\Localhost\Ciscopca**. Delete the entire contents of the directory.
- Note that the files and subdirectories in the directory will be properly recreated when a subscriber accesses the Cisco Personal Communications Assistant and Inbox.
- Step 18** Browse to the directory **CommServer\ServiceReleaseBackup**. Delete the entire ServiceReleaseBackup directory.
- Step 19** If the system is using failover and you installed Service Release 1 on the secondary server, repeat [Step 1](#) through [Step 18](#) on the secondary server.
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## New and Changed Support—Service Release 1

This section contains information on new and changed support in the Cisco Unity 4.0(3) Service Release 1 time frame only. Refer to the release notes of the applicable version for information on new and changed support with earlier versions of Cisco Unity. Release notes for all versions of Cisco Unity are available at

[http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod\\_release\\_notes\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_release_notes_list.html).

For the URLs of Cisco Unity documentation that contains current support information, see the “[System Requirements, and Supported Hardware and Software](#)” section on page 2.

## Cisco Unity Tools Depot

[Table 1](#) lists tools that have been updated or are new in the Tools Depot and that are required or recommended for implementation of feature enhancements included in Service Release 1.

Download the latest version of the tools from the Cisco Unity Tools website at

[http://www.answermonkey.net/App\\_pdl\\_builder\\_40.htm](http://www.answermonkey.net/App_pdl_builder_40.htm).

**Table 1** Changes to Cisco Unity Tools

Updated Tools	New Tools
<ul style="list-style-type: none"> <li>Advanced Settings Tool</li> <li>DBWalker</li> <li>Gather Unity System Info</li> <li>PDL Builder</li> </ul> <p>For information on the changes to a tool, refer to the revision history in the tool Help.</p>	<p>None.</p> <p>For information on how to use a tool, refer to the tool Help.</p>

## New and Changed Functionality—Service Release 1

This section contains information on new and changed functionality for Cisco Unity 4.0(3) Service Release 1 only. Refer to the release notes of the applicable version for information on new and changed functionality in earlier versions of Cisco Unity. Release notes for all versions of Cisco Unity are available at [http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod\\_release\\_notes\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_release_notes_list.html).

### Cisco Unity with Domino: UMR Conversation Is Disabled by Default

The Unity Message Repository (UMR) is a feature that helps insulate Cisco Unity from volatility in the external network. The UMR as a feature consists of the following main parts:

- UnityMTA—When outside callers leave messages for subscribers, the messages are temporarily stored in the UnityMTA directory on the Cisco Unity server. If a problem with the network prevents Cisco Unity from handing off the messages to Domino, the messages remain on the hard disk of the Cisco Unity server until they can be delivered. While Domino is unavailable, callers can still leave messages.
- UMR Conversation—When subscribers log on to Cisco Unity and their mail files are unavailable, the UMR conversation provides limited functionality by allowing subscribers to listen to messages left for them in the UnityMTA folder.

Configuring Domino servers in a cluster is another way in which volatility in the network can be managed. The purpose of Domino clustering is the same as the UMR conversation: to increase the availability of messages. Because subscribers rarely lose access to their mail files in a Domino clustered environment, the UMR conversation is not needed.

In previous versions, Cisco Unity called a Notes API, NSPingServer(), to determine if the Domino message delivery server and the mail servers of message recipients were on line. The NSPingServer() function has proven to be unreliable in a Domino cluster, as described in CSCec15693 and CSCed40506. The pinging of Domino mail servers happens in two places:

- Before Cisco Unity hands off to Domino a message that has been saved in the UnityMTA directory.
- After a subscriber logs on to Cisco Unity but before Cisco Unity attempts to log on to the subscriber's mail file.

Because the NSPingServer() function is an unreliable way to determine if a mail file is available in a Domino cluster, the following problems have been observed:

- Cisco Unity holds messages in the UnityMTA directory even though Domino could deliver them.
- Subscribers are presented with the limited UMR conversation even though their mail files are available on another Domino server in the cluster.

