



# Release Notes for Cisco Unity Mobile Message Access for BlackBerry Release 1.0(1)

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## Revised April 26, 2010

These release notes contain requirements, download and installation instructions, limitations and restrictions, and open caveats for Cisco Unity Mobile Message Access for BlackBerry Release 1.0(1).

The Mobile Message Access for BlackBerry plug-in is available on DVD 1 and CD 1 of Cisco Unity versions 4.1 and 4.2. It is also available on the Cisco Unity Mobile Message Access Software Download page at [http://www.cisco.com/cgi-bin/tablebuild.pl/unity\\_mobile\\_message](http://www.cisco.com/cgi-bin/tablebuild.pl/unity_mobile_message). Note that Mobile Message Access for BlackBerry 1.0(1) is available only in U.S. English; no multilingual version of the release is planned.



### Note

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

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### Note

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

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## Contents

- [Compatibility Information, page 2](#)
- [Requirements, page 2](#)
- [Determining the Cisco Unity Mobile Message Access for BlackBerry Version, page 2](#)
- [Downloading Cisco Unity Mobile Message Access for BlackBerry 1.0\(1\), page 3](#)
- [Installing Cisco Unity Mobile Message Access for BlackBerry 1.0\(1\), page 3](#)
- [Limitations and Restrictions, page 4](#)
- [Caveats, page 4](#)
- [Cisco Unity Documentation, page 6](#)



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- [Obtaining Documentation](#), page 7
- [Documentation Feedback](#), page 7
- [Cisco Product Security Overview](#), page 8
- [Obtaining Technical Assistance](#), page 9
- [Obtaining Additional Publications and Information](#), page 10

## Compatibility Information

### Revised April 26, 2010

Mobile Message Access for BlackBerry version 1.0(1) has been qualified for use with Cisco Unity versions 4.1 and 4.2 in a Unified Messaging configuration and with BlackBerry Enterprise Server version 4.0 Service Pack 2.

## Requirements

### Revised April 10, 2006

- 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 to the same Exchange Organization.
- 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.

## 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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# Downloading Cisco Unity Mobile Message Access for BlackBerry 1.0(1)

Do the following procedure to download the plug-in from the Cisco Unity Mobile Message Access Software Download page.

## To Download Cisco Unity Mobile Message Access for BlackBerry 1.0(1)

- 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 Unity Mobile Message Access Software Download page at [http://www.cisco.com/cgi-bin/tablebuild.pl/unity\\_mobile\\_message](http://www.cisco.com/cgi-bin/tablebuild.pl/unity_mobile_message).



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

- Step 3** Download the file **CiscoUnityMobileMessagePlugIn.exe** to the directory of your choice.
- Step 4** Double-click **CiscoUnityMobileMessage.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 5** Delete the file **CiscoUnityMobileMessage.exe** to free hard-disk space.

# Installing Cisco Unity Mobile Message Access for BlackBerry 1.0(1)

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 1.0(1)

- Step 1** Confirm that the Cisco Unity Mobile Message Access for BlackBerry requirements have been met. See the [“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 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

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

## Open Caveats—Release 1.0(1)

**Table 1** Mobile Message Access for BlackBerry Release 1.0(1) Open Caveats

Caveat Number	Severity	Component	Description
CSCsb51106	4	mobilemessage	<p>AvCsMgr Private Bytes appear to be leaking from the Mobile Message Access for Blackberry feature.</p> <p>Conditions: Cisco Unity 4.1(1) and higher with the Mobile Message Access for Blackberry feature being used.</p> <p><b>Workaround</b></p> <p>If AvCsMgr Private Bytes increase above an acceptable amount, then restart Cisco Unity.</p>
CSCsb55868	4	mobilemessage	<p>AvBAPExtSvr Unity Diagnostic Tool diags for the Mobile Message Access for Blackberry feature do not appear to be logging any information when enabled, or are still logging information when disabled.</p> <p>Conditions: Cisco Unity 4.1(1) and later with the Mobile Message Access for Blackberry feature.</p> <p><b>Workaround</b></p> <p>Restart the WorldWideWeb Publishing Service in order for the diagnostics to take effect.</p>
CSCsb62280	4	mobilemessage	<p>The applied Cisco Unity phone password account lockout policy reflects the default account lockout policy instead of the configured account lockout policy when setting the extension for Cisco Unity to call for the Mobile Message Access for Blackberry feature.</p> <p>Conditions: Cisco Unity 4.1(1) or later with the Mobile Message Access for Blackberry feature configured.</p> <p><b>Workaround</b></p> <p>There is no workaround. The account lockout policy reflects the default policy installed with Cisco Unity.</p>

