



Release Notes for Cisco Unity Express 7.1

Last Updated: May 20, 2010

Cisco Unity Express 7.1.x

Text Part Number OL-21151-05

These release notes support Cisco Unity Express 7.1.x and TimeCardView 7.1.x and are updated as needed.

We recommend that you read the field notices for this version 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 7.1.x History*

Cisco Unity Express Version	Released
7.1.1	August 12, 2009
7.1.2	October 5, 2009
7.1.4	December 21, 2009
7.1.5	February, 11, 2010
7.1.7	May 6, 2010



Note

The user documentation for Cisco Unity Express refers to this version as 7.1. The 7.1.7 version is the fifth released version for Cisco Unity Express 7.1.



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System Requirements

Hardware and software requirements for Cisco Unity Express 7.1.x are in the following sections:

- [Hardware Supported for Cisco Unity Express 7.1, page 2](#)
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Hardware Supported for Cisco Unity Express 7.1

[Table 2](#) lists the supported platforms and the minimum Cisco IOS release required to support Cisco Unity Express 7.1.

Table 2 Supported Platforms in Cisco Unity Express 7.1 and Minimum Cisco IOS Release Required

Cisco Platform	Cisco Unity Express Enhanced Network Module (NME-CUE)	Cisco Unity Express AIM-CUE ¹	Cisco Unity Express AIM2-CUE ²	Cisco Unity Express ISE-CUE module installed in Cisco 1861 ³	Cisco Unity Express on ISM-SRE-300-K9 ⁴
Cisco 1861	—	—	—	12.4(11)XW 12.4(20)T	—
Cisco 2600XM Cisco 2650XM Cisco 2651XM Cisco 2691	—	12.3(7)T	—	—	—
Cisco 2801	—	12.3(8)T4	12.4(22)YB4 12.4(24)T	—	—
Cisco 2811 Cisco 2821 Cisco 2851	12.4(9)T	12.3(8)T4	12.4(22)YB4 12.4(24)T	—	—
Cisco 2901	—	—	—	—	15.0(1)M
Cisco 2911 Cisco 2921 Cisco 2951	15.0(1)M ⁵	—	—	—	15.0(1)M
Cisco 3725 Cisco 3745	12.4(9)T	12.3(7)T	—	—	—
Cisco 3825 Cisco 3845	12.4(9)T	12.3(11)T	12.4(22)YB4 12.4(24)T	—	—
Cisco 3925 Cisco 3945	15.0(1)M ⁵	—	—	—	15.0(1)M
Cisco 3925E Cisco 3945E	15.1(1)T ⁵	—	—	—	—

1. Only the 1 GB AIM module is supported in version 7.1.x.
2. The AIM2-CUE is supported beginning in version 7.1.2.
3. The ISE-CUE module is pre-installed in the 1861 and cannot be removed. The Cisco 1861 ships with the IOS release pre-installed.
4. Cisco Unity Express on the ISM-SRE-300-K9 module is supported beginning in version 7.1.2.
5. The SM-NM-ADPTR is required to install the NME-CUE on the Cisco 29xx and 39xx platforms.

Languages Supported for Cisco Unity Express 7.1

Cisco Unity Express 7.1 supports different languages for the telephony user interface and the VoiceView Express user interface. The GUI pages, CLI commands, and the IMAP 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 and the ISM-SRE-300-K9. You can install up to two languages on the 1-GB AIM-CUE, AIM2-CUE and ISE-CUE.

Cisco Unity Express 7.1 supports the following languages:

- Arabic
- Chinese (Mandarin)
- Danish
- Dutch
- English (United Kingdom)
- English (United States)
- French (Canada)
- French (Europe)
- German
- Italian
- Japanese
- Korean
- Portuguese (Brazil)
- Russian
- Spanish (Europe)
- Spanish (Latin America)
- Spanish (Mexico)
- Swedish
- Turkish
- Norwegian
- Hungarian
- Portuguese (Portugal)

Files Included in Cisco Unity Express 7.1

For the list of files included in Cisco Unity Express 7.1, see the [Cisco Unity Express 7.1 Installation and Upgrade Guide](#).

Cisco Unity Express Software Licenses and Factory-Set Limits

This section describes the software licenses and system limits for Cisco Unity Express. The sessions such as Mailboxes, Voice Ports and IVR are licensed in Cisco Unity Express. [Table 3](#) describes the types of licenses supported, count for each license, and the maximum count for resource.

Table 3 Cisco Unity Express Supported License in Mailboxes

License Type	Supported License	Count per License	Max Count			
			AIM	AIM2	CUE on ISM-SRE-300-K9	NME
Mailboxes	FL-CUE-MBX-5	5	65	65	100	275
	FL-CUE-NR-MBX-5*					
Voice Ports	FL-CUE-PORT-2	2	6	6	10	24
	FL-CUE-NR-PORT-2*					
IVR Sessions	FL-CUE-IVR-2	2	6	6	10	24
	FL-CUE-NR-IVR-2*					
TimeCardView ¹ Users	FL-TCV-USER-1	1	NA	65	100	275
	FL-TCV-NR-USER-1*					

1. TimeCardView is an add-on application that enables you to track time and attendance. For more information, see [Release Notes for TimeCardView 7.1, page 21](#).