Because Domino clusters provide high availability to messages, rather than finding another way for Cisco Unity to determine if a mail file is available, a registry setting was added that controls whether or not Cisco Unity calls NSPingServer() to ping the mail servers in the above cases. The default is to not ping. This change means that subscribers will never be presented with the UMR conversation. After a subscriber logs on, if Cisco Unity is unable to access the mail file of the subscriber, the failsafe prompt is played and Cisco Unity hangs up. (“This system is temporarily unable to complete your call. Call again later. Goodbye.”)

Note that messages from outside callers are still stored in the UnityMTA directory of the Cisco Unity server, and if the attempt to handoff a message to Domino fails, Cisco Unity holds the message in the UnityMTA directory and periodically re-attempts the handoff.

If you are running Domino without clustering, you can enable the UMR conversation. The method in which Cisco Unity checks to see if Domino mail servers are on line works fine when the Domino servers are not clustered. You use the Advanced Settings Tool in Tools Depot to enable the UMR conversation. For details, refer to the Advanced Settings Tool Help. The setting is called Conversation—(Unity Domino only) Enable UMR Conversation.

## Cisco Unity with Exchange: Delaying Message Waiting Indication for Messages to Large Distribution Lists

Messages to large distribution lists, such as the All Subscribers list, can cause all ports to be busy when a large number of subscribers call in and listen to a message at the same time. Two new settings in the Public Distribution List Builder tool add a configurable systemwide delay (throttling) for subscriber message waiting indicators when a message is sent to specified distribution lists.

Each throttled message waiting indication (MWI) request is delayed by the specified number of seconds. The total notification time for the message will be approximately equal to the number of queued throttled requests multiplied by the delay time interval.

### To Set Up MWI Delay for Messages to Large Distribution Lists

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- Step 1** Download the latest version of Public Distribution List Builder from the Cisco Unity Tools website at [http://www.answermonkey.net/App\\_pdl\\_builder\\_40.htm](http://www.answermonkey.net/App_pdl_builder_40.htm).
  - Step 2** On the Cisco Unity server, in the Tools Depot, open Public Distribution List Builder. (The Cisco Unity Tools Depot icon is available on the desktop.)
  - Step 3** Click **Configure Distribution List MWI Notification Parameters**, and click **Next**.
  - Step 4** Follow the on-screen prompts. Refer to the tool Help for more information.
  - Step 5** Restart the Cisco Unity server for the change to take effect.
  - Step 6** If the system is using failover, repeat [Step 1](#) through [Step 5](#) on the secondary server.
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## Cisco Unity with Exchange: Excluding All Receipts When Subscribers Check Messages by Phone

You can use the Advanced Settings Tool to change the Cisco Unity conversation so that when subscribers check messages by phone, Cisco Unity excludes non-delivery receipts (NDRs) and return receipts from the list of messages that it plays for subscribers. You may want to consider the change because when subscribers have receipts with large attachments (100 MB or larger) in their mailboxes (often typical in Unified Messaging configurations), one or both of the following problems may occur:

- Cisco Unity ports may fail to answer calls.
- Subscribers may hear silence after they enter their phone passwords during logon.

The registry change applies systemwide to all subscribers associated with the Cisco Unity server, regardless of whether they use the standard conversation or Optional Conversation 1.

For details on setting up this functionality, refer to the Advanced Settings Tool Help. The setting is called Conversation—Exclude All Receipts From Voice Mail Stack.

## Cisco Unity with Exchange: Excluding Return Receipts from the Cisco Unity Inbox

You can use the Advanced Settings Tool to change the registry so that Cisco Unity excludes return receipts from the Cisco Unity Inbox. The change is applied systemwide to all subscribers associated with the Cisco Unity server.

For details on setting up this functionality, refer to the Advanced Settings Tool Help. The setting is called Unity Inbox—Exclude Return Receipts from the Inbox.

## Customizing the Subscriber Conversation: Excluding the Summary During Message Replay

You can use the Advanced Settings Tool to change the Cisco Unity conversation so that it replays only the message body when a subscriber replays a voice message. (By default, Cisco Unity replays both the summary and the body of the message.)

