



Release Notes for Cisco Unity Connection Release 9.0(1)

Revised December 12, 2013 (Originally published 20 July, 2012)

These release notes contain information on downloading software, new and changed support, new and changed functionality, limitations and restrictions, caveats, and documentation updates for Cisco Unity Connection Release 9.0(1) and for Connection in Cisco Unified Communications Manager Business Edition (CMBE) Release 9.0(1).



Note

Cisco Unity Connection is a Linux-based solution. It is available in two configurations—Cisco Unity Connection, and Cisco Unified Communications Manager Business Edition, in which Connection is preloaded on the same platform with Cisco Unified Communications Manager. These release notes contain information for both configurations.



Note

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

Contents

- [System Requirements, page 2](#)
- [Related Documentation, page 4](#)
- [New and Changed Requirements and Support—Release 9.0\(1\), page 4](#)
- [New Functionality—Release 9.0\(1\), page 10](#)
- [Changed Functionality—Release 9.0\(1\), page 14](#)
- [Installation and Upgrade Information, page 15](#)
- [Migration Information, page 23](#)
- [Limitations and Restrictions, page 23](#)
- [Caveats, page 25](#)



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

- [Obtaining Documentation and Submitting a Service Request, page 27](#)
- [Cisco Product Security Overview, page 28](#)

System Requirements

For Cisco Unity Connection

System Requirements for Cisco Unity Connection Release 9.x contains the most current Connection requirements. The document is available at

http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/requirements/9xcucsysreqs.html.

For Cisco Unity Connection in Cisco Unified CMBE

System Requirements for Cisco Unity Connection in Cisco Unified CMBE Release 9.x contains the most current Connection requirements. The document is available at

http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/requirements/9xcucmbesysreqs.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 Application, page 2](#)
- [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

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

To Determine the Version of the Connection Application 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 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 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.
-

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 9.x*. The document is shipped with Connection and is available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/roadmap/9xcucdg.html.

For Cisco Unified Communications Manager Business Edition

**Note**

Content in these release notes that references “Cisco Unified Communications Manager Business Edition”. The references do not apply to Business Edition 3000.

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 9.x versions go to documents that are labeled for Cisco Unity Connection Release 9.x. Despite the version label, content in those documents applies to both Connection configurations.

New and Changed Requirements and Support—Release 9.0(1)

This section contains information about new and changed requirements and support in the 9.0(1) release time frame only.

(For information on new and changed requirements and support in earlier versions of Cisco Unity Connection, see the applicable release notes at 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.)

Managing Custom Recordings in Cisco Unity Connection

In Cisco Unity Connection 8.6(2) and earlier releases, you can play custom recordings for outside caller conversations but not after a message is sent. This avoids a single voice for an entire outside caller conversation.

With Cisco Unity Connection 9.0(1) release onwards, you can play custom recordings after a message is sent.

In Cisco Unity Connection Administration, you have the options to play no recording, default system recording, or custom recording. Connection allows you to add a new custom recording, modify the existing recording, and delete the existing recording.



Note

In Cisco Unity Connection Administration 9.0, the **Post Greeting Recordings** option has been changed to the **Custom Recordings** option.

For more information on custom recordings, see the “Managing Custom Recordings in Cisco Unity Connection 9.x” chapter in *System Administration Guide for Cisco Unity Connection* http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/administration/guide/9xcucsagx.html.

Support for Internet Protocol Version 6 (IPv6)

Cisco Unity Connection supports IPv6 addressing with Cisco Unified Communications Manager phone system integrations over both Ipv4 and Ipv6. SCCP integrations are supported with Cisco Unified CM 7.1(2) and later. SIP integrations are supported with Cisco Unified CM 8.5 and later with ANAT enabled.

Beginning with Connection 9.0(1) release, Cisco Unity Connection supports IPv6 for web based integration including Cisco Unity Connection clients, web interfaces, and Exchange integration.

IPv6 support is disabled by default. You can enable IPv6 and configure IPv6 address settings either through Cisco Unified Operating System Administration or through the CLI. Connection obtains an IPv6 address either through router advertisement, through DHCP, or by manually configuring an address either via Cisco Unified Operating System Administration or by using the CLI.

The following features provide IPv6 support:

- SCCPv18 Stack
- SIP Stack
- Mixer (RTP/SRTP)
- TFTP
- SCCP and SIP over TLS
- DHCPv6 client function
- DNSv6
- Cisco Unity Connection Administration (CUCA)
- Really Simple Syndication (RSS)
- Cisco Unity Connection Rest APIs
- Exchange 2007 and Exchange 2010 Calender and Contacts
- VMO plug-in with Exchange 2010

- Cisco Personal Communications Assistant (CPCA)
- Text to Speech (TTS) Support over Exchange 2007 and Exchange 2010
- Autodiscover Support over Exchange 2007 and Exchange 2010
- Support of various platforms and browser



Note For more information on browser compatibility, see the “Connection Web Inbox (With Connection 9.0 (x), and Connection in Cisco Unified CMBE 9.x)” section of the *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.

- Web Inbox
- Mini Web Inbox
- IMAP
- VMO 8.6(7)
- Single Inbox (SIB)



Note All the above features are now supported over IPv4 and IPv6. However, to access any feature over IPv6, Connection platform must be configured in Dual (IPv4/IPv6) mode. For more information on Configuring IPv6 settings, see “[Adding or Changing the IPv6 Addresses of Cisco Unity Connection](#)” chapter of *Reconfiguration and Upgrade Guide for Cisco Unity Connection* guide at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/upgrade/guide/9xcucrug051.html.

Additional Languages for Cisco Unity Connection Components

This section lists new languages in which Cisco Unity Connection components are available.

