Release Notes for Cisco Unity Voice Connector for Microsoft Exchange Release 11.0(3)

Revised May 2, 2005

These release notes contain compatibility information, system requirements, installation instructions, new and changed support, new and changed functionality, and open and resolved caveats for Cisco Unity Voice Connector for Microsoft Exchange Release 11.0(3).

Voice Connector 11.0(3) is available with Cisco Unity version 4.0(5), and is available on the Cisco Unity Voice Connector for Exchange Software Download page at http://www.cisco.com/cgi-bin/tablebuild.pl/unity-voice-connector.

Contents

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Introduction

The Voice Connector is a Cisco Unity (with Microsoft Exchange) networking component that enables messaging between:

- Cisco Unity servers that access separate directories.
- Cisco Unity servers and other voice messaging systems by way of AMIS, VPIM, or the Cisco Unity Bridge.

There are two versions of the Voice Connector. The version that you use depends on your Exchange network:

- When your network consists only of Exchange 2000 or Exchange 2003 servers, or a mixed-mode environment with Exchange 2000 or Exchange 2003 servers and Exchange 5.5 servers, you install the Voice Connector for Exchange 2000.
- When your network consists only of Exchange 5.5 servers, you install the Voice Connector for Exchange 5.5.

Note that Voice Connector for Exchange 2000 version 11.0(3) can be installed on either an Exchange 2000 or Exchange 2003 server. Voice Connector versions earlier than 11.0(x) are not supported for installation on an Exchange 2003 server.

Compatibility with Networking Options and Cisco Unity Versions

Voice Connector 11.0(3) is supported for use in the combinations of networking options and Cisco Unity versions listed in Table 1.

Table 1 Supported Networking Options and Cisco Unity Versions

Networking Option	Cisco Unity Version
VPIM	4.0(1) and later only with the Voice Connector for Exchange 2000
SMTP	3.1(5) and later
Bridge 3.x	4.0(3) and later only with the Voice Connector for Exchange 2000
AMIS	3.1(2) and later

Note that although Voice Connector 11.0(3) is supported with the options and versions listed above, the new functionality provided by version 11.0(3) is available only with Cisco Unity 4.0(5).

System Requirements

See the applicable section, depending on the Exchange version:

- Voice Connector for Exchange 2000: Requirements, page 3
- Voice Connector for Exchange 5.5: Requirements, page 4

Voice Connector for Exchange 2000: Requirements

Install the Voice Connector on any Exchange 2000 or Exchange 2003 server that is not part of an Exchange cluster (Microsoft does not support third-party connectors on an Exchange cluster server). Although the Voice Connector can be installed on the Cisco Unity server (when Exchange is also on the server), this is not recommended for performance reasons.

If the Exchange server on which the Voice Connector will be installed is in a different routing group than the Exchange servers on which Cisco Unity subscribers are homed, routing group connectors must be configured between the routing groups.

The Voice Connector service is automatically configured to log on as the LocalSystem account. The account that the service logs on as should not be changed.

In order to view Voice Connector properties in Exchange System Manager, Microsoft Windows Script Host version 5.6 or later must be installed on the Exchange server on which the Voice Connector is installed. Note that if the Exchange server uses an earlier version of Windows Script Host, the Voice Connector functions properly, but you will not be able to view Voice Connector properties in Exchange System Manager.

Hard Disk Space Requirements

The Exchange 2000 or Exchange 2003 private store consumes more hard disk space after the Voice Connector is installed. Administrators should plan to have sufficient space available on the Exchange 2000 or Exchange 2003 server that will host the Voice Connector for Exchange 2000. Lack of disk space introduces a risk of experiencing severe problems on the Exchange server.

The required space is directly related to the amount of traffic processed by the Voice Connector per 24 hours, and the file size of the messages. Table 2 provides storage requirements for the Exchange server to handle the increase in size of the Priv1.edb and Priv1.stm files. These requirements are in addition to the current storage requirements on the server to handle activity unrelated to the Voice Connector.

