



# Release Notes for Cisco Unity-CM TSP Release 6.0(2b)

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These release notes contain installation instructions, new and changed support and functionality, and open and resolved caveats for Cisco Unity-CM TAPI service provider (TSP) Release 6.0(2b).

The Cisco Unity-CM TSP is used only for the Cisco CallManager integration. Cisco Unity-CM TSP version 6.0(2b) has been qualified for the following version combinations with Cisco Unity™ and Cisco CallManager.



**Note**

Note that Cisco CallManager Support Patch (sp) releases are not listed in the table unless they affect compatibility with Cisco Unity or the Cisco Unity-CM TSP. If not listed, a support patch has the same compatibility as the base release. In addition, rereleased versions—for example, 3.x(xa) rereleased as 3.x(xb)—are assumed to have the same compatibility unless noted.

**Table 1 Supported Version Combinations for Cisco Unity-CM TSP 6.0(2b), Cisco Unity, and Cisco CallManager**

Cisco Unity-CM TSP	Cisco Unity	Cisco CallManager
6.0(2b), 6.0(2a), 6.0(2)	3.1(5), 3.1(4), 3.1(3), 3.1(2c), 3.1(2b), 3.1(2), 3.1(1), 3.0(4), 3.0(3), 3.0(2), 3.0(1), 2.4(6.161), 2.4(6.135)	3.2(2), 3.2(1), 3.1(4), 3.1(3), 3.1(2), 3.1(1), 3.0(12), 3.0(11), 3.0(10), 3.0(9)



**Note**

For the most current list of all qualified version combinations of the Cisco Unity-CM TSP, Cisco Unity, and Cisco CallManager—including combinations qualified since the release of Cisco Unity-CM TSP version 6.0(2b)—refer to *Compatibility Matrix: Cisco Unity, the Cisco Unity-CM TSP, and Cisco CallManager* on Cisco.com at [http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_unity/cmptblty/tspmtrx.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/cmptblty/tspmtrx.htm).

Access the latest software upgrades for the Cisco Unity-CM TSP on the Cisco Software Center website at <http://www.cisco.com/kobayashi/sw-center/sw-voice.shtml>.



**Corporate Headquarters:**  
Cisco Systems, Inc., 170 West Tasman Drive, San Jose, CA 95134-1706 USA

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## System Requirements

- The Cisco Unity server must be running a version of Cisco Unity from 2.4(6.135) through 3.1(5).
- An account with Local Administrator privileges must be used to upgrade or install the Cisco Unity-CM TSP. Otherwise, no Cisco Unity ports will be available after the upgrade or installation.
- On a Cisco Unity server running Microsoft Windows 2000, Windows 2000 Service Pack 2 must already be installed. Otherwise, the Cisco Unity-CM TSP cannot be installed. Note that if Service Pack 3 is installed and you are doing an initial installation of the Cisco Unity-CM TSP, install version 6.0(2a) or later, or you will experience the problem described in resolved caveat [CSCdy27184](#) in [Table 5 on page 10](#).
- If you are changing the number of voice messaging ports on the Cisco Unity system, you must adjust the ports in Cisco CallManager before installing the Cisco Unity-CM TSP. Refer to the “Changing the Number of Voice Mail Ports” section in the “Cisco CallManager 3.x Integration” chapter of the applicable version of the Cisco CallManager integration guide. Because you are replacing the existing TSP, ignore the last procedure (“To change the number of voice mail ports specified for the TSP”) in the section. Cisco CallManager integration guides are available on Cisco.com at [http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_unity/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/index.htm).
- If you are setting up a Cisco CallManager integration for the first time, refer to the applicable version of the Cisco CallManager integration guide, instead of using the instructions in these release notes. Cisco CallManager integration guides are available on Cisco.com at [http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_unity/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/index.htm).

# Determining the Software Version

## To determine the Cisco Unity-CM TSP version in use

- 
- Step 1** Browse to the **WinNT\System32** directory.
  - Step 2** Right-click the **Avskinny.tsp** file, and click **Properties**.
  - Step 3** In the Properties window, click the **Version** tab. The Cisco Unity-CM TSP version is displayed in the Product Version setting.
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## To determine the Cisco Unity version in use by using the Cisco Unity Administrator

In the Cisco Unity Administrator, go to the **System > Configuration > Software Versions** page. The Cisco Unity version is displayed in the Cisco Unity Version field.