For a complete list of languages, see the “Available Languages for Cisco Unity Connection Components” section of the applicable *System Requirements*:

- *System Requirements for Cisco Unity Connection Release 9.x* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/requirements/9xcucsysreqs.html
- *System Requirements for Cisco Unity Connection in Cisco Unified CMBE Release 9.x* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/requirements/9xcucmbesysreqs.html.

(For a list of numeric and alphabetic language codes, see the “Numeric and Alphabetic Codes for Supported Languages in Cisco Unity Connection” section of the 9.x *System Requirements*.)

Cisco Personal Communications Assistant (PCA)

Cisco Personal Communications Assistant (PCA) Help

Cisco SpeechView

Cisco Unity Connection Administration

Cisco Unity Connection Administration Help

Cisco ViewMail for Microsoft Outlook

Cisco Unity Connection ViewMail for Microsoft Outlook Help

Cisco Unity Connection Web Inbox

Cisco Unity Connection Mini Web Inbox

System prompts

Text-to-speech engine

Voice-recognition engine

Product documentation for administrators/installers

Product documentation for end users

Significant Changes to Connection Upgrade Process Result in New Requirements

The upgrade process from Connection 8.5(x) and earlier versions to Connection version 9.0(1) is similar to the upgrade process for version 8.6(x).

To upgrade from Connection 8.5(x) and earlier versions to Connection version 9.0(1) the following are required:

- You must download and install a Cisco Options Package before you upgrade to Connection 9.0(1).
- If you are upgrading a Cisco MCS7825-H3 server, the equivalent HP DL320G5, you must attach a 128-GB USB drive to the Connection server. This is because the upgrade converts these servers from hardware RAID to software RAID, and the hard disks are reformatted. The USB drive is required so that the Connection data and voice messages are not lost during the upgrade.

Software Qualified for Use with Cisco Unity Connection on User Workstations

For the most current version combinations of software qualified for use on user workstations, see *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

Utility Updates on the Cisco Unity Tools Website

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

Virtualization Enhancements

Revised June 28, 2013

Cisco Unity Connection 9.0 can be deployed with VMWare vSphere ESXi4.1, 5.0, and 5.1. For more information on the VMware requirements, see http://docwiki.cisco.com/wiki/Unified_Communications_VMware_Requirements

For more information on running Cisco Unity Connection as a virtual machine, see http://docwiki.cisco.com/wiki/Unified_Communications_Virtualization

Enhancement for E.164 Formatted Phone Numbers

For international calling Cisco Unity Connection supports the E.164 phone numbers, that is, phone numbers can use the "+" character to represent the international dialing access code needed to reach a destination from different countries.

Cisco Unity Connection supports the primary extension of an end user account (user with a voice mailbox), in the E.164 format. If the two users have same numeric extensions, one extension is with "+" character and another without "+" character, such entries are considered as duplicate entries. For example, +1 408 526 4000 and 1 408 526 4000 are treated as one extension only in the same partition. The users can login with or without "+" as a prefix into their voice mailbox over TUI. If the phone system does not support "+" character, the user with E.164 formatted extension can Sign-In without specifying the "+" character.

Visual Voicemail on the 8961 and the 99xx IP series phone supports E.164 formatted extensions allowing users to view, listen, compose, forward, delete, and respond to voice messages. In addition, the users can sign in with "+" prefix numbers to their Visual Voicemail.

The E.164 formatted numbers are supported for 89xx and 99xx IP series phones. The 79xx series IP phones do not support the "+" character and the Visual Voicemail functionality.



Note

Unlike in Cisco Unified CM, no escape character ("\") needs to be added in front of the "+" character in the phone number field. If you search for a user with E.164 formatted extension, without giving "+" character with search condition as **“exactly”** then Connection will not be able to search the user.

For international calling, Cisco Unity Connection supports the E.164 phone in the following:

- Primary extensions for the end user
- Transfer extensions for the end user
- System Call Handler Extensions
- Directory Handler Extensions
- Interview Handler Extensions

- Trap Calls with the E.164 extensions are supported through the following clients
 - Cisco Unity Connection Administration
 - Web Inbox
 - Cisco PCA
 - View Mail for Outlook

**Caution**

For Trap Calls with the E.164 extensions, you need to configure restriction tables. For more information, refer to the section "[Configuration Steps for Restriction Tables, page 10](#)".

- Notification device phone numbers for the end user
- Personal contact phone numbers for the end user
- System contact phone numbers for the Connection system
- Personal call transfer rule phone numbers Connection system
- Restriction patterns for the Connection system
- Message Waiting Indicator extensions for the Connection System

**Note**

The MWI on or off code configured in port group is not supported for E.164 extensions.

- Alternate extensions for the end user
- User-Defined and Automatically-Added Alternate Extensions
- Default Outdial
- Rest APIs
 - Cisco Unity Connection Telephony Interface(CUTI)
 - Cisco Unity Connection Provisioning Interface(CUPI)
 - Cisco Unity Connection Notification Interface(CUNI)
 - Cisco Unity Connection Messaging Interface(CUMI)
 - Cisco Unity Connection Imaging Interface(CUII)
- Importing the users from LDAP with the E.164 formatted extensions to Cisco Unity Connection is supported. Moreover, the users with E.164 formatted extensions can also be imported to Cisco Unity Connection by using the following utilities:
 - AXL
 - Bulk Administration Tool(BAT)
 - COBRA
- Digital Networking Replication is supported for the E.164 formatted extensions. Consider the following while using the mixed version of Intrasite and Intersite networking:
 - The E.164 users are replicated only to the E.164 supported Cisco Unity Connection sites. In case of mixed versions, Cross-box transfer is supported for the users with the non-E.164 extensions among Cisco Unity Connection sites.
 - While modifying the user, if the existing non E.164 supported extensions are modified to the E.164 supported format then the user is deleted from the non-E.164 supported Connection and the cross-box transfer is not supported for that user.

