



Release Notes for Cisco Unity Mobile Message Access for BlackBerry Release 1.1(1)

Revised December 12, 2008. (Originally published June 15, 2007.)

These release notes contain requirements, download and installation instructions, new and changed requirements and support, limitations and restrictions, and open and resolved caveats for Cisco Unity Mobile Message Access for BlackBerry Release 1.1(1).

The Mobile Message Access for BlackBerry plug-in is available on DVD 1 and CD 1 of Cisco Unity version 5.0(1). It is also available from the Cisco Download Software website. (The location is provided in the applicable procedure later in these release notes.)



Note

Mobile Message Access for BlackBerry 1.1(1) is available only in U.S. English; no multilingual version of the release is planned.



Note

For full access to the Software Center website, you must be logged on to Cisco.com as a registered user.



Note

Items in release notes may be added, or revised to correct or clarify information after the initial publication date (the date the software was released). When an item has been changed, the phrase “Added <date>” or “Revised <date>” is included in the text of the item.

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System Requirements

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- The Cisco Unity server(s) must be set up and working properly in a Unified Messaging configuration.
- The BlackBerry server and associated BlackBerry devices must be set up and working properly.
- The BlackBerry and Cisco Unity servers must be connected either to the same Exchange organization or to the same Domino domain.
- For Cisco Unity with Exchange 2007 as the message store, BlackBerry Enterprise Server version 4.13 or later is required.
- To install the Mobile Message Access for BlackBerry plug-in, you must have local administrator rights on the BlackBerry server.
- The BlackBerry server must have at least 2 MB of hard-disk space available for the Mobile Message Access for BlackBerry plug-in.

Compatibility Information

Mobile Message Access for BlackBerry has been qualified for the version combinations of Cisco Unity and BlackBerry Enterprise Server software listed in [Table 1](#).

Table 1 *Supported Version Combinations for Mobile Message Access for BlackBerry, Cisco Unity, and BlackBerry Enterprise Server*

Cisco Unity Mobile Message Access for BlackBerry	Cisco Unity Unified Messaging	BlackBerry Enterprise Server
1.1(1)	5.0(1)	4.0 Service Pack 2 through 4.14

Determining the Cisco Unity Mobile Message Access for BlackBerry Version

To Determine the Cisco Unity Mobile Message Access for BlackBerry Version in Use

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- Step 1** On the BlackBerry server, on the Windows Start menu, click **Settings > Control Panel > Add/Remove Programs**.
 - Step 2** Click **Cisco Unity Mobile Message Access**.
 - Step 3** Click the **Click Here for Support Information** link.
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Related Documentation

See also the *User Guide for Mobile Message Access for BlackBerry Release 1.1* at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_user_guide_list.html.

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

New and Changed Requirements and Support—Release 1.1(1)

This section contains information about new and changed requirements and support for Mobile Message Access for BlackBerry 1.1(1) only. Refer to the release notes of the applicable version for information on new and changed requirements and support in earlier versions of Mobile Message Access for BlackBerry. Release notes for all versions of Mobile Message Access for BlackBerry are available at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_release_notes_list.html.

Mobile Message Access for BlackBerry Available for Use with Cisco Unity with Domino

Cisco Unity Mobile Message Access for BlackBerry version 1.1(1) has been qualified for use with Cisco Unity version 5.0(1) in a Unified Messaging configuration with Domino as the message store and with BlackBerry Enterprise Server version 4.1(1).

Mobile Message Access for BlackBerry Version 1.0(1) Is No Longer Supported

Beginning with Cisco Unity version 5.0(1), Mobile Message Access for BlackBerry Version 1.0(1) is not supported for use with Cisco Unity. You must upgrade to Mobile Message Access for BlackBerry version 1.1(1).

Installation and Upgrade Information

- [Downloading Cisco Unity Mobile Message Access for BlackBerry 1.1\(1\), page 3](#)
- [Upgrading to Mobile Message Access for BlackBerry 1.1\(1\), page 4](#)
- [Installing Cisco Unity Mobile Message Access for BlackBerry 1.1\(1\) for the First Time, page 4](#)

Downloading Cisco Unity Mobile Message Access for BlackBerry 1.1(1)

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Do the following procedure to download the plug-in from the Cisco Download Software website.

To Download Cisco Unity Mobile Message Access for BlackBerry 1.1(1)

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- Step 1** Confirm that the computer you are using has at least 2 MB of hard-disk space available for the extracted files, in addition to the space required to download the file. (The download file size appears on the download page.)
- Step 2** On a computer with a high-speed Internet connection, go to the Cisco Unified Communications Applications Downloads page at <http://tools.cisco.com/support/downloads/pub/Redirect.x?mdfid=280384298>.



Note To access the software download page, you must be logged on to Cisco.com as a registered user.

- Step 3** In the tree control on the Downloads page, expand **Voice Mail and Unified Messaging > Cisco Unity**, and click **Cisco Unity Mobile Message Access for BlackBerry Version 1.1**.
- Step 4** Download the file **CiscoUnityMobileMessagePlugIn1.1.1.exe** to the directory of your choice.
- Step 5** Double-click **CiscoUnityMobileMessagePlugIn1.1.1.exe**, and follow the on-screen prompts to extract the files to the directory of your choice on a network drive (or to a writeable compact disc, for copying to the network at a later time).
- The executable extracts the files to a Cisco Unity Mobile Message Access directory that it creates within your chosen directory.
- Step 6** Delete the file **CiscoUnityMobileMessagePlugIn1.1.1.exe** to free hard-disk space.
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Upgrading to Mobile Message Access for BlackBerry 1.1(1)

If you are upgrading to Mobile Message Access for BlackBerry 1.1(1) from an earlier version, it is not necessary to remove the previous version first. Instead, follow the installation instructions described in the “[Installing Cisco Unity Mobile Message Access for BlackBerry 1.1\(1\) for the First Time](#)” section on [page 4](#) and install the upgraded version to the same directory where the previous version is installed.

