



# Release Notes for Cisco Unity Connection Release 11.0(1) and 11.0(1a)

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## Published July, 2015

These release notes contain information on Cisco Unity Connection 11.0(1) and 11.0(1a) new and changed functionality, upgrade information, limitations, and restrictions.

Cisco Unity Connection 11.0(1a) contains fixes and changes to the operating system and/or Cisco Unified Communications Manager 11.0(1) application components, including components shared by Unity Connection and Cisco Unified CM. The following defects of Cisco Unified CM 11.0(1) are fixed in this release:

- [CSCuu84269](#)-Ccm rejects calls via DNS query when FQDN in contact.
- [CSCuu97800](#)-Core file generated - all phones unregistered.

Note the following information:

- If you are still running Unity Connection 11.0(1) and you are impacted by the above defects, do either of the following tasks:
  - Perform a standard upgrade to release 11.0(1a). See the for instructions on how to perform an upgrade, see the *Install, Upgrade, and Maintenance Guide for Cisco Unity Connection Release 11.x* at [http://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/connection/11x/install\\_upgrade/guide/11xcuciumgx.html](http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/11x/install_upgrade/guide/11xcuciumgx.html).
  - Download and install the COP file `ciscocm.FQDNwithDNS-v1.0.k3.cop` from `cisco.com`. If you install the COP file, you will still be running release 11.0(1), but it will be equivalent to release 11.0(1a).
- Throughout this document, references to 11.0(1) also apply to 11.0(1a), unless otherwise noted.
- Anything documented as compatible with Connection 11.0(1)—for example, versions and tools, and other Cisco products—are equally compatible with 11.0(1a).
- For more information, see the “[Cisco Unity Connection 11.0\(1a\)](#)” section on page 7.

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**Note**

Items in release notes may be added, or revised to correct or clarify information after the initial publication date (the date the software was released). When an item has been changed, the phrase “Added <date>” or “Revised <date>” is included in the text of an item.

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## System Requirements

*System Requirements for Cisco Unity Connection Release 11.x* at [https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/connection/11x/requirements/b\\_11xcucsysreqs.html](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/11x/requirements/b_11xcucsysreqs.html).

## Compatibility Information

*Compatibility Matrix for Cisco Unity Connection* lists the most current version combinations qualified for use with Unity Connection at [https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/connection/compatibility/matrix/b\\_cucclientmtx.html](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/compatibility/matrix/b_cucclientmtx.html).

## Upgrade Information

You can upgrade from Unity Connection 10.x, 9.x, and 8.x to Unity Connection 11.0(1) and 11.0(1a). For more information on upgrade process and supported upgrade paths, see the [Upgrading Cisco Unity Connection](#) chapter of the *Install, Upgrade, and Maintenance Guide for Cisco Unity Connection Release 11.x* at [https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/connection/11x/install\\_upgrade/guide/b\\_11xcuciumg.html](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/11x/install_upgrade/guide/b_11xcuciumg.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 4](#)

## Cisco Unity Connection Application

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

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

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### Using the Command-Line Interface

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

**Step 2** Run the **show cuc version** command to view the Unity Connection.

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## Cisco Personal Communications Assistant Application

This section contains the procedure to determine the version using Cisco PCA application.

### Using Cisco PCA Application

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**Step 1** Sign in to Cisco PCA.

**Step 2** On the Cisco PCA Home page, select the **About** link in the upper-right corner. (The link is available on every Cisco PCA page.)

**Step 3** The Unity Connection version is displayed, which is same as the version of Cisco PCA.

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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.

### Using Cisco Unified Operating System Administration

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- 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.
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### Using the Command-Line Interface

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- Step 1** Start a command-line interface session. (For more information, see Cisco Unified Operating System Administration Help.)
- Step 2** Run the **show version active** command to view the Cisco Unified Operating System Administration version.
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## Related Documentation

