



# Release Notes for Cisco Security Agent for Cisco Unity, Release 1.1(4a)

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*Revised February 11, 2005*

These release notes provide download, installation, and upgrade instructions, and information on new and changed requirements, support, functionality, and caveats for Cisco Security Agent for Cisco Unity, Release 1.1(4a).

Cisco Security Agent for Cisco Unity software is available on the Cisco Unity Crypto Software Download page at <http://www.cisco.com/cgi-bin/tablebuild.pl/unity3d>.



**Note**

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Items in release notes 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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## Introduction

Cisco Security Agent for Cisco Unity is a standalone Cisco Security Agent that is provided free of charge by Cisco Systems for use with Cisco Unity servers that meet the system requirements specified in the “[Requirements and Supported Software](#)” section on [page 3](#). The agent provides intrusion prevention, malicious mobile code protection, operating system integrity assurance, and audit log consolidation based on a tested set of security rules (policies). It controls system operations by allowing or denying selected system actions before system resources are accessed. This process occurs transparently and does not significantly affect overall system performance.



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**Caution**

Cisco Security Agent for Cisco Unity should not be viewed as providing complete security for Cisco Unity servers. Instead, it should be viewed as an additional line of defense that enhances security when used with other defenses such as virus-scanning software and a firewall.

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The agent was created by using CiscoWorks Management Center for Cisco Security Agents and is based on the following Management Center for Cisco Security Agents version 4.0.3, build 728 policies:

- Required Windows System Module
- Common Security Module
- Common Web Server Security Module
- Restrictive MS IIS Module
- Server Module
- User Authentication Auditing Module
- Virus Scanner Module
- Restrictive SQL Server Module

Cisco Security Agent for Cisco Unity version 1.1(4a) also includes the Unity Base Group Exceptions policy, which allows normal Cisco Unity operations that the other policies would not allow.

To add, delete, or view policies included in Cisco Security Agent for Cisco Unity, run CiscoWorks Management Center for Cisco Security Agents, and import the file CiscoUnity-CSA-4.0.3.720-1.1.4.export. The file is available at <http://www.cisco.com/cgi-bin/tablebuild.pl/unity3d>. (To use CiscoWorks Management Center for Cisco Security Agents, you also need to order part CSA-IPT-UPGRADE-K9.)

For more information on CiscoWorks Management Center for Cisco Security Agents and on Cisco Security Agent, refer to <http://www.cisco.com/en/US/products/sw/cscowork/ps5212/index.html>.

# Requirements and Supported Software

## Software Requirements

- Cisco Unity version 4.0(1) or later running on the Cisco Unity server.
- Microsoft Windows 2000 Server in English, Windows 2000 Advanced Server in English, or Windows Server 2003 in English running on the Cisco Unity server. Other language versions are not supported.
- If the message store is installed on the Cisco Unity server, Microsoft Exchange 2000 or Exchange 5.5 for the message store.
- If the message store is not installed on the Cisco Unity server, IBM Lotus Domino, Exchange 2003, Exchange 2000, or Exchange 5.5 for the message store.

**Note**

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If you install Cisco Security Agent for Cisco Unity on a server running Windows in Japanese, the display of some non-ASCII characters will be corrupted.

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## Supported Optional Software

Only the following optional software has been qualified for use on a Cisco Unity server that is running Cisco Security Agent for Cisco Unity:

- Adobe Acrobat Reader, version 4 and later.
- McAfee NetShield for Microsoft Windows NT and Windows 2000, version 4.5 and later.
- Trend Micro
  - ScanMail for Microsoft Exchange 2000, version 5 and later.
  - ServerProtect for Microsoft Windows, version 5.5
- Symantec
  - AntiVirus Corporate Edition, version 8.1 and later.
  - Norton AntiVirus for Microsoft Windows NT and Windows 2000, version 5.02 and later.
- VERITAS
  - Backup Exec for Microsoft Windows NT and Windows 2000, version 8.5 and later.
  - NetBackup, version 4.5 and later.
- Windows Automatic Update. It must be configured not to automatically download updates to the Cisco Unity server.
- WinZip, version 7 and later.

