



# Release Notes for Cisco Unity Express 3.2.x

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**Last Updated: November 23, 2009**

## **Cisco Unity Express 3.2.x**

### **Text Part Number OL-17015-02**

These release notes support Cisco Unity Express 3.2.x up to and including Cisco Unity Express 3.2.3. These release notes are updated as needed.

We recommend that you read the field notices for this version to see if your software or hardware platforms are affected. If you have an account on Cisco.com, you can find field notices at [http://www.cisco.com/warp/customer/tech\\_tips/index/fn.html](http://www.cisco.com/warp/customer/tech_tips/index/fn.html). If you do not have a Cisco.com login account, you can find field notices at [http://www.cisco.com/warp/public/tech\\_tips/index/fn.html](http://www.cisco.com/warp/public/tech_tips/index/fn.html).

[Table 1](#) describes the history of this Cisco Unity Express version.

**Table 1** *Cisco Unity Express 3.2.x History*

<b>Cisco Unity Express Version</b>	<b>Released</b>
3.2.1	July 21, 2008
3.2.2	January 26, 2009
3.2.3	May 6, 2009
3.2.4	September 25, 2009



**Note**

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The user documentation for Cisco Unity Express refers to this version as 3.2. The 3.2.1 version is the first released version for Cisco Unity Express 3.2.

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## System Requirements

Hardware and software requirements for Cisco Unity Express 3.2.x are in the following sections:

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## Hardware Supported for Cisco Unity Express 3.2.x

Table 2 lists supported platforms and the minimum Cisco IOS release required to support Cisco Unity Express 3.2.x on the NME-CUE, NM-CUE-EC, NM-CUE, and AIM-CUE.

**Table 2** *Supported Platforms in Cisco Unity Express 3.2.x and Minimum Cisco IOS Release Required*

Cisco Platform	Cisco Unity Express Enhanced Network Module (NME-CUE)	Cisco Unity Express Network Module Extended Capacity (NM-CUE-EC)	Cisco Unity Express Network Module (NM-CUE)	Cisco Unity Express AIM-CUE <sup>1</sup>
Cisco 1861 <sup>2</sup>	Not Applicable	Not Applicable	Not Applicable	Not Applicable
Cisco 2801	—	—	—	12.3(8)T4
Cisco 2811 Cisco 2821 Cisco 2851	12.4(9)T	12.3(11)T5, 12.3(14)T1, 12.4(1)	12.3(8)T4	12.3(8)T4
Cisco 3825 Cisco 3845	12.4(9)T	12.3(11)T5, 12.3(14)T1, 12.4(1)	12.3(11)T	12.3(11)T

1. Only the 1 GB AIM module is supported in version 3.2.
2. The Cisco 1861 ships with 12.4(11)XW4 or 12.4(20)T pre-installed.

## Languages Supported for Cisco Unity Express 3.2.x

Cisco Unity Express 3.2.x supports different languages for the telephony user interface and the VoiceView Express user interface. The GUI pages, CLI commands, and the IMAP interface are only available in English.

Multiple languages can be installed on the system at one time. You can install up to five languages at one time on the NME-CUE, NM-CUE-EC, and the NM-CUE. You can install up to two languages on the 1-GB AIM-CUE.

Cisco Unity Express 3.2.x supports the following languages:

- Arabic
- Chinese (Mandarin)
- Danish
- Dutch
- English (United Kingdom)
- English (United States)
- French (Canada)
- French (Europe)
- German
- Italian
- Japanese
- Korean

- Portuguese (Brazil)
- Russian
- Spanish (Europe)
- Spanish (Latin America)
- Spanish (Mexico)
- Swedish
- Turkish

## Files Included in Cisco Unity Express 3.2

For the list of files included in Cisco Unity Express 3.2.x, see the [Cisco Unity Express 3.2 Installation and Upgrade Guide](#).

## Cisco Unity Express Software Licenses and Factory-Set Limits

Factory-set system limits are determined by the ordered license and are different for each network module type. See the following sections for the software licenses and factory-set limits supported for each network module type:

- [NME-CUE Software Licenses and System Limits, page 4](#)
- [NM-CUE-EC Software Licenses and System Limits, page 11](#)
- [NM-CUE Software Licenses and System Limits, page 17](#)
- [1-GB AIM-CUE Software Licenses and System Limits, page 22](#)

## NME-CUE Software Licenses and System Limits

To download Cisco Unity Express software licenses, you must have an account on Cisco.com. In Cisco.com, go to the [Software Center](#) for Cisco Unity Express at:

<http://www.cisco.com/cgi-bin/tablebuild.pl?topic=278535672>

In Cisco Unity Express 3.2.x, the NME-CUE supports up to 5 languages to be installed concurrently.

This section describes the software licenses and system limits for the NME-CUE:

- [Cisco Unity Express Licenses Supported on NME-CUE, Table 3 on page 5](#)
- [NME-CUE System Capacities for Mailboxes, Ports, Storage Hours and Historical Reporting Storage, Table 5 on page 7](#)
- [NME-CUE Maximum Number of Mailboxes, Users, Groups, Owners, and Members, Table 5 on page 7](#)
- [NME-CUE System Capacities for Scripts, Prompts, and Triggers, Table 6 on page 7](#)
- [NME-CUE System Capacities for IVR HTTP Triggers and Database Profiles, Table 7 on page 8](#)
- [NME-CUE Maximum Number of Documents and Applications, Table 8 on page 10](#)

[Table 3](#) lists the Cisco Unity Express 3.2.x licenses supported on the NME-CUE.

**Table 3** Cisco Unity Express Licenses Supported on NME-CUE

License Type	Supported Licenses
Cisco Unified Communications Manager	Voice Mail and Auto-Attendant: <ul style="list-style-type: none"> <li>• SCUE-LIC-12CCM-3.2.x — 12 mailboxes</li> <li>• SCUE-LIC-25CCM-3.2.x — 25 mailboxes</li> <li>• SCUE-LIC-50CCM-3.2.x — 50 mailboxes</li> <li>• SCUE-LIC-100CCM-3.2.x — 100 mailboxes</li> <li>• SCUE-LIC-150CCM-3.2.x — 150 mailboxes</li> <li>• SCUE-LIC-200CCM-3.2.x — 200 mailboxes</li> <li>• SCUE-LIC-250CCM-3.2.x — 250 mailboxes</li> </ul>
Cisco Unified Communications Manager Express	Voice-Mail and Auto-Attendant: <ul style="list-style-type: none"> <li>• SCUE-LIC-12CME-3.2.x — 12 mailboxes</li> <li>• SCUE-LIC-25CME-3.2.x — 25 mailboxes</li> <li>• SCUE-LIC-50CME-3.2.x — 50 mailboxes</li> <li>• SCUE-LIC-100CME-3.2.x — 100 mailboxes</li> <li>• SCUE-LIC-150CME-3.2.x — 150 mailboxes</li> <li>• SCUE-LIC-200CME-3.2.x — 200 mailboxes</li> <li>• SCUE-LIC-250CME-3.2.x — 250 mailboxes</li> </ul>
Voice-Mail Port Licenses <sup>1</sup>	<ul style="list-style-type: none"> <li>• SCUE-LIC-PORT-2 — 2 incremental port upgrade</li> <li>• SCUE-LIC-PORT-2= — 2 incremental port upgrade (spare)</li> </ul>
Interactive Voice Response (requires purchase of an additional license)	<ul style="list-style-type: none"> <li>• SCUE-IVR-S2-3.2.x — 2 IVR sessions</li> <li>• SCUE-IVR-S4-3.2.x — 4 IVR sessions</li> <li>• SCUE-IVR-S8-3.2.x — 8 IVR sessions</li> <li>• SCUE-IVR-S16-3.2.x — 16 IVR sessions</li> <li>• SCUE-IVR-S20-3.2.x — 20 IVR sessions</li> <li>• SCUE-IVRUPG-S2=<sup>2</sup> — 2 IVR session upgrade for 2-14 sessions</li> <li>• SCUE-IVRUPG-S2V<sup>3</sup> — 2 IVR session upgrade if running a license of 16 sessions or higher</li> </ul>

1. Voice-Mail port licenses are supported on the NME-CUE only.

2. This upgrade license adds 2 IVR sessions. See [Table 22 on page 23](#) for the maximum number of IVR sessions supported for each specific Cisco Unity Express mailbox license.

3. Supported on NME-CUE only.

**Note**

Depending on the Cisco Unity Express mailbox license installed, only selected Interactive Voice Response licenses can be installed. [Table 7 on page 8](#) shows the Interactive Voice Response licenses that are compatible with specific Cisco Unity Express mailbox licenses on the NME-CUE.

[Table 4 on page 6](#) lists the system capacities for mailboxes, ports, storage hours, and historical reporting storage for the NME-CUE.

**Table 4** *NME-CUE System Capacities for Mailboxes, Ports, Storage Hours and Historical Reporting Storage*

Cisco Unity Express License/Software SKU	Total Mailbox Storage (Hrs)	Default Mailbox Size (Sec) <sup>1</sup>	No. of Concurrent Voice Mail (VM), Auto-Attendant (AA) and Interactive Voice Response (IVR) Ports/Sessions <sup>2</sup>	No. of Attachments per E-mail	E-mail/Fax Max Queue Size	No. of Days of Historical Reporting Data Stored	No. of Historical Reporting Clients Supported
SCUE-LIC-12CCM SCUE-LIC-12CME	300	63529	24 — VM/AA only 24 — 2 VM/AA, 22 IVR	5	500	365	2
SCUE-LIC-25CCM SCUE-LIC-25CME	300	36000	24 — VM/AA only 24 — 2 VM/AA, 22 IVR	5	500	365	2
SCUE-LIC-50CCM SCUE-LIC-50CME	300	16115	24 — VM/AA only 24 — 4 VM/AA, 20 IVR	5	500	365	2
SCUE-LIC-100CCM SCUE-LIC-100CME	300	9000	24 — VM/AA only 24 — 6 VM/AA, 18 IVR	5	500	365	2
SCUE-LIC-150CCM SCUE-LIC-150CME	300	6171	24 — VM/AA only 24 — 10 VM/AA, 14 IVR	5	500	365	2
SCUE-LIC-200CCM SCUE-LIC-200CME	300	4800	24 — VM/AA only 24 — 10 VM/AA, 14 IVR	5	500	365	2
SCUE-LIC-250CCM SCUE-LIC-250CME	300	3297	24 — VM/AA only 24 — 12 VM/AA, 12 IVR	5	500	365	2

1. The default mailbox size calculation includes the allocation for the General Delivery Mailboxes (GDMs).
2. The first number shown is for systems running VM and AA only. The second set of numbers shown is for systems with the optional IVR license installed. On these systems, ports are dedicated to either VM/AA, or IVR. The number of VM/AA and IVR ports is fixed, and unused VM/AA ports cannot be used for IVR, and unused IVR ports cannot be used for VM/AA.

