



# Release Notes for Cisco Unity Express 8.5

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**First Published: January 18, 2011**

**Cisco Unity Express 8.5.x**

**Text Part Number OL- 23858-01**

These release notes support Cisco Unity Express 8.5.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](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](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 8.5.x History*

<b>Cisco Unity Express Version</b>	<b>Released</b>
8.5.1	January 18, 2011



**Note**

The user documentation for Cisco Unity Express refers to this version as 8.5. The 8.5.1 version is the first released version for Cisco Unity Express 8.5.

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## System Requirements

Hardware and software requirements for Cisco Unity Express 8.5.x are in the following sections:

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## Hardware Supported for Cisco Unity Express 8.5

Table 2 lists the supported platforms and the minimum Cisco IOS release required to support Cisco Unity Express 8.5.

**Table 2** Supported Platforms in Cisco Unity Express 8.5 and Minimum Cisco IOS Release Required

Cisco Platform	Cisco Unity Express Enhanced Network Module (NME-CUE)	Cisco Unity Express AIM2-CUE	Cisco Unity Express ISE-CUE module installed in Cisco 1861 <sup>1</sup>	Cisco Unity Express on ISM-SRE-300-K9	Cisco Unity Express on SM-SRE-700-K9	Cisco Unity Express on SM-SRE-900-K9
Cisco 1861	—	—	12.4(11)XW 12.4(20)T	—	—	—
Cisco 2801	—	12.4(22)YB4 12.4(24)T	—	—	—	—
Cisco 2811 Cisco 2821 Cisco 2851	12.4(9)T	12.4(22)YB4 12.4(24)T	—	—	—	—

**Table 2** Supported Platforms in Cisco Unity Express 8.5 and Minimum Cisco IOS Release Required (continued)

Cisco Platform	Cisco Unity Express Enhanced Network Module (NME-CUE)	Cisco Unity Express AIM2-CUE	Cisco Unity Express ISE-CUE module installed in Cisco 1861 <sup>1</sup>	Cisco Unity Express on ISM-SRE-300-K9	Cisco Unity Express on SM-SRE-700-K9	Cisco Unity Express on SM-SRE-900-K9
Cisco 2901	—	—	—	15.0(1)M	—	—
Cisco 2911 Cisco 2921 Cisco 2951	15.0(1)M <sup>2</sup>	—	—	15.0(1)M	15.0(1)M	15.0(1)M
Cisco 3725 Cisco 3745	12.4(9)T	—	—	—	—	—
Cisco 3825 Cisco 3845	12.4(9)T	12.4(22)YB4 12.4(24)T	—	—	—	—
Cisco 3925 Cisco 3945	15.0(1)M <sup>2</sup>	—	—	15.0(1)M	15.0(1)M	15.0(1)M
Cisco 3925E Cisco 3945E	15.1(1)T <sup>2</sup>	—	—	—	15.1(1)T	15.1(1)T

1. The ISE-CUE module is pre-installed in the 1861 and cannot be removed. The Cisco 1861 ships with the IOS release pre-installed.

2. The SM-NM-ADPTR is required to install the NME-CUE on the Cisco 29xx and 39xx platforms.

## Languages Supported for Cisco Unity Express 8.5

Cisco Unity Express 8.5 supports 22 different languages for the telephony user interface and the VoiceView Express user interface. The GUI pages, command-line-interface (CLI) commands, and the Internet Message Access Protocol (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, ISM-SRE-300-K9, SM-SRE-700-K9, and SM-SRE-900-K9. You can install up to two languages on the AIM2-CUE and ISE-CUE.

Cisco Unity Express 8.5 supports the following languages:

- Arabic
- Chinese (Mandarin)
- Danish
- Dutch
- English (United Kingdom)
- English (United States)
- French (Canada)
- French (Europe)
- German
- Hungarian
- Italian

- Japanese
- Korean
- Norwegian
- Portuguese (Brazil)
- Portuguese (Portugal)
- Russian
- Spanish (Europe)
- Spanish (Latin America)
- Spanish (Mexico)
- Swedish
- Turkish

## Files Included in Cisco Unity Express 8.5

For the list of files included in Cisco Unity Express 8.5, see the [Cisco Unity Express 8.5 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 Interactive Voice Response (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				
			AIM2	NME	CUE on ISM-SRE-300-K9	CUE on SM-SRE-700-K9	CUE on SM-SRE-900-K9
Mailboxes	FL-CUE-MBX-5	5	65	275	100	500	500
	FL-CUE-NR-MBX-5*						
Voice Ports	FL-CUE-PORT-2	2	6	24	10	32	32
	FL-CUE-NR-PORT-2*						
IVR Sessions	FL-CUE-IVR-2	2	6	24	10	32	32
	FL-CUE-NR-IVR-2*						
TimeCardView Users <sup>1</sup>	FL-TCV-USER-1	1	65	275	100	500	500
	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 8.5, page 15](#).

