



# Cisco Unity 4.1 and 4.0(x) System Requirements, and Supported Hardware and Software, and Support Policies

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**Note**

If you are looking for requirements or support information for Cisco Unity version 4.2, refer instead to *Cisco Unity 4.2 System Requirements* or to *Supported Hardware and Software, and Support Policies for Cisco Unity 4.2 and Later*. Both documents are available at [http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod\\_installation\\_guides\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_installation_guides_list.html).

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This document lists requirements, supported hardware and software, support policies, and other necessary information for installing a Cisco Unity 4.1 or 4.0(x) system. It is divided into four parts:

[PART 1: Cisco Unity 4.1 and 4.0\(x\) System Requirements, page 1](#)

[PART 2: Supported Hardware for Use with Cisco Unity 4.1 and 4.0\(x\), page 26](#)

[PART 3: Supported Software for Use with Cisco Unity 4.1 and 4.0\(x\), page 35](#)

[PART 4: Support Policies for Cisco Unity 4.1 and 4.0\(x\), page 38](#)

(For requirements, and supported hardware and software for the Cisco Unity Bridge, refer to *System Requirements, and Supported Hardware and Software for Cisco Unity Bridge* at [http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod\\_installation\\_guides\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_installation_guides_list.html).)

## PART 1: Cisco Unity 4.1 and 4.0(x) System Requirements

- [Cisco Unity Configurations, page 2](#)
- [Hardware Requirements, page 5](#)
- [Software Requirements, page 5](#)
- [Language Requirements for Third-Party Software, page 14](#)



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

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- [Windows, Message Store, and Network Requirements](#), page 16
- [Requirements for Using Message Store Clustering](#), page 20
- [Requirements for Domino Partitioning](#), page 20
- [Requirements for Homing Subscribers in Exchange 5.5 and Also in Exchange 2000 and/or Exchange 2003](#), page 21
- [Cisco Unity Failover Requirements](#), page 21
- [Requirements for Cisco Unity Hospitality and Property Management System Integration](#), page 22
- [Requirements for Upgrading from Cisco Unity Version 2.x to Version 4.1 or 4.0\(x\)](#), page 22
- [Security Recommendations](#), page 23
- [Cisco Unity Languages](#), page 24
- [Unsupported Configurations](#), page 26
- [PART 2: Supported Hardware for Use with Cisco Unity 4.1 and 4.0\(x\)](#), page 26
- [PART 3: Supported Software for Use with Cisco Unity 4.1 and 4.0\(x\)](#), page 35
- [PART 4: Support Policies for Cisco Unity 4.1 and 4.0\(x\)](#), page 38

## Cisco Unity Configurations

The following two subsections describe the characteristics of the [Cisco Unity Voice Messaging Configuration](#) and the [Cisco Unity Unified Messaging Configuration](#).

### Cisco Unity Voice Messaging Configuration



#### Note

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IBM Lotus Domino is not supported for use with the Cisco Unity Voice Messaging configuration.

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- The Cisco Unity server handles only voice messages.
- When the Cisco Unity server is connected to the network:
  - Cisco Unity can be integrated with Cisco Unified CM and Cisco SIP Proxy Server.
  - Cisco Unity can be integrated with a circuit-switched phone system through Intel PBX-IP Media Gateway (PIMG) units.
  - Cisco Unity administration can be performed over the network.
  - Subscribers have access to the Cisco Unity Assistant through the Cisco Personal Communications Assistant (PCA).
  - The server has access to network utilities, such as virus checking and backup.
- Subscribers check messages by phone or from the Cisco Unity Inbox (accessed through the Cisco PCA).
- E-mail attributes, if any, and voice-mail attributes on subscriber accounts must be administered separately.
- [Table 1](#) lists the supported Microsoft Exchange versions on the Cisco Unity server and on a separate server for new installations and for upgrades from Cisco Unity 3.x or earlier.

**Table 1** Supported Message Store Versions for Cisco Unity Voice Messaging

|                                    | Message Store on the Cisco Unity Server   | Message Store on a Separate Server   |
|------------------------------------|---|--|
| <b>New Installation</b>            | <ul style="list-style-type: none"> <li>Exchange 2000 only</li> </ul> (Domino, Exchange 2003, and Exchange 5.5 are not supported.)   | <ul style="list-style-type: none"> <li>Exchange 2003 (with Cisco Unity 4.1 and 4.0(5) only)</li> <li>Exchange 2000</li> </ul> (Domino and Exchange 5.5 are not supported.)     |
| <b>Upgrade from 3.x or Earlier</b> | <ul style="list-style-type: none"> <li>Exchange 2000</li> <li>Exchange 5.5</li> </ul> (Domino and Exchange 2003 are not supported.) | <ul style="list-style-type: none"> <li>Exchange 2003 (with Cisco Unity 4.1 and 4.0(5) only)</li> <li>Exchange 2000</li> <li>Exchange 5.5</li> </ul> (Domino is not supported.) |

**Note**

When Exchange is installed on a separate server, Cisco assumes that the message store environment is already set up and working before the Cisco Unity system is installed.

## Cisco Unity Unified Messaging Configuration

In the Unified Messaging configuration, the Cisco Unity server is connected to message store servers in the same site or in multiple sites.

Cisco requires the following certification for anyone installing a Cisco Unity server as a Unified Messaging server:

|                      |   |
|----------------------|---|
| <b>With Domino</b>   | Certified Lotus Professional System Administrator |
| <b>With Exchange</b> | Microsoft Certified System Engineer               |

The Cisco Unity Unified Messaging configuration has the following characteristics:

- The Cisco Unity server handles only voice messages. Voice and e-mail messages are stored on the message store servers.
- The Cisco Unity server is connected to the network, so it has access to the message store directory and to network utilities, such as virus checking and backup.
- Subscribers check messages:
  - With Domino, by using the phone or an e-mail client.
  - With Exchange, by using the phone, the Cisco Unity Inbox, or an e-mail client. (The Cisco Unity Inbox is accessed through the Cisco Personal Communications Assistant, or Cisco PCA.)
- Cisco Unity administration may be performed over the network.
- Subscribers have access to the Cisco Unity Assistant through the Cisco PCA.

- Voice-mail and e-mail attributes on subscriber accounts may be administered from a single location by using the Cisco Unity Administrator.
- The message store must be installed on a separate server from Cisco Unity. [Table 2](#) lists the supported message store versions for new installations and for upgrades from Cisco Unity 3.x or earlier.

**Table 2** *Message Store Versions Supported for Cisco Unity Unified Messaging*

|                                    | <b>Message Store on the Cisco Unity Server</b>  | <b>Message Store on a Separate Server</b>   |
|------------------------------------|---|---|
| <b>New Installation</b>            | For Unified Messaging, installing the message store on the Cisco Unity server is not supported. | <ul style="list-style-type: none"> <li>• Domino 7.0x—with Cisco Unity 4.0(5) and later only<sup>1</sup></li> <li>• Domino 6.5.x—with Cisco Unity 4.0(4) and later only</li> <li>• Domino 6.0.5 and later—with Cisco Unity 4.0(4) and later only</li> <li>• Domino 6.0.4, 6.0.3, 6.0.2, 6.0.1, and 6.0.0—with Cisco Unity 4.0(3) and later only</li> <li>• Domino 5.0.13—with Cisco Unity 4.0(5), 4.0(4), 4.0(2), and 4.0(1) only</li> <li>• Domino 5.0.12, 5.0.11, and 5.0.10—with Cisco Unity 4.0(5) and earlier only</li> </ul><br><ul style="list-style-type: none"> <li>• Exchange 2003—with Cisco Unity 4.0(3) and later only</li> <li>• Exchange 2000</li> </ul> (Exchange 5.5 is not supported.) |
| <b>Upgrade from 3.x or Earlier</b> | For Unified Messaging, installing the message store on the Cisco Unity server is not supported. | <ul style="list-style-type: none"> <li>• Exchange 2003 (with Cisco Unity 4.0(3) and later only)</li> <li>• Exchange 2000</li> <li>• Exchange 5.5</li> </ul> (Domino is not supported.)  |

1. Requires IBM Lotus Domino Unified Communications (DUC) for Cisco 1.2.3 and a Cisco Unity engineering special. See [Table 3](#), “Supported Versions of IBM Lotus Domino, DUC for Cisco, and IBM Lotus Notes,” for version-specific information.



**Note**

Cisco assumes that the message store environment is already set up and working before the Cisco Unity system is installed.

# Hardware Requirements

- A server that meets Cisco Unity specifications. Refer to the *Cisco Unity Supported Platforms List* at [http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products\\_data\\_sheets\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_data_sheets_list.html).


**Caution**

Cisco TAC does not provide any assistance for installing, customizing, or troubleshooting Cisco Unity on a platform that is not on the *Cisco Unity Supported Platforms List*.

- Voice cards that are approved for use with Cisco Unity. (If you are integrating Cisco Unity with Cisco Unified CM, the integration does not require voice cards.) See the “[Supported Voice Cards](#)” section on page 32 and the “[Supported Other Phone System Integrations](#)” section on page 28.

Some voice cards that were supported with earlier versions of Cisco Unity are no longer supported. If you are upgrading from Cisco Unity version 2.x to version 4.0(x) through 4.1 and the existing server contains unsupported voice cards, you must replace those cards to upgrade to version 4.0(x) through 4.1.

If you are installing a Cisco Unity system outside the United States and you are connecting it directly to the central office by using an analog loop, you may need to install inline telco filters on the Intel Dialogic voice cards to filter tax impulse signals. For more information, refer to the Intel Dialogic documentation and regulatory notices that ship with the voice cards.

- The necessary cables, line splitters, and adapters to connect the voice cards to the phone system. For information about the cables and other components required for each type of circuit-switched phone system integration, see the “[Supported Other Phone System Integrations](#)” section on page 28.

If you are installing cards that have H.100 connectors, you need to connect the cards by using an H.100 cable that has at least as many connectors as you have cards (you must connect all cards by using a single cable) but no more than five extra connectors.

# Software Requirements


- [Software Requirements—Cisco Unity Server, page 6](#)
- [Software Requirements—Message Store, page 9](#)
- [Software Requirements—Subscriber Workstations, page 14](#)


Note that if you plan to run Cisco Security Agent for Cisco Unity on the Cisco Unity server, some versions of required software are not supported. Refer to the “Software Requirements” section of *Release Notes for Cisco Security Agent for Cisco Unity* 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).

## Software Requirements—Cisco Unity Server

- A supported version of Windows Server 2003 or of Microsoft Windows 2000 Server:

|   |  |
|---|--|
| <b>Windows Server 2003 Enterprise Edition and Windows Server 2003 R2 Enterprise Edition</b> | <ul style="list-style-type: none"> <li>• Supported with Cisco Unity version 4.1(1) in English only in both Unified Messaging and Voice Messaging configurations.</li> <li>• Supported with Cisco Unity version 4.0(5) in English, French, German, and Japanese in both Unified Messaging and Voice Messaging configurations.</li> <li>• Supported with Cisco Unity version 4.0(4) in English, French, German, and Japanese only in the Unified Messaging configuration.</li> </ul> <p>When Windows Server 2003 is installed on the Cisco Unity server, the message store must be Exchange 2003 with Service Pack 2. (Cisco Unity Setup does not enforce the Service Pack 2 requirement, but the service pack resolves problems that originally prevented Exchange 2003 from being supported in a Voice Messaging configuration.)</p> |
| <b>Windows Server 2003 Standard Edition and Windows Server 2003 R2 Standard Edition</b>     | <ul style="list-style-type: none"> <li>• Supported with Cisco Unity version 4.1(1) in English only in both Unified Messaging and Voice Messaging configurations.</li> <li>• Supported with Cisco Unity version 4.0(5) in English, French, German, and Japanese in both Unified Messaging and Voice Messaging configurations.</li> <li>• Supported with Cisco Unity version 4.0(4) in English, French, German, and Japanese only in the Unified Messaging configuration.</li> </ul> <p>When Windows Server 2003 is installed on the Cisco Unity server, the message store must be Exchange 2003 with Service Pack 2. (Cisco Unity Setup does not enforce the Service Pack 2 requirement, but the service pack resolves problems that originally prevented Exchange 2003 from being supported in a Voice Messaging configuration.)</p> |
| <b>Windows 2000 Server</b>  | <ul style="list-style-type: none"> <li>• Supported with Cisco Unity version 4.1(1) in English only.</li> <li>• Supported with Cisco Unity versions 4.0(5) and earlier in English, French, German, and Japanese.</li> </ul>   |
| <b>Windows 2000 Advanced Server</b>   | <ul style="list-style-type: none"> <li>• Supported with Cisco Unity version 4.1(1) in English only.</li> <li>• Supported with Cisco Unity versions 4.0(5) and earlier in English, French, German, and Japanese.</li> </ul>   |

 **Caution** If Windows Server 2003 is installed on the Cisco Unity server, voice cards and Dialogic software will not function correctly. Consequently, circuit-switched phone system integrations that use voice cards are not supported for use with a Cisco Unity server on which Windows Server 2003 is installed. Note, however, that IP integrations (Cisco Unified CM and SIP) and PIMG integrations are supported for use with a Cisco Unity server on which Windows Server 2003 is installed.

 **Caution** If Windows Server 2003 is installed on the Cisco Unity server, Domino is not supported.

Cisco Unity is not qualified for use on Windows 2000 Professional or Windows 2000 Datacenter Server.

