



# Release Notes for Cisco Unity ViewMail for Microsoft Outlook Release 5.0(2)

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**Published December 4, 2007**

These release notes contain requirements, download and installation instructions, new and changed functionality, limitations and restrictions, and open and resolved caveats for Cisco Unity ViewMail for Microsoft Outlook Release 5.0(2).

The ViewMail 5.0(2) file for all languages is available only on the ViewMail for Microsoft Outlook Software Download page at <http://www.cisco.com/pcgi-bin/tablebuild.pl/unity-vmo>.



**Note**

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

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## Requirements

- To install ViewMail, you must have local administrator rights on the subscriber workstation.
- The subscriber workstation must have at least 2.5 MB of hard-disk space available for ViewMail in each language.



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- Outlook should not be running and virus-scanning services should be disabled on subscriber workstations when ViewMail is installed.
- Any previously installed 3.x version of ViewMail must be removed from subscriber workstations before ViewMail 5.0(2) is installed. See the “[ViewMail Version 3.x Fails to Uninstall Completely](#)” section on page 12.
- Any previously installed 2.4(6.x) version of ViewMail must be removed from subscriber workstations before ViewMail 5.0(2) is installed. See the “[Removing a Previously Installed 2.4\(6.x\) Version of ViewMail](#)” section on page 5.

## Compatibility Information

- For information on all qualified version combinations of ViewMail for Outlook, Cisco Unity with Exchange, and the software on subscriber workstations—including combinations qualified since the release of ViewMail version 5.0(2), and the support policy for software on subscriber workstations—refer to *Compatibility Matrix: Cisco Unity and the Software on Subscriber Workstations* at [http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products\\_device\\_support\\_tables\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_device_support_tables_list.html).
- For a list of all languages available for the ViewMail 5.0(2) release, refer to the “Available Languages for Cisco Unity Components” section of *Release Notes for Cisco Unity Release 5.0(1)* 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).

## Determining the ViewMail Version

There are two ways to determine the version of ViewMail in use on a subscriber workstation. Do either procedure, as applicable.

### To Determine the ViewMail Version in Use from Add/Remove Programs (ViewMail version 4.05 and Later Only)

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- Step 1** On the Windows Start menu on the subscriber workstation, click **Settings > Control Panel > Add/Remove Programs**.
- Step 2** In the Currently Installed Programs list, find **ViewMail for Outlook**.
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### To Determine the ViewMail Version in Use from Outlook

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In the Outlook Inbox on the subscriber workstation, on the Help menu, click **Out ViewMail**.

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## Related Documentation

For descriptions and URLs of Cisco Unity documentation on Cisco.com, refer to the *Documentation Guide for Cisco Unity Release 5.x*. The document is shipped with Cisco Unity and is available at [http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products\\_documentation\\_roadmaps\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_documentation_roadmaps_list.html).

## New and Changed Functionality—Release 5.0(2)

### ViewMail for Outlook Help Available in Japanese

ViewMail 5.0(2) includes Help in Japanese.

## Installation and Upgrade Information

- [Task List for Installing ViewMail for the First Time](#), page 3
- [Task List for Upgrading to ViewMail 5.0\(2\)](#), page 4
- [Considerations for Upgrading to ViewMail 5.0\(2\)](#), page 4
- [Downloading ViewMail 5.0\(2\)](#), page 6
- [Customizing the ViewMail Software Before Installing It on Subscriber Workstations](#), page 6
- [Installing ViewMail 5.0\(2\)](#), page 10

## Task List for Installing ViewMail for the First Time

Do the following tasks in the order listed for a new ViewMail installation.

1. Download ViewMail from the ViewMail for Microsoft Outlook Software Download page. See the [“Downloading ViewMail 5.0\(2\)”](#) section on page 6.
2. Customize the ViewMail software, as applicable, before installing it. See the [“Customizing the ViewMail Software Before Installing It on Subscriber Workstations”](#) section on page 6.