Table 2 Additional Storage Space Needed for Voice Message Processing

Messages Processed Per 24 Hours	Average Message Size	Additional Storage Required
20,000	1 min – G.711 (~640 KB)	18 GB[1]
10,000	1 min – G.711 (~640 KB)	9 GB
5,000	1 min – G.711 (~640 KB)	5 GB
20,000	1 min – G.729a (~80 KB)	4 GB
10,000	1 min – G.729a (~80 KB)	2 GB
5,000	1 min – G.729a (~80 KB)	1 GB

1. Exchange 2000 Standard Edition does not support database size greater than 16 GB.

Voice Connector for Exchange 5.5: Requirements

Install the Voice Connector on an Exchange 5.5 server that is in the same Exchange site as the Exchange partner server. Although the Voice Connector can be installed on the Cisco Unity server (when Exchange is also on the server), this is not recommended for performance reasons. Following are additional requirements:

- For SMTP networking, the Voice Connector must be installed on the same Exchange server as the Exchange Internet Mail Service.
- Install only one instance of the Voice Connector in the Exchange site.
- If the Exchange server on which the Voice Connector will be installed is running Windows NT 4.0, the Microsoft Active Directory Services Client Extension (DSClient) for Windows NT 4.0 must be installed on the server prior to installing the Voice Connector. The DSClient requires Windows NT 4.0 Service Pack 6a. For information on downloading and installing the DSClient from the Microsoft website, refer to the following Microsoft Knowledge Base articles:
  - 288358—HOW TO: Install the Active Directory Client Extension
  - 295166—INFO: Advanced Installation of Directory Services Client for Windows NT 4.0
  - 295168—INFO: Files Installed by Directory Services Client Extension for Windows NT 4.0
  - 289105—INFO: Support for ADSI on Windows NT 4.0
  - 216290—INFO: Determining Which Version of ADSI Is Installed

Determining the Voice Connector Version

This section contains two procedures. Do the procedure for your version of Cisco Unity.

To Determine the Voice Connector Version in Use: Cisco Unity 3.1(6) and Later, Voice Connector 10.0 and Later

Step 1 Log on to the Exchange server on which the Voice Connector is installed.

Step 2 In Windows Explorer or My Computer, browse to the applicable directory:

Exchange 2000 or Exchange 2003	<ExchangeServerPath>\VoiceGateway\Bin
Exchange 5.5	<ExchangeServerPath>\Connect\Voice\Bin

Step 3 Right-click **GwIvc.exe,** and click **Properties**.

Step 4 Click the **Version** tab in the Properties window.

Step 5 In the Item Name box, click **Product Version** to view the product version in the Value box.

To Determine the Voice Connector Version in Use: Cisco Unity 3.0 Through 3.1(5)

Step 1 Log on to the Exchange server on which the Voice Connector is installed.

Step 2 In Windows Explorer or My Computer, browse to the applicable directory:

Exchange 2000	<ExchangeServerPath>\VoiceGateway\Bin\LocalizedFiles\ENU
Exchange 5.5	<ExchangeServerPath>\Voice\Bin\LocalizedFiles\ENU

Step 3 Right-click **SetupRes.dll**, and click **Properties**.

Step 4 In the Properties window, click the **Version** tab to view the File Version.

Downloading the Voice Connector

To Download the Voice Connector

Step 1 On a computer with a high-speed Internet connection, go to the Cisco Unity Voice Connector for Exchange Software Download page at http://www.cisco.com/cgi-bin/tablebuild.pl/unity-voice-connector.

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

Step 2 Download the applicable file to the directory of your choice, depending on the Exchange version:

Exchange 2000 or Exchange 2003	CiscoUnityVoiceConnector11.0.3-Ex2000.exe
Exchange 5.5	CiscoUnityVoiceConnector11.0.3-Ex55.exe

Step 3 Unzip the downloaded file and extract the files to the directory of your choice. The extracted files must be accessible from the Exchange server on which the Voice Connector will be installed. (The Voice Connector Setup program creates several folders within the folder in which the Exchange server software is installed and copies files to these folders.)

Step 4 Delete the downloaded zip file to free hard disk space.

Installing the Voice Connector

See the applicable section, depending on the Exchange version:

- Installing the Voice Connector for Exchange 2000, page 6
- Installing the Voice Connector for Exchange 5.5, page 7

Installing the Voice Connector for Exchange 2000

If you have not already done so, uninstall any previous version of the Voice Connector that is on the server on which you will be installing the Voice Connector. See the "Uninstalling the Voice Connector" section on page 8.