* Licenses with – NR-are licenses that are installed in the factory or licenses that are issued as a replacement for legacy licenses. By default, the NME-CUE is installed with 8 Voice ports and the AIM2-CUE/AIM-CUE are installed with 6 voice ports. By default, the ISM-SRE-300-K9 is installed with 2 voice ports.



Note

You do not need to purchase IVR session licenses if you are only planning on using voicemail and auto attendant with basic IVR applications. IVR session licenses are only required if your application contains advanced IVR features such as email, fax, database access or VXML scripts.

Each IVR session consumes one port and thus reduces the number of ports available for use by voicemail and auto-attendant. If the number of IVR session licenses is greater than or equal to the number of ports, then voicemail and auto-attendant will be disabled due to the lack of available ports. Please carefully consider how many IVR sessions you need and only install or activate licenses for that number of IVR sessions.



Note

The Cisco 1861 platform with the ISE-CUE module installed supports 65 mailboxes and six voice ports which do not require licenses.

Factory-set system limits are different for each network module type. See the following tables for the factory-set limits supported for each network module type.

[Table 4](#) describes the various voicemail limits. [Table 5](#) describes the various IVR limits.

Table 4 Cisco Unity Express Voicemail Limits

Voicemail Limits	AIM/ISE	AIM2	NME	CUE on ISM-SRE-300-K9
Total Mailbox Storage (Hrs)	14 or 8 ¹	14	300	60
Number of Users	100	100	300	200
Number of IMAP sessions	20	20	50	50
Number of VoiceView sessions	3	3	24	10
Number of Groups	30	30	40	40
Number of Group Owners	100	100	400	400
Number of Group Members	200	200	1000	1000
Number of Public Distribution Lists	15	15	25	25
Maximum List Members	500	500	1000	1000
Maximum Remote Users	20	20	100	100
Maximum Remote Locations	100	100	500	500
Maximum Cached Users	20	20	100	100
Number of Languages Supported	2	2	5	5
Number of SIP/JTAPI Triggers	8	8	8	8
Number of Custom Scripts	12	12	16	16
Number of Custom AA Applications (non system)	4	4	4	4
Custom Prompts Capacity (Meg ² /minute) per Installed Language	25/50	25/50	125/250	125/250
Number of days of Historical Data Stored	90	90	365	365
Number of Simultaneous Historical Reporting Clients Supported	2	2	2	2

1. With historical reporting or multiple languages.
2. Meg is for engineering use.

Table 5 Cisco Unity Express IVR Limits

IVR Limits	AIM/AIM2	NME	CUE on ISM-SRE-300-K9
Max Size Template documents	8 KB	8 KB	8 KB
Max Size Tiff Documents	512 KB	512 KB	512 KB
Max Size Generic Documents	512 KB	512 KB	512 KB
Number of Template Documents (Per Installed Language)	10	50	50
Number of Tiff Documents (Per Installed Language)	5	25	25
Number of Generic Documents (Per Installed Language)	5	25	25
Number of Custom HTTP Triggers	2 ²	8 ²	4 ²
Max Sessions for HTTP Triggers	IVR	IVR	IVR

Table 5 Cisco Unity Express IVR Limits

IVR Limits	AIM/AIM2	NME	CUE on ISM-SRE-300-K9
Number of Custom IVR Applications	4	8	8
Number of Database Profiles	5	8	8
Number of Database Connections/Profile	2 ¹ times IVR	2 ² times IVR	2 ³ times IVR
Number of Attachments per E-mail	5	5	5
E-mail/Fax Max Queue Size	500	500	500
Number of VoiceXML Webapps	2	8	4

1. Not applicable for AIM2.
2. Number of licensed IVR sessions.
3. Number of licensed IVR sessions.

**Note**

The Cisco 1861 platform with the ISE-CUE module installed does not support IVR.

Cisco Unity Express Software License Activation

Beginning with this release, Cisco Unity Express requires that the software be activated using the Cisco Software Licensing (CSL) process. For more information, see [Software Activation for Cisco Unity Express 7.1 and Later Versions](#).

**Note**

When you upgrade to version 7.1 from any prior version, you must replace your pre-CSL licenses with CSL licenses. You are required to migrate your licenses for mailbox features and port features. If you have purchased the optional IVR features, you should also migrate your licenses for the IVR features.

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 7.1.x:

- 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 Using Clean Install” section in the [Cisco Unity Express 7.1 Installation and Upgrade Guide](#).
- Upgrade using the online installer with the **software install upgrade** command. For specific procedures, see the “Upgrading Cisco Unity Express Using Software Install Upgrade” section in the [Cisco Unity Express 7.1 Installation and Upgrade Guide](#).
- 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 7.1 Installation and Upgrade Guide](#). We recommend using this upgrade process only if the other methods are unsuccessful.