- VPIM location between the two Connection servers allows creation of contacts of the users with extension '+' as prefix. For example:- 'vpim_111_+1000'. A user is able to deliver the voice mails to the VPIM contacts with leading "+" extension. We do not recommend the "+" character for Dial ID and Remote Phone Prefix fields. The local extension do not support the "+" character for **Phone Number, Location Dial ID + Phone Number - Remote Phone Prefix** options in contact creation.

**Note**

Upgrade to Connection 9.x version allows the creation of the users with the E.164 formatted extensions. Fallback to the lower release results in the deletion of the users created with the E.164 extensions. Before upgrading from Cisco Unity Connection 7.x or 8.0(x) to Cisco Unity Connection 9.x, you need to update the Advanced LDAP Settings in Connection 7.x or 8.0(x) with '+' as a prefix to allow the importing of E.164 extensions through LDAP. To update **Advanced LDAP Settings**, navigate to **LDAP > Advanced LDAP Settings > Regular Expression for LDAP Phone Number Pattern**. For example, if the value is ([0-9]+), enter [+0-9] in the **Regular Expression for LDAP Phone number Pattern** field.

Configuration Steps for Restriction Tables

- Step 1** In Cisco Unity Connection Administration, expand System Settings, then select Restriction Tables.
- Step 2** On the Search Restriction Tables page, select Default Outdial.
- Step 3** On the Edit Restrictions Table Basics page, uncheck the Blocked field of the "+*" restriction pattern.
- Step 4** Select Save.

Support for Microsoft Office 365 with 6000 Users

Revised June 26, 2013

Cisco Unity Connection 9.0(1) and later versions are qualified for 6000 users with Microsoft Office 365.

New Functionality—Release 9.0(1)

This section contains information about new functionality in the 9.0(1) release time frame only. This section contains information about new functionality in the 9.0(1) release time frame only.

For information on new functionality in earlier versions of Cisco Unity Connection, see the applicable release notes at 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.

Note that the Cisco Unity Tools website may offer scripts and applications that were not included in Cisco Unity Connection 9.0(1). Some offerings may not be supported by Cisco TAC. See <http://www.ciscounitytools.com> for information.

License Management in Cisco Unity Connection 9.0(1)

In Cisco Unity Connection 9.0(1), the user license enables all features except:

- SpeechView

- SpeechView Professional

In addition, users can add the following licensed features:

- Speech Connect Guest
- Speech Connect Port

The licenses for Connection are now managed by the Enterprise License Manager (ELM) server. To use the licensed features on Connection, the valid licenses for the features must be installed on the Enterprise License Manager (ELM) server and Connection must communicate with the ELM server to obtain the licenses. The ELM server provides centralized, simplified, and enterprise-wide management of user-based licensing. For more information on the ELM server and its configuration, refer to ELM user guide at

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/elmuserguide/9_0_1/CUCM_BK_E596FD72_00_enterprise-license-manager-user-90.html.

For details on obtaining and installing the licenses in the ELM server, see the "New License Fulfillment" section in the ELM user guide at

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/elmuserguide/9_0_1/CUCM_BK_E596FD72_00_enterprise-license-manager-user-90.html.

For information on how to configure Connection with the ELM server, refer to the "Adding a Product instance" section in the ELM user guide.

For details on Cisco Unity Connection licensing modes, refer to (give reference of appropriate guide) see the “[Managing Licenses in Cisco Unity Connection 9.x](#)” chapter of the *System Administration Guide for Cisco Unity Connection* at

http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/administration/guide/9xcucsagx.html.

You can view the license status on the **License** page of the Cisco Unity Connection Administration.

Accessing Voice Messages Using HTML (Intelligent) Notifications

HTML (Intelligent) Notifications are the mark-up notifications that are delivered via SMTP. They enable both customization and direct message access and control.

The HTML (Intelligent) notifications:

- Empower the users to customize message notifications, add company disclaimers, or display company logos. They can make notifications match the company culture, look, and feel.
- Enable the users and the administrators to provide a unified messaging experience to their users without the need for Microsoft Exchange integrations or incase of other email clients, such as Gmail or Domino, the need to deploy 3rd party products or tools.

The HTML (Intelligent) notifications are easy to deploy, customize using templates, and email agnostic notifications. They can provide actionable links to the specific messages as well as dynamic icons or images that display real time status of messages such as unread, read, and deleted.

Unlike the text-based SMTP notifications, the HTML (Intelligent) notification functionality makes listening to your voice message just a click away. The actionable links, embedded in the notification, launch the Mini Web Inbox client browser-based application to play the voice message. This means that the HTML (Intelligent) notification is also an alternative to the traditional Unified Messaging and IMAP email client integrations, which not only supports Exchange, but Domino and Gmail as well.

To configure the HTML (Intelligent) notifications from Cisco Unity Connection Administration and Cisco Personal Communications Assistant in Connection version 9.x, refer to the guide available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/quick_start/guide/9xcucqsghtmlnotifications.html.

HTML (Intelligent) notifications support customized icons, headers, and footers along with the links to perform different actions on specific voice messages using Cisco Unity Connection Mini Web Inbox. The Connection Mini Web Inbox is a browser-based client application that allows the user to play, reply, reply all, forward, or delete a voice messages over computer or mobile devices. For more information on the compatibility of Connection Mini Web Inbox with operating systems and browsers, refer to *Compatibility Matrix: Cisco Unity Connection and the Software on User Workstations* available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/compatibility/matrix/cucclientmtx.html.

The content and format of HTML (Intelligent) notifications can be customized through the Cisco Unity Connection Administration Interface. Only the administrator has the rights to create and modify the notification templates. Cisco Unity Connection Administration and the Cisco Unity Connection Provisioning Interface (CUPI) APIs can be used to manage notification templates.