Table 1 Mobile Message Access for BlackBerry Release 1.0(1) Open Caveats (continued)

Caveat Number	Severity	Component	Description
CSCsb62337	4	mobilemessage	<p>After selecting a message URL from the Blackberry device, no outcall is made and no error is returned.</p> <p>Conditions: Cisco Unity 4.1(1) and later with the Mobile Message Access for Blackberry feature configured.</p> <p><b>Workaround</b></p> <p>You must specify a valid extension for Cisco Unity to call that will not result in a Ring No Answer (RNA) or ReOrder Tone (fast busy tone). Outgoing calls to an extension that result in a RNA or ReOrder Tone do not respond back with an error.</p>
CSCsb95050	4	mobilemessage	<p>The following error shows up in the application log:</p> <p>Event Type: Error  Event Source: CiscoUnity_PhraseServer  Event Category: None  Event ID: 10002  Date: 9/22/2005  Time: 11:53:45 AM  User:N/A  Computer: BBUNITY2000  Description:Script Engine (CDE Script) -- Warning!  'MobileMsgCompleted' could not find export  'MobileMsgCallCompleted_OnEntry' in 'ConvSub.DLL'.</p> <p>Conditions: Cisco Unity 4.1 and later with the Cisco Unity Mobile Message Access for Blackberry feature configured.</p> <p>There is no workaround. This is a benign error.</p> <p>Further Problem Description: With the Cisco Unity Mobile Message Access for Blackberry feature, after listening to a message, the user is prompted to select another message or hit * to login. This application log error occurs when the user hits * to login.</p>

## Cisco Unity Documentation

For descriptions and URLs of Cisco Unity documentation on Cisco.com, refer to the *Cisco Unity Documentation Guide*. The document is shipped with Cisco Unity and is available at [http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products\\_documentation\\_roadmap09186a00801179df.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_documentation_roadmap09186a00801179df.html).

# Obtaining Documentation

Cisco documentation and additional literature are available on Cisco.com. Cisco also provides several ways to obtain technical assistance and other technical resources. These sections explain how to obtain technical information from Cisco Systems.

## Cisco.com

You can access the most current Cisco documentation at this URL:

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

You can access the Cisco website at this URL:

<http://www.cisco.com>

You can access international Cisco websites at this URL:

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

## Product Documentation DVD

The Product Documentation DVD is a comprehensive library of technical product documentation on a portable medium. The DVD enables you to access multiple versions of installation, configuration, and command guides for Cisco hardware and software products. With the DVD, you have access to the same HTML documentation that is found on the Cisco website without being connected to the Internet. Certain products also have .PDF versions of the documentation available.

The Product Documentation DVD is available as a single unit or as a subscription. Registered Cisco.com users (Cisco direct customers) can order a Product Documentation DVD (product number DOC-DOCDVD= or DOC-DOCDVD=SUB) from Cisco Marketplace at this URL:

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

## Ordering Documentation

Registered Cisco.com users may order Cisco documentation at the Product Documentation Store in the Cisco Marketplace at this URL:

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

Nonregistered Cisco.com users can order technical documentation from 8:00 a.m. to 5:00 p.m. (0800 to 1700) PDT by calling 1 866 463-3487 in the United States and Canada, or elsewhere by calling 011 408 519-5055. You can also order documentation by e-mail at [tech-doc-store-mkpl@external.cisco.com](mailto:tech-doc-store-mkpl@external.cisco.com) or by fax at 1 408 519-5001 in the United States and Canada, or elsewhere at 011 408 519-5001.