As a best practice, back up the Exchange server before installing the Voice Connector.

Do the following two procedures in the order listed.

To Install the Voice Connector for Exchange 2000

Step 1 Log on to the Exchange server on which you are installing the Voice Connector.

Step 2 Disable any virus-scanning services on the Exchange server.

Step 3 If you are installing the Voice Connector on the Cisco Unity server (which can only be done when Exchange is also on the server), disable the Cisco Security Agent service, if applicable.

Step 4 If you are installing the Voice Connector from a Cisco Unity 4.0 DVD or CD, insert the disc in the computer, and browse to the **VoiceConnector-Ex2000** directory.

If you downloaded the Voice Connector files from the Software Center website, browse to the directory in which the files were extracted.

Step 5 Double-click **Install.exe**, and click **Next**.

Step 6 In the Address Types dialog box, check the address types of the messages that the Voice Connector will be handling:

Voice	If you are using SMTP Networking.
AMIS	If you are using AMIS Networking.
Bridge	If you are using Bridge Networking.
VPIM	If you are using VPIM Networking.

Step 7 Click **Next**.

Step 8 If you did not check the VPIM check box in the Address Types dialog box, skip to Step 9.

If you checked the VPIM check box, enter settings in the VPIM Transport Sink dialog box, if applicable:

a. Optionally, check the **Install SMTP Transport Event Sink** check box. If you are installing the Voice Connector on multiple Exchange servers, in most cases you install the Transport Event Sink only once. The Exchange server on which the Transport Event Sink is installed should be the Exchange server that will receive incoming VPIM messages. Only one instance of the Transport Event Sink is necessary when all VPIM messages will be routed through a single Exchange server. When incoming VPIM messages will be routed through multiple Exchange servers, the Voice Connector and Transport Event Sink should be installed on each of the servers.

b. If you checked the Install SMTP Transport Event Sink check box, enter the domain name used in your e-mail addresses/recipient policy in the SMTP Domain box. The domain does not have to be the same domain as that of the server on which the SMTP Transport Event Sink is being installed. Typically, the domain entered in the SMTP Domain box is the same as the domain that will be entered on the Primary Location page.

c. Click **Next**.

Step 9 On the Confirm Directory dialog box, click **Next** to launch the setup.

Step 10 When the setup is complete, click **Finish** to exit Setup and restart the server.

Step 11 Enable virus-scanning and the Cisco Security Agent services, if applicable.

To view Voice Connector properties in Exchange System Manager, Windows Script Host version 5.6 or later must be installed on the Exchange server. (Note that if the Exchange server uses an earlier version of Windows Script Host, the Voice Connector functions properly, but you will not be able to view Voice Connector properties in Exchange System Manager.)

To Determine Whether to Update Windows 2000 Script Host

Step 1 On the Exchange server on which the Voice Connector has been installed, browse to **Winnt\System32**.

Step 2 Right-click the file **Wshom.ocx**, and click **Properties**.

Step 3 Click the **Version** tab.

Step 4 In the Item Name list, click **Product Version** to view the version in the Value box.

Step 5 If the version is earlier than 5.6, update Windows Script Host so the Voice Connector properties can be displayed in Exchange System Manager. (Go to the downloads page of the Microsoft website, and do a keyword search for Windows Script Host. Follow the installation instructions.)

Installing the Voice Connector for Exchange 5.5

If you have not already done so, uninstall any previous version of the Voice Connector that is on the server on which you will be installing the Voice Connector. See the "Uninstalling the Voice Connector" section on page 8.

As a best practice, back up the Exchange server before installing the Voice Connector.

To Install the Voice Connector for Exchange 5.5

Step 1 Log on to the Exchange server on which you are installing the Voice Connector.

Step 2 Disable any virus-scanning services on the Exchange server.

Step 3 If you are installing the Voice Connector on the Cisco Unity server (which can only be done when Exchange is also on the server), disable the Cisco Security Agent service, if applicable.

Step 4 If you are installing the Voice Connector from a Cisco Unity 4.0 DVD or CD, insert the disc in the computer, and browse to the **VoiceConnector-Ex55** directory.

If you downloaded the Voice Connector files from the Software Center website, browse to the directory in which the files were extracted.

Step 5 Double-click **Setup.exe**, and click **Next**.

