



Release Notes for Cisco Unity Express 3.0

April 14, 2008

Cisco Unity Express 3.0.4

Text Part Number OL-13510-04

These release notes support Cisco Unity Express 3.0 up to and including Cisco Unity Express 3.0.4. These release notes are updated as needed.

We recommend that you read the field notices for this release to see if your software or hardware platforms are affected. If you have an account on Cisco.com, you can find field notices at http://www.cisco.com/warp/customer/tech_tips/index/fn.html. If you do not have a Cisco.com login account, you can find field notices at http://www.cisco.com/warp/public/tech_tips/index/fn.html.

[Table 1](#) describes the history of this Cisco Unity Express version.

Table 1 *Cisco Unity Express 3.0 History*

Cisco Unity Express Version	Released
3.0.1	July 13, 2007
3.0.2	October 17, 2007
3.0.3	January 14, 2008
3.0.4	April 14, 2008



Note

The user documentation for Cisco Unity Express refers to this version as 3.0. The 3.0.4 version is the fourth released version for Cisco Unity Express 3.0.



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Contents

These release notes contain the following sections:

- [System Requirements, page 2](#)
- [New Features and Enhancements, page 33](#)
- [Important Notes, page 41](#)
- [Caveats, page 41](#)
- [Additional References, page 48](#)
- [Obtaining Documentation, Obtaining Support, and Security Guidelines, page 50](#)

System Requirements

Hardware and software requirements for Cisco Unity Express 3.0 are in the following sections:

- [Hardware Supported for Cisco Unity Express 3.0, page 3](#)
- [Languages Supported for Cisco Unity Express 3.0, page 3](#)
- [Files Included in Cisco Unity Express 3.0, page 4](#)
- [Cisco Unity Express Software Licenses and Factory-Set Limits, page 7](#)
 - [NME-CUE Software Licenses and System Limits, page 7](#)
 - [NM-CUE-EC Software Licenses and System Limits, page 14](#)
 - [NM-CUE Software Licenses and System Limits, page 21](#)
 - [1-GB AIM-CUE Software Licenses and System Limits, page 25](#)
- [Software Upgrade Overview, page 30](#)
- [Software Compatibility, page 32](#)
- [Determining the Software Version and License, page 32](#)

Hardware Supported for Cisco Unity Express 3.0

Table 2 lists supported platforms and the minimum Cisco IOS release required to support Cisco Unity Express 3.0 on the NME-CUE, NM-CUE-EC, NM-CUE, and AIM-CUE.

Table 2 *Supported Platforms in Cisco Unity Express 3.0 and Minimum Cisco IOS Release Required*

Cisco Platform	Cisco Unity Express Enhanced Network Module (NME-CUE)	Cisco Unity Express Network Module Extended Capacity (NM-CUE-EC)	Cisco Unity Express Network Module (NM-CUE)	Cisco Unity Express AIM-CUE ¹
Cisco 2801	—	—	—	12.3(8)T4
Cisco 2811 Cisco 2821 Cisco 2851	12.4(9)T	12.3(11)T5, 12.3(14)T1, 12.4(1)	12.3(8)T4	12.3(8)T4
Cisco 3825 Cisco 3845	12.4(9)T	12.3(11)T5, 12.3(14)T1, 12.4(1)	12.3(11)T	12.3(11)T

1. Only the 1 GB AIM module is supported in version 3.0.

Languages Supported for Cisco Unity Express 3.0

Cisco Unity Express 3.0 supports different languages for the telephony user interface and the VoiceView Express user interface. The GUI pages, CLI commands, and the interface are only available in English.

Multiple languages can be installed on the system at one time. You can install up to five languages at one time on the NME-CUE, NM-CUE-EC, and the NM-CUE. You can install up to two languages on the 1-GB AIM-CUE.

Cisco Unity Express 3.0.x supports the following languages:

- Danish
- English (United Kingdom)
- English (United States)
- French (Canada)
- French (Europe)
- German
- Italian
- Portuguese (Brazil)
- Spanish (Europe)
- Spanish (Latin America)
- Spanish (Mexico)

Cisco Unity Express 3.0.x does **not** support the following languages that were supported in Cisco Unity Express 2.3.x:

- Chinese (Mandarin)
- Japanese
- Korean



Caution

If you are upgrading from Cisco Unity Express 2.3.x and these languages are installed, then these languages will be unavailable if you upgrade to Cisco Unity Express 3.0.x.

Files Included in Cisco Unity Express 3.0

This section lists the files available in Cisco Unity Express 3.0. See the following sections:

- [Files for the NME-CUE, page 4](#)
- [Files for the NM-CUE-EC, NM-CUE, and AIM-CUE, page 5](#)

Files for the NME-CUE

[Table 3](#) lists the files available in Cisco Unity Express 3.0 for the NME-CUE.

Table 3 *NME-CUE Files Included in Cisco Unity Express 3.0*

Filename	Description
cue-vm.nme.3.0.x.pkg ¹	The main software package file
cue-installer.nme.3.0.x	Helper installer
cue-vm-installer.3.0.x.prt1	Installer payload file
cue-vm-full.nme.3.0.x.prt1	Voice-Mail application
CUEEditor3.0.x.exe	Installer for the Script Editor
Language Packages	
cue-vm-lang-pack.nme.3.0.x.pkg ¹	Language package file
cue-vm-upgrade.2.3.4_3.0.x.prt1	Language package upgrade file from version 2.3.4
cue-vm-en_US-lang-pack.nme.3.0.x.prt1	English (US) language package
cue-vm-da_DK-lang-pack.nme.3.0.x.prt1	Danish language package
cue-vm-en_GB-lang-pack.nme.3.0.x.prt1	British English (UK) language package
cue-vm-fr_FR-lang-pack.nme.3.0.x.prt1	French (European) language package
cue-vm-fr_CA-upg-lang-pack.nme.3.0.x	French (Canada) language package
cue-vm-de_DE-lang-pack.nme.3.0.x.prt1	German (European) language package
cue-vm-it_IT-lang-pack.nme.3.0.x.prt1	Italian language package
cue-vm-pt_BR-lang-pack.nme.3.0.x.prt1	Portuguese (Brazilian) language package
cue-vm-es_ES-lang-pack.nme.3.0.x.prt1	Spanish (European) language package

Table 3 NME-CUE Files Included in Cisco Unity Express 3.0 (continued)

Filename	Description
cue-vm-es_CO-lang-pack.nme.3.0.x.prt1	Spanish (Latin American) language package
cue-vm-es_MX-lang-pack.nme.3.0.xprt1	Spanish (Mexico) language prompts
License Packages for Cisco Unified Communications Manager	
cue-vm-license_12mbx_ccm_3.0.x.pkg	License for 12 mailboxes
cue-vm-license_25mbx_ccm_3.0.x.pkg	License for 25 mailboxes
cue-vm-license_50mbx_ccm_3.0.x.pkg	License for 50 mailboxes
cue-vm-license_100mbx_ccm_3.0.x.pkg	License for 100 mailboxes
cue-vm-license_150mbx_ccm_3.0.x.pkg	License for 150 mailboxes
cue-vm-license_200mbx_ccm_3.0.x.pkg	License for 200 mailboxes
cue-vm-license_250mbx_ccm_3.0.x.pkg	License for 250 mailboxes
License Packages for Cisco Unified Communications Manager Express	
cue-vm-license_12mbx_cme_3.0.x.pkg	License for 12 mailboxes
cue-vm-license_25mbx_cme_3.0.x.pkg	License for 25 mailboxes
cue-vm-license_50mbx_cme_3.0.x.pkg	License for 50 mailboxes
cue-vm-license_100mbx_cme_3.0.x.pkg	License for 100 mailboxes
cue-vm-license_150mbx_cme_3.0.x.pkg	License for 150 mailboxes
cue-vm-license_200mbx_cme_3.0.x.pkg	License for 200 mailboxes
cue-vm-license_250mbx_cme_3.0.x.pkg	License for 250 mailboxes
Optional Add-on License Packages for Interactive Voice Response (IVR) Support	
cue-vm-license_2port_ivr_3.0.x.pkg	License for 2 IVR sessions
cue-vm-license_4port_ivr_3.0.x.pkg	License for 4 IVR sessions
cue-vm-license_8port_ivr_3.0.x.pkg	License for 8 IVR sessions
cue-vm-license_16port_ivr_3.0.x.pkg	License for 16 IVR sessions
cue-vm-license_20port_ivr_3.0.x.pkg	License for 20 IVR sessions
cue-vm-license_2port_ivr_inc_nme_3.0.x.pkg	Upgrade license to add 2 IVR sessions

1. Required to upgrade the software using the online installer.

Files for the NM-CUE-EC, NM-CUE, and AIM-CUE

Table 4 lists the files available in Cisco Unity Express 3.0 for the NM-CUE-EC, NM-CUE and AIM-CUE.

Table 4 NM-CUE-EC, NM-CUE, and AIM-CUE Files Included in Cisco Unity Express 3.0

Filename	Description
cue-vm.nm-aim.3.0.x.pkg ¹	The main software package file
cue-installer.nm-aim3.0.x	Helper installer
cue-vm-installer.3.0.x.prt1	Installer payload file

Table 4 *NM-CUE-EC, NM-CUE, and AIM-CUE Files Included in Cisco Unity Express 3.0*

Filename	Description
cue-vm-full.nm-aim.3.0.x.prt1	Voice-mail application
CUEEditor3.0.x.exe	Installer for the Script Editor
Language Packages	
cue-vm-langpack.nm-aim.3.0.x.pkg ¹	Language package file
cue-vm-upgrade.2.3.4_3.0.x.prt1	Language package upgrade file from version 2.3.4
cue-vm-en_US-langpack.nm-aim.3.0.x.prt1	English (US) language package
cue-vm-en_US-upg-lang-pack.nm-aim.2.3.4_3.0.x.prt1	Upgrade package from version 2.3.4
cue-vm-da_DK-langpack.nm-aim.3.0.x.prt1	Danish language package
cue-vm-da_DK-upg-lang-pack.nm-aim.2.3.4_3.0.x.prt1	Upgrade package from version 2.3.4
cue-vm-en_GB-langpack.nm-aim.3.0.x.prt1	British English (UK) language package
cue-vm-en_GB-upg-lang-pack.nm-aim.2.3.4_3.0.x.prt1	Upgrade package from version 2.3.4
cue-vm-fr_FR-langpack.nm-aim.3.0.x.prt1	French (European) language package
cue-vm-fr_FR-upg-lang-pack.nm-aim.2.3.4_3.0.x.prt1	Upgrade package from version 2.3.4
cue-vm-fr_CA-upg-langpack.nm-aim.3.0.x	French (Canada) language package
cue-vm-fr_CA-upg-lang-pack.nm-aim.2.3.4_3.0.x.prt1	Upgrade package from version 2.3.4
cue-vm-de_DE-langpack.nm-aim.3.0.x.prt1	German (European) language package
cue-vm-de_DE-upg-lang-pack.nm-aim.2.3.4_3.0.x.prt1	Upgrade package from version 2.3.4
cue-vm-it_IT-langpack.nm-aim.3.0.x.prt1	Italian language package
cue-vm-it_IT-upg-lang-pack.nm-aim.2.3.4_3.0.x.prt1	Upgrade package from version 2.3.4
cue-vm-pt_BR-langpack.nm-aim.3.0.x.prt1	Portuguese (Brazilian) language package
cue-vm-pt_BR-upg-lang-pack.nm-aim.2.3.4_3.0.x.prt1	Upgrade package from version 2.3.4
cue-vm-es_ES-langpack.nm-aim.3.0.x.prt1	Spanish (European) language package
cue-vm-es_ES-upg-lang-pack.nm-aim.2.3.4_3.0.x.prt1	Upgrade package from version 2.3.4
cue-vm-es_CO-langpack.nm-aim.3.0.x.prt1	Spanish (Latin American) language package
cue-vm-es_CO-upg-lang-pack.nm-aim.2.3.4_3.0.x.prt1	Upgrade package from version 2.3.4
cue-vm-es_MX-lang-pack.nm-aim.3.0.xprt1	Spanish (Mexico) language prompts
cue-vm-es_MX-upg-lang-pack.nm-aim.2.3.4_3.0.x.prt1	Upgrade package from version 2.3.4
License Packages for Cisco Unified Communications Manager	
cue-vm-license_12mbx_ccm_3.0.x.pkg	License for 12 mailboxes
cue-vm-license_25mbx_ccm_3.0.x.pkg	License for 25 mailboxes
cue-vm-license_50mbx_ccm_3.0.x.pkg	License for 50 mailboxes
cue-vm-license_100mbx_ccm_3.0.x.pkg	License for 100 mailboxes
cue-vm-license_150mbx_ccm_3.0.x.pkg	License for 150 mailboxes

Table 4 *NM-CUE-EC, NM-CUE, and AIM-CUE Files Included in Cisco Unity Express 3.0*

Filename	Description
cue-vm-license_200mbx_ccm_3.0.x.pkg	License for 200 mailboxes
cue-vm-license_250mbx_ccm_3.0.x.pkg	License for 250 mailboxes
License Packages for Cisco Unified Communications Manager Express	
cue-vm-license_12mbx_cme_3.0.x.pkg	License for 12 mailboxes
cue-vm-license_25mbx_cme_3.0.x.pkg	License for 25 mailboxes
cue-vm-license_50mbx_cme_3.0.x.pkg	License for 50 mailboxes
cue-vm-license_100mbx_cme_3.0.x.pkg	License for 100 mailboxes
cue-vm-license_150mbx_cme_3.0.x.pkg	License for 150 mailboxes
cue-vm-license_200mbx_cme_3.0.x.pkg	License for 200 mailboxes
cue-vm-license_250mbx_cme_3.0.x.pkg	License for 250 mailboxes
Optional Add-on License Packages for Interactive Voice Response (IVR) Support	
cue-vm-license_2port_ivr_3.0.x.pkg	License for 2 IVR sessions
cue-vm-license_4port_ivr_3.0.x.pkg	License for 4 IVR sessions
cue-vm-license_8port_ivr_3.0.x.pkg	License for 8 IVR sessions
cue-vm-license_16port_3.0.x.pkg	License for 16 IVR sessions
cue-vm-license_20port_ivr_3.0.x.pkg	License for 20 IVR sessions
cue-vm-license_2port_ivr_inc_3.0.x.pkg	Upgrade license to add 2 IVR sessions

1. Required to upgrade the software using the online installer.

Cisco Unity Express Software Licenses and Factory-Set Limits

Factory-set system limits are determined by the ordered license and are different for each network module type. See the following sections for the software licenses and factory-set limits supported for each network module type:

- [NME-CUE Software Licenses and System Limits, page 7](#)
- [NM-CUE-EC Software Licenses and System Limits, page 14](#)
- [NM-CUE Software Licenses and System Limits, page 21](#)
- [1-GB AIM-CUE Software Licenses and System Limits, page 25](#)

NME-CUE Software Licenses and System Limits

To download Cisco Unity Express software licenses, you must have an account on Cisco.com. In Cisco.com, go to the [Software Center](#) for Cisco Unity Express at:

<http://www.cisco.com/cgi-bin/tablebuild.pl?topic=278535672>

In Cisco Unity Express 3.0, the NME-CUE supports up to 5 languages to be installed concurrently.

