



# Readme for Cisco Unity Connection Release 7.1(5b) Service Update 3

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This readme file contains installation and support information for Cisco Unity Connection Release 7.1(5b) Service Update 3. (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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## Requirements for Cisco Unity Connection Release 7.1(5b) Service Update 3

- Before you install Cisco Unity Connection release 7.1(5b) Service Update 3, see the supported upgrade information in the [“Version and Description” section on page 4](#).
- If you are installing 7.1(5b) Service Update 3 on the servers in a Cisco Unity Connection cluster and the servers are running Cisco Unified Communications Operating System version 7.1.5.10000-12, you must install the patch file `ciscocm.cuc_cluster_715.cop.sgn` before you install the service update. The patch is available on Cisco.com, along with the service update (see the [“Downloading Cisco Unity Connection Release 7.1\(5b\) Service Update 3 Software” section on page 6](#)). For information about the patch, see the accompanying readme on the download page.

**Note**

Upgrading from Cisco Unity Connection version 7.1(5x) to version 8.0(x) is not supported. To upgrade from Connection 7.1(5) to 8.x, you must upgrade to Connection 8.5.

## Requirements 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).

## Requirements 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](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 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, click **About**.

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

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#### 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** 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.
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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 log on.

### 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 7.1(5b) SU 3 is a cumulative update that incorporates all of the fixes and changes to Connection version 7.1(5b)—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 33.

For information on whether you can upgrade directly to Connection 7.1(5b) SU 3, 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](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, 7.1.5.10000-10); the software versions listed on the download pages on Cisco.com are abbreviated version numbers (for example, 7.1(5) ). 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.

## 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 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).

## 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](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\(5b\) Service Update 3 Software](#)” section on page 6.

For instructions on installing the service update on:

- A 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.x server, see the “[Upgrading Cisco Unity Connection 2.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 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).



### Caution

If you are installing 7.1(5b) Service Update 3 on the servers in a Cisco Unity Connection cluster and the servers are running Cisco Unified Communications Operating System version 7.1.5.10000-12, you must install the patch file `ciscocm.cuc_cluster_715.cop.sgn` before you install the service update. See the “[Requirements for Cisco Unity Connection Release 7.1\(5b\) Service Update 3](#)” section on page 2.

## Downloading Cisco Unity Connection Release 7.1(5b) Service Update 3 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 to Connection 7.1. 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 whether you can upgrade directly from your current version to Connection 7.1(5b) SU 3, 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 7.1(5b)su3* on the download page for 7.1(5b) SU 3 (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.



### Caution

With restricted and unrestricted versions of Connection software now available, download software carefully. Upgrading a restricted version to an unrestricted version is supported, but future upgrades are then limited to unrestricted versions. Upgrading an unrestricted version to a restricted version is not supported.

### To Download Cisco Unity Connection Release 7.1(5b) Service Update 3 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://tools.cisco.com/support/downloads/pub/Redirect.x?mdfid=278875240>.



### Note

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

- Step 2** *If you are installing the Connection 7.1(5) cluster patch:* Download the file:
- 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 7.1**.
  - On the Select a Software Type page, select **Unified Communications Manager / CallManager / Cisco Unity Connection Utilities**.
  - On the Select a Release page, select **COP-Files**, and the download buttons appear on the right side of the page.
  - Select the **ciscocm.cuc\_cluster\_715.cop.sgn** download, then follow the on-screen prompts to complete the download. Make note of the MD5 value.
- Step 3** 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 7.1**.

- Step 4** On the Select a Software Type page, select **Cisco Unified Communications Manager/Cisco Unity Connection Updates**.
- Step 5** On the Select a Release page, select **7.1.5bSU3**, 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. 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.

- Step 6** Confirm that the computer you are using has sufficient hard-disk space for the downloaded files. (The download descriptions include file sizes.)
- Step 7** Select the applicable download for the first part, then follow the on-screen prompts to complete the download, making note of the MD5 value:

<b>Restricted version</b>	UCSInstall_UCOS_7.1.5.32900-2.sgn.iso_part1of2
<b>Unrestricted version</b>	UCSInstall_UCOS_UNRST_7.1.5.32900-2.sgn.iso_part1of2

- Step 8** Select the applicable download for the second part, then follow the on-screen prompts to complete the download, making note of the MD5 value:

<b>Restricted version</b>	UCSInstall_UCOS_7.1.5.32900-2.sgn.iso_part2of2
<b>Unrestricted version</b>	UCSInstall_UCOS_UNRST_7.1.5.32900-2.sgn.iso_part2of2

- Step 9** For each of the downloaded files, 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 10** To reunite the two parts of the **UCS\_Install\_UCOS...** files, execute one of the following commands, depending on the operating system:

- On a Unix/Linux system, copy and paste the applicable command into the CLI:

<b>Restricted version</b>	cat UCSInstall_UCOS_7.1.5.32900-2.sgn.iso_part1of2 UCSInstall_UCOS_7.1.5.32900-2.sgn.iso_part2of2 > UCSInstall_UCOS_7.1.5.32900-2.sgn.iso
<b>Unrestricted version</b>	cat UCSInstall_UCOS_UNRST_7.1.5.32900-2.sgn.iso_part1of2 UCSInstall_UCOS_UNRST_7.1.5.32900-2.sgn.iso_part2of2 > UCSInstall_UCOS_UNRST_7.1.5.32900-2.sgn.iso

- On a Windows system, copy and paste the applicable command into the command prompt (cmd.exe):

<b>Restricted version</b>	COPY /B UCSInstall_UCOS_7.1.5.32900-2.sgn.iso_part1of2+UCSInstall_UCOS_7.1.5.32900-2.sgn.iso_part2of2 UCSInstall_UCOS_7.1.5.32900-2.sgn.iso
<b>Unrestricted version</b>	COPY /B UCSInstall_UCOS_UNRST_7.1.5.32900-2.sgn.iso_part1of2+UCSInstall_UCOS_UNRST_7.1.5.32900-2.sgn.iso_part2of2 UCSInstall_UCOS_UNRST_7.1.5.32900-2.sgn.iso

- Step 11** Use a checksum generator to confirm that the MD5 checksum of the reunited file matches the applicable checksum:

<b>Restricted version</b>	24ade072e20504510d9493e12b8b8ef7
<b>Unrestricted version</b>	5ff123cb2ba696f20547387559d7ab50

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 12** 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 13** 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](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/upgrade/guide/7xcucrux.html)” 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/7xcucrux.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/upgrade/guide/7xcucrux.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(5b) Service Update 3 includes Connection Engineering Special 33.



You can find the latest caveat information for Connection version 7.1(5x) 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). 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 7.1\(5b\) SU 3, page 9](#)
- [Resolved Caveats—Connection Release 7.1\(5b\) SU 3, page 9](#)
- [Related Caveats—Cisco Unified Communications Manager 7.1\(5\) Components That Are Used by Connection 7.1\(5\), page 10](#)

Release notes for all versions of Cisco Unity Connection are available at [http://www.cisco.com/en/US/products/ps6509/prod\\_release\\_notes\\_list.html](http://www.cisco.com/en/US/products/ps6509/prod_release_notes_list.html).

## Open Caveats—Connection Release 7.1(5b) SU 3

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 7.1(5b) SU 3 Open Caveats*

Caveat Number	Component	Severity	Description
<a href="#">CSCtk74642</a>	database	3	UC should be able to delete users even if dependant info is missing
<a href="#">CSCtk83979</a>	documentation	3	7.1 Supported platforms list does not include minor version requirements
<a href="#">CSCti10948</a>	serviceability	3	Sub cannot be accessed through CUC GUI after Pub L2 to 7.1.5SU
<a href="#">CSCti96189</a>	conversations	4	UC 7.1.x upgrade may cause VVM applet to throw errors
<a href="#">CSCtj68217</a>	database	4	No alerts are generated for aborted transactions or broken replication
<a href="#">CSCte36779</a>	pca	4	Quickplay does not work for Unity Inbox Deleted items in ciscopca
<a href="#">CSCte39908</a>	pca	4	Quickplay in Cisco Unity Inbox can hang browser and users PC.
<a href="#">CSCtk16176</a>	telephony	4	Misleading error message due to cluster port group configuration

## Resolved Caveats—Connection Release 7.1(5b) SU 3

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 7.1(5b) SU 3 Resolved Caveats*

Caveat Number	Component	Severity	Description
<a href="#">CSCtj09213</a>	messaging	2	Messages from external VPIM source fail to get delivered
<a href="#">CSCth95235</a>	admin	3	7.1(5) helpdesk user may change superuser password
<a href="#">CSCti10876</a>	admin	3	Changing partition on alts, breaks user defined alternate extensions