[Table 5 on page 7](#) lists the maximum number of mailboxes, users, groups, owners and members supported on the NME-CUE.

**Table 5** NME-CUE Maximum Number of Mailboxes, Users, Groups, Owners, and Members

Cisco Unity Express License/Software SKU	Default No. of Personal Mailboxes	Default No. of General Delivery Mailboxes	Total No. of Mailboxes	No. of Users	No. of Public Distribution Lists	No. of Groups	No. of Owners	No. of Members
SCUE-LIC-12CCM SCUE-LIC-12CME	12	5	17	24	25	20	400	880
SCUE-LIC-25CCM SCUE-LIC-25CME	25	10	35	50	25	20	400	1000
SCUE-LIC-50CCM SCUE-LIC-50CME	50	15	65	100	25	30	400	1000
SCUE-LIC-100CCM SCUE-LIC-100CME	100	20	120	200	25	40	400	1000
SCUE-LIC-150CCM SCUE-LIC-150CME	150	25	175	300	25	40	400	1000
SCUE-LIC-200CCM SCUE-LIC-200CME	200	25	225	300	25	40	400	1000
SCUE-LIC-250CCM SCUE-LIC-250CME	250	25	275	300	25	40	400	1000

Table 6 lists the system capacities for scripts, prompts, and triggers supported on the NME-CUE.

**Table 6** NME-CUE System Capacities for Scripts, Prompts, and Triggers

Cisco Unity Express License/Software SKU	No. of Custom Scripts	Custom Prompt Capacity per Installed Language <sup>1</sup>	No. of VoiceXML Web Apps	No. of Triggers	No. of Custom HTTP Triggers
SCUE-LIC-12CCM SCUE-LIC-12CME	8	250 minutes	8	8 SIP 8 JTAPI	8
SCUE-LIC-25CCM SCUE-LIC-25CME	8	250 minutes	8	8 SIP 8 JTAPI	8
SCUE-LIC-50CCM SCUE-LIC-50CME	8	250 minutes	8	8 SIP 8 JTAPI	8
SCUE-LIC-100CCM SCUE-LIC-100CME	8	250 minutes	8	8 SIP 8 JTAPI	8
SCUE-LIC-150CCM SCUE-LIC-150CME	8	250 minutes	8	8 SIP 8 JTAPI	8
SCUE-LIC-200CCM SCUE-LIC-200CME	8	250 minutes	8	8 SIP 8 JTAPI	8
SCUE-LIC-250CCM SCUE-LIC-250CME	8	250 minutes	8	8 SIP 8 JTAPI	8

1. In versions before Cisco Unity Express 3.0, the number of custom prompts supported was a fixed number based on the type of hardware. Beginning with Cisco Unity Express 3.0, any number of custom prompts is supported for up to 250 minutes per installed language.

Table 7 shows the NME-CUE system capacities for IVR HTTP Triggers and Database profiles, and the optional IVR license software SKUs that are compatible with the Cisco Unity Express license software SKUs. The compatibility is enforced when installing the IVR licenses. If you attempt to install an IVR license that supports more IVR sessions than the Cisco Unity Express license allows, then the IVR installation will be unsuccessful. These combinations of software licenses are marked “Installation Not Supported.”

Depending on the maximum number of IVR sessions supported for the Cisco Unity Express mailbox license, the license upgrade supporting 2 additional IVR sessions may be installed.

**Table 7** NME-CUE System Capacities for IVR HTTP Triggers and Database Profiles

Cisco Unity Express License/Software SKU	IVR License Software/SKU	Max Sessions of HTTP Triggers <sup>1</sup>	No. of Database Profiles	No. of Database Connections/ Profile <sup>2</sup>
SCUE-LIC-12CCM SCUE-LIC-12CME	SCUE-IVR-S2	2	8	4
SCUE-LIC-12CCM SCUE-LIC-12CME	SCUE-IVR-S4	4	8	8
SCUE-LIC-12CCM SCUE-LIC-12CME	SCUE-IVR-S8	8	8	16
SCUE-LIC-12CCM SCUE-LIC-12CME	SCUE-IVR-S16	16	8	32
SCUE-LIC-12CCM SCUE-LIC-12CME	SCUE-IVR-S20	20	8	40
SCUE-LIC-25CCM SCUE-LIC-25CME	SCUE-IVR-S2	2	8	4
SCUE-LIC-25CCM SCUE-LIC-25CME	SCUE-IVR-S4	4	8	8
SCUE-LIC-25CCM SCUE-LIC-25CME	SCUE-IVR-8	8	8	16
SCUE-LIC-25CCM SCUE-LIC-25CME	SCUE-IVR-S16	16	8	32
SCUE-LIC-25CCM SCUE-LIC-25CME	SCUE-IVR-S20	20	8	40
SCUE-LIC-50CCM SCUE-LIC-50CME	SCUE-IVR-S2	2	8	4
SCUE-LIC-50CCM SCUE-LIC-50CME	SCUE-IVR-S4	4	8	8
SCUE-LIC-50CCM SCUE-LIC-50CME	SCUE-IVR-S8	8	8	16
SCUE-LIC-50CCM SCUE-LIC-50CME	SCUE-IVR-S16	16	8	32
SCUE-LIC-50CCM SCUE-LIC-50CME	SCUE-IVR-S20	20	8	40

**Table 7** NME-CUE System Capacities for IVR HTTP Triggers and Database Profiles (continued)

<b>Cisco Unity Express License/Software SKU</b>	<b>IVR License Software/SKU</b>	<b>Max Sessions of HTTP Triggers<sup>1</sup></b>	<b>No. of Database Profiles</b>	<b>No. of Database Connections/Profile<sup>2</sup></b>
SCUE-LIC-100CCM SCUE-LIC-100CME	SCUE-IVR-S2	2	8	4
SCUE-LIC-100CCM SCUE-LIC-100CME	SCUE-IVR-S4	4	8	8
SCUE-LIC-100CCM SCUE-LIC-100CME	SCUE-IVR-S8	8	8	16
SCUE-LIC-100CCM SCUE-LIC-100CME	SCUE-IVR-S16	16	8	32
SCUE-LIC-100CCM SCUE-LIC-100CME	SCUE-IVR-S20	Installation Not Supported		
SCUE-LIC-150CCM SCUE-LIC-150CME	SCUE-IVR-S2	2	8	4
SCUE-LIC-150CCM SCUE-LIC-150CME	SCUE-IVR-S4	4	8	8
SCUE-LIC-150CCM SCUE-LIC-150CME	SCUE-IVR-S8	8	8	16
SCUE-LIC-150CCM SCUE-LIC-150CME	SCUE-IVR-S16	Installation Not Supported		
SCUE-LIC-150CCM SCUE-LIC-150CME	SCUE-IVR-S20	Installation Not Supported		
SCUE-LIC-200CCM SCUE-LIC-200CME	SCUE-IVR-S2	2	8	4
SCUE-LIC-200CCM SCUE-LIC-200CME	SCUE-IVR-S4	4	8	8
SCUE-LIC-200CCM SCUE-LIC-200CME	SCUE-IVR-S8	8	8	16
SCUE-LIC-200CCM SCUE-LIC-200CME	SCUE-IVR-S16	Installation Not Supported		
SCUE-LIC-200CCM SCUE-LIC-200CME	SCUE-IVR-S20	Installation Not Supported		
SCUE-LIC-250CCM SCUE-LIC-250CME	SCUE-IVR-S2	2	8	4
SCUE-LIC-250CCM SCUE-LIC-250CME	SCUE-IVR-S4	4	8	8
SCUE-LIC-250CCM SCUE-LIC-250CME	SCUE-IVR-S8	8	8	16

**Table 7** NME-CUE System Capacities for IVR HTTP Triggers and Database Profiles (continued)

Cisco Unity Express License/Software SKU	IVR License Software/SKU	Max Sessions of HTTP Triggers <sup>1</sup>	No. of Database Profiles	No. of Database Connections/ Profile <sup>2</sup>
SCUE-LIC-250CCM SCUE-LIC-250CME	SCUE-IVR-S16	Installation Not Supported		
SCUE-LIC-250CCM SCUE-LIC-250CME	SCUE-IVR-S20	Installation Not Supported		

1. The maximum number of sessions of HTTP triggers is determined by the IVR license installed. For example, if a 6 session IVR license is installed, then the maximum number of HTTP trigger sessions is 6. If the number of IVR sessions is upgraded, then the number of HTTP trigger sessions supported will increase by the same amount. For the maximum number of IVR sessions supported on each license, see the No. of Concurrent Voice Mail, Auto-Attendant, and Interactive Voice Response Ports/Sessions column in [Table 4 on page 6](#).
2. The maximum number of database connections per profile is twice the number of sessions supported in the IVR license installed. For example, if a 6 session IVR license is installed, then the maximum number of database connections per profile supported is 12. If the number of IVR sessions is upgraded, then the number of database connections per profile supported will increase.

[Table 8](#) shows the maximum number of documents and applications supported on the NME-CUE.

**Table 8** NME-CUE Maximum Number of Documents and Applications

Cisco Unity Express License/Software SKU	Max Size Template Docs	Max Size Tiff Docs	Max Size Generic Docs	No. of Template Documents (Per Installed Language)	No. of Tiff Documents (Per Installed Language)	No. of Generic Documents (Per Installed Language)	No. of Custom AA Apps	No. of Custom IVR Apps
SCUE-LIC-12CCM SCUE-LIC-12CME	8 KB	512 KB	512 KB	50	25	25	4	8
SCUE-LIC-25CCM SCUE-LIC-25CME	8 KB	512 KB	512 KB	50	25	25	4	8
SCUE-LIC-50CCM SCUE-LIC-50CME	8 KB	512 KB	512 KB	50	25	25	4	8
SCUE-LIC-100CCM SCUE-LIC-100CME	8 KB	512 KB	512 KB	50	25	25	4	8
SCUE-LIC-150CCM SCUE-LIC-150CME	8 KB	512 KB	512 KB	50	25	25	4	8
SCUE-LIC-200CCM SCUE-LIC-200CME	8 KB	512 KB	512 KB	50	25	25	4	8
SCUE-LIC-250CCM SCUE-LIC-250CME	8 KB	512 KB	512 KB	50	25	25	4	8

## NM-CUE-EC Software Licenses and System Limits

To download Cisco Unity Express software licenses, you must have an account on Cisco.com. In Cisco.com, go to the [Software Center](#) for Cisco Unity Express at:

<http://www.cisco.com/cgi-bin/tablebuild.pl?topic=278535672>

In Cisco Unity Express 3.2, the NM-CUE-EC supports up to 5 languages to be installed concurrently.