\* Licenses with – NR-are licenses that are installed in the factory or licenses that are issued as a replacement for legacy licenses.

**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.

Table 4 lists the number of voice ports that are installed by default.

**Table 4** *Default Voice Ports Installed*

Hardware Module	Number of Voice Ports Installed by Default
SM-SRE-900-K9	4
SM-SRE-700-K9	4
ISM-SRE-300-K9	2
NME-CUE	8
AIM2-CUE	6

**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 5 describes the various voicemail limits. Table 6 describes the various IVR limits.

**Table 5** *Cisco Unity Express 8.5 Voicemail Limits*

Voicemail Limits	ISE-CUE on Cisco 1861	AIM2	NME	CUE on ISM-SRE-300-K9	CUE on SM-SRE-700-K9, SM-SRE-900-K9
Total Mailbox Storage (Hrs)	14 or 8 <sup>1</sup>	14	300	60	600
Number of Users	100	100	300	200	500
Number of IMAP sessions	20	20	50	50	250
Number of VoiceView sessions	4	3	24	10	32
Number of Groups	30	30	40	40	40
Number of Group Owners	100	100	400	400	400
Number of Group Members	200	200	1000	1000	1000

**Table 5** Cisco Unity Express 8.5 Voicemail Limits (continued)

<b>Voicemail Limits</b>	<b>ISE-CUE on Cisco 1861</b>	<b>AIM2</b>	<b>NME</b>	<b>CUE on ISM-SRE-300-K9</b>	<b>CUE on SM-SRE-700-K9, SM-SRE-900-K9</b>
Number of Public Distribution Lists	15	15	25	25	25
Maximum List Members	500	500	1000	1000	1000
Maximum Remote Users	20	20	100	100	100
Maximum Remote Locations	100	100	500	500	500
Maximum Cached Users	20	20	100	100	100
Number of Languages Supported	2	2	5	5	5
Number of SIP/JTAPI Triggers	8	8	16	16	16
Number of Custom Scripts	12	5	16	16	16
Number of Custom AA Applications (non system)	4	4	8	8	8
Custom Prompts Capacity (Meg <sup>2</sup> /minute) per Installed Language	25/50	25/50	125/250	125/250	125/250
Number of days of Historical Data Stored	90	90	365	365	365
Number of Simultaneous Historical Reporting Clients Supported	2	2	2	2	2

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

**Table 6** Cisco Unity Express 8.5 IVR Limits

<b>IVR Limits</b>	<b>AIM2</b>	<b>NME</b>	<b>CUE on ISM-SRE-300-K9</b>	<b>CUE on SM-SRE-700-K9, SM-SRE-900-K9</b>
Max Size Template documents	8 KB	8 KB	8 KB	8 KB
Max Size Tiff Documents	512 KB	512 KB	512 KB	512 KB
Max Size Generic Documents	512 KB	512 KB	512 KB	512 KB
Number of Template Documents (Per Installed Language)	10	50	50	50
Number of Tiff Documents (Per Installed Language)	5	25	25	25
Number of Generic Documents (Per Installed Language)	5	25	25	25
Number of Custom HTTP Triggers	2 <sup>1</sup>	8 <sup>1</sup>	4 <sup>1</sup>	8 <sup>2</sup>
Max Sessions for HTTP Triggers	IVR	IVR	IVR	IVR
Number of Custom IVR Applications	4	8	8	8
Number of Database Profiles	5	8	8	8
Number of Database Connections/Profile	NA	2 <sup>1</sup> times IVR	2 <sup>1</sup> times IVR	2 <sup>1</sup> times IVR

**Table 6** Cisco Unity Express 8.5 IVR Limits (continued)

IVR Limits	AIM2	NME	CUE on ISM-SRE-300-K9	CUE on SM-SRE-700-K9, SM-SRE-900-K9
Number of Attachments per E-mail	5	5	5	5
E-mail/Fax Max Queue Size	500	500	500	500
Number of VoiceXML Webapps	2	8	4	8

1. Number of licensed IVR sessions.



**Note**

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

## Cisco Unified IP Phone Support

Table 7 lists the Cisco Unified IP Phones supported in Cisco Unity Express 8.5.