Table 6 provides matrixes of the upgrade processes available for the different software versions for the NME-CUE and AIM-CUE. 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 6 Cisco Unity Express Software 7.1.x Upgrade Process Matrix

Upgrade For NME-CUE and AIM-CUE From Release	Upgrade For 1861 From Release	To 7.1.x
7.0.x	7.0.x	soft inst. upgrade soft inst. clean boot helper
3.2.x	3.2.x	
3.1.x	3.1.x	
3.0.x	3.0.x	
2.3.x		
N/A	2.3.4.2	soft inst. clean boot helper

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.
- 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 or the AIM2-CUE module before upgrading the software to Cisco Unity Express 7.1.x.
- 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 7.1.x 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 license

New Features and Enhancements

This section describes new features and enhancements in Cisco Unity Express 7.1.x, and is divided into the following sections:

- [New Features and Enhancements in Cisco Unity Express 7.1.5, page 9](#)
- [New Features and Enhancements in Cisco Unity Express 7.1.4, page 9](#)
- [New Hardware Supported in Cisco Unity Express 7.1.2, page 9](#)
- [New Features and Enhancements in Cisco Unity Express 7.1.1, page 10](#)

New Features and Enhancements in Cisco Unity Express 7.1.7

None.

New Features and Enhancements in Cisco Unity Express 7.1.5

None.

New Features and Enhancements in Cisco Unity Express 7.1.4

None.

New Hardware Supported in Cisco Unity Express 7.1.2

Cisco Unity Express 7.1.2 supports the following new hardware platforms:

- [ISM-SRE-300-K9](#)
- [AIM2-CUE-K9](#)

ISM-SRE-300-K9

The ISM-SRE-300-K9 module is a Services Ready Engine (SRE) module that supports Cisco Unity Express 7.1.2 and later versions on the following router models:

- Cisco 2901
- Cisco 2911
- Cisco 2921
- Cisco 2951
- Cisco 3925
- Cisco 3945

AIM2-CUE-K9

The AIM2-CUE-K9 module is a replacement for the existing AIM-CUE module. Unless otherwise noted, the performance and system capacities are the same on both modules in this release.

**Note**

Only one AIM2-CUE-K9 can be installed in a Cisco 2811 router and it must be installed in AIM slot 0. In addition, the AIM2-CUE-K9 cannot be used with AIM-IPS modules in the Cisco 2811 router.

New Features and Enhancements in Cisco Unity Express 7.1.1

Release 7.1.1 adds the following features as described in separate sections below:

- Configurable caller flow
- Scheduled backups
- Multiple greetings
- Announcement-only mailboxes
- Packaging Changes

**Note**

Release 7.1.1 also removes support for NM-CUE and NM-CUE-EC.

Configurable Caller Flow

Beginning in version 7.1, you can customize how the call flow precedes in response to keys pressed by the caller during a call. For each mailbox, the mailbox owner or system administrator can assign one of the following actions to the keys input by the caller:

- Transfer the call to another number
- Connect to the operator
- Ignore the input
- Repeat the greeting
- Say good bye
- Skip the greeting

- Proceed with subscriber sign-in

These actions can be assigned only to single digit input by the user, such as the numbers zero through nine (0 - 9), the asterisk (*), or the pound sign (#).

You can also optionally restrict the transfers using the caller input feature by configuring the call-flow restriction table.

Scheduled Backups

Beginning in release 7.1, the system allows you to configure one-time or recurring backup jobs.

For recurring backup jobs, you can configure the jobs to repeat:

- Every N days at a specific time
- Every N weeks on specific day and time
- Every N months on a specific day of the month and time
- Every N years on a specific month

You can configure up to five repetitive scheduled backup jobs and five one-time scheduled backup jobs.

Multiple Greetings

Beginning in version 7.1, you can configure multiple greetings. These greeting fall into the following three categories:

- Standard greetings
- Alternate greetings (

This category includes the following types of greetings:

- Alternate
- Meeting
- Vacation
- Extended absence

- State-based greetings:

This category includes the following types of greetings:

- Busy
- Closed
- Internal

Announcement-Only Mailboxes

Beginning in version 7.1, you can configure announcement-only mailboxes. These mailboxes can only play the user greeting and disconnect the call; they cannot take any messages from callers or send messages.

Announcement-only mailboxes enable you to:

- Perform any operations that can be performed on a greeting in personal mailbox, such as recording or deleting
- Use all the new greeting types introduced by multiple greeting feature.

- Configure a General Delivery Mailbox as an announcement-only mailbox.

Packaging Changes

In version 7.1, AIM-CUE, AIM2-CUE and the NME-CUE modules share a single image. The ISE-CUE module installed on the Cisco 1861 uses a separate image, and Cisco Unity Express on the ISM-SRE-300-K9 module uses a separate image.

- The platform name in packages for AIM-CUE/AIM2-CUE and NME-CUE uses the suffix “nmx.”
 - For example, cue-vm-k9.nmx.7.1.1.pkg
- The platform name in packages for the ISE-CUE module installed on the Cisco 1861 uses the suffix “ise.”
 - For example, cue-vm-k9.ise.7.1.1.pkg
- The platform name in packages for Cisco Unity Express on the ISM-SRE-300-K9 module uses the suffix “sme.”
 - For example, cue-vm-k9.sme.7.1.2.pkg

New and Modified CLI Commands

The following CLI commands were added in Cisco Unity Express 7.1:

- **announcement-only mailboxes**
- **backup categories**
- **backup schedule**
- **call agent**
- **call-flow caller-input**
- **copy url**
- **description**
- **end-date**
- **greeting (modified)**
- **license activate ivr sessions**
- **license activate ports**
- **license activate voicemail mailboxes**
- **license agent default authenticate**
- **license agent listener http**
- **license agent max-sessions**
- **license agent notify**
- **license clear**
- **license comment**
- **license install**
- **license modify priority**