The section contains information for the following customizations:

- To use the G.729a format for recording messages.
- To use ViewMail with the secure messaging feature.
- To change the TCP port that ViewMail uses for RPC connections to Cisco Unity.



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**Caution**

You must customize the ViewMail software before you install it on subscriber workstations. Otherwise, you will have to make the changes manually or by using a configuration management tool.

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3. Install ViewMail. See the [“Installing ViewMail 5.0\(2\)”](#) section on page 10.

## Task List for Upgrading to ViewMail 5.0(2)

Do the following tasks in the order listed to upgrade an earlier ViewMail version to 5.0(2).

1. Review the “[Considerations for Upgrading to ViewMail 5.0\(2\)](#)” section on page 4, and do the procedure(s) to uninstall version 3.x or 2.4(6.x), if applicable.
2. Download ViewMail from the ViewMail for Microsoft Outlook Software Download page. See the “[Downloading ViewMail 5.0\(2\)](#)” section on page 6.
3. Customize the ViewMail software, as applicable, before installing it. See the “[Customizing the ViewMail Software Before Installing It on Subscriber Workstations](#)” section on page 6.

The section contains information for the following customizations:

- To use the G.729a format for recording messages.
- To use ViewMail with the secure messaging feature.
- To change the TCP port that ViewMail uses for RPC connections to Cisco Unity.




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**Caution** You must customize the ViewMail software before you install it on subscriber workstations. Otherwise, you will have to make the changes manually or by using a configuration management tool.

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4. Install ViewMail 5.0(2). See the “[Installing ViewMail 5.0\(2\)](#)” section on page 10.

## Considerations for Upgrading to ViewMail 5.0(2)

Subscribers are not required to have special class-of-service (COS) privileges or passwords to use ViewMail version 5.x. Any Cisco Unity Unified Messaging subscriber who has ViewMail installed can use it.

Note the following considerations about earlier versions before upgrading to ViewMail 5.0(2):

- It is not necessary to uninstall ViewMail version 4.x before upgrading to version 5.0(2). The ViewMail 5.0(2) installation process automatically removes any ViewMail 4.x versions.  
If you encounter a problem with the ViewMail 4.x removal, refer to the section on manually uninstalling ViewMail in the tech note *Cisco Unity VMO Is Installed But Not Published in Outlook* at [http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod\\_tech\\_notes\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_tech_notes_list.html), in the “Troubleshooting Desktop Applications: VMO and VMI” topic. Although the tech note says it applies to ViewMail versions 3.0(1) and 4.0(1), the procedure for uninstalling ViewMail also applies to ViewMail versions 4.x and 5.x.
- Any 3.1(x) or 3.0(x) version of ViewMail must be removed from subscriber workstations before ViewMail 5.0(2) is installed. You can uninstall it at the same time that you upgrade to ViewMail 5.0(2), or you can use Add/Remove Programs in Windows to remove it. In addition, further steps are required to completely remove the application. See the “[ViewMail Version 3.x Fails to Uninstall Completely](#)” section on page 12.
- If subscribers are using ViewMail 2.4(6.x), see the following section, “[Removing a Previously Installed 2.4\(6.x\) Version of ViewMail](#),” for instructions on uninstalling ViewMail before you install version 5.0(2).

## Removing a Previously Installed 2.4(6.x) Version of ViewMail

Any previously installed 2.4(6.x) version of ViewMail and the associated LightningFAX registry keys, if applicable, must be removed from subscriber workstations before ViewMail 5.0(1) is installed.

Note that after ViewMail is removed, the first voice message a subscriber receives appears as a voice message with the ViewMail icon. When the subscriber opens the message, Outlook displays an error message indicating that the voice message form is not available. However, the error message does not prevent the subscriber from opening the voice message.

Subsequent voice messages appear as e-mail messages with WAV attachments without the ViewMail icon, and no error message is displayed when subscribers open them.