For more information on how to manage notification templates through Connection Administration, refer to the “[Adding, Modifying, or Deleting a Notification Template in Cisco Unity Connection 9.x](#)” chapter of the *User Moves, Adds, and Changes Guide for Cisco Unity Connection Release 9.x*, available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/user_mac/guide/9xcucmacx.html.

For more information on how to manage notification templates using CUPI APIs, refer to the “[HTML Notification Templates](#)” section of the [Cisco Unity Connection APIs](#).

To use the HTML (Intelligent) notification templates, you must enable the HTML notification device and assign a notification template. Connection Administration and the CUPI APIs are used to create, update, and delete an HTML (Intelligent) notification device. The HTML (Intelligent) notification devices can be managed for an individual user, or for multiple users by using the Bulk Edit utility in Connection Administration.

For more information on how to manage notification devices through Connection Administration, refer to the “[Notification Devices in Cisco Unity Connection 9.x](#)” section in the “[Setting Up Features and Functionality That Are Controlled by User Account Settings in Cisco Unity Connection 9.x](#)” chapter of the *User Moves, Adds, and Changes Guide for Cisco Unity Connection Release 9.x* available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/user_mac/guide/9xcucmacx.html.

Connection users are also allowed to set up an HTML (Intelligent) notification device using the Connection Messaging Assistant Web Tool of Cisco Personal Communications Assistant. The users also have a choice of using an outdial number to play the voice messages via the telephone record and playback functionality. This allows users to provide their extension or mobile number that gets auto-populated in the Connection Mini Web Inbox

After an HTML (Intelligent) notification device is enabled and a notification template is assigned, user will begin receiving notifications emails. To access the voice message, the user must click the hyperlink given in the email to launch the Connection Mini Web Inbox. With the Connection Mini Web Inbox, the user can play, reply, reply all, forward, or delete the voice messages using a phone or a computer.

On the mobile devices, Connection Mini Web Inbox supports telephone record and playback (TRAP) connections only. In addition, on the mobile devices, the messages can also be accessed only through web email clients (for example, Gmail).

For more information on the Connection Mini Web Inbox, refer to the *Quick Start Guide for the Cisco Unity Connection Mini Web Inbox* available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/quick_start/guide/b_9xcucqsgminiinbox.html.

To troubleshoot any issues while creating templates or launching the Connection Mini Web Inbox, refer to the “[Troubleshooting the HTML Notifications in Cisco Unity Connection](#)” chapter of the *Troubleshooting Guide for Cisco Unity Connection* available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/troubleshooting/guide/9xcuctsgx.html.

Connection Mini Web Inbox over computer is supported for both, IPv4 and IPv6. However, the Connection Mini Web Inbox over mobile supports only IPv4. For more information on how to configure IPv6, refer to http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/upgrade/guide/9xcucrug051.html.

Populating Voice Messages in the Exchange Sent Items Folder

Cisco Unity Connection has the option of maintaining a sent items folder on the Connection server. The voice messages are available via the TUI conversation or the sent items folder on the Web Inbox.

With Single Inbox deployments with Exchange, the Connection server now populates the Exchange Sent Items folder with a copy of any message sent from a subscriber regardless of the interface from which the message was sent (TUI, Web Inbox, VMO). This is done in a fire and forget method, meaning that the messages are not synchronized and there is no tie between the message in the Sent Items folder on Exchange and the messaging the Sent Items folder on the Connection server.

For more information, see the *Unified Messaging Guide for Cisco Unity Connection Release 9.x* available at

http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/unified_messaging/guide/9xcucumgx.html.

API Features

New Documentation

The following new set of API is available with this release:

Cisco Unity Connection Imaging Interface

Cisco Unity Connection 9.0(1) and later versions now support the Cisco Unity Connection Imaging Interface (CUII) API that provides the ability to view message state and mailbox information visually using graphics icons.

The Cisco Unity Connection Imaging Interface (CUII) API facilitates:

- Ability to retrieve the message status
- Ability to get the message specific information
- Ability to retrieve read messages count
- View the MWI status and the corresponding image
- Handling errors

For more information about CUII, see http://docwiki.cisco.com/wiki/Cisco_Unity_Connection_APIS.

Enhancements in Existing APIs

The following APIs have new functionality in this release:

Cisco Unity Connection Provisioning Interface

The Cisco Unity Connection Provisioning Interface (CUPI) API has been expanded to include access for administrator when working on the HTML notification templates and devices. CUPI API enhancements include the following:

- Read/write access to the HTML notification templates
- Read/write access to the HTML notification devices
- Read/write access to the custom variables
- Read/write access to the custom graphics
- Read/write access to the administrative replaceable images

For more information about CUPI, see http://docwiki.cisco.com/wiki/Cisco_Unity_Connection_APIS.

CUPI for Users

The Cisco Unity Connection Provisioning Interface (CUPI) API has been expanded to include access for individual users when configuring an HTML notification device. CUPI for users includes the following:

- Read/write access to an HTML notification device
- Configuring an HTML notification template

For more information about CUPI for Users, see http://docwiki.cisco.com/wiki/Cisco_Unity_Connection_APIS.

Changed Functionality—Release 9.0(1)

This section contains information about changed functionality in the 9.0(1) release time frame only.

Support for SpeechView Transcription Error Codes

In Cisco Unity Connection, when a sender sends a voice mail to a SpeechView user, the received voice message is sent to the third-party external transcription service. The transcription of voice messages is sent back to Cisco Unity Connection. However, in case of any transcription failure, the third-party external transcription service sends an error code to Connection.



Note

In Cisco Unity Connection 9.0 and later, the Nuance Error Codes option is changed to SpeechView Transcription Error Codes option.

For more information on SpeechView Transcription Error Codes, see "Managing SpeechView Transcription Error Codes in Cisco Unity Connection" chapter in *System Administration Guide for Cisco Unity Connection* at

http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/administration/guide/9xcucsagx.html.