**Note** This procedure does not work to determine if Cisco Unity version 3.1(2c) or 3.1(2b) is in use. Instead, see the following procedures, [“To determine the Cisco Unity version in use by using the AvCsMgr.exe file \(for version 3.0\(4\) and later only\)”](#) or [“To determine if Cisco Unity version 3.1\(2b\) is in use.”](#)

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## To determine the Cisco Unity version in use by using the AvCsMgr.exe file (for version 3.0(4) and later only)

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- Step 1** Browse to the **CommServer** directory.
  - Step 2** Right-click **AvCsMgr.exe**, and click **Properties**.
  - Step 3** In the Properties window, click the **Version** tab.
  - Step 4** In the Item Name list, click **Product Version**. The Cisco Unity version is displayed in the Value window.



**Note** This procedure does not work to determine if Cisco Unity version 3.1(2b) is in use. Instead, see the following procedure, [“To determine if Cisco Unity version 3.1\(2b\) is in use.”](#)

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## To determine if Cisco Unity version 3.1(2b) is in use

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- Step 1** Browse to the directory **CommServer\ConfigurationSetup**.
  - Step 2** Locate the **Setup.exe** file. If the file date is **2/1/2002 12:46AM**, and the file size is **896 KB**, the version is 3.1(2b).
-

# Downloading the Cisco Unity-CM TSP

## To download the Cisco Unity-CM TSP

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- Step 1** Confirm that the Cisco Unity server has at least 6 MB of hard disk space available for the download file and the extracted files.
  - Step 2** On a computer with a high-speed Internet connection, go to the Software Center website at <http://www.cisco.com/kobayashi/sw-center/sw-voice.shtml>, and click **Cisco Unity-CM TSP** under “Cisco Unity Software.”
  - Step 3** Download the file **CiscoUnityCMTSP6.0.2.b.exe** to the directory of your choice.
  - Step 4** Unzip the file **CiscoUnityCMTSP6.0.2.b.exe** to the default directory or to the directory of your choice.
  - Step 5** Delete the file **CiscoUnityCMTSP6.0.2.b.exe** to free hard disk space.
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# Installing the Cisco Unity-CM TSP



## Note

If you are changing the number of voice messaging ports on the Cisco Unity system, you must add a voice messaging port to Cisco CallManager for each port that you are connecting to Cisco Unity before you install the Cisco Unity-CM TSP. Refer to the “Changing the Number of Voice Mail Ports” section in the “Cisco CallManager 3.x Integration” chapter of the applicable version of the Cisco CallManager integration guide. Because you are replacing the existing Cisco Unity-CM TSP, ignore the last procedure (“To change the number of voice mail ports specified for the TSP”) in the section. Cisco CallManager integration guides are available on Cisco.com at [http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_unity/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/index.htm).

You can keep the previous voice messaging ports, and the Cisco Unity-CM TSP configuration is automatically retained.

## To install the Cisco Unity-CM TSP

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- Step 1** Stop Cisco Unity (right-click the **Cisco Unity** icon in the system tray, then click **Stop Cisco Unity**).
  - Step 2** Browse to the directory in which you saved the extracted Cisco Unity-CM TSP files in the “[Downloading the Cisco Unity-CM TSP](#)” section on page 4, and double-click **SkinnySetup.exe**.
  - Step 3** Follow the on-screen prompts.
  - Step 4** In the Cisco Unity-CM Service Provider dialog box, in the Select Cisco CallManager list, click the Cisco CallManager server to which Cisco Unity is connected.  
  
