Supported Hardware and Software, and Support Policies for Cisco Unity Release 7.x

Revised May 6, 2010

This document lists hardware and software that are supported for use with a Cisco Unity system running version 7.x, and Cisco Unity support policies regarding hardware and software. It is divided into four parts:

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 For Cisco Unity requirements information, refer to *System Requirements for Cisco Unity Release 7.x* at http://www.cisco.com/en/US/docs/voice_ip_comm/unity/7x/requirements/7xcusysreq.html.

PART 1: Supported Hardware for Use with Cisco Unity 7.x

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Support for Windows 2000 on Servers Without a Windows 2000 Platform Configuration Disc

Revised October 30, 2008

Cisco provides Microsoft Windows Server 2003 Platform Configuration discs for every currently shipping 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 (media gateways). 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 "Other Supported Phone System Integrations" section below.

Cisco Unity also supports integrations with multiple phone systems at one time. (Refer to the *Multiple Phone System Integration Guide for Cisco Unity 5.0* at http://www.cisco.com/en/US/docs/voice_ip_comm/unity/5x/integration/multiple_integration/guide/cuintmultiple.html. All 5.x content applies to version 7.x as well.)

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 Cisco Unified Communications Applications Downloads page at http://tools.cisco.com/support/downloads/pub/Redirect.x?mdfid=280384298 (click Voice Mail and Unified Messaging > Cisco Unity).

Supported IP Phone System Integrations

- Cisco Unified Communications Manager
- Cisco Unified Communications Manager Express
- Cisco SIP Proxy Server

Note Cisco SIP Proxy Server integrations that are currently in use are supported when the system in upgraded to the shipping version of Cisco Unity. However, the Cisco SIP Proxy Server cannot be ordered from Cisco.

In addition, the Cisco Unified CM 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 CM and Cisco Unified CM Express, refer to the applicable document, depending on the integration type:

- *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/docs/voice_ip_comm/unity/compatibility/matrix/cutspmtx.html.
- *SIP Trunk Compatibility Matrix: Cisco Unity, Cisco Unified Communications Manager, and Cisco Unified Communications Manager Express* at http://www.cisco.com/en/US/docs/voice_ip_comm/unity/compatibility/matrix/cusiptrunkmtx.html .

Supported Phone System Integrations Through PIMG or TIMG Units

Revised June 19, 2008

Table 1 lists the supported circuit-switched phone systems with which Cisco Unity can integrate through PIMG or TIMG units (media gateways).

Table 1 Supported Phone System Integrations Through PIMG or TIMG Units

Phone System	Integration Type	Supported Media Gateways	Additional Required Components[1]
Any phone system that provides a serial data link (SMDI, MCI, or MD-110 protocol) to the master PIMG unit	Serial (SMDI, MCI, or MD-110)	Analog PIMG unit	• RS-232 serial cable (available from Cisco) • Analog cables • LAN or WAN connections
Any phone system that provides a serial data link (SMDI, MCI, or MD-110 protocol) to the master TIMG unit	Serial (SMDI, MCI, or MD-110)	TIMG unit	• RS-232 serial cable (available from Cisco) • T1 cables • LAN or WAN connections
Avaya Definity G3	Digital	Digital PIMG unit	• Digital cables • LAN or WAN connections
	In-band	TIMG unit	• T1 cables • LAN or WAN connections

