Readme for Cisco Unity Connection Release 8.6(2a) Service Update 4

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This readme file contains installation and support information for Cisco Unity Connection Release 8.6(2a) Service Update 4. (The service update can also be applied to Cisco Unified Communications Manager and Cisco Unified Communications Manager Business Edition servers.)

⚠️ **Caution** If the Unity Connection server is running an engineering special (ES) with a full Cisco Unified Communications Operating System version number between 8.6.2.24170-1 and 8.6.2.24899-x, do not upgrade the server to Unity Connection 8.6(2a) SU 4 because the upgrade will fail. Instead, upgrade the server with an ES released after 8.6(2a) SU 4 that has a full Unified Communications OS version number of 8.6.2.249xx-x or later to get the SU functionality.

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System Requirements

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System Requirements

- *System Requirements for Cisco Unity Connection Release 8.x* is available at
http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/requirements/8xcucsysreqs.html
- *System Requirements for Cisco Unity Connection in Cisco Unified CMBE Release 8.x* is available at
http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/requirements/8xcucmbesysreqs.html.

Compatibility Information

The following documents list the most recent version combinations qualified to use; Cisco Unity Connection, and Unity Connection and with Cisco Unified CMBE (where applicable):

- *Compatibility Matrix: Cisco Unity Connection and the Software on User Workstations*
- *SCCP Compatibility Matrix: Cisco Unity Connection, Cisco Unified Communications Manager, and Cisco Unified Communications Manager Express*
- *SIP Trunk Compatibility Matrix: Cisco Unity Connection, Cisco Unified Communications Manager, and Cisco Unified Communications Manager Express*

The documents are available on Cisco.com at http://www.cisco.com/en/US/products/ps6509/products_device_support_tables_list.html.

Determining the Software Version

This section contains procedures for determining the version in use for the following software:

- Determine Version of Cisco Unity Connection Application, page 2
- Determine Version of Cisco Personal Communications Assistant Application, page 3
- Determine Version of Cisco Unified Communications Operating System, page 3

Determine Version of Cisco Unity Connection Application

Use the applicable procedure.

Using Cisco Unity Connection Administration

Step 1   In Cisco Unity Connection Administration, in the upper-right corner below the Navigation list, select **About**.

The Unity Connection version is displayed below "Cisco Unity Connection Administration."

Using the Command-Line Interface

Step 1   Start a command-line interface (CLI) session. (For more information, see Cisco Unified Operating System Administration Help.)

Step 2   Run the **show cuc version** command.

Determine Version of Cisco Personal Communications Assistant Application

Use the applicable procedure.

Using Cisco Personal Communications Assistant Application

Step 1   Sign in to the Cisco PCA.

Step 2   On the Cisco PCA Home page, select **About** in the upper right corner to display Cisco Unity Connection version.

Step 3   The Cisco PCA version is the same as the Unity Connection version.

Determine Version of Cisco Unified Communications Operating System

Use the applicable procedure.

Using Cisco Unified Operating System Administration

Step 1   In Cisco Unified Operating System Administration, the System Version is displayed below "Cisco Unified Operating System Administration" in the blue banner on the page that appears after you sign in.

Using the Command-Line Interface

Step 1   Start a command-line interface (CLI) session. (For more information, see Cisco Unified Operating System Administration Help.)

Step 2   Run the **show version active** command.

Version and Description

Cisco Unity Connection 8.6(2a) SU 4 is a cumulative update that incorporates all of the fixes and changes to Unity Connection version 8.6(2)—including the operating system and components shared by Unity Connection and Cisco Unified CM. It also incorporates additional changes that are specific to this service update.

To determine the full version number of the Cisco Unified Communications Operating System that is currently installed on the active partition, run the CLI **show version active** command.

Full version numbers include the build number (for example, 8.6.2.24900-16); the software versions listed on the download pages on Cisco.com are abbreviated version numbers (for example, 8.6(2)). In the tables of the "Supported Cisco Unified Communications Manager Upgrades" section of the compatibility matrix, full version numbers are listed in the System Version row.

Do not refer to version numbers in any of the administration user interfaces because those versions apply to the interfaces themselves, not to the version installed on the active partition.

