Readme for Cisco Unity Connection Release 8.6(2a) Service Update 3

Revised August 09, 2013

This readme file contains installation and support information for Cisco Unity Connection Release 8.6(2a) Service Update 3. (The service update can also be applied to Cisco Unified Communications Manager and Cisco Unified Communications Manager Business Edition servers.)

⚠ **Caution** If the Unity Connection server is running an engineering special with a full Cisco Unified Communications Operating System version number between 8.6.2.23070-1 and 8.6.2.23899-x, do not upgrade the server to Unity Connection 8.6(2a) SU 3 because the upgrade will fail. Instead, upgrade the server with an ES released after 8.6(2a) SU 3 that has a full Unified Communications OS version number of 8.6.2.239xx-x or later to get the SU functionality.

Contents

System Requirements

Requirements for Cisco Unity Connection Release 8.6(2a) Service Update 3

Before you install Cisco Unity Connection release 8.6(2a) Service Update 3, see the supported upgrade information in the "Version and Description" section on page 4.

Requirements for Cisco Unity Connection

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

Requirements for Cisco Unity Connection in Cisco Unified CMBE

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

Compatibility Information

The following documents list the most current version combinations qualified for use with Cisco Unity Connection, and with Unity Connection in Cisco Unified CMBE (where applicable):

- *Compatibility Matrix: Cisco Unity Connection and the Software on User Workstations*
- *SCCP Compatibility Matrix: Cisco Unity Connection, Cisco Unified Communications Manager, and Cisco Unified Communications Manager Express*
- *SIP Trunk Compatibility Matrix: Cisco Unity Connection, Cisco Unified Communications Manager, and Cisco Unified Communications Manager Express*

The documents are available on Cisco.com at http://www.cisco.com/en/US/products/ps6509/products_device_support_tables_list.html.

Determining the Software Version

This section contains procedures for determining the version in use for the following software:

- Cisco Unity Connection Application, page 3
- Cisco Personal Communications Assistant Application, page 3
- Cisco Unified Communications Operating System, page 3

Cisco Unity Connection Application

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

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

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."

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 Cisco Unified Operating System Administration Help.)

Step 2 Run the **show cuc version** command.

Cisco Personal Communications Assistant Application

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

Step 1 Sign in to the Cisco PCA.

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

Step 3 The Cisco Unity Connection version is displayed. The Cisco PCA version is the same as the Unity Connection version.

Cisco Unified Communications Operating System

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

To Determine the Version of the Cisco Unified Communications Operating System by Using Cisco Unified Operating System Administration

Step 1   In Cisco Unified Operating System Administration, the System Version is displayed below "Cisco Unified Operating System Administration" in the blue banner on the page that appears after you sign in.

To Determine the Version of the Cisco Unified Communications Operating System by Using the Command-Line Interface

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

Step 2   Run the **show version active** command.

Version and Description

Cisco Unity Connection 8.6(2a) SU 3 is a cumulative update that incorporates all of the fixes and changes to Unity Connection version 8.6(2)—including the operating system and components shared by Unity Connection and Cisco Unified CM. It also incorporates additional changes that are specific to this service update, including Unity Connection Engineering Special 69.

⚠ **Caution**   If the Unity Connection server is running an engineering special with a full Cisco Unified Communications Operating System version number between 8.6.2.23070-1 and 8.6.2.23899-x, do not upgrade the server to Unity Connection 8.6(2a) SU 3 because the upgrade will fail. Instead, upgrade the server with an ES released after 8.6(2a) SU 3 that has a full Unified Communications OS version number of 8.6.2.239xx-x or later to get the SU functionality.

For information on whether you can upgrade directly to Unity Connection 8.6(2a) 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.

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

Full version numbers include the build number (for example, 8.6.2.23900-10); the software versions listed on the download pages on Cisco.com are abbreviated version numbers (for example, 8.6(2)). 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 Unity Connection and the Cisco Unified Communications Operating System are identical except that Unity Connection 2.x versions correspond with 6.x versions of the operating system.

Do not refer to version numbers in any of the administration user interfaces because those versions apply to the interfaces themselves, not to the version installed on the active partition.