This section describes the software licenses and system limits for the NME-CUE:

- [Cisco Unity Express Licenses Supported on NME-CUE, Table 5 on page 8](#)

- [NME-CUE System Capacities for Mailboxes, Ports, Storage Hours and Historical Reporting Storage, Table 7 on page 10](#)
- [NME-CUE Maximum Number of Mailboxes, Users, Groups, Owners, and Members, Table 7 on page 10](#)
- [NME-CUE System Capacities for Scripts, Prompts, and Triggers, Table 8 on page 10](#)
- [NME-CUE System Capacities for IVR HTTP Triggers and Database Profiles, Table 9 on page 11](#)
- [NME-CUE Maximum Number of Documents and Applications, Table 10 on page 13](#)

Table 5 lists the Cisco Unity Express 3.0 licenses supported on the NME-CUE.

Table 5 Cisco Unity Express Licenses Supported on NME-CUE

License Type	Supported Licenses
Cisco Unified Communications Manager:	Voice Mail and Auto-Attendant: <ul style="list-style-type: none"> • SCUE-LIC-12CCM-3.0.x — 12 mailboxes • SCUE-LIC-25CCM-3.0.x — 25 mailboxes • SCUE-LIC-50CCM-3.0.x — 50 mailboxes • SCUE-LIC-100CCM-3.0.x — 100 mailboxes • SCUE-LIC-150CCM-3.0.x — 150 mailboxes • SCUE-LIC-200CCM-3.0.x — 200 mailboxes • SCUE-LIC-250CCM-3.0.x — 250 mailboxes
Cisco Unified Communications Manager Express	Voice-Mail and Auto-Attendant: <ul style="list-style-type: none"> • SCUE-LIC-12CME-3.0.x — 12 mailboxes • SCUE-LIC-25CME-3.0.x — 25 mailboxes • SCUE-LIC-50CME-3.0.x — 50 mailboxes • SCUE-LIC-100CME-3.0.x — 100 mailboxes • SCUE-LIC-150CME-3.0.x — 150 mailboxes • SCUE-LIC-200CME-3.0.x — 200 mailboxes • SCUE-LIC-250CME-3.0.x — 250 mailboxes
Interactive Voice Response (requires purchase of an additional license)	<ul style="list-style-type: none"> • SCUE-IVR-S2-3.0.x — 2 IVR sessions • SCUE-IVR-S4-3.0.x — 4 IVR sessions • SCUE-IVR-S8-3.0.x — 8 IVR sessions • SCUE-IVR-S16-3.0.x — 16 IVR sessions • SCUE-IVR-S20-3.0.x — 20 IVR sessions • SCUE-IVRUPG-S2¹ — 2 IVR session upgrade for 2-14 sessions • SCUE-IVRUPG-S2V² — 2 IVR session upgrade if running a license of 16 sessions or higher

1. This upgrade license adds 2 IVR sessions. See [Table 24 on page 27](#) for the maximum number of IVR sessions supported for each specific Cisco Unity Express mailbox license.
2. Supported on NME-CUE only.

**Note**

Depending on the Cisco Unity Express mailbox license installed, only selected Interactive Voice Response licenses can be installed. [Table 9 on page 11](#) shows the Interactive Voice Response licenses that are compatible with specific Cisco Unity Express mailbox licenses on the NME-CUE.

[Table 6 on page 9](#) lists the system capacities for mailboxes, ports, storage hours, and historical reporting storage for the NME-CUE.

Table 6 *NME-CUE System Capacities for Mailboxes, Ports, Storage Hours and Historical Reporting Storage*

Cisco Unity Express License/Software SKU	Total Mailbox Storage (Hrs)	Default Mailbox Size (Sec) ¹	No. of Concurrent Voice Mail (VM), Auto-Attendant (AA) and Interactive Voice Response (IVR) Ports/Sessions ²	No. of Attachments per E-mail	Email/fax Max Queue Size	No. of Days of Historical Reporting Data Stored	No. of Historical Reporting Clients Supported
SCUE-LIC-12CCM SCUE-LIC-12CME	300	63529	24 — VM/AA only 24 — 2 VM/AA, 22 IVR	5	500	365	2
SCUE-LIC-25CCM SCUE-LIC-25CME	300	36000	24 — VM/AA only 24 — 2 VM/AA, 22 IVR	5	500	365	2
SCUE-LIC-50CCM SCUE-LIC-50CME	300	16115	24 — VM/AA only 24 — 4 VM/AA, 20 IVR	5	500	365	2
SCUE-LIC-100CCM SCUE-LIC-100CME	300	9000	24 — VM/AA only 24 — 6 VM/AA, 18 IVR	5	500	365	2
SCUE-LIC-150CCM SCUE-LIC-150CME	300	6171	24 — VM/AA only 24 — 10 VM/AA, 14 IVR	5	500	365	2
SCUE-LIC-200CCM SCUE-LIC-200CME	300	4800	24 — VM/AA only 24 — 10 VM/AA, 14 IVR	5	500	365	2
SCUE-LIC-250CCM SCUE-LIC-250CME	300	3297	24 — VM/AA only 24 — 12 VM/AA, 12 IVR	5	500	365	2

1. The default mailbox size calculation includes the allocation for the General Delivery Mailboxes (GDMs).
2. The first number shown is for systems running VM and AA only. The second set of numbers shown is for systems with the optional IVR license installed. On these systems, ports are dedicated to either VM/AA, or IVR. The number of VM/AA and IVR ports is fixed, and unused VM/AA ports cannot be used for IVR, and unused IVR ports cannot be used for VM/AA.

Table 7 on page 10 lists the maximum number of mailboxes, users, groups, owners and members supported on the NME-CUE.

Table 7 NME-CUE Maximum Number of Mailboxes, Users, Groups, Owners, and Members

Cisco Unity Express License/Software SKU	Default No. of Personal Mailboxes	Default No. of General Delivery Mailboxes	Total No. of Mailboxes	No. of Users	No. of Public Distribution Lists	No. of Groups	No. of Owners	No. of Members
SCUE-LIC-12CCM SCUE-LIC-12CME	12	5	17	24	25	20	400	880
SCUE-LIC-25CCM SCUE-LIC-25CME	25	10	35	50	25	20	400	1000
SCUE-LIC-50CCM SCUE-LIC-50CME	50	15	65	100	25	30	400	1000
SCUE-LIC-100CCM SCUE-LIC-100CME	100	20	120	200	25	40	400	1000
SCUE-LIC-150CCM SCUE-LIC-150CME	150	25	175	300	25	40	400	1000
SCUE-LIC-200CCM SCUE-LIC-200CME	200	25	225	300	25	40	400	1000
SCUE-LIC-250CCM SCUE-LIC-250CME	250	25	275	300	25	40	400	1000

Table 8 lists the system capacities for scripts, prompts, and triggers supported on the NME-CUE.

Table 8 NME-CUE System Capacities for Scripts, Prompts, and Triggers

Cisco Unity Express License/Software SKU	No. of Custom Scripts	Custom Prompt Capacity per Installed Language ¹	No. of VoiceXML Web Apps	No. of Triggers	No. of Custom HTTP Triggers
SCUE-LIC-12CCM SCUE-LIC-12CME	8	250 minutes	8	8 SIP 8 JTAPI	8
SCUE-LIC-25CCM SCUE-LIC-25CME	8	250 minutes	8	8 SIP 8 JTAPI	8
SCUE-LIC-50CCM SCUE-LIC-50CME	8	250 minutes	8	8 SIP 8 JTAPI	8
SCUE-LIC-100CCM SCUE-LIC-100CME	8	250 minutes	8	8 SIP 8 JTAPI	8
SCUE-LIC-150CCM SCUE-LIC-150CME	8	250 minutes	8	8 SIP 8 JTAPI	8
SCUE-LIC-200CCM SCUE-LIC-200CME	8	250 minutes	8	8 SIP 8 JTAPI	8
SCUE-LIC-250CCM SCUE-LIC-250CME	8	250 minutes	8	8 SIP 8 JTAPI	8

1. In releases prior to Cisco Unity Express 3.0, the number of custom prompts supported was a fixed number based on the type of hardware. Beginning with Cisco Unity Express 3.0, any number of custom prompts is supported for up to 250 minutes per installed language.

Table 9 shows the NME-CUE system capacities for IVR HTTP Triggers and Database profiles, and the optional IVR license software SKUs that are compatible with the Cisco Unity Express license software SKUs. The compatibility is enforced when installing the IVR licenses. If you attempt to install an IVR license that supports more IVR sessions than the Cisco Unity Express license allows, then the IVR installation will be unsuccessful. These combinations of software licenses are marked “Installation Not Supported.”

Depending on the maximum number of IVR sessions supported for the Cisco Unity Express mailbox license, the license upgrade supporting 2 additional IVR sessions may be installed.

Table 9 NME-CUE System Capacities for IVR HTTP Triggers and Database Profiles

Cisco Unity Express License/Software SKU	IVR License Software/SKU	Max Sessions of HTTP Triggers ¹	No. of Database Profiles	No. of Database Connections/Profile ²
SCUE-LIC-12CCM SCUE-LIC-12CME	SCUE-IVR-S2	2	8	4
SCUE-LIC-12CCM SCUE-LIC-12CME	SCUE-IVR-S4	4	8	8
SCUE-LIC-12CCM SCUE-LIC-12CME	SCUE-IVR-S8	8	8	16
SCUE-LIC-12CCM SCUE-LIC-12CME	SCUE-IVR-S16	16	8	32
SCUE-LIC-12CCM SCUE-LIC-12CME	SCUE-IVR-S20	20	8	40
SCUE-LIC-25CCM SCUE-LIC-25CME	SCUE-IVR-S2	2	8	4
SCUE-LIC-25CCM SCUE-LIC-25CME	SCUE-IVR-S4	4	8	8
SCUE-LIC-25CCM SCUE-LIC-25CME	SCUE-IVR-8	8	8	16
SCUE-LIC-25CCM SCUE-LIC-25CME	SCUE-IVR-S16	16	8	32
SCUE-LIC-25CCM SCUE-LIC-25CME	SCUE-IVR-S20	20	8	40
SCUE-LIC-50CCM SCUE-LIC-50CME	SCUE-IVR-S2	2	8	4
SCUE-LIC-50CCM SCUE-LIC-50CME	SCUE-IVR-S4	4	8	8
SCUE-LIC-50CCM SCUE-LIC-50CME	SCUE-IVR-S8	8	8	16
SCUE-LIC-50CCM SCUE-LIC-50CME	SCUE-IVR-S16	16	8	32

Table 9 NME-CUE System Capacities for IVR HTTP Triggers and Database Profiles (continued)

Cisco Unity Express License/Software SKU	IVR License Software/SKU	Max Sessions of HTTP Triggers ¹	No. of Database Profiles	No. of Database Connections/ Profile ²
SCUE-LIC-50CCM SCUE-LIC-50CME	SCUE-IVR-S20	20	8	40
SCUE-LIC-100CCM SCUE-LIC-100CME	SCUE-IVR-S2	2	8	4
SCUE-LIC-100CCM SCUE-LIC-100CME	SCUE-IVR-S4	4	8	8
SCUE-LIC-100CCM SCUE-LIC-100CME	SCUE-IVR-S8	8	8	16
SCUE-LIC-100CCM SCUE-LIC-100CME	SCUE-IVR-S16	16	8	32
SCUE-LIC-100CCM SCUE-LIC-100CME	SCUE-IVR-S20	Installation Not Supported		
SCUE-LIC-150CCM SCUE-LIC-150CME	SCUE-IVR-S2	2	8	4
SCUE-LIC-150CCM SCUE-LIC-150CME	SCUE-IVR-S4	4	8	8
SCUE-LIC-150CCM SCUE-LIC-150CME	SCUE-IVR-S8	8	8	16
SCUE-LIC-150CCM SCUE-LIC-150CME	SCUE-IVR-S16	Installation Not Supported		
SCUE-LIC-150CCM SCUE-LIC-150CME	SCUE-IVR-S20	Installation Not Supported		
SCUE-LIC-200CCM SCUE-LIC-200CME	SCUE-IVR-S2	2	8	4
SCUE-LIC-200CCM SCUE-LIC-200CME	SCUE-IVR-S4	4	8	8
SCUE-LIC-200CCM SCUE-LIC-200CME	SCUE-IVR-S8	8	8	16
SCUE-LIC-200CCM SCUE-LIC-200CME	SCUE-IVR-S16	Installation Not Supported		
SCUE-LIC-200CCM SCUE-LIC-200CME	SCUE-IVR-S20	Installation Not Supported		
SCUE-LIC-250CCM SCUE-LIC-250CME	SCUE-IVR-S2	2	8	4
SCUE-LIC-250CCM SCUE-LIC-250CME	SCUE-IVR-S4	4	8	8
SCUE-LIC-250CCM SCUE-LIC-250CME	SCUE-IVR-S8	8	8	16

Table 9 NME-CUE System Capacities for IVR HTTP Triggers and Database Profiles (continued)

Cisco Unity Express License/Software SKU	IVR License Software/SKU	Max Sessions of HTTP Triggers ¹	No. of Database Profiles	No. of Database Connections/Profile ²
SCUE-LIC-250CCM SCUE-LIC-250CME	SCUE-IVR-S16	Installation Not Supported		
SCUE-LIC-250CCM SCUE-LIC-250CME	SCUE-IVR-S20	Installation Not Supported		

1. The maximum number of sessions of HTTP triggers is determined by the IVR license installed. For example, if a 6 session IVR license is installed, then the maximum number of HTTP trigger sessions is 6. If the number of IVR sessions is upgraded, then the number of HTTP trigger sessions supported will increase by the same amount. For the maximum number of IVR sessions supported on each license, see the No. of Concurrent Voice Mail, Auto-Attendant, and Interactive Voice Response Ports/Sessions column in [Table 6 on page 9](#).
2. The maximum number of database connections per profile is twice the number of sessions supported in the IVR license installed. For example, if a 6 session IVR license is installed, then the maximum number of database connections per profile supported is 12. If the number of IVR sessions is upgraded, then the number of database connections per profile supported will increase.