- The applicable version of Microsoft SQL Server:
  - On a system with more than 32 voice ports, Microsoft SQL Server 2000 Standard Edition
  - On a system with 32 or fewer voice ports, Microsoft SQL Server 2000 Desktop Engine (MSDE 2000)

Other editions of SQL Server and MSDE are not supported.




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**Note** A system that is using Cisco Unity failover requires SQL Server 2000 Standard Edition regardless of the number of voice ports. (See also “[Cisco Unity Failover Requirements](#)” section on page 21.)

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- Microsoft Internet Explorer 6.0
- MSXML 3.0
- Microsoft .NET Framework, version 1.1
- If you are integrating Cisco Unity with Cisco Unified CM or Cisco Unified CM Express, a version of the Cisco Unity-CM TSP that is compatible with the version of Cisco Unity that you are installing and the version of Cisco Unified CM or Cisco Unified CM Express that is currently installed. Refer to *SCCP Compatibility Matrix: Cisco Unity, the Cisco Unity-CM TSP, Cisco Unified Communications Manager, and Cisco Unified Communications Manager Express* at [http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products\\_device\\_support\\_tables\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_device_support_tables_list.html).
- One of the following remote-access applications is required for Cisco TAC support:
  - Microsoft Windows Terminal Services. (Terminal Services is the default remote-access software for the Cisco Unity server and is included with Windows 2000.)
 

Note that using Terminal Services on a Cisco Unity server to install or upgrade Cisco Unity is not supported. For other limitations on using Terminal Services, refer to the “Limitations and Restrictions” section of the release notes for your version of Cisco Unity 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).
  - Symantec pcAnywhere version 10.0. (Use an external modem with pcAnywhere.)
- Cisco Unity
- The service packs listed in the following section, “[Minimum Service Packs Required—Cisco Unity Server](#).”

## Minimum Service Packs Required—Cisco Unity Server

Install the following service packs as applicable, depending on the Cisco Unity version (installation is enforced by Cisco Unity Setup):

|                           |  |
|---------------------------|--|
| <b>Cisco Unity 4.1(1)</b> | <ul style="list-style-type: none"> <li>• Internet Explorer 6 SP 1</li> <li>• MSXML 3.0 SP 1</li> <li>• SP 3 or SP 3a for SQL Server 2000 and for MSDE 2000</li> <li>• Windows 2000 Server SP 4</li> </ul>  |
| <b>Cisco Unity 4.0(5)</b> | <ul style="list-style-type: none"> <li>• Internet Explorer 6 SP 1</li> <li>• MSXML 3.0 SP 1</li> <li>• SP 3 or SP 3a for SQL Server 2000 and for MSDE 2000</li> <li>• Windows 2000 Server SP 4</li> </ul>  |
| <b>Cisco Unity 4.0(4)</b> | <ul style="list-style-type: none"> <li>• Internet Explorer 6 SP 1</li> <li>• MSXML 3.0 SP 1</li> <li>• SP 3 or SP 3a for SQL Server 2000 and for MSDE 2000</li> <li>• Windows 2000 Server SP 4</li> </ul>  |
| <b>Cisco Unity 4.0(3)</b> | <ul style="list-style-type: none"> <li>• Hot fix for Blaster worm described in Microsoft Security Bulletin MS03-026 and Microsoft Knowledge Base article 823980. (This hot fix has been superseded by MS03-039.)</li> <li>• Hot fix for IIS described in Microsoft Security Bulletin MS03-007 and Microsoft Knowledge Base article 815021.</li> <li>• Internet Explorer 6 SP 1</li> <li>• MSXML 3.0 SP 1</li> <li>• SP 3 or SP 3a for SQL Server 2000 and for MSDE 2000</li> <li>• Windows 2000 Server SP 3</li> </ul> |
| <b>Cisco Unity 4.0(2)</b> | <ul style="list-style-type: none"> <li>• Internet Explorer 6 SP 1</li> <li>• MSXML 3.0 SP 1</li> <li>• SP 3 or SP 3a for SQL Server 2000 and for MSDE 2000</li> <li>• Windows 2000 Server SP 3</li> </ul>  |
| <b>Cisco Unity 4.0(1)</b> | <ul style="list-style-type: none"> <li>• Internet Explorer 6 SP 1</li> <li>• MSXML 3.0 SP 1</li> <li>• SP 2 for SQL Server 2000 and for MSDE 2000</li> <li>• SRP 1 August 2002 for SQL Server 2000 and for MSDE 2000</li> <li>• Windows 2000 Server SP 3</li> </ul>  |

We recommend that you also update the Cisco Unity server with the security updates that Microsoft releases monthly. Refer to *Software Installed by the Cisco Unity Server Updates Wizard* at [http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod\\_installation\\_guides\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_installation_guides_list.html).

We strongly recommend that you update the Cisco Unity server with the service packs listed in the “[Recommended Service Packs—Cisco Unity Server](#)” section below. Some of the service packs may be more recent than the minimum required service packs listed here. If you do so, we recommend that you run the Cisco Unity Server Updates wizard to update the Cisco Unity server with the security updates that apply to the recommended service packs.

## Recommended Service Packs—Cisco Unity Server

- Windows Server 2003 Service Pack 2 (with Windows 2003 on the Cisco Unity server)
- SQL Server 2000 Service Pack 4 (with SQL Server 2000 on the Cisco Unity server)
- MSDE 2000 Service Pack 4 (with MSDE 2000 on the Cisco Unity server)

## Software Requirements—Message Store

IBM Lotus Domino and Microsoft Exchange are qualified for use with Cisco Unity 4.1. and 4.0(x).

- [Domino Requirements, page 9](#)
- [Exchange Requirements, page 11](#)

## Domino Requirements

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**Caution**

If Windows Server 2003 is installed on the Cisco Unity server, Domino is not supported.

### For Cisco Unity with Domino, the following IBM Lotus software is required:

- The server component of IBM Lotus Domino Unified Communications (DUC) for Cisco—csServer—is required on each Domino server that hosts a mail file or mail file replica that belongs to a Cisco Unity subscriber.
- The Domino domain directory database must be updated with csAdmin, the administration component of DUC for Cisco.
- IBM Lotus Notes is required on the Cisco Unity server.

[Table 3](#) lists the supported version combinations of the IBM Lotus software that is required with Cisco Unity with Domino.

**Table 3** Supported Versions of IBM Lotus Domino, DUC for Cisco, and IBM Lotus Notes

| Cisco Unity Version | Supported Domino Versions                          | Supported DUC for Cisco Versions on Domino Servers | Supported Notes Versions on the Cisco Unity Server | Supported Operating Systems on Domino Servers Running DUC for Cisco   |
|---------------------|--|--|--|---|
| 4.1(1)              | 7.0x <sup>1</sup> (AIX and Windows)                | 1.2.3  | 6.5.x<br>6.0.x                                     | IBM AIX<br>Windows Server 2003,<br>Windows 2000 Server  |
| 4.1(1)              | 6.5.x (AIX and Windows)<br>6.0.x (AIX and Windows) | 1.2.3, 1.2.2 <sup>2</sup>                          | 6.5.x<br>6.0.x                                     | IBM AIX<br>Windows Server 2003 (When using DUC for Cisco 1.2.2, only Windows Server 2003 R1 is supported.)<br>Windows 2000 Server |

**Table 3 Supported Versions of IBM Lotus Domino, DUC for Cisco, and IBM Lotus Notes (continued)**

| Cisco Unity Version | Supported Domino Versions   | Supported DUC for Cisco Versions on Domino Servers | Supported Notes Versions on the Cisco Unity Server | Supported Operating Systems on Domino Servers Running DUC for Cisco    |
|---------------------|---|--|--|--|
| 4.0(5)              | 7.0x <sup>3</sup> (AIX and Windows)<br>6.5.x (AIX and Windows)<br>6.0.x (AIX and Windows)                 | 1.2.3  | 6.5.x<br>6.0.x                                     | IBM AIX<br>Windows Server 2003,<br>Windows 2000 Server                 |
| 4.0(5)              | 6.5.x (AIX and Windows)<br>6.0.x (AIX and Windows)<br>5.0.13, 5.0.12,<br>5.0.11, 5.0.10<br>(Windows only) | 1.2.2 <sup>2</sup>                                 | 6.5.x<br>6.0.x<br>5.0.13, 5.0.12, 5.0.11, 5.0.10   | IBM AIX<br>Windows Server 2003 R1,<br>Windows 2000 Server              |
| 4.0(4)              | 6.5.x (AIX and Windows)<br>6.0.x (AIX and Windows)<br>5.0.13, 5.0.12,<br>5.0.11, 5.0.10<br>(Windows only) | 1.2.2 <sup>2,4</sup>                               | 6.5.x<br>6.0.x<br>5.0.13, 5.0.12, 5.0.11, 5.0.10   | IBM AIX <sup>5</sup><br>Windows Server 2003 R1,<br>Windows 2000 Server |
| 4.0(3)              | 6.0.4, 6.0.3, 6.0.2,<br>6.0.1, 6.0.0<br>5.0.12, 5.0.11,<br>5.0.10   | 1.2.1 <sup>6</sup>                                 | 6.0.1, 6.0.0<br>5.0.12, 5.0.11, 5.0.10             | Windows 2000 Server  |
| 4.0(2)              | 5.0.13, 5.0.12,<br>5.0.11, 5.0.10   | 1.1  | 5.0.11, 5.0.10                                     | Windows 2000 Server  |
| 4.0(1)              | 5.0.13, 5.0.12,<br>5.0.11, 5.0.10   | 1.1  | 5.0.10   | Windows 2000 Server  |

1. Requires DUC for Cisco version 1.2.3 and Cisco Unity 4.1(1) Engineering Special 1. To obtain ES 1, refer to the *Cisco Unity 4.1 Engineering Special Index* 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).
2. Supported in English, French, German, and Japanese.
3. Requires DUC for Cisco version 1.2.3 and Cisco Unity 4.0(5) Engineering Special 45. To obtain ES 45, refer to the *Cisco Unity 4.0(5) Engineering Special Index* 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).
4. DUC for Cisco version 1.2.1 was also qualified for use with Cisco Unity 4.0(4) and on Domino servers running Windows, but we recommend that you use DUC 1.2.2.
5. Requires DUC for Cisco version 1.2.2. Version 1.2.1 is not supported. Also requires Domino version 6.5.x or 6.0.x. Domino version 5 is not supported.
6. Although the supported version of DUC for Cisco is 1.2.1, note that the download on the IBM Lotus website is identified as version 1.2.



**Caution**

If you want to use the Domino Administrator option Upgrade to More Secure Internet Password Format, you must install Notes version 5.0.11 or later on the Cisco Unity server. Otherwise Cisco Unity subscribers will not be able to log on to the Cisco Personal Communications Assistant.

Note that Cisco Unity does not ship with IBM Lotus server or client software. The software must be purchased from Cisco or from IBM Lotus.

All Critical Fixpacks are automatically supported.

**For additional Domino requirements, see:**

- [Windows, Message Store, and Network Requirements, page 16](#)
- [Requirements for Using Message Store Clustering, page 20](#)
- [Requirements for Domino Partitioning, page 20](#)

## Exchange Requirements

- A supported version of Microsoft Exchange Server




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**Note** Customers are responsible for providing their own copy of Exchange Server 2003 or Exchange 2000 Server (unless they are using the Voice Mail Run-Time Edition of Exchange 2003 or Exchange 2000 that ships with Cisco Unity).

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- Exchange Server 2003 Enterprise Edition. Note the following:

In a Unified Messaging configuration, Exchange 2003 is supported for Cisco Unity 4.0(3) and later only.

In a Voice Messaging configuration, Exchange 2003 is supported for Cisco Unity 4.0(5) and later only. Also requires Exchange Server 2003 Service Pack 2. (Cisco Unity 4.0(5) Setup does not enforce the Service Pack 2 requirement, but the service pack resolves problems that originally prevented Exchange Server 2003 from being supported in a Voice Messaging configuration.)

- Exchange Server 2003 Standard Edition. Note the following:

In a Unified Messaging configuration, Exchange 2003 is supported for Cisco Unity 4.0(3) and later only.

In a Voice Messaging configuration, Exchange 2003 is supported for Cisco Unity 4.0(5) and later only. Also requires Exchange Server 2003 Service Pack 2. (Cisco Unity 4.0(5) Setup does not enforce the Service Pack 2 requirement, but the service pack resolves problems that originally prevented Exchange Server 2003 from being supported in a Voice Messaging configuration.)




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**Caution** Cisco Unity 3.x does not support Exchange 2003. If you are upgrading to Cisco Unity 4.x because it supports Exchange 2003, you must upgrade to Cisco Unity version 4.0(3) or later before you run Exchange 2003 Forestprep. Otherwise, the changes that Forestprep makes to Active Directory will cause Cisco Unity to stop functioning. (Cisco Unity versions 4.0(2) and 4.0(1) do not support Exchange 2003 either, but they are not affected by the changes that Forestprep makes to Active Directory.)

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- Voice Mail Run-Time Edition of Exchange Server 2003 Enterprise Edition (Cisco Unity ships with this version, for use in the Voice Messaging configuration only.)
- Exchange 2000 Server Enterprise Edition
- Exchange 2000 Server Standard Edition

- Exchange 2000 Conferencing Server (Supported in the Unified Messaging configuration only, on a separate server.)
- Voice Mail Run-Time Edition of Exchange 2000 Server Enterprise Edition (Cisco Unity ships with this version, for use in the Voice Messaging configuration only.)
- For a Cisco Unity system installed earlier than January 1, 2006, only, the Voice Mail Run-Time Edition of Exchange Server version 5.5 or Exchange Server (Standard Edition) version 5.5.