## Documentation Feedback

You can rate and provide feedback about Cisco technical documents by completing the online feedback form that appears with the technical documents on Cisco.com.

You can submit comments about Cisco documentation by using the response card (if present) behind the front cover of your document or by writing to the following address:

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

We appreciate your comments.

## Cisco Product Security Overview

Cisco provides a free online Security Vulnerability Policy portal at this URL:

[http://www.cisco.com/en/US/products/products\\_security\\_vulnerability\\_policy.html](http://www.cisco.com/en/US/products/products_security_vulnerability_policy.html)

From this site, you will find information about how to:

- Report security vulnerabilities in Cisco products.
- Obtain assistance with security incidents that involve Cisco products.
- Register to receive security information from Cisco.

A current list of security advisories, security notices, and security responses for Cisco products is available at this URL:

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

To see security advisories, security notices, and security responses as they are updated in real time, you can subscribe to the Product Security Incident Response Team Really Simple Syndication (PSIRT RSS) feed. Information about how to subscribe to the PSIRT RSS feed is found at this URL:

[http://www.cisco.com/en/US/products/products\\_psirt\\_rss\\_feed.html](http://www.cisco.com/en/US/products/products_psirt_rss_feed.html)

## Reporting Security Problems in Cisco Products

Cisco is committed to delivering secure products. We test our products internally before we release them, and we strive to correct all vulnerabilities quickly. If you think that you have identified a vulnerability in a Cisco product, contact PSIRT:

- For Emergencies only—[security-alert@cisco.com](mailto:security-alert@cisco.com)

An emergency is either a condition in which a system is under active attack or a condition for which a severe and urgent security vulnerability should be reported. All other conditions are considered nonemergencies.

- For Nonemergencies—[psirt@cisco.com](mailto:psirt@cisco.com)

In an emergency, you can also reach PSIRT by telephone:

- 1 877 228-7302
- 1 408 525-6532



### Tip

We encourage you to use Pretty Good Privacy (PGP) or a compatible product (for example, GnuPG) to encrypt any sensitive information that you send to Cisco. PSIRT can work with information that has been encrypted with PGP versions 2.x through 9.x.

Never use a revoked or an expired encryption key. The correct public key to use in your correspondence with PSIRT is the one linked in the Contact Summary section of the Security Vulnerability Policy page at this URL:

[http://www.cisco.com/en/US/products/products\\_security\\_vulnerability\\_policy.html](http://www.cisco.com/en/US/products/products_security_vulnerability_policy.html)

The link on this page has the current PGP key ID in use.

If you do not have or use PGP, contact PSIRT at the aforementioned e-mail addresses or phone numbers before sending any sensitive material to find other means of encrypting the data.

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## Obtaining Technical Assistance

Cisco Technical Support provides 24-hour-a-day award-winning technical assistance. The Cisco Technical Support & Documentation website on Cisco.com features extensive online support resources. In addition, if you have a valid Cisco service contract, Cisco Technical Assistance Center (TAC) engineers provide telephone support. If you do not have a valid Cisco service contract, contact your reseller.

## Cisco Technical Support & Documentation Website

The Cisco Technical Support & Documentation website provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The website is available 24 hours a day, at this URL:

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

Access to all tools on the Cisco Technical Support & Documentation website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a user ID or password, you can register at this URL:

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



### Note

Use the Cisco Product Identification (CPI) tool to locate your product serial number before submitting a web or phone request for service. You can access the CPI tool from the Cisco Technical Support & Documentation website by clicking the **Tools & Resources** link under Documentation & Tools. Choose **Cisco Product Identification Tool** from the Alphabetical Index drop-down list, or click the **Cisco Product Identification Tool** link under Alerts & RMAs. The CPI tool offers three search options: by product ID or model name; by tree view; or for certain products, by copying and pasting **show** command output. Search results show an illustration of your product with the serial number label location highlighted. Locate the serial number label on your product and record the information before placing a service call.