This section describes system limits for the NM-CUE-EC:

- [Cisco Unity Express Licenses Supported on NM-CUE-EC, Table 9 on page 11](#)
- [NM-CUE-EC System Capacities for Mailboxes, Ports, Storage Hours, and Historical Reporting Storage, Table 10 on page 12](#)
- [NM-CUE-EC Maximum Number of Mailboxes, Users, Groups, Owners, and Members, Table 11 on page 13](#)
- [NM-CUE-EC System Capacities for Scripts, Prompts and Triggers, Table 12 on page 14](#)
- [NM-CUE-EC System Capacities for IVR HTTP Triggers and Database Profiles, Table 13 on page 15](#)
- [NM-CUE-EC Maximum Number of Documents and Applications, Table 14 on page 17](#)

[Table 9](#) lists the Cisco Unity Express 3.2.x licenses supported on the NM-CUE-EC.

**Table 9** *Cisco Unity Express Licenses Supported on NM-CUE-EC*

License Type	Supported Licenses
Cisco Unified Communications Manager	Voice-Mail and Auto-Attendant: <ul style="list-style-type: none"> <li>• SCUE-LIC-12CCM-3.2.x — 12 mailboxes</li> <li>• SCUE-LIC-25CCM-3.2.x — 25 mailboxes</li> <li>• SCUE-LIC-50CCM-3.2.x — 50 mailboxes</li> <li>• SCUE-LIC-100CCM-3.2.x — 100 mailboxes</li> <li>• SCUE-LIC-150CCM-3.2.x — 150 mailboxes</li> <li>• SCUE-LIC-200CCM-3.2.x — 200 mailboxes</li> <li>• SCUE-LIC-250CCM-3.2.x — 250 mailboxes</li> </ul>

**Table 9 Cisco Unity Express Licenses Supported on NM-CUE-EC**

License Type	Supported Licenses
Cisco Unified Communications Manager Express	Voice-Mail and Auto-Attendant: <ul style="list-style-type: none"> <li>• SCUE-LIC-12CME-3.2.x — 12 mailboxes</li> <li>• SCUE-LIC-25CME-3.2.x — 25 mailboxes</li> <li>• SCUE-LIC-50CME-3.2.x — 50 mailboxes</li> <li>• SCUE-LIC-100CME-3.2.x — 100 mailboxes</li> <li>• SCUE-LIC-150CME-3.2.x — 150 mailboxes</li> <li>• SCUE-LIC-200CME-3.2.x — 200 mailboxes</li> <li>• SCUE-LIC-250CME-3.2.x — 250 mailboxes</li> </ul>
Interactive Voice Response (requires purchase of an additional license)	<ul style="list-style-type: none"> <li>• SCUE-IVR-S2-3.2.x — 2 IVR sessions</li> <li>• SCUE-IVR-S4-3.2.x — 4 IVR sessions</li> <li>• SCUE-IVR-S8-3.2.x — 8 IVR sessions</li> <li>• SCUE-IVRUPG-S2=<sup>1</sup> — 2 IVR session upgrade</li> </ul>

1. This upgrade license adds 2 IVR sessions. See [Table 22 on page 23](#) for the maximum number of IVR sessions supported for each specific Cisco Unity Express mailbox license.

**Note**

Depending on the Cisco Unity Express mailbox license installed, only selected Interactive Voice Response licenses can be installed. [Table 13 on page 15](#) shows the Interactive Voice Response licenses that are compatible with specific Cisco Unity Express mailbox licenses on the NM-CUE-EC.

[Table 10](#) lists the system capacities for mailboxes, ports, storage hours, and historical reporting storage for the NM-CUE-EC.

**Table 10 NM-CUE-EC System Capacities for Mailboxes, Ports, Storage Hours, and Historical Reporting Storage**

Cisco Unity Express License/Software SKU	Total Mailbox Storage (Hrs)	Default Mailbox Size (Sec) <sup>1</sup>	No. of Concurrent Voice Mail (VM), Auto-Attendant (AA), and Interactive Voice Response (IVR) Ports/Sessions <sup>2</sup>	No. of Attachments per E-mail	E-mail/Fax Max Queue Size	No. of Days of Historical Reporting Data Stored	No. of Historical Reporting Clients Supported
SCUE-LIC-12CCM SCUE-LIC-12CME	300	63529	16 — VM/AA only 16 — 2 VM/AA, 14 IVR	5	500	365	2
SCUE-LIC-25CCM SCUE-LIC-25CME	300	36000	16 — VM/AA only 16 — 2 VM/AA, 14 IVR	5	500	365	2

**Table 10** *NM-CUE-EC System Capacities for Mailboxes, Ports, Storage Hours, and Historical Reporting Storage*

<b>Cisco Unity Express License/Software SKU</b>	<b>Total Mailbox Storage (Hrs)</b>	<b>Default Mailbox Size (Sec)<sup>1</sup></b>	<b>No. of Concurrent Voice Mail (VM), Auto-Attendant (AA), and Interactive Voice Response (IVR) Ports/Sessions<sup>2</sup></b>	<b>No. of Attachments per E-mail</b>	<b>E-mail/Fax Max Queue Size</b>	<b>No. of Days of Historical Reporting Data Stored</b>	<b>No. of Historical Reporting Clients Supported</b>
SCUE-LIC-50CCM SCUE-LIC-50CME	300	16115	16 — VM/AA only 16 — 4 VM/AA, 12 IVR	5	500	365	2
SCUE-LIC-100CCM SCUE-LIC-100CME	300	9600	16 — VM/AA only 16 — 6 VM/AA, 10 IVR	5	500	365	2
SCUE-LIC-150CCM SCUE-LIC-150CME	300	6171	16 — VM/AA only 16 — 10 VM/AA, 6 IVR	5	500	365	2
SCUE-LIC-200CCM SCUE-LIC-200CME	300	4800	16 — VM/AA only 16 — 10 VM/AA, 6 IVR	5	500	365	2
SCUE-LIC-250CCM SCUE-LIC-250CME	300	3297	16 — VM/AA only 16 — 12 VM/AA, 4 IVR	5	500	365	2

1. The default mailbox size calculation includes the allocation for the General Delivery Mailboxes (GDMs).
2. The first number shown is for systems running VM and AA only. The second set of numbers shown is for systems with the optional IVR license installed. On these systems, ports are dedicated to either VM/AA, or IVR. The number of VM/AA and IVR ports is fixed, and unused VM/AA ports cannot be used for IVR, and unused IVR ports cannot be used for VM/AA.

[Table 11 on page 13](#) lists the maximum number of mailboxes, users, groups, owners, and members supported on the NM-CUE-EC.

**Table 11** *NM-CUE-EC Maximum Number of Mailboxes, Users, Groups, Owners, and Members*

<b>Cisco Unity Express License/Software SKU</b>	<b>Default No. of Personal Mailboxes</b>	<b>Default No. of General Delivery Mailboxes</b>	<b>Total No. of Mailboxes</b>	<b>No. of Users</b>	<b>No. of Public Distribution Lists</b>	<b>No. of Groups</b>	<b>No. of Owners</b>	<b>No. of Members</b>
SCUE-LIC-12CCM SCUE-LIC-12CME	12	5	17	24	25	20	400	880
SCUE-LIC-25CCM SCUE-LIC-25CME	25	10	35	50	25	20	400	1000
SCUE-LIC-50CCM SCUE-LIC-50CME	50	15	65	100	25	30	400	1000
SCUE-LIC-100CCM SCUE-LIC-100CME	100	20	120	200	25	40	400	1000

**Table 11** *NM-CUE-EC Maximum Number of Mailboxes, Users, Groups, Owners, and Members (continued)*

Cisco Unity Express License/Software SKU	Default No. of Personal Mailboxes	Default No. of General Delivery Mailboxes	Total No. of Mailboxes	No. of Users	No. of Public Distribution Lists	No. of Groups	No. of Owners	No. of Members
SCUE-LIC-150CCM SCUE-LIC-150CME	150	25	175	300	25	40	400	1000
SCUE-LIC-200CCM SCUE-LIC-200CME	200	25	225	300	25	40	400	1000
SCUE-LIC-250CCM SCUE-LIC-250CME	250	25	275	300	25	40	400	1000

Table 12 lists the system capacities for scripts, prompts, and triggers supported on the NM-CUE-EC.

**Table 12** *NM-CUE-EC System Capacities for Scripts, Prompts and Triggers*

Cisco Unity Express License/Software SKU	No. of Custom Scripts	Custom Prompt Capacity per Installed Language <sup>1</sup>	No. of VoiceXML Web Apps	No. of Triggers	No. of Custom HTTP Triggers
SCUE-LIC-12CCM SCUE-LIC-12CME	8	250 minutes	4	8 SIP 8 JTAPI	4
SCUE-LIC-25CCM SCUE-LIC-25CME	8	250 minutes	4	8 SIP 8 JTAPI	4
SCUE-LIC-50CCM SCUE-LIC-50CME	8	250 minutes	4	8 SIP 8 JTAPI	4
SCUE-LIC-100CCM SCUE-LIC-100CME	8	250 minutes	4	8 SIP 8 JTAPI	4
SCUE-LIC-150CCM SCUE-LIC-150CME	8	250 minutes	4	8 SIP 8 JTAPI	4
SCUE-LIC-200CCM SCUE-LIC-200CME	8	250 minutes	4	8 SIP 8 JTAPI	4
SCUE-LIC-250CCM SCUE-LIC-250CME	8	250 minutes	4	8 SIP 8 JTAPI	4

1. In versions before Cisco Unity Express 3.0, the number of custom prompts supported was a fixed number based on the type of hardware. Beginning with Cisco Unity Express 3.0, any number of custom prompts is supported for up to 250 minutes per installed language.

Table 13 shows the NM-CUE-EC system capacities for IVR HTTP Triggers and Database profiles, and the optional IVR license software SKUs that are compatible with the Cisco Unity Express license software SKUs. The compatibility is enforced when installing the IVR licenses. If you attempt to install an IVR license that supports more IVR sessions than the Cisco Unity Express license allows, then the IVR installation will be unsuccessful. These combinations of software licenses are marked “Installation Not Supported.”

Depending on the maximum number of IVR sessions supported for the Cisco Unity Express mailbox license, the license upgrade supporting 2 additional IVR sessions may be installed.