The customization affects only how Cisco Unity replays voice messages. The change is applied systemwide to all subscribers associated with the Cisco Unity server, and it affects both the standard conversation and Optional Conversation 1.

For details on setting up this functionality, refer to the Advanced Settings Tool Help. The setting is called Conversations—Do Not Replay Message Summary.

## Resolved Caveats—Service Release 1

Table 2 lists resolved caveats in Cisco Unity 4.0(3) Service Release 1 only.

If you have an account with Cisco.com, you can use Bug Toolkit to find more information on the caveats in Table 2, in addition to caveats of any severity for any release. Bug Toolkit is available at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl).

Refer to the applicable release notes for caveat information for earlier versions of Cisco Unity. Release notes for all versions of Cisco Unity are available at [http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod\\_release\\_notes\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_release_notes_list.html).

**Table 2 Cisco Unity 4.0(3) Service Release 1 Resolved Caveats**

Identifier	Severity	Component	Description
CSCdz12105	1	failover	NodeMgr service stops abruptly and generates a DrWatson log
CSCec12075	1	domdirconnector	DOM: Unity_Messaging account not protected from deletion in unitydb
CSCdz22524	2	lotus	DOM: Failsafe if forwarding a forwarded fax or email via TUI
CSCdz39077	2	sa	Cannot import Distribution Lists from Ex5.5 into Unity
CSCea82525	2	dommessaging	DOM:Reply or Forward saved email causes failsafe conversation
CSCeb20635	2	dommessaging	DOM:MWI&Notification do not work if mailfile Owner field is incorrect
CSCeb60898	2	dommessaging	DOM: Delays in Notifications
CSCeb86696	2	dommessaging	DOM: DUCS bundles multiple notifications into single TCP/IP packet
CSCeb87053	2	perfmonitor	Unity services stall during AvIntegrationPerf start
CSCec21149	2	dommessaging	DOM: DUCS notification data may be split across multiple TCP packets.
CSCec32012	2	conversations	Unity private bytes usage show high spikes during load test
CSCec36982	2	conversations	Full MBX Check occurs even if greeting will not take a message
CSCec37157	2	dommessaging	DOM: Possible mailbox login failures if Domino server goes offline
CSCec37670	2	pca	Return Receipts for READ and DELIVERY show up using CPCA
CSCec49651	2	miu	SIP: Hangup during RecordBeep locks Unity Port.
CSCec53351	2	statusmonitor	StatusMonitor does not work with SSL Enabled
CSCec57629	2	pca	CPCA: Unity Assistant shows memory leak in Message playback page
CSCec63779	2	exmessaging	MWI breaks after upgrade to 4.0.3
CSCec67050	2	domdirconnector	DOM: Subscribers get failsafe after nightly MWI resync
CSCec78333	2	csbridgeconnector	Bridge VCard UID cannot be greater than 4294967295
CSCec85905	2	miu	ENX: Leaving a message gives failsafe, MIU errors in app log.
CSCed28247	2	sa	SA - Subscriber view may fail when SA accessed by IP address
CSCed41432	2	core	AvCsMgr crash during MWI when CM is under Change Notification storm
CSCed46283	2	exmessaging	Outlook 2003 users on Exchange 2003 are missing voicemails
CSCed51091	2	umr	UMR Fails To Deliver Msgs If Connectivity To Exchg Bounces
CSCed64823	2	sa	SA: Exchange Select Subscriber for Import dialog cannot be displayed
CSCdz13475	3	sa	Fail to create new user; error Templates CallHandler not found
CSCdz14902	3	conversations	Message sent by logged in subscriber via TUI has no subject
CSCeb07397	3	exdirconnector	GC sync fails with E_ADS_BAD_PATHNAME when DL contains forward slash
CSCeb54025	3	sa	Importing a user does not import the correct display name from AD
CSCeb78207	3	core	Logmgr: Delete oldest logs first when memory limit is reached
CSCeb87047	3	conversations	Long pause in review of reply to message