Installation and Upgrade Information

- [Information for Cisco Unified Communications Manager Business Edition Customers](#), page 15
- [Installing Cisco Unity Connection for the First Time on a Physical Server](#), page 15
- [Installing Cisco Unity Connection for the First Time on a Virtual Machine](#), page 16
- [Cisco Unity Connection 9.0\(1\)—Restricted and Unrestricted Versions](#), page 18
- [Supported Cisco Unity Connection Upgrades](#), page 18
- [How Restricted and Unrestricted Versions Affect Upgrades](#), page 19
- [Installation and Upgrade Notes](#), page 22

Information for Cisco Unified Communications Manager Business Edition Customers

- For instructions on installing a new Cisco Unified CMBE server, see *Overview of Mandatory Tasks for Setting Up a Cisco Unified Communications Manager Business Edition 9.x Server* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/cucmbe_task_list/9xcucmbetask.html.
- For instructions on upgrading a Cisco Unified CMBE server, see the “Software Upgrades” chapter of the applicable version of the *Cisco Unified Communications Operating System Administration Guide* at http://www.cisco.com/en/US/products/ps7273/prod_maintenance_guides_list.html.



Caution

If you are upgrading from Cisco Unified CMBE version 6.x or 7.x or 8.x and any languages other than U.S. English (ENU) are currently installed and in use on the 6.x or 7.x or 8.x server, you must install the language files for Connection 9.x after the Cisco Unified CMBE upgrade. Otherwise, the Connection conversation will not function properly for users who are configured to use non-ENU languages. For information on downloading and installing languages, see the “Downloading Connection 9.x Language Files” and “Installing Connection 9.x Language Files” sections in the “[Adding or Removing Cisco Unity Connection 9.x Languages](#)” chapter of the *Reconfiguration and Upgrade Guide* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/upgrade/guide/9xcucrugx.html.

- There is no supported migration path from Connection to Cisco Unified Communications Manager Business Edition (CMBE). If you want to migrate from Connection to Cisco Unified CMBE, you must reinstall all software, and recreate all system and user data.

Installing Cisco Unity Connection for the First Time on a Physical Server



Caution

With restricted and unrestricted versions of Connection software available, download software or order a DVD 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. (See also the “[How Restricted and Unrestricted Versions Affect Upgrades](#)” section on page 19.)

You must use the Cisco Unity Connection DVD to install a new a new version of 9.0(1) physical server. For instructions on installing a new Connection physical server, see the *Installation Guide for Cisco Unity Connection Release 9.x* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/installation/guide/9xcucigx.html.

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



Caution

With restricted and unrestricted versions of Connection software available, download software or order a DVD 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. (See also the “[How Restricted and Unrestricted Versions Affect Upgrades](#)” section on page 19.)

For virtualization requirements, see the “Requirements for Installing Cisco Unity Connection on a Virtual Machine” section of the *System Requirements for Cisco Unity Connection Release 9.x* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/requirements/9xcucsysreqs.html.

For instructions on installing Connection on a new virtual machine, see the *Installation Guide for Cisco Unity Connection Release 9.x* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/installation/guide/9xcucigx.html.

For instructions on migrating from an existing Connection physical server to a new virtual machine, see the “[Migrating from a Cisco Unity Connection Physical Server to a Connection 9.x Virtual Machine](#)” chapter of the *Reconfiguration and Upgrade Guide for Cisco Unity Connection Release 9.x* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/upgrade/guide/9xcucrugx.html.

You can either manually configure the virtual machine for Connection, or you can download and deploy a VMware OVA template, which automatically configures the virtual machine for Connection. To download the template, see the next section, “[Downloading a VMware OVA Template for a Connection 9.0\(1\) Virtual Machine](#).” The installation and migration documentation tells you when to deploy the template.



Note

Virtualization is not supported for use with Cisco Unified Communications Manager Business Edition.

Downloading a VMware OVA Template for a Connection 9.0(1) Virtual Machine

A VMware OVA template is not required to configure VMware for Connection, but templates are provided to simplify the process of configuring VMware for Connection. If you want to deploy the VMware OVA template for Connection, do the following procedure to download the OVA file.

To Download a VMware OVA Template for a Connection 9.0(1) Virtual Machine

- Step 1** Sign in to a computer with a high-speed Internet connection, and go to the Voice and Unified Communications Downloads page at <http://www.cisco.com/cisco/software/navigator.html?mdfid=280082558>.



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

- Step 2** In the tree control on the **Downloads** page, expand **Products>Voice and Unified Communications>IP Telephony>Unified Messaging>Cisco Unity Connection**, and select **Cisco Unity Connection Virtualization**.
- Step 3** On the **Download Software** page, select **OVA-9.0**, and the download links appear on the right side of the page.
- Step 4** Confirm that the computer you are using has sufficient hard-disk space for the downloaded files. (The download file sizes appear below the download links.)
- Step 5** Select the ova file to download.



Note There are two OVA's available for Cisco Unity Connection. Download the **CUC_9.0_vm7_v1.5.ova** file if running the Virtual machine on VMWare vSphere version ESXi4.x. Download the **CUC_9.0_vm8_v1.5.ova** file if running the Virtual machine on VMWare vSphere version ESXi5.x or higher.