**Caution**

As of January 1, 2006, Exchange Server 5.5 is no longer allowed as the message store for a new installation of Cisco Unity. This applies to all versions of Cisco Unity, and to both Unified Messaging and Voice Messaging configurations. If a customer installs a new Cisco Unity system on or after that date and configures Cisco Unity to use Exchange 5.5 as the message store, Cisco TAC will not provide support for the system until the customer has upgraded to Exchange Server 2003 or Exchange 2000 Server.

Microsoft ended support for Exchange 5.5 on December 31, 2005. To the extent possible, Cisco will continue to support Exchange 5.5 as a message store for a Cisco Unity system installed in 2005 or earlier. However, if a problem with Exchange 5.5 cannot be resolved, the customer will be required to upgrade to Exchange 2003 or Exchange 2000. (For information on upgrading Exchange, refer to the “[Upgrading Exchange on the Cisco Unity System](#)” chapter of the *Reconfiguration and Upgrade Guide for Cisco Unity (With Microsoft Exchange)* at [http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod\\_installation\\_guides\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_installation_guides_list.html). For information on Microsoft support, see the article *Exchange Server 5.5 Rides into the Sunset (Exchange 2000 Server, Saddle Up)* on the Microsoft Exchange Server TechCenter website.)

**Note**

A system that is using Cisco Unity failover requires that Exchange be on a separate server from the primary and secondary servers. (See also “[Cisco Unity Failover Requirements](#)” section on [page 21](#).)

- Client Access Licenses (CALs) must be purchased for all configurations except Cisco Unity Voice Messaging with one of the following:
  - Voice Mail Run-Time Edition of Exchange Server 2003 Enterprise Edition
  - Voice Mail Run-Time Edition of Exchange 2000 Server Enterprise Edition
- The service packs listed in the following section, “[Minimum Service Packs Required—Message Store](#).”

**For additional Exchange requirements, see:**

- [Windows, Message Store, and Network Requirements, page 16](#)
- [Requirements for Using Message Store Clustering, page 20](#)
- [Requirements for Homing Subscribers in Exchange 5.5 and Also in Exchange 2000 and/or Exchange 2003, page 21](#)

**Minimum Service Packs Required—Message Store**

The service packs listed in the table below are the minimum service packs required for the specified versions of Cisco Unity.

We strongly recommend that you update the Cisco Unity server with the service packs listed in the “[Recommended Service Packs—Exchange Servers](#)” section below. Some of the service packs may be more recent than the minimum required service packs listed here.

We recommend that you also update the Cisco Unity server with the security updates that Microsoft releases monthly. Refer to *Software Installed by the Cisco Unity Server Updates Wizard* at [http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod\\_installation\\_guides\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_installation_guides_list.html).

|   |   |
|---|---|
| <b>Cisco Unity 4.1(1)</b>                     | <ul style="list-style-type: none"> <li>• Exchanger Server 2003 SP 2 in a Voice Messaging configuration (when Exchange 2003 is being used). Note that Cisco Unity Setup does not enforce this requirement, but the service pack resolves problems that originally prevented Exchange Server 2003 from being supported in a Voice Messaging configuration.</li> <li>• Exchange Server 2003 SP 1 in a Unified Messaging configuration (when Exchange 2003 is being used)</li> <li>• Exchange 2000 Server SP 3 (when Exchange 2000 is being used)</li> <li>• Exchange 2000 Server Post-Service Pack 3 Update Rollup (KB 870540) (when Exchange 2000 is being used)</li> <li>• Exchange Server 5.5 SP 4 (when Exchange 5.5 is being used)</li> </ul> |
| <b>Cisco Unity 4.0(5)</b>                     | <ul style="list-style-type: none"> <li>• Exchanger Server 2003 SP 2 in a Voice Messaging configuration (when Exchange 2003 is being used). Note that Cisco Unity Setup does not enforce this requirement, but the service pack resolves problems that originally prevented Exchange Server 2003 from being supported in a Voice Messaging configuration.</li> <li>• Exchange Server 2003 SP 1 in a Unified Messaging Configuration (when Exchange 2003 is being used)</li> <li>• Exchange 2000 Server SP 3 (when Exchange 2000 is being used)</li> <li>• Exchange 2000 Server Post-Service Pack 3 Update Rollup (KB 870540) (when Exchange 2000 is being used)</li> <li>• Exchange Server 5.5 SP 4 (when Exchange 5.5 is being used)</li> </ul> |
| <b>Cisco Unity 4.0(4)</b>                     | <ul style="list-style-type: none"> <li>• Exchange 2000 Server SP 3 (when Exchange 2000 is being used)</li> <li>• Exchange Server 5.5 SP 4 (when Exchange 5.5 is being used)</li> </ul>  |
| <b>Cisco Unity 4.0(3), 4.0(2), and 4.0(1)</b> | <ul style="list-style-type: none"> <li>• Exchange 2000 Server SP 2 (when Exchange 2000 is being used)</li> <li>• Exchange Server 5.5 SP 4 (when Exchange 5.5 is being used)</li> </ul>  |

### Recommended Service Packs—Exchange Servers

- Exchange 2003 Service Pack 2 (when Exchange 2003 is being used)
- Exchange 2000 Service Pack 3 (when Exchange 2000 is being used)
- Exchange 2000 Post-Service Pack 3 Update Rollup (when Exchange 2000 is being used) (described in Microsoft Knowledge Base article 870540). The rollup is automatically installed when you run the Cisco Unity Server Updates wizard and choose to install Microsoft updates for Exchange.

For support information, refer to the “[Support Policy for Microsoft Service Packs and Updates](#)” section on page 40.

**Note**

For Cisco Unity configurations with Exchange installed on a separate server, Cisco assumes that the message store environment is already set up and working before the Cisco Unity system is installed.

## Software Requirements—Subscriber Workstations

- An operating system that is compatible with the version of Cisco Unity that you are installing. Refer to *Compatibility Matrix: Cisco Unity and the Software on Subscriber Workstations* at [http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products\\_device\\_support\\_tables\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_device_support_tables_list.html). A compatible operating system is required:
  - For installing the Cisco Unity server in a Unified Messaging configuration and for subscribers to access voice messages by using Cisco Unity ViewMail for Microsoft Outlook and Lotus Notes with DUC for Cisco.
  - For subscribers to access the Cisco Personal Communications Assistant (PCA). (Subscribers have access to the Cisco Unity Assistant and the Cisco Unity Inbox through the Cisco PCA.)
- A messaging client that is compatible with the version of Cisco Unity that you are installing. Refer to *Compatibility Matrix: Cisco Unity and the Software on Subscriber Workstations* at [http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products\\_device\\_support\\_tables\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_device_support_tables_list.html). A compatible messaging client is required for installing the Cisco Unity server in a Unified Messaging configuration and for subscribers to access voice messages by using ViewMail for Outlook and Lotus Notes with DUC for Cisco.
- An Internet browser that is compatible with the version of Cisco Unity that you are installing. Refer to *Compatibility Matrix: Cisco Unity and the Software on Subscriber Workstations* at [http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products\\_device\\_support\\_tables\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_device_support_tables_list.html). A compatible browser is required for subscribers to access the Cisco PCA.

## Language Requirements for Third-Party Software

Required languages for the applications listed in the “[List of Third-Party Software](#)” section on page 15 depend on the Windows locale on the Cisco Unity server.

[Table 4](#) lists the required languages for French, German, Japanese, and U.S. English locales. For locales not listed in the table, U.S. English versions are required for all software.

Note that the locale on the Cisco Unity server must match one of the installed Cisco Unity languages (for example, if you choose French as the locale, then the French Cisco Unity system-prompt set must also be installed).

**Caution**

Cisco Unity 4.1(1) is available only in U.S. English. You can install Cisco Unity 4.1(1) only on a server on which the U.S. English version of Windows 2000 Server or Windows Server 2003 is installed; you cannot change the locale of Windows to a setting other than English (United States); and you cannot upgrade an existing Cisco Unity system that is using a language other than U.S. English to version 4.1(1).

**Table 4** Required Languages for Third-Party Software

| Windows Locale on Cisco Unity Server | Required Language for Third-Party Software  |
|--------------------------------------|---|
| French                               | French versions are required for all software (see the <a href="#">“List of Third-Party Software” section on page 15</a> ) except the following four applications: <ul style="list-style-type: none"> <li>• IBM Lotus Domino Unified Communications (DUC) for Cisco—French or U.S. English is required.</li> <li>• Microsoft MSXML—U.S. English is required.</li> <li>• Microsoft MDAC—U.S. English is required.</li> <li>• Symantec pcAnywhere (optional application)—U.S. English is required.</li> </ul>     |
| German                               | German versions are required for all software (see the <a href="#">“List of Third-Party Software” section on page 15</a> ) except the following four applications: <ul style="list-style-type: none"> <li>• IBM Lotus Domino Unified Communications (DUC) for Cisco—German or U.S. English is required.</li> <li>• Microsoft MSXML—U.S. English is required.</li> <li>• Microsoft MDAC—U.S. English is required.</li> <li>• Symantec pcAnywhere (optional application)—U.S. English is required.</li> </ul>     |
| Japanese                             | Japanese versions are required for all software (see the <a href="#">“List of Third-Party Software” section on page 15</a> ) except the following four applications: <ul style="list-style-type: none"> <li>• IBM Lotus Domino Unified Communications (DUC) for Cisco—Japanese or U.S. English is required.</li> <li>• Microsoft MSXML—U.S. English is required.</li> <li>• Microsoft MDAC—U.S. English is required.</li> <li>• Symantec pcAnywhere (optional application)—U.S. English is required.</li> </ul> |
| U.S. English                         | U.S. English versions are required for all software (see the <a href="#">“List of Third-Party Software” section on page 15</a> ).   |
| Locales not listed in this table     | U.S. English versions are required for all software (see the <a href="#">“List of Third-Party Software” section on page 15</a> ).   |

## List of Third-Party Software

Depending on the Windows locale on the Cisco Unity server, the following software must be installed in the languages listed in [Table 4](#):

- Cisco Unity ViewMail for Microsoft Outlook
- IBM Lotus Domino
- IBM Lotus Domino Unified Communications (DUC) for Cisco
- IBM Lotus Notes
- Microsoft Exchange
- Microsoft Internet Explorer
- Microsoft MDAC

- Microsoft MSXML
- Microsoft Outlook
- Microsoft SQL Server 2000 Standard Edition or Microsoft SQL Server 2000 Desktop Engine (MSDE 2000)
- Supported version of Microsoft Windows 2000 Server or Windows Server 2003
- Microsoft Windows Terminal Services
- Symantec pcAnywhere

## Windows, Message Store, and Network Requirements

See the applicable section:

- [Requirements for Cisco Unity Voice Messaging, page 16](#)
- [Requirements for Cisco Unity Unified Messaging, page 18](#)

### Requirements for Cisco Unity Voice Messaging

The Cisco Unity server must be connected to the network for most Voice Messaging configurations so that it has access to the message store, the directory, and network utilities. The only exception is when Exchange 2000 is installed on the Cisco Unity server, and the server is not configured for failover, and Cisco Unity is integrated with the phone system by using voice cards; in that configuration, a network connection is not required.

**Table 5** *Windows, Message Store, and Network Requirements for Cisco Unity Voice Messaging*

| Requirement Type                         | Requirements   |
|--|--|
| Windows Server 2003 domain               | <p>The Cisco Unity server is a member server in an existing Windows Server 2003 domain.</p> <p>For Cisco Unity versions 4.0(5) and 4.1(1), the Cisco Unity server can be running Windows Server 2003 or Windows 2000 Server. If the Cisco Unity server is running Windows Server 2003, the message store must be Exchange Server 2003.</p> <p>For Cisco Unity versions 4.0(1) through 4.0(4), the Cisco Unity server must be running Windows 2000 Server. For these versions, Windows Server 2003 is not supported in a Voice Messaging configuration.</p> |
| Windows 2000 Server or Windows NT domain | <p>The Cisco Unity server is a domain controller/global catalog server (DC/GC) in its own domain or is a member server in an existing Windows 2000 or Windows NT domain.</p>   |

**Table 5** Windows, Message Store, and Network Requirements for Cisco Unity Voice Messaging (continued)

| Requirement Type | Requirements   |
|------------------|--|
| Message store    | <p>Domino is not supported.</p> <p>Exchange 2000 Server can be installed either on the Cisco Unity server or on a separate server. When upgrading from Cisco Unity 3.x, Exchange 5.5 can be installed either on the Cisco Unity server or on a separate server.</p> <p>For Cisco Unity versions 4.0(5) and 4.1(1), Exchange Server 2003 must be installed on a separate server. For Cisco Unity versions 4.0(1) through 4.0(4), Exchange Server 2003 is not supported in a Voice Messaging configuration.</p> <p>See also <a href="#">Table 1 on page 3</a>, “Supported Message Store Versions for Cisco Unity Voice Messaging.”</p>   |
| Network          | <ul style="list-style-type: none"> <li>• Minimum 10 Mbps with minimal network access, if any.</li> <li>• The Cisco Unity server must be connected to the servers listed below over a high-speed IP network with minimal propagation delay and with proper Quality of Service guarantees for traffic between the components.</li> </ul> <p><b>When Domino is the message store:</b></p> <ul style="list-style-type: none"> <li>– The Domino server that Cisco Unity uses for importing subscribers and lists from the primary subscriber address book, and that it monitors for changes to the Domino directory.</li> <li>– The Domino server to which Cisco Unity sends voice messages.</li> <li>– Any Domino server on which Cisco Unity subscriber mailboxes are homed.</li> </ul> <p><b>When Exchange is the message store:</b></p> <ul style="list-style-type: none"> <li>– The partner Exchange server.</li> <li>– Any Exchange server on which Cisco Unity subscriber mailboxes are homed.</li> <li>– The domain controller that Cisco Unity monitors for directory updates.</li> <li>– The global catalog server that Cisco Unity monitors for directory updates.</li> <li>– The global catalog server with which the Cisco Unity MAPI client communicates.</li> </ul> <p>Connecting the Cisco Unity server to any of the specified servers over a wide-area network is not supported.</p> <ul style="list-style-type: none"> <li>• If Cisco Unity failover is configured, recommended 100 Mbps connection between the primary and secondary servers.</li> <li>• If Cisco Unity connects to Intel PBX-IP Media Gateway (PIMG) units over a WAN, the requirements for the WAN network connections are: <ul style="list-style-type: none"> <li>– For G.729a codec formatting, a minimum of 32.76 Kbps guaranteed bandwidth for each voice messaging port.</li> <li>– For G.711 codec formatting, a minimum of 91.56 Kbps guaranteed bandwidth for each voice messaging port.</li> <li>– No network devices that implement network address translation (NAT).</li> </ul> </li> </ul> |

## Requirements for Cisco Unity Unified Messaging

Cisco Unity provides unified messaging with Domino or Exchange installed on other servers. The Cisco Unity server must be connected to the network, so it has access to the message store, the directory, and network utilities.