Installing Cisco Unity Mobile Message Access for BlackBerry 1.1(1) for the First Time

As part of the installation process, you will need to enter the IP or fully qualified DNS address for the Cisco Unity server that you want the BlackBerry server to communicate with, and indicate whether Cisco Unity will use SSL connections for those communications.

Do the following procedure to install Cisco Unity Mobile Message Access for BlackBerry from the Cisco Unity DVD or CD, or from a network drive. You must install the Mobile Message Access for BlackBerry plug-in on each BlackBerry server that you want to communicate with Cisco Unity.

To Install Cisco Unity Mobile Message Access for BlackBerry 1.1(1)

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- Step 1** Confirm that the Cisco Unity Mobile Message Access for BlackBerry requirements have been met. See the “[System Requirements](#)” section on [page 2](#).

- Step 2** On the BlackBerry server, browse to the **MobileMessage** directory on Cisco Unity DVD 1 or CD 1, or on the network drive where you downloaded the files.
- Step 3** In the MobileMessage directory, double-click the **Cisco Unity Mobile Message Access for Blackberry.msi** file.
- Step 4** Follow the on-screen prompts to complete the installation.



Caution When prompted, do not specify that Cisco Unity and BlackBerry will use HTTPS connections unless you have already set up Cisco Unity to use SSL when it communicates with a BlackBerry server.

- Step 5** Restart the BlackBerry server.
- Step 6** As applicable, repeat the procedure on each BlackBerry server in your organization.

Limitations and Restrictions

Messages with WAV Attachments Cannot Be Played

In addition to Cisco Unity voice messages, a BlackBerry device displays URLs for e-mails that contain WAV attachments. When subscribers click the URLs for messages with WAV attachments, Cisco Unity does not allow the BlackBerry device to play the messages.

Plug-in Allows the BlackBerry Server to Communicate with Only One Cisco Unity Server

Although a single Cisco Unity server can communicate with several BlackBerry servers, the BlackBerry plug-in allows the BlackBerry server to communicate with only a single Cisco Unity server at a time—even if the Cisco Unity servers in your organization are set up to use digital networking. In addition, installing the plug-in more than once on a BlackBerry server for the purpose of configuring each instance to communicate with a different Cisco Unity server does not work. The last installation of the plug-in overwrites the previous ones.

Subscribers Are Unable to Retrieve Messages In the Event of Cisco Unity Server Failover

In the event that the Cisco Unity server fails over to a secondary server, subscribers will not be able to access voice messages from a BlackBerry device.

Subscribers Must Hang Up Before Selecting Another Message When BlackBerry Device Is the Phone Used for Message Playback

When the BlackBerry device is the phone used for message playback, subscribers cannot select another message from the BlackBerry Inbox. To view or play another message, they must stop message playback by ending the call. The same is not true when subscribers use a different phone as the message playback device.

Caveats

You can find the latest caveat information for Mobile Message Access for BlackBerry Release 1.1(1)—in addition to caveats of any severity for any release—by using Bug Toolkit, an online tool available for customers to query defects according to their own needs. Bug Toolkit is available at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl.



Note

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

This section contains caveat information for Mobile Message Access for BlackBerry 1.1(1) only. Refer to the release notes of the applicable version for caveat information for earlier versions of Mobile Message Access for BlackBerry. Release notes for all versions of Mobile Message Access for BlackBerry are available at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_release_notes_list.html.

Open Caveats—Release 1.1(1)

Click a link in the Caveat Number column to view the latest information on the caveat in Bug Toolkit. (Caveats are listed in order by caveat number.)

Table 2 *Mobile Message Access for BlackBerry Release 1.1(1) Open Caveats*

Caveat Number	Severity	Component	Description
CSCsd39852	3	mobilemessage	Blackberry - Custom Keypad Maps 2 and 3 do not work with Blackberry.
CSCse04439	3	mobilemessage	MobileMessage: Windows 2003 Permissions Prevent DCOM Access
CSCsi77374	3	mobilemessage	Unity Mobile Messaging Cannot Handle Spaces

Resolved Caveats—Release 1.1(1)

Click a link in the Caveat Number column to view the latest information on the caveat in Bug Toolkit. (Caveats are listed in order by severity, then by component, then by caveat number.)

Table 3 *Mobile Message Access for BlackBerry Release 1.1(1) Resolved Caveats*

Caveat Number	Severity	Component	Description
CSCsg49510	2	mobilemessage	MobileMessaging plugin will not install on BB Enterprise Server for Exch
CSCsd65847	3	mobilemessage	Blackberry - fails if exchange alias does not match legacy mailbox DN

Obtaining Documentation, Obtaining Support, and Security Guidelines

For information on obtaining documentation, obtaining support, providing documentation feedback, security guidelines, and also recommended aliases and general Cisco documents, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

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