[Table 10](#) shows the maximum number of documents and applications supported on the NME-CUE.

Table 10 NME-CUE Maximum Number of Documents and Applications

Cisco Unity Express License/Software SKU	Max Size Template Docs	Max Size Tiff Docs	Max Size Generic Docs	No. of Template Documents (Per Installed Language)	No. of Tiff Documents (Per Installed Language)	No. of Generic Documents (Per Installed Language)	No. of Custom AA Apps	No. of Custom IVR Apps
SCUE-LIC-12CCM SCUE-LIC-12CME	8 KB	512 KB	512 KB	50	25	25	4	8
SCUE-LIC-25CCM SCUE-LIC-25CME	8 KB	512 KB	512 KB	50	25	25	4	8
SCUE-LIC-50CCM SCUE-LIC-50CME	8 KB	512 KB	512 KB	50	25	25	4	8
SCUE-LIC-100CCM SCUE-LIC-100CME	8 KB	512 KB	512 KB	50	25	25	4	8
SCUE-LIC-150CCM SCUE-LIC-150CME	8 KB	512 KB	512 KB	50	25	25	4	8
SCUE-LIC-200CCM SCUE-LIC-200CME	8 KB	512 KB	512 KB	50	25	25	4	8
SCUE-LIC-250CCM SCUE-LIC-250CME	8 KB	512 KB	512 KB	50	25	25	4	8

NM-CUE-EC Software Licenses and System Limits

To download Cisco Unity Express software licenses, you must have an account on Cisco.com. In Cisco.com, go to the [Software Center](#) for Cisco Unity Express at:

<http://www.cisco.com/cgi-bin/tablebuild.pl?topic=278535672>

In Cisco Unity Express 3.0, the NM-CUE-EC supports up to 5 languages to be installed concurrently.

This section describes system limits for the NM-CUE-EC:

- [Cisco Unity Express Licenses Supported on NM-CUE-EC, Table 11 on page 14](#)
- [NM-CUE-EC System Capacities for Mailboxes, Ports, Storage Hours and Historical Reporting Storage, Table 12 on page 15](#)
- [NM-CUE-EC Maximum Number of Mailboxes, Users, Groups, Owners, and Members, Table 13 on page 16](#)
- [NM-CUE-EC System Capacities for Scripts, Prompts and Triggers, Table 14 on page 17](#)
- [NM-CUE-EC System Capacities for IVR HTTP Triggers and Database Profiles, Table 15 on page 18](#)
- [NM-CUE-EC Maximum Number of Documents and Applications, Table 16 on page 20](#)

[Table 11](#) lists the Cisco Unity Express 3.0 licenses supported on the NM-CUE-EC.

Table 11 *Cisco Unity Express Licenses Supported on NM-CUE-EC*

License Type	Supported Licenses
Cisco Unified Communications Manager:	Voice-Mail and Auto-Attendant: <ul style="list-style-type: none"> • SCUE-LIC-12CCM-3.0.x — 12 mailboxes • SCUE-LIC-25CCM-3.0.x — 25 mailboxes • SCUE-LIC-50CCM-3.0.x — 50 mailboxes • SCUE-LIC-100CCM-3.0.x — 100 mailboxes • SCUE-LIC-150CCM-3.0.x — 150 mailboxes • SCUE-LIC-200CCM-3.0.x — 200 mailboxes • SCUE-LIC-250CCM-3.0.x — 250 mailboxes

Table 11 Cisco Unity Express Licenses Supported on NM-CUE-EC

License Type	Supported Licenses
Cisco Unified Communications Manager Express	Voice-Mail and Auto-Attendant: <ul style="list-style-type: none"> • SCUE-LIC-12CME-3.0.x — 12 mailboxes • SCUE-LIC-25CME-3.0.x — 25 mailboxes • SCUE-LIC-50CME-3.0.x — 50 mailboxes • SCUE-LIC-100CME-3.0.x — 100 mailboxes • SCUE-LIC-150CME-3.0.x — 150 mailboxes • SCUE-LIC-200CME-3.0.x — 200 mailboxes • SCUE-LIC-250CME-3.0.x — 250 mailboxes
Interactive Voice Response (requires purchase of an additional license)	<ul style="list-style-type: none"> • SCUE-IVR-S2-3.0.x — 2 IVR sessions • SCUE-IVR-S4-3.0.x — 4 IVR sessions • SCUE-IVR-S8-3.0.x — 8 IVR sessions • SCUE-IVRUPG-S2=¹ — 2 IVR session upgrade

1. This upgrade license adds 2 IVR sessions. See [Table 24 on page 27](#) for the maximum number of IVR sessions supported for each specific Cisco Unity Express mailbox license.

**Note**

Depending on the Cisco Unity Express mailbox license installed, only selected Interactive Voice Response licenses can be installed. [Table 15 on page 18](#) shows the Interactive Voice Response licenses that are compatible with specific Cisco Unity Express mailbox licenses on the NM-CUE-EC.

[Table 12](#) lists the system capacities for mailboxes, ports, storage hours, and historical reporting storage for the NM-CUE-EC.

Table 12 NM-CUE-EC System Capacities for Mailboxes, Ports, Storage Hours and Historical Reporting Storage

Cisco Unity Express License/Software SKU	Total Mailbox Storage (Hrs)	Default Mailbox Size (Sec) ¹	No. of Concurrent Voice Mail (VM), Auto-Attendant (AA), and Interactive Voice Response (IVR) Ports/Sessions ²	No. of Attachments per Email	Email/fax Max Queue Size	No. of Days of Historical Reporting Data Stored	No. of Historical Reporting Clients Supported
SCUE-LIC-12CCM SCUE-LIC-12CME	300	63529	16 — VM/AA only 16 — 2 VM/AA, 14 IVR	5	500	365	2
SCUE-LIC-25CCM SCUE-LIC-25CME	300	36000	16 — VM/AA only 16 — 2 VM/AA, 14 IVR	5	500	365	2

Table 12 NM-CUE-EC System Capacities for Mailboxes, Ports, Storage Hours and Historical Reporting Storage

Cisco Unity Express License/Software SKU	Total Mailbox Storage (Hrs)	Default Mailbox Size (Sec) ¹	No. of Concurrent Voice Mail (VM), Auto-Attendant (AA), and Interactive Voice Response (IVR) Ports/Sessions ²	No. of Attachments per Email	Email/fax Max Queue Size	No. of Days of Historical Reporting Data Stored	No. of Historical Reporting Clients Supported
SCUE-LIC-50CCM SCUE-LIC-50CME	300	16115	16 — VM/AA only 16 — 4 VM/AA, 12 IVR	5	500	365	2
SCUE-LIC-100CCM SCUE-LIC-100CME	300	9600	16 — VM/AA only 16 — 6 VM/AA, 10 IVR	5	500	365	2
SCUE-LIC-150CCM SCUE-LIC-150CME	300	6171	16 — VM/AA only 16 — 10 VM/AA, 6 IVR	5	500	365	2
SCUE-LIC-200CCM SCUE-LIC-200CME	300	4800	16 — VM/AA only 16 — 10 VM/AA, 6 IVR	5	500	365	2
SCUE-LIC-250CCM SCUE-LIC-250CME	300	3297	16 — VM/AA only 16 — 12 VM/AA, 4 IVR	5	500	365	2

1. The default mailbox size calculation includes the allocation for the General Delivery Mailboxes (GDMs).
2. The first number shown is for systems running VM and AA only. The second set of numbers shown is for systems with the optional IVR license installed. On these systems, ports are dedicated to either VM/AA, or IVR. The number of VM/AA and IVR ports is fixed, and unused VM/AA ports cannot be used for IVR, and unused IVR ports cannot be used for VM/AA.

Table 13 on page 16 lists the maximum number of mailboxes, users, groups, owners and members supported on the NM-CUE-EC.

Table 13 NM-CUE-EC Maximum Number of Mailboxes, Users, Groups, Owners, and Members

Cisco Unity Express License/Software SKU	Default No. of Personal Mailboxes	Default No. of General Delivery Mailboxes	Total No. of Mailboxes	No. of Users	No. of Public Distribution Lists	No. of Groups	No. of Owners	No. of Members
SCUE-LIC-12CCM SCUE-LIC-12CME	12	5	17	24	25	20	400	880
SCUE-LIC-25CCM SCUE-LIC-25CME	25	10	35	50	25	20	400	1000
SCUE-LIC-50CCM SCUE-LIC-50CME	50	15	65	100	25	30	400	1000
SCUE-LIC-100CCM SCUE-LIC-100CME	100	20	120	200	25	40	400	1000

Table 13 *NM-CUE-EC Maximum Number of Mailboxes, Users, Groups, Owners, and Members (continued)*

Cisco Unity Express License/Software SKU	Default No. of Personal Mailboxes	Default No. of General Delivery Mailboxes	Total No. of Mailboxes	No. of Users	No. of Public Distribution Lists	No. of Groups	No. of Owners	No. of Members
SCUE-LIC-150CCM SCUE-LIC-150CME	150	25	175	300	25	40	400	1000
SCUE-LIC-200CCM SCUE-LIC-200CME	200	25	225	300	25	40	400	1000
SCUE-LIC-250CCM SCUE-LIC-250CME	250	25	275	300	25	40	400	1000

Table 14 lists the system capacities for scripts, prompts, and triggers supported on the NM-CUE-EC.

Table 14 *NM-CUE-EC System Capacities for Scripts, Prompts and Triggers*

Cisco Unity Express License/Software SKU	No. of Custom Scripts	Custom Prompt Capacity per Installed Language ¹	No. of VoiceXML Web Apps	No. of Triggers	No. of Custom HTTP Triggers
SCUE-LIC-12CCM SCUE-LIC-12CME	8	250 minutes	4	8 SIP 8 JTAPI	4
SCUE-LIC-25CCM SCUE-LIC-25CME	8	250 minutes	4	8 SIP 8 JTAPI	4
SCUE-LIC-50CCM SCUE-LIC-50CME	8	250 minutes	4	8 SIP 8 JTAPI	4
SCUE-LIC-100CCM SCUE-LIC-100CME	8	250 minutes	4	8 SIP 8 JTAPI	4
SCUE-LIC-150CCM SCUE-LIC-150CME	8	250 minutes	4	8 SIP 8 JTAPI	4
SCUE-LIC-200CCM SCUE-LIC-200CME	8	250 minutes	4	8 SIP 8 JTAPI	4
SCUE-LIC-250CCM SCUE-LIC-250CME	8	250 minutes	4	8 SIP 8 JTAPI	4

1. In releases prior to Cisco Unity Express 3.0, the number of custom prompts supported was a fixed number based on the type of hardware. Beginning with Cisco Unity Express 3.0, any number of custom prompts is supported for up to 250 minutes per installed language.

Table 15 shows the NM-CUE-EC system capacities for IVR HTTP Triggers and Database profiles, and the optional IVR license software SKUs that are compatible with the Cisco Unity Express license software SKUs. The compatibility is enforced when installing the IVR licenses. If you attempt to install an IVR license that supports more IVR sessions than the Cisco Unity Express license allows, then the IVR installation will be unsuccessful. These combinations of software licenses are marked “Installation Not Supported.”

Depending on the maximum number of IVR sessions supported for the Cisco Unity Express mailbox license, the license upgrade supporting 2 additional IVR sessions may be installed.