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

-
- For up to 1,000 Connection users.
 - Configures one virtual CPU, 4 GB RAM, and one 160-GB virtual disk with the file system aligned at 64KB blocks.
-
- For up to 5,000 Connection users.
 - Configures two virtual CPUs, 6 GB RAM, and one 200-GB virtual disk with the file system aligned at 64KB blocks.
-
- For up to 10,000 Connection users.
 - Configures four virtual CPUs, 6 GB RAM, and two 146-GB virtual disks with the file system aligned at 64 KB blocks.
 - Comes in 3 variations: 146 GB, 300 GB, and 500 GB. In 300 GB and 500 GB variations, the datastore where the Connection virtual machine will reside must be formatted with a VMware VMFS block size of 2 GB or more. A block size of 1 MB limits the maximum virtual hard disk size to 256 GB. A block size of 2 MB allows 512 GB virtual disks.
-
- For up to 20,000 Connection users.
 - Configures seven virtual CPUs, 8 GB RAM, and either two 300-GB virtual disks or two 500-GB virtual disks with the file system aligned at 64KB blocks.
 - When running on VMWare vSphere version ESXi4.x requires Enterprise Plus solution. There is no restriction when running on VMWare vSphere version ESXi5.x.
-

Cisco Unity Connection 9.0(1)—Restricted and Unrestricted Versions

This release provides two versions of the Connection software—restricted and unrestricted—that address import requirements for some countries related to encryption of user data and affects the following functionality:

In the unrestricted version, if the disabled settings listed above are changed manually, Connection ignores the changes.

For the restricted version, “Restricted Installation” is included in the DVD label. For the unrestricted version, “Unrestricted Installation” is included in the DVD label and “UNRST” is included in the download filename.

The two-version change was introduced with Connection version 7.1(5a), but it was not included in the 8.0(x) releases. Versions 7.1(5) and earlier were equivalent to what is now referred to as the restricted version.

**Caution**

With restricted and unrestricted versions of Connection software available, download software or order a DVD carefully choose the 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 related information, see the following sections in these release notes:

- “Supported Cisco Unity Connection Upgrades” section on page 18
- “How Restricted and Unrestricted Versions Affect Upgrades” section on page 19

Supported Cisco Unity Connection Upgrades

**Caution**

With restricted and unrestricted versions of Connection software available, download software or order a DVD 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. See also the “How Restricted and Unrestricted Versions Affect Upgrades” section on page 19.

For information on whether you can upgrade directly to Connection 9.0(1), 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 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, 9.0.1.20000-43); the software versions listed on the download pages on Cisco.com are abbreviated version numbers (for example, 9.0(1)). 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 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 of the product software installed on the active partition.

If you cannot upgrade directly from your current version to Connection 9.0(1):

Step 1 Find an intermediate version that is supported both for an upgrade from your current version and for an upgrade to 9.0(1).

Step 2 Upgrade to the intermediate version. See the applicable Reconfiguration and Upgrade Guide for Cisco Unity Connection at http://www.cisco.com/en/US/products/ps6509/prod_installation_guides_list.html.

Step 3 Upgrade to Connection 9.0(1). See the following section, “[Upgrading to Cisco Unity Connection 9.x.](#)” You can upgrade from the following versions of Connection directly to version 9.0(1):

- 8.6(x)
- 8.5(x)
- 8.0(3x), 8.0(2x), and 8.0(1)
- 7.1(5x) and 7.1(3x)

All corresponding service updates and engineering specials are supported for each branch.

How Restricted and Unrestricted Versions Affect Upgrades

With the Connection 7.1(5a) release, Cisco began providing two versions of the Connection software—restricted and unrestricted—to address import requirements for some countries related to encryption of user data. The two-version change continues with releases 7.1(5b) and later, and with Connection 9.0(1); it was not included in 8.0(x) releases.

Note the following considerations about upgrading to Connection 9.0(1):

- If you are upgrading from the restricted version of Connection 7.1(5a or b), upgrade to the restricted version of Connection 9.0(1).
- If you are upgrading from the unrestricted version of Connection 7.1(5a or b), you can upgrade only to the unrestricted version of Connection 9.0(1).
- If you are upgrading from any other version of Connection supported for upgrades, upgrade to the restricted version of Connection 9.0(1). You are upgrading from a version that is equivalent to what is now called the restricted version.

For more information on restricted and unrestricted versions, see the “[Cisco Unity Connection 9.0\(1\)—Restricted and Unrestricted Versions](#)” section on page 18.

Upgrading to Cisco Unity Connection 9.x

To upgrade Connection from a local DVD, you can do either of the following:

- Use a DVD shipped from Cisco.
- Download a signed .iso file from Cisco.com, and burn a disc image of the downloaded software. Burning a disc image extracts the files from the .iso file that you downloaded and writes them to a DVD.

To upgrade Connection from a network location, you must download a signed .iso file from Cisco.com, and copy the .iso file to an FTP or SFTP server. Connection does not allow you to upgrade from a network location by copying either the contents of a DVD shipped from Cisco or the extracted contents of a downloaded .iso file to an FTP or SFTP server. This helps prevent someone from attempting to upgrade by using software that has been tampered with.

For instructions on downloading software that can be used to upgrade a Connection 8.x or 7.x server to version 9.0(1), see the “[Downloading Software for an Upgrade to Cisco Unity Connection 9.0\(1\)](#)” section on page 20.



Caution

With restricted and unrestricted versions of Connection software available, download software or order a DVD carefully (Unrestricted software is intended for specific customers or countries, such as Russia, which impose requirements related to the encryption of user data). 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. See also the “[How Restricted and Unrestricted Versions Affect Upgrades](#)” section on page 19.

For instructions on upgrading:

- A Connection 8.x server to version 9.0(1), see the “[Upgrading Cisco Unity Connection 7.x, 8.0, 8.5, or 8.6 to the Shipping 9.0 Version](#)” chapter of the *Reconfiguration and Upgrade Guide for Cisco Unity Connection* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/upgrade/guide/9xcucrugx.html.
- A Connection 7.x server to version 9.0(1), see the “[Upgrading Cisco Unity Connection 7.x, 8.0, 8.5, or 8.6 to the Shipping 9.0 Version](#)” chapter of the *Reconfiguration and Upgrade Guide for Cisco Unity Connection* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/upgrade/guide/9xcucrugx.html.

