



# Release Notes for Visual Voicemail Release 7.1

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**Revised: April 5, 2012**

These release notes describe Visual Voicemail Release 7.1(5), 7.1(1), 7.0(5), and 7.0(1).

To access the latest software upgrades for all versions of Visual Voicemail, go to:  
<http://tools.cisco.com/support/downloads/go/Redirect.x?mdfid=278875240>

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## Introduction

These release notes describe requirements, restrictions, and caveats for Cisco Visual Voicemail Release 7.1. These release notes are updated for every maintenance release but not for patches or hot fixes. Before you install Visual Voicemail, review this document for information about issues that might affect your system.

Support for Cisco Visual Voicemail is available for customers with a current Cisco support contract for a release of Cisco Unified Communications Manager and Cisco Unity or Cisco Unity Connection. For information about which releases support Visual Voicemail, see [Server Requirements, page 2](#).



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# System Requirements

- [Server Requirements, page 2](#)
- [Cisco Unified IP Phone Requirements, page 3](#)

## Server Requirements

Table 1 describes the server requirements for installing Visual Voicemail.

**Table 1** Visual Voicemail Installation Requirements

Item	Description
Cisco Unified Communications Manager Server	<p>Cisco Unified Communications Manager release 7.1(2) or later.</p> <p>The Cisco Unified Communications Manager server must be installed, configured, and operating correctly as described in the Cisco Unified Communications Manager documentation, at the following URL:</p> <p><a href="http://www.cisco.com/en/US/products/sw/voicesw/ps556/tsd_products_support_series_home.html">http://www.cisco.com/en/US/products/sw/voicesw/ps556/tsd_products_support_series_home.html</a></p>
Cisco Unity or Cisco Unity Connection Server	<p>Use either of the following:</p> <ul style="list-style-type: none"> <li>• Cisco Unity release 7.0 with Engineering Special (ES) 19 or later. You also need the following: <ul style="list-style-type: none"> <li>– Cisco Unity Web Service (VMWS) version 7.0.2.73 or later.</li> <li>– Microsoft Exchange configured as the message store.</li> <li>– DCOM rights enabled. Use the Permissions wizard to do this.</li> </ul> </li> <li>• Cisco Unity Connection release 7.1(2) or later. Use Cisco Unity Connection release 7.1(3) ES 12 or later for a cluster of publisher and subscriber Cisco Unity Connection servers in an active-active configuration.</li> </ul>
Phone Firmware Version	8-4-3 ES 2 or later.

## Downloading Software

### Cisco Unity

You can navigate to the software you required from the following URL:

[http://www.cisco.com/en/US/products/sw/voicesw/ps2237/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/tsd_products_support_series_home.html)

Select the Download Software link, then navigate to the software you require. To access the Cisco Unity Web Service (VMWS) software, select the ES node in the software tree, then select the installation file for VMWS.

### Cisco Unity Connection

You can navigate to the software you required from the following URL:

[http://www.cisco.com/en/US/products/ps6509/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/ps6509/tsd_products_support_series_home.html)

Select the Download Software link, then navigate to the software you require.

## Cisco Unified IP Phone Requirements

One or more of the following supported Cisco Unified IP Phones models running firmware 8.4.3 or later:

- 7941G
- 7941G-GE
- 7942G
- 7945G
- 7961G
- 7961G-GE
- 7962G
- 7965G
- 7970G
- 7971G-GE
- 7975G

For information about how to use these phones, refer to the documentation at the following URL:

[http://www.cisco.com/en/US/products/hw/phones/ps379/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/hw/phones/ps379/tsd_products_support_series_home.html)

**Note**

Visual Voicemail is not supported on the Cisco Unified IP Phone 9971, 9951, or 8961 models. If you use enterprise subscription or bulk administration to install Visual Voicemail, ensure that you exclude any Cisco Unified IP Phone 9971, 9951, or 8961 phones from the installation.