Table 15 NM-CUE-EC System Capacities for IVR HTTP Triggers and Database Profiles

Cisco Unity Express License/Software SKU	IVR License Software/SKU	Max Sessions of HTTP Triggers ¹	No. of Database Profiles	No. of Database Connections/ Profile ²
SCUE-LIC-12CCM SCUE-LIC-12CME	SCUE-IVR-S2	2	8	4
SCUE-LIC-12CCM SCUE-LIC-12CME	SCUE-IVR-S4	4	8	8
SCUE-LIC-12CCM SCUE-LIC-12CME	SCUE-IVR-S8	8	8	16
SCUE-LIC-12CCM SCUE-LIC-12CME	SCUE-IVR-S16	16	8	32
SCUE-LIC-12CCM SCUE-LIC-12CME	SCUE-IVR-S20	20	8	40
SCUE-LIC-25CCM SCUE-LIC-25CME	SCUE-IVR-S2	2	8	4
SCUE-LIC-25CCM SCUE-LIC-25CME	SCUE-IVR-S4	4	8	8
SCUE-LIC-25CCM SCUE-LIC-25CME	SCUE-IVR-8	8	8	16
SCUE-LIC-25CCM SCUE-LIC-25CME	SCUE-IVR-S16	16	8	32
SCUE-LIC-25CCM SCUE-LIC-25CME	SCUE-IVR-S20	20	8	40
SCUE-LIC-50CCM SCUE-LIC-50CME	SCUE-IVR-S2	2	8	4
SCUE-LIC-50CCM SCUE-LIC-50CME	SCUE-IVR-S4	4	8	8
SCUE-LIC-50CCM SCUE-LIC-50CME	SCUE-IVR-S8	8	8	16
SCUE-LIC-50CCM SCUE-LIC-50CME	SCUE-IVR-S16	Installation Not Supported		
SCUE-LIC-50CCM SCUE-LIC-50CME	SCUE-IVR-S20	Installation Not Supported		
SCUE-LIC-100CCM SCUE-LIC-100CME	SCUE-IVR-S2	Installation Not Supported		
SCUE-LIC-100CCM SCUE-LIC-100CME	SCUE-IVR-S4	4	8	8
SCUE-LIC-100CCM SCUE-LIC-100CME	SCUE-IVR-S8	8	8	16
SCUE-LIC-100CCM SCUE-LIC-100CME	SCUE-IVR-S16	Installation Not Supported		

Table 15 *NM-CUE-EC System Capacities for IVR HTTP Triggers and Database Profiles (continued)*

Cisco Unity Express License/Software SKU	IVR License Software/SKU	Max Sessions of HTTP Triggers¹	No. of Database Profiles	No. of Database Connections/Profile²
SCUE-LIC-100CCM SCUE-LIC-100CME	SCUE-IVR-S20	Installation Not Supported		
SCUE-LIC-150CCM SCUE-LIC-150CME	SCUE-IVR-S2	2	8	4
SCUE-LIC-150CCM SCUE-LIC-150CME	SCUE-IVR-S4	4	8	8
SCUE-LIC-150CCM SCUE-LIC-150CME	SCUE-IVR-S8	8	8	16
SCUE-LIC-150CCM SCUE-LIC-150CME	SCUE-IVR-S16	Installation Not Supported		
SCUE-LIC-150CCM SCUE-LIC-150CME	SCUE-IVR-S20	Installation Not Supported		
SCUE-LIC-200CCM SCUE-LIC-200CME	SCUE-IVR-S2	2	8	4
SCUE-LIC-200CCM SCUE-LIC-200CME	SCUE-IVR-S4	4	8	8
SCUE-LIC-200CCM SCUE-LIC-200CME	SCUE-IVR-S8	Installation Not Supported		
SCUE-LIC-200CCM SCUE-LIC-200CME	SCUE-IVR-S16	Installation Not Supported		
SCUE-LIC-200CCM SCUE-LIC-200CME	SCUE-IVR-S20	Installation Not Supported		
SCUE-LIC-250CCM SCUE-LIC-250CME	SCUE-IVR-S2	2	8	4
SCUE-LIC-250CCM SCUE-LIC-250CME	SCUE-IVR-S4	4	8	8
SCUE-LIC-250CCM SCUE-LIC-250CME	SCUE-IVR-S8	Installation Not Supported		
SCUE-LIC-250CCM SCUE-LIC-250CME	SCUE-IVR-S16	Installation Not Supported		
SCUE-LIC-250CCM SCUE-LIC-250CME	SCUE-IVR-S20	Installation Not Supported		

1. The maximum number of sessions of HTTP triggers is determined by the IVR license installed. For example, if a 6 session IVR license is installed, then the maximum number of HTTP trigger sessions is 6. If the number of IVR sessions is upgraded, then the number of HTTP trigger sessions supported will increase by the same amount. For the maximum number of IVR sessions supported on each license, see the No. of Concurrent Voice Mail, Auto-Attendant, and Interactive Voice Response Ports/Sessions column in [Table 12 on page 15](#).
2. The maximum number of database connections per profile is twice the number of sessions supported in the IVR license installed. For example, if a 6 session IVR licenses is installed, then the maximum number of database connections per profile supported is 12. If the number of IVR sessions is upgraded, then the number of database connections per profile supported will increase.

Table 16 shows the maximum number of documents and applications supported on the NM-CUE-EC.

Table 16 *NM-CUE-EC Maximum Number of Documents and Applications*

Cisco Unity Express License/Software SKU	Max Size Template Docs	Max Size Tiff Docs	Max Size Generic Docs	No. of Template Documents (Per Installed Language)	No. of Tiff Documents (Per Installed Language)	No. of Generic Documents (Per Installed Language)	No. of Custom AA Apps	No. of Custom IVR Apps
SCUE-LIC-12CCM SCUE-LIC-12CME	8 KB	512 KB	512 KB	50	25	25	4	8
SCUE-LIC-25CCM SCUE-LIC-25CME	8 KB	512 KB	512 KB	50	25	25	4	8
SCUE-LIC-50CCM SCUE-LIC-50CME	8 KB	512 KB	512 KB	50	25	25	4	8
SCUE-LIC-100CCM SCUE-LIC-100CME	8 KB	512 KB	512 KB	50	25	25	4	8
SCUE-LIC-150CCM SCUE-LIC-150CME	8 KB	512 KB	512 KB	50	25	25	4	8
SCUE-LIC-200CCM SCUE-LIC-200CME	8 KB	512 KB	512 KB	50	25	25	4	8
SCUE-LIC-250CCM SCUE-LIC-250CME	8 KB	512 KB	512 KB	50	25	25	4	8

NM-CUE Software Licenses and System Limits

This section describes system limits for the NM-CUE:

- [Cisco Unity Express Licenses Supported on NM-CUE](#), [Table 17 on page 21](#)
- [NM-CUE System Capacities for Mailboxes, Ports, Storage Hours and Historical Reporting Storage](#), [Table 18 on page 22](#)
- [NM-CUE Maximum Number of Mailboxes, Users, Groups, Owners, and Members](#), [Table 19 on page 22](#)
- [NM-CUE System Capacities for Scripts, Prompts and Triggers](#), [Table 20 on page 23](#)
- [NM-CUE System Capacities for IVR HTTP Triggers and Database Profiles](#), [Table 21 on page 23](#)
- [NM-CUE Maximum Number of Documents and Applications](#), [Table 22 on page 25](#)

In Cisco Unity Express 3.0, the NM-CUE supports up to 5 languages to be installed concurrently.

To download Cisco Unity Express software licenses, you must have an account on Cisco.com. In Cisco.com, go to the [Software Center](#) for Cisco Unity Express at:

<http://www.cisco.com/cgi-bin/tablebuild.pl?topic=278535672>

Table 17 *Cisco Unity Express Licenses Supported on NM-CUE*

License Type	Supported Licenses
Cisco Unified Communications Manager:	Voice-Mail and Auto-Attendant: <ul style="list-style-type: none"> • SCUE-LIC-12CCM-3.0.x — 12 mailboxes • SCUE-LIC-25CCM-3.0.x — 25 mailboxes • SCUE-LIC-50CCM-3.0.x — 50 mailboxes • SCUE-LIC-100CCM-3.0.x — 100 mailboxes
Cisco Unified Communications Manager Express	Voice-Mail and Auto-Attendant: <ul style="list-style-type: none"> • SCUE-LIC-12CME-3.0.x — 12 mailboxes • SCUE-LIC-25CME-3.0.x — 25 mailboxes • SCUE-LIC-50CME-3.0.x — 50 mailboxes • SCUE-LIC-100CME-3.0.x — 100 mailboxes
Interactive Voice Response (requires purchase of an additional license)	<ul style="list-style-type: none"> • SCUE-IVR-S2-3.0.x — 2 IVR sessions • SCUE-IVR-S4-3.0.x — 4 IVR sessions • SCUE-IVRUPG-S2=¹ — 2 IVR session upgrade

1. This upgrade license adds 2 IVR sessions. See [Table 24 on page 27](#) for the maximum number of IVR sessions supported for each specific Cisco Unity Express mailbox license.



Note

Depending on the Cisco Unity Express mailbox license installed, only selected Interactive Voice Response licenses can be installed. [Table 21 on page 23](#) shows the Interactive Voice Response licenses that are compatible with specific Cisco Unity Express mailbox licenses on the NM-CUE.

[Table 18](#) lists the system capacities for mailboxes, ports, storage hours, and historical reporting storage for the NM-CUE.

Table 18 *NM-CUE System Capacities for Mailboxes, Ports, Storage Hours and Historical Reporting Storage*

Cisco Unity Express License/Software SKU	Total Mailbox Storage (Hrs)	Default Mailbox Size (Sec)¹	No. of Concurrent Voice-Mail (VM), Auto-Attendant (AA) and Interactive Voice Response (IVR) Ports/Sessions²	No. of Attachments per E-mail	Email/fax Max Queue Size	No. of Days of Historical Reporting Data Stored	No. of Historical Reporting Clients Supported
SCUE-LIC-12CCM SCUE-LIC-12CME	100	21120	8 — VM/AA only 8 — 2 VM/AA, 6 IVR	5	500	365	2
SCUE-LIC-25CCM SCUE-LIC-25CME	100	10260	8 — VM/AA only 8 — 2 VM/AA, 6 IVR	5	500	365	2
SCUE-LIC-50CCM SCUE-LIC-50CME	100	5520	8 — VM/AA only 8 — 4 VM/AA, 4 IVR	5	500	365	2
SCUE-LIC-100CCM SCUE-LIC-100CME	100	3000	8 — VM/AA only 8 — 6 VM/AA, 2 IVR	5	500	365	2

1. The default mailbox size calculation includes the allocation for the General Delivery Mailboxes (GDMs).
2. The first number shown is for systems running VM and AA only. The second set of numbers shown is for systems with the optional IVR license installed. On these systems, ports are dedicated to either VM/AA, or IVR. The number of VM/AA and IVR ports is fixed, and unused VM/AA ports cannot be used for IVR, and unused IVR ports cannot be used for VM/AA.

Table 19 lists the maximum number of mailboxes, users, groups, owners and members supported on the NM-CUE.

Table 19 *NM-CUE Maximum Number of Mailboxes, Users, Groups, Owners, and Members*

Cisco Unity Express License/Software SKU	Default No. of Personal Mailboxes	Default No. of General Delivery Mailboxes	Total No. of Mailboxes	No. of Users	No. of Public Distribution Lists	No. of Groups	No. of Owners	No. of Members
SCUE-LIC-12CCM SCUE-LIC-12CME	12	5	17	24	15	20	400	880
SCUE-LIC-25CCM SCUE-LIC-25CME	25	10	35	50	15	20	400	1000
SCUE-LIC-50CCM SCUE-LIC-50CME	50	15	65	100	15	30	400	1000
SCUE-LIC-100CCM SCUE-LIC-100CME	100	20	120	200	15	40	400	1000

Table 20 lists the system capacities for scripts, prompts, and triggers supported on the NM-CUE.

Table 20 *NM-CUE System Capacities for Scripts, Prompts and Triggers*

Cisco Unity Express License/Software SKU	No. of Custom Scripts	Custom Prompt Capacity per Installed Language ¹	No. of VoiceXML Web Apps	No. of Triggers	No. of Custom HTTP Triggers
SCUE-LIC-12CCM SCUE-LIC-12CME	8	250 minutes	4	8 SIP 8 JTAPI	4
SCUE-LIC-25CCM SCUE-LIC-25CME	8	250 minutes	4	8 SIP 8 JTAPI	4
SCUE-LIC-50CCM SCUE-LIC-50CME	8	250 minutes	4	8 SIP 8 JTAPI	4
SCUE-LIC-100CCM SCUE-LIC-100CME	8	250 minutes	4	8 SIP 8 JTAPI	4

1. In releases prior to Cisco Unity Express 3.0, the number of custom prompts supported was a fixed number based on the type of hardware. Beginning with Cisco Unity Express 3.0, any number of custom prompts is supported for up to 250 minutes per installed language.

Table 21 shows the NM-CUE system capacities for IVR HTTP Triggers and Database profiles, and the optional IVR license software SKUs that are compatible with the Cisco Unity Express license software SKUs. The compatibility is enforced when installing the IVR licenses. If you attempt to install an IVR license that supports more IVR sessions than the Cisco Unity Express license allows, then the IVR installation will be unsuccessful. These combinations of software licenses are marked “Installation Not Supported.”

Depending on the maximum number of IVR sessions supported for the Cisco Unity Express mailbox license, the license upgrade supporting 2 additional IVR sessions may be installed.

Table 21 *NM-CUE System Capacities for IVR HTTP Triggers and Database Profiles*

Cisco Unity Express License/Software SKU	IVR License Software/SKU	Max Sessions of HTTP Triggers ¹	No. of Database Profiles	No. of Database Connections/ Profile ²
SCUE-LIC-12CCM SCUE-LIC-12CME	SCUE-IVR-S2	2	8	4
SCUE-LIC-12CCM SCUE-LIC-12CME	SCUE-IVR-S4	4	8	8
SCUE-LIC-12CCM SCUE-LIC-12CME	SCUE-IVR-S8	Installation Not Supported		
SCUE-LIC-12CCM SCUE-LIC-12CME	SCUE-IVR-S16	Installation Not Supported		
SCUE-LIC-12CCM SCUE-LIC-12CME	SCUE-IVR-S20	Installation Not Supported		
SCUE-LIC-25CCM SCUE-LIC-25CME	SCUE-IVR-S2	2	8	4
SCUE-LIC-25CCM SCUE-LIC-25CME	SCUE-IVR-S4	4	8	8

Table 21 NM-CUE System Capacities for IVR HTTP Triggers and Database Profiles (continued)

Cisco Unity Express License/Software SKU	IVR License Software/SKU	Max Sessions of HTTP Triggers ¹	No. of Database Profiles	No. of Database Connections/ Profile ²
SCUE-LIC-25CCM SCUE-LIC-25CME	SCUE-IVR-S8	Installation Not Supported		
SCUE-LIC-25CCM SCUE-LIC-25CME	SCUE-IVR-S16	Installation Not Supported		
SCUE-LIC-25CCM SCUE-LIC-25CME	SCUE-IVR-S20	Installation Not Supported		
SCUE-LIC-50CCM SCUE-LIC-50CME	SCUE-IVR-S2	2	8	4
SCUE-LIC-50CCM SCUE-LIC-50CME	SCUE-IVR-S4	4	8	8
SCUE-LIC-50CCM SCUE-LIC-50CME	SCUE-IVR-S8	Installation Not Supported		
SCUE-LIC-50CCM SCUE-LIC-50CME	SCUE-IVR-S16	Installation Not Supported		
SCUE-LIC-50CCM SCUE-LIC-50CME	SCUE-IVR-S20	Installation Not Supported		
SCUE-LIC-100CCM SCUE-LIC-100CME	SCUE-IVR-S2	2	8	4
SCUE-LIC-100CCM SCUE-LIC-100CME	SCUE-IVR-S4	Installation Not Supported		
SCUE-LIC-100CCM SCUE-LIC-100CME	SCUE-IVR-S8	Installation Not Supported		
SCUE-LIC-100CCM SCUE-LIC-100CME	SCUE-IVR-S16	Installation Not Supported		
SCUE-LIC-100CCM SCUE-LIC-100CME	SCUE-IVR-S20	Installation Not Supported		
SCUE-LIC-150CCM SCUE-LIC-150CME	SCUE-LIC-150 licenses not supported on NM-CUE.			
SCUE-LIC-200CCM SCUE-LIC-200CME	SCUE-LIC-200 licenses not supported on NM-CUE.			
SCUE-LIC-250CCM SCUE-LIC-250CME	SCUE-LIC-250 licenses not supported on NM-CUE.			