- **license revoke**
- **license save**
- **multiple greetings**
- **repeat daily**
- **repeat every**
- **repeat monthly**
- **repeat once**
- **repeat weekly**
- **repeat yearly**
- **show backup schedules**
- **show schedules**
- **show backup schedule detail job**
- **show call-agent**
- **show license all**
- **show license detail**
- **show license evaluation**
- **show license expiring**
- **show license feature**
- **show license file**
- **show license in-use**
- **show license permanent**
- **show license statistics**
- **show license status**
- **show license status application**
- **show license status application ivr**
- **show license status application timecardview**
- **show license status application voicemail**
- **show license udi**
- **show running-config (modified)**
- **show schedule detail job**
- **show voicemail (modified)**
- **show voicemail conversation caller caller-flow restriction table**
- **show voicemail zero-out restriction table (modified)**
- **start-date**
- **voice mailbox copy owner**
- **voice mailbox delete owner**
- **voice mailbox owner (modified)**
- **voicemail conversation caller caller-flow restriction table**

- **voicemail default biz-schedule**
- **voicemail zero-out restriction table (modified)**
- **zeroutnumber (modified)**

**Note**

For more information on CLI commands, see the [Cisco Unity Express Command Reference for 3.0 and Later Releases](#).

Cisco Unity Express 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. Only selected severity 3 and above 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. Enter the following URL in your web browser:
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. After logging 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.

This section lists the following caveats:

- [Open IOS Caveats Related to Cisco Unity Express, page 14](#)
- [Resolved Caveats—Cisco Unity Express Version 7.1.7, page 15](#)
- [Resolved Caveats—Cisco Unity Express Version 7.1.5, page 15](#)
- [Resolved Caveats—Cisco Unity Express Version 7.1.4, page 16](#)
- [Resolved Caveats—Cisco Unity Express Version 7.1.2, page 17](#)
- [Open Caveats—Cisco Unity Express Version 7.1.2, page 18](#)
- [Resolved Caveats—Cisco Unity Express Version 7.1.1, page 18](#)
- [Open Caveats—Cisco Unity Express Version 7.1.1, page 20](#)

Open IOS Caveats Related to Cisco Unity Express

The following open IOS caveat affects the ISM-SRE-300-K9 supported beginning with Cisco Unity Express 7.1.2. For information about the related IOS releases, see the [Release Notes for Cisco IOS Release 15.0M](#). See also “[Open Caveats—Cisco Unity Express Version 7.1.2](#)” section on page 18.

CSCtf17799 **Symptom:** The **service-module install** command may intermittently fail with a “Corrupted TCL file detected” error.

Conditions: When using the **service-module install** command with an FTP download URL.

Workaround: There is no workaround, other than to reset the module and retry.

Resolved Caveats—Cisco Unity Express Version 7.1.7

CSCtf40221 **Symptom:** Over time, calls to a Cisco Unity Express module will experience dead air. JTAPI will show registered, and calls connect, but the caller never hears audio.

Conditions: The messages.log file contains the following “open failed” messages:

```
Mar 24 15:23:55 localhost j9: ERROR javautil.udppacer client.jni open could not allocate
a queue
Mar 24 15:23:55 localhost ccn: INFO ccn server output IOException: java.io.IOException:
UdpPacer: open failed
Mar 24 15:23:55 localhost ccn: INFO ccn server output java.io.IOException: UdpPacer:
open failed
Mar 24 15:23:55 localhost ccn: INFO ccn server output
com.cisco.aesop.util.UdpPacer.<init> (UdpPacer.java:52)
```

Workaround: Reload the Cisco Unity Express module to restore the proper condition.

CSCtf67139 **Symptom:** An unwanted prompt “press 1” is played when reviewing the message recipients by pressing 1-4 after addressing and recording the message.

Conditions: This condition appears in Cisco Unity Express versions 7.1.5 and 7.2.1

Workaround: None.

CSCta74238 **Symptom:** The module does not display the UDI when the “install license” option is selected from helper and when the **show license udi** command is executed.

Conditions: This issue is seen only in ISM-SRE-300-K9 in Cisco Unity Express 7.1.

Workaround: None.

CSCtc35997 **Symptom:** When the IP address of the module is changed on the router side, the following broadcast message is not displayed on the module console to notify the administrator to restart the system:

"A change in IP address was received from IOS. Please reboot the module for this change to take effect."

Conditions: This issue is seen on NME, ISM, and SM.

Workaround: None.

Resolved Caveats—Cisco Unity Express Version 7.1.5

CSCte64336 **Symptom:** ISM-CUE module is in a reboot loop after connecting to Cisco Unified Communications Manager 7.1.3.

Conditions: Module reboots with the following error: Signature Verified Errors for telephony_infrastructure_manifest: Checksum mismatch on : /usr/wfavvid/jtapi.jar Application level programs verification FAILED! rebooting ...

Workaround: None

CSCtd56585 **Symptom:** Software upgrade of Cisco Unity Express fails with the following error message:
Error: Required Subsystem ID e2497725-368d-48b5-a7d5-7f87d889a608 was not found either on Installed or Candidate list.