### To Remove ViewMail Version 2.4(6.x) and Associated LightningFAX Registry Keys

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- Step 1** On each subscriber workstation running ViewMail, on the Windows Start menu, click **Settings > Control Panel > Add/Remove Programs**.
- Step 2** In the Currently Installed Programs list, click **ViewMail for Outlook**, and click **Change/Remove**.
- Step 3** Follow the on-screen prompts to remove ViewMail for Outlook. If prompted to delete a shared file, such as a DLL, click **No to All**.
- Step 4** If the system was not using LightningFAX, you are finished with this procedure.  
If the system was using LightningFAX, start Regedit.



#### Caution

Changing the wrong registry key or entering an incorrect value can cause the workstation 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 5** 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 6** Remove the following two registry keys:
- HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\App Management\ARPCache\LightningFAX 6.5 - PrintToMail.
  - HKEY\_LOCAL\_MACHINE\SYSTEM\ControlSet002\Control\Print\Monitors\LightningFAX.
- Step 7** Exit Regedit.
-

## Downloading ViewMail 5.0(2)

Do the following procedure to download the software from the ViewMail for Microsoft Outlook Software Download page.

### To Download ViewMail 5.0(2)

**Step 1** Confirm that the computer you are using has at least 110 MB of hard-disk space available for the extracted files, in addition to the space required to download the file. (The download file size appears on the download page.)

**Step 2** On a computer with a high-speed Internet connection, go to the ViewMail for Microsoft Outlook Software Download page at <http://www.cisco.com/cgi-bin/tablebuild.pl/unity-vmo>.



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

**Step 3** Download the file **CiscoUnity.VMO5.0.2.exe** to the directory of your choice.

**Step 4** Double-click **CiscoUnity.VMO5.0.2.exe**, and follow the on-screen prompts to extract the files to the directory of your choice on a network drive (or to a writeable compact disc, for copying to the network at a later time).

The executable extracts the files to a CiscoUnity.VMO5.0.2 directory that it creates within your chosen directory.

**Step 5** Delete the file **CiscoUnity.VMO5.0.2.exe** to free hard-disk space.

## Customizing the ViewMail Software Before Installing It on Subscriber Workstations



### Caution

You must customize the ViewMail software before you install it on subscriber workstations. Otherwise, you will have to make the changes manually or by using a configuration management tool. Note that for some upgrades, the applicable registry setting cannot be changed by running the ViewMail installation program again; you must use a configuration management tool instead.

See the applicable section(s) to customize the ViewMail software for your installation:

- [Customizing ViewMail to Use the G.729a Format for Recording Messages, page 6](#)
- [Customizing ViewMail for Secure Messaging, page 8](#)
- [Customizing the TCP Port That ViewMail Uses for RPC Connections for Secure Messaging, page 9](#)

## Customizing ViewMail to Use the G.729a Format for Recording Messages

Cisco Unity ViewMail for Microsoft Outlook supports either the G.711 or G.729a codec format for recording messages by using a computer microphone or by using the Paste from File command from the Media Master. By default, messages are saved in the G.711 format.

ViewMail installs the registry key HKEY\_LOCAL\_MACHINE\SOFTWARE\Cisco Systems\Cisco Unity\VMO\Default Wave Format. By default, the registry key is set to use the G.711 format for recording messages. To enable use of the G.729 format, administrators must customize the ViewMail.msi file to change the value of the registry key before installing ViewMail on subscriber workstations.

**Caution**

If ViewMail version 4.2(2) or later is already installed on a subscriber workstation, the registry setting cannot be changed by running the ViewMail installation program again. Administrators must use a configuration management tool (for example, Microsoft Systems Management Server) to change the registry setting, or must uninstall ViewMail, customize the ViewMail.msi file to change the setting, and install the customized software.