Step 6 Enter the port number that Exchange uses for LDAP, and click **Next**.

To find the port number, open the Exchange Administrator. In the left pane, expand **<Org name>** > **<Site Name>** > **Configuration** and click **Protocols**. View the Properties for LDAP in the right pane.

Step 7 In the Address Types dialog box, check the address types of the messages that the Voice Connector will be handling:

Voice	If you are using SMTP Networking.
AMIS	If you are using AMIS Networking.

Step 8 Click **Next** twice.

Step 9 In the User Information dialog box, enter your Windows password and click **Next**.

Step 10 When the setup is complete, click **Finish**. The Voice Connector service starts automatically.

Step 11 Enable virus-scanning and the Cisco Security Agent services, if applicable.

Uninstalling the Voice Connector

The uninstall procedure that you use depends on the Cisco Unity Voice Connector version in use, and whether the Voice Connector is installed on an Exchange 2000 or Exchange 2003 server, or on an Exchange 5.5 server. As of Cisco Unity 4.0(1), the Voice Connector itself was assigned a version separate from the Cisco Unity version. Voice Connector version 11.0(3) is included with Cisco Unity 4.0(5).

To determine the version of an installed Voice Connector, see the "Determining the Voice Connector Version" section on page 4.

In the following section, "Uninstall Procedures," do the procedure that is applicable to your installation, depending on the versions of Exchange, Cisco Unity, and the Voice Connector.

Uninstall Procedures

This section contains four procedures. Do the procedure that applies to your installation:

- To Uninstall the Voice Connector for Exchange 2000: Cisco Unity 3.1 and Later, Voice Connector 10.0 and Later, page 8
- To Uninstall the Voice Connector for Exchange 2000: Cisco Unity 3.0, page 9
- To Uninstall the Voice Connector for Exchange 5.5: Cisco Unity 3.1(2) and Later, Voice Connector 10.0 and Later, page 9
- To Uninstall the Voice Connector for Exchange 5.5: Cisco Unity 3.1(1), 3.0(x), or 2.4(6.x), page 10

To Uninstall the Voice Connector for Exchange 2000: Cisco Unity 3.1 and Later, Voice Connector 10.0 and Later

Step 1 Log on to the Exchange server on which the Voice Connector is installed.

Step 2 On the Windows Start menu, click **Settings > Control Panel > Add/Remove Programs**.

Step 3 Click **Exchange 2000 Voice Connector**.

Step 4 Follow the on-screen prompts to uninstall the Voice Connector.

Step 5 On the Windows Start menu, click **Programs** > **Microsoft Exchange** > **System Manager**.

Step 6 Expand **Servers\<Server name>\<Storage group>\Mailbox Store\Mailboxes** for the server on which the Voice Connector was installed.

The mailbox for the Voice Connector is named "AvExchangeIVC_<Servername>" or "Exchange 2000 Voice Connector (<Servername>)."

Step 7 Right-click **Mailboxes** in the left pane, and select **Run Cleanup Agent**.

Step 8 After the Cleanup Agent has run, right-click each Voice Connector mailbox marked with the red X icon and select **Purge**. Click **Yes** in the warning dialog box.

Step 9 Close the Exchange System Manager.

To Uninstall the Voice Connector for Exchange 2000: Cisco Unity 3.0

Step 1 Log on to the Exchange server on which the Voice Connector is installed.

Step 2 Confirm that the Windows Services program is closed.

Step 3 On the Windows Start menu, click **Programs** > **Microsoft Exchange** > **System Manager**.

Step 4 Expand **Connectors**.

Step 5 Right-click the Voice Connector, and click **Stop**.

Step 6 After the service stops, right-click the Voice Connector, and click **Delete**.

Step 7 Expand **Servers\<Server name>\<Storage group>\Mailbox Store\Mailboxes** for the server on which the Voice Connector was installed.

The mailboxes are listed in the right pane. The mailbox name for the Voice Connector is **AvExchangeIVC**.

Step 8 Right-click **Mailboxes** in the left pane, and select **Run Cleanup Agent**.

Step 9 After the Cleanup Agent has run, right-click the Voice Connector mailbox marked with the red X icon, and select **Purge**. Click **Yes** in the warning dialog box.