Conditions:

1. Cisco Unity Express was shipped from Cisco with version 7.0.1 or later.
2. One of the following upgrades is performed:
 - 7.0.x -> 7.1.x
 - 7.1.x -> 8.0.x
 - 7.0.x -> 8.0.x

Workaround: The workaround is to first remove a dummy subsystem using the following CLI command in exec mode: **software uninstall uid-list 26bd663c-3e5a-43d9-a6c3-5441ce44941b**

then allow the system to reboot, and then perform the upgrade.

CSCtd99666 **Symptom:** Cisco Unity Express stops working every 2 hours or so.

Conditions: The issue occurs when transfer is attempted to an extension and the extension is busy. This seems to lock up a port. Eventually all ports get locked, resulting in Cisco Unity Express stopping to work completely.

Workarounds:

1. Add a delay step with 2-3 seconds just before the terminate step in the aef script
or
2. Change the transfer mode under ccn subsystem sip from semi-attended to blind transfer using the following commands:

```
ccn subsystem sip
gateway address "xxx.xxx.xxx.xxx"
dtmf-relay sip-notify
transfer-mode semi-attended <-- change to blind end subsystem
```

Resolved Caveats—Cisco Unity Express Version 7.1.4

CSCtd28882 **Symptom:** Unable to add the HTTP trigger from the CUCE GUI.

Conditions: From CUCE Admin GUI go to IVR->HTTP Triggers->Add. The following message displays: “Number of sessions exceeds system limit”.

Workaround: Add the HTTP trigger from the CLI by entering configuration mode and entering the **ccn trigger http urlname** command.

Further Problem Description: The IVR license must be installed.

CSCsz50043 **Symptom:** When retrieving mailbox information through SNMP (number of new voicemails, number of saved messages), the OID is used as a reference for the mailbox. However the OID for existing mailboxes changes each time a new mailbox is added or when the CUE is reloaded. As such, the OID which was used previously now points to a different mailbox.

Workaround: None

- CSCtc77633 **Symptom:** Occasionally after upgrading from CUE 3.1.X or performing a clean install with restore, CUE ended up in a non-operational state.
- Conditions:** The backup files had inconsistency between the version indicated in the files and the schema in them. The version showed 1018 whereas the schema it contains is for version 1019. Because of this inconsistency in the database, any upgrade or a clean install of a newer version with restore of this backup could result in a non-operable system.
- Workaround:** Fix the backup database manually by engineering and restore it on the system.
- CSCtb70789 **Symptom:** ERROR sysdb misc allocation messages are output to console
- Conditions:** ERROR sysdb misc allocation messages are output to console after the CUE module has been up for an extended period of time. show hardware command does not output hardware details. This problem occurs with CUE 7.1.1
- Workaround:** None

Resolved Caveats—Cisco Unity Express Version 7.1.2

- CSCta94504 **Symptom:** When the phone is in Japanese user locale mode and the user logs out of VVE, the phone does not log out the user and an “XML Error 4” appears in the prompt line. No functionality is otherwise lost. The user can simply press the **Services** button to close the IP Phone services window.
- Conditions:** Occurs under all conditions,
- Workaround:** None.
- CSCtb30335 **Symptom:** Unable to add mailboxes after restoring Cisco Unity Express 2.2.2 on a Cisco Unity Express 7.x.x system.
- Workaround:** Complete the following steps to work around this issue on a Cisco Unity Express 7.x.x system:
1. Back up the module running Cisco Unity Express 2.2.2.
 2. Perform a clean install of Cisco Unity Express 3.0.1.
 3. Use the Cisco Unity Express 2.2.2 backup performed in step 1 to restore the module running Cisco Unity Express 3.0.1.
 4. Back up the module running Cisco Unity Express 3.0.1.
 5. Perform a clean install using Cisco Unity Express 7.x.x (7.0.3 or 7.1.1).
 6. Use the Cisco Unity Express 3.0.1 backup performed in step 4 to restore the system.
 7. Cisco Unity Express should now function normally.
- CSCtb32692 **Symptom:** Under Group configuration in the Cisco Unity Express GUI, the Group ID and the Full Name fields must be identical in order to make changes under the Notifications tab. If they are different, you will not see any values under the Notification tab. The notification functionality will continue to work, but until you make values in those fields identical, you will be unable to make any changes to the configuration for notifications. All other tabs under Group configuration are not affected.
- Conditions:** The same symptoms occur if a new group is added, or if you make changes an existing group.
- Workaround:** Make the Group ID and the Full Name identical when configuring groups the Cisco Unity Express GUI.

- CSCtb70823 **Symptom:** Backup/Restore fails with “FtpException: 5xx Command not understood” exception when the last modified time (MDTM) command is not supported on FTP server used.
Conditions: The symptoms occur when running Cisco Unity Express version 7.1.1.
Workaround: Use an FTP server that supports MDTM.
- CSCtb72050 **Symptom:** By default, the voice mail storage limit is set to 300 hours on a 60-hour system. Because of this default setting, mail boxes are created of a much larger size than normal, which results in the system running out of voice mail storage space before the mailbox is full.
Conditions: This issue is seen on ISM-CUE 7.1.1.
Workaround: The voice mail storage limit can be manually set to 60 hours by using the **voicemail capacity time 3600** command.

Open Caveats—Cisco Unity Express Version 7.1.2

- CSCtg04677 **Symptom:** IOS gets stuck at installation forever on a high latency low bandwidth link.
Conditions: On a high latency low bandwidth link, RBIP times out, but IOS doesn’t receive the abort command.
Workaround: Abort the installation manually. The installation doesn’t work on a high latency low-bandwidth link.