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### To Customize ViewMail to Use the G.729a Format for Recording Messages

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- Step 1** Browse to the ViewMail directory on the network drive where you downloaded the ViewMail files. If you do not have rights to write to the directory, move the files to a directory that allows you to do so.
- Step 2** In the ViewMail directory, browse to the **ENU** language directory (or to the language applicable to your installation).
- Step 3** Open the file **VMOInit.vbs** in a text editor (for example, Notepad).
- Step 4** Delete the **rem** that begins the **Session.Property("DefaultWaveFormat") = "5"** line, so that the line looks like the following example:
- ```
Function VMOInitFn()
rem Session.Property("EXTENSION") = ""
rem Session.Property("UNITYSERVER") = ""
rem To enable NoTextToVM, set property NOTEXTTOVM to 1
rem Session.Property("NOTEXTTOVM") = "1"
rem To enable g729a recording, set property DefaultWaveFormat to 5
Session.Property("DefaultWaveFormat") = "5"
rem To enable secure messaging, set property ForceMessagesSecure to 1 (Always Force
Messages Secure) or 2 (Allow User To Choose).
rem By default, it is set to 0 (Always Send Messages Unsecure).
rem Session.Property("ForceMessagesSecure") = "1"
rem To change RPC Port Number for Encryption and Decryption, set property
RpcPortNumberForEncryptionAndDecryption to a new port number.
rem By default, it is set to 5050.
rem Session.Property("RpcPortNumberForEncryptionAndDecryption") = "5050"
End Function
```
- Step 5** Save the script file and close the text editor.
- Step 6** Open a Command Prompt window. (On the Windows Start menu, click **Programs > Accessories > Command Prompt.**)
- Step 7** Change to the **ViewMail > ENU** directory (or to the language applicable to your installation).
- Step 8** Enter **vmaddbin ViewMail.msi VMOInit.vbs**, and press **Enter**. (When the script completes, your cursor returns to the command line.)
- Step 9** Run the file **ViewMail.msi** on a test machine to confirm that the installation completes successfully. (If the installation is unsuccessful, verify the changes made to VMOInit.vbs.)
- Step 10** Close the Command Prompt window.
-

## Customizing ViewMail for Secure Messaging

When the Cisco Unity system is configured to use the secure messaging feature, ViewMail can play and send secure messages only when a connection can be made to the Cisco Unity server. ViewMail installs the registry key HKEY\_LOCAL\_MACHINE\SOFTWARE\Cisco Systems\Cisco Unity\VMO\Force Messages Secure on subscriber workstations.

When a subscriber attempts to send a secure message by using ViewMail while using Outlook in offline mode—or if ViewMail cannot communicate with the Cisco Unity server for any other reason—ViewMail takes one of the following actions, depending on the value of the registry key:

- 0—Sends the message without encrypting it and without attempting to connect to the Cisco Unity server.
- 1—Warns the subscriber that a connection with Cisco Unity could not be made. (The subscriber will have to save the message and resend it at a later time.)
- 2—Warns the subscriber that the message will not be encrypted, and offers the option to send it without encryption.

The registry key is set to zero by default. To send encrypted messages from ViewMail, administrators must customize the ViewMail.msi file to change the value of the registry key before installing ViewMail on subscriber workstations.



### Caution

If ViewMail version 5.0(1) or later is already installed on a subscriber workstation, the registry setting cannot be changed by running the ViewMail installation program again. Administrators must use a configuration management tool (for example, Microsoft Systems Management Server) to change the registry setting, or must uninstall ViewMail, customize the ViewMail.msi file to change the setting, and install the customized software.