1. The maximum number of sessions of HTTP triggers is determined by the IVR license installed. For example, if a 6 session IVR license is installed, then the maximum number of HTTP trigger sessions is 6. If the number of IVR sessions is upgraded, then the number of HTTP trigger sessions supported will increase by the same amount. For the maximum number of IVR sessions supported on each license, see the No. of Concurrent Voice Mail, Auto-Attendant, and Interactive Voice Response Ports/Sessions column in [Table 18 on page 22](#).
2. The maximum number of database connections per profile is twice the number of sessions supported in the IVR license installed. For example, if a 6 session IVR licenses is installed, then the maximum number of database connections per profile supported is 12. If the number of IVR sessions is upgraded, then the number of database connections per profile supported will increase.

Table 22 shows the maximum number of documents and applications supported on the NM-CUE.

Table 22 *NM-CUE Maximum Number of Documents and Applications*

Cisco Unity Express License/Software SKU	Max Size Template Docs	Max Size Tiff Docs	Max Size Generic Docs	No. of Template Documents (Per Installed Language)	No. of Tiff Documents (Per Installed Language)	No. of Generic Documents (Per Installed Language)	No. of Custom AA Apps	No. of Custom IVR Apps
SCUE-LIC-12CCM SCUE-LIC-12CME	8 KB	512 KB	512 KB	50	25	25	4	8
SCUE-LIC-25CCM SCUE-LIC-25CME	8 KB	512 KB	512 KB	50	25	25	4	8
SCUE-LIC-50CCM SCUE-LIC-50CME	8 KB	512 KB	512 KB	50	25	25	4	8
SCUE-LIC-100CCM SCUE-LIC-100CME	8 KB	512 KB	512 KB	50	25	25	4	8

1-GB AIM-CUE Software Licenses and System Limits

To download Cisco Unity Express software licenses, you must have an account on Cisco.com. In Cisco.com, go to the [Software Center](#) for Cisco Unity Express at:

<http://www.cisco.com/cgi-bin/tablebuild.pl?topic=278535672>

In Cisco Unity Express 3.0, the 1-GB AIM-CUE supports up to 2 languages to be installed concurrently

This section describes system limits for the 1-GB AIM-CUE:

- [Cisco Unity Express Licenses Supported on AIM-CUE, Table 23 on page 25](#)
- [AIM-CUE System Capacities for Mailboxes, Ports, Storage Hours and Historical Reporting Storage, Table 24 on page 27](#)
- [AIM-CUE Maximum Number of Mailboxes, Users, Groups, Owners, and Members, Table 25 on page 28](#)
- [AIM-CUE System Capacities for Scripts, Prompts and Triggers, Table 26 on page 28](#)
- [AIM-CUE System Capacities for IVR HTTP Triggers and Database Profiles, Table 27 on page 29](#)
- [AIM-CUE Maximum Number of Documents and Applications, Table 28 on page 30](#)

Table 23 *Cisco Unity Express Licenses Supported on AIM-CUE*

License Type	Supported Licenses
Cisco Unified Communications Manager	Voice Mail and Auto-Attendant: <ul style="list-style-type: none"> • SCUE-LIC-12CCM-3.0.x — 12 mailboxes • SCUE-LIC-25CCM-3.0.x — 25 mailboxes • SCUE-LIC-50CCM-3.0.x — 50 mailboxes

Table 23 Cisco Unity Express Licenses Supported on AIM-CUE (continued)

License Type	Supported Licenses
Cisco Unified Communications Manager Express	Voice Mail and Auto-Attendant: <ul style="list-style-type: none"> • SCUE-LIC-12CME-3.0.x — 12 mailboxes • SCUE-LIC-25CME-3.0.x — 25 mailboxes • SCUE-LIC-50CME-3.0.x — 50 mailboxes
Interactive Voice Response (requires purchase of an additional license)	<ul style="list-style-type: none"> • SCUE-IVR-S2-3.0.x — 2 IVR sessions • SCUE-IVR-S4-3.0.x — 4 IVR sessions • SCUE-IVRUPG-S2=¹ — 2 IVR session upgrade

1. This upgrade license adds 2 IVR sessions. See [Table 24 on page 27](#) for the maximum number of IVR sessions supported for each specific Cisco Unity Express mailbox license.

**Note**

Depending on the Cisco Unity Express mailbox license installed, only selected Interactive Voice Response licenses can be installed. [Table 27 on page 29](#) shows the Interactive Voice Response licenses that are compatible with specific Cisco Unity Express mailbox licenses on the AIM-CUE.

[Table 24 on page 27](#) lists the system capacities for mailboxes, ports, storage hours, and historical reporting storage for the AIM -CUE.

Table 24 *AIM-CUE System Capacities for Mailboxes, Ports, Storage Hours and Historical Reporting Storage*

Cisco Unity Express License/Software SKU	Total Mailbox Storage (Hours)	Default Mailbox Size (Sec)¹	No. of Concurrent Voice Mail, Auto-Attendant and Interactive Voice Response Ports/Sessions²	No. of Attachments per Email	Email/fax Max Queue Size	No. of Days of Historical Reporting Data Stored	No. of Historical Reporting Clients Supported
SCUE-LIC-12CCM SCUE-LIC-12CME	8 (with 2 languages installed and historical reporting enabled) 14 (with 1 language installed)	2700	6 — VM/AA only 6 — 2 VM/AA, 4 IVR	5	500	90	2
SCUE-LIC-25CCM SCUE-LIC-25CME	8 (with 2 languages installed and historical reporting enabled) 14 (with 1 language installed)	1320	6 — VM/AA 6 — 2 VM/AA, 4 IVR	5	500	90	2
SCUE-LIC-50CCM SCUE-LIC-50CME	8 (with 2 languages installed and historical reporting enabled) 14 (with 1 language installed)	720	6 — VM/AA 6 — 2 VM/AA, 4 IVR	5	500	90	2

1. The default mailbox size calculation includes the allocation for the General Delivery Mailboxes (GDMs).
2. The first number shown is for systems running VM and AA only. The second set of numbers shown is for systems with the optional IVR license installed. On these systems, ports are dedicated to either VM/AA, or IVR. The number of VM/AA and IVR ports is fixed, and unused VM/AA ports cannot be used for IVR, and unused IVR ports cannot be used for VM/AA.

**Note**

If the license installed on the AIM-CUE supports only Voice Mail and Auto-Attendant, then historical reporting is disabled by default. If the voice mail usage is more than 8 hours, then you will not be allowed to enable historical reporting. If historical reporting is enabled, then voice-mail usage will be limited to 8 hours, even if historical reporting is disabled later. In this case, you will be required to reinstall the software to increase the voice mail capacity.

If the license installed on the AIM-CUE includes support for Interactive Voice Response, then the voice mail capacity will be reduced to 8 hours. If the voice mail capacity is more than 8 hours when installing the IVR license, then the license installation will fail, and you will be required to reduce the voice mail usage to 8 hours before installing the license.

[Table 25](#) lists the maximum number of mailboxes, users, groups, owners and members supported on the AIM-CUE.

Table 25 *AIM-CUE Maximum Number of Mailboxes, Users, Groups, Owners, and Members*

Cisco Unity Express License/Software SKU	Default No. of Personal Mailboxes	Default No. of General Delivery Mailboxes	Total No. of Mailboxes	No. of Users	No. of Public Distribution Lists	No. of Groups	No. of Owners	No. of Members
SCUE-LIC-12CCM SCUE-LIC-12CME	12	5	17	24	15	20	100	500
SCUE-LIC-25CCM SCUE-LIC-25CME	25	10	35	50	15	20	100	500
SCUE-LIC-50CCM SCUE-LIC-50CME	50	15	65	100	15	30	100	500

[Table 26](#) lists the system capacities for scripts, prompts, and triggers supported on the AIM-CUE.

Table 26 *AIM-CUE System Capacities for Scripts, Prompts and Triggers*

Cisco Unity Express License/Software SKU	No. of Custom Scripts	Custom Prompt Capacity per Installed Language ¹	No. of VoiceXML Web Apps	No. of Triggers	No. of Custom HTTP Triggers
SCUE-LIC-12CCM SCUE-LIC-12CME	4	50 minutes	2	8 SIP 8 JTAPI	2
SCUE-LIC-25CCM SCUE-LIC-25CME	4	50 minutes	2	8 SIP 8 JTAPI	2
SCUE-LIC-50CCM SCUE-LIC-50CME	4	50 minutes	2	8 SIP 8 JTAPI	2

- In releases prior to Cisco Unity Express 3.0, the number of custom prompts supported was a fixed number based on the type of hardware. Beginning with Cisco Unity Express 3.0, any number of custom prompts is supported on the 1-GB AIM-CUE for up to 50 minutes per installed language.

Table 27 on page 29 shows the AIM-CUE system capacities for IVR HTTP Triggers and Database profiles, and the optional IVR license software SKUs that are compatible with the Cisco Unity Express license software SKUs. The compatibility is enforced when installing the IVR licenses. If you attempt to install an IVR license that supports more IVR sessions than the Cisco Unity Express license allows, then the IVR installation will be unsuccessful. These combinations of software licenses are marked “Installation Not Supported.”

Depending on the maximum number of IVR sessions supported for the Cisco Unity Express mailbox license, the license upgrade supporting 2 additional IVR sessions may be installed.

Table 27 *AIM-CUE System Capacities for IVR HTTP Triggers and Database Profiles*

Cisco Unity Express License/Software SKU	IVR License Software/SKU	Max Sessions of HTTP Triggers¹	No. of Database Profiles	No. of Database Connections/ Profile²
SCUE-LIC-12CCM SCUE-LIC-12CME	SCUE-IVR-S2	2	8	4
SCUE-LIC-12CCM SCUE-LIC-12CME	SCUE-IVR-S4	4	8	8
SCUE-LIC-12CCM SCUE-LIC-12CME	SCUE-IVR-S8	Installation Not Supported		
SCUE-LIC-12CCM SCUE-LIC-12CME	SCUE-IVR-S16	Installation Not Supported		
SCUE-LIC-12CCM SCUE-LIC-12CME	SCUE-IVR-S20	Installation Not Supported		
SCUE-LIC-25CCM SCUE-LIC-25CME	SCUE-IVR-S2	2	8	4
SCUE-LIC-25CCM SCUE-LIC-25CME	SCUE-IVR-S4	4	8	8
SCUE-LIC-25CCM SCUE-LIC-25CME	SCUE-IVR-8	Installation Not Supported		
SCUE-LIC-25CCM SCUE-LIC-25CME	SCUE-IVR-S16	Installation Not Supported		
SCUE-LIC-25CCM SCUE-LIC-25CME	SCUE-IVR-S20	Installation Not Supported		
SCUE-LIC-50CCM SCUE-LIC-50CME	SCUE-IVR-S2	2	8	4
SCUE-LIC-50CCM SCUE-LIC-50CME	SCUE-IVR-S4	Installation Not Supported		
SCUE-LIC-50CCM SCUE-LIC-50CME	SCUE-IVR-S8	Installation Not Supported		
SCUE-LIC-50CCM SCUE-LIC-50CME	SCUE-IVR-S16	Installation Not Supported		
SCUE-LIC-50CCM SCUE-LIC-50CME	SCUE-IVR-S20	Installation Not Supported		

Table 27 AIM-CUE System Capacities for IVR HTTP Triggers and Database Profiles (continued)

Cisco Unity Express License/Software SKU	IVR License Software/SKU	Max Sessions of HTTP Triggers ¹	No. of Database Profiles	No. of Database Connections/Profile ²
SCUE-LIC-100CCM SCUE-LIC-100CME	SCUE-LIC-100 licenses not supported on AIM-CUE.			
SCUE-LIC-150CCM SCUE-LIC-150CME	SCUE-LIC-150 licenses not supported on AIM-CUE.			
SCUE-LIC-200CCM SCUE-LIC-200CME	SCUE-LIC-200 licenses not supported on AIM-CUE.			
SCUE-LIC-250CCM SCUE-LIC-250CME	SCUE-LIC-250 licenses not supported on AIM-CUE.			

1. The maximum number of sessions of HTTP triggers is determined by the IVR license installed. For example, if a 6 session IVR license is installed, then the maximum number of HTTP trigger sessions is 6. If the number of IVR sessions is upgraded, then the number of HTTP trigger sessions supported will increase by the same amount. For the maximum number of IVR sessions supported on each license, see the No. of Concurrent Voice Mail, Auto-Attendant, and Interactive Voice Response Ports/Sessions column in [Table 24 on page 27](#).
2. The maximum number of database connections per profile is twice the number of sessions supported in the IVR license installed. For example, if a 6 session IVR licenses is installed, then the maximum number of database connections per profile supported is 12. If the number of IVR sessions is upgraded, then the number of database connections per profile supported will increase.

[Table 28](#) shows the maximum number of documents and applications supported on the AIM-CUE.