Step 10 Close the Exchange System Manager.

To Uninstall the Voice Connector for Exchange 5.5: Cisco Unity 3.1(2) and Later, Voice Connector 10.0 and Later

Step 1 Log on to the Exchange server on which the Voice Connector is installed.

Step 2 On the Windows Start menu, click **Control Panel** > **Settings** > **Add/Remove Programs**.

Step 3 Select the Voice Connector.

Step 4 Follow the on-screen prompts to uninstall the Voice Connector.

To Uninstall the Voice Connector for Exchange 5.5: Cisco Unity 3.1(1), 3.0(x), or 2.4(6.x)

Step 1 Log on to the Exchange server on which the Voice Connector is installed.

Step 2 In the CD-ROM drive, insert **Cisco Unity Disc 1** for the version of the Voice Connector that is installed, and browse to the **VoiceGateway** directory.

Step 3 Double-click **Setup.exe**, and click **Next**.

The Setup program detects that the Voice Connector is already installed, and the Uninstall dialog box appears.

Step 4 Click **Next**, and click **Yes** in the warning dialog box.

Step 5 When the uninstall is complete, click **Finish** to exit the program and restart the server.

New and Changed Requirements and Support—Release 11.0(3)

There are no new or changed requirements or support in Cisco Unity Voice Connector for Microsoft Exchange Release 11.0(3).

Refer to the release notes of the applicable version for information on new and changed requirements and support in earlier versions of the Voice Connector. Release notes for all versions of the Voice Connector are available at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_release_notes_list.html.

New and Changed Functionality—Release 11.0(3)

This section contains information about new and changed functionality for Cisco Unity Voice Connector for Microsoft Exchange Release 11.0(3) only. Refer to the release notes of the applicable version for information on new and changed functionality in earlier versions of the Voice Connector. Release notes for all versions of the Voice Connector are available at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_release_notes_list.html.

Note that the new functionality provided by Voice Connector 11.0(3) is available only with Cisco Unity with Microsoft Exchange, Release 4.0(5).

Automatic VPIM Subscriber Directory Updates

In addition to (or instead of) manually creating, modifying, or deleting VPIM subscribers, you can configure Cisco Unity to automatically create, modify, or delete VPIM subscriber records based on information contained in incoming VPIM messages and nondelivery receipts. You can use either the Cisco Unity Administrator or the Cisco Unity Bulk Import wizard to configure settings to control the following:

- Whether or not the creation, modification, and deletion occurs automatically.
- How the incoming information is used to create or modify a record.

The settings can be individually configured for each delivery location. By default, no automatic VPIM subscriber directory updates will occur. For additional information on customizing the settings for automatic directory updates, refer to the "Customizing VPIM Subscriber Directory Update Settings" section in the "VPIM Networking" chapter of the *Networking in Cisco Unity Guide (with Microsoft Exchange), Release 4.0(5)* at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/unity40/net/net405/ex/index.htm.

Networked System Broadcast Messaging

Cisco Unity 4.0(5) introduces the system broadcast messaging feature. System broadcast messages are recorded announcements sent to everyone in an organization (or to particular location(s) within an organization). For more information about the feature, refer to *Release Notes for Cisco Unity Release 4.0(5)* at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/unity40/relnote/cu405rn.htm.

In organizations where there are multiple Cisco Unity or Cisco Unity Express servers accessing different directories, system broadcast messages can be sent to all subscribers in the organization (or to all subscribers associated with specific sets of digitally networked servers), provided that the networks are connected by using the VPIM Networking option with Voice Connector 11.0(3). For information and considerations for setting up system broadcast messages to be distributed to VPIM locations, refer to the "Networked System Broadcast Messages" section in the "Using VPIM for Networking with Cisco Unity Express or Other Cisco Unity Systems" chapter of the *Networking in Cisco Unity Guide, Release 4.0(5)* at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/unity40/net/net405/ex/index.htm.

Private Secure Messaging

Cisco Unity 4.0(5) introduces the private secure messaging feature. Private secure messaging provides security, through the use of public/private key encryption, for Cisco Unity subscriber voice messages that are recorded by using the Cisco Unity conversation. Limited private secure messaging functionality is available with the Bridge and VPIM Networking options using Voice Connector 11.0(3).