### To Customize ViewMail for Secure Messaging

- Step 1** Browse to the ViewMail directory on the network drive to which you downloaded the ViewMail files. If you do not have permission to write to the directory, move the files to a directory on which you have write privileges.
- Step 2** In the ViewMail directory, browse to the **ENU** language directory (or to the language applicable to your installation).
- Step 3** Open **VMOInit.vbs** in a text editor.
- Step 4** Delete the **rem** that begins the **Session.Property("ForceMessagesSecure") = "1"** line, so that the line looks like the following example:

```
Function VMOInitFn()
rem Session.Property("EXTENSION") = ""
rem Session.Property("UNITYSERVER") = ""
rem To enable NoTextToVM, set property NOTEXTTOVM to 1
rem Session.Property("NOTEXTTOVM") = "1"
rem To enable g729a recording, set property DefaultWaveFormat to 5
rem Session.Property("DefaultWaveFormat") = "5"
rem To enable secure messaging, set property ForceMessagesSecure to 1 (Always Force
Messages Secure) or 2 (Allow User To Choose).
rem By default, it is set to 0 (Always Send Messages Unsecure).
Session.Property("ForceMessagesSecure") = "1"
rem To change RPC Port Number for Encryption and Decryption, set property
RpcPortNumberForEncryptionAndDecryption to a new port number.
rem By default, it is set to 5050.
rem Session.Property("RpcPortNumberForEncryptionAndDecryption") = "5050"
```

End Function

- Step 5** If you want subscribers to be able to choose to send unencrypted messages when Outlook is in offline mode, change the “1” to “2”.
- Step 6** Save the script file and close the text editor.
- Step 7** Open a Command Prompt window. (On the Windows Start menu, click **Programs > Accessories > Command Prompt.**)
- Step 8** Change to the **ViewMail > ENU** directory (or to the language applicable to your installation).
- Step 9** Enter **vmaddbin ViewMail.msi VMOInit.vbs**, and press **Enter**. (When the script completes, your cursor returns to the command line.)
- Step 10** Run the file **ViewMail.msi** on a test machine to confirm that the installation completes successfully. (If the installation is unsuccessful, verify the changes made to VMOInit.vbs.)
- Step 11** Close the Command Prompt window.

## Customizing the TCP Port That ViewMail Uses for RPC Connections for Secure Messaging

When the Cisco Unity system is configured to use the secure messaging feature, Cisco Unity uses TCP port number 5050 for incoming RPC connection requests from ViewMail clients to encrypt and decrypt secure messages. In most cases, the default configuration is fine. However, you may want to change the port to configure for a firewall; any available TCP port can be used.

To change the port that is used, you must make the change on the Cisco Unity server first and then in the ViewMail.msi file.

For information on configuring the Cisco Unity server, refer to the “Customizing the TCP Port That ViewMail for Outlook Uses For Encrypting and Decrypting Messages” section in the “Securing Subscriber Messages” chapter of the *Security Guide for Cisco Unity* at [http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod\\_maintenance\\_guides\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_maintenance_guides_list.html).

ViewMail installs the registry key HKEY\_LOCAL\_MACHINE\SOFTWARE\Cisco Systems\Cisco Unity\VMO\RPC Port Number for Encryption and Decryption on subscriber workstations.



### Caution

If ViewMail version 5.0(1) or later is already installed on a subscriber workstation, the registry setting cannot be changed by running the ViewMail installation program again. Administrators must use a configuration management tool (for example, Microsoft Systems Management Server) to change the registry setting, or must uninstall ViewMail, customize the ViewMail.msi file to change the setting, and install the customized software.

### To Customize the TCP Port That ViewMail Uses for RPC Connections for Secure Messaging

- Step 1** Browse to the ViewMail directory on the network drive on which you downloaded the ViewMail files. If you do not have permission to write to the directory, move the files to a directory on which you have write privileges.
- Step 2** In the ViewMail directory, browse to the **ENU** language directory (or to the language applicable to your installation).
- Step 3** Open the file **VMOInit.vbs** in a text editor.