- For virtualization requirements, see the “Requirements for Installing Unity Connection 11.x on a Virtual Machine” section and for the default license file, see the “Licensing Requirements” section of the *System Requirements for Cisco Unity Connection Release 11.x* at [https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/connection/11x/requirements/b\\_11xcucsysreqs.html](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/11x/requirements/b_11xcucsysreqs.html).
- For instructions on migrating from an existing Unity Connection physical server to a new virtual machine, see the “Migrating a Physical Server to a Virtual Machine” section of “Maintaining Unity Connection Server” chapter of the *Install, Upgrade, and Maintenance Guide for Cisco Unity Connection* at [https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/connection/11x/install\\_upgrade/guide/b\\_11xcuciumg.html](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/11x/install_upgrade/guide/b_11xcuciumg.html).
- For more information on Unity Connection complete documentation see the *Documentation Guide for Cisco Unity Connection Release 11.x* at [https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/connection/11x/roadmap/b\\_11xcucdg.html](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/11x/roadmap/b_11xcucdg.html).

## New Functionality—Release 11.0(1)

This section contains information about new functionality in the 11.0(1) release time frame only.

- [Summary Notification, page 5](#)
- [Missed Call Notification, page 5](#)
- [Next Generation Security over SIP Interface, page 5](#)

- [System Restore Tool, page 6](#)
- [Video Greetings for Call Handlers, page 6](#)
- [Subject Line Customization, page 6](#)
- [Support for LDAPv3 Directory, page 6](#)
- [Support for F5 BIG-IP 11.6.0, page 6](#)
- [Endpoint Support for Cross Origin Resource Sharing \(CORS\) in SAML SSO, page 7](#)
- [NTLM Support with FIPS, page 7](#)

## Summary Notification

Summary Notification feature allows the end user to receive summary notifications of your voice messages in email. An administrator has the option of customizing the notifications templates using the number of options provided. For example, specifying the number of message count to be provided in summary, customizing the subject of the email, setting up the time stamp. The settings for the summary notification can be done from Cisco Personal Communications Assistant as well as Cisco Unity Connection Administration. For more information on default templates and settings for messaging assistant, see *System Administration Guide for Cisco Unity Connection Release 11.x* at [https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/connection/11x/administration/guide/b\\_cucsag.html](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/11x/administration/guide/b_cucsag.html).

## Missed Call Notification

Missed call Alert feature allows the end user to receive the missed call alerts on email. The user has the option of either getting the missed call with summary notifications or receiving only the missed call alerts. For more information on default templates and settings for messaging assistant, see *System Administration Guide for Cisco Unity Connection Release 11.x* at [https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/connection/11x/administration/guide/b\\_cucsag.html](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/11x/administration/guide/b_cucsag.html).

## Next Generation Security over SIP Interface

Next Generation Security over SIP interface provides high confidentiality, integrity, and message authentication through cryptographic algorithms. Next Generation Encryption is more secure as it restricts SIP interface to use Suite B ciphers based on TLS 1.2, SHA-2 and AES256 protocols. In addition to ciphers, Next Generation Encryption also includes third party certificates that must be uploaded on both Unity Connection and Cisco Unified CM. During the communication between Unity Connection and Cisco Unified CM, both ciphers and third party certificates are verified at both the ends.

For more information on Next Generation Security, see *Cisco Unified Communications Manager SIP Integration Guide for Cisco Unity Connection Release 11.x* at [http://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/connection/11x/integration/guide/cucm\\_sip/b\\_ucintcucmsip.html](http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/11x/integration/guide/cucm_sip/b_ucintcucmsip.html).

## System Restore Tool

The System Restore Tool is a new tool introduced in Unity Connection that allows the administrator to take either manual backup or schedule backup at specified intervals of time. The tool creates restore points that the administrator can use to restore data. For example, if the database is corrupted, the data can be restored using restore points. For more information on System Restore Tool, see the “[About System Restore Tool](#)” section in “Backing Up and Restoring Cisco Unity Connection Components” chapter of the *Install, Upgrade, and Maintenance Guide for Cisco Unity Connection Release 11.x* at [https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/connection/11x/install\\_upgrade/guide/b\\_11xciumg.html](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/11x/install_upgrade/guide/b_11xciumg.html).

## Video Greetings for Call Handlers

With Unity Connection 11.0(1), video greetings are now supported with call handlers also. For more information on the Video greetings, see [Call Management](#) chapter in the *System Administration Guide for Cisco Unity Connection Release 11.x* at [https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/connection/11x/administration/guide/b\\_cucsag.html](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/11x/administration/guide/b_cucsag.html).