**Table 7** Cisco Unified IP Phones Supported

Cisco Unified IP Phone Model	Supports Basic Voicemail Calls	Supports VoiceView Express	Supports TimeCardView
521/524G	X		X
SPA 525	X		
SPA 941	X		
SPA 942	X		
3911/51	X		
7921	X	X	X
7925	X	X	X
7940	X	X	X <sup>1</sup>
7940/G	X	X	X
7941	X	X	X
7942	X	X	X
7945	X	X	X
7960	X	X	X <sup>1</sup>
7960/G	X	X	X
7961	X	X	X
7962	X	X	X
7965	X	X	X
7970	X	X	X
7971	X	X	X

**Table 7** Cisco Unified IP Phones Supported

Cisco Unified IP Phone Model	Supports Basic Voicemail Calls	Supports VoiceView Express	Supports TimeCardView
7975	X	X	X
8961	X	X	X
9951	X	X	
9971	X	X	

1. Does not support the integrated login view of TimeCardView and VoiceView Express (TimecardView plus inbox option).

## Cisco Unity Express Software License Activation

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 8.5 from any version prior to 7.1, 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 8.5.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 8.5 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 8.5 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 8.5 Installation and Upgrade Guide](#). We recommend using this upgrade process only if the other methods are unsuccessful.

[Table 8](#) provides a matrix of the upgrade processes available for the different software versions for the supported modules. 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 8 Cisco Unity Express Software 8.5.x Upgrade Process Matrix**

Upgrade for CUE on SM-SRE-700-K9 From Release	Upgrade for CUE on ISM-SRE-300-K9 From Release	Upgrade for AIM2-CUE From Release	Upgrade For NME-CUE From Release	Upgrade For 1861 From Release	To 8.5.x
8.0.x	8.0.x	8.0.x	8.0.x	8.0.x	soft inst. upgrade soft inst. clean boot helper
N/A	7.1.x	7.1.x	7.1.x	7.1.x	
N/A	N/A	N/A	7.0.x	7.0.x	
N/A	N/A	N/A	3.2.x	3.2.x	
N/A	N/A	N/A	3.1.x	3.1.x	

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, you must upgrade to the AIM2-CUE module before upgrading the software to Cisco Unity Express 8.5.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 8.5.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 commands to enter the Cisco Unity Express command environment:
- ```
enable
<router password>
```
- NME-CUE and AIM2-CUE:
 

```
service-module service-engine slot/port session
```
  - ISM-SRE-300-K9 :

**service-module ism slot/port session**

- SM-SRE-700-K9 and SM-SRE-900-K9:

**service-module sm 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 8.5.x, and is divided into the following sections:

- [New Hardware Supported in Cisco Unity Express 8.5.1, page 10](#)
- [New Features and Enhancements in Cisco Unity Express 8.5.1, page 11](#)
- [New and Modified CLI Commands, page 11](#)

## New Hardware Supported in Cisco Unity Express 8.5.1

Cisco Unity Express 8.5.1 supports the following new hardware:

- [SM-SRE-900-K9](#)

### SM-SRE-900-K9

Cisco Unity Express 8.5.1 adds support for the SM-SRE-900-K9 module. This module is a Services Ready Engine (SRE) module supported on the following router models:

- Cisco 2911
- Cisco 2921
- Cisco 2951
- Cisco 3925
- Cisco 3945
- Cisco 3925E
- Cisco 3945E

## New Features and Enhancements in Cisco Unity Express 8.5.1

Cisco Unity Express 8.5.1 supports the following new features and enhancements:

- [Web Inbox GUI for VoiceMail Subscribers](#)

### Web Inbox GUI for VoiceMail Subscribers

Beginning with Cisco Unity Express 8.5, a separate web-based user GUI is available for voicemail subscribers to configure subscriber settings. Functions available through the web user GUI include:

- Creating greetings
- Recording the spoken name
- Modifying the personal profile and the GDM profile
- Adding and deleting private distribution lists
- Selecting how to be notified when receiving a voicemail
- Having Cisco Unity Express transfer the call to another number
- Sending messages to other subscribers, remote users, Non subscribers, lists etc.
- Viewing and listening to all the messages in the inbox
- Replying and forwarding to the message in the inbox

## New and Modified CLI Commands

The following sections described new and modified commands in Cisco Unity Express 8.0:

- [New and Modified CLI Commands in Cisco Unity Express 8.5.1](#)

### New and Modified CLI Commands in Cisco Unity Express 8.5.1

None.



