



Release Notes for Cisco Unity ViewMail for Microsoft Outlook Release 4.2(1)

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These release notes contain requirements, download and installation instructions, new and changed support, limitations and restrictions, and open and resolved caveats for Cisco Unity ViewMail for Microsoft Outlook Release 4.2(1).

The English-United States version of ViewMail 4.2(1) is available on Cisco Unity 4.2(1) DVD 1 and CD 1. The ViewMail file for all languages will be available for download April 19, 2006, on the ViewMail for Microsoft Outlook Software Download page at <http://www.cisco.com/cgi-bin/tablebuild.pl/unity-vmo>.



Note

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 1.95 MB of hard-disk space available for ViewMail in each language.
- Outlook should not be running and virus-scanning services should be disabled on subscriber workstations when ViewMail is installed.
- Any previously installed 2.4(6.x) version of ViewMail must be removed from subscriber workstations before ViewMail 4.2(1) is installed. See the “[Removing a Previously Installed 2.4\(6.x\) Version of ViewMail](#)” section on page 4.
- Any previously installed 3.0(x) version of ViewMail must be removed from subscriber workstations before ViewMail 4.2(1) is installed. You can uninstall it at the same time that you install ViewMail 4.2(1), or you can use Add/Remove Programs in Windows to remove it. In either case, however, further steps are required to completely remove the application. For more information, see the “[ViewMail Version 3.x Fails to Uninstall Completely](#)” section on page 8.

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 4.2(1), 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/voicew/ps2237/products_device_support_table09186a0080531eba.html.
- For a list of all languages available for the ViewMail 4.2(1) release, refer to the “[Available Languages for Cisco Unity Components](#)” section of *Release Notes for Cisco Unity Release 4.2(1)* at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/unity42/cu421rn.htm.

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**.
-

To Determine the ViewMail Version in Use from Outlook

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

Related Documentation

For descriptions and URLs of Cisco Unity documentation on Cisco.com, refer to the *Cisco Unity Documentation Guide*. The document is shipped with Cisco Unity and is available at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_documentation_roadmap09186a0801179df.html.

Installation and Upgrade Information

- [Downloading ViewMail 4.2\(1\), page 3](#)
- [Upgrading to ViewMail 4.2\(1\), page 4](#)
- [Installing ViewMail 4.2\(1\), page 5](#)
- [Installation and Upgrade Notes, page 7](#)

Downloading ViewMail 4.2(1)

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

To Download ViewMail 4.2(1)

- Step 1** Confirm that the computer you are using has at least 3.4 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.VMO4.2.1.exe** to the directory of your choice.

- Step 4** Double-click **CiscoUnity.VMO4.2.1.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.VMO4.2.1 directory that it creates within your chosen directory.
- Step 5** Delete the file **CiscoUnity.VMO4.2.1.exe** to free hard-disk space.
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Upgrading to ViewMail 4.2(1)

Subscribers are not required to have special class of service (COS) privileges or passwords to use ViewMail version 4.x. Any subscriber who has ViewMail installed can use it.

It is not necessary to uninstall ViewMail version 4.x before upgrading to version 4.2(1). The ViewMail 4.2(1) installation process automatically removes any previously installed ViewMail 4.x versions. (If you encounter a problem removing ViewMail 4.x, refer to the section on manually uninstalling ViewMail in the tech tip *Cisco Unity VMO Is Installed, But Not Published in Outlook* at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_tech_note09186a008015c158.shtml.)

If subscribers in your organization currently use ViewMail 3.x or ViewMail 2.4(6), consider the following before installing ViewMail 4.2(1):

- Any previously installed 3.1(x) or 3.0(x) version of ViewMail must be removed from subscriber workstations before ViewMail 4.2(1) is installed. You can uninstall it at the same time that you install ViewMail 4.2(1), or you can use Add/Remove Programs in Windows to remove it. In either case, however, further steps are required to completely remove the application. For more information, see the “[ViewMail Version 3.x Fails to Uninstall Completely](#)” section on page 8.
- 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 specific instructions on uninstalling 2.4(6) versions of ViewMail before you install version 4.2(1).