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

Phone System	Integration Type	Supported Media Gateways	Additional Required Components[1]
Avaya Definity ProLogix	Digital	Digital PIMG unit	• Digital cables • LAN or WAN connections
Avaya S8300, Avaya S8500, and Avaya S8700	Digital	Digital PIMG unit	• Digital cables • LAN or WAN connections
Avaya S8500 and Avaya S8700	In-band	TIMG unit	• T1 cables • LAN or WAN connections
Mitel SX-200	Digital	Digital Mitel PIMG unit	• Digital cables • LAN or WAN connections
Mitel SX-2000	Digital	Digital Mitel PIMG unit	• Digital cables • LAN or WAN connections
NEC NEAX 2400	Digital	Digital PIMG unit	• Digital cables • LAN or WAN connections
Nortel Meridian 1 (includes Succession, and SL 1)	Digital	Digital PIMG unit	• Digital cables • LAN or WAN connections
Rolm 9751 9005	Digital	Digital (Rolm) PIMG unit	• Digital cables • LAN or WAN connections
Rolm 9751 9006	Digital	Digital (Rolm) PIMG unit	• Digital cables • LAN or WAN connections
Siemens Hicom 300 E (European)	DTMF	Analog PIMG unit	• Analog cables • LAN or WAN connections
Siemens Hicom 300 series (North American)	Digital	Digital PIMG unit	• Digital cables • LAN or WAN connections

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.

Other Supported 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 Communications Manager and SIP) and PIMG integrations are supported for use with a Cisco Unity server on which Windows Server 2003 is installed.

Table 2 Other Supported Phone System Integrations

Phone System	Integration Type	Supported Voice Cards	Additional Required Components[1]
Alcatel 4400	DTMF	All voice cards except D/240PCI-T1. See the "Supported Voice Cards" section on page 8.	• Analog cables
Avaya Definity G3	DTMF	All voice cards except D/240PCI-T1. See the "Supported Voice Cards" section on page 8.	• Analog cables
Avaya Definity Gx	Serial (SMDI)	All voice cards except D/240PCI-T1. See the "Supported Voice Cards" section on page 8.	• PBXLink boxes[2] • RS-232 serial cables (available from Cisco) • Digital cables • Analog cables
Avaya Definity ProLogix	DTMF	All voice cards except D/240PCI-T1. See the "Supported Voice Cards" section on page 8.	• Analog cables
Avaya Merlin Legend	DTMF	All voice cards except D/240PCI-T1. See the "Supported Voice Cards" section on page 8.	• Analog cables
Centrex (Avaya 1AESS, Avaya 5ESS, and Nortel DMS100)	Serial (SMDI)	All voice cards except D/240PCI-T1. See the "Supported Voice Cards" section on page 8.	• RS-232 serial cable (available from Cisco) • External integration modem • Analog cables • *Failover only:* 9-pin modem data splitter

Table 2 Other Supported Phone System Integrations (continued)

Phone System	Integration Type	Supported Voice Cards	Additional Required Components[1]
ECI Coral III (also marketed as Tadiran Coral III)	Serial (SMDI)	All voice cards except D/240PCI-T1. See the "Supported Voice Cards" section on page 8.	• RS-232 serial cable (available from Cisco) • Analog cables • *Failover only:* 9-pin modem data splitter
Ericsson MD-110	Serial (MD-110)	All voice cards except D/240PCI-T1. See the "Supported Voice Cards" section on page 8.	• RS-232 serial cable (available from Cisco) • Analog cables • *Failover only:* 9-pin modem data splitter
Fujitsu 9600	Serial (SMDI)	All voice cards except D/240PCI-T1. See the "Supported Voice Cards" section on page 8.	• RS-232 serial cable (available from Cisco) • Analog cables • *Failover only:* 9-pin modem data splitter
Intecom E14 Millennium	Serial (SMDI)	Dialogic D/240PCI-T1 (24-port T1 card) only. See the "Supported Voice Cards" section on page 8.	• RS-232 serial cable (available from Cisco) • T1 cables
Intecom IBX S/80	Serial (SMDI)	All voice cards except D/240PCI-T1. See the "Supported Voice Cards" section on page 8.	• RS-232 serial cable (available from Cisco) • Analog cables • *Failover only:* 9-pin modem data splitter
Matra 6500	DTMF	All voice cards except D/240PCI-T1. See the "Supported Voice Cards" section on page 8.	• Analog cables
Mitel SX-200	DTMF (ONS)	All voice cards except D/240PCI-T1. See the "Supported Voice Cards" section on page 8.	• Analog cables
Mitel SX-2000	DTMF (ONS)	All voice cards except D/240PCI-T1. See the "Supported Voice Cards" section on page 8.	• Analog cables
NEC NEAX 2000	Serial (MCI)	All voice cards except D/240PCI-T1. See the "Supported Voice Cards" section on page 8.	• RS-232 serial cable (available from Cisco) • Analog cables • *Failover only:* 9-pin modem data splitter

