



# Readme for Cisco Unity Connection Release 7.1(3b) Service Update 1

---

**Revised April 3, 2012 (Originally published December 14, 2009)**

This readme file contains installation and support information for Cisco Unity Connection Release 7.1(3b) Service Update 1. (The service update can also be applied to Cisco Unified Communications Manager and Cisco Unified Communications Manager Business Edition servers.)

## Contents

- [System Requirements, page 1](#)
- [Version and Description, page 3](#)
- [Important Note, page 4](#)
- [Related Documentation, page 4](#)
- [Installation Information, page 5](#)
- [Reverting to the Connection Version on the Inactive Partition, page 7](#)
- [Caveats, page 7](#)
- [Obtaining Documentation and Submitting a Service Request, page 9](#)
- [Cisco Product Security Overview, page 9](#)

## System Requirements

- [For Cisco Unity Connection Release 7.1\(3b\) Service Update 1, page 2](#)
- [For Cisco Unity Connection, page 2](#)
- [For Cisco Unity Connection in Cisco Unified CMBE, page 2](#)
- [Compatibility Information, page 2](#)
- [Determining the Software Version, page 2](#)



---

**Americas Headquarters:**  
Cisco Systems, Inc., 170 West Tasman Drive, San Jose, CA 95134-1706 USA

## For Cisco Unity Connection Release 7.1(3b) Service Update 1

Before you install Cisco Unity Connection release 7.1(3b) Service Update 1, see the supported upgrades listed in the [“Version and Description” section on page 3](#).

## For Cisco Unity Connection

*System Requirements for Cisco Unity Connection Release 7.x* contains the most current Connection requirements. The document is available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/7x/requirements/7xcucsysreqs.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/requirements/7xcucsysreqs.html).

## For Cisco Unity Connection in Cisco Unified CMBE

*System Requirements for Cisco Unity Connection in Cisco Unified CMBE Release 7.x* contains the most current Connection requirements. The document is available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/7x/requirements/7xcucmbesysreqs.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/requirements/7xcucmbesysreqs.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](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, page 2](#)
- [Cisco Personal Communications Assistant, page 3](#)

## Cisco Unity Connection

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 Cisco Unity Connection Version by Using Cisco Unity Connection Administration

- 
- Step 1** In Cisco Unity Connection Administration, in the upper-right corner below the Navigation list, click **About**.
- The Connection version is displayed below “Cisco Unity Connection Administration.”
- 

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

- 
- 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.
- 

## Cisco Personal Communications Assistant

### To Determine the Cisco Personal Communications Assistant (PCA) Version

- 
- Step 1** Log on to the Cisco PCA.
- Step 2** On the Cisco PCA Home page, click **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.
- 

## Version and Description

Connection 7.1(3b) Service Update 1 is a cumulative update that incorporates all of the fixes and changes to the Cisco Unity Connection 7.1(3x) application—including the operating system and components shared by Connection and Cisco Unified CM—along with additional changes that are specific to this service update.

You can install this service update on servers running the following Connection versions:

- 7.1(3a) SU1a
- 7.1(3a) SU1
- 7.1(3a)
- 7.1(3)
- 7.1(2x)
- 7.0(2x)
- 2.1(4x)
- 2.1(3x)

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 7.1(3b)su1* on the download page for 7.1(3b) SU1 (start at <http://tools.cisco.com/support/downloads/go/Redirect.x?mdfid=278875240>).

## Additional Version Information

The version numbers of Cisco Unity Connection and the Cisco Unified Communications Operating System are different, as are the version numbers of other Connection components.

Connection is versioned in the following manner:

```
$(ConnectionSHORTVERSION).$(Cisco Unified Communications
ManagerBUILDTRAIN)-$(Connection BUILDNUM)
```

For procedures on viewing the Connection version, see the “[Determining the Software Version](#)” section on page 2.

