



Release Notes for Cisco Unity ViewMail for Microsoft Outlook Release 4.0(2)

Revised May 21, 2003

These release notes contain requirements, download and installation instructions, and open and resolved caveats for Cisco Unity™ ViewMail for Microsoft Outlook Release 4.0(2).

ViewMail 4.0(2) is available on the ViewMail for Microsoft Outlook Software Download page at <http://www.cisco.com/cgi-bin/tablebuild.pl/unity-vmo>, so you do not have to download the entire Cisco Unity 4.0(2) CD that contains it.

ViewMail version 4.0(2) has been qualified for the following version combinations with Cisco Unity with Microsoft Exchange and the software on subscriber workstations that is required with ViewMail.

Table 1 Supported Version Combinations

ViewMail for Microsoft Outlook	Cisco Unity with Microsoft Exchange	Operating System on Workstation¹	Messaging Client on Workstation
4.0(2)	4.0(x), 3.1(x), 3.0(x), 2.4(6.x)	Windows XP, Windows 2000, Windows NT 4.0, Windows ME, Windows 98	Outlook 2002 (XP), Outlook 2000, Outlook 98

1. See the “Installation and Upgrade Notes” section on page 6 for details on outstanding issues with installing ViewMail on Windows ME and Windows 98.



Note

ViewMail does not support voice messages stored on an IBM Lotus Domino server, even if you use Microsoft Outlook 2002 Connector.

For a current list of all qualified version combinations of ViewMail, Cisco Unity with Exchange, and the software on subscriber workstations—including combinations qualified since the release of ViewMail version 4.0(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/prod_pre_installation_guides_list.html.



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

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Requirements

- Any previously installed 2.4(6.x) version of ViewMail must be removed from subscriber workstations before ViewMail 4.0(2) is installed. See the [“Removing a Previously Installed 2.4\(6.x\) Version of ViewMail”](#) section on page 3.
- To install ViewMail, you must have local administrator rights on the subscriber workstation.
- Outlook should not be running and virus-scanning services should be disabled on subscriber workstations when ViewMail is installed.

Determining the ViewMail Version

To determine the ViewMail version in use

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- | | |
|---------------|--|
| Step 1 | In Outlook, on the Help menu, click About ViewMail . The ViewMail version is displayed in the Client box. |
| Step 2 | Click OK . |
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Upgrading from an Earlier Version of ViewMail

It is not necessary or advisable to uninstall ViewMail versions 3.0(x) or 3.1(x). Attempting to do so may result in a Dr. Watson error. (For more information, see Caveat [CSCdv16845](#), page 8, which has been resolved in ViewMail version 4.0(x) but not in earlier versions of ViewMail.)

If subscribers are using ViewMail 2.4(6.x), see the [“Removing a Previously Installed 2.4\(6.x\) Version of ViewMail” section on page 3](#) for specific instructions on uninstalling 2.46 versions of ViewMail before you install version 4.0(2).

When you install ViewMail 4.0(2), do so in the same directory that was used for the previous version. See the [“Installing ViewMail 4.0\(2\)” section on page 4](#).

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 4.0(2) 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 **View Mail 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 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.

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- 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.
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Downloading ViewMail 4.0(2)

If there is not enough hard disk space available, you can install ViewMail version 4.0(2) from a compact disc (or discs) that you create on a computer with a read/write CD-ROM drive.

To download ViewMail 4.0(2)

- Step 1** Confirm that the computer you are using to download the file has at least 18 MB of hard disk space available for the download file and 52 MB for the extracted files.
 - 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>.
 - Step 3** Download the file **CiscoUnity.VMO4.0.2.exe** to the directory of your choice.
 - Step 4** Double-click **CiscoUnity.VMO4.0.2.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).
 - Step 5** Delete the file **CiscoUnity.VMO4.0.2.exe** to free hard disk space.
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Installing ViewMail 4.0(2)

ViewMail can be installed on subscriber workstations throughout your organization in a number of ways. Typically, organizations provide network access to the ViewMail setup application so that subscribers can install ViewMail themselves.