Downloading Software for an Upgrade to Cisco Unity Connection 9.0(1)

Revised 03 August, 2012



Note

The upgrade 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 upgrade application posted on Cisco.com can be used only to upgrade to Cisco Unity Connection 9.0(1). It cannot be used to install a new Connection 9.0(1) server.

For information on whether you can upgrade directly from your current version to Connection 9.0(1) or must upgrade to an interim version first, see the “[Supported Cisco Unity Connection Upgrades](#)” section on page 18.

To Download Software for an Upgrade to Cisco Unity Connection 9.0(1)

- 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://www.cisco.com/cisco/software/navigator.html?mdfid=280082558>.



Note To access the software download page, you must be signed 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 select **Cisco Unity Connection Version 9.0(1)**. If you are upgrading Connection 8.5(1) or earlier version to Connection 9.0(1), continue to [Step 3](#). However, if you are upgrading Connection 8.6(1) to 9.0(1), skip to [Step 5](#).

- Step 3** On the Select a Software Type page, select **Unified Communications Manager /CallManager/Cisco Unity Connection Utilities-COP-Files** to download the `ciscocm.refresh_upgrade.cop` (Cisco Option Package) file. The .cop file patches the current version of Connection, which is required before you can upgrade to Connection 9.0(1).

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

- Step 6** On the **Select a Release** page, select **9.0(1)**, and the download buttons appear on the right side of the page.



Caution With restricted and unrestricted versions of Connection software available, download software or order a DVD carefully (Unrestricted software is intended for specific customers or countries, such as Russia, which impose requirements related to the encryption of user data). 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. See also the [“How Restricted and Unrestricted Versions Affect Upgrades”](#) section on page 19.

- Step 7** Confirm that the computer you are using has sufficient hard-disk space for the downloaded files. (The download descriptions include file sizes.)

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

Restricted version	UCSInstall_UCOS_9.0.1.10000-37.sgn.iso
Unrestricted version	UCSInstall_UCOS_UNRST_9.0.1.10000-37.sgn.iso

- Step 9** 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, 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 10** 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 11** Confirm that the DVD contains a large number of directories and files.
- Step 12** Delete unnecessary files from the hard disk to free disk space, including the .iso file that you downloaded.

Installation and Upgrade Notes

- [Installing Additional Cisco Unity Connection Languages, page 22](#)
- [Reverting a Server to the Cisco Unity Connection Version on the Inactive Partition, page 23](#)

Installing Additional Cisco Unity Connection Languages



Note All the locales, other than JPN, are released for Connection 9.0(1) release.

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

- On a new Connection server, see the “[Installing Additional Languages on the Cisco Unity Connection 9.x Server](#)” chapter of the *Installation Guide for Cisco Unity Connection* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/installation/guide/9xcucigx.html.
- On an existing Connection server, see the “[Adding or Removing Cisco Unity Connection 9.x Languages](#)” chapter of the *Reconfiguration and Upgrade Guide for Cisco Unity Connection* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/upgrade/guide/9xcucrugx.html.

- On an existing Cisco Unified CMBE server, see the “Downloading Connection 9.x Language Files” and “Installing Connection 9.x Language Files” sections in the “[Adding or Removing Cisco Unity Connection 9.x Languages](#)” chapter of the *Reconfiguration and Upgrade Guide for Cisco Unity Connection* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/upgrade/guide/9xcucrugx.html.

If you are installing Japanese because you want Cisco Unity Connection Administration to be localized, you must also install the Cisco Unified Communications Manager Japanese locale. See the “Locale Installation” section in the “Software Upgrades” chapter of the applicable *Cisco Unified Communications Operating System Administration Guide* at http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html.

If you are installing other languages because you want the Cisco Personal Communications Assistant to be localized, you must also install the corresponding Cisco Unified Communications Manager locales. See the “Locale Installation” section in the “Software Upgrades” chapter of the *Cisco Unified Communications Operating System Administration Guide* at http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html.

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

If you revert from Cisco Unity Connection 9.0(1) to an earlier version of Connection, some of the data for new Connection 9.0(1) features is lost and cannot be retrieved when you reupgrade to Connection 9.0(1).

For more information on how reverting affects Connection features, see the “About Reverting from Connection 9.x to the Version on the Inactive Partition” section in the “[Reverting Cisco Unity Connection 9.x Servers to the Version on the Inactive Partition](#)” chapter of the *Reconfiguration and Upgrade Guide for Cisco Unity Connection Release 9.x* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/upgrade/guide/9xcucrugx.html.

Migration Information

For information on migrating from Cisco Unity to Cisco Unity Connection, see the applicable chapter in the *Reconfiguration and Upgrade Guide for Cisco Unity Connection Release 9.x* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/upgrade/guide/9xcucrugx.html.

Limitations and Restrictions

- [Licensing Requirements for Cisco Unity Connection](#), page 23
- [Media Master Cannot Open WAV Files Saved on a Workstation in G.729a Format](#), page 24
- [Replacing Disks in a RAID](#), page 24
- [Secure Messaging Limitations Regarding ViewMail](#), page 24

Licensing Requirements for Cisco Unity Connection

Revised December 12, 2013

For information on the licensing requirements for Connection 9.x, see the “Licensing Requirements” section in the applicable document:

- *System Requirements for Cisco Unity Connection Release 9.x* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/requirements/9xcucsysreqs.html
- *System Requirements for Cisco Unity Connection in Cisco Unified CMBE Release 9.x* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/requirements/9xcucmbesysreqs.html, as applicable.



Note

With Cisco Unity Connection 9.0(1) and later, CISCO-UNITY-MIBS does not support SNMP objects to retrieve licensing related information.