Table 28 AIM-CUE Maximum Number of Documents and Applications

Cisco Unity Express License/Software SKU	Max Size Template Docs	Max Size Tiff Docs	Max Size Generic Docs	No. of Template Documents (Per Installed Language)	No. of Tiff Documents (Per Installed Language)	No. of Generic Documents (Per Installed Language)	No. of Custom AA Apps	No. of Custom IVR Apps
SCUE-LIC-12CCM SCUE-LIC-12CME	8 KB	512 KB	512 KB	50	25	25	4	8
SCUE-LIC-25CCM SCUE-LIC-25CME	8 KB	512 KB	512 KB	50	25	25	4	8
SCUE-LIC-50CCM SCUE-LIC-50CME	8 KB	512 KB	512 KB	50	25	25	4	8

Software Upgrade Overview

Depending on the Cisco Unity Express version you are upgrading from, different software upgrade methods are available. The following methods are supported to upgrade to Cisco Unity Express 3.0:

- A “clean” installation process upgrade using the online installer with the **software install clean** command. For specific procedures, see the “Upgrading to Cisco Unity Express from Most Earlier Versions” section in the [Cisco Unity Express 3.0 Installation and Upgrade Guide](#).

This method is designated as Process “B” in [Table 29 on page 31](#).

- Upgrade using the online installer with the **software install upgrade** command. For specific procedures, see the “Upgrading to Cisco Unity Express 3.0 from Cisco Unity Express 2.3.4” section in the [Cisco Unity Express 3.0 Installation and Upgrade Guide](#).

This method is designated as Process “A” in [Table 29 on page 31](#).

- A “clean” installation process upgrade using the boot helper. For specific procedures, see the “Reinstalling a Cisco Unity Express Image Using the Boot Helper” section in the [Cisco Unity Express 3.0 Installation and Upgrade Guide](#).

This method is designated as Process “C” in [Table 29 on page 31](#).

[Table 29](#) provides a matrix of the upgrade processes available for the different software releases using the following conventions:

- A = Upgrade Using Online Installer
- B = “Clean” Installation Upgrade Using Online Installer
- C = “Clean” Installation Upgrade Using Boot Helper. For software upgrades where other upgrade options are available, we recommend using this upgrade process only if the other methods are unsuccessful.



Caution

If you upgrade using either of the “clean” installation processes, the existing configuration files on the system are not preserved. Any voice mail, greetings or passwords configured on the system are lost.

To preserve your configuration, you must first back up the existing configuration files and restore them after performing the upgrade. If the configuration files are not backed up before performing the upgrade, then Cisco Unity Express must be reconfigured.

Table 29 Cisco Unity Express Software Upgrade Process Matrix

Upgrade From	To:													
	3.0.4	3.0.3	3.0.2	3.0.1	2.3.4	2.3.3	2.3.2	2.3.1	2.2.2	2.2.1	2.1.3	2.1.2	2.1.1	2.0.2
3.0.3	B, C													
3.0.2	B, C	B, C												
3.0.1	B, C	B, C	B, C											
2.3.4	B, C	B, C	B, C	A, B, C										
2.3.3	B, C	B, C	B, C	B, C	B, C									
2.3.2	B, C	B, C	B, C	B, C	B, C	B, C	—	—	—	—	—	—	—	—
2.3.1	B, C	B, C	B, C	B, C	B, C	B, C	B, C	—	—	—	—	—	—	—
2.2.2	B, C	B, C	B, C	B, C	A, B, C	A, B, C	A, B, C	B, C	—	—	—	—	—	—
2.2.1	B, C	B, C	B, C	B, C	B, C	B, C	B, C	B, C	B, C	—	—	—	—	—
2.1.3	B, C	B, C	B, C	B, C	B, C	B, C	B, C	B, C	B, C	A, B, C	—	—	—	—

Table 29 Cisco Unity Express Software Upgrade Process Matrix (continued)

Upgrade From	To:													
	3.0.4	3.0.3	3.0.2	3.0.1	2.3.4	2.3.3	2.3.2	2.3.1	2.2.2	2.2.1	2.1.3	2.1.2	2.1.1	2.0.2
2.1.2	B, C	B, C	B, C	B, C	B, C	B, C	B, C	B, C	B, C	B, C	A, B, C	—	—	—
2.1.1	B, C	B, C	B, C	B, C	B, C	B, C	B, C	B, C	B, C	B, C	B, C	A, B, C	—	—
2.0.2	B, C	B, C	B, C	B, C	B, C	B, C	B, C	B, C	B, C	B, C	B, C	B, C	B, C	—
2.0.1	B, C	B, C	B, C	B, C	B, C	B, C	B, C	B, C	B, C	B, C	B, C	B, C	B, C	B, C

When planning your software upgrade, consider the following:

- If you upgrade the software using the online installer, downgrading to an earlier software version is not supported.
- When you upgrade, make sure to upgrade to the same type of license. For example, if you are running the license SCUE-LIC-50CME, make sure to upgrade to another SCUE-LIC-xxCME license. You can upgrade to a license that offers support for more personal mailboxes. To increase your mailbox license, you must purchase a new license.
- If your system is using an AIM-CUE module with 512 MB compact flash, you must upgrade to the AIM-CUE module with 1 GB compact flash before upgrading the software to Cisco Unity Express 3.0.
- Downgrading to a license with support for fewer personal mailboxes is not supported. If you want to change the system to support fewer mailboxes, and you cannot restore any previous backups on the larger system, then you must purchase a new license and perform a new installation.

Software Compatibility

Cisco Unity Express is compatible with different versions of Cisco Unified Communications Manager and Cisco Unified Communications Manager Express. For information about Cisco Unity Express 3.0 compatibility, see the [Cisco Unity Express Compatibility Matrix](#).

Determining the Software Version and License

To determine the software version of Cisco Unity Express and the license being used, perform the following steps.

-
- Step 1** Open a Telnet session.
- Step 2** Telnet to the router by entering `telnet ip-address`.
- Step 3** Enter the user ID and password of the router.
- Step 4** Enter the following command to enter the Cisco Unity Express command environment:
- ```
enable
<router password>
service-module service-engine slot/port session
```



- Step 5** Enter Cisco Unity Express EXEC mode by entering the following command:  
**enable**
- Step 6** Enter the following command to display the Cisco Unity Express software version:  
**show software versions**
- Step 7** Enter the following command to display the Cisco Unity Express software license:  
**show software licenses**
- 

## New Features and Enhancements

The following sections describe new features and enhancements:

- [New Features in Cisco Unity Express 3.0.4, page 33](#)
- [New Features in Cisco Unity Express 3.0.3, page 33](#)
- [New Features in Cisco Unity Express 3.0.2, page 33](#)
- [New Hardware Supported in Cisco Unity Express 3.0.2, page 33](#)
- [New Voice Mail and Auto-Attendant Features in Cisco Unity Express 3.0.1, page 33](#)
- [New Interactive Voice Response Features in Cisco Unity Express 3.0.1, page 37](#)

### New Features in Cisco Unity Express 3.0.4

There are no new software features in Cisco Unity Express 3.0.4.

### New Features in Cisco Unity Express 3.0.3

There are no new software features in Cisco Unity Express 3.0.3.

### New Features in Cisco Unity Express 3.0.2

There are no new software features in Cisco Unity Express 3.0.2.

### New Hardware Supported in Cisco Unity Express 3.0.2

The new enhanced NME-CUE enhanced network module is supported beginning with this version. The NME-CUE supports up to 24 concurrent voice mail and auto-attendant ports/sessions, or 24 concurrent voice mail/auto-attendant and interactive voice response ports/sessions.

### New Voice Mail and Auto-Attendant Features in Cisco Unity Express 3.0.1

Cisco Unity Express 3.0.1 introduces supports the new features and enhancements described in this section.

## Multiple Language Support

This version provides the ability to support audio prompts in multiple languages on the system at one time. The number of languages supported depends on the specific network module or AIM installed. The NME-CUE, NM-CUE-EC, and NM-CUE network modules can support up to 5 languages to be installed concurrently. The 1-GB AIM-CUE supports up to 2 languages to be installed concurrently.

## Cisco Unity Express Editor Express for Auto-Attendant

Cisco Unity Express Editor Express is a simplified GUI tool for administering auto-attendant call-flows. This simplified GUI tool provides high-level steps for creating and modifying auto-attendant call-flows, and the script generated by Editor Express can be viewed using the Cisco Unity Express Editor. For documentation about how to use this functionality, see the online help that accompanies the Cisco Unity Express Editor Express GUI tool.

## Fax Integration

Fax Integration enables voice mail subscribers to receive voice mail and faxes on the same mailbox using one extension, or enable voice mail subscribers to create separate extensions, one for voice mail and one for faxes.

## Fixed Holidays

In previous versions, Cisco Unity Express supported the configuration of holidays for three years. In this version, “fixed holidays” that are always on the same date can be configured permanently.

## Historical Reporting

The Historical Reporting feature provides information about call and application activities on the system, and enables system administrators to:

- Easily access and manage historical data
- View, print, and save reports
- Sort and filter reports
- Send scheduled reports to a file or to a printer
- Export reports in different formats, including PDF, Microsoft Excel, RTF, XML and CSV.

Cisco Unity Express 3.0.1 supports storing of historical reports on local databases only. Storing of historical reports on remote databases is not supported in this version.

Historical reporting is available to all users, and an IVR license is not required. The detailed call records are stored in an internal database on the Cisco Unity Express module at the end of every call. These records include information about the call duration, called number, and any custom variables that the customer may have configured. Customers can configure up to 10 custom variables to track such items as what languages voice-mail subscribers are choosing, what numbers they’re pressing and what options they’re choosing as they navigate the AA or IVR applications. The data collected in the call detail records is preserved when a backup and restore operation is performed.

The Cisco Unified Communications Express Historical Reporting Client (HRC) is a separate Windows application that is used to view reports from a single CUE system. Using the HRC, you can connect and log into the CUE module to view any of the following reports:

- **Abandoned Call Detail Activity Report**  
This report provides detailed information about each abandoned call.
- **Called Number Summary Activity Report**  
This report provides summary information for each number dialed by callers.
- **Application Performance Analysis Report**  
This report provides summary information about calls received by each application.
- **Traffic Analysis Report**  
This report provides summary information about calls received by each application.
- **Call Custom Variables Report**  
This report provides information about custom variables that may have been set using the Set Session Info step in the CUE Editor.  
For more information, see the [Cisco Unified Communications Express Historical Reporting Client Configuration Guide](#).

## Integrated Messaging Support on AIM-CUE

Beginning in this release, the integrated messaging feature is supported on the AIM-CUE. This feature allows subscribers to have an integrated view of their e-mails and voice-mail messages from a single e-mail client using IMAP Version 4 rev1.



**Note**

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The Cisco Unity Express IMAP implementation only supports Microsoft Outlook, Outlook Express and Lotus Notes clients. Also, commands such as SEARCH and CREATE are not supported.

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## Message Properties Customization

By default, Cisco Unity Express plays all message properties, including the sender information, date and time that the message was sent, and other details. Using this feature, voice mail administrators can customize which message properties that voice mail subscribers will hear when retrieving a message. Administrators can exclude information on sender, data and time, or the day of the week that the message was sent.

## Secure Backup and Restore

Beginning with this release, you can back up and restore configuration files to a secure SFTP server. The voicemail users' PINs are encrypted in the backup files. You can also authenticate the backup server using a SSH host key fingerprint before performing the backup and restore operation.

## Secure HTTPS Support for Cisco Unity Express GUI

Using HTTPS, the Cisco Unity Express GUI supports the secure transmission of PINs and passwords between the client and the server using port 443. This feature requires that either a certificate is imported to Cisco Unity Express, or a self-signed certificate is generated on Cisco Unity Express. No other configuration is required.

## Summary of New Messages on GDMs

This feature enables the voice mail administrator to configure the system to play a summary of new messages in all of the GDMs associated to a user when that user calls in.

## VoiceView Express Support on AIM-CUE

Beginning in this release, VoiceView Express is supported on the AIM-CUE. Using this feature, Cisco Unity Express end users can browse, listen, manage, and create their voice messages and manage their mailbox options from their Cisco IP phone.

## New Voice Mail Subscriber Features

Cisco Unity Express 3.0 provides support for the new voice mail subscriber features described in this section.

### Live Record

Live Record enables voice mail subscribers to record a conversation. The recorded conversation is saved in the subscriber's mailbox. Subscribers can then play or forward the recorded conversation to another subscriber or group of subscribers.



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**Note** Recording conversations may be subject to local laws. See the disclaimer at the end of this release note for more information.

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### Live Reply

Live Reply enables a voice mail subscriber who is listening to voice messages by phone or through VoiceView Express to reply live to a message by calling the sender directly, whether the sender is an internal Cisco Unity Express voice mail subscriber or an external caller.

### Message Notification Cascading

Message Notification Cascading allows voice mail subscribers to set up a series of notifications to a widening circle of recipients, and lets subscribers define time-based rules to cascade the notifications to other local subscribers in the system. Notifications can't be sent to remote users or external users, and notifications will not cascade for private messages and broadcast messages.

### Message Delivery to Nonsubscribers

This feature provides voice mail subscribers with the ability to compose a voice message for delivery to external numbers or nonsubscribers. Subscribers using Cisco Unity Express can compose a voice mail to specific external numbers at a pre-defined time, and the messages can be scheduled for delivery up to one year in advance. Note that messages with no audio, such as faxes, cannot be sent using this feature, although faxes with an audio/voice attachment can be delivered.

### Multiple Messages on the Same Mailbox or Other Mailboxes

By default, when callers leave a message on a mailbox, the caller is either disconnected or transferred to the auto-attendant. If configured by the voice mail administrator, this feature allows callers to leave multiple messages on the same mailbox or on other mailboxes without being disconnected or being transferred to the auto-attendant.

## New Interactive Voice Response Features in Cisco Unity Express 3.0.1

Beginning with this version, Cisco Unity Express supports Interactive Voice Response (IVR) as a major component of the system in addition to Voice-Mail and Auto-Attendant. To use IVR, you must purchase an additional software license and install it on your system.

The IVR implementation in Cisco Unity Express 3.0.1 includes the new features described in this section.