#### Note

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

## 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](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:

- [IOS Caveats Related to Cisco Unity Express, page 12](#)
- [Resolved Caveats—Cisco Unity Express Version 8.5.1, page 12](#)
- [Open Caveats—Cisco Unity Express Version 8.5.1, page 14](#)

## IOS Caveats Related to Cisco Unity Express

The following IOS caveat affects the ISM-SRE-300-K9, SM-SRE-700-K9 and SM-SRE-900-K9 supported in Cisco Unity Express 8.5. This caveat has been resolved in the following Cisco IOS releases: 15.0(1)M3, 15.1(1)T1 and 15.1(2)T. For information about the related IOS releases, see the [Release Notes for Cisco IOS Release 15.0M](#) and the [Cross-Platform Release Notes for Cisco IOS Release 15.1M&T](#). See also CSCtg04677 in the “Open Caveats —Cisco Unity Express Version 8.0.1” section of the [Release Notes for Cisco Unity Express 8.0](#).

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 8.5.1

CSCtf66171 **Symptom:** SM-SRE-700 reloads after running long-term 32 port voicemail test.

**Conditions:** During the SM-SRE-700 long-term 32 port voicemail test, after running for more than 48 hours, the Cisco Unity Express module may reload.

**Workaround:** None.

CSCtf98849 **Symptom:** When remote AAA is configured, the User GUI login should be disabled.

**Conditions:** Occurs with the following configuration:

```
(config)# aaa authentication server remote
(config-authserver)# address 192.168.0.1 secret testing
(config)# aaa policy system
(config-authpolicy)# authentication-order remote
```

**Workaround:** None.

CSCtg63083 **Symptom:** Voiceview Express login fails for Arabic locale.

**Conditions:** A Cisco 7900 series phone configured for Arabic local and registered to Cisco Unified Communications Manager 7.1. The Arabic language is installed on Cisco Unity Express. Voiceview Express is enabled on Cisco Unity Express.

**Workaround:** None.

CSCth18860 **Symptom:** Editor Express E 7.1 script with dial-by-name will not work by default in 8.0

**Conditions:** Create custom script using CUE 7.1 that includes Dial by Name action. Download to CUE 8.0 and configure the AutoAttendant application to use the script. The script is not executed when AutoAttendant is called.

**Workaround:** Workaround is to open in Express Editor 8.0 and save it.

CSCth21751 **Symptom:** Notifications are not generated for Once scheduled backups.

**Conditions:** Occurs with the following configuration:

```
mycue# show schedule detail job tetest1
Job Name          tetest1
Application       backup
Description
Schedule          Once on 06/08/2010 at 03:00
Last Run          NEVER
Next Run          Jun 8, 2010 03:00
Active            from Jun 7, 2010 until INDEFINITE
Disabled
Notifications     voicemail: isecme_us(always)
```

**Workaround:** None.

CSCth24754 **Symptom:** Saved backup failed notification is missing message.

**Conditions:** Scheduled backup failure notification

**Workaround:** None.

CSCth38324 **Symptom:** Custom and system script sizes are larger with CUE 8.0.

**Conditions:** Discovered when entering the following command:

```
show ccn scripts
```

**Workaround:** None.

CSCth63444 **Symptom:** While recording the personnel greeting, it cuts off after 10 seconds. Then once the call is hung up, tried calling the voicemail once again to re-record the personal greeting. While re-recording the greeting, this time it allowed the greeting to be recorded for longer than 10 seconds.

**Conditions:** Only when all these conditions happen:

- This happens only if spoken name is recorded first.
- Only happens the first time on the call.

**Workaround:** Either call back in to record the personal greeting or record the spoken name after the personal greeting.

CSCti70693 **Symptom:** Cisco Unity Express (CUE) SRE-700 or any current CUE module running version 8.0.x will have problems restoring a backup from an older version.

**Conditions:** Only when the backup is from an AIM-CUE system running version 7.2.x.

**Workaround:** None.

CSCti72294 **Symptom:** CUE 8.0(2) announcement-only mailboxes do not play announcements. The call is disconnected and no tone is played. This works fine with CUE 8.0.1.

**Conditions:** In CUE 8.0.2, when a mailbox is configured for announcement only.

**Workaround:** Not applicable.

CSCti85212 **Symptom:** When the version is shown via the GUI, SDRAM is showing 0 Mbytes.