New and Changed Support and Functionality—Release 8.6(2a) Service Update 3

This section contains information about new and changed support and functionality in the 8.6(2a) Service Update 3 release time frame only.

Support for Microsoft Office 365 with 6000 Users

Added June 28, 2013

Cisco Unity Connection 8.6(2a) SU 3 is qualified for 6000 users with Microsoft Office 365.

> **Note** Cisco Unity Connection 8.6.2 SU3 now supports synchronizing voice messages in a Cisco Unity Connection user's mailbox with the user's Office 365 Wave 15 mailbox. To enable the support for Office 365 Wave 15, you need to install the patch provided by Cisco. However, for Wave 14, no patch is required. For getting access to the patch required for Office 365 Wave 15, please contact ucxn-o365-support@external.cisco.com support mailer.

(For information on new and changed support and functionality in Cisco Unity Connection Release 8.6(2), see http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/release/notes/862cucrn.html.)

Support for Exchange 2013

Added June 14, 2013

Cisco Unity Connection 8.6.2 SU3 now supports synchronizing voice messages in a Cisco Unity Connection user's mailbox with the user's Exchange 2013 mailbox. For information on Exchange Server 2013 requirements when single inbox is configured, see the *System Requirements for Cisco Unity Connection Release 8.x* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/requirements/8xcucsysreqs.html.

Support for Windows 8

Added June 14, 2013

Cisco Unity Connection 8.6.2 SU3and later releases now support Windows 8 for all messaging client applications, messaging assistant, and personal call transfer web tools. For more information on compatibility with other applications, see the Compatibility Matrix: *Compatibility Matrix: Cisco Unity Connection and the Software on User Workstations* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/compatibility/matrix/cucclientmtx.html.

Language Files Are Available

Revised August 09, 2013

Language files for Cisco Unity Connection 8.6 are available on Cisco.com. (For a list of available languages, see the "Available Languages for Cisco Unity Connection 8.x Components" section of the *System Requirements for Cisco Unity Connection Release 8.x* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/requirements/8xcucsysreqs.html)

Note All localesare now supported for Unity Connection 8.6(2a) SU 3.

Important Note

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

Related Documentation

Documentation for Cisco Unity Connection

For descriptions and URLs of Cisco Unity Connection documentation on Cisco.com, see the *Documentation Guide for Cisco Unity Connection Release 8.x*. The document is shipped with Unity Connection and is available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/roadmap/8xcucdg.html.

Documentation for Cisco Unified Communications Manager Business Edition

For descriptions and URLs of Cisco Unified Communications Manager Business Edition documentation on Cisco.com, see the *Cisco Unified Communications Manager Business Edition Documentation Guide*. The document is shipped with Cisco Unified CMBE and is available at http://www.cisco.com/en/US/products/ps7273/products_documentation_roadmaps_list.html.

Note The documentation links on Cisco.com for some Cisco Unity Connection in Cisco Unified CMBE 8.x versions go to documents that are labeled for Cisco Unity Connection Release 8.x. Despite the version label, all content in the documentation applies to both Unity Connection configurations.

Installation Information

For instructions on downloading the service update, see the "Downloading Cisco Unity Connection Release 8.6(2a) Service Update 3 Software" section on page 7.

For instructions on installing the service update on:

- A Connection 7.x or 8.x server, see the "Upgrading Cisco Unity Connection 7.x or 8.x to the Shipping 8.x Version" chapter of the *Reconfiguration and Upgrade Guide for Cisco Unity Connection Release 8.x* at
http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/upgrade/guide/8xcucrugx.html.

- A Unity Connection 2.x server, see the "Upgrading Cisco Unity Connection 2.x to the Shipping 8.x Version" chapter of the *Reconfiguration and Upgrade Guide for Cisco Unity Connection Release 8.x* at
http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/upgrade/guide/8xcucrugx.html.

- A Cisco Unified CMBE server, see the "Software Upgrade and Installation" section in the "Software Upgrades" chapter of the *Cisco Unified Communications Operating System Administration Guide* at http://www.cisco.com/en/US/products/ps7273/prod_maintenance_guides_list.html.

