



Readme for Cisco Unity Connection Release 8.5(1) Service Update 5

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This readme file contains installation and support information for Cisco Unity Connection Release 8.5(1) Service Update 5. (The service update can also be applied to Cisco Unified Communications Manager and Cisco Unified Communications Manager Business Edition servers.)



Caution

If the Connection server is running an Engineering Special with a full Cisco Unified Communications Operating System version number between 8.5.1.15083-x and 8.5.1.15899-x, do not upgrade the server to Connection 8.5(1) SU 5 because the upgrade will fail. Instead, upgrade the server with an ES released after 8.5(1) SU 5 that has a full Unified Communications OS version number of 8.5.1.159xx-x or later to get the SU 5 functionality.

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System Requirements

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Requirements for Cisco Unity Connection Release 8.5(1) Service Update 5

Before you install Cisco Unity Connection release 8.5(1) Service Update 5, see the supported upgrade information in the [“Version and Description” section on page 4](#).

Requirements for Cisco Unity Connection

System Requirements for Cisco Unity Connection Release 8.x contains the most current Connection requirements. The document is available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/requirements/8xcucsysreqs.html.

Requirements for Cisco Unity Connection in Cisco Unified CMBE

System Requirements for Cisco Unity Connection in Cisco Unified CMBE Release 8.x contains the most current requirements for Connection in Cisco Unified CMBE. The document 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 current version combinations qualified for use with Cisco Unity Connection, and with Connection in 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:

- [Cisco Unity Connection Application, page 3](#)
- [Cisco Personal Communications Assistant Application, page 3](#)
- [Cisco Unified Communications Operating System, page 3](#)

Cisco Unity Connection Application

This section contains two procedures. Use the applicable procedure, depending on whether you want to use Connection Administration or a command-line interface session to determine the version.

To Determine the Version of the Connection Application by Using Cisco Unity Connection Administration

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

The Connection version is displayed below “Cisco Unity Connection Administration.”

To Determine the Cisco Unity Connection Version by Using the Command-Line Interface

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- 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.
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Cisco Personal Communications Assistant Application

To Determine the Version of the Cisco Personal Communications Assistant (PCA) Application

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- Step 1** Sign in to the Cisco PCA.
- Step 2** On the Cisco PCA Home page, select **About** in the upper right corner. (The link is available on every Cisco PCA page.)
- Step 3** The Cisco Unity Connection version is displayed. The Cisco PCA version is the same as the Connection version.
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Cisco Unified Communications Operating System

This section contains two procedures. Use the applicable procedure, depending on whether you want to use Cisco Unified Operating System Administration or a command-line interface session to determine the version.

To Determine the Version of the Cisco Unified Communications Operating System by 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.

To Determine the Version of the Cisco Unified Communications Operating System by 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 8.5(1) SU 5 is a cumulative update that incorporates all of the fixes and changes to Connection version 8.5(1)—including the operating system and components shared by Connection and Cisco Unified CM.



Caution

If the Connection server is running an Engineering Special with a full Cisco Unified Communications Operating System version number between 8.5.1.15083-x and 8.5.1.15899-x, do not upgrade the server to Connection 8.5(1) SU 5 because the upgrade will fail. Instead, upgrade the server with an ES released after 8.5(1) SU 5 that has a full Unified Communications OS version number of 8.5.1.159xx-x or later to get the SU 5 functionality.

For information on whether you can upgrade directly to Connection 8.5(1) SU 5, see the “Supported Cisco Unified Communications Manager Upgrades” section of the *Cisco Unified Communications Manager Software Compatibility Matrix* at

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/compat/ccmcompmatr.html.

You refer to the full version number of the Cisco Unified Communications Operating System that is currently installed on the active partition to determine upgrade support. The version can be viewed by running the CLI command **show version active**.

Full version numbers include the build number (for example, 8.5.1.10000-10); the software versions listed on the download pages on Cisco.com are abbreviated version numbers (for example, 8.5(1)). 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.



Note

Abbreviated version numbers for Connection and the Cisco Unified Communications Operating System are identical except that Connection 2.x versions correspond with 6.x versions of the operating system.

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—Release 8.5(1) Service Update 5

This section contains information about new and changed support and functionality in the 8.5(1) Service Update 5 release time frame only.

