



Product Bulletin No. 3233

Changes to Cisco Unity Support for Microsoft Exchange Server 5.5

MICROSOFT HAS DISCONTINUED SUPPORT FOR MICROSOFT EXCHANGE SERVER 5.5

Microsoft ended support for Exchange 5.5 on December 31, 2005. (For more information, refer to:

http://www.microsoft.com/technet/prodtechnol/exchange/2003/articles/eol_ex55.msp.) Cisco Systems® is implementing the following changes to minimize the effect on support for the Cisco Unity® messaging system with Exchange message stores. This information also appears in *Cisco Unity 4.x System Requirements, and Supported Hardware and Software* at:

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/sysreq/40_sysrq.htm.

EXCHANGE SERVER 5.5 NO LONGER SUPPORTED FOR NEW INSTALLATIONS

As of January 1, 2006, Microsoft Exchange Server 5.5 is no longer allowed as the message store for new installations of the Cisco Unity system. This directive applies to all versions of the Cisco Unity system, and to both unified messaging and voice messaging configurations. If a customer installs a new Cisco Unity system on or after that date and configures the Cisco Unity system to use Exchange 5.5 as the message store, The Cisco® Technical Assistance Center (TAC) will not support the system until the customer has upgraded to Exchange Server 2000 or 2003.

Cisco Unity software is no longer shipped with the Voice Mail Run-Time Edition of Exchange Server Version 5.5.

FOR CISCO UNITY 4.2 AND LATER, MICROSOFT EXCHANGE SERVER 5.5 NO LONGER SUPPORTED FOR NEW INSTALLATIONS OR UPGRADES

Beginning with Cisco Unity 4.2, installations and upgrades will fail when Exchange 5.5 is the message store. Before you can upgrade to Cisco Unity 4.2, you must upgrade to Exchange 2003 or Exchange 2000.

EXCHANGE SERVER 5.5 SUPPORT FOR EXISTING INSTALLATIONS CONTINUES TO THE EXTENT POSSIBLE

To the extent possible, Cisco will continue to support Exchange 5.5 as a message store for existing Cisco Unity systems for as long as those Cisco Unity systems are supported. However, if Cisco encounters a problem with Exchange 5.5 that it cannot resolve, the company will require the customer to upgrade to Exchange 2003 or Exchange 2000.

INSTALLATION OPTIONS

Cisco will continue to ship the Voice Mail Run-Time Edition of Exchange 2000 Enterprise Server. Customers who want to install the Cisco Unity system in a voice messaging configuration can use this version of Exchange for the message store.

Customers who want to install the Cisco Unity system in a unified messaging configuration have two options:

- Upgrade to Exchange 2003 or Exchange 2000 before installing the Cisco Unity system.
- Set up a mixed-messaging environment, install at least one Exchange 2003 or Exchange 2000 server, and move the mailboxes for users who will be Cisco Unity subscribers from Exchange 5.5 to Exchange 2003 or Exchange 2000.

CISCO UNITY DOCUMENTATION INCLUDES INFORMATION ABOUT UPGRADING FROM MICROSOFT EXCHANGE 5.5 TO EXCHANGE 2003 OR EXCHANGE 2000

For information about upgrading Exchange, refer to the chapter “Upgrading Exchange on the Cisco Unity System” in the *Cisco Unity Reconfiguration and Upgrade Guide (With Microsoft Exchange)*, available at:

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/rug/ex/index.htm.



Corporate Headquarters

Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-1706
USA
www.cisco.com
Tel: 408 526-4000
800 553-NETS (6387)
Fax: 408 526-4100

European Headquarters

Cisco Systems International BV
Haarlerbergpark
Haarlerbergweg 13-19
1101 CH Amsterdam
The Netherlands
www-europe.cisco.com
Tel: 31 0 20 357 1000
Fax: 31 0 20 357 1100

Americas Headquarters

Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-1706
USA
www.cisco.com
Tel: 408 526-7660
Fax: 408 527-0883

Asia Pacific Headquarters

Cisco Systems, Inc.
168 Robinson Road
#28-01 Capital Tower
Singapore 068912
www.cisco.com
Tel: +65 6317 7777
Fax: +65 6317 7799

Cisco Systems has more than 200 offices in the following countries and regions. Addresses, phone numbers, and fax numbers are listed on **the Cisco Website at www.cisco.com/go/offices.**

Argentina • Australia • Austria • Belgium • Brazil • Bulgaria • Canada • Chile • China PRC • Colombia • Costa Rica • Croatia • Cyprus
Czech Republic • Denmark • Dubai, UAE • Finland • France • Germany • Greece • Hong Kong SAR • Hungary • India • Indonesia • Ireland • Israel
Italy • Japan • Korea • Luxembourg • Malaysia • Mexico • The Netherlands • New Zealand • Norway • Peru • Philippines • Poland • Portugal
Puerto Rico • Romania • Russia • Saudi Arabia • Scotland • Singapore • Slovakia • Slovenia • South Africa • Spain • Sweden • Switzerland • Taiwan
Thailand • Turkey • Ukraine • United Kingdom • United States • Venezuela • Vietnam • Zimbabwe

Copyright © 2006 Cisco Systems, Inc. All rights reserved. CCSP, CCVP, the Cisco Square Bridge logo, Follow Me Browsing, and StackWise are trademarks of Cisco Systems, Inc.; Changing the Way We Work, Live, Play, and Learn, and iQuick Study are service marks of Cisco Systems, Inc.; and Access Registrar, Aironet, BPX, Catalyst, CCDA, CCDP, CCIE, CCIP, CCNA, CCNP, Cisco, the Cisco Certified Internetwork Expert logo, Cisco IOS, Cisco Press, Cisco Systems, Cisco Systems Capital, the Cisco Systems logo, Cisco Unity, Enterprise/Solver, EtherChannel, EtherFast, EtherSwitch, Fast Step, FormShare, GigaDrive, GigaStack, HomeLink, Internet Quotient, IOS, IP/TV, iQ Expertise, the iQ logo, iQ Net Readiness Scorecard, LightStream, Linksys, MeetingPlace, MGX, the Networkers logo, Networking Academy, Network Registrar, *Packet*, PIX, Post-Routing, Pre-Routing, ProConnect, RateMUX, ScriptShare, SlideCast, SMARTnet, The Fastest Way to Increase Your Internet Quotient, and TransPath are registered trademarks of Cisco Systems, Inc. and/or its affiliates in the United States and certain other countries.

All other trademarks mentioned in this document or Website are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (0601R)