See the applicable sections in these release notes to download and install ViewMail 4.2(1):

- [Downloading ViewMail 4.2\(1\), page 3](#)
- [Installing ViewMail 4.2\(1\), page 5](#)

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 4.2(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.
-

Installing ViewMail 4.2(1)

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

- Installing ViewMail from a disc or a network drive. See the “[Installing ViewMail 4.2\(1\) from a Cisco Unity Disc or from a Network Drive](#)” section on page 6. 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) version 2.0 or 1.2—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.



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 if you are performing a new installation of ViewMail. If you are upgrading from a 4.0x version of ViewMail, ViewMail 4.2(1) installs in the same directory that was used for the previous version.

ViewMail installs and uses the following files and registry keys:

Files ¹	<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\Cisco Systems\Cisco Unity\Media Master\Profiles • HKEY_CURRENT_USER\Software\Cisco Systems\Cisco Unity\Media Master\Profiles\default • HKEY_CURRENT_USER\Software\Cisco Systems\Cisco Unity\Media Master\Profiles<subscriber 1 alias> • HKEY_CURRENT_USER\Software\Cisco Systems\Cisco Unity\Media Master\Profiles<subscriber 2 alias> • HKEY_CURRENT_USER\Software\Cisco Systems\Cisco Unity\VMO\Options • HKEY_LOCAL_MACHINE\SOFTWARE\Active Voice • HKEY_LOCAL_MACHINE\SOFTWARE\Cisco Systems\Cisco Unity\VMO\NoTextToVM • HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Exchange\Client\Extensions\ViewMail Extensions

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 4.2(1) from a Cisco Unity Disc or from a Network Drive

Do the procedure in this section to install ViewMail on the workstations used by subscribers from a Cisco Unity disc or from a network drive. You can also install ViewMail for multiple subscribers who share a workstation.

To Install ViewMail 4.2(1) from a Cisco Unity Disc or from 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 Cisco Unity 4.2(1) DVD 1 or CD 1, 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.
- Step 5** Follow the on-screen prompts to complete the installation.
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Installation and Upgrade Notes

Setting for Changing How Cisco Unity Handles Messages That Contain Text Is Not Preserved Upon Upgrade from ViewMail 4.1(1) to ViewMail 4.2(1)

When you upgrade from ViewMail 4.1(1) to ViewMail 4.2(1), the setting that enables Cisco Unity to check for text in messages sent to Voice Messaging subscribers is not preserved. If subscribers in your organization use a version of ViewMail 4.1(1) that was customized to perform such checks and you want to continue to offer the feature, you need to customize ViewMail 4.2(1) to do the same before installing it on subscriber workstations.

For procedures, do Task 3 and 4 in the “[Task List for Setting Up Cisco Unity to Reject Messages That Are Sent to Voice Messaging Subscribers When the Messages Contain Text](#)” section of the “[Cisco Unity System Administration Guide](#)” chapter of the *Cisco Unity Documentation Addendum, Release 4.2* at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/unity42/add/index.htm.

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/cgi-bin/Support/Bugtool/launch_bugtool.pl.

Note that the caveat has been 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.

- 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.

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

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

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.

Open Caveats for Release 4.2(1)

You can find the latest caveat information for ViewMail for Outlook version 4.2(1)—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/cgi-bin/Support/Bugtool/launch_bugtool.pl.

**Note**

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

This section contains caveat information for ViewMail for Outlook Release 4.2(1) 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.

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 4.2(1) Open Caveats*

Caveat Number	Component	Severity	Description
CSCsb86950	viewmail	3	Cursor is not positioned in any address field when reply selected in OL
CSCsc17824	viewmail	3	VMO sometimes saves copy of voice msg in the Outbox folder in Outlook
CSCsd06880	viewmail	3	Errors when opening e-mail without Viewmail
CSCsd33599	viewmail	3	VMO 4.1(1) displays MSInstaller error after launching Outlook

Obtaining Documentation

Cisco documentation and additional literature are available on Cisco.com. Cisco also provides several ways to obtain technical assistance and other technical resources. These sections explain how to obtain technical information from Cisco Systems.