**Table 13** *NM-CUE-EC System Capacities for IVR HTTP Triggers and Database Profiles*

<b>Cisco Unity Express License/Software SKU</b>	<b>IVR License Software/SKU</b>	<b>Max Sessions of HTTP Triggers<sup>1</sup></b>	<b>No. of Database Profiles</b>	<b>No. of Database Connections/ Profile<sup>2</sup></b>
SCUE-LIC-12CCM SCUE-LIC-12CME	SCUE-IVR-S2	2	8	4
SCUE-LIC-12CCM SCUE-LIC-12CME	SCUE-IVR-S4	4	8	8
SCUE-LIC-12CCM SCUE-LIC-12CME	SCUE-IVR-S8	8	8	16
SCUE-LIC-12CCM SCUE-LIC-12CME	SCUE-IVR-S16	16	8	32
SCUE-LIC-12CCM SCUE-LIC-12CME	SCUE-IVR-S20	20	8	40
SCUE-LIC-25CCM SCUE-LIC-25CME	SCUE-IVR-S2	2	8	4
SCUE-LIC-25CCM SCUE-LIC-25CME	SCUE-IVR-S4	4	8	8
SCUE-LIC-25CCM SCUE-LIC-25CME	SCUE-IVR-8	8	8	16
SCUE-LIC-25CCM SCUE-LIC-25CME	SCUE-IVR-S16	16	8	32
SCUE-LIC-25CCM SCUE-LIC-25CME	SCUE-IVR-S20	20	8	40
SCUE-LIC-50CCM SCUE-LIC-50CME	SCUE-IVR-S2	2	8	4
SCUE-LIC-50CCM SCUE-LIC-50CME	SCUE-IVR-S4	4	8	8
SCUE-LIC-50CCM SCUE-LIC-50CME	SCUE-IVR-S8	8	8	16
SCUE-LIC-50CCM SCUE-LIC-50CME	SCUE-IVR-S16	Installation Not Supported		
SCUE-LIC-50CCM SCUE-LIC-50CME	SCUE-IVR-S20	Installation Not Supported		
SCUE-LIC-100CCM SCUE-LIC-100CME	SCUE-IVR-S2	Installation Not Supported		
SCUE-LIC-100CCM SCUE-LIC-100CME	SCUE-IVR-S4	4	8	8
SCUE-LIC-100CCM SCUE-LIC-100CME	SCUE-IVR-S8	8	8	16
SCUE-LIC-100CCM SCUE-LIC-100CME	SCUE-IVR-S16	Installation Not Supported		

**Table 13** *NM-CUE-EC System Capacities for IVR HTTP Triggers and Database Profiles (continued)*

<b>Cisco Unity Express License/Software SKU</b>	<b>IVR License Software/SKU</b>	<b>Max Sessions of HTTP Triggers<sup>1</sup></b>	<b>No. of Database Profiles</b>	<b>No. of Database Connections/ Profile<sup>2</sup></b>
SCUE-LIC-100CCM SCUE-LIC-100CME	SCUE-IVR-S20	Installation Not Supported		
SCUE-LIC-150CCM SCUE-LIC-150CME	SCUE-IVR-S2	2	8	4
SCUE-LIC-150CCM SCUE-LIC-150CME	SCUE-IVR-S4	4	8	8
SCUE-LIC-150CCM SCUE-LIC-150CME	SCUE-IVR-S8	8	8	16
SCUE-LIC-150CCM SCUE-LIC-150CME	SCUE-IVR-S16	Installation Not Supported		
SCUE-LIC-150CCM SCUE-LIC-150CME	SCUE-IVR-S20	Installation Not Supported		
SCUE-LIC-200CCM SCUE-LIC-200CME	SCUE-IVR-S2	2	8	4
SCUE-LIC-200CCM SCUE-LIC-200CME	SCUE-IVR-S4	4	8	8
SCUE-LIC-200CCM SCUE-LIC-200CME	SCUE-IVR-S8	Installation Not Supported		
SCUE-LIC-200CCM SCUE-LIC-200CME	SCUE-IVR-S16	Installation Not Supported		
SCUE-LIC-200CCM SCUE-LIC-200CME	SCUE-IVR-S20	Installation Not Supported		
SCUE-LIC-250CCM SCUE-LIC-250CME	SCUE-IVR-S2	2	8	4
SCUE-LIC-250CCM SCUE-LIC-250CME	SCUE-IVR-S4	4	8	8
SCUE-LIC-250CCM SCUE-LIC-250CME	SCUE-IVR-S8	Installation Not Supported		
SCUE-LIC-250CCM SCUE-LIC-250CME	SCUE-IVR-S16	Installation Not Supported		
SCUE-LIC-250CCM SCUE-LIC-250CME	SCUE-IVR-S20	Installation Not Supported		

1. The maximum number of sessions of HTTP triggers is determined by the IVR license installed. For example, if a 6 session IVR license is installed, then the maximum number of HTTP trigger sessions is 6. If the number of IVR sessions is upgraded, then the number of HTTP trigger sessions supported will increase by the same amount. For the maximum number of IVR sessions supported on each license, see the No. of Concurrent Voice Mail, Auto-Attendant, and Interactive Voice Response Ports/Sessions column in [Table 10 on page 12](#).
2. The maximum number of database connections per profile is twice the number of sessions supported in the IVR license installed. For example, if a 6 session IVR license is installed, then the maximum number of database connections per profile supported is 12. If the number of IVR sessions is upgraded, then the number of database connections per profile supported increases.

Table 14 shows the maximum number of documents and applications supported on the NM-CUE-EC.

**Table 14** *NM-CUE-EC Maximum Number of Documents and Applications*

Cisco Unity Express License/Software SKU	Max Size Template Docs	Max Size Tiff Docs	Max Size Generic Docs	No. of Template Documents (Per Installed Language)	No. of Tiff Documents (Per Installed Language)	No. of Generic Documents (Per Installed Language)	No. of Custom AA Apps	No. of Custom IVR Apps
SCUE-LIC-12CCM SCUE-LIC-12CME	8 KB	512 KB	512 KB	50	25	25	4	8
SCUE-LIC-25CCM SCUE-LIC-25CME	8 KB	512 KB	512 KB	50	25	25	4	8
SCUE-LIC-50CCM SCUE-LIC-50CME	8 KB	512 KB	512 KB	50	25	25	4	8
SCUE-LIC-100CCM SCUE-LIC-100CME	8 KB	512 KB	512 KB	50	25	25	4	8
SCUE-LIC-150CCM SCUE-LIC-150CME	8 KB	512 KB	512 KB	50	25	25	4	8
SCUE-LIC-200CCM SCUE-LIC-200CME	8 KB	512 KB	512 KB	50	25	25	4	8
SCUE-LIC-250CCM SCUE-LIC-250CME	8 KB	512 KB	512 KB	50	25	25	4	8

## NM-CUE Software Licenses and System Limits

This section describes system limits for the NM-CUE:

- [Cisco Unity Express Licenses Supported on NM-CUE](#), Table 15 on page 18
- [NM-CUE System Capacities for Mailboxes, Ports, Storage Hours, and Historical Reporting Storage](#), Table 16 on page 19
- [NM-CUE Maximum Number of Mailboxes, Users, Groups, Owners, and Members](#), Table 17 on page 19
- [NM-CUE System Capacities for Scripts, Prompts, and Triggers](#), Table 18 on page 20
- [NM-CUE System Capacities for IVR HTTP Triggers and Database Profiles](#), Table 19 on page 20
- [NM-CUE Maximum Number of Documents and Applications](#), Table 20 on page 22

In Cisco Unity Express 3.2, the NM-CUE supports up to 5 languages to be installed concurrently.

To download Cisco Unity Express software licenses, you must have an account on Cisco.com. In Cisco.com, go to the [Software Center](#) for Cisco Unity Express at:

<http://www.cisco.com/cgi-bin/tablebuild.pl?topic=278535672>

**Table 15** Cisco Unity Express Licenses Supported on NM-CUE

License Type	Supported Licenses
Cisco Unified Communications Manager	Voice-Mail and Auto-Attendant: <ul style="list-style-type: none"> <li>• SCUE-LIC-12CCM-3.2.x — 12 mailboxes</li> <li>• SCUE-LIC-25CCM-3.2.x — 25 mailboxes</li> <li>• SCUE-LIC-50CCM-3.2.x — 50 mailboxes</li> <li>• SCUE-LIC-100CCM-3.2.x — 100 mailboxes</li> <li>• SCUE-LIC-150CCM-3.2.x — 150 mailboxes</li> <li>• SCUE-LIC-200CCM-3.2.x — 200 mailboxes</li> <li>• SCUE-LIC-250CCM-3.2.x — 250 mailboxes</li> </ul>
Cisco Unified Communications Manager Express	Voice-Mail and Auto-Attendant: <ul style="list-style-type: none"> <li>• SCUE-LIC-12CME-3.2.x — 12 mailboxes</li> <li>• SCUE-LIC-25CME-3.2.x — 25 mailboxes</li> <li>• SCUE-LIC-50CME-3.2.x — 50 mailboxes</li> <li>• SCUE-LIC-100CME-3.2.x — 100 mailboxes</li> <li>• SCUE-LIC-150CME-3.2.x — 150 mailboxes</li> <li>• SCUE-LIC-200CME-3.2.x — 200 mailboxes</li> <li>• SCUE-LIC-250CME-3.2.x — 250 mailboxes</li> </ul>
Interactive Voice Response (requires purchase of an additional license)	<ul style="list-style-type: none"> <li>• SCUE-IVR-S2-3.2.x — 2 IVR sessions</li> <li>• SCUE-IVR-S4-3.2.x — 4 IVR sessions</li> <li>• SCUE-IVRUPG-S2=<sup>1</sup> — 2 IVR session upgrade</li> </ul>

1. This upgrade license adds 2 IVR sessions. See [Table 22 on page 23](#) for the maximum number of IVR sessions supported for each specific Cisco Unity Express mailbox license.

**Note**

Depending on the Cisco Unity Express mailbox license installed, only selected Interactive Voice Response licenses can be installed. [Table 19 on page 20](#) shows the Interactive Voice Response licenses that are compatible with specific Cisco Unity Express mailbox licenses on the NM-CUE.

[Table 16 on page 19](#) lists the system capacities for mailboxes, ports, storage hours, and historical reporting storage for the NM-CUE.