(For information on new and changed support and functionality in Cisco Unity Connection Release 8.5(1), see

http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/release/notes/851cucrn.html.)

Pause and Resume Are Supported with Cisco Unity Connection Telephony Interface (CUTI) API

In Cisco Unity Connection 8.5(1) Service Update 4, you can only play, record, and stop recordings using CUTI APIs.

With Cisco Unity Connection 8.5(1) Service Update 5, you have the options to pause and resume the recordings during the record and play operations. For more information on pause and resume options, see “Cisco Unity Connection Telephony Interface (CUTI) API -- Using CUTI for Basic Call Operations”:

http://docwiki.cisco.com/wiki/Cisco_Unity_Connection_Telephony_Interface_%28CUTI%29_API_--_Using_CUTI_for_Basic_Call_Operations.

Send Messages Using Extensions in Cisco Unity Connection Messaging Interface (CUMI) API

In Cisco Unity Connection 8.5(1) Service Update 4, you can send messages either by specifying objectId or email address of a user in SendMessage API.

With Cisco Unity Connection 8.5(1) Service Update 5, you can send the messages by specifying extensions too. For more information on sending messages using extensions, see “Cisco Unity Connection Messaging Interface (CUMI) API -- Using the CUMI API for Sending Messages”:

http://docwiki.cisco.com/wiki/Cisco_Unity_Connection_Messaging_Interface_%28CUMI%29_API_--_Using_the_CUMI_API_for_Sending_Messages.

Language Files Are Available

Language files for Cisco Unity Connection 8.5 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, other than ENU, will soon be released with the Connection 8.5(1) SU 5 version.

Required When the Unified Messaging Services Account Has an Exchange 2010 Mailbox

If you configured single inbox with Exchange 2010 and created an Exchange 2010 mailbox for the unified messaging services account, and if you want to configure single inbox with Exchange 2003, you must delete the mailbox and verify Active Directory permissions before you can configure single inbox with Exchange 2003.

Even if you do not want to configure single inbox with Exchange 2003, we recommend that you delete the Exchange 2010 mailbox and verify permissions on the unified messaging services account. (Deleting the Exchange 2010 mailbox for the unified messaging services account also saves an Exchange 2010 Client Access License.)



Caution

If you do not delete the Exchange 2010 mailbox for the unified messaging services account, single inbox will not function correctly with Exchange 2003.

To Delete the Exchange 2010 Mailbox and Verify Permissions on the Unified Messaging Services Account

- Step 1** Sign in to a server on which Exchange Management Shell is installed. Sign in by using either an account that is a member of the Enterprise Admins group or an account that has permission to grant permissions on Exchange objects in the configuration container
 - Step 2** Run the following command to delete the Exchange mailbox:
Disable-Mailbox -Identity "<Connection Unified Messaging Services Account>"
 - Step 3** Run the following command to verify that the throttling policy that you created when you configured unified messaging now apply to the Active Directory account instead of to the mailbox:
Get-ThrottlingPolicyAssociation -Identity "<Account>" | findstr "ThrottlingPolicy"
where <Account> is the name of the unified messaging services account in domain\alias format.
 - Step 4** If the throttling policy is applied to the unified messaging services account, skip the rest of this procedure.

If the throttling policy is not applied to the unified messaging services account, run the following command to apply the policy:
Set-ThrottlingPolicyAssociation -Identity "<Account>" -ThrottlingPolicy "<Connection Unified Messaging Services Policy>"
 - Step 5** Rerun the following command to verify that the throttling policy now applies to the account:
Get-ThrottlingPolicyAssociation -Identity "<Account>" | findstr "ThrottlingPolicy"
-

Important Note

- Service updates do not impact system compatibility unless specifically stated.

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 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 content in the documentation applies to both Connection configurations.

Installation Information

For instructions on downloading the service update, see the “[Downloading Cisco Unity Connection Release 8.5\(1\) Service Update 5 Software](#)” section on page 7.

For instructions on installing the service update on:

- A 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 Connection 2.x server, see the “[Upgrading Cisco Unity Connection 2.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 8.5(1) Service Update 5 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 Connection or Cisco Unified CM downloads page.

The service update posted on Cisco.com can be used only to upgrade to Connection 8.5. It cannot be used to install a new Connection 8.5 server or to migrate from Connection 1.x to 8.5.