If the Select Cisco CallManager list is empty, click **Add**, enter the IP address of the Cisco CallManager server to which Cisco Unity is connected, then click **OK**.
  - Step 5** Click **Settings**.
  - Step 6** In the Cisco Unity-CM Service Provider Settings dialog box, verify the information in the following three fields:
    - Primary CallManager IP Address

- Number of Voice Ports
  - Device Name Prefix (The prefix must match the prefix for the Voice Mail ports.)
- Step 7** In the MessageWaitingOffDN and MessageWaitingOnDN fields, confirm that the dial numbers match the Cisco CallManager service parameters. (If they are not there, enter them.)
- Step 8** Confirm that the Cisco CallManager Device list displays the correct number of Cisco Unity ports and that the port names match the names of the Voice Mail ports.
- Step 9** Click **OK**.
- Step 10** In the Cisco Unity-CM Service Provider dialog box, click **Test**.
- Step 11** In the Test Configuration and Connection dialog box, click **OK**.
- Step 12** If the configuration is correct, the Test Succeeded dialog box appears. Click **OK**, then skip to Step 14. If incorrect information was entered during configuration, the Error dialog box appears. Errors can be caused by:
- Entering the wrong IP address for the Cisco CallManager server during configuration.
  - Entering the wrong device name prefix during configuration.
- Step 13** Correct errors in the Service Provider dialog box.
- In Windows 2000, on the Start menu, click **Settings > Control Panel > Phone and Modem Options > Advanced > Cisco Unity-CM Service Provider > Settings**.
- or
- In Windows NT, on the Start menu, click **Settings > Control Panel > Telephony > Telephony Drivers > Cisco Unity-CM Service Provider > Settings**.
- Step 14** Restart the Cisco Unity server.
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# New and Changed Support

## New and Changed Support—Release 6.0(2a)

### Windows 2000 Service Pack 3 Qualified for Use with the Cisco Unity-CM TSP

Windows 2000 Service Pack 3 has been qualified for optional use with Cisco Unity-CM TSP version 6.0(2a) and later.

**Note**

Before installing any qualified optional 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**

If Service Pack 3 is installed on the Cisco Unity server and you are doing an initial installation of a version of the Cisco Unity-CM TSP earlier than 6.0(2a), you will encounter the problem described in resolved caveat [CSCdy27184](#) in [Table 5 on page 10](#). The problem does not affect upgrades to 6.0(2a) and later from earlier versions of the Cisco Unity-CM TSP, nor does the problem occur when Service Pack 3 is installed after installing the Cisco Unity-CM TSP.

# New and Changed Functionality

## New and Changed Functionality—Release 6.0(2b)

Release 6.0(2b) contains no new functionality. See the “[Resolved Caveat—Release 6.0\(2b\)](#)” section on [page 9](#) for software fixes in this release.

## New and Changed Functionality—Release 6.0(2a)

Release 6.0(2a) contains no new functionality. See the “[Resolved Caveat—Release 6.0\(2a\)](#)” section on [page 10](#) for software fixes in this release.

## New and Changed Functionality—Release 6.0(2)

### AvAudio Waits Before Inserting Silence During Recordings

AvAudio now waits for a configurable number of missing packets before inserting silence into an audio stream during recordings. The default value is 3 (60 ms).

The value can be increased if some recordings have silence introduced inappropriately. The problem usually occurs when devices do not send audio fast enough.

### To adjust the AvAudio silence threshold

**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.) Note that a typical backup of the Cisco Unity server does not back up the registry. Also note that for Cisco Unity failover, registry changes on one Cisco Unity server must be made manually on the other Cisco Unity server, because registry changes are not replicated. 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\System\Services\Avaudio\Parameters.

**Step 4** Double-click **InsertSilenceThreshold**.

**Step 5** Increase the DWORD value in single-digit increments to a maximum value of **5** (100ms).

If a setting of 5 does not resolve silence being introduced inappropriately in some recordings, the problem is likely due to the device(s) that are calling in. In such cases, the problem cannot be resolved by making registry setting adjustments in Cisco Unity. Do not use a setting greater than 5 because it can adversely impact the accuracy of silence detection.

**Step 6** Click **OK**.

**Step 7** Close Regedit.

**Step 8** Restart the Cisco Unity server.

## TSP Event Log Message

The TSP Event log message text for the G.729a codec has changed. When the registry setting HKEY\_LOCAL\_MACHINE\Software\Active Voice\AVSkinny\G729 Enabled is set to 1, the TSP Event log message now states that Cisco Unity is “G.729a capable.” This means that Cisco Unity is capable of receiving both G.729a streams and G.711 streams. It does not indicate that G.729a is in use for message storage.

## New and Changed Functionality—Release 6.0(1)

There is no new functionality in release 6.0(1). See the “[Resolved Caveats—Release 6.0\(1\)](#)” section on [page 10](#) for software fixes in this release.