## Subject Line Customization

You can now configure the subject line format for the notifications sent through emails. You can customize the subject line format for Message Notification, Missed Call Notification, and Schedule Summary notifications. For more information see, *System Administration Guide for Cisco Unity Connection* at [https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/connection/11x/administration/guide/b\\_cucsag.html](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/11x/administration/guide/b_cucsag.html).

## Support for LDAPv3 Directory

Support for Generic LDAPv3 Directory has been introduced in Unity Connection 11.0(1). For more information, see *System Requirements for Cisco Unity Connection*, Release 11.x, available at [https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/connection/11x/requirements/b\\_11xcucsysreqs.html](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/11x/requirements/b_11xcucsysreqs.html).

## Support for F5 BIG-IP 11.6.0

Unity Connection supports F5 BIG-IP 11.6.0 identity provider for SAML SSO authentication. For more information on supported identity providers, see *Quick Start Guide for SAML SSO in Cisco Unity Connection*, Release 11.x, available at [https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/connection/11x/quick\\_start/guide/b\\_11xcucqssamlss.html](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/11x/quick_start/guide/b_11xcucqssamlss.html).

## Endpoint Support for Cross Origin Resource Sharing (CORS) in SAML SSO

Unity Connection 11.0(1) has extended the support for CORS (Cross Origin Resource Sharing) in Single Sign On (SAML SSO).

For more information on CORS functionality, see [System Settings](#) chapter of *System Administration Guide for Cisco Unity Connection Release 11.x* at [https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/connection/11x/administration/guide/b\\_cucsag.html](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/11x/administration/guide/b_cucsag.html).

## NTLM Support with FIPS

Unity Connection 11.0(1) provides the NTLM security in FIPS mode. The administrator can configure this functionality by updating the web-based authentication mode setting to NTLM. However, if the option is selected in web-based authentication mode, the Unified Messaging Interface becomes non-FIPS compliant. For more information on NTLM support with FIPS, see *Security Guide for Cisco Unity Connection Release 11.x* at [https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/connection/11x/security/b\\_11xcucsecx.html](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/11x/security/b_11xcucsecx.html).

## Changed Functionality—Release 11.0(1)

This section contains information about changed functionality in the 11.0(1) release time frame only.

- [Cisco Unity Connection 11.0\(1a\)](#), page 7
- [Utility Updates on the Cisco Unity Tools Website](#), page 8
- [Virtualization Enhancements](#), page 8
- [Jabber Scaling](#), page 8
- [Notifications And Outside Caller Messages: Configure From Field](#), page 8

## Cisco Unity Connection 11.0(1a)

Cisco Unity Connection 11.0(1a) contains fixes and changes to the operating system and/or Cisco Unified Communications Manager 11.0(1) application components, including components shared by Unity Connection and Cisco Unified CM.

The shipping DVD and the DVD image available on the Cisco Unity Connection 11.0 Software Download page on Cisco.com have been updated with release 11.0(1a).

For related information, see the following sections in these release notes:

- [“Related Caveats—Cisco Unified Communications Manager 11.0\(1\) Components Used by Unity Connection 11.0\(1\)”](#) section on page 12

## Utility Updates on the Cisco Unity Tools Website

Updates to utilities on the Cisco Unity Tools website are frequently posted between different Cisco Unity Connection releases. The updates commonly do not apply to a specific release, so we do not list the tools that have been updated since the last version of Unity Connection. However, you can sign up to be notified when the utilities posted on the Cisco Unity Tools website are updated. Go to <http://www.ciscounitytools.com>, and sign up for receiving notifications.

## Virtualization Enhancements

Unity Connection 11.0(1) can be deployed with VMWare vSphere ESXi 4.1, 5.0, 5.1, and 5.5. For more information on the VMware requirements, see [http://docwiki.cisco.com/wiki/Unified\\_Communications\\_VMware\\_Requirements](http://docwiki.cisco.com/wiki/Unified_Communications_VMware_Requirements).

For more information on running Cisco Unity Connection as a virtual machine, see [http://docwiki.cisco.com/wiki/Unified\\_Communications\\_Virtualization](http://docwiki.cisco.com/wiki/Unified_Communications_Virtualization).