## Support Policy for Optional Software

Cisco support policy is that customers can deploy third-party software for backup, monitoring, and security, including modified CSA policies, 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 optional service pack on the Cisco Unity server, confirm that the manufacturer of any optional 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.

## Determining the Software Version

This section contains procedures for determining the version in use for the following software:

- [Cisco Security Agent, page 4](#)
- [Policy for Cisco Security Agent for Cisco Unity, page 5](#)

### Cisco Security Agent

#### To Determine the Cisco Security Agent Version in Use

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**Step 1** Start Regedit.



**Caution** Changing the wrong registry key or entering an incorrect value can cause the server to malfunction. Before you edit the registry, confirm that you know how to restore it if a problem occurs. (Refer to the “Restoring” topics in Registry Editor Help.) If you have any questions about changing registry key settings, contact Cisco TAC.

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**Step 2** If you do not have a current backup of the registry, click **Registry > Export Registry File**, and save the registry settings to a file.

**Step 3** Expand the key  
HKEY\_LOCAL\_MACHINE\Software\Cisco Systems, Inc.\System Info\CSA Agent\Version.

**Step 4** Close Regedit.

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## Policy for Cisco Security Agent for Cisco Unity

### To Determine the Policy Version in Use for Cisco Security Agent for Cisco Unity

**Step 1** Start Regedit.



**Caution**

Changing the wrong registry key or entering an incorrect value can cause the server to malfunction. Before you edit the registry, confirm that you know how to restore it if a problem occurs. (Refer to the “Restoring” topics in Registry Editor Help.) If you have any questions about changing registry key settings, contact Cisco TAC.

**Step 2** If you do not have a current backup of the registry, click **Registry > Export Registry File**, and save the registry settings to a file.

**Step 3** Expand the key  
HKEY\_LOCAL\_MACHINE\Software\Cisco Systems, Inc.\System Info\Unity-CSA Policy\Version.

**Step 4** Close Regedit.

## Notes on Using Cisco Security Agent for Cisco Unity

The following sections contain information on using Cisco Security Agent for Cisco Unity:

- [Cisco Security Agent Service Must Be Disabled for Specific Tasks, page 5](#)
- [Cisco Security Agent Taskbar Icon Available Only for First Windows Logon, page 6](#)
- [Locations in Which Cisco Security Agent Logs Events, page 6](#)
- [Web Browsing from the Cisco Unity Server, page 7](#)

## Cisco Security Agent Service Must Be Disabled for Specific Tasks

The Cisco Security Agent service must be disabled and stopped in the following situations:

- Before you use any Cisco Unity tool in:
  - Cisco Unity Tools Depot.
  - The CommServer\Utilities directory.
  - The CommServer\TechTools directory.
- Before you use any Cisco Unity tool that you download from CiscoUnityTools.com.
- Before you install any software on the Cisco Unity server.
- Before you run the Configure Cisco Unity Failover wizard.
- Before you upgrade any software, including Cisco Unity, on the Cisco Unity server. This also applies to automatic upgrades (for example, installing service packs by using group policy objects or custom scripts). Cisco Security Agent for Cisco Unity allows supported virus-scanning applications to automatically download and install upgrades to virus-scanning components.

- Before you add, change, or delete values in the Windows registry.
- Before you change Windows system or boot files.



**Caution**

Do not stop the Cisco Security Agent service by using the net stop command or the Cisco Security Agent icon in the taskbar. These methods are not supported.



**Caution**

When you disable and stop the Cisco Security Agent service, you must re-enable and start it before it can monitor the Cisco Unity server again.

For instructions on disabling and re-enabling the service, see the [“Disabling and Re-enabling the Cisco Security Agent Service”](#) section on page 9.

## Cisco Security Agent Taskbar Icon Available Only for First Windows Logon

If two people log on to Windows on the Cisco Unity server—one at the server and the other by using Windows Terminal Services, or both by using Terminal Services—only the first person to log on will have access to the Cisco Security Agent icon.