For details on how private secure messaging works and on setting it up, refer to the "Private Secure Messaging (Cisco Unity Version 4.0(5) and Later)" section in the "Securing Subscriber Messages" chapter of the *Cisco Unity Security Guide* at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/unity40/usg/ex/index.htm.

Registry Values Provide Control Over Archived Messages

When the Voice Connector encounters a message that cannot be delivered and the sender information is incomplete or incorrect such that a non-delivery receipt (NDR) cannot be sent to the message sender, the Voice Connector saves the messages to the Archive folder in the Voice Connector mailbox. The Archive folder is accessible only when using tools available from Microsoft.

If you want more control over archived messages, you can add one of the new registry values, AliasToForwardBadMailsTo or DeleteArchiveFolderMessages. For details on adding the registry values and how they work, see the "Controlling What Happens to Messages That Cannot Be Delivered or NDRed" section on page 14, under "Documentation Updates."

Caveats

This section describes only severity 1, 2, and select severity 3 caveats.

If you have an account with Cisco.com, you can use Bug Toolkit to find more information on the caveats in this section, in addition to caveats of any severity for any release. Bug Toolkit is available at the website http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl.

Open Caveats—Release 11.0(3)

Table 3 Cisco Unity Voice Connector for Microsoft Exchange Release 11.0(3) Open Caveats

Caveat Number	Severity	Description
CSCeb35271	3	Under conditions where an outbound Bridge message is undeliverable via SMTP, an NDR results. However, the Voice Connector has readdressed the message for delivery to the Bridge and so the NDR cannot be routed back to the Voice Connector or the original sender. The NDR message is sent to the BadMail directory on Exchange and the sender does not receives notification that their message was not delivered. This can occur in Cisco Unity 4.0(x) with the Bridge feature and the Voice Connector for Exchange 2000. The NDR found in BadMail includes text that identifies the intended recipient of the failed message, which may be helpful in diagnosing the SMTP delivery problem. Example: This is an automatically generated Delivery Status Notification. Unable to deliver message to the following recipients, due to being unable to connect successfully to the destination mail server. ########@domain There is no known workaround. **Additional Information** As examples of this condition: if the receiving system or its SMTP service were down for an extended period of time or if an invalid domain were specified in the Bridge delivery location. In these cases Exchange will queue and attempt to deliver the message for 2 days (or whatever Outbound expiration timeout is configured for on the SMTP Virtual Server) and then NDR the message.

Table 3 Cisco Unity Voice Connector for Microsoft Exchange Release 11.0(3) Open Caveats (continued)

Caveat Number	Severity	Description
CSCed93440	3	By design, Cisco Unity subscribers are not provided with a reason prompt when listening to a non-delivery report (NDR) via the TUI and are not provided with reason text when viewing an NDR via the Cisco Unity Inbox, in the following cases: • In Cisco Unity 4.0(3) and earlier. • In Cisco Unity 4.0(4) and later, when the original message was sent from a Cisco Unity subscriber to another Cisco Unity subscriber within the digitally networked directory. If the original message was sent from a Cisco Unity subscriber to a subscriber on a remote system via VPIM, Bridge or AMIS, then the reason prompt/text for an NDR is available when the Cisco Unity subscriber mailbox and the Exchange server on which the Voice Connector is installed are in the same Routing Group. When using the Voice Connector for Exchange 2000, if the Cisco Unity subscriber mailbox is not homed on an Exchange server in the same Routing Group as the server on which the Voice Connector is installed, a reason prompt/text will not be provided unless one of the following is true: • All Exchange servers in the org are Exchange 2003, and the org is operating in Exchange Native Mode. • All Exchange servers in the org are Exchange 2000 or Exchange 2003, the org is operating in Exchange Native Mode, and all Exchange 2000 servers in the org have been updated with Microsoft KB 841756.
CSCeh01251	3	A VPIM message is returned undeliverable to a Cisco Unity subscriber; however, the message appears as a regular voice mail message from Postmaster at VPIM location with the only content being the message that was originally recorded and sent. When viewed in a Cisco Unity ViewMail for Microsoft Outlook or the Cisco Unity Inbox, the subject says “Delivery Notification Message” and the body of the message contains this text: ----The following addresses have delivery problems---- <######@domain> <#####@domain> ----Transcript of session follows---- Your message could not be delivered Address Error This can occur in Cisco Unity 4.0 for Exchange using VPIM Networking with a third-party voice mail system. There is no known workaround.
CSCeh01358	3	Delivery receipts are not delivered to the original Cisco Unity sender. The receipts are rejected by the Voice Connector with an error indicating that no valid attachments were found in the message. This occurs in Cisco Unity 4.0 using VPIM Networking with a third- party voice mail system. There is no known workaround