## Jabber Scaling

In Unity Connection 11.0(1) and later, Jabber clients support has been increased as per OVA configuration. For more information on the number of Jabber endpoints supported with each OVA, see the [Jabber Scaling Platform](#) section of *Cisco Unity Connection 11.x Supported Platforms List Release 11.x at*

[https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/connection/11x/supported\\_platforms/b\\_11xcucspl.html](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/11x/supported_platforms/b_11xcucspl.html).

## Notifications And Outside Caller Messages: Configure From Field

With Unity Connection 11.0(1) and later, the administrator has the rights to configure the sender name for System Generated Notifications and Outside Caller Messages. Unity Connection uses this configured name as the welcome message.

## Installation and Upgrade Information

- [Installing Cisco Unity Connection for the First Time on a Virtual Machine](#), page 8
- [Installation and Upgrade Notes](#), page 10

## Installing Cisco Unity Connection for the First Time on a Virtual Machine

You must download and deploy a VMware OVA template, which automatically configures the virtual machine for Unity Connection. To download the template, see the next section, “[Downloading a VMware OVA Template for a Unity Connection 11.0\(1\) Virtual Machine](#).” The installation and migration documentation tells you when to deploy the template.



## Downloading a VMware OVA Template for a Unity Connection 11.0(1) Virtual Machine

It is recommended to use VMware OVA template to configure VMware for Unity Connection, which simplifies the process of configuring the virtual machine. If you want to deploy the VMware OVA template for Unity Connection, do the following procedure to download the OVA file.

### To Download a VMware OVA Template for a Unity Connection 11.0(1) Virtual Machine

- 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 > Unified Communications > Unified Communications Applications > Messaging > Unity Connection**, and select **Cisco Unity Connection Virtualization**.
- Step 3** On the **Download Software** page, select **OVA-11.0(1a)**, and the download links appear on the right side of the page.
- Step 4** Confirm that the computer you are using has sufficient hard-disk space for the downloaded files. (The download file sizes appear below the download links.)
- Step 5** Select the applicable link to download.

<b>Restricted version</b>	UCSInstall_UCOS_11.0.1.20000-2-sgn.iso
<b>Unrestricted version</b>	UCSInstall_UCOS_UNRST_11.0.1.20000-2-sgn.iso

The following configurations are available with the OVA file, and you can select the required configurations for deploying the OVA template:

- 
- For up to 1,000 Unity Connection users.
  - Configures one virtual CPU, 4 GB RAM, and one 160-GB virtual disk with the file system aligned at 64KB blocks.
  - Configures two virtual CPU, 4 GB RAM, and one 160-GB virtual disk with the file system aligned at 64KB blocks.
- 
- For up to 5,000 Unity Connection users.
  - Configures two virtual CPUs, 6 GB RAM, and one 200-GB virtual disk with the file system aligned at 64KB blocks.
- 
- For up to 10,000 Unity Connection users.
  - Configures four virtual CPUs, 6 GB RAM, and two 146-GB virtual disks with the file system aligned at 64 KB blocks.
  - Comes in 3 variations: 146 GB, 300 GB, and 500 GB. In 300 GB and 500 GB variations, the datastore where the Unity Connection virtual machine will reside must be formatted with a VMware VMFS block size of 2 MB or more. A block size of 1 MB limits the maximum virtual hard disk size to 256 GB. A block size of 2 MB allows 512 GB virtual disks.
- 
- For up to 20,000 Unity Connection users.
  - Configures sever virtual CPUs, 8 GB RAM, and either two 300-GB virtual disks or two 500-GB virtual disks with the file system aligned at 64KB blocks.
- 

## Installation and Upgrade Notes

- [Installing Additional Unity Connection Languages, page 10](#)
- [Reverting a Server to the Unity Connection Version on the Inactive Partition, page 11](#)

### Installing Additional Unity Connection Languages

**Note**

All the locales for Unity Connection 11.0(1) will be released soon.