## Locations in Which Cisco Security Agent Logs Events

Cisco Security Agent logs events in the following three locations:

<b>Windows application event log</b>	Events that are generated by Cisco Security Agent have an event source of CSAgent.
<b>Securitylog.txt</b>	<p>Cisco Security Agent logs one event per line. We recommend that each administrator who logs on to the Cisco Unity server add a shortcut for Securitylog.txt to the Windows desktop. The file is located in the &lt;InstallDirectory&gt;\Cisco\CSAgent\Log directory.</p> <p>The data in the file is in comma-separated-value format. In general, there should not be many entries in the file, so you should be able to read it in a text editor, for example, Notepad. (You might want to turn off word wrap.) If there are a lot of entries, you can view the data more easily if you copy the file to a computer on which a spreadsheet application is installed, change the file-name extension from .txt to .csv, and open the file in the spreadsheet application.</p>
<b>CSA Control Panel</b>	To display the CSA Control Panel, double-click the Cisco Security Agent taskbar icon, and click the Messages tab. Only events that have occurred since you logged on to Windows appear in the CSA Control Panel.

## Web Browsing from the Cisco Unity Server



**Caution**

Do not use the Cisco Unity server for web browsing, or you may inadvertently download malicious content. Some Cisco Security Agent protections for Internet Explorer were removed from Cisco Security Agent for Cisco Unity to allow the Cisco Unity Administrator to function properly.

## Downloading Cisco Security Agent for Cisco Unity 1.1(4a)

### To Download Cisco Security Agent for Cisco Unity 1.1(4a)

**Step 1** Confirm that the computer you are using has up to 20 MB of hard-disk space for the download file and the installed files.

**Step 2** On a computer with a high-speed Internet connection, go to the Cisco Unity Crypto Software Download page at <http://www.cisco.com/cgi-bin/tablebuild.pl/unity3d>.



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

Because of export controls on strong encryption, the first time you download Cisco Security Agent for Cisco Unity, you need to fill out a brief questionnaire. Follow the on-screen prompts.

**Step 3** Click **CiscoUnity-CSA-4.0.3.728-1.1.4a-K9.exe**.

**Step 4** Follow the on-screen prompts to complete the download.

**Step 5** If you plan to install Cisco Security Agent for Cisco Unity from a compact disc, burn the CD.

## Installing Cisco Security Agent for Cisco Unity 1.1(4a)



**Note**

If you are upgrading Cisco Security Agent for Cisco Unity to version 1.1(4a), see the “[Upgrading to Cisco Security Agent for Cisco Unity 1.1\(4a\)](#)” section on page 9.


We recommend that you install Cisco Security Agent for Cisco Unity after regular business hours because the installation process will affect Cisco Unity performance. In addition, when the installation completes, you must restart the Cisco Unity server for Cisco Security Agent for Cisco Unity to start working.



**Caution**

Do not install Cisco Security Agent for Cisco Unity by using Windows Terminal Services, or the installation will fail.

**To Install Cisco Security Agent for Cisco Unity 1.1(4a)**

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- Step 1** Log on to the Cisco Unity server by using an account that is a member of the Administrators group or the Local Administrators group.
- Step 2** Confirm that the server has at least 20 MB of hard-disk space available for the download file and the installed files.
- Step 3** If Cisco IDS Host Sensor or another intrusion-detection application is installed on the Cisco Unity server, uninstall the application before installing Cisco Security Agent for Cisco Unity. Refer to the Cisco IDS Host Sensor or other applicable documentation.
- Step 4** If Windows Automatic Update is configured to automatically download updates from the Microsoft website, disable it.
- Step 5** If virus-scanning software is installed on the Cisco Unity server, disable and stop the scanning services:
- On the Windows Start menu, click **Programs > Administrative Tools > Services**.
  - In the right pane, double-click the name of the first virus-scanning service.
  - On the General tab, in the Startup Type list, click **Disabled**. This prevents the service from starting when you restart the server.
  - Click **Stop** to stop the service immediately.
  - Click **OK** to close the Properties dialog box.
  - Repeat Step **b** through Step **e** for each of the remaining virus-scanning services.
  - When the services have been disabled, close the Services MMC.
- Step 6** In Windows Explorer, browse to the directory to which you downloaded the Cisco Security Agent for Cisco Unity file, and double-click **CiscoUnity-CSA-4.0.3.728-1.1.4a-K9.exe**.
- Step 7** Follow the on-screen prompts.
-  **Caution** Do not change any of the default values, or the Cisco Security Agent may not function properly.
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- Step 8** When the installation completes, click **Yes, I Want to Restart My Computer Now**, and click **Finish**. Cisco Security Agent for Cisco Unity begins to work as soon as you restart the Cisco Unity server. You do not need to configure the application.
- Step 9** If virus-scanning software is installed on the Cisco Unity server, re-enable and start the scanning services:
- On the Windows Start menu, click **Programs > Administrative Tools > Services**.
  - In the right pane, double-click the name of the first virus-scanning service.
  - On the General tab, in the Startup Type list, click **Automatic** to re-enable the service.
  - Click **Start** to start the service.
  - Click **OK** to close the Properties dialog box.
  - Repeat Step **b** through Step **e** for each of the remaining virus-scanning services.
  - When the services have been disabled, close the Services MMC.
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# Upgrading to Cisco Security Agent for Cisco Unity 1.1(4a)