Resolved Caveats—Release 11.0(3)

Table 4 Cisco Unity Voice Connector for Microsoft Exchange Release 11.0(3) Resolved Caveats

Caveat Number	Description
CSCee08196	Voice Connector stops processing messages in MTS-OUT queue.
CSCef28340	VC: commas in display name cause unity to unity vpim msg failure.
CSCeg44297	Bad audio quality for VPIM message from Cisco Unity to third-party voicemail.
CSCeg79348	VC: VPIM: eventsync routes all ndr with leading number alias to vc
CSCsa66650	VC delivers inbound msgs even when sender matches multiple contacts
CSCsa69482	VC: setup failure in CreateDSObject gives misleading msg box.
CSCsa69499	VC: install fails due to miscalculated homeMTA.

Documentation Updates

Omissions

This section lists new information that is not included in the current Cisco Unity documentation. The new information will be incorporated in a future documentation release, or as otherwise noted.

Controlling What Happens to Messages That Cannot Be Delivered or NDRed

When the Voice Connector encounters a message that cannot be delivered and the sender information is incomplete or incorrect such that a nondelivery receipt (NDR) cannot be sent to the message sender, the Voice Connector saves the message to the Archive folder in the Voice Connector mailbox. The Archive folder is accessible only when using tools available from Microsoft. If you want more control over archived messages, you can add to the registry either the AliasToForwardBadMailsTo value or the DeleteArchiveFolderMessages value (but not both).

By adding the AliasToForwardBadMailsTo registry value and setting it to the SMTP address of a user or distribution list, when the Voice Connector encounters a problematic message, information about the message is sent to the specified address instead of being saved to the Archive folder. When a problematic Bridge or VPIM message is encountered, the informational message that the Voice Connector sends to the specified user (or distribution list) includes the MIME header of the problematic message as a text attachment. The MIME header contains the “To” and “From” addresses, which may help in troubleshooting the problem.

By adding the DeleteArchiveFolderMessages registry value and setting it to 1, the Voice Connector continues to save problematic messages to the Archive folder, but periodically, the Voice Connector automatically deletes the messages in the Archive folder.

Whenever a message is saved to the Archive folder or sent to the address specified in the AliasToForwardBadMailsTo registry value, an entry is made in the Voice Connector log file. (The information is logged when the Voice Connector properties are set to the default logging level or a higher logging level.) The Voice Connector logs are located on the Exchange server on which the Voice Connector is installed in the directory <ExchangeServerPath>\VoiceGateway\LogFiles. The files are named in the format GwIvc_<YyMmDd >.log, where Yy in the year, Mm is the month, and Dd is the day.

To add the registry values, do the following procedure.

To Control What Happens to Messages That Cannot Be Delivered or NDRed

Step 1 On the Exchange server on which the Voice Connector is installed, start Regedit.

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

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

Step 3 Expand the following key:
HKEY_LOCAL_MACHINE\SOFTWARE\Active Voice\AvIvc

Step 4 If you want information about the messages to be sent to a user or distribution list instead of being saved to the Archive folder, do the following substeps. Otherwise, skip to Step 5.

a. On the Edit menu, click **New > String Value**.

b. Enter **AliasToForwardBadMailsTo** as the value name.

c. Double-click **AliasToForwardBadMailsTo**.

d. In the Edit String dialog box, enter the SMTP address of the recipient (for example unityadministrator@company.com). This must be the SMTP address of a user, contact, or distribution list object in Exchange. An e-mail with the failed message and information about the message will be sent to this address.

e. Click **OK**.

f. Exit Regedit.

g. Skip to Step 6

Step 5 If you want messages that are saved in the Archive folder to be automatically deleted, do the following substeps:

a. On the Edit menu, click **New > DWORD Value**.

b. Enter **DeleteArchiveFolderMessages** as the value name.

c. Double-click **DeleteArchiveFolderMessages**.

d. In the Edit DWORD dialog box, enter **1**.

e. Click **OK**.

f. Exit Regedit.