Cisco.com

You can access the most current Cisco documentation at this URL:

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

You can access the Cisco website at this URL:

<http://www.cisco.com>

You can access international Cisco websites at this URL:

http://www.cisco.com/public/countries_languages.shtml

Product Documentation DVD

The Product Documentation DVD is a comprehensive library of technical product documentation on a portable medium. The DVD enables you to access multiple versions of installation, configuration, and command guides for Cisco hardware and software products. With the DVD, you have access to the same HTML documentation that is found on the Cisco website without being connected to the Internet. Certain products also have .PDF versions of the documentation available.

The Product Documentation DVD is available as a single unit or as a subscription. Registered Cisco.com users (Cisco direct customers) can order a Product Documentation DVD (product number DOC-DOCDVD= or DOC-DOCDVD=SUB) from Cisco Marketplace at this URL:

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

Ordering Documentation

Registered Cisco.com users may order Cisco documentation at the Product Documentation Store in the Cisco Marketplace at this URL:

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

Nonregistered Cisco.com users can order technical documentation from 8:00 a.m. to 5:00 p.m. (0800 to 1700) PDT by calling 1 866 463-3487 in the United States and Canada, or elsewhere by calling 011 408 519-5055. You can also order documentation by e-mail at tech-doc-store-mkpl@external.cisco.com or by fax at 1 408 519-5001 in the United States and Canada, or elsewhere at 011 408 519-5001.

Documentation Feedback

You can rate and provide feedback about Cisco technical documents by completing the online feedback form that appears with the technical documents on Cisco.com.

You can submit comments about Cisco documentation by using the response card (if present) behind the front cover of your document or by writing to the following address:

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

We appreciate your comments.

Cisco Product Security Overview

Cisco provides a free online Security Vulnerability Policy portal at this URL:

http://www.cisco.com/en/US/products/products_security_vulnerability_policy.html

From this site, you will find information about how to:

- Report security vulnerabilities in Cisco products.
- Obtain assistance with security incidents that involve Cisco products.
- Register to receive security information from Cisco.

A current list of security advisories, security notices, and security responses for Cisco products is available at this URL:

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

To see security advisories, security notices, and security responses as they are updated in real time, you can subscribe to the Product Security Incident Response Team Really Simple Syndication (PSIRT RSS) feed. Information about how to subscribe to the PSIRT RSS feed is found at this URL:

http://www.cisco.com/en/US/products/products_psirt_rss_feed.html

Reporting Security Problems in Cisco Products

Cisco is committed to delivering secure products. We test our products internally before we release them, and we strive to correct all vulnerabilities quickly. If you think that you have identified a vulnerability in a Cisco product, contact PSIRT:

- For Emergencies only — security-alert@cisco.com

An emergency is either a condition in which a system is under active attack or a condition for which a severe and urgent security vulnerability should be reported. All other conditions are considered nonemergencies.

- For Nonemergencies—psirt@cisco.com

In an emergency, you can also reach PSIRT by telephone:

- 1 877 228-7302
- 1 408 525-6532



Tip

We encourage you to use Pretty Good Privacy (PGP) or a compatible product (for example, GnuPG) to encrypt any sensitive information that you send to Cisco. PSIRT can work with information that has been encrypted with PGP versions 2.x through 9.x.

Never use a revoked or an expired encryption key. The correct public key to use in your correspondence with PSIRT is the one linked in the Contact Summary section of the Security Vulnerability Policy page at this URL:

http://www.cisco.com/en/US/products/products_security_vulnerability_policy.html

The link on this page has the current PGP key ID in use.

If you do not have or use PGP, contact PSIRT at the aforementioned e-mail addresses or phone numbers before sending any sensitive material to find other means of encrypting the data.

Obtaining Technical Assistance

Cisco Technical Support provides 24-hour-a-day award-winning technical assistance. The Cisco Technical Support & Documentation website on Cisco.com features extensive online support resources. In addition, if you have a valid Cisco service contract, Cisco Technical Assistance Center (TAC) engineers provide telephone support. If you do not have a valid Cisco service contract, contact your reseller.