## New and Changed Functionality—Release 3.1(2)

### Obtaining TSP Traces

Cisco Unity versions 3.1(1) and later use the Cisco Unity Diagnostic Tool, rather than Maestro Tools, to obtain TSP traces.

**To obtain Cisco Unity-CM TSP traces by using the Cisco Unity Diagnostic Tool**

- 
- Step 1** Confirm that the clocks on Cisco Unity and Cisco CallManager are synchronized.
  - Step 2** Enable tracing on the Cisco CallManager system.
  - Step 3** On the Cisco Unity desktop, double-click the **Tools Depot** icon.
  - Step 4** In the left pane of the Tools Depot window, under Diagnostic Tools, double-click **Cisco Unity Diagnostic Tool**.
  - Step 5** On the Cisco Unity Diagnostic Viewer screen, click the **Configure Micro Traces** icon.
  - Step 6** Check the check boxes for all SkinnyTSP traces except 23–KeepAlive Messages.
  - Step 7** On the Cisco Unity Diagnostic Viewer screen, click **Start New Log Files**.
  - Step 8** Reproduce the problem.
  - Step 9** To view the log files, in the left pane of the Cisco Unity Diagnostic Viewer screen, click **Processes > AvSkinnyTsp**, and click the **Current** log file.  
The selected log file is formatted and displayed in the right pane.
  - Step 10** To save a copy of the log file, click **Action > Export List**.
  - Step 11** Name the file, and save it to the location of your choice in TXT or CSV format.
  - Step 12** To turn off the traces set in [Step 6](#), on the Cisco Unity Diagnostic Viewer screen, click the **Disable All Traces** icon.
  - Step 13** On the Disable All Traces Wizard screen, check the **Disable All Traces** check box, and click **Finish**.
  - Step 14** Send a copy of the TSP log files to Cisco TAC, along with the MIU diagnostic log and the Cisco CallManager trace file.
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Cisco Unity versions 3.0(x) and 2.4(6.x) use Maestro Tools for TSP traces. Traces created by using Maestro Tools go to the files listed in [Table 2](#), depending on the version of Cisco Unity.

**Table 2** *Maestro Tools Diagnostic Trace Files*

Trace File	Cisco Unity
diag_AvSkinnyTSP_XXXXXX_YYYYYY.txt	3.0(4) or 3.0(3)
diag_svchost_XXXXXX_YYYYYY.txt	3.0(2) or 3.0(1)
AvCsMgr diag files	2.4(6.x)

# Installation and Upgrade Notes

## Uninstalling the Cisco Unity-CM TSP

It is not necessary to uninstall an earlier version of the Cisco Unity-CM TSP before installing version 6.0(2) or later. The installation process automatically removes the older Cisco Unity-CM TSP.

## Caveats

This section describes only 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).

## Open Caveats—Release 6.0(2b)

**Table 3** Cisco Unity-CM TSP Release 6.0(2b) Open Caveats

Caveat Number	Description
CSCdx29695	In a dual phone system integration, each phone system uses the wrong Cisco Unity voice messaging ports. The situation occurs when Dialogic drivers are installed after installing the Cisco Unity-CM TSP. <b>Workaround</b> Reinstall the Cisco Unity-CM TSP.
CSCdx81658	When failover is manually initiated, a few ports on the primary server do not unregister with the Cisco CallManager server. When failback is initiated, calls are not answered by the primary server and are forwarded to the secondary server. <b>Workaround</b> Restart the primary Cisco Unity server, then do a manual failback.
CSCdy10803	The Cisco Unity-CM TSP disables port registration if Cisco Unity starts while Cisco CallManager is off line. <b>Workaround</b> Restart the Cisco Unity server after Cisco CallManager comes back on line.

## Resolved Caveat—Release 6.0(2b)

**Table 4** Cisco Unity-CM TSP Release 6.0(2b) Resolved Caveat

Caveat Number	Description
CSCdy56824	The Cisco Unity-CM TSP will not install on Windows NT4 systems.

## Resolved Caveat—Release 6.0(2a)

**Table 5** Cisco Unity-CM TSP Release 6.0(2a) Resolved Caveat

Caveat Number	Description
CSCdy27184	Voice ports do not initialize after installing the Cisco Unity-CM TSP on a Cisco Unity server running Windows 2000 Service Pack 3. The problem occurs because the AvAudio32.dll should be set to a value between wave1 and wave 9, not to wave10.