For supported upgrades, always refer to the Cisco Unified Communications Manager version, which can be viewed by running the CLI command **show version**. (See also the list of versions supported for upgrades, above.)

In addition, note the following descriptions of release types:

- A service update is a release that incorporates all fixes and changes pulled from an engineering-special (ES) branch. It may also include additional fixes. A service update is posted on Cisco.com and, thus, is available by download only. In documentation references, the notation “Service Update <x>” or “SU<x>” is added to the release number (for example, 7.1(3) Service Update 1 or 7.1(3) SU1).
- A respin release is a critical-fix release rebuilt from the base release. It is reissued to manufacturing, replacing the preceding release, and posted on Cisco.com. In documentation references, a lowercase letter is added to the release number (for example, 7.0(2a) or 7.1(2b) ).

## Important Note

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

## Related 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 7.x*. The document is shipped with Connection and is available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/7x/roadmap/7xcucdg.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/roadmap/7xcucdg.html).

## 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](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 7.x versions go to documents that are labeled for Cisco Unity Connection Release 7.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 7.1\(3b\) Service Update 1 Software Revised 03 April, 2012](#)” section on page 5.

For instructions on installing the service update on:

- A Cisco Unity Connection 7.x server, see the “[Upgrading Cisco Unity Connection 7.x to the Shipping 7.x Version](#)” chapter of the *Reconfiguration and Upgrade Guide for Cisco Unity Connection Release 7.x* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/7x/upgrade/guide/7xcucrugx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/upgrade/guide/7xcucrugx.html).
- A Connection 2.1(2) or later server, see the “[Upgrading Cisco Unity Connection 2.1\(2\) or Later to the Shipping 7.x Version](#)” chapter of the *Reconfiguration and Upgrade Guide for Cisco Unity Connection Release 7.x* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/7x/upgrade/guide/7xcucrugx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/upgrade/guide/7xcucrugx.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](http://www.cisco.com/en/US/products/ps7273/prod_maintenance_guides_list.html).

### Downloading Cisco Unity Connection Release 7.1(3b) Service Update 1 Software Revised 03 April, 2012



### 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 from the versions listed in the “[Version and Description](#)” section on page 3. It cannot be used to install a new Connection 7.1 server or to migrate from Connection 1.x to 7.1.

(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 7.1(3b)su1* on the download page for 7.1(3b) SU1 (start at <http://tools.cisco.com/support/downloads/go/Redirect.x?mdfid=278875240>),.)

Because of the size of the upgrade application, the file has been divided into two parts. Do the following procedure to download the two parts and to recombine them into a single file.

## To Download Cisco Unity Connection Release 7.1(3b) Service Update 1 Software

- Step 1** Log on to a computer with a high-speed Internet connection, and go to the Voice and Unified Communications Downloads page at <http://tools.cisco.com/support/downloads/pub/Redirect.x?mdfid=278875240>.



**Note** To access the software download page, you must be logged on 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 click **Cisco Unity Connection Version 7.1**.
- Step 3** On the Select a Software Type page, click **Cisco Unity Connection Software**.
- Step 4** On the Select a Release page, click **7.1.3bSU1**, and the download links 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 file sizes appear below the download links.)
- Step 6** Click **UCS\_Install\_UCOS\_7.1.3.31900-1.sgn.iso\_part1of2**, and follow the on-screen prompts to complete the download. Make note of the MD5 value.
- Step 7** Click **UCS\_Install\_UCOS\_7.1.3.31900-1.sgn.iso\_part2of2**, and follow the on-screen prompts to complete the download. Make note of the MD5 value.
- Step 8** For each downloaded file, 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 file is 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 9** Execute one of the following commands, depending on the operating system, to reunite the two parts of the file:
- On a Unix/Linux system, cut and paste the following command from this document into the CLI to combine the two files:

```
cat UCS_Install_UCOS_7.1.3.31900-1.sgn.iso_part1of2 UCS_Install_UCOS_7.1.3.31900-1.sgn.iso_part2of2 >
UCSInstall_UCOS_7.1.3.31900-1.sgn.iso
```