**Table 16** *NM-CUE System Capacities for Mailboxes, Ports, Storage Hours, and Historical Reporting Storage*

Cisco Unity Express License/Software SKU	Total Mailbox Storage (Hrs)	Default Mailbox Size (Sec) <sup>1</sup>	No. of Concurrent Voice-Mail (VM), Auto-Attendant (AA), and Interactive Voice Response (IVR) Ports/Sessions <sup>2</sup>	No. of Attachments per E-mail	E-mail/Fax Max Queue Size	No. of Days of Historical Reporting Data Stored	No. of Historical Reporting Clients Supported
SCUE-LIC-12CCM SCUE-LIC-12CME	100	21120	8 — VM/AA only 8 — 2 VM/AA, 6 IVR	5	500	365	2
SCUE-LIC-25CCM SCUE-LIC-25CME	100	10260	8 — VM/AA only 8 — 2 VM/AA, 6 IVR	5	500	365	2
SCUE-LIC-50CCM SCUE-LIC-50CME	100	5520	8 — VM/AA only 8 — 4 VM/AA, 4 IVR	5	500	365	2
SCUE-LIC-100CCM SCUE-LIC-100CME	100	3000	8 — VM/AA only 8 — 6 VM/AA, 2 IVR	5	500	365	2

1. The default mailbox size calculation includes the allocation for the General Delivery Mailboxes (GDMs).
2. The first number shown is for systems running VM and AA only. The second set of numbers shown is for systems with the optional IVR license installed. On these systems, ports are dedicated to either VM/AA, or IVR. The number of VM/AA and IVR ports is fixed, and unused VM/AA ports cannot be used for IVR, and unused IVR ports cannot be used for VM/AA.

Table 17 lists the maximum number of mailboxes, users, groups, owners, and members supported on the NM-CUE.

**Table 17** *NM-CUE Maximum Number of Mailboxes, Users, Groups, Owners, and Members*

Cisco Unity Express License/Software SKU	Default No. of Personal Mailboxes	Default No. of General Delivery Mailboxes	Total No. of Mailboxes	No. of Users	No. of Public Distribution Lists	No. of Groups	No. of Owners	No. of Members
SCUE-LIC-12CCM SCUE-LIC-12CME	12	5	17	24	15	20	400	880
SCUE-LIC-25CCM SCUE-LIC-25CME	25	10	35	50	15	20	400	1000
SCUE-LIC-50CCM SCUE-LIC-50CME	50	15	65	100	15	30	400	1000
SCUE-LIC-100CCM SCUE-LIC-100CME	100	20	120	200	15	40	400	1000

Table 18 lists the system capacities for scripts, prompts, and triggers supported on the NM-CUE.

**Table 18** *NM-CUE System Capacities for Scripts, Prompts, and Triggers*

Cisco Unity Express License/Software SKU	No. of Custom Scripts	Custom Prompt Capacity per Installed Language <sup>1</sup>	No. of VoiceXML Web Apps	No. of Triggers	No. of Custom HTTP Triggers
SCUE-LIC-12CCM SCUE-LIC-12CME	8	250 minutes	4	8 SIP 8 JTAPI	4
SCUE-LIC-25CCM SCUE-LIC-25CME	8	250 minutes	4	8 SIP 8 JTAPI	4
SCUE-LIC-50CCM SCUE-LIC-50CME	8	250 minutes	4	8 SIP 8 JTAPI	4
SCUE-LIC-100CCM SCUE-LIC-100CME	8	250 minutes	4	8 SIP 8 JTAPI	4

1. In versions before Cisco Unity Express 3.0, the number of custom prompts supported was a fixed number based on the type of hardware. Beginning with Cisco Unity Express 3.0, any number of custom prompts is supported for up to 250 minutes per installed language.

Table 19 shows the NM-CUE system capacities for IVR HTTP Triggers and Database profiles, and the optional IVR license software SKUs that are compatible with the Cisco Unity Express license software SKUs. The compatibility is enforced when installing the IVR licenses. If you attempt to install an IVR license that supports more IVR sessions than the Cisco Unity Express license allows, then the IVR installation will be unsuccessful. These combinations of software licenses are marked “Installation Not Supported.”

Depending on the maximum number of IVR sessions supported for the Cisco Unity Express mailbox license, the license upgrade supporting 2 additional IVR sessions may be installed.

**Table 19** *NM-CUE System Capacities for IVR HTTP Triggers and Database Profiles*

Cisco Unity Express License/Software SKU	IVR License Software/SKU	Max Sessions of HTTP Triggers <sup>1</sup>	No. of Database Profiles	No. of Database Connections/Profile <sup>2</sup>
SCUE-LIC-12CCM SCUE-LIC-12CME	SCUE-IVR-S2	2	8	4
SCUE-LIC-12CCM SCUE-LIC-12CME	SCUE-IVR-S4	4	8	8
SCUE-LIC-12CCM SCUE-LIC-12CME	SCUE-IVR-S8	Installation Not Supported		
SCUE-LIC-12CCM SCUE-LIC-12CME	SCUE-IVR-S16	Installation Not Supported		
SCUE-LIC-12CCM SCUE-LIC-12CME	SCUE-IVR-S20	Installation Not Supported		
SCUE-LIC-25CCM SCUE-LIC-25CME	SCUE-IVR-S2	2	8	4
SCUE-LIC-25CCM SCUE-LIC-25CME	SCUE-IVR-S4	4	8	8

**Table 19** *NM-CUE System Capacities for IVR HTTP Triggers and Database Profiles (continued)*

<b>Cisco Unity Express License/Software SKU</b>	<b>IVR License Software/SKU</b>	<b>Max Sessions of HTTP Triggers<sup>1</sup></b>	<b>No. of Database Profiles</b>	<b>No. of Database Connections/Profile<sup>2</sup></b>
SCUE-LIC-25CCM SCUE-LIC-25CME	SCUE-IVR-S8	Installation Not Supported		
SCUE-LIC-25CCM SCUE-LIC-25CME	SCUE-IVR-S16	Installation Not Supported		
SCUE-LIC-25CCM SCUE-LIC-25CME	SCUE-IVR-S20	Installation Not Supported		
SCUE-LIC-50CCM SCUE-LIC-50CME	SCUE-IVR-S2	2	8	4
SCUE-LIC-50CCM SCUE-LIC-50CME	SCUE-IVR-S4	4	8	8
SCUE-LIC-50CCM SCUE-LIC-50CME	SCUE-IVR-S8	Installation Not Supported		
SCUE-LIC-50CCM SCUE-LIC-50CME	SCUE-IVR-S16	Installation Not Supported		
SCUE-LIC-50CCM SCUE-LIC-50CME	SCUE-IVR-S20	Installation Not Supported		
SCUE-LIC-100CCM SCUE-LIC-100CME	SCUE-IVR-S2	2	8	4
SCUE-LIC-100CCM SCUE-LIC-100CME	SCUE-IVR-S4	Installation Not Supported		
SCUE-LIC-100CCM SCUE-LIC-100CME	SCUE-IVR-S8	Installation Not Supported		
SCUE-LIC-100CCM SCUE-LIC-100CME	SCUE-IVR-S16	Installation Not Supported		
SCUE-LIC-100CCM SCUE-LIC-100CME	SCUE-IVR-S20	Installation Not Supported		
SCUE-LIC-150CCM SCUE-LIC-150CME	SCUE-LIC-150 licenses not supported on NM-CUE.			
SCUE-LIC-200CCM SCUE-LIC-200CME	SCUE-LIC-200 licenses not supported on NM-CUE.			
SCUE-LIC-250CCM SCUE-LIC-250CME	SCUE-LIC-250 licenses not supported on NM-CUE.			

1. The maximum number of sessions of HTTP triggers is determined by the IVR license installed. For example, if a 6 session IVR license is installed, then the maximum number of HTTP trigger sessions is 6. If the number of IVR sessions is upgraded, then the number of HTTP trigger sessions supported will increase by the same amount. For the maximum number of IVR sessions supported on each license, see the No. of Concurrent Voice Mail, Auto-Attendant, and Interactive Voice Response Ports/Sessions column in [Table 16 on page 19](#).
2. The maximum number of database connections per profile is twice the number of sessions supported in the IVR license installed. For example, if a 6 session IVR license is installed, then the maximum number of database connections per profile supported is 12. If the number of IVR sessions is upgraded, then the number of database connections per profile supported increases.

Table 20 shows the maximum number of documents and applications supported on the NM-CUE.

**Table 20** *NM-CUE Maximum Number of Documents and Applications*

Cisco Unity Express License/Software SKU	Max Size Template Docs	Max Size Tiff Docs	Max Size Generic Docs	No. of Template Documents (Per Installed Language)	No. of Tiff Documents (Per Installed Language)	No. of Generic Documents (Per Installed Language)	No. of Custom AA Apps	No. of Custom IVR Apps
SCUE-LIC-12CCM SCUE-LIC-12CME	8 KB	512 KB	512 KB	50	25	25	4	8
SCUE-LIC-25CCM SCUE-LIC-25CME	8 KB	512 KB	512 KB	50	25	25	4	8
SCUE-LIC-50CCM SCUE-LIC-50CME	8 KB	512 KB	512 KB	50	25	25	4	8
SCUE-LIC-100CCM SCUE-LIC-100CME	8 KB	512 KB	512 KB	50	25	25	4	8

## 1-GB AIM-CUE Software Licenses and System Limits

To download Cisco Unity Express software licenses, you must have an account on Cisco.com. In Cisco.com, go to the [Software Center](#) for Cisco Unity Express at:

<http://www.cisco.com/cgi-bin/tablebuild.pl?topic=278535672>

The 1-GB AIM-CUE supports up to 2 languages to be installed concurrently.

This section describes system limits for the 1-GB AIM-CUE:

- [Cisco Unity Express Licenses Supported on AIM-CUE, Table 21 on page 22](#)
- [AIM-CUE System Capacities for Mailboxes, Ports, Storage Hours, and Historical Reporting Storage, Table 22 on page 23](#)
- [AIM-CUE Maximum Number of Mailboxes, Users, Groups, Owners, and Members, Table 23 on page 25](#)
- [AIM-CUE System Capacities for Scripts, Prompts and Triggers, Table 24 on page 25](#)
- [AIM-CUE System Capacities for IVR HTTP Triggers and Database Profiles, Table 25 on page 26](#)
- [AIM-CUE Maximum Number of Documents and Applications, Table 26 on page 27](#)

**Table 21** *Cisco Unity Express Licenses Supported on AIM-CUE*

License Type	Supported Licenses
Cisco Unified Communications Manager	Voice Mail and Auto-Attendant: <ul style="list-style-type: none"> <li>• SCUE-LIC-12CCM-3.2.x — 12 mailboxes</li> <li>• SCUE-LIC-25CCM-3.2.x — 25 mailboxes</li> <li>• SCUE-LIC-50CCM-3.2.x — 50 mailboxes</li> </ul>

**Table 21** Cisco Unity Express Licenses Supported on AIM-CUE (continued)

License Type	Supported Licenses
Cisco Unified Communications Manager Express	Voice Mail and Auto-Attendant: <ul style="list-style-type: none"> <li>SCUE-LIC-12CME-3.2.x — 12 mailboxes</li> <li>SCUE-LIC-25CME-3.2.x — 25 mailboxes</li> <li>SCUE-LIC-50CME-3.2.x — 50 mailboxes</li> </ul>
Interactive Voice Response (requires purchase of an additional license)	<ul style="list-style-type: none"> <li>SCUE-IVR-S2-3.2.x — 2 IVR sessions</li> <li>SCUE-IVR-S4-3.2.x — 4 IVR sessions</li> <li>SCUE-IVRUPG-S2=<sup>1</sup> — 2 IVR session upgrade</li> </ul>

1. This upgrade license adds 2 IVR sessions. See [Table 22 on page 23](#) for the maximum number of IVR sessions supported for each specific Cisco Unity Express mailbox license.