Resolved Caveats—Cisco Unity Express Version 7.1.1

- CSCsq57098 **Symptom:** When you use IMAP clients to retrieve messages, the Cisco Unity Express reboots after the system is up to 6 to 12 months.
Conditions: This issue is seen when you use the IMAP clients such as Outlook Express frequently to login and logout of the mailbox. This occurs only in Cisco Unity Express 3.2.1 release on AIM or NM platforms and also, starts with the Cisco Unity Express 7.0.
Workaround: There is no workaround for this issue. After the system reboots, it will work fine.
- CSCsu79632 **Symptom:** When you use the Cisco Unity Express custom script editor software (for version 3.1.2), the Result Digit String variable configured on the Dial-by-Extension Menu step will not be saved.
Conditions: When using the Dial-by-Extension Menu step in a Cisco Unity Express custom script, the Result Digit String variable will not be saved.
Workaround: Perform the following steps:
 - a. Open the **Dial-by-Extension Menu** properties.
 - b. Select the **Dial-by-Extension** tab.
 - c. Click **Allow Dial-by-Extension anytime** box.
 - d. Select a variable from the **Result Digit String** drop-down list.
 - e. Click **Apply** and **OK**.
 - f. Open the **Dial-by-Extension Menu** properties.
 - g. Select the **Dial-by-Extension** tab.
 - h. Uncheck the **Allow Dial-By-Extension Anytime** box.

i. Click **Apply** and **OK**.

CSCsv28151 **Symptom:** When the SRTP is enabled, calls to the Cisco Unity Express fails unless you use the SRTP negotiate cisco as the Cisco Unity Express which sends 200 ok with RTP. It should send 488 so that the CME can fallback to RTP.

Workaround: Use the SRTP negotiate cisco.

CSCsw79642 **Symptom:** Backup and Restore operation from Cisco Unity Express devices fails when more number of Cisco Unity Express uses a single FTP server.

Conditions: The problem occurs when there are more number of sub-directories in the FTP server. In a large network of Cisco Unity Express, each Cisco Unity Express creates a sub-folder of its own while using the same FTP server. This results in more number of sub-folders.

Workaround: Use multiple FTP servers instead of a single FTP server.

CSCsw88263 **Symptom:** Cisco 3825 running image c3825-adventerprisek9_ivs-mz.124-22.T.bin with an NM-CUE blade used in conjunction with CUCM and finding that in CiscoVoiceConnectivity MIB, have cvcPortEntry (1.3.6.1.4.1.9.9.393.1.2.1.1) with one entry populated and there is no data for cvcPortAssociation (1.3.6.1.4.1.9.9.393.1.2.1.1.2) and cvcPortMACAddress (1.3.6.1.4.1.9.9.393.1.2.1.1.6).

CSCeh09546 **Symptom:** Timeout of CCM import screen loses Administrator activity.

Conditions: When an administrator while importing CCM users (4.1 in this case), tries to import more users than the allowed license, the select users pop-up menu displays a time out message. The user will have 10 minutes to complete the task.If the user does not complete their tasks within the time frame (10 minutes), the menu option disconnects and forces the user to import again.

Workaround: Speed up any activities on this menu before the 10 minute timeout occurs.

CSCsg33413 **Symptom:** Cisco Unity Express does not record short messages such as “I’m back”, “Call me”, and “You are hired.” The above messages are recorded properly when you use traditional PSTN VM, Cell Phone VM, and even with Cisco Unity.

Conditions: This issue is seen in short voicemail messages.

Workaround: There is no workaround for this issue.

CSCsx30498 **Symptom:**

- Issue 1: There is currently no method of issuing a **create cnf-files** command to a Cisco Unified CME IOS GateWay using the Cisco Unity Express GUI. It is necessary to first enter the IOS configuration mode and then enter the **no create cnf-files** and **create cnf-files** commands directly using the CLI.
- Issue 2: The **Save Configuration** button on that page also does not work for Cisco Unified CME.

This DDTS fixes both Issue 1 and 2 for Cisco Unity Express 7.1. This DDTS fixes Issue 2 for Cisco Unity Express 7.0 (because the **create cnf-files** command was not implemented in Cisco Unity Express 7.0).

Conditions: These issues are seen on Cisco Unified CME and Cisco Unity Express Voice GateWays installed with any current IOS 12.4T release supporting Cisco Unified CME version 4.1 and later versions, and any appropriate current release of Cisco Unity Express. Consistent Cisco Unified CME and Cisco Unity Express GUI versions are also installed corresponding to the Cisco Unified CME version in use. For example Cisco Unified CME 7.0(x) is supported by IOS 12.4(20)T and later versions with Cisco Unified CME GUI 7.0.x.x and Cisco Unity Express 3.x.

Workaround:

- Issue 1: Enter the Cisco Unified CME Voice Gateway IOS configuration mode under **telephony-service** and issue the **no create cnf-files** and **create cnf-files** commands directly using the CLI.
- Issue 2. Use the Cisco Unified CME GUI and select **Administration > Create CNF Files** to issue the command to the Cisco Unified CME Voice Gateway. This option in the Cisco Unified CME GUI was added by caveat ID CSCsw73362—CME GUI should allow users to issue a *create cnf-files* to Cisco Unified CME IOS Gateway and as such, the Cisco Unified CME GUI 7.0.x.x should be used.