**Table 6** *Windows, Message Store, and Network Requirements for Cisco Unity Unified Messaging*

| <b>Requirement Type</b>           | <b>Requirements</b>  |
|-----------------------------------|--|
| Windows 2003 domain               | The Cisco Unity server is a member server in an existing Windows Server 2003 domain.<br>If the Cisco Unity server is running Windows Server 2003, the message store server that Cisco Unity connects with (the partner Exchange server) must be running Exchange 2003.<br>Domino is not supported. |
| Windows 2000 or Windows NT domain | The Cisco Unity server typically is a member server in an existing Windows 2000 or Windows NT domain.  |

**Table 6** Windows, Message Store, and Network Requirements for Cisco Unity Unified Messaging (continued)

| Requirement Type | Requirements  |
|------------------|---|
| Message store    | <p>For Cisco Unity with Domino—Domino must be installed on a separate server. See also <a href="#">Table 2 on page 4</a>, “<a href="#">Message Store Versions Supported for Cisco Unity Unified Messaging</a>.” If Windows Server 2003 is installed on the Cisco Unity server, Domino is not supported.</p> <p>For Cisco Unity with Exchange—Exchange must be installed on a separate server. The Cisco Unity server services Exchange mailboxes in an existing Exchange organization. See also <a href="#">Table 2 on page 4</a>, “<a href="#">Message Store Versions Supported for Cisco Unity Unified Messaging</a>.”</p>  |
| Network          | <ul style="list-style-type: none"> <li>• Recommended minimum 100 Mbps connection.</li> <li>• The Cisco Unity server must be connected to the servers listed below over a high-speed IP network with minimal propagation delay and with proper Quality of Service guarantees for traffic between the components.</li> </ul> <p><b>When Domino is the message store:</b></p> <ul style="list-style-type: none"> <li>– The Domino server that Cisco Unity uses for importing subscribers and lists from the primary subscriber address book, and that it monitors for changes to the Domino directory.</li> <li>– The Domino server to which Cisco Unity sends voice messages.</li> <li>– Any Domino server on which Cisco Unity subscriber mailboxes are homed.</li> </ul> <p><b>When Exchange is the message store:</b></p> <ul style="list-style-type: none"> <li>– The partner Exchange server.</li> <li>– Any Exchange server on which Cisco Unity subscriber mailboxes are homed.</li> <li>– The domain controller that Cisco Unity monitors for directory updates.</li> <li>– The global catalog server that Cisco Unity monitors for directory updates.</li> <li>– The global catalog server with which the Cisco Unity MAPI client communicates.</li> </ul> <p>Connecting the Cisco Unity server to any of the specified servers over a wide-area network is not supported.</p> <ul style="list-style-type: none"> <li>• If Cisco Unity failover is configured, recommended 100 Mbps connection between the primary and secondary servers.</li> <li>• If Cisco Unity connects to Intel PBX-IP Media Gateway (PIMG) units over a WAN, the requirements for the WAN network connection are: <ul style="list-style-type: none"> <li>– For G.729a codec formatting, a minimum of 32.76 Kbps guaranteed bandwidth for each voice messaging port.</li> <li>– For G.711 codec formatting, a minimum of 91.56 Kbps guaranteed bandwidth for each voice messaging port.</li> <li>– No network devices that implement network address translation (NAT).</li> </ul> </li> </ul> |

For information about the characteristics of the Cisco Unity configurations, see the “[Cisco Unity Configurations](#)” section on page 2.

# Requirements for Using Message Store Clustering

See the applicable section:

- [Domino Requirements, page 20](#)
- [Exchange Requirements, page 20](#)

## Domino Requirements

- Clustering on the same Domino server or on separate Domino servers is supported. (Clustering on the same Domino server assumes that you are using Domino partitioning. See also the [“Requirements for Domino Partitioning”](#) section on page 20.)
- Each clustered server must have a replica of each Cisco Unity subscriber’s mail file.
- You must install csServer, the server component of IBM Lotus Domino Unified Communications (DUC) for Cisco, on each clustered server.

## Exchange Requirements

When Cisco Unity will service subscribers in an Exchange cluster:

- Exchange 2003 clustering is supported with Cisco Unity 4.0(3) and later.
- Exchange 2000 clustering is supported with all versions of Cisco Unity 4.0(x) through 4.1.
- Do not install Cisco Unity on a server in an Exchange cluster.
- Do not install a Cisco Unity Voice Connector for Microsoft Exchange on a server in an Exchange cluster.

Exchange 5.5 clustering is not supported.

Cisco supports homing Cisco Unity subscriber mailboxes in an Exchange cluster. However, clustered Exchange servers require special hardware that Cisco does not provide and advanced knowledge of Windows and of Exchange clustering. Cisco will not help with configuration or support of the Exchange cluster; it is the responsibility of the customer to obtain support for the Exchange cluster.

## Requirements for Domino Partitioning

- Domino partitioning is supported for Cisco Unity versions 4.1(1), 4.0(5), and 4.0(4), and for IBM Lotus Domino Unified Communications (DUC) for Cisco versions 1.2.3 and 1.2.2.
- Each partition must have its own IP address.

# Requirements for Homing Subscribers in Exchange 5.5 and Also in Exchange 2000 and/or Exchange 2003

When Cisco Unity subscribers will be homed in Exchange 5.5 and also homed in Exchange 2000 and/or Exchange 2003, set up mixed-mode messaging before installing Cisco Unity:

- The Exchange 2000 and/or Exchange 2003 servers must be installed into one of the existing Exchange 5.5 sites.
- The Exchange version of the Active Directory connector must be installed.
- A recipient connection agreement must be set up to replicate data between the Exchange 5.5 directory and Active Directory. (An Exchange organization that has multiple sites will have multiple Active Directory connectors and multiple connection agreements.) If you want to be able to use the Cisco Unity Administrator to add Cisco Unity subscribers who will be homed in Exchange 5.5, on the Advanced tab of the Properties dialog box for this connection agreement, you must check the This Is a Primary Connection Agreement for the Connected Exchange Organization check box.

## Cisco Unity Failover Requirements

### Revised September 11, 2008

- The primary and secondary servers must both be qualified for Cisco Unity.
- Both Cisco Unity servers must have the same platform overlay.
- Both Cisco Unity servers must be member servers of the same domain (they cannot be domain controllers). Do not install Active Directory on either Cisco Unity server.
- If the Cisco Unity server names are longer than 14 characters, the first 14 characters of the server names must not be identical for the primary and secondary servers.
- Both Cisco Unity servers must be connected to the same message store.
- When Exchange is the message store, Exchange administration software must always be installed on the primary Cisco Unity server. When the message store is installed on a separate Exchange server, Exchange administration software must also be installed on the secondary Cisco Unity server.
- When IBM Lotus Domino is the message store, Lotus Notes is installed on both Cisco Unity servers. All other IBM Lotus software is installed on a computer other than the Cisco Unity servers.
- SQL Server 2000 Standard Edition must be installed on both Cisco Unity servers. (MSDE 2000 is not supported on either server with Cisco Unity failover.)
- One Cisco Unity server is designated the primary server, and the other Cisco Unity server is designated the secondary server.
- Both Cisco Unity servers must connect to the same phone system.
- Both Cisco Unity servers must have the same enabled features and configurations.
- Both Cisco Unity servers must be connected to the network and have a reliable connection of 100 Mbps minimum. There is no option for installing failover without a network connection.
- Failover can be used with any supported Cisco Unity configuration except with one that has no network connection.
- Cisco Unity and SQL Server 2000 must be installed on both the primary and secondary servers with the same domain account.

- MSSQLSERVER and SQLSERVERAGENT services on both Cisco Unity servers must be configured to use the same domain account that is a member of the Local Administrators group on both servers. These services cannot be configured to run as Local System. SQLSERVERAGENT on the primary server must be able to log on to SQL Server on the secondary server by using Windows NT authentication.

## Requirements for Cisco Unity Hospitality and Property Management System Integration

- A Cisco Unity system running version 4.0(3) or later.
- A Percipia Networks Transient Communications Engine (PTCE) server, with software version 4.0.4 or later.
- Cisco Unity is installed in an Exchange 2000 or Exchange 2003 environment and in a Windows 2000 or Windows 2003 domain. (Installation of the Hospitality feature into an Exchange 5.5, Windows NT, or Lotus Domino environment is not supported.)
- Cisco Unity is installed on a server that meets Cisco Unity specifications. Note that the maximum number of voice messaging users supported on each server platform includes all regular subscribers and hotel guests. Refer to the *Cisco Unity Supported Platforms List* at [http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products\\_data\\_sheets\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_data_sheets_list.html).

Note that the Cisco Unity Hospitality feature is not supported for use with Cisco Unity failover.

## Requirements for Upgrading from Cisco Unity Version 2.x to Version 4.1 or 4.0(x)

- All of the requirements for a Cisco Unity 4.1 or 4.0(x) system.



### Caution

Requirements for Cisco Unity versions 4.1 and 4.0(x) are different from requirements for version 2.x. The system must meet Cisco Unity 4.x standards to receive support from Cisco TAC.

- A Cisco Unity system at version 2.3(4.104) or later. Upgrades from earlier versions are not supported. (If your system is at an earlier version, you must install Cisco Unity 4.1 or 4.0(x) as a new system. All Cisco Unity data from the old system is lost.)
- ActiveFax is no longer supported, either on the Cisco Unity server or on a separate server.
- A network connection or a high-capacity removable storage device, so you can save subscriber and other information exported from the existing Cisco Unity 2.x system and import that information into the 4.1 or 4.0(x) system.

# Security Recommendations

## Set Up Cisco Unity to Use SSL

For increased security, we recommend that you set up Cisco Unity to use the Secure Sockets Layer (SSL) protocol. Without SSL, data is sent across the network in clear text in the following situations:

- When subscribers log on to the Cisco Personal Communications Assistant (PCA), credentials are sent to Cisco Unity in clear text.
- When the Cisco Unity Administrator and the Status Monitor are configured to use the Anonymous authentication method (rather than the Integrated Windows authentication method), credentials are sent to Cisco Unity in clear text.
- When Mobile Message Access for BlackBerry is being used with Cisco Unity version 4.1(1) or later with Microsoft Exchange, data between the Cisco Unity server and the BlackBerry server—including subscriber phone passwords—is sent in clear text.

In addition, the information that subscribers enter on the pages of the Cisco PCA and of the Cisco Unity Administrator (regardless of which authentication method it uses) is not encrypted.

SSL uses public-key encryption to provide a secure connection between servers and clients, and uses digital certificates to authenticate servers, or servers and clients. (A digital certificate is a file that contains encrypted data that attests to the identity of an organization or entity, such as a computer.)

Using the SSL protocol ensures that all subscriber credentials, all information that a subscriber enters on any page of the Cisco Unity Administrator and the Cisco PCA, and any communications between the Cisco Unity server and a BlackBerry server are encrypted as the data is sent across the network. In addition, when you set up Cisco Unity to use SSL, each time a subscriber tries to access the Cisco Unity Administrator, the Status Monitor, or the Cisco PCA, the browser will confirm that it is connected with the real Cisco Unity server—and not an entity falsely posing as such—before allowing the subscriber to log on.

The Cisco Unity installation guide and the *Security Guide for Cisco Unity* contain instructions for setting up Cisco Unity to use SSL.