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

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

This limitation has the following workarounds:

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

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

Replacing Disks in a RAID

Connection supports only replacing a defective disk in a RAID with a blank disk to repair the RAID. Replacing disks in a RAID for any other reason is not supported.



Caution

Do not replace a disk in a RAID with a disk that contains data, even if the replacement disk was originally a disk in the same RAID in the same server.

Connection documentation does not include any information on replacing disks in a RAID array. However, because Connection and Cisco Unified Communications Manager mostly use the same servers, you can use the procedures in the “Performing Failed RAID Disk Replacement” section of the “Cisco Unified Communications Manager System Issues” chapter of the applicable *Troubleshooting Guide for Cisco Unified Communications Manager* at http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_troubleshooting_guides_list.html.

Secure Messaging Limitations Regarding ViewMail

- Adding non-audio attachments to secure messages composed in Cisco ViewMail for Microsoft Outlook version 8.5 is not supported at this time.

- With versions 8.0 and earlier of Cisco Unity Connection ViewMail for Microsoft Outlook and ViewMail for IBM Lotus Notes:
 - Secure messages cannot be forwarded by using ViewMail for Outlook or ViewMail for Notes.
 - ViewMail for Outlook and ViewMail for Notes support only playing secure messages.
 - Messages that are composed or replied to by using ViewMail for Outlook or ViewMail for Notes are not sent as secure, even when users are assigned to a class of service for which the Require Secure Messaging field is set to Always or to Ask.

Caveats

You can find the latest caveat information for Cisco Unity Connection version 9.0(1) and for Connection in Cisco Unified Communications Manager Business Edition version 9.0(1) 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—Connection Release 9.0\(1\), and Connection in Cisco Unified CMBE Release 9.0\(1\), page 25](#)
- [Related Caveats—Cisco Unified Communications Manager 9.0\(1\) Components That Are Used by Connection 9.0\(1\), page 26](#)

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.

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.

Open Caveats—Connection Release 9.0(1), and Connection in Cisco Unified CMBE Release 9.0(1)

This section list any Severity 1, 2, and 3 open caveats when Cisco Unity Connection version 9.0(1) was released. Select 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 9.0(1) and Connection in Cisco Unified CMBE 9.0(1) Open Caveats*

Caveat Number	Component	Severity	Description
CSCtw85847	conversations	2	JPN: CUC hangs up when Japanese txt file is saved as ANSI and attached.
CSCtz67257	javanotifier	3	CUNI notifications not sent for messages left during SBR
CSCtz67753	core	3	UC: Direct Routing rule has issue with complex pattern with multiple +
CSCua12209	setup	2	CUC migration, Platform Administrative Web Service should get activated
CSCua08501	messaging	3	Messaging Aging task fails to process special character in Sender field

Table 1 Connection Release 9.0(1) and Connection in Cisco Unified CMBE 9.0(1) Open Caveats (continued)

Caveat Number	Component	Severity	Description
CSCua28464	database	3	Revert from Connection 9.0 to 8.6(2) fails on subscriber
CSCtz32273	admin	3	Bulk Edit overwriting notification device fields
CSCtz78071	pca	3	Notification devices list not showing translated terms
CSCtz81999	admin	3	UC 8 - Help Desk Admin Role Receives Not Authorized for User Navigation
CSCtz95563	admin	3	Import All button Fail to import users from CUCM through AXL integration
CSCtz93540	admin	3	Unified messaging account template missing MbxSync check-box
CSCtz88063	admin	3	Icons missing in GUI on LDAP Directory Config page
CSCtz76434	admin	3	Unity Connection Security Scan vulnerabilities
CSCua21113	admin	3	Can't forward secure message using VMO
CSCty10373	admin	3	creation of mailbox store fails with display name containing MBC
CSCua30918	api	3	User API not working : Greetingstreamfiles & External service account
CSCua31368	api	3	Upload/Download of WAV files via API not functional
CSCua30088	api	3	Connection 9.0 CUPI for Users API interface behavior changed
CSCua45101	messaging	2	Unity connection is not sending voicemails to exchange
CSCua64733	admin	3	OpenAm is not working giving error like invalid username and password
CSCub27332	documentation	2	"Help -> This Page" returns blank pane or 404 on many pages

Related Caveats—Cisco Unified Communications Manager 9.0(1) Components That Are Used by Connection 9.0(1)

Table 2 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 *Release Notes for Cisco Unified Communications Manager Release 9.0(1)* at http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/rel_notes/9_0_1/cucm-rel_notes-901.html.

Table 2 Cisco Unified CM 9.0(1) Components That Are Used by Connection 9.0(1)

Cisco Unified CM Component	Description
backup-restore	Backup and restore utilities
ccm-serviceability	Cisco Unified Serviceability web interface
cdp	Cisco Discovery Protocol Drivers
cli	Command-line interface (CLI)
cmui	Certain elements in the 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

Table 2 Cisco Unified CM 9.0(1) Components That Are Used by Connection 9.0(1)

Cisco Unified CM Component	Description
cpu-os	Cisco Unified Communications Operating System
cpu-platform-api	Abstraction layer between the Cisco Unified Communications Operating System and the applications hosted on the platform
cpu-security	Security for connections to the server
cpu-service-mgr	Service Manager (ServM)
cpu-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)

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

- *Release Notes for Cisco Unified Communications Manager Release 9.0(1)* at http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/rel_notes/9_0_1/CUCM_BK_RF912712_00_cucm-release-notes-90.html.

Troubleshooting Information

Cisco Unity Connection troubleshooting information can be found in the *Troubleshooting Guide for Cisco Unity Connection Release 9.x* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/troubleshooting/guide/9xcuctsgx.html.

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.

Cisco and the Cisco Logo are trademarks of Cisco Systems, Inc. and/or its affiliates in the U.S. and other countries. A listing of Cisco's trademarks can be found at 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. (1005R)

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.