CSCso31811 **Symptom:** When PIN-less mailbox access is disabled, the system generated message is always played in English irrespective of the language installed or configured.

Conditions: This issue is seen in Cisco Unity Express 3.2.1. release.

Workaround: There is no workaround for this issues.

Further Problem Description: The message is played in English when:

- Your mailbox is enabled to login without a password and later it was disabled. If you have any questions contact the system administrator.
- Your mailbox is enabled to login without a password from any phone and later it was disabled. If you have any questions contact the system administrator.

CSCsq46341 **Symptom:** Cisco Unity Express reboots when the system is heavily loaded with maximum number of voice calls, maximum number of VVE calls, and some IMAP sessions.

Conditions: This issue is seen only in Cisco Unity Express 3.2.1 release. This issue is seen when the **techsupport dump javacore** command is executed to create javacore. This issue is seen sometimes when Cisco Unity Express is loaded with calls and VVE sessions or IMAP sessions or more number of incoming fax messages.

Workaround: There is no workaround for this issue. Allow the system to reboot when it crashes because of this issue. Create javacore only when the system is not heavily loaded.

CSCsw32879 **Symptom:** NME-CUE - IF-MIB returns no values.

Workaround: There is no workaround for this issue.

CSCsx53908 **Symptom:** The system does not allow to upgrade from 7.0.1 to 7.0.2.x.

Conditions: This is seen during upgrade.

Workaround: There is no workaround for this issue.

Open Caveats—Cisco Unity Express Version 7.1.1

CSCtb70789 **Symptom:** The system displays error messages *ERROR sysdb misc allocation* in the console screen.

Conditions: When the Cisco Unity Express module is up for an extended period of time, the system displays error messages *ERROR sysdb misc allocation* in the console screen. The **show hardware** command does not display the hardware details. This problem occurs with Cisco Unity Express 7.1.1.

Workaround: There is no workaround for this issue.

CSCta07363 **Symptom:** The mailbox report page on the GUI does not allow to sort the fields such as Columns Msgs, New Saved, Deleted, Broadcast, Future Fax, Time, MbxSize, and Used.

Conditions: This issue is seen in Cisco Unity Express 7.1 releases.

Workaround: There is no workaround for this issue.

CSCta11377 **Symptom:** The service module status from IOS for Cisco1861 shows as Cisco 1861uc500.

Conditions: This issue is seen in Cisco Unity Express 7.1.0 and when the Cisco Unity Express is installed on Cisco 1861UC500.

Workaround: Use the **show hardware** command from CiscoUnity Express to check whether it is uc500 or Cisco 1861.

CSCsx59300 **Symptom:** The system intermittently hangs when you install the foundation software.

Workaround: There is no workaround for this issue.

CSCta38671 **Symptom:** When you apply SRE installation method to switch applications, do not restore the configurations saved from previous application.

Conditions: This issue is seen when you switch application from AXP to Cisco Unity Express.

Workaround: After you switch from AXP to Cisco Unity Express applications, during the post-configuration, type **no** in the command prompt when the system prompts *Do you want to restore saved configuration*.

CSCsz36507 **Symptom:** HRC does not connect to the Cisco Unity Express when you use soft install to upgrade.

Conditions: This issue is seen when you use soft install to upgrade the Cisco Unity Express.

Workaround: Perform the following steps:

1. Take a backup of the existing files from the old version.
2. Use the soft clean install.
3. Restore configuration and data from the old version.

CSCta28654 **Symptom:** For **show backup schedule detail** command, “Last Run” parameter displays the “last attempt scheduled time”, that is the time the backup schedule starts. For example, in case if backup is delayed the Last Run date will reflect the scheduled time instead of the actual time of the backup.

Workaround: There is no workaround for this issue.

Release Notes for TimeCardView 7.1

This section of the release notes covers TimeCardView 7.1, an add-on application to Cisco Unity Express that enables you to track time and attendance.



Note

Beginning in TimeCardView 7.1, software licenses for TimeCardView must be activated. For more information, see [Software Activation for Cisco Unity Express 7.1 and Later Versions](#).

Hardware and software requirements for TimeCardView are in the following sections:

- [Hardware Supported for TimeCardView 7.1, page 22](#)
- [Languages Supported for TimeCardView 7.1, page 22](#)
- [TimeCardView 7.1 Software Licenses and Factory-Set Limits, page 23](#)
- [Files Included in TimeCardView 7.1, page 23](#)

- [TimeCardView 7.1 Software Compatibility, page 23](#)
- [TimeCardView 7.1 Caveats, page 23](#)

Hardware Supported for TimeCardView 7.1

TimeCardView 7.1 is supported on the NME-CUE network module, the AIM2-CUE module, the ISM-SRE-300-K9 services-ready-engine (SRE) module, and the Cisco 1861 Integrated Services Router. TimeCardView 7.1 is not supported on the AIM-CUE. Because TimeCardView is an add-on to Cisco Unity Express, for the supported platforms and the minimum Cisco IOS release required to support TimeCardView 7.1 see the “[Hardware Supported for Cisco Unity Express 7.1](#)” section on [page 2](#).