Table 2 Other Supported Phone System Integrations (continued)

Phone System	Integration Type	Supported Voice Cards	Additional Required Components[1]
NEC NEAX 2400	Serial (MCI)	All voice cards. See the "Supported Voice Cards" section on page 8.	• RS-232 serial cable (available from Cisco) • Analog or T1 cables • *Failover with analog voice connectivity only:* 9-pin modem data splitter
Nortel Meridian 1	Serial (SMDI)	All voice cards except D/240PCI-T1. See the "Supported Voice Cards" section on page 8.	• PBXLink boxes[2] • RS-232 serial cables (available from Cisco) • Digital cables • Analog cables
QSIG-enabled phone system	IP	N/A	• Cisco ISR voice gateway • LAN connections
QSIG or DPNSS phone system	IP	N/A	• Cisco EGW 2200[3] • LAN connections
Rockwell Spectrum ACD	Serial (SMDI)	All voice cards except D/240PCI-T1. See the "Supported Voice Cards" section on page 8.	• RS-232 serial cable (available from Cisco) • Analog cables • *Failover only:* 9-pin modem data splitter
Siemens 9751 9006i	DTMF	All voice cards except D/240PCI-T1. See the "Supported Voice Cards" section on page 8.	• Analog cables
Siemens Hicom 300 series E CS	DTMF	All voice cards except D/240PCI-T1. See the "Supported Voice Cards" section on page 8.	• Analog cables
Syntegra ITS (Requires an existing integration with Cisco Unified CM)	Serial (SMDI)	Voice cards are not used.	• RS-232 serial cable (available from Cisco) • Syntegra SMDI gateway • QSIG E1/T1 connection through a VoIP gateway • *Failover only:* 9-pin modem data splitter

Table 2 Other Supported Phone System Integrations (continued)

Phone System	Integration Type	Supported Voice Cards	Additional Required Components[1]
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.	• Analog cables
Toshiba CTX 670	Serial (SMDI)	All voice cards except D/240PCI-T1. See the "Supported Voice Cards" section on page 8.	• RS-232 serial cable (available from Cisco) • Analog cables • *Failover only:* 9-pin modem data splitter

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.
2. PBXLink boxes currently in use are supported when the system in upgraded to the shipping version of Cisco Unity (this support continues until May 15, 2011). However, PBXLink boxes cannot be ordered for a new Cisco Unity system.
3. Cisco EGW 2200 currently in use is supported when the system in upgraded to the shipping version of Cisco Unity (this support continues until August 7, 2011). However, Cisco EGW 2200 cannot be ordered for a new Cisco Unity system.

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 7.x versions, but they cannot be ordered for new Cisco Unity 7.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 7.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/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.

Caution If Windows Server 2003 is installed on the Cisco Unity server, voice cards and voice card 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. The list of phone systems supported for PIMG integrations is revised as new phone systems are qualified.

Table 3 Supported Voice Cards

Card	Intel Dialogic SKU [1]	Countries in Which Card Is Approved for Use [2]	Compatible Card(s)	Connectors
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)[3]	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)[3]	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 Phone Models for Use with Cisco Unity Phone View

Revised <TBD>

For both SIP and SCCP phones, the following Cisco Unified IP Phone models are supported: 7941G, 7941G-GE, 7961G, 7961G-GE, 7970G, and 7971G-GE. In addition, the following Cisco Unified IP Phone models are supported with phone load 8-3-4SR1 or later: 7942G, 7945G, 7962G, 7965G, and 7975G.

For SCCP phones, 7940G and 7960G models are also supported.

If a user experiences problems using Phone View on a phone model that is not listed, the feature should be disabled for that user.