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## Submitting a Service Request

Using the online TAC Service Request Tool is the fastest way to open S3 and S4 service requests. (S3 and S4 service requests are those in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Service Request Tool provides recommended solutions. If your issue is not resolved using the recommended resources, your service request is assigned to a Cisco engineer. The TAC Service Request Tool is located at this URL:

<http://www.cisco.com/techsupport/servicerequest>

For S1 or S2 service requests, or if you do not have Internet access, contact the Cisco TAC by telephone. (S1 or S2 service requests are those in which your production network is down or severely degraded.) Cisco engineers are assigned immediately to S1 and S2 service requests to help keep your business operations running smoothly.

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

Asia-Pacific: +61 2 8446 7411 (Australia: 1 800 805 227)

EMEA: +32 2 704 55 55

USA: 1 800 553-2447

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

<http://www.cisco.com/techsupport/contacts>

## Definitions of Service Request Severity

To ensure that all service requests are reported in a standard format, Cisco has established severity definitions.

**Severity 1 (S1)**—An existing network is down, or there is a critical impact to your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation.

**Severity 2 (S2)**—Operation of an existing network is severely degraded, or significant aspects of your business operations are negatively affected by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.

**Severity 3 (S3)**—Operational performance of the network is impaired, while most business operations remain functional. You and Cisco will commit resources during normal business hours to restore service to satisfactory levels.

**Severity 4 (S4)**—You require information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on your business operations.

## Obtaining Additional Publications and Information

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

- The *Cisco Product Quick Reference Guide* is a handy, compact reference tool that includes brief product overviews, key features, sample part numbers, and abbreviated technical specifications for many Cisco products that are sold through channel partners. It is updated twice a year and includes the latest Cisco offerings. To order and find out more about the Cisco Product Quick Reference Guide, go to this URL:

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

- Cisco Marketplace provides a variety of Cisco books, reference guides, documentation, and logo merchandise. Visit Cisco Marketplace, the company store, at this URL:  
<http://www.cisco.com/go/marketplace/>
- *Cisco Press* publishes a wide range of general networking, training and certification titles. Both new and experienced users will benefit from these publications. For current Cisco Press titles and other information, go to Cisco Press at this URL:  
<http://www.ciscopress.com>
- *Packet* magazine is the Cisco Systems technical user magazine for maximizing Internet and networking investments. Each quarter, Packet delivers coverage of the latest industry trends, technology breakthroughs, and Cisco products and solutions, as well as network deployment and troubleshooting tips, configuration examples, customer case studies, certification and training information, and links to scores of in-depth online resources. You can access Packet magazine at this URL:  
<http://www.cisco.com/packet>
- *iQ Magazine* is the quarterly publication from Cisco Systems designed to help growing companies learn how they can use technology to increase revenue, streamline their business, and expand services. The publication identifies the challenges facing these companies and the technologies to help solve them, using real-world case studies and business strategies to help readers make sound technology investment decisions. You can access iQ Magazine at this URL:  
<http://www.cisco.com/go/iqmagazine>  
or view the digital edition at this URL:  
<http://ciscoiq.texterity.com/ciscoiq/sample/>
- *Internet Protocol Journal* is a quarterly journal published by Cisco Systems for engineering professionals involved in designing, developing, and operating public and private internets and intranets. You can access the Internet Protocol Journal at this URL:  
<http://www.cisco.com/ipj>
- Networking products offered by Cisco Systems, as well as customer support services, can be obtained at this URL:  
<http://www.cisco.com/en/US/products/index.html>
- Networking Professionals Connection is an interactive website for networking professionals to share questions, suggestions, and information about networking products and technologies with Cisco experts and other networking professionals. Join a discussion at this URL:  
<http://www.cisco.com/discuss/networking>
- World-class networking training is available from Cisco. You can view current offerings at this URL:  
<http://www.cisco.com/en/US/learning/index.html>

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