Cisco Unified IP Phones Supporting TimeCardView 7.1

TimeCardView 7.1 is supported on the following Cisco Unified IP phone models:

Table 7 *Cisco Unified IP Phones Supporting TimeCardView*

Platform	Description
Cisco 7921	
Cisco 7925	
Cisco 7931	
Cisco 7940	Does not support the integrated login view of TimeCardView and VoiceView Express (TimeCardView plus inbox option)
Cisco 7941	
Cisco 7942	
Cisco 7945	
Cisco 7960	Does not support the integrated login view of TimeCardView and VoiceView Express (TimeCardView plus inbox option)
Cisco 7961	
Cisco 7962	
Cisco 7965	
Cisco 7970	
Cisco 7971	
Cisco 7975	

Languages Supported for TimeCardView 7.1

TimeCardView 7.1 supports only US English for the IP phone interface, the telephone user interface (voice prompts), the GUI pages, and the CLI commands.

TimeCardView 7.1 Software Licenses and Factory-Set Limits

This section describes the software licenses and system limits for Cisco TimeCardView.

Installation of Cisco Unity Express is a prerequisite to install and use TimeCardView, because TimeCardView is an add-on package to Cisco Unity Express. In other words, without Cisco Unity Express, you cannot have TimeCardView.

The number of TimeCardView users cannot exceed the number of mailboxes in the system. For the available TimeCardView licenses and number of mailboxes supported, see [Table 3 on page 5](#).

Files Included in TimeCardView 7.1

For the NME-CUE and AIM2-CUE module:

- `timecardview.nmx.7.1.x.pkg` — Main package for the TimeCardView application
- `timecardview.nmx.7.1.x.prt1` — Package payload containing all data and executable files associated with the TimeCardView application

For the ISM-SRE-300-K9 module:

- `timecardview.sme.7.1.x.pkg` — Main package for the TimeCardView application
- `timecardview.sme.7.1.x.prt1` — Package payload containing all data and executable files associated with the TimeCardView application

For the Cisco 1861 Integrated Services Router:

- `timecardview.ise.7.1.x.pkg` — Main package for the TimeCardView application
- `timecardview.ise.7.1.x.prt1` — Package payload containing all data and executable files associated with the TimeCardView application

For integration with QuickBooks:

- `CUCE-TCVQB-Connector-Installer-7.1.x.exe`

TimeCardView 7.1 Software Compatibility

TimeCardView 7.1 is compatible with the same versions of Cisco Unified Communications Manager and Cisco Unified Communications Manager Express as Cisco Unity Express 7.1. For information about Cisco Unity Express compatibility, see the [Cisco Unity Express Compatibility Matrix](#).

TimeCardView 7.1 Caveats

Caveats describe unexpected behavior in TimeCardView 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:

- [Resolved Caveats — TimeCardView Version 7.1.7, page 24](#)
- [Open Caveats — TimeCardView Version 7.1.1, page 24](#)

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. Enter the following URL in your web browser:

http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl.

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

Resolved Caveats — TimeCardView Version 7.1.7

CSCtg39258 **Symptom:** TimeCardView users cannot be increased beyond 8 on UC5xx and 1861 platforms even if the user has purchased an additional paper license.

Conditions: Normal.

Workaround: None.

Open Caveats — TimeCardView Version 7.1.1

CSCtg39258 **Symptom:** TimeCardView users cannot be increased beyond 8 on UC5xx and 1861 platforms even if the user has purchased an additional paper license.

Conditions: Normal.

Workaround: None.

Additional References

For related documentation, see [Cisco Unity Express Documentation, By Version](#).

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.htm>

Use this document in conjunction with the documents listed in the [Additional References](#) section.

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The use of monitoring, recording, or listening devices to eavesdrop, monitor, retrieve, or record phone conversations or other sound activities, whether or not contemporaneous with transmission, may be illegal in certain circumstances under federal, state and/or local laws. Legal advice should be sought prior to implementing any practice that monitors or records any phone conversation. Some laws require some form of notification to all parties to a phone conversation, such as by using a beep tone or other notification method or requiring the consent of all parties to the phone conversation, prior to monitoring or recording the phone conversation. Some of these laws incorporate strict penalties. In cases where local laws require a periodic beep while a conversation is being recorded, the Cisco Unity Express voice-mail system provides a user with the option of activating "the beep." Prior to activating the Cisco Unity Express live record function, check the laws of all applicable jurisdictions. This is not legal advice and should not take the place of obtaining legal advice from a lawyer. IN ADDITION TO THE GENERAL DISCLAIMER THAT ACCOMPANIES THIS CISCO UNITY EXPRESS PRODUCT, CISCO ADDITIONALLY DISCLAIMS ANY AND ALL LIABILITY, BOTH CIVIL AND CRIMINAL, AND ASSUMES NO RESPONSIBILITY FOR THE UNAUTHORIZED AND/OR ILLEGAL USE OF THIS CISCO UNITY EXPRESS PRODUCT. THIS DISCLAIMER OF LIABILITY INCLUDES, BUT IS NOT NECESSARILY LIMITED TO, THE UNAUTHORIZED AND/OR ILLEGAL RECORDING AND MONITORING OF TELEPHONE CONVERSATIONS IN VIOLATION OF APPLICABLE FEDERAL, STATE AND/OR LOCAL LAWS.

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