**Note**

Depending on the Cisco Unity Express mailbox license installed, only selected Interactive Voice Response licenses can be installed. [Table 25 on page 26](#) shows the Interactive Voice Response licenses that are compatible with specific Cisco Unity Express mailbox licenses on the AIM-CUE.

[Table 22 on page 23](#) lists the system capacities for mailboxes, ports, storage hours, and historical reporting storage for the AIM -CUE.

**Table 22** AIM-CUE System Capacities for Mailboxes, Ports, Storage Hours, and Historical Reporting Storage

Cisco Unity Express License/Software SKU	Total Mailbox Storage (Hours)	Default Mailbox Size (Sec) <sup>1</sup>	No. of Concurrent Voice Mail, Auto-Attendant and Interactive Voice Response Ports/Sessions <sup>2</sup>	No. of Attachments per E-mail	E-mail/Fax Max Queue Size	No. of Days of Historical Reporting Data Stored	No. of Historical Reporting Clients Supported
SCUE-LIC-12CCM SCUE-LIC-12CME	8 (with 2 languages installed and historical reporting enabled)  14 (with 1 language installed)	2700	6 — VM/AA only  6 — 2 VM/AA, 4 IVR	5	500	90	2

**Table 22** AIM-CUE System Capacities for Mailboxes, Ports, Storage Hours, and Historical Reporting Storage

Cisco Unity Express License/Software SKU	Total Mailbox Storage (Hours)	Default Mailbox Size (Sec) <sup>1</sup>	No. of Concurrent Voice Mail, Auto-Attendant and Interactive Voice Response Ports/Sessions <sup>2</sup>	No. of Attachments per E-mail	E-mail/Fax Max Queue Size	No. of Days of Historical Reporting Data Stored	No. of Historical Reporting Clients Supported
SCUE-LIC-25CCM SCUE-LIC-25CME	8 (with 2 languages installed and historical reporting enabled)  14 (with 1 language installed)	1320	6 — VM/AA  6 — 2 VM/AA, 4 IVR	5	500	90	2
SCUE-LIC-50CCM SCUE-LIC-50CME	8 (with 2 languages installed and historical reporting enabled)  14 (with 1 language installed)	720	6 — VM/AA  6 — 2 VM/AA, 4 IVR	5	500	90	2

1. The default mailbox size calculation includes the allocation for the General Delivery Mailboxes (GDMs).
2. The first number shown is for systems running VM and AA only. The second set of numbers shown is for systems with the optional IVR license installed. On these systems, ports are dedicated to either VM/AA, or IVR. The number of VM/AA and IVR ports is fixed, and unused VM/AA ports cannot be used for IVR, and unused IVR ports cannot be used for VM/AA.

**Note**

If the license installed on the AIM-CUE supports only Voice Mail and Auto-Attendant, then historical reporting is disabled by default. If the voice mail usage is more than 8 hours, then you will not be allowed to enable historical reporting. If historical reporting is enabled, then voice-mail usage is limited to 8 hours, even if historical reporting is disabled later. In this case, you are required to reinstall the software to increase the voice mail capacity.

If the license installed on the AIM-CUE includes support for Interactive Voice Response, then the voice mail capacity is reduced to 8 hours. If the voice mail capacity is more than 8 hours when installing the IVR license, then the license installation fails, and you must reduce the voice mail usage to 8 hours before installing the license.

[Table 23](#) lists the maximum number of mailboxes, users, groups, owners, and members supported on the AIM-CUE.

**Table 23** AIM-CUE Maximum Number of Mailboxes, Users, Groups, Owners, and Members

Cisco Unity Express License/Software SKU	Default No. of Personal Mailboxes	Default No. of General Delivery Mailboxes	Total No. of Mailboxes	No. of Users	No. of Public Distribution Lists	No. of Groups	No. of Owners	No. of Members
SCUE-LIC-12CCM SCUE-LIC-12CME	12	5	17	24	15	20	100	500
SCUE-LIC-25CCM SCUE-LIC-25CME	25	10	35	50	15	20	100	500
SCUE-LIC-50CCM SCUE-LIC-50CME	50	15	65	100	15	30	100	500

Table 24 lists the system capacities for scripts, prompts, and triggers supported on the AIM-CUE.

**Table 24** AIM-CUE System Capacities for Scripts, Prompts and Triggers

Cisco Unity Express License/Software SKU	No. of Custom Scripts	Custom Prompt Capacity per Installed Language <sup>1</sup>	No. of VoiceXML Web Apps	No. of Triggers	No. of Custom HTTP Triggers
SCUE-LIC-12CCM SCUE-LIC-12CME	4	50 minutes	2	8 SIP 8 JTAPI	2
SCUE-LIC-25CCM SCUE-LIC-25CME	4	50 minutes	2	8 SIP 8 JTAPI	2
SCUE-LIC-50CCM SCUE-LIC-50CME	4	50 minutes	2	8 SIP 8 JTAPI	2

1. In versions before Cisco Unity Express 3.0, the number of custom prompts supported was a fixed number based on the type of hardware. Beginning with Cisco Unity Express 3.0, any number of custom prompts is supported on the 1-GB AIM-CUE for up to 50 minutes per installed language.

Table 25 on page 26 shows the AIM-CUE system capacities for IVR HTTP Triggers and Database profiles, and the optional IVR license software SKUs that are compatible with the Cisco Unity Express license software SKUs. The compatibility is enforced when installing the IVR licenses. If you attempt to install an IVR license that supports more IVR sessions than the Cisco Unity Express license allows, then the IVR installation will be unsuccessful. These combinations of software licenses are marked “Installation Not Supported.”

Depending on the maximum number of IVR sessions supported for the Cisco Unity Express mailbox license, the license upgrade supporting 2 additional IVR sessions may be installed.

Table 25 AIM-CUE System Capacities for IVR HTTP Triggers and Database Profiles

Cisco Unity Express License/Software SKU	IVR License Software/SKU	Max Sessions of HTTP Triggers <sup>1</sup>	No. of Database Profiles	No. of Database Connections/ Profile <sup>2</sup>
SCUE-LIC-12CCM SCUE-LIC-12CME	SCUE-IVR-S2	2	8	4
SCUE-LIC-12CCM SCUE-LIC-12CME	SCUE-IVR-S4	4	8	8
SCUE-LIC-12CCM SCUE-LIC-12CME	SCUE-IVR-S8	Installation Not Supported		
SCUE-LIC-12CCM SCUE-LIC-12CME	SCUE-IVR-S16	Installation Not Supported		
SCUE-LIC-12CCM SCUE-LIC-12CME	SCUE-IVR-S20	Installation Not Supported		
SCUE-LIC-25CCM SCUE-LIC-25CME	SCUE-IVR-S2	2	8	4
SCUE-LIC-25CCM SCUE-LIC-25CME	SCUE-IVR-S4	4	8	8
SCUE-LIC-25CCM SCUE-LIC-25CME	SCUE-IVR-8	Installation Not Supported		
SCUE-LIC-25CCM SCUE-LIC-25CME	SCUE-IVR-S16	Installation Not Supported		
SCUE-LIC-25CCM SCUE-LIC-25CME	SCUE-IVR-S20	Installation Not Supported		
SCUE-LIC-50CCM SCUE-LIC-50CME	SCUE-IVR-S2	2	8	4
SCUE-LIC-50CCM SCUE-LIC-50CME	SCUE-IVR-S4	Installation Not Supported		
SCUE-LIC-50CCM SCUE-LIC-50CME	SCUE-IVR-S8	Installation Not Supported		
SCUE-LIC-50CCM SCUE-LIC-50CME	SCUE-IVR-S16	Installation Not Supported		
SCUE-LIC-50CCM SCUE-LIC-50CME	SCUE-IVR-S20	Installation Not Supported		
SCUE-LIC-100CCM SCUE-LIC-100CME	SCUE-LIC-100 licenses not supported on AIM-CUE.			
SCUE-LIC-150CCM SCUE-LIC-150CME	SCUE-LIC-150 licenses not supported on AIM-CUE.			
SCUE-LIC-200CCM SCUE-LIC-200CME	SCUE-LIC-200 licenses not supported on AIM-CUE.			
SCUE-LIC-250CCM SCUE-LIC-250CME	SCUE-LIC-250 licenses not supported on AIM-CUE.			

1. The maximum number of sessions of HTTP triggers is determined by the IVR license installed. For example, if a 6 session IVR license is installed, then the maximum number of HTTP trigger sessions is 6. If the number of IVR sessions is upgraded, then the number of HTTP trigger sessions supported increases by the same amount. For the maximum number of IVR sessions supported on each license, see the No. of Concurrent Voice Mail, Auto-Attendant, and Interactive Voice Response Ports/Sessions column in [Table 22 on page 23](#).
2. The maximum number of database connections per profile is twice the number of sessions supported in the IVR license installed. For example, if a 6 session IVR license is installed, then the maximum number of database connections per profile supported is 12. If the number of IVR sessions is upgraded, then the number of database connections per profile supported will increase.

[Table 26](#) shows the maximum number of documents and applications supported on the AIM-CUE.