### Database Integration

This feature enables users to develop custom IVR applications that interact with their databases. Callers can run queries to gather information from a database, or manipulate the data stored in the database. The supported databases in this release are Oracle 10g, Sybase 15.0, IBM DB2 v9.1, MSDE, and MsSQL 2000.

### IVR Web Application Deployment

This feature enables users to deploy VoiceXML scripts, which represent the static content of the IVR application, and JSP and Java files, which generate the dynamic content of the IVR application. IVR applications are packages using the Web Archive (WAR) file format, which contain VoiceXML, compiled version of the JSP, and Java files, including the property and configuration files.

### Outbound Email Notification

This feature enables E-mails sent from Cisco Unified Express to be directed to a configurable SMTP server. The outbound e-mail notification steps in the script allow you to:

- Create e-mail messages
- Attach files to an outbound e-mail message
- Send e-mail messages from the Cisco Unified Express scripts

### Outbound Fax Notification

This feature enables outbound faxes to be sent from Cisco Unity Express. Faxes are sent to a configurable Fax SMTP server. The Fax SMTP server configuration is different from the SMTP server configuration you use for sending outbound e-mails. Outbound faxes are generated using a specially formatted e-mail address. The fax subsystem generates an e-mail notification to describe the disposition of the fax. If this option is enabled, an e-mail is generated and sent to the address listed in the *from* field for both successful and unsuccessful conditions.

### Real-Time Reporting

The Cisco Unity Express IVR real-time statistics collection tool provides real-time statistics on key workflow components, such as contacts, application tasks, and engine tasks. This real-time reporting feature provides summary or detailed real-time statistics for each contact or application. The summary values only provide information accumulated after the last time the statistics were cleared. The accumulated statistical summary data can be cleared manually, using the GUI interface, or automatically cleared at midnight by setting up a daily schedule.

# New CLI Commands

The following sections describe new CLI commands:

- [New CLI Commands in Cisco Unity Express 3.0.4, page 38](#)
- [New CLI Commands in Cisco Unity Express 3.0.3, page 38](#)
- [New CLI Commands in Cisco Unity Express 3.0.2, page 38](#)
- [New CLI Commands in Cisco Unity Express 3.0.1, page 38](#)

For more information on CLI commands, see the *Cisco Unity Express Command Reference for 3.0 and Later Versions*.

## New CLI Commands in Cisco Unity Express 3.0.4

There are no new CLI commands in Cisco Unity Express 3.0.4.

## New CLI Commands in Cisco Unity Express 3.0.3

There are no new CLI commands in Cisco Unity Express 3.0.3.

## New CLI Commands in Cisco Unity Express 3.0.2

There are no new CLI commands in Cisco Unity Express 3.0.2.

## New CLI Commands in Cisco Unity Express 3.0.1

The following CLI commands have been added in Cisco Unity Express 3.0.1:

- **backup security enforced**
- **backup security key**
- **backup security protected**
- **backup server authenticate**
- **calendar holiday fixed**
- **calling-number-rule prepend-digits**
- **ccn copy document**
- **ccn copy url**
- **ccn delete document**
- **ccn reporting historical**
- **ccn reporting historical purge now**
- **ccn subsystem edbs dbprofile**
- **ccn subsystem email**
- **ccn subsystem fax**

- **ccn trigger http urlname**
- **copy hrdb url**
- **credentials (ccn subsystem edbs dbprofile)**
- **fax gateway inbound address**
- **fax gateway outbound address**
- **fax print**
- **restriction create**
- **restriction delete**
- **security password history depth**
- **security password lockout enable**
- **security password lockout policy**
- **security password perm-lock max-attempts**
- **security password temp-lock duration**
- **security password temp-lock init-attempts**
- **security password temp-lock max-attempts**
- **security pin history depth**
- **security pin lockout enable**
- **security pin lockout policy**
- **security pin perm-lock max attempts**
- **security pin temp-lock duration**
- **security pin temp-lock init-attempts**
- **security pin temp-lock max-attempts**
- **security ssh**
- **show ccn call fax incoming**
- **show ccn document**
- **show ccn reporting historical**
- **show ccn subsystem edbs dbprofile**
- **show ccn subsystem email**
- **show ccn subsystem fax**
- **show ccn trigger**
- **show fax configuration**
- **show restriction-table**
- **show security ssh**
- **show system language**
- **show system language preferred**
- **show user auth username**
- **show voicemail conversation**
- **show voicemail fax restriction-table**

- **show voicemail live-record**
- **show voicemail live-reply**
- **show voicemail live-reply restriction-table**
- **show voicemail non-subscriber restriction-table**
- **show voicemail msg-notification restriction-table**
- **show webapp**
- **system language preferred**
- **username notification cascade-to after**
- **voicemail conversation address-by**
- **voicemail conversation caller multi-msgs-any-mbx**
- **voicemail conversation caller multi-msgs-same-mbx**
- **voicemail conversation subscriber msg-properties brief**
- **voicemail conversation subscriber msg-properties day-of-week**
- **voicemail conversation subscriber play-gdm-summary**
- **voicemail fax restriction**




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**Note** The following three **voicemail live-record** commands enable the recording of conversions. Recording conversations may be subject to local laws. See the disclaimer at the end of this release note for more information.

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- **voicemail live-record beep duration**
- **voicemail live-record beep interval**
- **voicemail live-record pilot-number**
- **voicemail live-reply calling-number-rule**
- **voicemail live-reply enable**
- **voicemail live-reply network-precedence**
- **voicemail live-reply restriction**
- **voicemail non-subscriber restriction**
- **voicemail notification cascading enable**
- **webapp delete**
- **webapp deploy**
- **webapp reload**
- **webapp start**
- **webapp stop**



## Important Notes

This section provides important additional notes regarding Cisco Unity Express 3.0.

- Beginning in March 2007, the dates for United States Daylight Savings Time were changed to begin at 2 a.m. on the second Sunday of March, and end at 2 a.m. on the first Sunday in November. This change will affect voicemail timestamps during the weeks that were previously part of Standard Time. Cisco Unity Express sets the Daylight Savings Time start and end dates automatically on the basis of timezone.
  - If you are using Cisco Unity Express version 2.3.3 or earlier, you must manually change the United States Daylight Savings Time start and end date settings using the **clock timezone** command. To configure the timezone using the GUI, go to Administration > Network Time Zone Settings and change the timezone accordingly.
  - If you are using Cisco Unity Express 2.3.4 or later versions, the new United States Daylight Savings Time start and end dates are set automatically when the timezone is configured.

For more information, see [Field Notice FN#62682: U.S. Daylight Saving Time \(DST\) policy changes effective March 2007 - for all Cisco Unity Express \(CUE\) Releases Prior to 2.3.4](#). For more information about how the U.S. Daylight Savings Time policy changes affect other Cisco products, see [Field Notice FN#81675: U.S. Daylight Saving Time \(DST\) Changes for 2007](#).

- Audio prompts in Chinese, Korean, and Japanese are not supported in version 3.0.x. Although these languages were supported beginning in version 2.3.3, you will not be able to upgrade these languages to version 3.0.x.

## Caveats

Caveats describe unexpected behavior in Cisco Unity Express software releases. Severity 1 caveats are the most serious caveats. Severity 2 caveats are less serious. Severity 3 caveats are moderate caveats, and only selected severity 3 caveats are included in the caveats document.

This section contains open and resolved caveats for the current Cisco Unity Express version.

The following information is provided for each caveat:

- Symptoms—A description of what is observed when the caveat occurs.
- Conditions—The conditions under which the caveat has been known to occur.
- Workaround—Solutions, if available, to counteract the caveat.



### Note

If you have an account on Cisco.com, you can use Bug Toolkit to find select caveats of any severity. To reach Bug Toolkit, log in to Cisco.com by clicking the Log In button on the right side, go to the drop down menu on the top bar of the page and select Technical Support: Tools & Utilities: Software Bug Toolkit (under Troubleshooting Tools). Another option is to enter the following URL in your web browser: [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl).

To find the latest Cisco Unity Express DDTs information, go to Bug Toolkit and search, by product, for Cisco Unity Express. Once logged in to Bug Toolkit, select the option to search for bugs in other Cisco software and hardware products, and select the Cisco Unity Express Network Module.

## Open Caveats—Cisco Unity Express Version 3.0.4

There are no open caveats in Cisco Unity Express 3.0.4.

## Resolved Caveats—Cisco Unity Express Version 3.0.4

CSCsj48481 Cisco Unity Express 3.0.4 resolved this caveat, which addressed a manufacturing issue. It is recommended that customers using Cisco Unity Express 3.0.1, 3.0.2, or 3.0.3 upgrade to version 3.0.4.

## Open Caveats—Cisco Unity Express Version 3.0.3

There are no open caveats in Cisco Unity Express 3.0.3.

## Resolved Caveats—Cisco Unity Express Version 3.0.3

CSCsk56444 Symptom—Cisco Unity Express module version 3.0, integrated with Cisco Communications Manager crashes when trying to initiate JTAPI with CCM 6.1. Cisco Unity Express was upgraded from 2.3.3 to 3.0.1, but the module started crashing repeatedly after the upgrade.

Conditions—This crash occurs only in following conditions (all of the following must hold):

1. Cisco Unity Express is configured with CCM 6.1.
2. Cisco Unity Express is configured with multiple CCM 6.1 systems (for failover purposes).
3. Cisco Unity Express was initially registered with CCM 4.1, or the Cisco Unity Express version is 3.0, and the system was never before configured for any CCM (this is because default CCM setting for Cisco Unity Express 3.0 is CCM 4.1).

Workaround—Follow the steps mentioned below.

1. Disable CTI service on the CCM systems. This will stop the Cisco Unity Express module from crashing.
2. Once Cisco Unity Express comes up, remove the CCM configuration from Cisco Unity Express.
3. Upgrade Cisco Unity Express to version 3.0.3 (where this DDTS is fixed).
4. Enable the CTI service on the CCM system.
5. Configure the CCM systems on Cisco Unity Express.

CSCsk73870 Symptom—Can't record voice-mail while Cisco Unity Express 3.0(1) is running several days with CCM 6.0(1).

Conditions—Under normal conditions, the UDP port will be locked in Cisco Unity Express.

Workaround—Reload the Cisco Unity Express module.

## Open Caveats—Cisco Unity Express Version 3.0.2

All of the caveats that were open in Cisco Unity Express 3.0.1 are also open in version 3.0.2. For more information, see the [Open Caveats—Cisco Unity Express Version 3.0.1](#) section.

## Resolved Caveats—Cisco Unity Express Version 3.0.2

- CSCsj67825 Cisco Unity Express 3.0.2 resolved this caveat, which addressed a manufacturing issue. It is recommended that customers using Cisco Unity Express 3.0.1 upgrade to version 3.0.2.

## Open Caveats—Cisco Unity Express Version 3.0.1

This section describes possibly unexpected behavior by Cisco Unity Express 3.0.1. All the caveats listed in this section are open in Cisco Unity Express 3.0.1. This section describes severity 2 caveats and select severity 3 caveats.

- CSCsh30327 **Symptom**—If a customer-written VXML script contains a submit element with a fetchaudio attribute, execution of the script will terminate when the fetchaudio element is encountered.  
**Conditions**—This will occur any time the fetchaudio attribute is encountered.  
**Workaround**—Remove the fetchaudio attribute from the submit element and redeploy the customer written application.  
If “trace ccn vbrowsercore all” is used, the atrace log will contain a string similar to “com.cisco.voicebrowser.VBEvent: error.badfetch.http.404: fetch error, http code=404” if the fetchaudio element is in use.
- CSCsh43203 **Symptom**—If the IVR license is installed, the webapp.aef script will be installed every time the system boots up. So, even if it is deleted, it will reappear given the maximum number of scripts allowed has not been exceeded.  
**Conditions**—As long as the IVR license is installed and the number of scripts uploaded is not equal to the maximum allowed.  
**Workaround**—If the webapp.aef script is not needed, it may be safely deleted.
- CSCsh52508 **Symptom** — When sending a fax, when the system is taken offline and then back online, the system sends another fax.  
**Conditions** — When sending a fax message from a mailbox to a fax machine, if the system is taken offline before the system can remove the fax job from the queue, then after being brought back online, Cisco Unity Express sends that same fax message a second time.  
**Workaround**—None
- CSCsh73778 **Symptom**— Cisco Unity Express makes multiple calls for printing a fax message with multiple attachments.  
**Conditions**—When printing a fax message with 2 tiff attachments from Cisco Unity Express, the system makes separate calls for each tiff attachment. As a result, the fax machine receives 2 fax calls for 2 attachments.  
**Workaround**—None
- CSCsi19268 **Symptom**—When the Historical Reporting Client report is exported in excel format 5(Excel 95) or 7(Excel 97) then the Latest version of Excel XP/2003 does not open them without showing a warning message on the naming of work-sheets.  
**Conditions**—When exported report in Excel 5/7 is opened in Excel XP/2003.  
**Workaround**—Export reports in Excel 8 instead of 5/7.  
This is a caveat of the third party library - Crystal Reports version 8.5

