



Readme for Cisco Unity Connection Release 7.1(3b) Service Update 2

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This readme file contains installation and support information for Cisco Unity Connection Release 7.1(3b) Service Update 2. (The service update can also be applied to Cisco Unified Communications Manager and Cisco Unified Communications Manager Business Edition servers.)

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System Requirements

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For Cisco Unity Connection Release 7.1(3b) Service Update 2

Before you install Cisco Unity Connection release 7.1(3b) Service Update 2, 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.

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 requirements for Connection in Cisco Unified CMBE. The document is available at 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.

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) SU 2 is a cumulative update that incorporates all of the fixes and changes to Cisco Unity Connection versions 7.1(3), 7.1(3a), 7.1(3a) SU 1, 7.1(3a) SU 1a, and 7.1(3b) SU 1—including the operating system and components shared by Connection and Cisco Unified CM. It also incorporates additional changes that are specific to this service update, including Connection Engineering Special 26.



Note

You can install this service update only on versions 2.1(3x), 2.1(4x), 7.0(2x), 7.1(2x), 7.1(3), 7.1(3a), 7.1(3b), 7.1(3a) SU 1, 7.1(3a) SU 1a, 7.1(3b) SU 1, or any 7.1(3) ES from 7.1.3.11001-7 to 7.1.3.32012-1.

You can upgrade directly to Connection 7.1(3b) SU 2 from many but not all versions of Connection 2.x and later. For information on whether you can upgrade directly to Connection 7.1(3b) SU 2, 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/cmcompmatr.html.

You refer to the full version number of Cisco Unified CM 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, 7.1.3.10000-11); the software versions listed on the download pages on Cisco.com are abbreviated version numbers (for example, 7.1(3)). Column headings in the tables of the “Supported Cisco Unified Communications Manager Upgrades” section correlate abbreviated version numbers with full version numbers.

**Note**

Abbreviated version numbers for Connection and Cisco Unified CM are identical except that Connection 2.x versions correspond with Cisco Unified CM 6.x versions.

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.

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)su2* on the download page for 7.1(3b) SU2 (start at <http://tools.cisco.com/support/downloads/go/Redirect.x?mdfid=278875240>).

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.

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 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 2 Software](#)” 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.
- 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.
- 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 7.1(3b) Service Update 2 Software

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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 referenced 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)su2* on the download page for 7.1(3b) SU2 (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 2 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 **Unified Communications Manager / Cisco Unity Connection Updates**.
- Step 4** On the Select a Release page, under All Releases or Latest Releases, click **7.1.3bSU2**, 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 file sizes appear below the download links.)
- Step 6** Click **UCSInstall_UCOS_7.1.3.32900-4.sgn.iso_part1of2**, and follow the on-screen prompts to complete the download. Make note of the MD5 value.
- Step 7** Click **UCSInstall_UCOS_7.1.3.32900-4.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, for 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 UCSInstall_UCOS_7.1.3.32900-4.sgn.iso_part1of2 UCSInstall_UCOS_7.1.3.32900-4.sgn.iso_part2of2 >
UCSInstall_UCOS_7.1.3.32900-4.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 UCSInstall_UCOS_7.1.3.32900-4.sgn.iso_part1of2+UCSInstall_UCOS_7.1.3.32900-4.sgn.iso_part2of2
UCSInstall_UCOS_7.1.3.32900-4.sgn.iso
```

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

d450666dafbc8f01c111ed0158f748fb

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.

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

Caveat Information

Cisco Unity Connection 7.1(3b) Service Update 2 includes Connection Engineering Special 26.

You can find the latest caveat information for Connection version 7.1(3x) 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.

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.

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)su2* on the download page for 7.1(3b)SU2 (start at <http://tools.cisco.com/support/downloads/go/Redirect.x?mdfid=278875240>).
- *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>).
- *Release Notes for Cisco Unified Communications Manager Release 7.1(3b)* at http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/rel_notes/7_1_3/cucm-rel_notes-713b.html.

- *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.
- *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.

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.

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