## Resolved Caveats—Release 6.0(2)

**Table 6** Cisco Unity-CM TSP Release 6.0(2) Resolved Caveats

Caveat Number	Description
CSCdv88847	If the volume setting for a subscriber is set to Louder and the subscriber calls in to Cisco Unity from an IP phone, the call is dropped before prompting for a password.
CSCdw62441	In a few cases, after upgrading to Cisco Unity-CM TSP version 6.0(1) from version 3.0(x), Cisco Unity does not answer calls.
CSCdw93572	After a blind (or release) transfer, Cisco Unity times out waiting for LINECALLSTATE_IDLE. Occasional warnings are logged in the Application event log that are similar to the following: <ul style="list-style-type: none"> <li>Component Miu: Thread 0x00001144 had a Failure on Port 1 in Method</li> <li>CAvMiuLine:Transfer(eMIU_XFER_RELEASE)</li> </ul>
CSCdx41866	During recordings, AvAudio inserts silence into the audio stream if it does not get a packet in a timely manner.
CSCdx48915	A dial string with commas, typically used for pager notifications, blocks TAPI activity on all ports until dialing is complete.

## Resolved Caveats—Release 6.0(1)

**Table 7** Cisco Unity-CM TSP Release 6.0(1) Resolved Caveats

Caveat Number	Description
CSCdw00496	Enhancement request: Do not transfer while Cisco Unity is on hold.
CSCdw32651	TSP traces cannot be turned off when using Cisco Unity 2.4(6.135) with AV-Cisco TSP 3.0(3). The Maestro Tools Open Next button for diag files does not work for AV-Cisco TSP 3.0(3) traces.
CSCdw39160	Cisco CallManager ports are not always unregistered on an inactive primary server.
CSCdw46147	Update TSP to recognize new size of Cisco CallManager StationCallState Packet field.
CSCdw47533	TSP upgrade does not enter a default IP port setting.

## Resolved Caveats—Release 3.1(2)

All fixes from Cisco Unity-CM TSP versions 3.1(1) and earlier were applied to version 3.1(2). Resolved caveats in Table 8 are limited to those resolved between Cisco Unity-CM TSP versions 3.1(1) and 3.1(2).

**Table 8** Cisco Unity-CM TSP Release 3.1(2) Resolved Caveats

Caveat Number	Description
CSCdv57185	Dr. Watson error in TapiSrv.exe after shutting down Cisco Unity.
CSCdv67214	The TSP install does not register SelsiusNTWave.dll, which causes Cisco Unity initialization to fail.
CSCdv90854	Intermittent failures rejecting Ring-No-Answer supervised transfers.
CSCdw19807	After failover, calls take too long to get answered by the backup server. <b>Note</b> Cisco Unity version 3.1(2) is also required for resolution of this caveat.

## Troubleshooting

For information on troubleshooting the Cisco Unity-CM TSP and the phone system integration, refer to the applicable version of the Cisco CallManager integration guide, available on Cisco.com at [http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_unity/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/index.htm).

## Cisco Unity Documentation

**Table 9** Cisco Unity Documentation Set

Document	Location
<i>Cisco Unity at a Glance for Optional Conversation 1 card</i>	Available on Cisco.com at <a href="http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/index.htm">http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/index.htm</a> .
<i>Cisco Unity at a Glance for Standard Conversation card</i>	Available on Cisco.com at <a href="http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/index.htm">http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/index.htm</a> .
<i>Cisco Unity Bridge Installation Guide</i>	Available in print, on Cisco.com at <a href="http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/bridge/big/index.htm">http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/bridge/big/index.htm</a> , and on the Cisco Documentation CD-ROM.
<i>Cisco Unity Bridge Release Notes</i>	Available on Cisco.com at <a href="http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/bridge/rel_note/index.htm">http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/bridge/rel_note/index.htm</a> and on the Cisco Documentation CD-ROM.
<i>Cisco Unity Bridge System Requirements, and Supported Hardware and Software</i>	Available on Cisco.com at <a href="http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/bridge/sysreq/index.htm">http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/bridge/sysreq/index.htm</a> and on the Cisco Documentation CD-ROM.
<i>Cisco Unity-CM TSP Release Notes</i>	Available on Cisco.com at <a href="http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/cmptbly/tspmtrx.htm">http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/cmptbly/tspmtrx.htm</a> and on the Cisco Documentation CD-ROM.  Also available on the Cisco Software Center website at <a href="http://www.cisco.com/kobayashi/sw-center/sw-voice.shtml">http://www.cisco.com/kobayashi/sw-center/sw-voice.shtml</a> .