- On a Windows system, cut and paste the following command from this document into the command prompt (cmd.exe) to combine the two files:

```
COPY /B UCS_Install_UCOS_7.1.3.31900-1.sgn.iso_part1of2+UCS_Install_UCOS_7.1.3.31900-1.sgn.iso_part2of2
UCSInstall_UCOS_7.1.3.31900-1.sgn.iso
```

- Step 10** Use a checksum generator to confirm that the MD5 checksum of the reunited file matches the following checksum:

```
e087ea114406e0a65d098e763d5f7473
```

If the values do not match, the reunited file is damaged.



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

- Step 11** If you are installing from a DVD, burn the DVD, noting the following considerations:
- 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 12** When you are finished combining the files, delete the separate parts to free disk space.

## Reverting to the Connection Version on the Inactive Partition

See the “[Reverting Servers to the Cisco Unity Connection Version on the Inactive Partition](#)” chapter of the *Reconfiguration and Upgrade Guide for Cisco Unity Connection Release 7.x* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/7x/upgrade/guide/7xcucrugx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/upgrade/guide/7xcucrugx.html).

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

## Caveats

### Revised January 19, 2010

There were no resolved caveats in Cisco Unity Connection 7.1(3b) Service Update 1. See the “[Related Caveats—Cisco Unified Communications Manager 7.1\(3\) Components That Are Used by Connection 7.1\(3\)](#)” section on page 8.

You can find the latest caveat information for Cisco Unity Connection version 7.1(3) 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](http://www.cisco.com/go/bugs).



### Note

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

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](http://www.cisco.com/en/US/products/ps6509/prod_release_notes_list.html).

Release notes for all versions of Cisco Unified Communications Manager Business Edition are available at [http://www.cisco.com/en/US/products/ps7273/prod\\_release\\_notes\\_list.html](http://www.cisco.com/en/US/products/ps7273/prod_release_notes_list.html).

## Related Caveats—Cisco Unified Communications Manager 7.1(3) Components That Are Used by Connection 7.1(3)

Table 1 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 7.1(3b)su1* on the download page for 7.1(3b)SU1 (start at <http://tools.cisco.com/support/downloads/go/Redirect.x?mdfid=278875240>).
- *ReadMe for Cisco Unified Communications Manager Release 7.1(3a)su1* on the download page for 7.1(3a)SU1 (start at <http://tools.cisco.com/support/downloads/go/Redirect.x?mdfid=278875240>).
- *Release Notes for Cisco Unified Communications Manager Release 7.1(3a)* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/cucm/rel\\_notes/7\\_1\\_3/cucm-rel\\_notes-713a.html](http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/rel_notes/7_1_3/cucm-rel_notes-713a.html).
- *Release Notes for Cisco Unified Communications Manager Release 7.1(3)* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/cucm/rel\\_notes/7\\_1\\_3/cucm-rel\\_notes-713.html](http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/rel_notes/7_1_3/cucm-rel_notes-713.html).

**Table 1** Cisco Unified CM 7.1(3) Components That Are Used by Connection 7.1(3)

| 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](http://www.access.gpo.gov/bis/ear/ear_data.html).

---

Cisco and the Cisco logo are trademarks or registered trademarks of Cisco and/or its affiliates in the U.S. and other countries. To view a list of Cisco trademarks, go to this URL: [www.cisco.com/go/trademarks](http://www.cisco.com/go/trademarks). Third-party trademarks mentioned 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. (1110R)

Any Internet Protocol (IP) addresses used in this document are not intended to be actual addresses. Any examples, command display output, and figures included in the document are shown for illustrative purposes only. Any use of actual IP addresses in illustrative content is unintentional and coincidental.

© 2012 Cisco Systems, Inc. All rights reserved.