**Table 2 Cisco Unity 4.0(3) Service Release 1 Resolved Caveats (continued)**

Identifier	Severity	Component	Description
CSCec12836	3	sa	When browsing by IP to the SA subscriber search links set to FDQN
CSCec15693	3	dommessaging	DOM: Unity incorrectly determines Domino server is offline
CSCec21560	3	miu	SIP: Unity does not handle the re-INVITE request properly.
CSCec25057	3	core	some Arbiter diags do not format properly
CSCec26821	3	dommessaging	DOM:Disabling a notification device does not update profile mask
CSCec28152	3	integration	Failover Unity server responding to heartbeat from Ericsson
CSCec28582	3	conversations	some conversation diags are not formatted properly
CSCec32324	3	domdirconnector	DOM: Directory monitor is synchronizing every 15 seconds
CSCec39114	3	import	“CUBI - displayname created from first, last name, not AD displayName”
CSCec39141	3	sa	SA: modifying first or last name changes display name
CSCec45219	3	reports	Subscriber messaging activity report omits MWI request
CSCec47227	3	sa	Unity SA Pages show loading when done
CSCec49036	3	exmessaging	MAPI notifications fail after receiving RPC err #14
CSCec49342	3	database	Synker does not write Alternate Extensions to directory.
CSCec53192	3	conversations	Call Handler owned by distribution list causes failsafe
CSCec54060	3	sa	SA: Cant add users from client browser, add page fails to load
CSCec74329	3	domdirconnector	DOM: Enhance logic to determine if subscriber is UCEnabled or not
CSCec78493	3	dommessaging	DOM: Failsafe Conversation when trying to access message via TUI.
CSCec78568	3	csbridgeconnector	CsBridgeConnector diagnostics do not log offending vcard attributes
CSCec81421	3	csbridgeconnector	VCard with multiple references to one CID should generate error
CSCed02330	3	miu	PIMG: need outgoing guard timer.
CSCed03115	3	ua	Check box user must change pwd at next login not clear when chg in UA
CSCed10874	3	exdirconnector	AvDsGc - Deleted MailboxStore sync algorithm has race condition
CSCed30076	3	conversations	Conv - IAvNamedProps:SetPropBool logs erroneous failure
CSCed30444	3	dommessaging	DOMINO: Text message notification fails
CSCed36346	3	sa	SA - Impersonation code is SA is problematic
CSCed44096	3	sa	SA: Cannot select PDL search option for DH when > 100 PDLs
CSCed47464	3	database	SQL Syncher fails to complete full synch if duplicate alias exists.
CSCed49945	3	conversations	Variables in transfer strings do not work
CSCed51227	3	umr	UMR does not recover from DC/GC outage (single DC/GC enviro)
CSCed55009	3	conversations	Conv - NDR with large attachment can hang Unity (Cisco Unity with Exchange only)
CSCed65655	3	exmessaging	Unity unable to retrieve Partner server HrGetServerDN dynamically
CSCed68789	3	sa	SA micro traces are formatted incorrectly
CSCed75508	3	sa	SA: DL import search with > 100 DLs does not remember domain chosen
CSCdz70936	6	exmessaging	ExMon - Diag for mailbox name on interface methods needed

**Table 2** Cisco Unity 4.0(3) Service Release 1 Resolved Caveats (continued)

Identifier	Severity	Component	Description
CSCed20064	6	core	Unity needs to be able to stagger message delivery to all-user PDL
CSCed31426	6	conversations	Do not replay Message Summary

## 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 at [http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_unity/about/aboutdoc.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/about/aboutdoc.htm).

## Obtaining Documentation

Cisco documentation and additional literature are available on Cisco.com. Cisco also provides several ways to obtain 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 websites can be accessed from this URL:

[http://www.cisco.com/public/countries\\_languages.shtml](http://www.cisco.com/public/countries_languages.shtml)

## Ordering Documentation

You can find instructions for ordering documentation at this URL:

[http://www.cisco.com/univercd/cc/td/doc/es\\_inpck/pdi.htm](http://www.cisco.com/univercd/cc/td/doc/es_inpck/pdi.htm)

You can order Cisco documentation in these ways:

- Registered Cisco.com users (Cisco direct customers) can order Cisco product documentation from the Ordering tool:  
<http://www.cisco.com/en/US/partner/ordering/index.shtml>
- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco Systems Corporate Headquarters (California, USA) at 408 526-7208 or, elsewhere in North America, by calling 800 553-NETS (6387).