- CSCsi24225** Symptom—Adding a new application does not work.  
 Conditions—When deleting an application and adding a new application with the same name, the new application does not work. The trigger (pilot) number that was configured before the old application was deleted still uses the old application instead of the new application configuration.  
 Workaround—Delete the trigger (pilot) number and add a new trigger with the same number again. The new trigger will then pick up the new application configuration.
- CSCsi25971** Symptom—The introductory message “Hello. This is the Cisco Unity Express Messaging System. You have a message from {<spoken name> at <E164 extension> | <spoken name> | <E164 extension> | An unknown sender}. To listen to the message, press 1.” is recorded into non-subscriber's answering machine or voicemail. At playback, the non-subscriber presses 1 but can't hear the original voice mail message  
 Conditions—When a message is delivered to a non-subscriber, if the phone is not picked up and there is an answering machine or voice mail, the non-subscriber introductory message is recorded into the voice mail.  
 Workaround—None, although the non-subscriber may choose to use call forwarding or disassociate the voice mailbox service.
- CSCsi30231** Symptom—When Cisco Unity Express returns the “552 4.2.2” error message, the fax gateway shows “No memory available”  
 Conditions—When the mailbox is almost full, if you send a fax message that cannot be saved due to the mailbox size, Cisco Unity Express returns the “552 4.2.2 (Mailbox full)” error message. After receiving this error, the gateway shows the “LAPP\_ON\_MSGS-6-LAPP\_ON\_CAUSE\_NO\_MEMORY: No memory available” error message. This happens whenever Cisco Unity Express sends some error messages to the fax gateway.  
 Workaround—None
- CSCsi43320** Symptom—Listening to a live record message reveals short gaps (or clips) in the recording at regular intervals. The recorded voice simply stops playing and picks up again in progress after a brief amount of time.  
 Conditions—Any phone conversation that is recorded to Cisco Unity Express using the live-record functionality while at least one participant is using a speaker-phone and live-record is configured to play beeps while recording.  
 Workaround—Use a phone handset or headset instead of a speaker-phone.  
 This problem is a result of echo cancellation software built into speaker-phones. When incoming voice of significant volume occurs the speaker-phone will cut off sending voice from the local speaker and play only the incoming voice from the remote speaker. On a live-record call a beep is played at regular intervals as an indication that the call is being recorded. When this beep is played a speaker-phone can interrupt sending the voice of the local speaker for the duration of the beep. If the local speaker's voice is not sent by the speaker-phone, then it can not be recorded by the CUE as part of the live-record conversation.
- CSCsi46163** Symptom—For Cisco Unity Express to receive fax messages, the system has to be configured with a “incoming fax gateway” address. Only one incoming fax gateway address can be configured at a time. If the system receives a fax message from an address which is not configured in Cisco Unity Express, then the system rejects that fax message. In the fax gateway, the FROM address of the SMTP message is configurable and it only controls the FROM address in the SMTP message. It does not control the interface that fax gateway has to use to reach Cisco Unity Express.  
 Conditions—Cisco Unity Express is not reading the “MAIL FROM” and “From” headers to determine the inbound gateway address. It is taking the socket address as the inbound gateway address. Even if we configure the proper “mta send mail-from hostname 'ip address'” on the gateway and the inbound fax gateway address on cue, the inbound fax call fails. In CUE, the IP address of the interface which the gateway uses to reach Cisco Unity Express has to be configured as the “incoming fax gateway”. If the router of the fax gateway is

different from the router of the Cisco Unity Express then the fax gateway might use more than one interface in the router to reach CUE. Because only one “incoming fax gateway” can be configured in CUE, and if the fax message is from any other interface then that message will be rejected.

Workaround—Configure a static route for Cisco Unity Express in the fax gateway router. By doing so, the fax gateway will always use the same interface to reach CUE.

CSCsi67297 Symptom—Outbound emails with Microsoft Word attachments fail.

Conditions—The CreateURLDocument step provided with the Cisco Unity Express Editor fails to fetch Microsoft Word documents from FTP servers.

Workaround—The problem is specific to FTP, so the workaround is to fetch Microsoft Word documents from an HTTP server instead.

CSCsi75194 Symptom—In certain cases, the Real-Time Report (RTR) Applet will load but not display any menus or even the opening screen.

Conditions—This problem has been observed when the following sequence is performed, and may occur if the service-module is reloaded while the Real-time applet is open.

- 1) Log into Cisco Unity Express with a browser.
- 2) Launch the RTR applet, and leave the browser GUI up.
- 3) Close the applet
- 4) Reboot Cisco Unity Express.
- 5) Try to reopen the RTR applet from the GUI. This is where the problem is caused.

Workaround—Restart the original browser that was used to launch the RTR. Login to Cisco Unity Express again with the administrator login, and re-launch the RTR applet.

It has also been seen where if the Applet and Browser are left open during the Cisco Unity Express reboot, the applet will display a “Server Disconnected” followed by a “Server Reconnected” dialog box when the system finishes rebooting. At this point, the applet will continue to work as before. The problem is only seen when the applet is closed at some point during the reboot.

CSCsi75696 Symptom—The Real-Time Reporting (RTR) applet is only supported when the browser is using a Sun JVM version 1.3.1 or better. If the browser is using a Microsoft JVM, the applet window will launch, but the applet will not start.

Conditions—This problem is seen when the browser is using a non Sun JVM or a Sun JVM older than 1.3.1.

Workaround—Install a Sun JVM, version 1.3.1 or better, on the computer and configure the browser to use the new JVM.

CSCsi96862 Symptom—If VXML scripts make use of the provided Database JSPs, the results are not necessarily returned in the order in which they are requested. When using the provided DatabaseQuery JSP, if the query requests results from multiple columns, the order in which they are returned is not guaranteed.

Conditions—Database queries in customer written JSPs are requesting multiple columns of results

Workaround—When using the DatabaseGetResults JSP, the returned results can be sorted and separated by checking the key name returned in each key-value pair. This gives the column name of the result, so the correct value can be found.

For example, in the provided tutorial VXML Bank IVR (banking\_transfer\_balance.vxml), a query requests the checking balance and savings balance for a given account to do a money transfer between accounts. In order to ensure that money is transferred properly, before assigning the query results to local variables, the column name from the database query can be checked first by checking the key: (The DatabaseGetResults.jsp

subdialog in this example is called “get” and it returns a set of key-value pairs from the database query. “get.key0” returns the first key. “get.val0” returns the first value.) <if cond=”get.key0==’checking\_balance’”>  
 <assign name=”checking\_balance” expr=”get.val0”/> <assign name=”savings\_balance” expr=”get.val1”/>  
 </if> <else/> <assign name=”checking\_balance” expr=”get.val1”/> <assign name=”savings\_balance”  
 expr=”get.val0”/>

- CSCsj16507 Symptom—In the Cisco Unity Express Editor, selecting context-sensitive help for the Expression Editor, returns an error.  
 Conditions—Expression Editor window is open and the help button is pressed.  
 Workaround—Use main help to browse for the help of Expression Editor.
- CSCsj20164 Symptom—On a system running Cisco Unity Express 3.0, and you invoke the **backup category all** command, the restore may fail if historical reporting is disabled.  
 Conditions—When you backup using the **backup category all** command, when you attempt to restore this backup using the **restore id id category all** command, the restore fails with the following error:  
 HistoricalData: Failure Script execution failed: Historical Reporting is disabled. Unable to restore historical reporting data. This happens when historical reporting is disabled on the system when the backup was taken.  
 Workaround—Do a restore of only categories 'Configuration' and 'Data' using the **restore id id category Configuration Data** command.  
 This situation happens because even though historical reporting is disabled on the system, 'backup category all' does a backup of HistoricalData. But when a restore is being done, since historical reporting is disabled, it doesn't allow restore of HistoricalData category.
- CSCsj22618 Symptom—When using the expression editor to combine A String variable with any other type, the editor throws a Type Mismatch error when OK is clicked on the dialog box. Using other arithmetic operations on the same data types works correctly.  
 Conditions—This error is only seen when trying to perform an operation on two different data types.  
 Workaround—None
- CSCsj28290 Symptom—Sometimes when a network future message is sent, the sender gets an NDR when the message is scheduled for delivery.  
 Conditions—If a message is sent from UserA in CUE1 to UserB in CUE2, then a cached user for UserA is created in CUE2. Then, when any user in CUE2 sends a future message to UserA in CUE1 then the delivery of that future message fails when it actually tries to send the message at the scheduled time.  
 Workaround—Disable the remote user cache using the **no remote cache enable** command. When the remote user cache is disabled, then the future message will be delivered successfully.
- CSCsj23064 Symptom—When a fax message is forwarded from one Cisco Unity Express to another cue, it takes 5 minutes to deliver that message to the other cue.  
 Conditions—When a fax message is forwarded from one Cisco Unity Express system to another Cisco Unity Express system, it takes 5 minutes to deliver that message to the second system. This happens only with partially stored fax messages. For a normal fax message (which is stored entirely in the mailbox), Cisco Unity Express forwards it immediately  
 Workaround—None
- CSCsj35706 Symptom—Information related to JTAPI/CCM is not displayed when **show run** command is issued on a system which has a CCM license installed, with no IVR license installed.  
 Conditions—The **show run** command does not display the following information:

```
Cisco Call Manager IP Address/Hostname
CCM JTAPI Username
CCM JTAPI Password:
CTI ports:
```

Workaround—To see the information, enter the **show ccn subsystem jtapi** command.

- CSCsj37606 Symptom—After an upgrade from version 2.3.4 to 3.0.1, messages related to signature failures are printed to the console.  
 Conditions—These messages are seen during an upgrade to Cisco Unity Express version 3.0.1.  
 Workaround—None. These messages are benign.
- CSCsj45748 Symptom—The system capacity cannot be increased from 480 minutes (8 hours) to 840 minutes (14 hours).  
 Conditions—If using an AIM-CUE, the system capacity must be reduced from 840 minutes to 480 minutes prior to enabling historical reporting. Once historical reporting is enabled, if you then disable it, the system capacity cannot then be increased back to 840 minutes.  
 Workaround—The following steps must be performed:
1. Enable historical reporting (voicemail capacity is reduced).
  2. Disable historical reporting (the reduced voicemail capacity remains).
  3. Backup the system configuration and data.
  4. Reinstall Cisco Unity Express.
  5. Restore the system configuration and data.
- CSCsk81232 Symptom—Historical data is not getting recorded into the database, and not showing up in historical reports.  
 Conditions—Historical records do not get recorded into the database after using the following configuration:
- ```
ccn reporting historical
enable
```
- Workaround—Reload the module after making the configuration change. Then, historical data will start to be recorded after a reload.

Resolved Caveats—Cisco Unity Express Version 3.0.1

- CSCsg11684 Symptom—After upgrading CallManager to version 4.2(3), CUE now reports that it is unable to determine CCM version when verifying Web and JTAPI username and password. Starting with version 4.2(3), CM has disabled non-secure access to `http://x.x.x.x/CCMPluginsServer/CiscoJTAPIClient.exe`. CUE relied on this URL to determine the CCM version. So now, it fails to detect the correct CCM version. However, the default CUE JTAPI jar (skate, 4.1) registers successfully to a CCM 4.2(3) and the users are able to make calls.
 The error seems to be benign for a majority of cases. The problems are:
- Although simple calls work, some complex call flows can fail.
 - CUE is not able to import users from CCM through the GUI.

Conditions—Found when using CCM version 4.2(3) with the supported versions of CUE: 2.3(1), 2.3(2). All functionality remains, CTI ports and route points registered with CCM. VM and AA route points are dialable and functional.

Workaround—Disable HTTPs for the above URL as follows:

1. Go to Start -> Programs -> Administrative tools -> Internet Services Manager.
2. Click on your server name and expand it.
3. Expand Default web site.
4. Right click on CCMPluginsServer and select Properties.
5. Go to Directory security.
6. Click on Edit under Secure Communications.
7. Remove the Require Secure Channel check box at the top
8. Click OK and close the 2 dialog boxes.

CSCsh52508 Symptom—While sending a fax, when the system goes offline and back online, it sends another fax.

Conditions—While sending the fax message from a mailbox to a fax machine, if you take the system offline and then back online, Cisco Unity Express sends another fax message to the fax machine.

Workaround—None

Additional References

Table 30 lists the related documentation available for Cisco Unity Express 3.0.

Table 30 *Cisco Unity Express 3.0 Related Documentation*

Title	Description
Cisco Unity Express Documentation, All Versions	Provides links to all versions of Cisco Unity Express documentation, as well as links to related documentation for supported hardware and call control products
Cisco Unity Express 3.0 Installation and Upgrade Guide	Describes the set of Cisco Unity Express command-line interface (CLI) commands and graphical user interface (GUI) options for installing and upgrading the Cisco Unity Express software.
Cisco Unity Express Voice-Mail and Auto-Attendant CLI Administrator Guide for 3.0 and Later Versions	Describes the set of Cisco Unity Express command-line interface (CLI) commands and tasks for installing, configuring, managing, and maintaining Cisco Unity Express applications, such as voice mail.
Cisco Unity Express 3.0 GUI Administrator Guide	Introduces the set of graphical interface screens and tasks used for configuring, administering, and maintaining Cisco Unity Express voice mail and auto-attendant applications.
Cisco Unity Express 3.0 Interactive Voice Response (IVR) CLI Administrator Guide	Describes the tasks for configuring the Interactive Voice Response (IVR) application.

Table 30 *Cisco Unity Express 3.0 Related Documentation (continued)*

Title	Description
<i>Cisco Unity Express Command Reference for 3.0 and Later Versions</i>	Provides an alphabetical reference to all CLI commands supported in Cisco Unity Express 3.0.
<i>Cisco Unity Express 3.0 Guide to Writing and Editing Scripts</i>	Provides an overview of writing auto-attendant and interactive voice response scripts for Cisco Unity Express 3.0 by using the Cisco Unity Express Script Editor and includes a line-by-line description of a sample script, and a script step reference.
<i>Cisco Unified Communications Express Historical Reporting Client Configuration Guide</i>	Provides information on how to install, configure and use the Cisco Unified Communications Express Historical Reporting Client.
Voice-Mail System User Guides:	
<i>Cisco Unity Express 3.0 Voice-Mail System Quick Start Guide</i>	Provides quick instructions to voice-mail users for how to set up voice mailboxes, access the system, and manage voice-mail messages.
<i>Cisco Unity Express 3.0 Voice-Mail System User's Guide for Advanced Features</i>	Provides detailed instructions to voice-mail users for how to set up voice mailboxes, access the system, and manage voice-mail messages.
<i>Cisco Unity Express 3.0 VoiceView Express Voice-Mail System Quick Start Guide</i>	Provides quick instructions for how to use VoiceView Express—available on selected Cisco Unified IP Phone screen menus—to set up voice mailboxes, access the system, and manage voice-mail messages.

Obtaining Documentation, Obtaining Support, and Security Guidelines

For information on obtaining documentation, obtaining support, providing documentation feedback, security guidelines, and also recommended aliases and general Cisco documents, 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>

Use this document in conjunction with the documents listed in the “Additional References” section.

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