For instructions on installing additional Unity Connection languages on the following server types, see the referenced documentation:

- On a Unity Connection server, see the “Adding and Removing Unity Connection Languages” section of “Maintaining Unity Connection Server” chapter of the *Install, Upgrade, and Maintenance Guide for Cisco Unity Connection* at [https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/connection/11x/install\\_upgrade/guide/b\\_11xcuciumg.html](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/11x/install_upgrade/guide/b_11xcuciumg.html).
- If you are installing Japanese because you want Cisco Unity Connection Administration to be localized, you must also install the Cisco Unified Communications Manager Japanese locale. See the “Locale Installation” section in the “Software Upgrades” chapter of the applicable *Cisco Unified Communications Operating System Administration Guide* at [http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod\\_maintenance\\_guides\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html).
- If you are installing other languages because you want the Cisco Personal Communications Assistant to be localized, you must also install the corresponding Cisco Unified Communications Manager locales. See the “Locale Installation” section in the “Software Upgrades” chapter of the *Cisco Unified Communications Operating System Administration Guide* at [http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod\\_maintenance\\_guides\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html).

## Reverting a Server to the Unity Connection Version on the Inactive Partition

If you revert from Unity Connection 11.0(1) to an earlier version of Unity Connection, some of the data for new Unity Connection 11.0(1) features is lost and cannot be retrieved when you upgrade again to Unity Connection 11.0(1).

## Limitations and Restrictions

- [Media Master Cannot Open WAV Files Saved on a Workstation in G.729a Format, page 11](#)
- [Secure Messaging Limitations Regarding ViewMail, page 12](#)

### Media Master Cannot Open WAV Files Saved on a Workstation in G.729a Format

The Media Master cannot open WAV files prerecorded in the G.729a audio format and saved to a workstation.

This limitation has the following workarounds:

- Convert the WAV file to another audio format (for example, convert it to the G.711 audio format).
- Use a WAV file that is recorded in a supported audio format other than G.729a.
- Make the recording by using a phone or a computer microphone.

Note that when Cisco Unity Connection is configured to record in the G.729a audio format, the Media Master functions correctly for recording and playing by using a phone or a computer microphone.

## Secure Messaging Limitations Regarding ViewMail

Adding non-audio attachments to secure messages composed in Cisco ViewMail for Microsoft Outlook version 8.5 and later is not supported with Unity Connection 11.0 (1).

## Caveats

This section contains the following caveat information:

- [Resolved Caveats, page 12](#)
- [Open Caveats—Unity Connection Release 11.0\(1\), page 12](#)
- [Related Caveats—Cisco Unified Communications Manager 11.0\(1\) Components Used by Unity Connection 11.0\(1\), page 12](#)

## Resolved Caveats

You can find the latest caveat information for Cisco Unity Connection version 11.0(1) by using the Bug Search tool, an online tool available for customers to query defects according to their own needs at [https://tools.cisco.com/bugsearch/search?kw=\\*&pf=prdNm&pfVal=280082558&rls=11.0&sb=fr&srtBy=byRel&bt=custV](https://tools.cisco.com/bugsearch/search?kw=*&pf=prdNm&pfVal=280082558&rls=11.0&sb=fr&srtBy=byRel&bt=custV).

Bug Search tool is available at <https://tools.cisco.com/bugsearch>. To access Bug Search tool, you must be logged on to Cisco.com as a registered user.

## Open Caveats—Unity Connection Release 11.0(1)

This section list any Severity 1, 2, and 3 open caveats when Unity Connection version 11.0(1) was released.

**Table 1** *Unity Connection Release 11.0(1) and Unity Connection in Cisco Business Edition 11.0(1) Open Caveats*

Caveat Number	Component	Severity	Description
<a href="#">CSCut34899</a>	api	3	User must change at next signIn doesn't prompt for a paswd change pop-up
<a href="#">CSCuu40352</a>	callroutingrules	3	Transfer loop after upgrade to CUC 10.5.2

## Related Caveats—Cisco Unified Communications Manager 11.0(1) Components Used by Unity Connection 11.0(1)

[Table 2](#) describes the Cisco Unified CM components used by Unity Connection. Caveat information for the Cisco Unified CM components is available in *Release Notes for Cisco Unified Communications Manager Release 11.0(1)* at

<http://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-call-manager/products-release-notes-list.html>.

**Table 2** Cisco Unified CM 11.0(1) Components Used by Unity Connection 11.0(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 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 is 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](http://www.access.gpo.gov/bis/ear/ear_data.html).

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