Downloading Cisco Unity Connection Release 8.6(2a) Service Update 3 Software

Note The service update files can be used to upgrade Cisco Unity Connection, Cisco Unified Communications Manager, and Cisco Unified Communications Manager Business Edition. The files can be downloaded from the Unity Connection or Cisco Unified CM downloads page.

The service update posted on Cisco.com can be used only to upgrade to Connection 8.6. It cannot be used to install a new Connection 8.6 server or to migrate from Connection 1.x to 8.6.

For information on whether you can upgrade directly from your current version to Connection 8.6(2a) 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 8.6(2a)su3* on the download page for 8.6(2a) SU 3 (start at http://www.cisco.com/cisco/software/navigator.html?mdfid=280082558).)

Caution With restricted and unrestricted versions of Connection software now available, download software carefully. Upgrading a restricted version to an unrestricted version is supported, but future upgrades are then limited to unrestricted versions. Upgrading an unrestricted version to a restricted version is not supported. For more information about restricted and unrestricted versions of Connection software, see the "Cisco Unity Connection 8.6(2)—Restricted and Unrestricted Versions" section of the *Release Notes for Cisco Unity Connection Release* at 8.6(2) at
http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/release/notes/862cucrn.html.

To Download Cisco Unity Connection Release 8.6(2a) 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://www.cisco.com/cisco/software/navigator.html?mdfid=280082558.

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

Step 2 In the tree control on the Downloads page, expand : **Products>Voice and Unified Communications>IP Telephony>Unified Messaging>Cisco Unity Connection**, and select **Cisco Unity Connection Version 8.6**.

Step 3 On the Select a Software Type page, select **Unified Communications Manager /Cisco Unity Connection Updates**.

Step 4 On the Select a Release page, select **8.6(2a) SU3**, and the download buttons appear on the right side of the page.

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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.For more information about restricted and unrestricted versions of Connection software, see the "Cisco Unity Connection 8.6(2)—Restricted and Unrestricted Versions" section of the *Release Notes for Cisco Unity Connection Release* at 8.6(2) at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/release/notes/862cucrn.html.

Step 5 Confirm that the computer you are using has sufficient hard-disk space for the downloaded files. (The download descriptions include file sizes.)

Step 6 Select the applicable download, then follow the on-screen prompts to complete the download, making note of the MD5 value.

Restricted version	UCSInstall_UCOS_8.6.2.23900-10.sgn.iso
Unrestricted version	UCSInstall_UCOS_UNRST_8.6.2.23900-10 sgn.iso

Step 7 Use a checksum generator to confirm that the MD5 checksum matches the checksum that is listed on Cisco.com. If the values do not match, the downloaded files are damaged.

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

Free checksum tools are available on the Internet, or example, the Microsoft File Checksum Integrity Verifier utility. The utility is described in Microsoft Knowledge Base article 841290, *Availability and Description of the File Checksum Integrity Verifier Utility.* The KB article also includes a link for downloading the utility.

Step 8 If you are installing from a DVD, burn the DVD, noting the following considerations:

- Choose the option to burn a disc image, not the option to copy files. Burning a disc image will extract the thousands of files from the .iso file and write them to a DVD, which is necessary for the files to be accessible for the installation.

- Use the Joliet file system, which accommodates filenames up to 64 characters long.

- If the disc-burning application that you are using includes an option to verify the contents of the burned disc, choose that option. This causes the application to compare the contents of the burned disc with the source files.

Step 9 Confirm that the DVD contains a large number of directories and files.

Step 10   Delete unnecessary files from the hard disk to free disk space, including the .iso file that you downloaded.

Reverting to the Connection Version on the Inactive Partition

See the "Reverting Cisco Unity Connection 8.x Servers to the Version on the Inactive Partition" chapter of the *Reconfiguration and Upgrade Guide for Cisco Unity Connection Release 8.x* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/upgrade/guide/8xcucrugx.html.

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

Caveat Information

Cisco Unity Connection 8.6(2a) Service Update 3 includes Unity Connection Engineering Special 69.

You can find the latest caveat information for Unity Connection version 8.6(2) by using Bug Toolkit, an online tool available for customers to query defects according to their own needs.

Bug Toolkit is available at www.cisco.com/go/bugs. Fill in your query parameters by using the custom settings in the Advanced Settings option.