## Other Considerations and Recommendations

- Because Cisco Unity uses Microsoft Internet Information Server (IIS) and other Windows components, it is susceptible to the same security attacks as any Microsoft Web server or application server. Refer to Microsoft recommendations and guidelines to secure the Cisco Unity server behind a firewall.
- A Cisco Unity 4.1 or 4.0(x) system installed according to the instructions in the Cisco Unity installation guide is protected from the W32.Slammer worm. However, the MSDE database installed by some third-party applications (for example, Dell OpenManage IT Assistant, Hewlett-Packard Insight Manager, Hewlett-Packard OpenView, VERITAS Backup Exec, and VERITAS NetBackup) may still be vulnerable. For more information, refer to the section “Detecting and Patching Additional Instances of MSDE on the Cisco Unity Server” in the tech note *Cisco Unity 3.x and 4.0 Are Vulnerable to W32.Slammer Worm* at [http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod\\_tech\\_notes\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_tech_notes_list.html).

# Cisco Unity Languages


**Caution**

Cisco Unity 4.1(1) was available only in U.S. English. You can install Cisco Unity 4.1(1) only on a server on which the U.S. English version of Windows 2000 Server or Windows Server 2003 is installed; you cannot change the locale of Windows to a setting other than English (United States); and you cannot upgrade an existing Cisco Unity system that is using a language other than U.S. English to version 4.1(1).

Table 7 lists the languages in which components of Cisco Unity versions 4.0(5) and earlier are available.

**Table 7** Cisco Unity Languages

| Language                            | System Prompts | Text to Speech         | Cisco Unity Administrator | Cisco PCA        | ViewMail for Outlook | DUC for Cisco <sup>1</sup>           | Administrator and User Documentation | Locale (LCID) Code |
|-------------------------------------|----------------|------------------------|---------------------------|------------------|----------------------|--------------------------------------|--------------------------------------|--------------------|
| Arabic (ARA)                        | ARA            | No applicable language | ENU                       | ENU              | ENU                  | English (EN)                         | ENU <sup>2</sup>                     | 1025               |
| Australian English (ENA)            | ENA            | Use ENU or ENG         | ENU                       | ENU              | ENU                  | International English (INT_EN)       | ENU                                  | 3081               |
| Brazilian Portuguese (PTB)          | PTB            | PTB                    | ENU                       | PTB <sup>3</sup> | PTB <sup>3</sup>     | Portuguese (PT) <sup>4</sup>         | ENU                                  | 1046               |
| Canadian English (ENC)              | ENC            | ENU                    | ENU                       | ENU              | ENU                  | English (EN)                         | ENU                                  | 4105               |
| Canadian French (FRC)               | FRC            | FRC                    | FRA <sup>3</sup>          | FRA <sup>5</sup> | FRA <sup>3</sup>     | French (FR)                          | ENU <sup>6</sup>                     | 3084               |
| Chinese Cantonese (Hong Kong) (ZHH) | ZHH            | ZHH                    | ENU                       | ZHH <sup>3</sup> | ZHH <sup>3</sup>     | English (EN)                         | ENU                                  | 3076               |
| Chinese Mandarin (Mainland) (CHS)   | CHS            | CHS <sup>7</sup>       | ENU                       | CHS <sup>3</sup> | CHS <sup>3</sup>     | Simplified Chinese (ZH) <sup>4</sup> | ENU                                  | 2052               |
| Colombian Spanish (ESO)             | ESO            | ESP                    | ENU                       | ESO <sup>3</sup> | ESO <sup>3</sup>     | Spanish (ES) <sup>4</sup>            | ENU                                  | 9226               |
| Czech (CSY)                         | CSY            | No applicable language | ENU                       | ENU              | ENU                  | English (EN)                         | ENU                                  | 1029               |
| Danish (DAN)                        | DAN            | DAN                    | ENU                       | DAN <sup>3</sup> | DAN <sup>3</sup>     | English (EN)                         | ENU                                  | 1030               |
| Dutch (NLD)                         | NLD            | NLD                    | ENU                       | ENU              | ENU                  | English (EN)                         | ENU                                  | 1043               |
| European Portuguese (PTG)           | PTG            | PTG                    | ENU                       | ENU              | ENU                  | Portuguese (PT) <sup>4</sup>         | ENU                                  | 2070               |

**Table 7** Cisco Unity Languages (continued)

| Language                  | System Prompts | Text to Speech   | Cisco Unity Administrator | Cisco PCA        | ViewMail for Outlook | DUC for Cisco <sup>1</sup>          | Administrator and User Documentation | Locale (LCID) Code |
|---------------------------|----------------|------------------|---------------------------|------------------|----------------------|-------------------------------------|--------------------------------------|--------------------|
| European Spanish (ESP)    | ESP            | ESP              | ENU                       | ESP <sup>3</sup> | ESP <sup>3</sup>     | Spanish (ES) <sup>4</sup>           | ENU                                  | 1034               |
| French (FRA)              | FRA            | FRA              | FRA <sup>3</sup>          | FRA <sup>5</sup> | FRA <sup>3</sup>     | FRA                                 | ENU <sup>6</sup>                     | 1036               |
| German (DEU)              | DEU            | DEU              | DEU <sup>3</sup>          | DEU <sup>5</sup> | DEU <sup>3</sup>     | German (DE)                         | ENU <sup>6</sup>                     | 1031               |
| Hungarian (HUN)           | HUN            | ENU              | ENU                       | HUN <sup>5</sup> | HUN <sup>3</sup>     | English (EN)                        | ENU <sup>8</sup>                     | 1038               |
| Italian (ITA)             | ITA            | ITA              | ENU                       | ITA <sup>3</sup> | ITA <sup>3</sup>     | Italian (IT) <sup>4</sup>           | ENU                                  | 1040               |
| Japanese (JPN)            | JPN            | JPN <sup>7</sup> | JPN                       | JPN              | JPN                  | Japanese (JP)                       | JPN <sup>9</sup>                     | 1041               |
| Korean (KOR)              | KOR            | KOR              | ENU                       | KOR <sup>3</sup> | KOR <sup>3</sup>     | Korean (KOR) <sup>4</sup>           | ENU                                  | 1042               |
| New Zealand English (ENZ) | ENZ            | Use ENU or ENG   | ENU                       | ENU              | ENU                  | International English (INT_EN)      | ENU                                  | 5129               |
| Norwegian (NOR)           | NOR            | NOR              | ENU                       | ENU              | ENU                  | English (EN)                        | ENU                                  | 1044               |
| Swedish (SVE)             | SVE            | SVE              | ENU                       | ENU              | ENU                  | English (EN)                        | ENU                                  | 1053               |
| Taiwan Mandarin (CHT)     | CHT            | CHT              | ENU                       | CHT <sup>3</sup> | CHT <sup>3</sup>     | Chinese Taiwan (ZH_TW) <sup>4</sup> | ENU                                  | 1028               |
| TTY English (ENX)         | ENX            | Not supported    | ENU                       | ENU              | ENU                  | English (EN)                        | ENU                                  | 33810              |
| U.S. English (ENU)        | ENU            | ENU              | ENU                       | ENU              | ENU                  | English (EN)                        | ENU                                  | 1033               |
| UK English (ENG)          | ENG            | ENG              | ENU                       | ENU              | ENU                  | International English (INT_EN)      | ENU                                  | 2057               |

1. Version 1.2.2 or 1.2.3 for use on subscriber workstation (csClient) and Domino server (csAdmin and csServer). DUC for Cisco uses its own language codes, as indicated in the column.
2. Translated *Cisco Unity at a Glance* cards are available only for version 4.0(4) at [http://www.ciscounitytools.com/DOC\\_Unity40\\_Translated.htm](http://www.ciscounitytools.com/DOC_Unity40_Translated.htm); administrator and other user documentation is available only in U.S. English.
3. User interface is translated; Help is available only in U.S. English.
4. Language available for csClient only; no applicable language available for csAdmin and csServer.
5. User interface is translated; Help for version 4.0(1) is translated and then reused for all subsequent versions of the Cisco PCA.
6. Translated user documentation is available only for version 4.0(1) at [http://www.ciscounitytools.com/DOC\\_Unity40\\_Translated.htm](http://www.ciscounitytools.com/DOC_Unity40_Translated.htm); administrator documentation and later versions of user documentation are available only in U.S. English.
7. Special settings are required for Chinese and Japanese text to speech. Refer to the “Specifying Text to Speech Languages” section in the “Managing Languages” chapter of the *System Administration Guide for Cisco Unity*.
8. Translated user documentation is available only for version 4.0(4) at [http://www.ciscounitytools.com/DOC\\_Unity40\\_Translated.htm](http://www.ciscounitytools.com/DOC_Unity40_Translated.htm); administrator documentation and other versions of user documentation are available only in U.S. English.
9. Documentation in Japanese is available at [http://www.cisco.com/japanese/warp/customer/3/jp/product/hs/iptel/unity/prod\\_literature.shtml](http://www.cisco.com/japanese/warp/customer/3/jp/product/hs/iptel/unity/prod_literature.shtml).

# Unsupported Configurations

The following configurations are not supported with Cisco Unity 4.1 or 4.0(x):

- Dual network interface cards (NICs) with distinct IP addresses in a single Cisco Unity server for network load balancing is not supported. (Dual NICs that share a single IP address may be configured in the Cisco Unity server for network fault tolerance.)
- Running any application or service on the Cisco Unity server other than those listed as required or supported in this document or in cross-referenced documents.

In particular, running any fax server on the Cisco Unity server is not supported. (ActiveFax, the fax server available with previous versions of Cisco Unity, is no longer supported, either on the Cisco Unity server or on a separate fax server.)

- Cisco Unity running on Windows 2000 DataCenter Server.
- Exchange 2000 Conferencing Server is not supported when installed on the Cisco Unity server, but it is supported when installed on the network.
- Software-based RAID on the Cisco Unity server.
- Cisco Unity running in an Active Directory forest with both Exchange 2000 and Exchange 5.5 servers, if any Exchange 5.5 server in the forest is also a domain controller/global catalog server (even if no Cisco Unity subscribers are homed in Exchange 5.5). In addition, Microsoft does not support this configuration. For more information, refer to Knowledge Base article 275127 on the Microsoft support web site.

## PART 2: Supported Hardware for Use with Cisco Unity 4.1 and 4.0(x)

- [Supported Phone System Integrations, page 26](#)
- [Supported Voice Cards, page 32](#)
- [Recommendations for Using AMIS with Cisco Gateways, page 34](#)
- [Supported Optional Hardware, page 34](#)
- [Unsupported Hardware, page 35](#)
- [PART 1: Cisco Unity 4.1 and 4.0\(x\) System Requirements, page 1](#)
- [PART 3: Supported Software for Use with Cisco Unity 4.1 and 4.0\(x\), page 35](#)
- [PART 4: Support Policies for Cisco Unity 4.1 and 4.0\(x\), page 38](#)

## Supported Phone System Integrations

Cisco Unity integrates with the following phone systems:

- Qualified IP phone systems. See the [“Supported IP Phone System Integrations”](#) section below.

- Qualified phone systems that are integrated through PIMG or TIMG units. See the “[Supported Phone System Integrations Through PIMG or TIMG Units](#)” section below.
- Other qualified phone systems that are integrated through other means such as voice cards. See the “[Supported Other Phone System Integrations](#)” section below.

Cisco Unity also supports a dual phone system integration (refer to the *Dual Phone System Integration Guide for Cisco Unity 4.0* at

[http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products\\_installation\\_and\\_configuration\\_guides\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_installation_and_configuration_guides_list.html)).

Phone configuration files (.ini files) for recently qualified phone system integrations that are not yet available on Cisco Unity discs can be downloaded from the Other Cisco Unity Components Software Download page at <http://www.cisco.com/cgi-bin/tablebuild.pl/unity>.

## Supported IP Phone System Integrations

- Cisco Unified CM
- Cisco Unified CM Express
- Cisco SIP Proxy Server

In addition, the Cisco Unified CM integrations with Cisco Unity version 4.0(3) and later support the use of Survivable Remote Site Telephony (SRST) installed on Cisco IOS platforms at remote sites.

For the supported versions of Cisco Unified CM and Cisco Unified CM Express, refer to the *SCCP Compatibility Matrix: Cisco Unity, the Cisco Unity-CM TSP, Cisco Unified Communications Manager, and Cisco Unified Communications Manager Express* at

[http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products\\_device\\_support\\_tables\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_device_support_tables_list.html).

(Note that AMIS Networking will not function when Cisco Unity is integrated with Cisco Unified CM Express versions 3.2 and earlier. Refer to caveat CSCsb81232 in Bug Toolkit at

[http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl).)

## Supported Phone System Integrations Through PIMG or TIMG Units

Table 8 lists the supported circuit-switched phone systems with which Cisco Unity can integrate through PIMG or TIMG units.