New and Changed Support and Functionality

This section contains information about new and changed support and functionality in the 8.6(2a) Service Update 4 release time frame only.

Support for NTLMv2

Unity Connection 8.6(2a)SU4 and later now supports NTLMv2 based authentication, if user selects NTLM authentication mode for configuring Unified Messaging.

Support for Microsoft Office 365 Wave 15

Unity Connection 8.6(2a) SU4 and later now supports synchronization of voice messages in the user's mailbox with Microsoft Office 365 Wave 15 edition.

For more on Unified Messaging with Office 365 in Unity Connection 8.x and later, see http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/8x/unified_messaging/guide/85xcuc umgx/85xcucumg025.html#wp1189441.

Support for Paged View Search Functionality

Beginning with 8.6(2a) SU4, if any unified users Exchange or Office 365 mailboxes have more than 1000 messages, which includes voice messages and receipts, then enable the EWS paged view search functionality at Cisco Unity Connection. To enable the paged view functionality for messages, you must set the value of the 'System.Messaging.MbxSynch.MbxSynchUsePaging' parameter to 1 using command line interface (CLI). For more information on the paged view search functionality, see the "Configuring EWS Limits for the Unified Messaging Users for Cisco Unity Connection (Exchange 2013 and Later)" section of the "Configuring Cisco Unity Connection and Microsoft Exchange for Unified Messaging" chapter of the Unified Messaging Guide available at location

http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/unified_messaging/guide/85xcucum gx.html.

Support for SIP Early Offer

Unity Connection 8.6(2a) and later now renegotiates the remote IP address and ports to which it streams the audio while playing initial prompts.

Support for Cross-server Sign-In and Transfer

With Unity Connection 8.6(2a) SU4 and later, cross-server sign-in allows the administrators to provide users who are homed on different locations with one phone number that they can call to sign-in. When calling from outside the organization, users—no matter which is their home server—call the same number and are transferred to the applicable home server to sign in.

Cross-server transfer enables call from the automated attendant or from a directory handler of one location to be transferred to a user on another location, according to the call transfer and screening settings of the called user.

Support for Shared Line Feature on RT Phones

Visual voicemail (VVM) when configured on RT phones with firmware 9.2.2 and later, will not play any error message, if enabled with the Shared line/Busy line feature in Cisco Unity Connection 8.6(2a) SU4 and later

Language Files Are Available

Language files for Cisco Unity Connection 8.6 are available on Cisco.com. (For a list of available languages, see the "Available Languages for Cisco Unity Connection 8.x Components" section of the *System Requirements for Cisco Unity Connection Release 8.x* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/requirements/8xcucsysreqs.html)

Note All locales except ENU will soon be released for Unity Connection 8.6(2a) SU 4.

Important Note

- Service updates do not impact system compatibility unless specifically stated.
- Cisco Unity Connection 8.6(2a) Service Update 4 supports both the NTLM and NTLMv2 based authentication.

Related Documentation

Documentation for Cisco Unity Connection

For descriptions and URLs of Cisco Unity Connection documentation on Cisco.com, see the *Documentation Guide for Cisco Unity Connection Release 8.x*. The document is shipped with Unity Connection and is available at
http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/roadmap/8xcucdg.html.

Documentation for Cisco Unified Communications Manager Business Edition

For descriptions and URLs of Cisco Unified Communications Manager Business Edition documentation on Cisco.com, see the *Cisco Unified Communications Manager Business Edition Documentation Guide*. The document is shipped with Cisco Unified CMBE and is available at
http://www.cisco.com/en/US/products/ps7273/products_documentation_roadmaps_list.html.

Note   The documentation links on Cisco.com for some Cisco Unity Connection in Cisco Unified CMBE 8.x versions go to documents that are labeled for Cisco Unity Connection Release 8.x. Despite the version label, all the content in the documentation applies to both Unity Connection configurations.

Installation Information

For instructions on downloading the service update, see the "Downloading Cisco Unity Connection Release 8.6(2a) Service Update 4 Software" section on page 6.

For instructions on installing the service update on:

- A Unity Connection 7.x or 8.x server, see the "Upgrading Cisco Unity Connection 7.x or 8.x to the Shipping 8.x Version" chapter of the *Reconfiguration and Upgrade Guide for Cisco Unity Connection Release 8.x* at
  http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/upgrade/guide/8xcucrugx.html.