Installation and deployment methods include:

- Installing ViewMail from a CD or a network drive. See the “[Installing ViewMail 4.0\(2\) from a CD or a Network Drive](#)” section on page 5.
- Using a software publishing tool—such as Microsoft IntelliMirror or Microsoft Systems Management Server (SMS) version 1.2 or 2.0—to deploy ViewMail to multiple subscriber workstations at one time. For information on using either of the tools, refer to the Microsoft website.
When using 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 2000 or Office XP suites.

By default, ViewMail files are installed in the directory C:\Program Files\ViewMail. You can specify a different directory.

ViewMail also installs and uses the following files and registry keys:

Files¹	<ul style="list-style-type: none"> • AvResLoaderSvrSL.dll • AvResSvr.dll • AvTrapConnectionHolderSvr.dll • AvTsmSL.dll • AvVox.acm • AvWavSL.dll • SL_g729a.acm
Registry keys	<ul style="list-style-type: none"> • HKEY_CURRENT_USER\Software\Active Voice • HKEY_LOCAL_MACHINE\SOFTWARE\Active Voice • HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Exchange\Client\Extensions\ViewMail Extensions

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

Installing ViewMail 4.0(2) from a CD or a Network Drive

Use the following procedure to install ViewMail from a CD or a network drive on the workstations used by subscribers. You can also install ViewMail for multiple subscribers who share a workstation.

To install ViewMail from a CD or a network drive

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- Step 1** Confirm that ViewMail requirements have been met. See the [“Requirements” section on page 2](#).
- Step 2** Browse to the **ViewMail** directory on the CD or 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.



Note If your version of Windows NT, Windows ME, or Windows 98 does not support MSI packages, you can download an MSI installer from Microsoft (search the Microsoft website for “Windows Installer downloads”). Also, Windows Installer logging is not on by default. For details on how to turn logging on before installing ViewMail, or afterward for troubleshooting purposes, search for MSI Logging topics on the Microsoft website.

- Step 5** Follow the on-screen prompts to complete the installation.
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Installation and Upgrade Notes

Microsoft Hot Fix Required for Outdated Versions of Operating System File

When ViewMail is installed on a subscriber workstation that is running Windows 98 or Windows ME, ViewMail automatically confirms that the operating system file Rpcltscm.dll is version 4.71.3400 or later before completing the installation. Earlier versions of Rpcltscm.dll cause ViewMail to disrupt the Cisco Unity server.

If the Rpcltscm.dll version is outdated, the ViewMail installation stops and displays an error message, directing that a Microsoft hot fix be installed before proceeding. Refer to Knowledge Base article 315575 (*DCOM Program Hangs After Server Reboot Creating DCOM Object*) on the Microsoft Product Support Services website for information and detailed instructions on downloading and installing the hot fix.

Caveat [CSCdz48740](#), page 9 also addresses the hot fix requirement.

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.

Open Caveats—Release 4.0(2)

Table 2 ViewMail Release 4.0(2) Open Caveats

Caveat Number	Description
CSCdw58108	When McAfee Virus Scan 4.5.1 Service Pack 1 is installed with Microsoft Office XP, an error message is displayed when subscribers use ViewMail. Workaround Disable the McAfee e-mail scan property.

Table 2 ViewMail Release 4.0(2) Open Caveats (continued)


Caveat Number	Description
CSCdz88852	<p>Outlook fails to publish the ViewMail form after the following sequence of events:</p> <ol style="list-style-type: none"> <li data-bbox="358 359 1513 422">a. ViewMail is installed while antivirus software is enabled on the subscriber workstation, which causes the ViewMail installation to fail. <li data-bbox="358 436 1513 531">b. ViewMail is uninstalled by following the procedure in the tech tip <i>Cisco Unity VMO Error: "The Custom Form Could Not Be Opened."</i> (The tip is available on Cisco.com at http://www.cisco.com/warp/customer/788/AVVID/vmo_error_custom_form.html.) <li data-bbox="358 546 1513 573">c. Antivirus software is disabled on the subscriber workstation, and ViewMail is reinstalled. <p>Workaround</p> <ol style="list-style-type: none"> <li data-bbox="358 636 1513 663">1. On the subscriber workstation, open Outlook. <li data-bbox="358 678 1513 772">2. On the Help menu, click About Microsoft Outlook. In the About Microsoft Outlook, dialog box, click Disabled Items. In the Disabled Items dialog box, select ViewMail and click Enable. Close the dialog box(es). <li data-bbox="358 787 1513 882">3. On the Tools menu, click Options. Click the Other tab, and click Advanced Options. In the Advanced Options dialog box, click Add-In Manager. Check the ViewMail Extensions check box, and click OK. Close the dialog box(es). <li data-bbox="358 896 1513 991">4. On the Tools menu, click Macro > Security. In the Security dialog box, click Medium and click OK. (Medium is the level recommended in the <i>Security Notes for Microsoft Office Solution Developers</i> article available on the Microsoft MSDN Library website.)