Use the task list in this section to upgrade to version 1.1(4a) of the Cisco Security Agent for Cisco Unity. The tasks refer to sections in these release notes.

## Upgrade Task List

1. Download the software. See the [“Downloading Cisco Security Agent for Cisco Unity 1.1\(4a\)” section on page 7](#).
2. Disable the Cisco Security Agent service. See the procedure [“To Disable and Stop the Cisco Security Agent Service”](#) in the [“Disabling and Re-enabling the Cisco Security Agent Service” section on page 9](#).
3. Uninstall the previous version. See the [“Uninstalling Cisco Security Agent for Cisco Unity” section on page 10](#).
4. Install version 1.1(4a). See the [“Installing Cisco Security Agent for Cisco Unity 1.1\(4a\)” section on page 7](#). When the installation is complete, the Cisco Security Agent service is enabled automatically.

## Disabling and Re-enabling the Cisco Security Agent Service

The Cisco Security Agent service must be disabled and stopped before you install or upgrade any software on the Cisco Unity server. (For information on other situations in which you must disable the Cisco Security Agent service, see the [“Cisco Security Agent Service Must Be Disabled for Specific Tasks” section on page 5](#).)



### Caution

When you disable and stop the Cisco Security Agent service, you must re-enable and start it before it can monitor the Cisco Unity server again.



### Caution

Do not stop the Cisco Security Agent service by using the net stop command or the Cisco Security Agent icon in the taskbar. These methods are not supported.

### To Disable and Stop the Cisco Security Agent Service

- Step 1** On the Windows Start menu, click **Programs > Administrative Tools > Services**.
- Step 2** In the right pane, double-click **Cisco Security Agent**.
- Step 3** On the General tab, in the Startup Type list, click **Disabled**. This prevents the service from starting when you restart the server.
- Step 4** Click **Stop** to stop the service immediately.
- Step 5** Click **OK** to close the Cisco Security Agent Properties dialog box.
- Step 6** When the service has been disabled, close the Services MMC.

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**To Re-enable and Start the Cisco Security Agent Service**

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- Step 1** On the Windows Start menu, click **Programs > Administrative Tools > Services**.
  - Step 2** In the right pane, double-click **Cisco Security Agent**.
  - Step 3** On the General tab, in the Startup Type list, click **Automatic** to re-enable the service.
  - Step 4** Click **Start** to start the service.
  - Step 5** Click **OK** to close the Cisco Security Agent Properties dialog box.
  - Step 6** When the service has been re-enabled, close the Services MMC.
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## Uninstalling Cisco Security Agent for Cisco Unity

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**To Uninstall Cisco Security Agent for Cisco Unity**

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- Step 1** Right-click the **Cisco Security Agent** icon in the Windows taskbar, and click **Suspend Security**.  
If the icon does not appear in the taskbar, on the Windows Start menu, click **Programs > Administrative Tools > Services**, and stop the **Cisco Security Agent** service.
  - Step 2** On the Windows Start menu, click **Programs > Cisco Systems > Uninstall Cisco Security Agent**.
  - Step 3** Click **Yes** to confirm that you want to uninstall Cisco Security Agent for Cisco Unity.
  - Step 4** Click **Yes** again to restart the Cisco Unity server.
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## New and Changed Functionality—Release 1.1(4a)

This section contains information about new and changed functionality for Cisco Security Agent for Cisco Unity Release 1.1(4a) only. Refer to the release notes of the applicable version for information about new and changed functionality in earlier versions of Cisco Security Agent for Cisco Unity. Release notes for all versions of Cisco Security Agent for Cisco Unity are available at [http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod\\_release\\_notes\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_release_notes_list.html).

