



# Supported Hardware and Software, and Support Policies for Cisco Unity 4.2 and Later

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## Revised May 15, 2008

This document lists hardware and software that are supported for use with a Cisco Unity system running version 4.2 or later, and Cisco Unity support policies regarding hardware and software. It is divided into four parts:

[PART 1: Supported Hardware for Use with Cisco Unity 4.2 and Later, page 1](#)

[PART 2: Supported Optional Software for Use with Cisco Unity 4.2 and Later, page 11](#)

[PART 3: Cisco Unity Support Policies, page 14](#)

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Running any application or service on the Cisco Unity server other than those described as supported in this document, or as supported or required in cross-referenced documents is not supported.



### Note

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For Cisco Unity requirements information, refer to the applicable version of *Cisco Unity System Requirements* 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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## PART 1: Supported Hardware for Use with Cisco Unity 4.2 and Later

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- [PART 2: Supported Optional Software for Use with Cisco Unity 4.2 and Later](#), page 11
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## Support for Windows 2000 on Servers Without a Windows 2000 Platform Configuration Disc

### Added May 15, 2008

Cisco provides Microsoft Windows Server 2003 Platform Configuration discs for every server qualified for use with Cisco Unity, but provides Windows 2000 Server Platform Configuration discs only for selected servers. You can install Windows 2000 Server on servers for which no Platform Configuration discs exist, but you must use a retail Windows disc and the hardware drivers provided by the server manufacturer.

If an issue is found to be related to the hardware drivers provided by the manufacturer, Cisco will evaluate the problem, and, as appropriate, issue a field notice, post an update, or direct the customer to updates on the vendor's website.

Cisco encourages customers to contact the hardware supplier for best practices regarding maintenance of their hardware and to apply standard driver updates that are minor in scope and risk, as appropriate. When the updates have been formally released by the hardware manufacturer, Cisco will support Cisco Unity running on servers on which the updates have been applied.

## 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 integrations with multiple phone systems at one time (refer to the applicable *Multiple Phone System 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)).

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 CallManager
- Cisco Unified CallManager Express
- Cisco SIP Proxy Server

In addition, the Cisco Unified CallManager integrations support the use of Survivable Remote Site Telephony (SRST) installed on Cisco IOS platforms at remote sites.

For the supported versions of Cisco Unified CallManager and Cisco Unified CallManager Express, refer to the applicable document, depending on the integration type:

- *SCCP Compatibility Matrix: Cisco Unity, the Cisco Unity-CM TSP, Cisco Unified CallManager, and Cisco Unified CallManager Express*
- *SIP Trunk Compatibility Matrix: Cisco Unity and Cisco Unified CallManager*

Both documents are available 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 CallManager 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 1 lists the supported circuit-switched phone systems with which Cisco Unity can integrate through PIMG or TIMG units.

**Table 1** Supported Phone System Integrations Through PIMG or TIMG Units

Phone System	Integration Type	Supported Media Gateways	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 or WAN connections</li> </ul>
Avaya Definity ProLogix	Digital	Digital PIMG unit	<ul style="list-style-type: none"> <li>• Digital cables</li> <li>• LAN or WAN 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 or WAN connections</li> </ul>
Centrex (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 or WAN 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 or WAN connections</li> </ul>

**Table 1** Supported Phone System Integrations Through PIMG or TIMG Units (continued)

Phone System	Integration Type	Supported Media Gateways	Additional Required Components <sup>1</sup>
Intecom Pointspan 6880	Serial (SMDI)	TIMG unit	<ul style="list-style-type: none"> <li>• RS-232 serial cable (available from Cisco)</li> <li>• T1 cables</li> <li>• LAN or WAN connections</li> </ul>
Mitel SX-2000	Digital	Digital Mitel PIMG unit	<ul style="list-style-type: none"> <li>• Digital cables</li> <li>• LAN or WAN connections</li> </ul>
NEC NEAX 2400	Digital	Digital PIMG unit	<ul style="list-style-type: none"> <li>• Digital cables</li> <li>• LAN or WAN connections</li> </ul>
NEC NEAX 2400	Serial (MCI)	TIMG unit	<ul style="list-style-type: none"> <li>• RS-232 serial cable (available from Cisco)</li> <li>• T1 cables</li> <li>• LAN or WAN 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 or WAN 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 or WAN connections</li> </ul>
Nortel SL-100	Serial (SMDI)	TIMG unit	<ul style="list-style-type: none"> <li>• RS-232 serial cable (available from Cisco)</li> <li>• T1 cables</li> <li>• LAN or WAN 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 or WAN connections</li> </ul>
Siemens EWSD	Serial SMDI	TIMG unit	<ul style="list-style-type: none"> <li>• RS-232 serial cable (available from Cisco)</li> <li>• T1 cables</li> <li>• LAN or WAN connections</li> </ul>

**Table 1** Supported Phone System Integrations Through PIMG or TIMG Units (continued)

Phone System	Integration Type	Supported Media Gateways	Additional Required Components <sup>1</sup>
Siemens Hicom 300 E (European)	DTMF	Analog PIMG unit	<ul style="list-style-type: none"> <li>Analog cables</li> <li>LAN or WAN 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 2 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 CallManager and SIP) and PIMG integrations are supported for use with a Cisco Unity server on which Windows Server 2003 is installed.