- A Cisco Unified CMBE server, see the "Software Upgrade and Installation" section in the "Software Upgrades" chapter of the *Cisco Unified Communications Operating System Administration Guide* at http://www.cisco.com/en/US/products/ps7273/prod_maintenance_guides_list.html.

Downloading Cisco Unity Connection Release 8.6(2a) Service Update 4 Software

Note   The service update files can be used to upgrade Cisco Unity Connection, Cisco Unified Communications Manager, and Cisco Unified Communications Manager Business Edition. The files can be downloaded from the Unity Connection or Cisco Unified CM downloads page.

(For information on supported Cisco Unified Communications Manager and Cisco Unified Communications Manager Business Edition upgrades, see the *ReadMe for Cisco Unified Communications Manager Release 8.6(2a)su4* on the download page for 8.6(2a) SU 4 (start at http://www.cisco.com/cisco/software/navigator.html?mdfid=280082558).)

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Caution With restricted and unrestricted versions of Unity Connection software now available, download software carefully. Upgrading a restricted version to an unrestricted version is supported, but future upgrades are then limited to unrestricted versions. Upgrading an unrestricted version to a restricted version is not supported. For more information about restricted and unrestricted versions of Unity Connection software, see the "Cisco Unity Connection 8.6(2)—Restricted and Unrestricted Versions" section of the *Release Notes for Cisco Unity Connection Release* at 8.6(2) at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/release/notes/862cucrn.html.

To Download Cisco Unity Connection Release 8.6(2a) Service Update 4 Software

Step 1 Sign in to a computer with a high-speed Internet Unity Connection, and go to the Voice and Unified Communications Downloads page at http://www.cisco.com/cisco/software/navigator.html?mdfid=280082558.

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

Step 2 In the tree control on the Downloads page, expand : **Products>Unified Communications> ApplicationsMessaging>Cisco Unity Connection** is applicable., and select **Cisco Unity Connection Version 8.6**.

Step 3 On the Select a Software Type page, select **Unified Communications Manager /Cisco Unity Connection Updates**.

Step 4 On the Select a Release page, select **8.6(2a) SU4**, and the download buttons appear on the right side of the page.

Step 5 Confirm that the computer you are using has sufficient hard-disk space for the downloaded files. (The download descriptions include file sizes.)

Step 6 Select the applicable download, then follow the on-screen prompts to complete the download, making note of the MD5 value.

Restricted version	UCSInstall_UCOS_8.6.2.24900-16.sgn.iso
Unrestricted version	UCSInstall_UCOS_UNRST_8.6.2.24900-16 sgn.iso

Step 7 Use a checksum generator to confirm that the MD5 checksum matches the checksum that is listed on Cisco.com. If the values do not match, the downloaded files are damaged.

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Caution Do not attempt to use a damaged file to install software, or the results will be unpredictable. If the MD5 values do not match, download the file again until the value for the downloaded file matches the value listed on Cisco.com.

Free checksum tools are available on the Internet, or example, the Microsoft File Checksum Integrity Verifier utility. The utility is described in Microsoft Knowledge Base article 841290, *Availability and Description of the File Checksum Integrity Verifier Utility.* The KB article also includes a link for downloading the utility.

Step 8 If you are installing from a DVD, burn the DVD, noting the following considerations:

- Choose the option to burn a disc image, not the option to copy files. Burning a disc image will extract the thousands of files from the .iso file and write them to a DVD, which is necessary for the files to be accessible for the installation.

- Use the Joliet file system, which accommodates filenames up to 64 characters long.

- If the disc-burning application that you are using includes an option to verify the contents of the burned disc, choose that option. This causes the application to compare the contents of the burned disc with the source files.

Step 9 Confirm that the DVD contains a large number of directories and files.

Step 10 Delete unnecessary files from the hard disk to free disk space, including the .iso file that you downloaded.

Reverting to the Unity Connection Version on the Inactive Partition

See the "Reverting Cisco Unity Connection 8.x Servers to the Version on the Inactive Partition" chapter of the *Reconfiguration and Upgrade Guide for Cisco Unity Connection Release 8.x* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/upgrade/guide/8xcucrugx.html.