### Version 1.1(4a) Compiled with Cisco Security Agent Version 4.0.3.728

Cisco Security Agent for Cisco Unity 1.1(4a) is compiled with Cisco Security Agent version 4.0.3, build 728.

Cisco Security Agent versions prior to 4.0.3.728 contain a vulnerability in the buffer overflow handling code. A sequence of two buffer overflow attacks that occur in quick succession while a user is logged on can result in the second attack bypassing Cisco Security Agent protection and granting privileged access to the Cisco Unityserver.

# Caveats

This section describes Severity 1, 2, and select Severity 3 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).

Note that this section contains caveat information for Cisco Security Agent for Cisco Unity version 1.1(4a), and for Cisco Security Agent versions 4.0.1, build 539 through 4.0.3, build 728 that may affect Cisco Security Agent for Cisco Unity. For caveat information for earlier versions of Cisco Security Agent for Cisco Unity, refer to the applicable release notes. Release notes for all versions of Cisco Security Agent for Cisco Unity are available at [http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod\\_release\\_notes\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_release_notes_list.html).

## Open Caveat—Release 1.1(4a)

*Revised 2/11/05*

**Table 1** *Cisco Security Agent for Cisco Unity Release 1.1(4a) Open Caveat*

Caveat Number	Severity	Component	Description
CSCef52573	3	ciscosecurityagent	<p>Symptom: When doing a SQL backup while the Cisco Security Agent for Cisco Unity is running, the backup may fail with the following error message:</p> <p>In cmbBackup routine:[Microsoft][ODBC SQL Server Driver][SQL Server]. Cannot open backup device 'D:\sqltest\UnityDBBackUp.sql'. Device error or device off-line. See the SQL Server error log for more details. [Microsoft][ODBC SQL Server Driver][SQL Server]BACKUP DATABASE is terminating abnormally. number= 0.</p> <p>Problem: SQL procedures and batch scripts used for custom backups of the Cisco Unity SQL database do not use a uniform file system path.</p> <p><b>Workaround</b></p> <p>To make it possible for customers to do custom backup procedures without requiring the Cisco Security Agent for Cisco Unity to be disabled, a special sandbox directory file access exception is available that allows the MS SQL server processes to read and write to all files in the sandbox directory. The sandbox directory is specified as “**\SQLBackups\**\*”.</p> <p>The following example paths match the file access exceptions:</p> <p>C:\SQLBackups\          \backups\SQLBackups\          D:\&lt;directory&gt;\SQLBackups\&lt;name&gt;\</p> <p>(where &lt;directory&gt; and &lt;name&gt; are a value determined by the customer).</p> <p>Customers who experience CSCef52573 can contact Josh Rose (jprose@cisco.com) to request an interim version of the Cisco Security Agent for Cisco Unity with the directory file access exception. The file exception feature will be included in the next scheduled release of the Cisco Security Agent for Cisco Unity.</p>

## Resolved Caveat—Release 1.1(4a)

**Table 2** *Cisco Security Agent for Cisco Unity Release 1.1(4a) Resolved Caveat*

Caveat Number	Severity	Component	Description
CSCef96160	2	csa	Able to break into the default policy with RPC DCOM.