Cisco Technical Support & Documentation Website

The Cisco Technical Support & Documentation website provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The website is available 24 hours a day, at this URL:

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

Access to all tools on the Cisco Technical Support & Documentation website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a user ID or password, you can register at this URL:

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



Note

Use the Cisco Product Identification (CPI) tool to locate your product serial number before submitting a web or phone request for service. You can access the CPI tool from the Cisco Technical Support & Documentation website by clicking the **Tools & Resources** link under Documentation & Tools. Choose **Cisco Product Identification Tool** from the Alphabetical Index drop-down list, or click the **Cisco Product Identification Tool** link under Alerts & RMAs. The CPI tool offers three search options: by product ID or model name; by tree view; or for certain products, by copying and pasting **show** command

output. Search results show an illustration of your product with the serial number label location highlighted. Locate the serial number label on your product and record the information before placing a service call.

Submitting a Service Request

Using the online TAC Service Request Tool is the fastest way to open S3 and S4 service requests. (S3 and S4 service requests are those in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Service Request Tool provides recommended solutions. If your issue is not resolved using the recommended resources, your service request is assigned to a Cisco engineer. The TAC Service Request Tool is located at this URL:

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

For S1 or S2 service requests, or if you do not have Internet access, contact the Cisco TAC by telephone. (S1 or S2 service requests are those in which your production network is down or severely degraded.) Cisco engineers are assigned immediately to S1 and S2 service requests to help keep your business operations running smoothly.

To open a service request by telephone, use one of the following numbers:

Asia-Pacific: +61 2 8446 7411 (Australia: 1 800 805 227)

EMEA: +32 2 704 55 55

USA: 1 800 553-2447

For a complete list of Cisco TAC contacts, go to this URL:

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

Definitions of Service Request Severity

To ensure that all service requests are reported in a standard format, Cisco has established severity definitions.

Severity 1 (S1)—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.

Severity 2 (S2)—Operation of an existing network is severely degraded, or significant aspects of your business operations are negatively affected by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.

Severity 3 (S3)—Operational performance of the network is impaired, while most business operations remain functional. You and Cisco will commit resources during normal business hours to restore service to satisfactory levels.

Severity 4 (S4)—You require information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on your business operations.

Obtaining Additional Publications and Information

Information about Cisco products, technologies, and network solutions is available from various online and printed sources.

- The *Cisco Product Quick Reference Guide* is a handy, compact reference tool that includes brief product overviews, key features, sample part numbers, and abbreviated technical specifications for many Cisco products that are sold through channel partners. It is updated twice a year and includes the latest Cisco offerings. To order and find out more about the Cisco Product Quick Reference Guide, go to this URL:

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

- Cisco Marketplace provides a variety of Cisco books, reference guides, documentation, and logo merchandise. Visit Cisco Marketplace, the company store, at this URL:

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

- *Cisco Press* publishes a wide range of general networking, training and certification titles. Both new and experienced users will benefit from these publications. For current Cisco Press titles and other information, go to Cisco Press at this URL:

<http://www.ciscopress.com>

- *Packet* magazine is the Cisco Systems technical user magazine for maximizing Internet and networking investments. Each quarter, Packet delivers coverage of the latest industry trends, technology breakthroughs, and Cisco products and solutions, as well as network deployment and troubleshooting tips, configuration examples, customer case studies, certification and training information, and links to scores of in-depth online resources. You can access Packet magazine at this URL:

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

- *iQ Magazine* is the quarterly publication from Cisco Systems designed to help growing companies learn how they can use technology to increase revenue, streamline their business, and expand services. The publication identifies the challenges facing these companies and the technologies to help solve them, using real-world case studies and business strategies to help readers make sound technology investment decisions. You can access iQ Magazine at this URL:

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

or view the digital edition at this URL:

<http://cisoiq.texterity.com/cisoiq/sample/>

- *Internet Protocol Journal* is a quarterly journal published by Cisco Systems for engineering professionals involved in designing, developing, and operating public and private internets and intranets. You can access the Internet Protocol Journal at this URL:

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

- Networking products offered by Cisco Systems, as well as customer support services, can be obtained at this URL:

<http://www.cisco.com/en/US/products/index.html>

- Networking Professionals Connection is an interactive website for networking professionals to share questions, suggestions, and information about networking products and technologies with Cisco experts and other networking professionals. Join a discussion at this URL:

<http://www.cisco.com/discuss/networking>

- World-class networking training is available from Cisco. You can view current offerings at this URL:

<http://www.cisco.com/en/US/learning/index.html>

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