Phone View does not work with the following phones: 7902G, 7905G, 7910G, 7910G+SW, 7912G, 7920, and Cisco IP Communicator.

Supported Optional Hardware

Revised August 26, 2008

The following optional hardware is supported for use with Cisco Unity 7.x:

- 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.
- 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 7.x:

- Dell Remote Assistant Card, version 2.0 and later.
- 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 7.x

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 7.x:

- CA Anti-Virus for the Enterprise version 8.0 and later (formerly called eTrust Antivirus)
- Computer Associates InoculateIT for Microsoft Windows
- McAfee
  - ePolicy Orchestrator (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

  - NetShield for Microsoft Windows
  - VirusScan Enterprise
- Symantec
  - AntiVirus Corporate Edition
  - Norton AntiVirus for IBM Lotus Notes/Domino
  - Norton AntiVirus for Microsoft Exchange
  - Norton AntiVirus for Microsoft Windows
- Trend Micro
  - ScanMail for Lotus Notes
  - ScanMail for Microsoft Exchange
  - ServerProtect for Microsoft Windows

See also the "Support Policy for Antivirus Software" section on page 15.

Supported Fax Server Software

Table 4 lists fax servers supported for use with Cisco Unity 7.x, 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 7.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 4 Supported Fax Server Software for Use with Cisco Unity 7.x

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

Table 4 Supported Fax Server Software for Use with Cisco Unity 7.x (continued)

Fax Server	Microsoft Exchange	IBM Lotus Domino	VPIM
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 7.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 18.

Additional Supported Optional Software

Revised May 14, 2009

The following optional software has been qualified by Cisco for use with Cisco Unity 7.x:

- Adobe Acrobat Reader, version 4.0 and later.
- American Power Conversion (APC) PowerChute Plus for Windows 2000 and Windows NT, version 5.2.1 and later.
- 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 and later.
- 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.)

- Microsoft Windows Terminal Services.

  Note that using Terminal Services on a Cisco Unity server is not supported for some operations. For more information, refer to the "Limitations and Restrictions" section of the applicable Cisco Unity release notes at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_release_notes_list.html.
- Unimax Second Nature version 6.8 B0 or later.
- WinZip, version 7.0 and later.

See also the "Support Policy for Optional Software" section on page 19.

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

Cisco Unity 7.x with Microsoft Exchange and Cisco Unity 7.x 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.

Note The following links go to Release 5.x versions of the guide; all 5.x content applies to version 7.x as well.

For information on using AMIS in Cisco Unity, refer to the applicable guide:

- *Networking Guide for Cisco Unity Release 5.x (With IBM Lotus Domino)* at http://www.cisco.com/en/US/docs/voice_ip_comm/unity/5x/networking/guide/dom/5xcunetdomx.html.
- *Networking Guide for Cisco Unity Release 5.x (With Microsoft Exchange)* at http://www.cisco.com/en/US/docs/voice_ip_comm/unity/5x/networking/guide/ex/5xcunetexx.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.)

Support Policy for Antivirus Software

Cisco support policy is that customers can deploy third-party antivirus 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. However, installing Tomcat software patches is supported.

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.

Note The following links go to Release 5.x versions of the guide; all 5.x content applies to version 7.x as well.

For information on backing up Cisco Unity, refer to the applicable guide:

- *Maintenance Guide for Cisco Unity Release 5.x (With IBM Lotus Domino)* at http://www.cisco.com/en/US/docs/voice_ip_comm/unity/5x/maintenance/guide/dom/5xcumgd.html.
- *Maintenance Guide for Cisco Unity Release 5.x (With Microsoft Exchange)* at http://www.cisco.com/en/US/docs/voice_ip_comm/unity/5x/maintenance/guide/ex/5xcumge.html.