**Table 8** Supported Phone System Integrations Through PIMG or TIMG Units

| Phone System                              | Integration Type | Supported PIMG Units | Additional Required Components <sup>1</sup>   |
|---|------------------|----------------------|---|
| Avaya Definity G3                         | Digital          | Digital PIMG unit    | <ul style="list-style-type: none"> <li>• Digital cables</li> <li>• LAN connections</li> </ul> |
| Avaya Definity ProLogix                   | Digital          | Digital PIMG unit    | <ul style="list-style-type: none"> <li>• Digital cables</li> <li>• LAN connections</li> </ul> |
| Avaya S8300, Avaya S8500, and Avaya S8700 | Digital          | Digital PIMG unit    | <ul style="list-style-type: none"> <li>• Digital cables</li> <li>• LAN connections</li> </ul> |

**Table 8** Supported Phone System Integrations Through PIMG or TIMG Units (continued)

| Phone System  | Integration Type | Supported PIMG Units    | Additional Required Components <sup>1</sup>  |
|---|------------------|-------------------------|--|
| Centrex<br>(Avaya 1AESS, Avaya 5ESS, and Nortel DMS100) | Serial (SMDI)    | Analog PIMG unit        | <ul style="list-style-type: none"> <li>• RS-232 serial cable (available from Cisco)</li> <li>• External integration modem</li> <li>• Analog cables</li> <li>• LAN connections</li> </ul> |
| Ericsson MD-110   | Serial (MD-110)  | Analog PIMG unit        | <ul style="list-style-type: none"> <li>• RS-232 serial cable (available from Cisco)</li> <li>• Analog cables</li> <li>• LAN connections</li> </ul>                                       |
| Mitel SX-2000   | Digital          | Digital Mitel PIMG unit | <ul style="list-style-type: none"> <li>• Digital cables</li> <li>• LAN connections</li> </ul>  |
| NEC NEAX 2400   | Digital          | Digital PIMG unit       | <ul style="list-style-type: none"> <li>• Digital cables</li> <li>• LAN connections</li> </ul>  |
| Nortel Meridian 1 (includes Succession and SL 1)        | Digital          | Digital PIMG unit       | <ul style="list-style-type: none"> <li>• Digital cables</li> <li>• LAN connections</li> </ul>  |
| Nortel SL-100   | Serial (SMDI)    | Analog PIMG unit        | <ul style="list-style-type: none"> <li>• RS-232 serial cable (available from Cisco)</li> <li>• Analog cables</li> <li>• LAN connections</li> </ul>                                       |
| Rolm 9751 9005  | Digital          | Digital Rolm PIMG unit  | <ul style="list-style-type: none"> <li>• Digital cables</li> <li>• LAN connections</li> </ul>  |
| Rolm 9751 9006  | Digital          | Digital Rolm PIMG unit  | <ul style="list-style-type: none"> <li>• Digital cables</li> <li>• LAN connections</li> </ul>  |
| Siemens Hicom 300 E (European)                          | DTMF             | Analog PIMG unit        | <ul style="list-style-type: none"> <li>• Analog cables</li> <li>• LAN connections</li> </ul>   |
| Siemens Hicom 300 series E CS                           | Digital          | Digital PIMG unit       | <ul style="list-style-type: none"> <li>• Digital cables</li> <li>• LAN connections</li> </ul>  |

1. For recommendations and additional information on these components, see the applicable Cisco Unity integration guide at [http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products\\_installation\\_and\\_configuration\\_guides\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_installation_and_configuration_guides_list.html).

## Supported Other Phone System Integrations

Table 9 lists other supported circuit-switched phone systems with which Cisco Unity can integrate (for example, through voice cards).

**Caution**

If Windows Server 2003 is installed on the Cisco Unity server, voice cards and Dialogic software will not function correctly. Consequently, circuit-switched phone system integrations that use voice cards are not supported for use with a Cisco Unity server on which Windows Server 2003 is installed. Note, however, that IP integrations (Cisco Unified CM and SIP) and PIMG integrations are supported for use with a Cisco Unity server on which Windows Server 2003 is installed.

**Table 9**      **Supported Other Phone System Integrations**

| Phone System  | Integration Type | Supported Voice Cards   | Additional Required Components <sup>1</sup>  |
|---|------------------|---|--|
| Alcatel 4400  | DTMF             | All voice cards except D/240PCI-T1. See the <a href="#">“Supported Voice Cards” section on page 32.</a> | <ul style="list-style-type: none"> <li>Analog cables</li> </ul>  |
| Avaya Definity G3                                       | DTMF             | All voice cards except D/240PCI-T1. See the <a href="#">“Supported Voice Cards” section on page 32.</a> | <ul style="list-style-type: none"> <li>Analog cables</li> </ul>  |
| Avaya Definity Gx                                       | Serial (SMDI)    | All voice cards except D/240PCI-T1. See the <a href="#">“Supported Voice Cards” section on page 32.</a> | <ul style="list-style-type: none"> <li>PBXLink boxes</li> <li>RS-232 serial cables (available from Cisco)</li> <li>Digital cables</li> <li>Analog cables</li> </ul>  |
| Avaya Definity ProLogix                                 | DTMF             | All voice cards except D/240PCI-T1. See the <a href="#">“Supported Voice Cards” section on page 32.</a> | <ul style="list-style-type: none"> <li>Analog cables</li> </ul>  |
| Avaya Merlin Legend                                     | DTMF             | All voice cards except D/240PCI-T1. See the <a href="#">“Supported Voice Cards” section on page 32.</a> | <ul style="list-style-type: none"> <li>Analog cables</li> </ul>  |
| Centrex<br>(Avaya 1AESS, Avaya 5ESS, and Nortel DMS100) | Serial (SMDI)    | All voice cards except D/240PCI-T1. See the <a href="#">“Supported Voice Cards” section on page 32.</a> | <ul style="list-style-type: none"> <li>RS-232 serial cable (available from Cisco)</li> <li>External integration modem</li> <li>Analog cables</li> <li><i>Failover only:</i> 9-pin modem data splitter</li> </ul> |
| ECI Coral III<br>(also marketed as Tadiran Coral III)   | Serial (SMDI)    | All voice cards except D/240PCI-T1. See the <a href="#">“Supported Voice Cards” section on page 32.</a> | <ul style="list-style-type: none"> <li>RS-232 serial cable (available from Cisco)</li> <li>Analog cables</li> <li><i>Failover only:</i> 9-pin modem data splitter</li> </ul>                                     |

**Table 9** Supported Other Phone System Integrations (continued)

| Phone System           | Integration Type | Supported Voice Cards  | Additional Required Components <sup>1</sup>  |
|------------------------|------------------|--|--|
| Ericsson MD-110        | Serial (MD-110)  | All voice cards except D/240PCI-T1. See the <a href="#">“Supported Voice Cards” section on page 32.</a>          | <ul style="list-style-type: none"> <li>RS-232 serial cable (available from Cisco)</li> <li>Analog cables</li> <li><i>Failover only:</i> 9-pin modem data splitter</li> </ul> |
| Fujitsu 9600           | Serial (SMDI)    | All voice cards except D/240PCI-T1. See the <a href="#">“Supported Voice Cards” section on page 32.</a>          | <ul style="list-style-type: none"> <li>RS-232 serial cable (available from Cisco)</li> <li>Analog cables</li> <li><i>Failover only:</i> 9-pin modem data splitter</li> </ul> |
| Intecom E14 Millennium | Serial (SMDI)    | Dialogic D/240PCI-T1 (24-port T1 card) only. See the <a href="#">“Supported Voice Cards” section on page 32.</a> | <ul style="list-style-type: none"> <li>RS-232 serial cable (available from Cisco)</li> <li>T1 cables</li> </ul>  |
| Intecom IBX S/80       | Serial (SMDI)    | All voice cards except D/240PCI-T1. See the <a href="#">“Supported Voice Cards” section on page 32.</a>          | <ul style="list-style-type: none"> <li>RS-232 serial cable (available from Cisco)</li> <li>Analog cables</li> <li><i>Failover only:</i> 9-pin modem data splitter</li> </ul> |
| Matra 6500             | DTMF             | All voice cards except D/240PCI-T1. See the <a href="#">“Supported Voice Cards” section on page 32.</a>          | <ul style="list-style-type: none"> <li>Analog cables</li> </ul>  |
| Mitel SX-200           | DTMF (ONS)       | All voice cards except D/240PCI-T1. See the <a href="#">“Supported Voice Cards” section on page 32.</a>          | <ul style="list-style-type: none"> <li>Analog cables</li> </ul>  |
| Mitel SX-2000          | DTMF (ONS)       | All voice cards except D/240PCI-T1. See the <a href="#">“Supported Voice Cards” section on page 32.</a>          | <ul style="list-style-type: none"> <li>Analog cables</li> </ul>  |
| NEC NEAX 2000 MCI      | Serial (MCI)     | All voice cards except D/240PCI-T1. See the <a href="#">“Supported Voice Cards” section on page 32.</a>          | <ul style="list-style-type: none"> <li>RS-232 serial cable (available from Cisco)</li> <li>Analog cables</li> <li><i>Failover only:</i> 9-pin modem data splitter</li> </ul> |

**Table 9** Supported Other Phone System Integrations (continued)

| Phone System   | Integration Type | Supported Voice Cards   | Additional Required Components <sup>1</sup>  |
|--|------------------|---|--|
| NEC NEAX 2400 MCI  | Serial (MCI)     | All voice cards. See the <a href="#">“Supported Voice Cards” section on page 32.</a>                    | <ul style="list-style-type: none"> <li>• RS-232 serial cable (available from Cisco)</li> <li>• Analog or T1 cables</li> <li>• <i>Failover with analog voice connectivity only:</i> 9-pin modem data splitter</li> </ul>                            |
| Nortel Meridian 1  | Serial (SMDI)    | All voice cards except D/240PCI-T1. See the <a href="#">“Supported Voice Cards” section on page 32.</a> | <ul style="list-style-type: none"> <li>• PBXLink boxes</li> <li>• RS-232 serial cables (available from Cisco)</li> <li>• Digital cables</li> <li>• Analog cables</li> </ul>  |
| QSIG or DPNSS phone system<br>(With Cisco Unity 4.0(4) and later only)   | IP               | N/A   | <ul style="list-style-type: none"> <li>• Cisco EGW 2200</li> <li>• LAN connections</li> </ul>  |
| Rockwell Spectrum ACD  | Serial (SMDI)    | All voice cards except D/240PCI-T1. See the <a href="#">“Supported Voice Cards” section on page 32.</a> | <ul style="list-style-type: none"> <li>• RS-232 serial cable (available from Cisco)</li> <li>• Analog cables</li> <li>• <i>Failover only:</i> 9-pin modem data splitter</li> </ul>   |
| Siemens 9751 9006i   | DTMF             | All voice cards except D/240PCI-T1. See the <a href="#">“Supported Voice Cards” section on page 32.</a> | <ul style="list-style-type: none"> <li>• Analog cables</li> </ul>  |
| Siemens Hicom 300 series E CS  | DTMF             | All voice cards except D/240PCI-T1. See the <a href="#">“Supported Voice Cards” section on page 32.</a> | <ul style="list-style-type: none"> <li>• Analog cables</li> </ul>  |
| Syntegra ITS<br>(Requires an existing integration with Cisco Unified CM) | Serial (SMDI)    | Voice cards are not used.   | <ul style="list-style-type: none"> <li>• RS-232 serial cable (available from Cisco)</li> <li>• Syntegra SMDI gateway</li> <li>• QSIG E1/T1 connection through a VoIP gateway</li> <li>• <i>Failover only:</i> 9-pin modem data splitter</li> </ul> |

**Table 9** Supported Other Phone System Integrations (continued)

| Phone System                                      | Integration Type | Supported Voice Cards   | Additional Required Components <sup>1</sup>  |
|---|------------------|---|--|
| Teltronics 20-20 LX<br>(Formerly Harris 20-20 LX) | DTMF             | All voice cards except D/240PCI-T1. See the “Supported Voice Cards” section on page 32. | <ul style="list-style-type: none"> <li>Analog cables</li> </ul>  |
| Toshiba CTX 670                                   | Serial (SMDI)    | All voice cards except D/240PCI-T1. See the “Supported Voice Cards” section on page 32. | <ul style="list-style-type: none"> <li>RS-232 serial cable (available from Cisco)</li> <li>Analog cables</li> <li><i>Failover only:</i> 9-pin modem data splitter</li> </ul> |

1. For recommendations and additional information on these components, see the applicable Cisco Unity integration guide at [http://www.cisco.com/en/US/products/sw/voicew/ps2237/products\\_installation\\_and\\_configuration\\_guides\\_list.html](http://www.cisco.com/en/US/products/sw/voicew/ps2237/products_installation_and_configuration_guides_list.html).

## Supported Voice Cards

Table 10 lists supported voice cards for the Cisco Unity server.

We recommend using the newer Universal (3.3Vdc or 5Vdc dual voltage) PCI versions of the Intel Dialogic D/120JCT-LS and the D/120JCT-Euro cards, rather than the older single-bus voltage (5Vdc) versions of the cards.

Note that older (Revision 1) LS and LS-Euro cards are still supported for use with Cisco Unity versions 4.1 and 4.0(x), but they cannot be ordered for new Cisco Unity 4.1 or 4.0(x) installations. In addition, the older LS cards can be used only when they are appropriate for the available slots in the Cisco Unity server or expansion chassis.



### Caution

You cannot use the D/120JCT-Euro Rev. 2 card with any other voice card except the D/120JCT-Euro Rev. 1 card. In particular, you cannot use the Rev. 2 card with the D/41JCT-Euro.

D/41E-PCI and D/240PCI-T1 cards currently in use are still supported for use with Cisco Unity versions 4.1 and 4.0(x). However, the cards cannot be ordered for a new system or as replacement cards for an existing system. For additional information, refer to *End-of-Sale and End-of-Life Announcement for the 4-Port Analog Conventional PCI and T1 Voice Integration Cards for Cisco Unity Software* at [http://www.cisco.com/en/US/products/sw/voicew/ps2237/prod\\_eol\\_notices\\_list.html](http://www.cisco.com/en/US/products/sw/voicew/ps2237/prod_eol_notices_list.html).