**Table 2** 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 “Supported Voice Cards” section on page 8.	<ul style="list-style-type: none"> <li>Analog cables</li> </ul>
Avaya Definity G3	DTMF	All voice cards except D/240PCI-T1. See the “Supported Voice Cards” section on page 8.	<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 “Supported Voice Cards” section on page 8.	<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 “Supported Voice Cards” section on page 8.	<ul style="list-style-type: none"> <li>Analog cables</li> </ul>

**Table 2** Supported Other Phone System Integrations (continued)

Phone System	Integration Type	Supported Voice Cards	Additional Required Components <sup>1</sup>
Avaya Merlin Legend	DTMF	All voice cards except D/240PCI-T1. See the <a href="#">“Supported Voice Cards”</a> section on page 8.	<ul style="list-style-type: none"> <li>Analog cables</li> </ul>
Centrex (Avaya 1AESS, Avaya 5ESS, and Nortel DMS100)	Serial (SMDI)	All voice cards except D/240PCI-T1. See the <a href="#">“Supported Voice Cards”</a> section on page 8.	<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 (also marketed as Tadiran Coral III)	Serial (SMDI)	All voice cards except D/240PCI-T1. See the <a href="#">“Supported Voice Cards”</a> section on page 8.	<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>
Ericsson MD-110	Serial (MD-110)	All voice cards except D/240PCI-T1. See the <a href="#">“Supported Voice Cards”</a> section on page 8.	<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”</a> section on page 8.	<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”</a> section on page 8.	<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”</a> section on page 8.	<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”</a> section on page 8.	<ul style="list-style-type: none"> <li>Analog cables</li> </ul>

**Table 2** Supported Other Phone System Integrations (continued)

Phone System	Integration Type	Supported Voice Cards	Additional Required Components <sup>1</sup>
Mitel SX-200	DTMF (ONS)	All voice cards except D/240PCI-T1. See the <a href="#">“Supported Voice Cards” section on page 8.</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 8.</a>	<ul style="list-style-type: none"> <li>Analog cables</li> </ul>
NEC NEAX 2000	Serial (MCI)	All voice cards except D/240PCI-T1. See the <a href="#">“Supported Voice Cards” section on page 8.</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>
NEC NEAX 2400	Serial (MCI)	All voice cards. See the <a href="#">“Supported Voice Cards” section on page 8.</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 8.</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	IP	N/A	<ul style="list-style-type: none"> <li>Cisco EGW 2200</li> <li>LAN or WAN 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 8.</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 8.</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 8.</a>	<ul style="list-style-type: none"> <li>Analog cables</li> </ul>

**Table 2** Supported Other Phone System Integrations (continued)

Phone System	Integration Type	Supported Voice Cards	Additional Required Components <sup>1</sup>
Syntegra ITS (Requires an existing integration with Cisco Unified CallManager)	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>
Teltronics 20-20 LX (Formerly Harris 20-20 LX)	DTMF	All voice cards except D/240PCI-T1. See the “Supported Voice Cards” section on page 8.	<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 8.	<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/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 Voice Cards

Table 3 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 4.2 and later, but they cannot be ordered for new Cisco Unity 4.2 or later 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 4.2 and later. 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/voicesw/ps2237/prod\\_eol\\_notices\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/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 4.2 or later system or for an upgrade to Cisco Unity 4.2 or later.

**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 CallManager and SIP) and PIMG integrations are supported for use with a Cisco Unity server on which Windows Server 2003 is installed.

**Table 3 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 (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 (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 (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.

## Supported Optional Hardware

### The following optional hardware is supported for use with Cisco Unity 4.2 and later:

- An external modem (when pcAnywhere is selected as the Cisco TAC remote-access method). Note that the modem 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 4.2 and later:

- 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 II, all versions.

See also the [“Additional Supported Optional Software” section on page 13](#) 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 2: Supported Optional Software for Use with Cisco Unity 4.2 and Later

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### 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 4.2 and later:**

- 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.

- ServerProtect for Microsoft Windows, version 5.5 and later.

See also the [“Support Policy for Antivirus Software”](#) section on page 14.

## Supported Fax Server Software

Table 4 lists fax servers supported for use with Cisco Unity 4.2 and later, when installed with an Exchange or Domino gateway.

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.