Resolved Caveats—Release 4.0(2)

Table 3 ViewMail Release 4.0(2) Resolved Caveats

Caveat Number	Description
CSCdv16845	<p data-bbox="311 403 1479 533">ViewMail fails to uninstall completely, generating a Dr. Watson error log in Windows 2000 or an application violation error in Windows 98. In addition to some ViewMail files remaining on the subscriber workstation, ViewMail components remain in Outlook, and ViewMail is not removed from the Windows Add/Remove Programs list.</p> <p data-bbox="311 546 1479 611">Note that this caveat has been resolved in ViewMail 4.0(x) but not in earlier versions. For earlier versions, use the workaround to uninstall ViewMail completely.</p> <p data-bbox="311 623 467 653">Workaround</p> <p data-bbox="311 665 1479 762">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.</p> <p data-bbox="311 795 894 825">To remove ViewMail files from a subscriber workstation</p> <ol data-bbox="311 837 1479 1262" style="list-style-type: none"> <li data-bbox="311 837 1479 867">1. Remove the directory Program Files\ViewMail and all of its components. <li data-bbox="311 879 1479 945">2. Remove 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: <ul data-bbox="375 957 781 1262" style="list-style-type: none"> <li data-bbox="375 957 781 987">– AvResLoaderSvrSL.dll <li data-bbox="375 999 781 1029">– AvTrapConnectionHolderSvr.exe <li data-bbox="375 1041 781 1071">– AvTsmSL.dll <li data-bbox="375 1083 781 1113">– AvVox.acm <li data-bbox="375 1125 781 1155">– AvWavSl.dll <li data-bbox="375 1167 781 1197">– AvResSvr.dll <li data-bbox="375 1209 781 1239">– SL_G729A.acm <p data-bbox="311 1295 797 1325">To remove ViewMail components from Outlook</p> <ol data-bbox="311 1337 1479 1768" style="list-style-type: none"> <li data-bbox="311 1337 1479 1367">1. In Microsoft Outlook, on the Tools menu, click Options. <li data-bbox="311 1379 1479 1409">2. Click the Other tab, and click Advanced Options. <li data-bbox="311 1421 1479 1451">3. In the Advanced Options dialog box, click Custom Forms. <li data-bbox="311 1463 1479 1493">4. In the Options dialog box, click Manage Forms. <li data-bbox="311 1505 1479 1535">5. In the Form Manager dialog box, confirm that ViewMail for Outlook is listed under Personal Forms. <li data-bbox="311 1547 1479 1577">6. Select ViewMail for Outlook, and click Delete. When prompted, click Yes to delete the form. <li data-bbox="311 1589 1479 1619">7. Click Close, and click OK. <li data-bbox="311 1631 1479 1661">8. In the Advanced Options dialog box, click Add-In Manager. <li data-bbox="311 1673 1479 1703">9. In the Add-In Manager dialog box, uncheck the ViewMail Extensions check box, and click OK. <li data-bbox="311 1715 1479 1768">10. Click OK to close the remaining dialog boxes. (Continued)

Table 3 ViewMail Release 4.0(2) Resolved Caveats (continued)