- Step 4** Delete the **rem** that begins the **Session.Property** (“**RpcPortNumberForEncryptionAndDecryption**”) = “**5050**” line, so that the line looks like the following example:

```
Function VMOInitFn()
rem Session.Property("EXTENSION") = ""
rem Session.Property("UNITYSERVER") = ""
rem To enable NoTextToVM, set property NOTEXTTOVM to 1
rem Session.Property("NOTEXTTOVM") = "1"
rem To enable g729a recording, set property DefaultWaveFormat to 5
rem Session.Property("DefaultWaveFormat") = "5"
rem To enable secure messaging, set property ForceMessagesSecure to 1 (Always Force
Messages Secure) or 2 (Allow User To Choose).
rem By default, it is set to 0 (Always Send Messages Unsecure).
rem Session.Property("ForceMessagesSecure") = "1"
rem To change RPC Port Number for Encryption and Decryption, set property
RpcPortNumberForEncryptionAndDecryption to a new port number.
rem By default, it is set to 5050.
Session.Property("RpcPortNumberForEncryptionAndDecryption") = "5050"
End Function
```

- Step 5** Change the “**5050**” to the TCP port number that you set on the Cisco Unity server.
- Step 6** Save the script file and close the text editor.
- Step 7** Open a Command Prompt window. (On the Windows Start menu, click **Programs > Accessories > Command Prompt**.)
- Step 8** Change to the **ViewMail > ENU** directory (or to the language applicable to your installation).
- Step 9** Enter **vmaddbin ViewMail.msi VMOInit.vbs**, and press **Enter**. When the script completes, your cursor returns to the command line.
- Step 10** Run the file **ViewMail.msi** on a test machine to confirm that the installation completes successfully. (If the installation is unsuccessful, verify the changes made to **VMOInit.vbs**.)
- Step 11** Close the Command Prompt window.
- 

## Installing ViewMail 5.0(2)

ViewMail can be installed on subscriber workstations throughout your organization in a number of ways. Installation and deployment methods include:

- Installing ViewMail from a network drive. See the “[Installing ViewMail 5.0\(2\) from a Network Drive](#)” section on page 12. Alternatively, consider providing subscribers with network access to the ViewMail setup application and a procedure so that they can install ViewMail themselves.
- Using a software publishing tool—such as Microsoft IntelliMirror or Microsoft Systems Management Server (SMS)—to deploy ViewMail to multiple subscriber workstations at one time. For information on using either of the tools, refer to the Microsoft website.  
If you use IntelliMirror, deploy ViewMail by assigning or publishing it to a computer, rather than to an individual user. You can also use IntelliMirror or SMS for future upgrades of ViewMail.
- Deploying ViewMail with Microsoft Office, as part of the Office 2003, Office XP, or Office 2000 suites.

**Caution**

When installing a new version of Microsoft Outlook on subscriber workstations, you must first uninstall ViewMail. After you have installed Outlook, reinstall ViewMail. Otherwise, ViewMail will seem to be installed properly with the new version of Outlook, but it will not work.

By default, ViewMail files are installed in the directory C:\Program Files\ViewMail. You can specify a different directory during a first-time installation of ViewMail. If you are upgrading from a 4.x version of ViewMail, version 5.0(2) installs in the same directory that was used for the earlier version.

ViewMail installs and uses the following files and registry keys:

|                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|--------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Files<sup>1</sup></b> | <ul style="list-style-type: none"> <li>• AvResLoaderSvrSL.dll</li> <li>• AvResSvr.dll</li> <li>• AvTrapConnectionHolderSvr.dll</li> <li>• AvTsmSL.dll</li> <li>• AvVox.acm</li> <li>• AvWavSL.dll</li> <li>• SL_g729a.acm</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>Registry keys</b>     | <ul style="list-style-type: none"> <li>• HKEY_CURRENT_USER\Software\Cisco Systems\Cisco Unity\Media Master\Profiles</li> <li>• HKEY_CURRENT_USER\Software\Cisco Systems\Cisco Unity\Media Master\Profiles\default</li> <li>• HKEY_CURRENT_USER\Software\Cisco Systems\Cisco Unity\VMO\Options</li> <li>• HKEY_LOCAL_MACHINE\SOFTWARE\Active Voice</li> <li>• HKEY_LOCAL_MACHINE\SOFTWARE\Cisco Systems\Cisco Unity\VMO\Default Wave Format</li> <li>• HKEY_LOCAL_MACHINE\SOFTWARE\Cisco Systems\Cisco Unity\VMO\Force Messages Secure</li> <li>• HKEY_LOCAL_MACHINE\SOFTWARE\Cisco Systems\Cisco Unity\VMO\NoTextToVM</li> <li>• HKEY_LOCAL_MACHINE\SOFTWARE\Cisco Systems\Cisco Unity\VMO\RPC Port Number for Encryption and Decryption</li> <li>• HKEY_CURRENT_USER\Software\Cisco Systems\Cisco Unity\VMO\Profiles\&lt;subscriber 1 alias&gt;</li> <li>• HKEY_CURRENT_USER\Software\Cisco Systems\Cisco Unity\VMO\Profiles\&lt;subscriber 2 alias&gt;</li> <li>• HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Exchange\Client\Extensions\ViewMail Extensions</li> </ul> |

1. Depending on the Windows version, the files are installed in one of three directories: C:\Windows\System, C:\Winnt\System32, or C:\Windows\System32.

## Installing ViewMail 5.0(2) from a Network Drive

Do the procedure in this section to install ViewMail on subscriber workstations from a network drive. You can also install ViewMail for multiple subscribers who share a workstation.

### To Install ViewMail 5.0(2) from a Network Drive

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- Step 1** Confirm that ViewMail requirements have been met. See the [“Requirements” section on page 1](#).
  - Step 2** Browse to the ViewMail directory on the network drive where you downloaded the ViewMail files.
  - Step 3** In the ViewMail directory, browse to the applicable language folder. (The ViewMail directory contains a separate folder for each supported language of ViewMail.)
  - Step 4** Double-click the **ViewMail.msi** file.
  - Step 5** Follow the on-screen prompts to complete the installation.
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## Limitations and Restrictions

### Authentium Command AntiVirus for Windows Is Not Supported

Authentium Command AntiVirus for Microsoft Windows is not supported on Cisco Unity subscriber workstations.

### Some Software on Subscriber Workstations Can Cause ViewMail to Fail

Some security and VPN software installed on subscriber workstations can cause ViewMail to fail when subscribers use the phone as the playback device for the Media Master. In particular, software that offers personal firewalls is problematic.

Disable or remove security and VPN software from subscriber workstations. Alternatively, you can set up the Media Master so subscribers can play messages in ViewMail with computer speakers.

### ViewMail Form Will Not Load When Subscriber Has a Full Mailbox

When a subscriber mailbox reaches the Prohibit Send and Receive limit, ViewMail will not load when the subscriber starts Outlook. The ViewMail form cannot be published until the mailbox size is reduced.

### ViewMail Version 3.x Fails to Uninstall Completely

When you attempt to uninstall ViewMail versions 3.1(x) or 3.0(x), ViewMail typically fails to uninstall completely: some ViewMail files remain on the subscriber workstation; ViewMail components remain in Outlook; and ViewMail is not removed from the Windows Add/Remove Programs list. In addition, uninstalling ViewMail version 3.x generates a Dr. Watson error log in Windows 2000 or an application violation error in Windows 98.

For more information, refer to caveat CSCdv16845. Bug Toolkit is available at <http://www.cisco.com/go/bugs>.

Note that the caveat was resolved in ViewMail 4.0(x) but not in earlier versions. For earlier versions, do the following three procedures in the order listed to manually remove the remaining ViewMail files from a subscriber workstation, the ViewMail components from Outlook, and the ViewMail listing from Windows Add/Remove Programs.