## Documentation Feedback

You can submit e-mail comments about technical documentation to [bug-doc@cisco.com](mailto:bug-doc@cisco.com).

You can submit comments by using the response card (if present) behind the front cover of your document or 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

For all customers, partners, resellers, and distributors who hold valid Cisco service contracts, the Cisco Technical Assistance Center (TAC) provides 24-hour-a-day, award-winning technical support services, online and over the phone. Cisco.com features the Cisco TAC website as an online starting point for technical assistance. If you do not hold a valid Cisco service contract, please contact your reseller.

### Cisco TAC Website

The Cisco TAC website provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The Cisco TAC website is available 24 hours a day, 365 days a year. The Cisco TAC website is located at this URL:

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

Accessing all the tools on the Cisco TAC website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a login ID or password, register at this URL:

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

### Opening a TAC Case

Using the online TAC Case Open Tool is the fastest way to open P3 and P4 cases. (P3 and P4 cases are those in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Case Open Tool automatically recommends resources for an immediate solution. If your issue is not resolved using the recommended resources, your case will be assigned to a Cisco TAC engineer. The online TAC Case Open Tool is located at this URL:

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

For P1 or P2 cases (P1 and P2 cases are those in which your production network is down or severely degraded) or if you do not have Internet access, contact Cisco TAC by telephone. Cisco TAC engineers are assigned immediately to P1 and P2 cases to help keep your business operations running smoothly.

To open a case by telephone, use one of the following numbers:

Asia-Pacific: +61 2 8446 7411 (Australia: 1 800 805 227)  
EMEA: +32 2 704 55 55  
USA: 1 800 553-2447

For a complete listing of Cisco TAC contacts, go to this URL:

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

## TAC Case Priority Definitions

To ensure that all cases are reported in a standard format, Cisco has established case priority definitions.

Priority 1 (P1)—Your network is “down” or there is a critical impact to your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation.

Priority 2 (P2)—Operation of an existing network is severely degraded, or significant aspects of your business operation are negatively affected by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.

Priority 3 (P3)—Operational performance of your network is impaired, but most business operations remain functional. You and Cisco will commit resources during normal business hours to restore service to satisfactory levels.

Priority 4 (P4)—You require information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on your business operations.

## Obtaining Additional Publications and Information

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

- Cisco Marketplace provides a variety of Cisco books, reference guides, and logo merchandise. Go to this URL to visit the company store:  
<http://www.cisco.com/go/marketplace/>
- 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://cisco.com/univercd/cc/td/doc/pcat/>
- *Cisco Press* publishes a wide range of general networking, training and certification titles. Both new and experienced users will benefit from these publications. 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 quarterly publication that provides the latest networking trends, technology breakthroughs, and Cisco products and solutions to help industry professionals get the most from their networking investment. Included are networking deployment and troubleshooting tips, configuration examples, customer case studies, tutorials and training, certification information, and links to numerous in-depth online resources. You can access Packet magazine at this URL:  
<http://www.cisco.com/packet>
- *iQ Magazine* is the Cisco bimonthly publication that delivers the latest information about Internet business strategies for executives. You can access iQ Magazine at this URL:  
<http://www.cisco.com/go/iqmagazine>

- *Internet Protocol Journal* is a quarterly journal published by Cisco Systems for engineering professionals involved in designing, developing, and operating public and private internets and intranets. You can access the Internet Protocol Journal at this URL:  
<http://www.cisco.com/ipj>
  - Training—Cisco offers world-class networking training. Current offerings in network training are listed at this URL:  
<http://www.cisco.com/en/US/learning/index.html>
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