If a Unity Connection cluster is configured, revert to the previous version on the publisher server first, then on the subscriber server.

Caveat Information

You can find the latest caveat information for Unity Connection version 8.6(2) by using Bug Toolkit, an Online tool available for customers to query defects according to their own needs.

Bug Toolkit is available at www.cisco.com/go/bugs. Fill in your query parameters by using the custom settings in the **Advanced Settings** option.

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

This section contains the following caveat information:

- Open Caveats—Unity Connection Release 8.6(2a) SU 4, page 9
- Resolved Caveats—Unity Connection Release 8.6(2a) SU 4, page 9
- Related Caveats—Cisco Unified Communications Manager 8.6(2) Components that are Used by Unity Connection 8.6(2a), page 10

Release notes for all versions of Cisco Unity Connection are available at
http://www.cisco.com/en/US/products/ps6509/prod_release_notes_list.html.

Open Caveats—Unity Connection Release 8.6(2a) SU 4

Click a link in the Caveat Number column to view the latest information on the caveat in Bug Toolkit.
(Caveats are listed in order by severity, then by component, then by caveat number.)

Table 1   *Unity Connection Release 8.6(2a) SU 4 Open Caveats*

Caveat Number	Component	Severity	Description
CSCum10006	conversations	2	Connection error with E_MIU_MIXER_NOT_REGISTERED when NTP drift.
CSCum60323	interop	3	Digital Replication Stalls at USN 1 if SMTP domain of nodes are swapped.
CSCum93445	database	3	CUC 8.6.2 does full sync instead of incremental after DRS.
CSCul74275	mediamaster	3	Only US English MediaMaster can be displayed, other langs default to ENU.

Resolved Caveats—Unity Connection Release 8.6(2a) SU 4

Click a link in the Caveat Number column to view the latest information on the caveat in Bug Toolkit.
(Caveats are listed in order by severity, then by component, then by caveat number.)

Table 2   *Unity Connection Release 8.6(2a) SU 4 Resolved Caveats*

Caveat Number	Component	Severity	Description
CSCul49976	messaging	1	High CPU usage in Unity Connection when Outlook 2013 is used.
CSCuj31565	interop	1	Bad certificate cannot be removed/regenerated by upgrading.
CSCty07374	callroutingrules	2	CUC 7.1.5 ES48-ES51 "Use Last (Rather than First) Redirecting.." broken.
CSCug64397	admin	2	AXL integration is not working.
CSCug69067	admin	2	Tomcat redirects to subscriber without query string for 503 Response.
CSCuh40871	database	2	utils cuc cluster renegotiate fails when publisher rebuild.
CSCuh43447	messaging	2	Delay in msg sync from connection to exchange as tbl_mbxsyncq got filled.
CSCuh43453	admin	2	AudioStore temporary wav files allocation and naming design issues.
CSCuh75571	database	2	Switch version failed after Upgrade due to failure of dirdb default data.
CSCuj22948	api	2	Directory Traversal in VMWS Attachment Service.
CSCuj79293	conversations	2	SIB: Voice message sent from VMO with Ex2013 does not get synced.
CSCub33104	messaging	3	High Memory Utlization During TCP Flood.
CSCud56304	messaging	3	MBXSync service crashes & core generated due to null entry in UC cache.
CSCud62820	core	3	"Retrieve calendar items" may cause CuCsMgr process crash.
CSCue57562	api	3	CUTI does not work for voice names or greetings starting in 9.0.
CSCue74920	mediamaster	3	Media Master Playback& Recording and Help not working with win 7/java 7.
CSCuf01625	inbox	3	users not able to send uploaded msgs in webinbox.