For information on whether you can upgrade directly from your current version to Connection 8.5(1) SU 5, see the “[Version and Description](#)” section on page 4.

(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 8.5(1)su5* on the download page for 8.5(1) SU 5 (start at <http://www.cisco.com/cisco/software/navigator.html?mdfid=280082558>).

**Caution**

With restricted and unrestricted versions of Connection software now available, download software carefully (Unrestricted software is intended for specific customers or countries, such as Russia, which impose requirements related to the encryption of user data). 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 Connection software, see the “Cisco Unity Connection 8.5(1)—Restricted and Unrestricted Versions” section of the *Release Notes for Cisco Unity Connection Release at 8.5(1)* at

http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/release/notes/851cucrn.html

To Download Cisco Unity Connection Release 8.5(1) Service Update 5 Software

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



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>Voice and Unified Communications>IP Telephony>Unified Messaging>Cisco Unity Connection** , and select **Cisco Unity Connection Version 8.5**.
- Step 3** On the Select a Software Type page, select **Cisco Unified Communications Manager/Cisco Unity Connection Updates**.
- Step 4** On the Select a Release page, select **8.5(1)SU 5**, and the download buttons appear on the right side of the page.

**Caution**

With restricted and unrestricted versions of Connection software now available, download software carefully (Unrestricted software is intended for specific customers or countries, such as Russia, which impose requirements related to the encryption of user data). 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 Connection software, see the “Cisco Unity Connection 8.5(1)—Restricted and Unrestricted Versions” section of the *Release Notes for Cisco Unity Connection Release at 8.5(1)* at

http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/release/notes/851cucrn.html

- 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_8.5.1.15900-4.sgn.iso
Unrestricted version	UCSInstall_UCOS_UNRST_8.5.1.15900-4.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.



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 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 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 Connection version 8.5(1) 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.

**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—Connection Release 8.5\(1\) SU 5, page 10](#)
- [Resolved Caveats—Connection Release 8.5\(1\) SU 5, page 10](#)
- [Related Caveats—Cisco Unified Communications Manager 8.5\(1\) Components That Are Used by Connection 8.5\(1\), page 11](#)

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—Connection Release 8.5(1) SU 5

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 Connection Release 8.5(1) SU 5 Open Caveats

Caveat Number	Component	Severity	Description
CSCuc23414	licensing	3	No RTMT Alert was generated for the license expiration warning
CSCtz46021	conversations	6	To implement the Pause/Resume functionality in TRaP through REST
CSCub29509	serviceability	3	RTMT Port Monitor becomes unavailable after using all ports on CUC
CSCua00059	database	4	Upgrade fail on SU releases when locales installed

Resolved Caveats—Connection Release 8.5(1) SU 5

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 Connection Release 8.5(1) SU 5 Resolved Caveats

Caveat Number	Component	Severity	Description
CSCtu04797	core	3	CuCsMgr coredump under load
CSCty46836	admin	4	CUCMBE 8.6 - UC Services Page Does Not Load After Admin User Name Change
CSCty92204	inbox	2	Expired password Users logging into WEB INBOX not notified to change pwd
CSCtz44199	admin	2	Internal Software Error when recording greetings by phone in G.729a
CSCtz84991	conversations	6	Allow to send voice mail through REST/API using DtmfAccessID
CSCua05063	admin	2	CUC 8.6(2)ES32-Unable to view Service management Page

Table 2 Connection Release 8.5(1) SU 5 Resolved Caveats (continued)

Caveat Number	Component	Severity	Description
CSCua60162	conversations	3	Directory Handler does not play all names
CSCua63049	setup	3	UC System Accounts expire after L2 Upgrade

Related Caveats—Cisco Unified Communications Manager 8.5(1) Components That Are Used by Connection 8.5(1)

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 document:

- *ReadMe for Cisco Unified Communications Manager Release 8.5(1)SU5* on the download page for 8.5(1)SU5 (start at <http://www.cisco.com/cisco/software/navigator.html?mdfid=280082558>).

Table 3 Cisco Unified CM 8.5(1) Components That Are Used by Connection 8.5(1)

Cisco Unified CM Component	Description
backup-restore	Backup and restore utilities
ccm-serviceability	Cisco Unified Serviceability web interface
cdp	Cisco Discovery Protocol Drivers
cli	Command-line interface (CLI)
cmui	Certain elements in the 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.

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