When two or more cards are being installed, the cards must be connected by using an H.100 cable.

ISA voice cards are not supported, either for a new Cisco Unity 4.1 or 4.0(x) system or for an upgrade to Cisco Unity 4.1 or 4.0(x).



### Caution

If Windows Server 2003 is installed on the Cisco Unity server, voice cards and Dialogic software will not function correctly. Consequently, circuit-switched phone system integrations that use voice cards are not supported for use with a Cisco Unity server on which Windows Server 2003 is installed. Note, however, that IP integrations (Cisco Unified CM and SIP) and PIMG integrations are supported for use with a Cisco Unity server on which Windows Server 2003 is installed.

**Table 10**      **Supported Voice Cards**

| <b>Card</b>   | <b>Intel Dialogic SKU <sup>1</sup></b>   | <b>Countries in Which Card Is Approved for Use <sup>2</sup></b>                 | <b>Compatible Card(s)</b>                  | <b>Connectors</b> |
|---|--|---|--|-------------------|
| Intel Dialogic D/41E PCI (conventional PCI, 4-port analog card)           | None<br>(Supported for use in an existing system only, cannot be ordered.)         | United States and Canada  | D/120JCT-LS                                | RJ-11             |
| Intel Dialogic D/41JCT-LS (uPCI, 4-port analog card)                      | D41JCTLS   | United States and Canada  | D/120JCT-LS                                | RJ-11             |
| Intel Dialogic D/41JCT-Euro (uPCI, 4-port analog card)                    | D41JCTLSEURO   | All countries that require CE conformity, Hong Kong, Australia, and New Zealand | D/120JCT-Euro (Rev. 1) <sup>3</sup>        | RJ-11             |
| Intel Dialogic D/120JCT-LS (conventional PCI, Rev 1, 12-port analog card) | D120JCTLS  | United States, Canada, Singapore, Malaysia, Taiwan, South Korea, and India.     | D/41EPCI, D/41JCT-LS, D/120JCT-LS (Rev. 2) | RJ-14             |
| Intel Dialogic D/120JCT-LS (uPCI, Rev 2, 12-port analog card)             | D120JCTLSU   | United States, Canada, Singapore, Malaysia, Taiwan, South Korea, and India.     | D/41EPCI, D/41JCT-LS, D/120JCT-LS (Rev. 1) | RJ-14             |
| Intel Dialogic D/120JCT-Euro (uPCI, Rev 1, 12-port analog card)           | D120JCTLSUEU<br>(Supported for use in an existing system only, cannot be ordered.) | All countries that require CE conformity, Hong Kong, Australia, and New Zealand | D/41JCT-Euro, D/120JCT-Euro (Rev. 2)       | RJ-14             |
| Intel Dialogic D/120JCT-Euro (uPCI, Rev 2, 12-port analog card)           | D120JCTLSUEU2  | All countries that require CE conformity, Hong Kong, Australia, and New Zealand | D/120JCT-Euro (Rev. 1) <sup>3</sup>        | RJ-25             |
| Intel Dialogic D/240PCI-T1 (conventional PCI, 24-port T1 card)            | None<br>(Supported for use in an existing system only, cannot be ordered.)         | United States and Canada  | None                                       | RJ-45             |

1. The SKU, or stock-keeping unit, is the product identifier that Intel Dialogic assigned to the voice card. If you order the voice card from Intel Dialogic, you can use the SKU to ensure that you are ordering the correct version.
2. For specific country or region applicability questions, contact Cisco prior to order placement.
3. Do not combine both D/120JCT-Euro (Rev 2) voice cards and D/41JCT-Euro voice cards in the Cisco Unity server. When both types of voice cards are in the same Cisco Unity server, they will not function correctly.

# Recommendations for Using AMIS with Cisco Gateways

In a Cisco Unified CM environment where AMIS calls may traverse one or more Cisco gateways/routers, we recommend that customers (or their systems integration partners) test the interoperability of such gateways with Cisco Unity before the products are deployed. Consider the following when deploying AMIS:

- Call forwarding, call waiting or other tones can sometimes interfere with transmission of DTMF sequences.
- Where applicable for Cisco Unified CM and gateways, set DTMF duration and interdigit timing to 100 milliseconds.

(These recommendations replace the list of supported Cisco gateways that appeared in previous versions of this document.)

## Supported Optional Hardware

**The following optional hardware is supported for use with Cisco Unity 4.1 and 4.0(x):**

- An external modem (when pcAnywhere is selected as the Cisco TAC remote-access method). Note that modems must be provided by the customer.
- Tape drives for system backup.
- A tape autoloader may also be attached to a Cisco Unity server, although network backup to a dedicated backup server is recommended for high-capacity backup and recovery scenarios.
- Uninterrupted power supply (UPS) connected to a Cisco Unity server by a serial cable.
- Directly connected chaining of additional mass storage onto a RAID channel or channels hosted via a SCSI controller. Note that Cisco TAC is unable to assist with this hardware setup or with problems related to this storage configuration. Consult with the server vendor for any issues related to this configuration.
- Two or more NICs for fault tolerance, sharing the same IP address (active-passive configuration).
- Use of gigabit Ethernet is recommended on the Cisco Unity server for general connectivity, and in particular for the heartbeat link between Cisco Unity failover nodes, but it is not required.

**The following out-of-band management cards are supported for use with Cisco Unity 4.1 and 4.0(x):**

- Dell Remote Assistant Card, version 2.0.
- Hewlett-Packard Integrated Lights Out (iLO).
- Hewlett-Packard Remote Insight Lights-Out Edition, all versions.
- IBM Remote Supervisor Adapter 2, all versions.

See also the [“Additional Supported Software” section on page 37](#) for software that is supported for use in conjunction with the management cards to remotely restart the Cisco Unity server.

## Unsupported Hardware

Hardware that has not been qualified for use with Cisco Unity is not supported for use on or connected to a Cisco Unity server. Cisco TAC will ask that it be removed, disconnected, or disabled during troubleshooting.

- Storage Area Networking (remote data storage connectivity through frame or packet switch fabrics or networks, such as Fibre Channel, InfiniBand, or IP packetization.) Installation or relocation of Cisco Unity software, required Microsoft components, and/or the associated log files, onto disks other than the physical disks that are a part of a Cisco Unity server is not supported.
- Multiple IP addresses for two or more load-balanced NICs (active-active configuration). Note that active-passive NIC configuration is supported.

## PART 3: Supported Software for Use with Cisco Unity 4.1 and 4.0(x)

- [Compatibility Information, page 35](#)
- [Supported Antivirus Software, page 36](#)
- [Supported Fax Server Software, page 36](#)
- [Supported Monitoring Software, page 37](#)
- [Additional Supported Software, page 37](#)
- [Unsupported Third-Party Software, page 38](#)
- [PART 1: Cisco Unity 4.1 and 4.0\(x\) System Requirements, page 1](#)
- [PART 2: Supported Hardware for Use with Cisco Unity 4.1 and 4.0\(x\), page 26](#)
- [PART 4: Support Policies for Cisco Unity 4.1 and 4.0\(x\), page 38](#)

## Compatibility Information

For compatibility information, refer to the following documents at [http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products\\_device\\_support\\_tables\\_list.html](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*
- *SCCP Compatibility Matrix: Cisco Unity, the Cisco Unity-CM TSP, Cisco Unified Communications Manager, and Cisco Unified Communications Manager Express*
- *Networking Options Requirements for Cisco Unity*
- *Recommended Service Packs and Updates for Use with Cisco Unity and the Cisco Unity Bridge*



### Caution

Some third-party software that is qualified for use with Cisco Unity may not be qualified for use with Windows Server 2003. Refer to the manufacturer documentation for more information.

## Supported Antivirus Software

The following antivirus software has been qualified by Cisco for use with Cisco Unity 4.1 and 4.0(x):

- Computer Associates InoculateIT for Microsoft Windows NT and Windows 2000, version 4.53, build 627 and later.
- McAfee
  - ePolicy Orchestrator, version 3.0 and later. The ePolicy Orchestrator agent is supported for use on the Cisco Unity server only when it is configured to accept updates rather than acting as the source for pushing updates to other computers.
  - GroupShield Domino, version 5.0 and later.
  - NetShield for Microsoft Windows NT and Windows 2000, version 4.5 and later.
  - VirusScan Enterprise, version 7.0 and later.
- Symantec
  - AntiVirus Corporate Edition, version 8.1 and later.
  - Norton AntiVirus for Lotus Notes/Domino, version 2.5 and later.
  - Norton AntiVirus for Microsoft Exchange, version 2.13 and later.
  - Norton AntiVirus for Microsoft Windows NT and Windows 2000, version 5.02 and later.
- Trend Micro
  - ScanMail for Lotus Notes, version 2.5 and later.
  - ScanMail for Microsoft Exchange 2000, version 5 and later.
  - ScanMail for Microsoft Exchange 5.5, version 3.x and later.
  - ServerProtect for Microsoft Windows, version 5.5 and later.

See also the [“Support Policy for Antivirus Software” section on page 39](#).

## Supported Fax Server Software

Table 11 lists fax servers supported for use with Cisco Unity 4.1 and 4.0(x), when installed with an Exchange or Domino gateway.

Fax servers supported for use with Cisco Unity 4.1 and 4.0(x)—when installed with an Exchange gateway and using the TIFF-F file format with images encoded so that there is only one image strip per facsimile page—are also supported for use with VPIM.

**Table 11** Supported Fax Server Software for Use with Cisco Unity

| Fax Server   | Microsoft Exchange             | IBM Lotus Domino                    | VPIM                           |
|--|--------------------------------|-------------------------------------|--------------------------------|
| Biscom FAXCOM for Microsoft Exchange, version 6.19 and later | Yes                            | No                                  | Yes                            |
| Captaris RightFax  | Yes<br>(version 6.0 and later) | Yes<br>(version 8.0.0120 and later) | Yes<br>(version 6.0 and later) |

**Table 11** Supported Fax Server Software for Use with Cisco Unity (continued)

| Fax Server   | Microsoft Exchange | IBM Lotus Domino  | VPIM |
|--|--------------------|---|------|
| Chori-Joho LightningFAX, version 5.5 R48 and later         | No                 | Yes<br>(supported for use only with Cisco Unity 4.0(4) and later) | Yes  |
| Cisco Fax Server   | Yes                | Yes   | Yes  |
| Esker Faxgate, version 7 and later                         | Yes                | No  | Yes  |
| Fenestrae Faxination, version 4 and later                  | Yes                | No  | Yes  |
| Interstar Technologies LightningFAX, version 5.5 and later | Yes                | No  | Yes  |
| Omtool Fax Sr., version 3 and later                        | Yes                | No  | Yes  |
| Optus FACSys, version 4.5 and later                        | Yes                | No  | Yes  |
| Sagem Interstar XMediusFAX, version 4.0 and later          | Yes                | No  | Yes  |
| TOPCALL, all versions                                      | Yes                | No  | Yes  |

Install the fax cards, fax server software, and dedicated fax lines on the fax server. Installing fax software on the Cisco Unity server is not supported. Refer to the fax server documentation for a list of supported cards and integration methods.

## Supported Monitoring Software

The following monitoring software has been qualified by Cisco for use with Cisco Unity 4.1 and 4.0(x):

- Adiscon EventReporter
- Concord SystemEDGE version 4.1 and later
- Hewlett-Packard OpenView (Supported for IP monitoring of Cisco Unity, SQL Server, and Exchange services, on all supported Cisco Unity hardware platforms.)
- Microsoft
  - Management Console (MMC)
  - Network Provider Monitor
- NetIQ VoIP Manager version 2.0 and later for Cisco Unity (Install only the agent on the Cisco Unity server.)

See also the [“Support Policy for Monitoring Software”](#) section on page 41.

## Additional Supported Software

The following optional software has been qualified by Cisco for use with Cisco Unity 4.1 and 4.0(x):

- Adobe Acrobat Reader, version 4.0.

- American Power Conversion (APC) PowerChute Plus for Windows 2000 and Windows NT, version 5.2.1.
- Dell OpenManage. Supported when used in conjunction with the Dell Remote Assistant Card to remotely restart the Cisco Unity server.
- GW-Unify Connector from Advanced Logic Industries (ALI), version 2.01.
- Hewlett-Packard Insight Manager. Supported when used in conjunction with the Hewlett-Packard Remote Insight Lights-Out Edition card to remotely restart the Cisco Unity server.
- IBM Director. Supported when used in conjunction with the IBM Remote Supervisor Adapter to remotely restart the Cisco Unity server.
- RSA
  - Authentication Agent 6.0 for Microsoft Windows. (Supported only on a Cisco Unity 4.0(4) or later system that is running Windows 2003.)
  - SecurID ACE/Agent 5.0 and later for Microsoft Windows. (Supported only on a Cisco Unity 4.1 or 4.0(x) system that is running Windows 2000.)
- WinZip, version 7.0.

See also the [“Support Policy for Optional Software”](#) section on page 42.

## Unsupported Third-Party Software

Third-party software that has not been qualified for use with Cisco Unity is not supported. Cisco TAC will ask that it be removed during troubleshooting.

- Fax software on the Cisco Unity server is not supported.
- Microsoft Outlook on the Cisco Unity server is not supported.