**Table 2** *Connection Release 7.1(5b) SU 3 Resolved Caveats (continued)*

Caveat Number	Component	Severity	Description
<a href="#">CSCti20888</a>	admin	3	"utils cuc create report" hits "Permission denied" on 7.1.5.31900-3
<a href="#">CSCti29360</a>	admin	3	Cannot save alternate extension configuration when phone type is empty
<a href="#">CSCte64232</a>	conversations	3	Double prompt of "You have no new messages"
<a href="#">CSCta76014</a>	database	3	UC 7 - Can't add user - false claim that there is a Duplicate mailbox ID
<a href="#">CSCti73373</a>	database	3	Switch version fails on warm standby server with multiple mail stores
<a href="#">CSCtj47371</a>	javanotifier	3	SMPP configuration settings not being used for SMS notifications
<a href="#">CSCti76527</a>	messaging	3	Unity Connection fails to create VPIM header message
<a href="#">CSCti78872</a>	messaging	3	Cannot Reply back to secure VPIM messages
<a href="#">CSCtj60127</a>	messaging	3	UC 7.x - VPIM needs to handle MIME-Version: 1.0 and (Voice 2.0) Headers
<a href="#">CSCtj91694</a>	messaging	3	DN: Changing the SMTP address does not replicate to 7.x locations
<a href="#">CSCtj91698</a>	messaging	3	DN: Deleting an alias does not replicate to remote locations
<a href="#">CSCti20895</a>	setup	3	Login prompt changed to UC version in L2 vs. CUM version in fresh instal
<a href="#">CSCtj43571</a>	setup	3	CUC Unable to Add a DRS backup device on the subscriber
<a href="#">CSCth98127</a>	telephony	3	PIMG resource usage high when CUC MWI throttle mechanism fails
<a href="#">CSCti18846</a>	telephony	3	Stack corruption when sending 2833 digit over SRTP
<a href="#">CSCti20573</a>	telephony	3	Bad voice quality experienced when recording with G.711alaw
<a href="#">CSCti99031</a>	telephony	3	UC: Race condition in SCCP state machine can cause ports to lock up
<a href="#">CSCtj58067</a>	telephony	3	UC Rare timing issue causing a crash in the media mixer
<a href="#">CSCti01023</a>	vui	3	Resume utterance has confidence level hard-coded
<a href="#">CSCti29506</a>	admin	4	Phone type is incorrect for user defined alternate extensions
<a href="#">CSCti32948</a>	admin	4	Administrator cannot add new alternate extension after updating user AEs
<a href="#">CSCtb23763</a>	database	4	UC 7.0 Report Data Harvester breaks when user Display Name has comma
<a href="#">CSCtj89158</a>	messaging	4	Cuc7.1.5ES30 read receipts in mixed 7.x/8.x dignet from 8.x badmailed
<a href="#">CSCti50392</a>	conversations	6	Add support for Flemish into 7.1.5
<a href="#">CSCte25647</a>	core	6	Misleading Notifier diagnostic error is not an error
<a href="#">CSCtj93191</a>	messaging	6	Port MTA unit tests to 7.x

## Related Caveats—Cisco Unified Communications Manager 7.1(5) Components That Are Used by Connection 7.1(5)

[Table 3](#) below describes the Cisco Unified Communications Manager components that are used by Cisco Unity Connection.

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

- *ReadMe for Cisco Unified Communications Manager Release 7.1(5b)su3* on the download page for 7.1(5b)SU3 (start at <http://tools.cisco.com/support/downloads/go/Redirect.x?mdfid=278875240>).
- *ReadMe for Cisco Unified Communications Manager Release 7.1(5b)su2* on the download page for 7.1(5b)SU2 (start at <http://tools.cisco.com/support/downloads/go/Redirect.x?mdfid=278875240>).

- *Release Notes for Cisco Unified Communications Manager Release 7.1(5b)* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/cucm/rel\\_notes/7\\_1\\_5/cucm-rel\\_notes-715b.html](http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/rel_notes/7_1_5/cucm-rel_notes-715b.html).
- *Release Notes for Cisco Unified Communications Manager Release 7.1(5a)* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/cucm/rel\\_notes/7\\_1\\_5/cucm-rel\\_notes-715a.html](http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/rel_notes/7_1_5/cucm-rel_notes-715a.html).
- *ReadMe for Cisco Unified Communications Manager Release 7.1(5)su1a* on the download page for 7.1(5)SU1a (start at <http://tools.cisco.com/support/downloads/go/Redirect.x?mdfid=278875240>).
- *ReadMe for Cisco Unified Communications Manager Release 7.1(5)su1* on the download page for 7.1(5)SU1 (start at <http://tools.cisco.com/support/downloads/go/Redirect.x?mdfid=278875240>).
- *Release Notes for Cisco Unified Communications Manager Release 7.1(5)* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/cucm/rel\\_notes/7\\_1\\_5/cucm-rel\\_notes-715.html](http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/rel_notes/7_1_5/cucm-rel_notes-715.html).

**Table 3** *Cisco Unified CM 7.1(5) Components That Are Used by Connection 7.1(5)*

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>

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## Cisco Product Security Overview

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