## Finding Documentation

Provide the following URL to your users:

[http://www.cisco.com/en/US/products/ps9829/products\\_user\\_guide\\_list.html](http://www.cisco.com/en/US/products/ps9829/products_user_guide_list.html)

**Cisco Unified Communications Manager Documentation**

Refer to the Cisco Unified Communications Manager Documentation Guide and other publications specific to your Cisco Unified Communications Manager release. Navigate from the following URL:

[http://www.cisco.com/en/US/products/sw/voicesw/ps556/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/sw/voicesw/ps556/tsd_products_support_series_home.html)

**Cisco Unity Documentation**

Refer to the Cisco Unity Documentation Guide and other publications specific to your Cisco Unity release. Navigate from the following URL:

[http://www.cisco.com/en/US/products/sw/voicesw/ps2237/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/tsd_products_support_series_home.html)

**Cisco Unity Connection Documentation**

Refer to the Cisco Unity Connection Documentation Guide and other publications specific to your Cisco Unity Connection release. Navigate from the following URL:

[http://www.cisco.com/en/US/products/ps6509/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/ps6509/tsd_products_support_series_home.html)

### Cisco Visual Voicemail Documentation

For the latest versions of all Visual Voicemail documentation, go to:

[http://www.cisco.com/en/US/products/ps9829/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/ps9829/tsd_products_support_series_home.html)

The information in the *Installation and Configuration Guide for Visual Voicemail Release 7.0* and the *Quick Start Guide for Visual Voicemail Release 7.0* is also correct for Visual Voicemail Release 7.1.

### Cisco Unified IP Phone Documentation

Refer to publications that are specific to your language, phone model and Cisco Unified Communications Manager release. Navigate from the following URL:

[http://www.cisco.com/en/US/products/hw/phones/ps379/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/hw/phones/ps379/tsd_products_support_series_home.html)

## Tips for Searching Cisco Documentation

We recommend using the external Google Search (<http://www.google.com>) to find information.

Use the following formula in the search field:

<product name> <release number> <topic keywords> **site:cisco.com**

Examples of Google Search entries:

- meetingplace 7.0 recording disk space site:cisco.com
- mobility advantage 7.0 compatibility matrix site:cisco.com
- presence 7.0 disaster recovery site:cisco.com

## Limitations and Restrictions

- [Visual Voicemail and SIP Trunks, page 4](#)
- [Cisco Unity Voicemail Web Service and Accounts with the Same Username, page 4](#)
- [Cisco Unity Connection Subject Line Formats Not Supported, page 5](#)

## Visual Voicemail and SIP Trunks

Cisco Unified Communications Manager allows one directory number for each SIP trunk. Cisco Unified Communications Manager allows multiple directory numbers to be hunted to the same SCCP port group.

If your Cisco Unified Communications system uses a SIP trunk to link the Cisco Unified Communications Manager with Cisco Unity or Cisco Unity Connection, you must create a second SIP trunk to allow calls to be routed to the Visual Voicemail reverse trap rule.

## Cisco Unity Voicemail Web Service and Accounts with the Same Username

When you install the Cisco Unity Voicemail Web Service (VMWS), the account that is used to service Internet Information Service (IIS) requests is given access to the SQL Server database of the Cisco Unity server. If there are two accounts with the same username on the system, it might not be possible for the voicemail web service installation application to determine which account is actually used to service IIS requests.

In particular circumstances, Visual Voicemail users on Cisco Unity integrations might experience intermittent error messages. For example, users might see messages that say the server is unavailable when they search for recipients.

This issue can occur if the account used to service Internet Information Service (IIS) requests on the Cisco Unity server exists on both the domain and the local machine. This condition might occur if you install Cisco Unity on a server that was a primary domain controller, but is now a regular domain system.

### Procedure

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- Step 1** Verify the name of the account that is used to service IIS requests as follows:
- a. Sign in to the Cisco Unity server.
  - b. Start Internet Information Service (IIS) Manager.
  - c. Right-click on **Default Web Site**, then select **Properties** from the menu.
  - d. Click the **Directory Security** tab.
  - e. Click **Edit** in the Authentication and access control group.
- The name of the account that is used to service IIS requests is displayed in the User name field. For example, the name might be structured in one of the following ways:
- <machine-name>\<local-account>
  - <domain-name>\<domain-account>
- Step 2** Uninstall the voicemail web service.
- For more information on this topic, see *Installation and Configuration Guide for Visual Voicemail*.
- Step 3** Use the Registry Editor to set the value of the following registry key to the *full* name of the account:  
HKLM\SOFTWARE\Active Voice\VMWS\1.0\AnonymousAccount
- You must include the machine name or domain part of the name. For example, example\_machine\_name\example\_local\_account or example\_domain\_name\example\_domain\_account.
- Step 4** Install the voicemail web service again.
- For more information on this topic, see *Installation and Configuration Guide for Visual Voicemail*.
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## Cisco Unity Connection Subject Line Formats Not Supported

Visual Voicemail does not support the subject line formats feature in Cisco Unity Connection.