**Conditions:** CLI will show correct SDRAM size.

**Workaround:** None.

CSCtj12437 **Symptom:** The following configuration is missing after a reload.

```
groupname <groupname> email <email address>
groupname <groupname> epage <epage address>
ccn trigger http urlname test1.html
idletimeout 7500 locale "en_US"
ccn engine
maxsteps 500
network location cache expiry
voicemail default language en_US
no fax enable
```

The following configuration is changed after a reload as shown below:

From:

```
ccn application aaapp aa
description "just an aa app"
maxsessions 9
```

To:

```
ccn application aaapp aa
description "aaapp"
maxsessions 24

ccn subsystem jtapi
redirect-css cti-port calling-party
redirect-css route-point redirecting-party

ccn subsystem jtapi
redirect-css route-point calling-party
```

**Conditions:** This happens in CUE 8.0.x.

**Workaround:** Configure the system again.

## Open Caveats—Cisco Unity Express Version 8.5.1

CSCth31377 **Symptom:** 'Script execution failed' error when scheduled backup fails.

**Conditions:** Scheduled backup fails due to FTP permission issue.

**Workaround:** Use credentials that have the correct permissions. Change the FTP directory permissions.

CSCth96879 **Symptom:** When a SIP phone transfers a call to CUE, there is no voice path after the transfer completes. This is regardless of whether the transferee is a SIP or SCCP phone.

**Conditions:** A SIP phone transfers an incoming call to the Auto Attendant, no audio is heard by the originator of the call after the transfer is complete.

**Workaround:** Configure voice class sip-profiles as below and apply “voice-class sip profile 1” to the voip dial-peer towards CUE:

```
voice class sip-profiles 1
request REINVITE sdp-header Audio-Attribute modify "sendonly" "sendrecv"
```

After applying this sip-profile to the voip dial-peer towards CUE, there is audio path.

CSCtj31494 **Symptom:** Messages sent from the Voicemail Web interface to a remote location via Cisco UMG fails.

**Conditions:**This issue is seen in CUE 8.5 only if Cisco UMG is in the path.

**Workaround:** Use TUI or VVE to send the message to remote location via Cisco UMG.

## Release Notes for TimeCardView 8.5

This section of the release notes covers TimeCardView 8.5, 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 8.0, page 15](#)
- [Languages Supported for TimeCardView 8.5, page 16](#)
- [Files Included in TimeCardView 8.5, page 16](#)
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- [TimeCardView 8.5 Software Compatibility, page 16](#)
- [TimeCardView 8.5 Caveats, page 16](#)

## Hardware Supported for TimeCardView 8.0

TimeCardView 8.5 is supported on the ISM-SRE-300-K9, SM-SRE-700-K9, ISM-SRE-900-K9, AIM2-CUE, NME-CUE, and the Cisco 1861 Integrated Services Router. Because TimeCardView is an add-on to Cisco Unity Express, for the supported platforms and the minimum Cisco IOS release required to support TimeCardView 8.5, see the “[Hardware Supported for Cisco Unity Express 8.5](#)” section on [page 2](#).

## Cisco Unified IP Phones Supporting TimeCardView 8.5

See [Table 7](#) for a list of the Cisco Unified IP Phones that support TimeCardView 8.5.

## Languages Supported for TimeCardView 8.5

TimeCardView 8.5 supports only US English for the IP phone interface, the telephone user interface (voice prompts), the GUI pages, and the CLI commands.

## TimeCardView 8.5 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 4](#).

## Files Included in TimeCardView 8.5

For the NME-CUE and AIM2-CUE module:

- `timecardview.nmx.8.5.x.pkg` — Main package for the TimeCardView application
- `timecardview.nmx.8.5.x.prt1` — Package payload containing all data and executable files associated with the TimeCardView application

For the ISM-SRE-300-K9, SM-SRE-700-K9, and SM-SRE-900-K9 modules:

- `timecardview.sme.8.5.x.pkg` — Main package for the TimeCardView application
- `timecardview.sme.8.5.x.prt1` — Package payload containing all data and executable files associated with the TimeCardView application

For the Cisco 1861 Integrated Services Router:

- `timecardview.ise.8.5.x.pkg` — Main package for the TimeCardView application
- `timecardview.ise.8.5.x.prt1` — Package payload containing all data and executable files associated with the TimeCardView application

For integration with QuickBooks:

- `CUCE-TCVQB-Connector-Installer-8.5.x.exe`

## TimeCardView 8.5 Software Compatibility

TimeCardView 8.5 is compatible with the same versions of Cisco Unified Communications Manager and Cisco Unified Communications Manager Express as Cisco Unity Express 8.5. For information about Cisco Unity Express compatibility, see the [Cisco Unity Express Compatibility Matrix](#).

## TimeCardView 8.5 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 8.5.1, page 17](#)
- [Open Caveats — TimeCardView Version 8.5.1, page 17](#)

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**

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

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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 8.5.1

None.

## Open Caveats — TimeCardView Version 8.5.1

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>

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

#### DISCLAIMER FOR RECORDING A CONVERSATION

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