Step 6 Open the Services MMC on the Exchange server on which the Voice Connector is installed. (On the Windows Start menu, click **Programs > Administrative Tools > Services**.)

Step 7 Restart the Voice Connector service:

Exchange 2003/2000	Right-click **Exchange 2000 Voice Connector (<Server name>)**, and click **Restart**.
Exchange 5.5	Right-click **Internet Voice Connector (<Server name>)**, and click **Restart**.

Step 8 Exit the Services MMC.

Cisco Unity 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/univercd/cc/td/doc/product/voice/c_unity/about/aboutdoc.htm.

Obtaining Documentation

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

Cisco.com

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

http://www.cisco.com/univercd/home/home.htm

You can access the Cisco website at this URL:

http://www.cisco.com

You can access international Cisco websites at this URL:

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

Documentation DVD

Cisco documentation and additional literature are available in a Documentation DVD package, which may have shipped with your product. The Documentation DVD is updated regularly and may be more current than printed documentation. The Documentation DVD package is available as a single unit.

Registered Cisco.com users (Cisco direct customers) can order a Cisco Documentation DVD (product number DOC-DOCDVD=) from the Ordering tool or Cisco Marketplace.

Cisco Ordering tool:

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

Cisco Marketplace:

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

Ordering Documentation

You can find instructions for ordering documentation at this URL:

http://www.cisco.com/univercd/cc/td/doc/es_inpck/pdi.htm

You can order Cisco documentation in these ways:

- Registered Cisco.com users (Cisco direct customers) can order Cisco product documentation from the Ordering tool:

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

- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco Systems Corporate Headquarters (California, USA) at 408 526-7208 or, elsewhere in North America, by calling 1 800 553-NETS (6387).

Documentation Feedback

You can send comments about technical documentation to bug-doc@cisco.com.

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

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

We appreciate your comments.

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 can perform these tasks:

- 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 and notices for Cisco products is available at this URL:

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

If you prefer to see advisories and notices as they are updated in real time, you can access a Product Security Incident Response Team Really Simple Syndication (PSIRT RSS) feed from 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 might have identified a vulnerability in a Cisco product, contact PSIRT:

- Emergencies—security-alert@cisco.com
- Nonemergencies—psirt@cisco.com

Tip We encourage you to use Pretty Good Privacy (PGP) or a compatible product to encrypt any sensitive information that you send to Cisco. PSIRT can work from encrypted information that is compatible with PGP versions 2.*x* through 8.*x*.

Never use a revoked or an expired encryption key. The correct public key to use in your correspondence with PSIRT is the one that has the most recent creation date in this public key server list:

http://pgp.mit.edu:11371/pks/lookup?search=psirt%40cisco.com&op=index&exact=on

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

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

Obtaining Technical Assistance

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

Cisco Technical Support Website

The Cisco Technical Support Website provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The website is available 24 hours a day, 365 days a year, at this URL:

http://www.cisco.com/techsupport

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

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

Note Use the Cisco Product Identification (CPI) tool to locate your product serial number before submitting a web or phone request for service. You can access the CPI tool from the Cisco Technical Support Website by clicking the **Tools & Resources** link under Documentation & Tools. Choose **Cisco Product Identification Tool** from the Alphabetical Index drop-down list, or click the **Cisco Product Identification Tool** link under Alerts & RMAs. The CPI tool offers three search options: by product ID or model name; by tree view; or for certain products, by copying and pasting **show** command output. Search results show an illustration of your product with the serial number label location highlighted. Locate the serial number label on your product and record the information before placing a service call.

Submitting a Service Request

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

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

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

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

Asia-Pacific: +61 2 8446 7411 (Australia: 1 800 805 227)
EMEA: +32 2 704 55 55
USA: 1 800 553-2447

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

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

Definitions of Service Request Severity

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

Severity 1 (S1)—Your network is “down,” or there is a critical impact to your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation.

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

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

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

Obtaining Additional Publications and Information

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

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

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

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

  http://www.ciscopress.com

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

  http://www.cisco.com/packet

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

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

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

  http://www.cisco.com/ipj

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

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