Support Policy for Hardware Virtualization Environments

Revised May 6, 2010

A Cisco Unity system can be virtualized in a Unified Messaging or Voice Messaging configuration. In addition:

- In a Unified Messaging configuration, IBM Lotus Domino or Microsoft Exchange can be installed in any hardware virtualization environment supported by IBM or Microsoft, respectively. Active Directory domain controllers/global catalog servers (DC/GCs) also can be installed in any hardware virtualization environment supported by Microsoft. (Cisco does not provide technical support for message-store servers or for DC/GCs.)

- In a Voice Messaging configuration, using the Voice Mail Run-Time Edition of Exchange Server 2003 (with or without Active Directory installed) is required. Domino, Exchange, and DC/GCs cannot be installed in a hardware virtualization environment.

A mix of virtual and nonvirtual machines can be run, including the servers in a Cisco Unity failover pair.

For requirements, recommendations, policies, and performance metrics, see the *Design Guide for Cisco Unity Virtualization* on Cisco.com at http://www.cisco.com/en/US/docs/voice_ip_comm/unity/virtualization_design/guide/cuvirtualdgx.html.

Support Policy for IBM Lotus Domino Critical Fixpacks

All Critical Fixpacks are automatically supported.

Support Policy for Microsoft Data Execution Prevention

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 5.x Services" appendix in the applicable guide:

- *Reconfiguration and Upgrade Guide for Cisco Unity 5.x (With IBM Lotus Domino)* at http://www.cisco.com/en/US/docs/voice_ip_comm/unity/5x/upgrade/guide/dom/5xcurugdx.html.
- *Reconfiguration and Upgrade Guide for Cisco Unity 5.x (With Microsoft Exchange)* at http://www.cisco.com/en/US/docs/voice_ip_comm/unity/5x/upgrade/guide/ex/5xcurugex.html.

Note The preceding links go to Release 5.x versions of the guide; all 5.x content applies to version 7.x as well.

Support Policy for Microsoft Service Packs and Updates

Microsoft provides monthly updates for Windows, Exchange, SQL Server, MSDE, 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. 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. Cisco TAC does not support new service packs until they have been qualified for use with Cisco Unity.

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 versions. If so, the new service pack becomes the recommended service pack for Cisco Unity.

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. 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.

When a service pack is qualified as recommended for use with Cisco Unity, it is supported for all currently supported versions of Cisco Unity, 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 Storage Area Networks

Added October 15, 2008

When Cisco Unity is installed in a Unified Messaging configuration, an IBM Lotus Domino or Microsoft Exchange message store can be stored in any storage area network configuration supported by IBM or Microsoft, respectively. (Cisco does not provide technical support for message-store servers.)

When Cisco Unity is installed in a Voice Messaging configuration, neither Domino nor Exchange message stores can be stored on a storage area network.

The Cisco Unity database cannot be stored on a storage area network.

Support Policy for VPIM Voice Messaging Systems

Cisco Unity 5.0 and later with Microsoft Exchange 2000/2003 and Cisco Unity 5.0 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) 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 *Networking Options Requirements for Cisco Unity* at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_installation_guides_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.

Note The following links go to Release 5.x versions of the guide; all 5.x content applies to version 7.x as well.

For information on using VPIM in Cisco Unity, refer to the applicable guide:

- *Networking Guide for Cisco Unity Release 5.x (With IBM Lotus Domino)* at http://www.cisco.com/en/US/docs/voice_ip_comm/unity/5x/networking/guide/dom/5xcunetdomx.html.
- *Networking Guide for Cisco Unity Release 5.x (With Microsoft Exchange)* at http://www.cisco.com/en/US/docs/voice_ip_comm/unity/5x/networking/guide/ex/5xcunetexx.html .

Support Policy for Windows Automatic Update

Windows Automatic Update (WAU) is supported on a Cisco Unity 7.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 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 server as soon as they become available. However, Microsoft service packs must be qualified for use with Cisco Unity, 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:

- *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*
- *SIP Trunk Compatibility Matrix: Cisco Unity, Cisco Unified Communications Manager, and Cisco Unified Communications Manager Express*

Requirements Information

For requirements information, refer to the following documents at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_installation_guides_list.html:

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