**Table 26** AIM-CUE Maximum Number of Documents and Applications

Cisco Unity Express License/Software SKU	Max Size Template Docs	Max Size Tiff Docs	Max Size Generic Docs	No. of Template Documents (Per Installed Language)	No. of Tiff Documents (Per Installed Language)	No. of Generic Documents (Per Installed Language)	No. of Custom AA Apps	No. of Custom IVR Apps
SCUE-LIC-12CCM SCUE-LIC-12CME	8 KB	512 KB	512 KB	50	25	25	4	8
SCUE-LIC-25CCM SCUE-LIC-25CME	8 KB	512 KB	512 KB	50	25	25	4	8
SCUE-LIC-50CCM SCUE-LIC-50CME	8 KB	512 KB	512 KB	50	25	25	4	8

## Software Upgrade Overview

Depending on the Cisco Unity Express version you are upgrading from, different software upgrade methods are available. The following methods are supported to upgrade to Cisco Unity Express 3.2:

- A “clean” installation process upgrade using the online installer with the **software install clean** command. For specific procedures, see the “Upgrading to Cisco Unity Express Using Clean Install” section in the [Cisco Unity Express 3.2 Installation and Upgrade Guide](#).
- Upgrade using the online installer with the **software install upgrade** command. For specific procedures, see the “Upgrading Cisco Unity Express Using Software Install Upgrade” section in the [Cisco Unity Express 3.2 Installation and Upgrade Guide](#).
- A “clean” installation process upgrade using the boot helper. For specific procedures, see the “Reinstalling a Cisco Unity Express Image Using the Boot Helper” section in the [Cisco Unity Express 3.2 Installation and Upgrade Guide](#). We recommend using this upgrade process only if the other methods are unsuccessful.

[Table 27](#) provides matrixes of the upgrade processes available for the different software versions for the NME-CUE, NM-CUE-EC, NM-CUE, and AIM-CUE. [Table 28 on page 28](#) shows the upgrade processes available for the Cisco 1861. The tables show abbreviated versions of the commands used for the upgrades.

If you upgrade using either of the “clean” installation processes, the existing configuration files on the system are not preserved. Any voice mail, greetings, or passwords configured on the system are lost.

To preserve your configuration, you must first back up the existing configuration files and restore them after performing the upgrade. If the configuration files are not backed up before performing the upgrade, then Cisco Unity Express must be reconfigured.

**Table 27** *Cisco Unity Express Software 3.2.x and 3.1.x Upgrade Process Matrix (NME-CUE, NM-CUE-EC, NM-CUE, and AIM-CUE)*

Upgrade From	To:		
	3.2.x	3.1.2	3.1.1
3.1.2	soft inst. upgrade soft inst. clean boot helper		
3.1.1	soft inst. upgrade soft inst. clean boot helper	soft inst. clean boot helper	
3.0.4 3.0.3 3.0.2 3.0.1	soft inst. upgrade soft inst. clean boot helper	soft inst. clean boot helper	soft inst. clean boot helper
2.3.4	soft inst. upgrade soft inst. clean boot helper	soft inst. upgrade soft inst. clean boot helper	soft inst. upgrade soft inst. clean boot helper
2.3.3 2.3.2 2.3.1	soft inst. upgrade soft inst. clean boot helper	soft inst. clean boot helper	soft inst. clean boot helper
2.2.2 2.2.1	soft inst. clean boot helper	soft inst. clean boot helper	soft inst. clean boot helper

**Table 28** *Cisco Unity Express Software Upgrade Process Matrix (Cisco 1861)*

Upgrade From	To:		
	3.2.x	3.1.2	3.1.1
3.0.3	soft inst. upgrade soft inst. clean boot helper	NA	NA
2.3.4.2	soft inst. clean boot helper	NA	NA

When planning your software upgrade, consider the following:

- If you upgrade the software using the online installer, downgrading to an earlier software version is not supported.
- When you upgrade, make sure to upgrade to the same type of license. For example, if you are running the license SCUE-LIC-50CME, make sure to upgrade to another SCUE-LIC-xxCME license. You can upgrade to a license that offers support for more personal mailboxes. To increase your mailbox license, you must purchase a new license.

- If your system is using an AIM-CUE module with 512 MB compact flash, you must upgrade to the AIM-CUE module with 1 GB compact flash before upgrading the software to Cisco Unity Express 3.2.x.
- Downgrading to a license with support for fewer personal mailboxes is not supported. If you want to change the system to support fewer mailboxes, and you cannot restore any previous backups on the larger system, then you must purchase a new license and perform a new installation.

## Software Compatibility

Cisco Unity Express is compatible with different versions of Cisco Unified Communications Manager and Cisco Unified Communications Manager Express. For information about Cisco Unity Express 3.2.x compatibility, see the [Cisco Unity Express Compatibility Matrix](#).

## Determining the Software Version and License

To determine the software version of Cisco Unity Express and the license being used, perform the following steps.

- 
- Step 1** Open a Telnet session.
- Step 2** Telnet to the router by entering **telnet ip-address**.
- Step 3** Enter the user ID and password of the router.
- Step 4** Enter the following command to enter the Cisco Unity Express command environment:
- ```
enable
<router password>
service-module service-engine slot/port session
```
- Step 5** Enter Cisco Unity Express EXEC mode by entering the following command:
- ```
enable
```
- Step 6** Enter the following command to display the Cisco Unity Express software version:
- ```
show software versions
```
- Step 7** Enter the following command to display the Cisco Unity Express software license:
- ```
show software licenses
```

## New Features and Enhancements

The following sections describe new features and enhancements:

- [New Features and Enhancements in Cisco Unity Express 3.2.4, page 30](#)
- [New Features and Enhancements in Cisco Unity Express 3.2.3, page 30](#)
- [New Features and Enhancements in Cisco Unity Express 3.2.2, page 30](#)
- [New Features and Enhancements in Cisco Unity Express 3.2.1, page 30](#)

## New Features and Enhancements in Cisco Unity Express 3.2.4

The following caveats were resolved:

- CSCta17807
- CSCsw94275

For more information, see the [“Resolved Caveats—Cisco Unity Express Version 3.2.4”](#) section on page 35.

## New Features and Enhancements in Cisco Unity Express 3.2.3

The following caveats were resolved:

- CSCsg07933
- CSCsy32881
- CSCsu61612
- CSCsy27645

For more information see the [“Resolved Caveats—Cisco Unity Express Version 3.2.3”](#) section on page 36.

## New Features and Enhancements in Cisco Unity Express 3.2.2

Caveat CSCsr74888 was resolved. For more information see the [“Resolved Caveats—Cisco Unity Express Version 3.2.2”](#) section on page 36.

## New Features and Enhancements in Cisco Unity Express 3.2.1

Cisco Unity Express 3.2.1 and later versions support the new features and enhancements described in this section.

### New Language Support

The following new languages are supported in Cisco Unity Express 3.2.1 and later versions:

- Arabic
- Russian
- Turkish

**Note**

Language support only applies to the telephony user interface and to the VoiceView Express user interface. The GUI pages, CLI commands, and the IMAP interface are only available in English.

## Integration with Multiple Cisco Unified CME Sites

This feature provides centralized voicemail/fax mail, auto attendants and Interactive Voice Response (IVR) for up to 10 Cisco Unified Communications Manager Express sites. Using this feature, you can administer multiple Cisco Unified CME users at various sites using a single Cisco Unity Express GUI interface. This feature is supported on the NME-CUE only.

## Nonsubscriber Recipients in Distribution Lists

Using this feature, nonsubscribers (external PSTN numbers) can now be added to distribution lists. Both subscribers and nonsubscribers can be added to the same distribution list.



**Note**

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Fax messages cannot be sent to nonsubscribers.

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## Integrated Messaging Support for Apple Macintosh Users

Beginning with Cisco Unity Express 3.2.1, Microsoft Entourage 2004 and 2008 for the Apple Macintosh is supported as an IMAP client.

## PINless Login to Voice-Mail

This feature enables subscribers to login to a voice mailbox from either the telephony-user-interface or through VoiceView Express without entering a PIN. Subscribers can login without entering a PIN either from the subscriber phone or from any phone.

## Enhanced Installation Procedures and Increased Upgrade Paths

Cisco Unity Express 3.2.1 and later versions provide updated installation and upgrade procedures using the same set of files. You can upgrade from more previous versions using the online installer upgrade procedure in which a backup and restore is not required. For more information, see the [“Software Upgrade Overview”](#) section on page 27.

## Password Synchronization Between Cisco Unity Express and Cisco Unified Communications Manager Express

Beginning with this version, if a subscriber's password is changed using the **Configure > Users** option in the Cisco Unity Express GUI, that password change is propagated to Cisco Unified Communications Manager Express.

If the Cisco Unity Express administrator changes a subscriber's phone association using the Cisco Unity Express GUI (for example, a user is moved from ephone 1 to ephone 2) then the password is not updated on Cisco Unified Communications Manager Express.



**Note**

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Password synchronization occurs in only one direction, from Cisco Unity Express to Cisco Unified Communications Manager Express. It is not possible to synchronize passwords from Cisco Unified Communications Manager Express to Cisco Unity Express.

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## Login Banner Support for CLI Access

This feature enables the administrator to configure a system-wide banner which is displayed to all users during login. The login banner is displayed before the user logs in to either the CLI or the GUI. The login banner can only be configured from the CLI.

## New CLI Commands

The following sections list new CLI commands:

- [New CLI Commands in Cisco Unity Express 3.2.1 and Later Versions, page 32](#)

For more information on CLI commands, see the *Cisco Unity Express Command Reference*.

## New CLI Commands in Cisco Unity Express 3.2.1 and Later Versions

The following CLI commands were added in Cisco Unity Express 3.2.1:

- **banner login**
- **description (site)**
- **list number**
- **login pinless**
- **show site**
- **show site users**
- **sitename**
- **username site**
- **web admin cme hostname**
- **web credentials hidden (site)**
- **web username password (site)**
- **xml credentials hidden (site)**
- **xml username password (site)**

## Caveats

Caveats describe unexpected behavior in Cisco Unity Express software releases. Severity 1 caveats are the most serious caveats. Severity 2 caveats are less serious. Severity 3 caveats are moderate caveats, and only selected severity 3 caveats are included in the caveats document.

This section contains open and resolved caveats for the current Cisco Unity Express version.

The following information is provided for each caveat:

- **Symptoms**—A description of what is observed when the caveat occurs.
- **Conditions**—The conditions under which the caveat has been known to occur.
- **Workaround**—Solutions, if available, to counteract the caveat.

**Note**

If you have an account on Cisco.com, you can use Bug Toolkit to find select caveats of any severity. Enter the following URL in your web browser:  
[http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl).

To find the latest Cisco Unity Express DDTS information, go to Bug Toolkit and search, by product, for Cisco Unity Express. After logging in to Bug Toolkit, select the option to search for bugs in other Cisco software and hardware products, and select the Cisco Unity Express Network Module.

This section lists the following caveats:

- [Open Caveats—Cisco Unity Express Version 3.2.3, page 33](#)
- [Open Caveats—Cisco Unity Express Version 3.2.2, page 35](#)
- [Open Caveats—Cisco Unity Express Version 3.2.1, page 35](#)
- [Resolved Caveats—Cisco Unity Express Version 3.2.4, page 35](#)
- [Resolved Caveats—Cisco Unity Express Version 3.2.3, page 36](#)
- [Resolved Caveats—Cisco Unity Express Version 3.2.2, page 36](#)

## Open Caveats—Cisco Unity Express Version 3.2.3

CSCsk29868 **Symptom:** Script debugging cannot be used.