## Important Notes

- [Value of Service Name Field Must Be “VisualVoicemail”, page 6](#)
- [Visual Voicemail and 7941G, 7941G-GE, 7961G, 7961G-GE, 7970G, 7971G-GE Phones with SIP, page 6](#)

## Value of Service Name Field Must Be “VisualVoicemail”

When you add the Visual Voicemail service in Cisco Unified Communications Manager, you must enter a value in the Service Name field. You must enter the following text exactly:

VisualVoicemail

If the value in the Service Name field does not match the text *VisualVoicemail* exactly, the phone logs show a *No such file or directory* message. Also, when users press the Messages button on phones, an *Error contact administrator* message is displayed.

## Visual Voicemail and 7941G, 7941G-GE, 7961G, 7961G-GE, 7970G, 7971G-GE Phones with SIP

Visual Voicemail requires significant resources to perform efficiently. The SIP signaling protocol also requires more resources than the SCCP protocol. If your phones already require significant resources, for example, if the phones run other applications, contain key expansion modules, and a localization, Visual Voicemail might not perform reliably.

This is particularly true when SIP is used on the following Cisco Unified IP Phones:

- 7941G
- 7941G-GE
- 7961G
- 7961G-GE
- 7970G
- 7971G-GE

## Caveats

- [Using Bug Toolkit, page 6](#)
- [Open Caveats, page 7](#)

## Using Bug Toolkit

Known problems (bugs) are graded according to severity level. These release notes contain descriptions of the following:

- All severity level 1 or 2 bugs.
- Significant severity level 3 bugs.
- All customer-found bugs.

You can search for problems by using the Cisco Software Bug Toolkit.

### Before You Begin

To access Bug Toolkit, you need the following items:

- Internet connection

- Web browser
- Cisco.com user ID and password

#### Procedure

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- Step 1** To access the Bug Toolkit, go to <http://tools.cisco.com/Support/BugToolKit/action.do?hdnAction=searchBugs>
- Step 2** Log in with your Cisco.com user ID and password.
- Step 3** To look for information about a specific problem, enter the bug ID number in the “Search for Bug ID” field, then click **Go**.
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For information about how to search for bugs, create saved searches, and create bug groups, click **Help** in the Bug Toolkit page.

## Open Caveats

[Table 2](#) describes possible unexpected behavior that might occur in Visual Voicemail. Only severity 1, severity 2, and select severity 3 open caveats, as well as all customer-found defects, are provided in this document. The table is sorted by severity, then by identifier in alphanumeric order.

Unless otherwise noted, these caveats apply to all Visual Voicemail releases. For details about an individual defect, click the identifier to access the online record for that defect in the Bug Toolkit.

Because defect status continually changes, be aware that the table reflects a snapshot of the defects that were open at the time this report was compiled. For an updated view of open defects, access the Bug Toolkit. For details, see [Using Bug Toolkit, page 6](#).

**Table 2** *Open Caveats That Affect Visual Voicemail*

Identifier	Severity	Component	Headline
<a href="#">CSCsx53019</a>	6	phoneview	DNS load balancing on Active-Active allows port exhaustion

## Resolved Caveats

Bugs are listed in order of severity and then in alphanumeric order by bug identifier. Because defect status continually changes, be aware that this document reflects a snapshot of the defects that were resolved at the time this report was compiled. For an updated view of resolved defects, access the Bug Toolkit (see [Using Bug Toolkit, page 6](#)).

The following sections list caveats that are resolved in Cisco Visual Voicemail 7.1(5) but that may have been open in previous releases:

- [Release 7.1\(5\)](#)

## Release 7.1(5)

Table 3 lists the caveats that were resolved in Release 7.1(5).

**Table 3** Resolved Caveats for Visual Voicemail

Identifier	Severity	Component	Headline
<a href="#">CSCtd25932</a>	3	phoneview	VVM does not failover to subscriber
<a href="#">CSCtd18524</a>	5	phoneview	GUID is displayed as username in reply/reply all add recipient screen
<a href="#">CSCtd25896</a>	5	phoneview	privacy is indicated by a lock icon
<a href="#">CSCtc82060</a>	6	phoneview	Addition of Easten European Languages to Cybertron

# 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.

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