### To Remove ViewMail Files from a Subscriber Workstation

- 
- Step 1** Delete the directory **Program Files\ViewMail** and all of its components.
- Step 2** Delete the following seven files (if they exist) from either the C:\Windows\System, C:\Winnt\System32, or C:\Windows\System32 directory, depending on the version of Windows:
- AvResLoaderSvrSL.dll
  - AvTrapConnectionHolderSvr.exe
  - AvTsmSL.dll
  - AvVox.acm
  - AvWavSl.dll
  - AvResSvr.dll
  - SL\_G729A.acm
- 

### To Remove ViewMail Components from Outlook

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- Step 1** In Outlook, on the Tools menu, click **Options**.
- Step 2** Click the **Other** tab, and click **Advanced Options**.
- Step 3** In the Advanced Options dialog box, click **Custom Forms**.
- Step 4** In the Options dialog box, click **Manage Forms**.
- Step 5** In the Form Manager dialog box, confirm that **ViewMail for Outlook** is listed under Personal Forms.
- Step 6** Select **ViewMail for Outlook**, and click **Delete**. When prompted, click **Yes** to delete the form.
- Step 7** Click **Close**, and click **OK**.
- Step 8** In the Advanced Options dialog box, click **Add-In Manager**.
- Step 9** In the Add-In Manager dialog box, uncheck the **ViewMail Extensions** check box, and click **OK**.
- Step 10** Click **OK** to close the remaining dialog boxes.
- Step 11** Start Regedit.



#### Caution

Changing the wrong registry key or entering an incorrect value can cause the workstation 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 12** 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 13** Expand the key  
HKEY\_LOCAL\_MACHINE\Software\Microsoft\Exchange\Client\Extensions.
- Step 14** Delete the **ViewMail Extensions** key.
- Step 15** Exit Regedit.
- Step 16** Restart Outlook.

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#### To Manually Remove ViewMail from the Windows Add/Remove Programs List

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Refer to Knowledge Base article 247501 (*How to Manually Remove Programs from the Add/Remove Programs List*) on the Microsoft Product Support Services website.

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## Windows Terminal Services Is Not Supported

Windows Terminal Services (WTS) is not supported for use on subscriber workstations with ViewMail.

## Yamaha Synthesizer Software Is Not Supported

Yamaha sound synthesizer software is not supported on Cisco Unity subscriber workstations with ViewMail.

## Caveats

This section describes any Severity 1, 2, and 3 caveats in this release.

You can find the latest caveat information for ViewMail for Outlook version 5.0(2)—in addition to caveats of any severity for any release—by using Bug Toolkit, an online tool available for customers to query defects according to their own needs. Bug Toolkit is available at <http://www.cisco.com/go/bugs>.



#### Note

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

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This section contains caveat information for ViewMail for Outlook Release 5.0(2) only. Refer to the release notes of the applicable version for caveat information for earlier versions of ViewMail. Release notes for all versions of ViewMail for Outlook 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 Caveats—Release 5.0(2)

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

**Table 1** *ViewMail Release 5.0(2) Open Caveats*

| Caveat Number              | Component | Severity | Description                                                           |
|----------------------------|-----------|----------|-----------------------------------------------------------------------|
| <a href="#">CSCsg72153</a> | viewmail  | 3        | SECURE: TRaP causes Event Viewer warnings on client                   |
| <a href="#">CSCsg79306</a> | viewmail  | 3        | SECURE-VMO asks for credentials 2x on first send/open when using TRaP |
| <a href="#">CSCsi39378</a> | viewmail  | 3        | Forward/Reply w/ voice actions missing in Outlook 2k7                 |

## Resolved Caveat—Release 5.0(2)

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

**Table 2** *ViewMail Release 5.0(2) Resolved Caveat*

| Caveat Number              | Component | Severity | Description                             |
|----------------------------|-----------|----------|-----------------------------------------|
| <a href="#">CSCsk90629</a> | viewmail  | 3        | VMO prevents Outlook 2007 from starting |

# Obtaining Documentation, Obtaining Support, and Security Guidelines

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

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

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