# Troubleshooting

The following sections contain information on troubleshooting Cisco Security Agent for Cisco Unity:

- [Problems with Accessing the Cisco Personal Communications Assistant or Cisco Unity Inbox, page 13](#)
- [Blue-Screen Condition on Cisco Unity Server, page 14](#)
- [MAPI Network Error, page 14](#)
- [Problems with Cisco Unity or Errors from Cisco Security Agent, page 14](#)
- [Second Attempt to Install Software Fails Without a Warning, page 15](#)

## Problems with Accessing the Cisco Personal Communications Assistant or Cisco Unity Inbox

When the Cisco Security Agent for Cisco Unity is installed on a subscriber workstation, a false-positive malicious-code detection dialog box may appear during initial logon to the Cisco Personal Communications Assistant (Cisco PCA) or initial use of the Cisco Unity Inbox. In addition, the Media Master control bar may be unavailable in the Cisco Unity Inbox or the Cisco Unity Assistant. The text that appears in the dialog box can vary, depending on the Cisco Security Agent for Cisco Unity policies in use, but it will always begin with “Cisco Security Agent: A problem was detected, press one of the actions below.”

Do the applicable steps in the following procedure if a Cisco Security Agent for Cisco Unity dialog box appears when a subscriber tries to log on to the Cisco PCA or to access the Cisco Unity Inbox.

### To Resolve Cisco PCA or Cisco Unity Inbox Access Problems When Using Cisco Security Agent for Cisco Unity on a Subscriber Workstation

- 
- Step 1** In the Cisco Security Agent for Cisco Unity dialog box, click **Yes** or **Yes to All**, which acknowledges that software is being installed. The action is required to allow use of the Media Master control bar. No additional steps are required.
- If the subscriber clicked No or No to All instead of Yes or Yes to All prior to reporting the problem, do [Step 2](#) through [Step 7](#).
- Step 2** Log off of the Cisco PCA.
- Step 3** In the Windows taskbar, double-click the **Cisco Security Agent** icon.
- Step 4** Click the **Advanced** tab.
- Step 5** Click **Clear**.
- Step 6** Log on to the Cisco PCA. If applicable, then access the Cisco Unity Inbox.
- Step 7** If a Cisco Security Agent for Cisco Unity dialog box appears, click **Yes** or **Yes to All**. The Media Master control bar will appear.
-

## Blue-Screen Condition on Cisco Unity Server

Cisco Security Agent for Cisco Unity may cause a blue screen on a Cisco Unity 4.0(3) or earlier server running Windows 2000 Advanced Server and Cisco Unity-CM TSP version 7.0(3) or earlier (Cisco Unity caveat CSCed14125).

To prevent or fix the problem, install Cisco Unity version 4.0(4) or later and Cisco Unity-CM TSP version 7.0(4) or later.

## MAPI Network Error

The Cisco Unity system may experience network-type problems, including subscribers unable to access their mailboxes and a MAPI error in the event log indicating a network problem (Cisco Unity caveat CSCee13192). Such problems have been seen on heavily loaded Cisco Unity 4.0(4) and earlier systems with Cisco Security Agent for Cisco Unity installed, and running on four-processor servers with hyperthreading turned on. Once the symptoms start occurring, 5% to 10% of all calls are affected.

To prevent or fix the problem, either disable hyperthreading in the BIOS on the Cisco Unity server, or install Cisco Unity-CM TSP version 7.0(4b) or later and keep hyperthreading turned on.

## Problems with Cisco Unity or Errors from Cisco Security Agent

Do the procedure in this section if you encounter any of the following problems after installing Cisco Security Agent for Cisco Unity:

- Problems with Cisco Unity that cannot otherwise be explained.
- Cisco Security Agent errors in the Windows event log or in the Cisco Security Agent log file, <Drive>:\Program Files\Cisco\CSAgent\log\securitylog.txt.
- Cisco Security Agent error messages displayed on the screen.

If you cannot determine the cause of a Cisco Security Agent log entry or error message, contact Cisco TAC.