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

This section contains the following caveat information:

- Open Caveats—Unity Connection Release 8.6(2a) SU 3, page 9
- Resolved Caveats—Unity Connection Release 8.6(2a) SU 3, page 10
- Related Caveats—Cisco Unified Communications Manager 8.6(2) Components That Are Used by Unity Connection 8.6(2a), page 11

Release notes for all versions of Cisco Unity Connection are available at http://www.cisco.com/en/US/products/ps6509/prod_release_notes_list.html.

Open Caveats—Unity Connection Release 8.6(2a) 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   *Unity Connection Release 8.6(2a) SU 3 Open Caveats*

Caveat Number	Component	Severity	Description
CSCuf25095	documentation	3	CUC 8.x -MTA duplicates messages due to SMTP proxy Address
CSCug12105	documentation	3	CUC 8.x -SMTP domain change doesnt change Virtual License MAC
CSCud35679	localization	3	System Transfer in conversation fails with JPN locale
CSCud62820	core	3	"Retrieve calendar items" may cause CuCsMgr process crash

Table 1   *Unity Connection Release 8.6(2a) SU 3 Open Caveats (continued)*

Caveat Number	Component	Severity	Description
CSCue21633	sa-mac	3	BE3000 producing error stating vm/auto-attendant unreachable
CSCue28532	documentation	3	UC 8x/9x - Single Inbox Docs Need NAT/Network Requirements
CSCue35711	documentation	3	Migration from MCS to VM misses Cluster part as per 8x/9x Guide.

Resolved Caveats—Unity Connection Release 8.6(2a) 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   *Unity Connection Release 8.6(2a) SU 3 Resolved Caveats*

Caveat Number	Component	Severity	Description
CSCue37320	interop	1	DigNet : Sync not working after join.
CSCud72204	admin	2	Not handling CallerName in non-ASCII character set on UC v9.0
CSCue29819	messaging	2	CUC: Unable to playback voicemail received from VPIM user
CSCtt44939	conversations	3	CuMixer Crash When Recording Codec set to GSM FR
CSCtx42950	conversations	3	Core generated on Special Characters in Mail Subject Field
CSCtz51822	database	3	Unity Connection - Fake Alarm appearing in Syslogs for MbxDb Full
CSCtz67257	javanotifier	3	CUNI notifications not sent for messages left during SBR
CSCtz76434	admin	3	Unity Connection Security Scan vulnerabilities
CSCua60162	conversations	3	Directory Handler does not play all names
CSCua88289	api	3	API is not able to play audio file uploaded through CUTI for user
CSCub24377	vml	3	Visual voicemail cannot reply to calls from external callers
CSCub84905	admin	3	New user template doesn't copy Message Action config
CSCuc22800	telephony	3	Enabling TLS on SIP Trunk between UC and CUCM leads to all ports busy
CSCuc56793	database	3	overwritedb message in Pub is incorrect.
CSCud00435	api	3	Unable to subscribe multiple event type in one CUNI subscription request
CSCud67131	licensing	3	No RTMT alerts in license expiration/violation for speechview Users
CSCud75831	messaging	3	MBXSync cores due to DecryptPassword issue
CSCud86537	inbox	3	Intro not played for forwarded secured message
CSCue06459	messaging	3	UC single inbox w/ office 365 "An internal server error occurred. Try..
CSCue32298	vml	3	Unity Connection Server unable to answer calls due to high VVM usage
CSCue92635	conversations	3	UC - Rewind Message by not obeying value set
CSCue93988	messaging	3	In O365 calendering not working via TUI using exchange 2013
CSCuf25596	messaging	3	After hard delete from Exchange,message goes to web inbox's inbox folder
CSCuf57021	database	3	UC 8.6(2) - New Templates Fill City and Department With ~^

Related Caveats—Cisco Unified Communications Manager 8.6(2) Components That Are Used by Unity Connection 8.6(2a)

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 8.6(2)su3* on the download page for 8.6(2)SU3 (start at http://www.cisco.com/cisco/software/navigator.html?mdfid=280082558).

Table 3   Cisco Unified CM 8.6(2) Components That Are Used by Unity Connection 8.6(2a)

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 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.