Caveat Number	Description
CSCdv16845 (Continued)	<p>11. Start Regedit.</p> <hr/> <p> 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.</p> <hr/> <p>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.</p> <p>13. Expand the key HKEY_LOCAL_MACHINE\Software\Microsoft\Exchange\Client\Extensions.</p> <p>14. Delete the ViewMail Extensions key.</p> <p>15. Exit Regedit.</p> <p>16. Restart Outlook.</p> <p>To manually remove ViewMail from the Windows Add/Remove Programs list Refer to Knowledge Base article 247501 (<i>How to Manually Remove Programs from the Add/Remove Programs List</i>) on the Microsoft Product Support Services website.</p>
CSCdz48740	<p>The ViewMail installation program should automatically check for the correct version of Rpltsm.dll on Windows 98, Windows 98 SE, and Windows ME operating systems. If an incorrect version of Rpltsm.dll is found, ViewMail should present the user with an error message pointing to the Microsoft website for details on how to apply the Microsoft hot fix to correct the problem, and should not allow the user to proceed with the installation until the Microsoft hot fix is applied.</p>

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 on Cisco.com at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_pre_installation_guides_list.html.

Obtaining Documentation

Cisco provides several ways to obtain documentation, 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 on the World Wide Web at this URL:
<http://www.cisco.com/univercd/home/home.htm>

You can access the Cisco website at this URL:

<http://www.cisco.com>

International Cisco websites can be accessed from this URL:

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 may have shipped with your product. The Documentation CD-ROM is updated regularly and may be more current than printed documentation. The CD-ROM package is available as a single unit or through an annual or quarterly subscription.

Registered Cisco.com users can order a single Documentation CD-ROM (product number DOC-CONDOCCD=) through the Cisco Ordering tool:

http://www.cisco.com/en/US/partner/ordering/ordering_place_order_ordering_tool_launch.html

All users can order monthly or quarterly subscriptions through the online Subscription Store:

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

Ordering Documentation

You can find instructions for ordering documentation at this URL:

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 Networking Products MarketPlace:

<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, U.S.A.) at 408 526-7208 or, elsewhere in North America, by calling 800 553-NETS (6387).

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 170 West Tasman Drive
 San Jose, CA 95134-9883

We appreciate your comments.

Obtaining Technical Assistance

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

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To obtain customized information and service, you can self-register on Cisco.com at this URL:

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

Technical Assistance Center

The Cisco TAC is available to all customers who need technical assistance with a Cisco product, technology, or solution. Two types of support are available: the Cisco TAC website and the Cisco TAC Escalation Center. The type of support that you choose depends on the priority of the problem and the conditions stated in service contracts, when applicable.

We categorize Cisco TAC inquiries according to urgency:

- Priority level 4 (P4)—You need information or assistance concerning Cisco product capabilities, product installation, or basic product configuration. There is little or no impact to your business operations.
- Priority level 3 (P3)—Operational performance of the network is impaired, but most business operations remain functional. You and Cisco are willing to commit resources during normal business hours to restore service to satisfactory levels.
- Priority level 2 (P2)—Operation of an existing network is severely degraded, or significant aspects of your business operations are negatively impacted by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.
- Priority level 1 (P1)—An existing network is “down,” or there is a critical impact to your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation.

Cisco TAC Website

The Cisco TAC website provides online documents and tools to help troubleshoot and resolve technical issues with Cisco products and technologies. To access the Cisco TAC website, 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 website. Some services on the Cisco TAC website require 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://tools.cisco.com/RPF/register/register.do>

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

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

If you have Internet access, we recommend that you open P3 and P4 cases online so that you can fully describe the situation and attach any necessary files.

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 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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- 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://www.cisco.com/en/US/products/products_catalog_links_launch.html

- Cisco Press publishes a wide range of networking publications. Cisco suggests these titles for new and experienced users: *Internetworking Terms and Acronyms Dictionary*, *Internetworking Technology Handbook*, *Internetworking Troubleshooting Guide*, and the *Internetworking Design Guide*. For current Cisco Press titles and other information, go to Cisco Press online at this URL:

<http://www.ciscopress.com>

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<http://www.cisco.com/go/packet>
- iQ Magazine is the Cisco bimonthly publication that delivers the latest information about Internet business strategies for executives. 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/en/US/about/ac123/ac147/about_cisco_the_internet_protocol_journal.html
- Training—Cisco offers world-class networking training. Current offerings in network training are listed at this URL:
http://www.cisco.com/en/US/learning/le31/learning_recommended_training_list.html

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