**Conditions:** This issue is seen in all Cisco Unity Express 3.2.x releases.

**Workaround:** There is no workaround for this issue.

CSCso35602 **Symptom:** HTTPS or IMAP over SSL is not working.

**Conditions:** This issue is seen in Cisco Unity Express 3.2.x and it happens only when Cisco Unity Express 3.2.x is installed by upgrading from one of the previous releases.

**Workaround:** Either generate or import the crypto key again and use the new key.

CSCso31811 **Symptom:** System generated messages when PIN-less mailbox access is disabled are always played in English, irrespective of the language installed or configured.

**Conditions:** This issue is seen in Cisco Unity Express 3.2.x.

**Workaround:** There is no workaround for this issue.

**Further Problem Description:** The messages that are played in English regardless of the language(s) installed are the following:

- “Your mailbox was enabled to login without a password and later it was disabled. If you have any questions, contact the system administrator.”
- “Your mailbox was enabled to login without a password from any phone and later it was disabled. If you have any questions, contact the system administrator.”

CSCsq15839 **Symptom:** “Kernel panic - not syncing: Attempted to kill init” error seen while trying to boot up the NME-CUE using boot helper or while reloading NME-CUE. After this error, NME-CUE gets stuck.

**Conditions:** Sometimes, when the NME-CUE is booted up using the boot helper, or you reload the NME-CUE, Cisco Unity Express gets stuck after displaying the error “Kernel panic - not syncing: Attempted to kill init”.

**Workaround:** From the IOS prompt, issue the following command to reset the NME-CUE.

**service-module integrated-Service-Engine** *integrated-Service-Engine interface number* **reset**

- CSCso95516 **Symptom:** Sending of E-mail fails when either a body or attachment is specified as a URL document with “file://” as the protocol.
- Conditions:** This problem is seen either when using an AEF script or the VXML interface. Using other protocols, such as “http:”, “ftp:” or “https” works just fine.
- Workaround:** There is no workaround for this issue.
- CSCsq20069 **Symptom:** Callers hear a message “System is temporarily experiencing problems” when they call in to Cisco Unity Express.
- Conditions:** On a system with, say, 8 ports, when the 9th call comes in, it gets queued waiting for a port to free up. Sometimes the port free up takes long, and this results in UNRECOV\_ERROR. Even when the 9th call gets a port in time, the previous application hasn't completely gone away (even though the port has been freed). So the application maxsessions is still 8, hence the call gets this treatment. Since this only impacts the extra calls, and the existing 8 calls are working fine on the system, this is not a severe problem.
- Workaround:** Limit the number of calls coming to Cisco Unity Express using the dial-peer on Cisco Unified CME. Use the **max-conn** command in dial-peer configuration mode.
- CSCsq46341 **Symptom:** Sometimes Cisco Unity Express reboots when the system is heavily loaded with maximum number of voice calls, maximum number of VVE calls and some IMAP sessions.
- Conditions:** This issue is seen only in the Cisco Unity Express 3.2.1 release. This issue is seen when the **techsupport dump javacore <process>** command is executed to create javacore. This issue is seen sometimes when Cisco Unity Express is loaded with calls and VVE sessions or IMAP sessions or large number of incoming fax messages.
- Workaround:** There is no workaround for this issue. Allow the system to reboot when it crashes because of this issue. Create javacore only when the system is not heavily loaded.
- CSCsq74565 **Symptom:** GMT time played out for future delivery broadcast messages
- Conditions:** This issue is seen in Cisco Unity Express 3.2.x on the UC500 platform.
- Workaround:** Reload of the CUE module solves this problem.
- Further Problem Description:** After the user recorded a broadcast message for future delivery, Cisco Unity Express played back the GMT delivery time, not the expected system time.
- CSCsr15392 **Symptom:** Upgrade or Online install fails with the message “Manifest signature validation failed for lmanifest.signed”.
- Conditions:** System goes in to this state only in the following scenario:
- 1) A version 2.3.x image is installed on a version 3.x.x system using the online installer.
  - 2) Either if the Cisco Unity Express 2.3.x image is upgraded to Cisco Unity Express 3.2.x, or if a Cisco Unity Express 3.2.x image is installed on a Cisco Unity Express 2.3.x system.
- Workaround:** Use the helper image or the offline installer to install the Cisco Unity Express 3.2.x image. It is recommended to backup the data and configuration before doing a clean installation so that the data and configuration can be restored back.
- CSCsr18912 **Symptom:** Installation of Cisco Unity Express 3.x.x license on Cisco Unity Express 2.3.x or previous versions fails with the message “Package signature validation failed for pkg”.

**Conditions:** Cisco Unity Express 3.x.x license cannot be installed on a Cisco Unity Express 2.x.x NM, NM-EC or AIM-CUE platform.

**Workaround:** First install Cisco Unity Express 3.x.x, and then install the license.

CSCsr21101 **Symptom:** After an upgrade or installation from Cisco Unity Express 3.0.1, 3.0.2 or 3.0.3, the system might not boot up, with the warning “unsupported boot flash device” and the message “corrupted bzImage detected” displayed.

**Conditions:** This happens only if an upgrade or installation is done on a Cisco Unity Express 3.0.1, 3.0.2 or 3.0.3 system. When doing an offline installation, this happens only if the Cisco Unity Express 3.0.1, 3.0.2 or 3.0.3 helper image is used. Also, this happens only 10percent of the time because of a bug in the boot flash driver. This happens only on the NME-CUE platform.

**Workaround:** In order to upgrade the system, an offline clean installation with a helper image of Cisco Unity Express 3.0.4 or greater should be used. If the system does not come up with the installer image Cisco Unity Express 3.0.4 or greater, the boot loader currently used might be corrupt. If the primary boot loader is currently being used, boot the system using secondary boot loader and vice-versa. Press “p” to boot the system using primary boot loader and press “s” to boot the system using the secondary boot loader when the message “System Now Booting” shows during the reboot process.

## Open Caveats—Cisco Unity Express Version 3.2.2

Version 3.2.2 has the same caveats as version 3.2.3 except for the addition of the following caveats that were resolved in version 3.2.3:

- CSCsy32881
- CSCsu61612

For more information see the [“Resolved Caveats—Cisco Unity Express Version 3.2.4”](#) section on page 35.

## Open Caveats—Cisco Unity Express Version 3.2.1

Version 3.2.1 has the same caveats as version 3.2.2 except for the addition of the caveat CSCsr74888 that were resolved in version 3.2.2. For more information see the [“Resolved Caveats—Cisco Unity Express Version 3.2.2”](#) section on page 36.

## Resolved Caveats—Cisco Unity Express Version 3.2.4

CSCta17807 **Symptom:** Voicemail mask is not applied to calls forwarded to CUE/JTAPI endpoints with CUCM 6.1.

**Conditions:** When internetworking with CUCM 6.1, the voice mailbox mask is not applied to calls.

**Workaround:** A second extension can be used by making the “extension” one number and the E.164 another number.

CSCsw94275 **Symptom:** One or more of the following symptoms occur:

- Spontaneous reload.
- The CLI hangs when certain JTAPI commands are issued (for example, the **show ccn call application all** command).

- MWI stops working.

**Conditions:** These symptoms are more likely to occur if a CTI port is assigned specifically to MWI (using the CTI port CLI command). However, It can happen without assigning a CTI port.

This occurs when CTI port or route point state changes, such as during the initial registration, are made and is frequently seen during startup.

**Workaround:** There is no sure workaround but removing the CTI port configuration reduces the likelihood of occurrence.

## Resolved Caveats—Cisco Unity Express Version 3.2.3

CSCsg07933 **Symptom:** A redirect from a Cisco Unity Express Voicemail or AutoAttendant CTI Route Point may fail.

**Conditions:** The problem only affects Cisco Unity Express integrations with Cisco CallManager. A customer may have a gateway, phone, or trunk configured with a calling search space which includes the partition of the CTI Route Point but not the partition of the CTI Ports. Even though the calling search space assigned to the CTI Route point includes the partition of the CTI Ports, CallManager will block/deny the call by default because CallManager's default behavior for processing JTAPI redirects is to use the original calling party's calling search space rather than the redirecting party's calling search space. JTAPI client applications have the option to tell CallManager to use the calling search space of the redirecting party. Cisco Unity Express needs to implement a new setting which allows an administrator to select whether CUE should use the original calling party's calling search space or the redirecting party's calling search space when redirecting calls from the AA or VM CTI Route Point to a CTI Port.

**Workaround:** Ensure that the original calling device has a calling search space which includes the partition of the CTI Route Points, CTI Ports, and any other directory number or pattern to which the CTI application may redirect a call.

CSCsu61612 **Symptom:** Standard greeting is overwritten when you re-record the alternate greeting.

**Conditions:** This occurs when you re-record the alternate greeting by completing the following steps: Press the *Messages* button, enter your password, press 4 for setup options, press 1 for greetings, press 3 to edit other greetings, press 3 to edit alternate greeting, press 1 to rerecord and record a greeting, and then press 1 to rerecord it again. You then hear the message: “Your standard greeting is *greeting-text*” but the recorded alternate greeting is played instead.

**Workaround:** Upgrade to version 3.2.3 or later. Otherwise, instead of rerecording the greeting, start from the options menu again.

CSCsy32881 **Symptom:** Callers intermittently hear dead-air for new calls after Cisco Unity Express has been up for sometime.

**Conditions:** This occurs intermittently for version 3.2.2 when the hardware is NME-CUE.

**Workaround:** Upgrade to version 3.2.3 or later. Otherwise, you must reboot the system.

## Resolved Caveats—Cisco Unity Express Version 3.2.2

CSCsr74888 **Symptom:** Calls to Cisco Unity Express fail intermittently with busy tone.

**Conditions:** This occurs when Cisco Unity Express is integrated with Cisco Unified Communications Manager 6.0.1 and there is a QSIG path replacement. In this scenario, Cisco Unity Express is unable to disconnect a call. The message that appears in the logs is: “Could not meet post conditions of disconnect().”

**Workaround:** Upgrade to version 3.2.2 or later. Otherwise, there is no workaround for this issue.

## Additional References

For related documentation, see [Cisco Unity Express Documentation, All Versions](#).

## Obtaining Documentation, Obtaining Support, and Security Guidelines

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

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

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Use this document in conjunction with the documents listed in the “Additional References” section.

### DISCLAIMER FOR RECORDING A CONVERSATION

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