### To Troubleshoot Problems with Cisco Unity or Errors from Cisco Security Agent

- 
- Step 1** In the Windows taskbar, right-click the **Cisco Security Agent** icon, and click **Suspend Security**.
- Step 2** Do the operation that caused the error message.
- Step 3** In the Windows taskbar, right-click the **Cisco Security Agent** icon, and click **Resume Security**.
- Step 4** Do the operation that caused the error message.
- Step 5** If the operation completes successfully with the Cisco Security Agent suspended and continues to fail with the Cisco Security Agent enabled, confirm that all of the software running on the Cisco Unity server is listed as supported in the [“Requirements and Supported Software”](#) section on page 3.
- If unsupported software is installed on the server, remove the unsupported software and repeat this procedure.
- Step 6** If you are unable to resolve the problem, contact Cisco TAC and send them the Cisco Security Agent log file, <Drive>:\Program Files\Cisco\CSAgent\log\securitylog.txt.
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## Second Attempt to Install Software Fails Without a Warning

In the following case, an attempt to install software will fail without a warning:

1. You tried to install software without first disabling and stopping the Cisco Security Agent service.
2. Cisco Security Agent displayed the message  
     “Cisco Security Agent: A problem was detected, press one of the action buttons below.  
     Are you installing/uninstalling software? If not, this operation is suspicious.”
3. You clicked **No**.
4. You disabled and stopped the Cisco Security Agent service.
5. You tried again to install the software, but nothing happened.

When you clicked **No** in Step 3., your answer was cached in memory. The cache is cleared automatically after an hour. To clear the cache immediately so you can install the software now, do the following procedure.

### To Clear the Cisco Security Agent Memory Cache So You Can Install Software

- 
- |               |   |
|---------------|---|
| <b>Step 1</b> | In the Windows taskbar, double-click the <b>Cisco Security Agent</b> icon.  |
| <b>Step 2</b> | Click the <b>Advanced</b> tab.  |
| <b>Step 3</b> | Click <b>Clear</b> .  |
| <b>Step 4</b> | Close the Cisco Security Agent Control Panel.   |
| <b>Step 5</b> | Before you retry installing software on the server, disable the Cisco Security Agent service. See the procedure “ <a href="#">To Disable and Stop the Cisco Security Agent Service</a> ” section on page 9. |
| <b>Step 6</b> | After you install the software, re-enable the Cisco Security Agent service. See the procedure “ <a href="#">To Re-enable and Start the Cisco Security Agent Service</a> ” section on page 10.               |
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## Cisco Unity Documentation

For descriptions and URLs of Cisco Unity documentation on Cisco.com, refer to *About Cisco Unity Documentation*. The document is shipped with Cisco Unity and is available at [http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_unity/about/aboutdoc.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/about/aboutdoc.htm).

## 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/univercd/home/home.htm>

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)

## Ordering Documentation

You can find instructions for ordering documentation at this URL:

[http://www.cisco.com/univercd/cc/td/doc/es\\_inpk/pdi.htm](http://www.cisco.com/univercd/cc/td/doc/es_inpk/pdi.htm)

You can order Cisco documentation in these ways:

- Registered Cisco.com users (Cisco direct customers) can order Cisco product documentation from the Ordering tool:  
<http://www.cisco.com/en/US/partner/ordering/index.shtml>
- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco Systems Corporate Headquarters (California, USA) at 408 526-7208 or, elsewhere in North America, by calling 1 800 553-NETS (6387).

## Documentation Feedback

You can send comments about technical documentation to [bug-doc@cisco.com](mailto:bug-doc@cisco.com).

You can submit comments 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.

## Obtaining Technical Assistance

For all customers, partners, resellers, and distributors who hold valid Cisco service contracts, Cisco Technical Support provides 24-hour-a-day, award-winning technical assistance. The Cisco Technical Support Website on Cisco.com features extensive online support resources. In addition, Cisco Technical Assistance Center (TAC) engineers provide telephone support. If you do not hold a valid Cisco service contract, contact your reseller.

## Cisco Technical Support Website

The Cisco Technical Support 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, 365 days a year, at this URL:

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

Access to all tools on the Cisco Technical Support 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 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.

## 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 TAC 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 TAC 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)—Your 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 operation 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 your network is impaired, but 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.

- Cisco Marketplace provides a variety of Cisco books, reference guides, and logo merchandise. Visit Cisco Marketplace, the company store, at this URL:  
<http://www.cisco.com/go/marketplace/>
- The *Cisco Product Catalog* describes the networking products offered by Cisco Systems, as well as ordering and customer support services. Access the Cisco Product Catalog at this URL:  
<http://cisco.com/univercd/cc/td/doc/pcat/>
- *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>
- *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>
- 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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