**Table 9 Cisco Unity Documentation Set (continued)**

Document	Location
<i>Cisco Unity Customization Worksheets</i>	Available on Cisco.com at <a href="http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/index.htm">http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/index.htm</a> .
<i>Cisco Unity Failover Guide</i>	Available on Cisco.com at <a href="http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/index.htm">http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/index.htm</a> and on the Cisco Documentation CD-ROM.
<i>Cisco Unity Installation Guide</i>	Available in print, on Cisco.com at <a href="http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/index.htm">http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/index.htm</a> , and on the Cisco Documentation CD-ROM.
Cisco Unity integration guides for various phone systems	Available on Cisco.com at <a href="http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/index.htm">http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/index.htm</a> and on the Cisco Documentation CD-ROM.
<i>Cisco Unity Release Notes</i>	Available on Cisco.com at <a href="http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/index.htm">http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/index.htm</a> and on the Cisco Documentation CD-ROM.  Also available on the Cisco Software Center website at <a href="http://www.cisco.com/kobayashi/sw-center/sw-voice.shtml">http://www.cisco.com/kobayashi/sw-center/sw-voice.shtml</a> .
<i>Cisco Unity System Administration Guide</i>	Available on Cisco.com at <a href="http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/index.htm">http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/index.htm</a> and on the Cisco Documentation CD-ROM.
<i>Cisco Unity System Requirements, and Supported Hardware and Software</i>	Available on Cisco.com at <a href="http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/sysreq/index.htm">http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/sysreq/index.htm</a> and on the Cisco Documentation CD-ROM.
<i>Cisco Unity Troubleshooting Guide</i>	Available on Cisco.com at <a href="http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/index.htm">http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/index.htm</a> and on the Cisco Documentation CD-ROM.
<i>Cisco Unity User Guide</i>	Available on Cisco.com at <a href="http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/index.htm">http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/index.htm</a> .
Cisco Unity white papers and application notes	Available on Cisco.com at <a href="http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/whitpapr/index.htm">http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/whitpapr/index.htm</a> and on the Cisco Documentation CD-ROM.
<i>Networking in Cisco Unity</i>	Available on Cisco.com at <a href="http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/index.htm">http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/index.htm</a> and on the Cisco Documentation CD-ROM.
Online Help	Available in: <ul style="list-style-type: none"> <li>• The Cisco Unity ActiveAssistant</li> <li>• The Cisco Unity Administrator</li> <li>• The Cisco Unity Visual Messaging Interface</li> <li>• Cisco Unity ViewMail for Microsoft Outlook</li> </ul>

**Table 9** Cisco Unity Documentation Set (continued)

Document	Location
<i>Regulatory Compliance and Safety Information for Cisco Unity</i>	Available in print, on Cisco.com at <a href="http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/index.htm">http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/index.htm</a> , and on the Cisco Documentation CD-ROM.
Translated Cisco Unity documentation	Pieces of the Cisco Unity documentation set are available in French and German on Cisco.com at <a href="http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/trans/index.htm">http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/trans/index.htm</a> .

## Obtaining Documentation

These sections explain how to obtain documentation from Cisco Systems.

### World Wide Web

You can access the most current Cisco documentation on the World Wide Web at this URL:

<http://www.cisco.com>

Translated documentation is available at this URL:

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

### Documentation CD-ROM

Cisco documentation and additional literature are available in a Cisco Documentation CD-ROM package, which is shipped with your product. The Documentation CD-ROM is updated monthly and may be more current than printed documentation. The CD-ROM package is available as a single unit or through an annual subscription.