Fax servers supported for use with Cisco Unity 4.2 and later—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 4** 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 (version 6.0 and later)	Yes (version 8.0.0120 and later)	Yes (version 6.0 and later)
Chori-Joho LightningFAX, version 5.5 R48 and later	No	Yes	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

## Supported Monitoring Software

The following monitoring software has been qualified by Cisco for use with Cisco Unity 4.2 and later:

- 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 17.

## Additional Supported Optional Software

**The following optional software has been qualified by Cisco for use with Cisco Unity 4.2 and later:**

- 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 II to remotely restart the Cisco Unity server.
- RSA
  - Authentication Agent 6.0 for Microsoft Windows. (Supported only on a Cisco Unity system that is running Windows Server 2003.)
  - SecurID ACE/Agent 5.0 and later for Microsoft Windows. (Supported only on a Cisco Unity system that is running Windows 2000 Server.)
- WinZip, version 7.0.

See also the [“Support Policy for Optional Software”](#) section on page 17.

## 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.
- Software-based RAID on the Cisco Unity server is not supported.

## PART 3: Cisco Unity Support Policies

- [Support Policy for AMIS Voice Messaging Systems, page 14](#)
- [Support Policy for Antivirus Software, page 14](#)
- [Support Policy for Apache Tomcat Upgrades, page 15](#)
- [Support Policy for Backup Software, page 15](#)
- [Support Policy for IBM Lotus Domino Critical Fixpacks, page 15](#)
- [Support Policy for Microsoft Data Execution Prevention, page 16](#)
- [Support Policy for Microsoft Service Packs and Updates, page 16](#)
- [Support Policy for Monitoring Software, page 17](#)
- [Support Policy for Optional Software, page 17](#)
- [Support Policy for VPIM Voice Messaging Systems, page 18](#)
- [Support Policy for Windows Automatic Update, page 18](#)
- [PART 1: Supported Hardware for Use with Cisco Unity 4.2 and Later, page 1](#)
- [PART 2: Supported Optional Software for Use with Cisco Unity 4.2 and Later, page 11](#)
- [PART 4: Related Documentation, page 19](#)

### Support Policy for AMIS Voice Messaging Systems

Cisco Unity 4.2 and later with Microsoft Exchange and Cisco Unity 4.2 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.

For information on using AMIS in Cisco Unity, refer to the applicable version of the *Networking in Cisco Unity Guide* 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).

(Note that AMIS Networking will not function when Cisco Unity is integrated with Cisco Unified CallManager 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.

## 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 *Cisco Unity Maintenance Guide* 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 Data Execution Prevention

**Added May 15, 2008**

Cisco support policy is that customers can deploy Microsoft Data Execution Prevention (DEP). However, we have found, in some customer environments, that DEP prevents Cisco Unity services from starting or causes the services to shut down. If a customer calls Cisco TAC with a problem and DEP is identified as being the cause of the problem, a Cisco TAC engineer may require the customer to revise the DEP monitoring policy to exclude monitoring of all Cisco Unity services.

For information on determining the current DEP policy settings and on reconfiguring these settings, refer to Microsoft Knowledge Base articles KB875352 and KB912923. For a list of Cisco Unity services, refer to the “Cisco Unity 4.x Services” appendix in the applicable guide:

- *Reconfiguration and Upgrade Guide for Cisco Unity (With IBM Lotus Domino)* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/unity/42/upgrade/guide/dom/dom.html](http://www.cisco.com/en/US/docs/voice_ip_comm/unity/42/upgrade/guide/dom/dom.html).
- *Reconfiguration and Upgrade Guide for Cisco Unity (With Microsoft Exchange)* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/unity/42/upgrade/guide/ex/ex.html](http://www.cisco.com/en/US/docs/voice_ip_comm/unity/42/upgrade/guide/ex/ex.html).

## 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 4.2 and later with Microsoft Exchange 2000/2003 and Cisco Unity 4.2 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.



### 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 2003 and Exchange 2000 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 *Cisco Unity Networking Options Requirements* 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 12.

For information on using VPIM in Cisco Unity, refer to the applicable version of the *Networking in Cisco Unity Guide* 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).

## Support Policy for Windows Automatic Update

Windows Automatic Update (WAU) is supported on a Cisco Unity 4.2 and later 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.

## PART 4: Related Documentation

### 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 CallManager, and Cisco Unified CallManager Express*
- *Cisco Unity Networking Options Requirements*
- *Recommended Service Packs and Updates for Use with Cisco Unity and the Cisco Unity Bridge*

### Requirements Information

For requirements information, refer to the following documents on Cisco.com:

- *Cisco Unity Bridge System Requirements, and Supported Hardware and Software* 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).
- *Cisco Unity Networking Options Requirements* 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).
- *Cisco Unity System Requirements* 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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