Table 2 **Unity Connection Release 8.6(2a) SU 4 Resolved Caveats (continued)**

Caveat Number	Component	Severity	Description
CSCuf54911	admin	3	SingleSignedON(SSO) not working for AXL imported user for all interfaces.
CSCug83730	database	3	CUC 8.x -Time zone of users change after upgrade.
CSCuh11904	ladap	3	Login to admin page with SSO enabled not working.
CSCuh16993	admin	3	Creating User without Mailbox requires at least one Subscriber license.
CSCuh25062	setup	3	SIP UDP Port 5060 Closes Permanently After Port Scan.
CSCuh31773	messaging	3	Connection IMAP memory leak.
CSCuh46430	messaging	3	Secure message is showing no Subject,To & From field with IMAP,Olk 2013.
CSCuh59545	admin	3	Unable to delete one or multiple partitions.
CSCuh97594	inbox	3	Deleting messages in Web Inbox it can run out of messages to display.
CSCui24741	mediamaster	3	Error: "Unable to save recording due to SSL certificate error" in CUCA.
CSCui32980	inbox	3	UC 9.1.1 - Message incorrectly marked as read.
CSCui39504	messaging	3	EWS FindItem reply contains unnecessary Calendaring Items and slows sync.
CSCui87961	conversations	3	CUCxN no SIP response when ptime presented with no associated pmap.
CSCuj23305	conversations	3	Unity Connection 8.6(2) smtp notifications stop after initial notify.
CSCuj82612	admin	3	Search limit is loosing focus on filter and delet all user.
CSCul26267	conversations	3	CuCsMgr Coredump on SIP Invite with Contact Field Anomaly.
CSCul28089	conversations	3	Conversation Manager Stops Responding Periodically During SIP Fuzzing.
CSCul58122	admin	3	CUC -Unable to replace the references to Users.
CSCul69819	conversations	3	Core from CCsPhraseServerMgr::CreatePhraseServerSU During Fuzzing.
CSCul98658	telephony	3	CuMgrs service crashes UC is configured to use Secure ports.
CSCum40248	admin	3	Certificate for AD domain controllers check box not working with O365.
CSCum91049	conversations	3	UC - Live record beep doesn't follow expected interval

Related Caveats—Cisco Unified Communications Manager 8.6(2) Components that are Used by Unity Connection 8.6(2a)

Table 3 below describes the Cisco Unified Communications Manager components that are used by Cisco Unity Connection.

Caveat information for the Cisco Unified CM components is available in the following documents:

- *ReadMe for Cisco Unified Communications Manager Release 8.6(2)su4* on the download page for 8.6(2)SU4 (start at http://www.cisco.com/cisco/software/navigator.html?mdfid=280082558).

Table 3 **Cisco Unified CM 8.6(2) Components That Are Used by Unity Connection 8.6(2a)**

Cisco Unified CM Component	Description
backup-restore	Backup and restore utilities
ccm-serviceability	Cisco Unified Serviceability web interface

Table 3 *Cisco Unified CM 8.6(2) Components That Are Used by Unity Connection 8.6(2a) (continued)*

Cisco Unified CM Component	Description
cdp	Cisco Discovery Protocol Drivers
cli	Command-line interface (CLI)
cmui	Certain elements in the Unity Connection web interfaces (such as search tables and splash screens)
cpi-afg	Cisco Unified Communications Answer File Generator
cpi-appinstall	Installation and upgrades
cpi-cert-mgmt	Certificate management
cpi-diagnose	Automated diagnostics system
cpi-os	Cisco Unified Communications Operating System
cpi-platform-api	Abstraction layer between the Cisco Unified Communications Operating System and the applications hosted on the platform
cpi-security	Security for connections to the server
cpi-service-mgr	Service Manager (ServM)
cpi-vendor	External vendor issues
cuc-tomcat	Apache Tomcat and third-party software
database	Installation and access to the configuration database (IDS)
database-ids	IDS database patches
ims	Identity Management System (IMS)
rtmt	Real-Time Monitoring Tool (RTMT)

Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, submitting a service request, and gathering additional information, 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

Subscribe to the *What's New in Cisco Product Documentation* as a Really Simple Syndication (RSS) feed and set content to be delivered directly to your desktop using a reader application. The RSS feeds are a free service and Cisco currently supports RSS Version 2.0.

Cisco Product Security Overview

This product contains cryptographic features and is subject to United States and local country laws governing import, export, transfer and use. Delivery of Cisco cryptographic products does not imply third-party authority to import, export, distribute or use encryption. Importers, exporters, distributors and users are responsible for compliance with U.S. and local country laws. By using this product you agree to comply with applicable laws and regulations. If you are unable to comply with U.S. and local laws, return this product immediately.

Further information regarding U.S. export regulations may be found at
http://www.access.gpo.gov/bis/ear/ear_data.html.