## PART 4: Support Policies for Cisco Unity 4.1 and 4.0(x)

- [Support Policy for AMIS Voice Messaging Systems, page 39](#)
- [Support Policy for Antivirus Software, page 39](#)
- [Support Policy for Apache Tomcat Upgrades, page 39](#)
- [Support Policy for Backup Software, page 40](#)
- [Support Policy for IBM Lotus Domino Critical Fixpacks, page 40](#)
- [Support Policy for Microsoft Service Packs and Updates, page 40](#)
- [Support Policy for Monitoring Software, page 41](#)
- [Support Policy for Optional Software, page 42](#)
- [Support Policy for VPIM Voice Messaging Systems, page 42](#)
- [Support Policy for Windows Automatic Update, page 43](#)
- [PART 1: Cisco Unity 4.1 and 4.0\(x\) System Requirements, page 1](#)

- [PART 2: Supported Hardware for Use with Cisco Unity 4.1 and 4.0\(x\)](#), page 26
- [PART 3: Supported Software for Use with Cisco Unity 4.1 and 4.0\(x\)](#), page 35

## Support Policy for AMIS Voice Messaging Systems

Cisco Unity 4.1 and 4.0(x) with Microsoft Exchange and Cisco Unity 4.0(5) and later with IBM Lotus Domino support version 1 of the Audio Messaging Interchange Specification analog (AMIS-a) protocol, which allows subscribers to exchange voice messages with other voice messaging systems.

Cisco support policy is that customers can use AMIS Networking to exchange voice messages between Cisco Unity and a third-party voice messaging system provided that the third-party system complies with the AMIS-a version 1 protocol.

(This support policy replaces the list of supported AMIS systems that appeared in previous versions of this document.)

For information on using AMIS in Cisco Unity, refer to the *Networking Guide for Cisco Unity, Release 4.0(5)* at [http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products\\_feature\\_guides\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_feature_guides_list.html). (The content in the guide also applies to Cisco Unity release 4.1.)

(Note that AMIS Networking will not function when Cisco Unity is integrated with Cisco Unified CM Express versions 3.2 and earlier. Refer to caveat CSCsb81232 in Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl).)

## Support Policy for Antivirus Software

Cisco support policy is that customers can deploy third-party virus-scanning software on the Cisco Unity server. However, Cisco expects that customers (or their systems integration partners) will have tested the interoperability of such products with Cisco Unity before the products are deployed, to mitigate the risk of problems being discovered within the production environment between Cisco Unity and the third-party products loaded on the Cisco Unity server.

If a customer calls Cisco TAC with a problem, a Cisco TAC engineer may require that such third-party software be turned off or even removed from the Cisco Unity server during the course of troubleshooting. If it is determined that the interoperability between the third-party software and Cisco Unity was the root cause of the problem, then the third-party software will be required to be disabled or removed from the Cisco Unity server until such time that the interoperability issue is addressed, so that the customer can continue to have a functional Cisco Unity system.

Before installing any qualified Microsoft service pack on the Cisco Unity server, confirm that the manufacturer of any optional third-party software or hardware that you plan to install on the Cisco Unity server—or that is already installed—also supports the service pack for use with its product.

## Support Policy for Apache Tomcat Upgrades

Apache Tomcat software is automatically installed on the Cisco Unity server during the installation of the Cisco Unity software. Because the Tomcat software is customized to provide Cisco Personal Communications Assistant (PCA) functionality, downloading an updated version of Tomcat software from the Apache website and installing it on the Cisco Unity server is not supported. Doing so will cause the Cisco PCA to stop working properly.

Depending on the Cisco Unity version installed on the server, it may be possible to get a newer version of Tomcat software by upgrading the Cisco Unity software. Table 12 lists the versions of Tomcat installed with Cisco Unity software.

**Table 12** Apache Tomcat Software Installed with Cisco Unity Software

| Cisco Unity Version   | Apache Tomcat Version |
|-----------------------|-----------------------|
| 4.1(1)                | 4.1.24                |
| 4.0(3) through 4.0(5) | 4.1.24                |
| 4.0(2)                | 4.0.3                 |
| 4.0(1)                |                       |

## Support Policy for Backup Software

Cisco support policy is that customers can deploy third-party software for backup on the Cisco Unity server. However, Cisco expects that customers (or their systems integration partners) will have tested the interoperability of such products with Cisco Unity before the products are deployed, to mitigate the risk of problems being discovered within the production environment between Cisco Unity and the third-party products loaded on the Cisco Unity server.

If a customer calls Cisco TAC with a problem, a Cisco TAC engineer may require that such third-party software be turned off or even removed from the Cisco Unity server during the course of troubleshooting. If it is determined that the interoperability between the third-party software and Cisco Unity was the root cause of the problem, then the third-party software will be required to be disabled or removed from the Cisco Unity server until such time that the interoperability issue is addressed, so that the customer can continue to have a functional Cisco Unity system.

Before installing any qualified Microsoft service pack on the Cisco Unity server, confirm that the manufacturer of any optional third-party software or hardware that you plan to install on the Cisco Unity server—or that is already installed—also supports the service pack for use with its product.

For information on backing up Cisco Unity, refer to the applicable version of the *Maintenance Guide for Cisco Unity* at

[http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod\\_maintenance\\_guides\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_maintenance_guides_list.html).

## Support Policy for IBM Lotus Domino Critical Fixpacks

All Critical Fixpacks are automatically supported.

## Support Policy for Microsoft Service Packs and Updates

Microsoft provides monthly updates for Windows Server 2003, Windows 2000 Server, Exchange Server 2003, Exchange 2000 Server, SQL Server 2000, MSDE 2000, Internet Explorer, and IIS. These updates (known by a variety of names, including security rollup patches, security updates, critical updates, patches, and hot fixes) are limited to changes that fix specific problems. They do not include general defect fixes or new functionality. All of these Microsoft updates are qualified by Cisco from the day that Microsoft releases them. We recommend that you evaluate Microsoft updates in accordance with your server-software-maintenance policy to determine when to update the Cisco Unity server or

Cisco Unity Bridge server. If your company does not have a policy, we recommend that Microsoft updates be applied to the server as they are released. Cisco TAC provides support for a Cisco Unity system on which such updates have been installed.

Microsoft also occasionally releases service packs, which contain fixes generated since the general product release, including most fixes that were released as updates. Because the service pack scope is broad, each service pack must be thoroughly tested to ensure that changes do not adversely affect Cisco Unity or the Cisco Unity Bridge. Cisco TAC does not support new service packs until they have been qualified for use with Cisco Unity or the Bridge.

Do not install a service pack that has not been qualified, or Cisco TAC will not help you resolve problems until you uninstall it.

Within 60 days of an applicable Microsoft service pack release, Cisco will announce whether the service pack can be applied to released Cisco Unity and Bridge versions. If so, the new service pack becomes the recommended service pack for Cisco Unity and the Bridge.

Updates and service packs can be applied to other non-Cisco Unity servers such as IBM Lotus Domino or Exchange mail servers. Cisco does not require such updates and service packs to be applied to infrastructure servers and clients unless they are to resolve specifically identified problems that relate to the interactions between Cisco products and a customer's infrastructure. When applying a mail server service pack, we recommend following Microsoft's best practices of applying the service pack level to all mail servers within the organization. Client PCs and voice-mail access devices (PDAs, etc.), as well as mail servers, domain controllers, and global catalog servers may all be considered part of the customer's infrastructure.

Cisco will support—at most—two service packs of a given Microsoft component as recommended for major and minor releases of Cisco Unity and the Bridge. When a subsequent service pack is released, Cisco will drop support for the oldest service pack as being recommended in the next major or minor release of Cisco Unity or the Bridge.

When a service pack is qualified as recommended for use with Cisco Unity or the Bridge, it is supported for all currently supported versions of Cisco Unity or the Bridge, unless a specific Cisco product version is noted as being required in order to support the recommended service pack.

## Support Policy for Monitoring Software

Cisco support policy is that customers can deploy third-party software for monitoring on the Cisco Unity server. However, Cisco expects that customers (or their systems integration partners) will have tested the interoperability of such products with Cisco Unity before the products are deployed, to mitigate the risk of problems being discovered within the production environment between Cisco Unity and the third-party products loaded on the Cisco Unity server.

If a customer calls Cisco TAC with a problem, a Cisco TAC engineer may require that such third-party software be turned off or even removed from the Cisco Unity server during the course of troubleshooting. If it is determined that the interoperability between the third-party software and Cisco Unity was the root cause of the problem, then the third-party software will be required to be disabled or removed from the Cisco Unity server until such time that the interoperability issue is addressed, so that the customer can continue to have a functional Cisco Unity system.

Before installing any qualified Microsoft service pack on the Cisco Unity server, confirm that the manufacturer of any optional third-party software or hardware that you plan to install on the Cisco Unity server—or that is already installed—also supports the service pack for use with its product.

## Support Policy for Optional Software

Cisco support policy is that customers can deploy third-party software for backup, monitoring, and security on the Cisco Unity server. However, Cisco expects that customers (or their systems integration partners) will have tested the interoperability of such products with Cisco Unity before the products are deployed, to mitigate the risk of problems being discovered within the production environment between Cisco Unity and the third-party products loaded on the Cisco Unity server.

If a customer calls Cisco TAC with a problem, a Cisco TAC engineer may require that such third-party software be turned off or even removed from the Cisco Unity server during the course of troubleshooting. If it is determined that the interoperability between the third-party software and Cisco Unity was the root cause of the problem, then the third-party software will be required to be disabled or removed from the Cisco Unity server until such time that the interoperability issue is addressed, so that the customer can continue to have a functional Cisco Unity system.

Before installing any qualified Microsoft service pack on the Cisco Unity server, confirm that the manufacturer of any optional third-party software or hardware that you plan to install on the Cisco Unity server—or that is already installed—also supports the service pack for use with its product.

## Support Policy for VPIM Voice Messaging Systems

Cisco Unity 4.1 and 4.0(x) with Microsoft Exchange 2000/2003 and Cisco Unity 4.0(5) and later with IBM Lotus Domino support Voice Profile for Internet Mail (VPIM) version 2, which allows the exchange of voice, fax, and text messages with other voice messaging systems. VPIM can also be used for messaging between Cisco Unity servers that use different directories, including messaging between Cisco Unity with Exchange and Cisco Unity with Domino systems.

The remote voice messaging system(s) with which Cisco Unity will be networked cannot be in the same Exchange organization as the Cisco Unity server.

Cisco support policy is that customers can use VPIM Networking to exchange voice messages between Cisco Unity and a third-party voice messaging system provided that the third-party system complies with the VPIM version 2 specification, as defined in Internet RFC 2421. Refer to the Open Group ([opengroup.org](http://opengroup.org)) VPIM website for conformance statements and the RFC 2421 VPIM v2 specification.

(This support policy replaces the list of supported VPIM systems that appeared in previous versions of this document.)



### Note

For Cisco Unity with Microsoft Exchange systems, we recommend that you use the latest version of the Cisco Unity Voice Connector for Microsoft Exchange 2000 and Exchange 2003 that is supported for your version of Cisco Unity. If you call Cisco TAC with a problem related to VPIM interoperability, the Cisco TAC engineer may require that you upgrade to a newer supported version of the Voice Connector, if one is available. For the supported version combinations of the Cisco Unity VPIM bridgehead server and the Voice Connector, refer to *Networking Options Requirements for Cisco Unity* at [http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products\\_device\\_support\\_tables\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_device_support_tables_list.html).

VPIM fax encoding is based on the TIFF-F specification. For information on fax servers supported for use with Cisco Unity with VPIM, see the “[Supported Fax Server Software](#)” section on page 36.

For information on using VPIM in Cisco Unity, refer to the *Networking Guide for Cisco Unity, Release 4.0(5)*, at [http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products\\_feature\\_guides\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_feature_guides_list.html). (The content in the guide also applies to Cisco Unity release 4.1.)

## Interoperability with Cisco Unity Express

VPIM Networking can be used to provide voice-mail message networking between Cisco Unity and Cisco Unity Express systems by using the version combinations listed in [Table 13](#).

**Table 13** *Cisco Unity and Cisco Unity Express Version Compatibility*

| Cisco Unity Message Store    | Cisco Unity Version   | Cisco Unity Express Version |
|------------------------------|-----------------------|-----------------------------|
| Microsoft Exchange 2000/2003 | 4.0(4) through 4.1(1) | 2.1(1) and later            |
| IBM Lotus Domino             | 4.0(5) through 4.1(1) | 2.1(2) and later            |

## Support Policy for Windows Automatic Update

Windows Automatic Update (WAU) is supported on a Cisco Unity 4.1 or 4.0(x) server and on a Cisco Unity Bridge 2.1(x) or 3.0(x) server when the option Notify Me Before Downloading Any Updates and Notify Me Again Before Installing Them on My Computer is selected. (Note that if Cisco Unity Platform Configuration discs Revision 12 or later are used to configure the platform for the Cisco Unity or Bridge server, then WAU is disabled.)



### Caution

Configure WAU only to check for updates, not to install updates. Most Microsoft updates can be installed on the Cisco Unity or Bridge server as soon as they become available. However, Microsoft service packs must be qualified for use with Cisco Unity and the Bridge, and WAU does not let you distinguish between service packs and other updates.

Most of the benefit of WAU is related to patching security vulnerabilities in Windows. If the Cisco Unity server is configured for Voice Messaging and is not connected to a network or the Internet, the server has no security vulnerabilities that updates from WAU would prevent. For the Voice Messaging configuration, Cisco strongly discourages you from connecting the Cisco Unity server to the Internet only to use WAU.

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