### Ordering Documentation

You can order Cisco documentation in these ways:

- Registered Cisco.com users (Cisco direct customers) can order Cisco product documentation from the Networking Products MarketPlace:  
[http://www.cisco.com/cgi-bin/order/order\\_root.pl](http://www.cisco.com/cgi-bin/order/order_root.pl)
- Registered Cisco.com users can order the Documentation CD-ROM through the online Subscription Store:  
<http://www.cisco.com/go/subscription>
- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco Systems Corporate Headquarters (California, U.S.A.) at 408 526-7208 or, elsewhere in North America, by calling 800 553-NETS (6387).

## Documentation Feedback

You can submit comments electronically on Cisco.com. In the Cisco Documentation home page, click the **Fax** or **Email** option in the “Leave Feedback” section at the bottom of the page.

You can e-mail your comments to [bug-doc@cisco.com](mailto:bug-doc@cisco.com).

You can submit your comments by mail by writing to the following address:

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

We appreciate your comments.

## Obtaining Technical Assistance

Cisco provides Cisco.com as a starting point for all technical assistance. Customers and partners can obtain online documentation, troubleshooting tips, and sample configurations from online tools by using the Cisco Technical Assistance Center (TAC) Web Site. Cisco.com registered users have complete access to the technical support resources on the Cisco TAC Web Site.

### Cisco.com

Cisco.com is the foundation of a suite of interactive, networked services that provides immediate, open access to Cisco information, networking solutions, services, programs, and resources at any time, from anywhere in the world.

Cisco.com is a highly integrated Internet application and a powerful, easy-to-use tool that provides a broad range of features and services to help you with these tasks:

- Streamline business processes and improve productivity
- Resolve technical issues with online support
- Download and test software packages
- Order Cisco learning materials and merchandise
- Register for online skill assessment, training, and certification programs

If you want to obtain customized information and service, you can self-register on Cisco.com. To access Cisco.com, go to this URL:

<http://www.cisco.com>

## Technical Assistance Center

The Cisco Technical Assistance Center (TAC) is available to all customers who need technical assistance with a Cisco product, technology, or solution. Two levels of support are available: the Cisco TAC Web Site and the Cisco TAC Escalation Center.

Cisco TAC inquiries are categorized according to the urgency of the issue:

- Priority level 4 (P4)—You need information or assistance concerning Cisco product capabilities, product installation, or basic product configuration.

- Priority level 3 (P3)—Your network performance is degraded. Network functionality is noticeably impaired, but most business operations continue.
- Priority level 2 (P2)—Your production network is severely degraded, affecting significant aspects of business operations. No workaround is available.
- Priority level 1 (P1)—Your production network is down, and a critical impact to business operations will occur if service is not restored quickly. No workaround is available.

The Cisco TAC resource that you choose is based on the priority of the problem and the conditions of service contracts, when applicable.

## Cisco TAC Web Site

You can use the Cisco TAC Web Site to resolve P3 and P4 issues yourself, saving both cost and time. The site provides around-the-clock access to online tools, knowledge bases, and software. To access the Cisco TAC Web Site, go to this URL:

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

All customers, partners, and resellers who have a valid Cisco service contract have complete access to the technical support resources on the Cisco TAC Web Site. The Cisco TAC Web Site requires a Cisco.com login ID and password. If you have a valid service contract but do not have a login ID or password, go to this URL to register:

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

If you are a Cisco.com registered user, and you cannot resolve your technical issues by using the Cisco TAC Web Site, you can open a case online by using the TAC Case Open tool at this URL:

<http://www.cisco.com/tac/caseopen>

If you have Internet access, we recommend that you open P3 and P4 cases through the Cisco TAC Web Site.

## Cisco TAC Escalation Center

The Cisco TAC Escalation Center addresses priority level 1 or priority level 2 issues. These classifications are assigned when severe network degradation significantly impacts business operations. When you contact the TAC Escalation Center with a P1 or P2 problem, a Cisco TAC engineer automatically opens a case.

To obtain a directory of toll-free Cisco TAC telephone numbers for your country, go to this URL:

<http://www.cisco.com/warp/public/687/Directory/DirTAC.shtml>

Before calling, please check with your network operations center to determine the level of Cisco support services to which your company is entitled: for example, SMARTnet, SMARTnet Onsite, or Network Supported Accounts (NSA). When you call the center, please have available your service agreement number and your product serial number.

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