Release Notes for Cisco Unity Express Release 8.6

First Published: June 17, 2011
Last Updated: June 17, 2016

This Release Notes document supports Cisco Unity Express Release 8.6.x.

We recommend that you read the field notices for Cisco Unity Express 8.6.x to see if your software or hardware platforms are affected. If you have an account on Cisco.com, you can find the 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 the field notices at http://www.cisco.com/warp/public/tech_tips/index/fn.html.

Table 1 describes the history of Cisco Unity Express Release 8.6.x.

<table>
<thead>
<tr>
<th>Cisco Unity Express Version</th>
<th>Release Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>8.6.12</td>
<td>June 06, 2016</td>
</tr>
<tr>
<td>8.6.11</td>
<td>April 30, 2015</td>
</tr>
<tr>
<td>8.6.10</td>
<td>February 3, 2015</td>
</tr>
<tr>
<td>8.6.9</td>
<td>September 5, 2014</td>
</tr>
<tr>
<td>8.6.7</td>
<td>November 11, 2013</td>
</tr>
<tr>
<td>8.6.6</td>
<td>March 02, 2013</td>
</tr>
<tr>
<td>8.6.4</td>
<td>July 30, 2012</td>
</tr>
<tr>
<td>8.6.1</td>
<td>June 17, 2011</td>
</tr>
</tbody>
</table>

Contents

This Release Notes document contains the following sections:

- System Requirements, page 2
- New Features and Enhancements, page 10
System Requirements

The hardware and software requirements for Cisco Unity Express Release 8.6.x are provided in the following sections:

- Hardware Supported, page 2
- Languages Supported, page 3
- Files Included in Cisco Unity Express 8.6.x, page 4
- Cisco Unity Express Software Licenses and Factory-Set Limits, page 4
- Cisco Unity Express Software License Activation, page 7
- Software Upgrade Overview, page 8
- Software Compatibility, page 8
- Determining the Software Version and License, page 9

Hardware Supported

Table 2 lists the supported platforms and the minimum Cisco IOS software release required to support Cisco Unity Express 8.6.x.

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Cisco 1861</td>
<td>—</td>
<td>—</td>
<td>12.4(11)XW</td>
<td>—</td>
<td>—</td>
<td>—</td>
</tr>
<tr>
<td>Cisco 2801</td>
<td>—</td>
<td>12.4(22)YB4 12.4(24)T</td>
<td>—</td>
<td>—</td>
<td>—</td>
<td>—</td>
</tr>
<tr>
<td>Cisco 2811</td>
<td>12.4(9)T</td>
<td>12.4(22)YB4 12.4(24)T</td>
<td>—</td>
<td>—</td>
<td>—</td>
<td>—</td>
</tr>
<tr>
<td>Cisco 2821</td>
<td>12.4(9)T</td>
<td>12.4(22)YB4 12.4(24)T</td>
<td>—</td>
<td>—</td>
<td>—</td>
<td>—</td>
</tr>
<tr>
<td>Cisco 2851</td>
<td>12.4(9)T</td>
<td>12.4(22)YB4 12.4(24)T</td>
<td>—</td>
<td>—</td>
<td>—</td>
<td>—</td>
</tr>
<tr>
<td>Cisco 2901</td>
<td>—</td>
<td>—</td>
<td>15.0(1)M</td>
<td>—</td>
<td>—</td>
<td>—</td>
</tr>
<tr>
<td>Cisco 2911</td>
<td>15.0(1)M</td>
<td>—</td>
<td>15.0(1)M</td>
<td>15.0(1)M</td>
<td>15.0(1)M</td>
<td>15.1(4)M</td>
</tr>
<tr>
<td>Cisco 2921</td>
<td>15.0(1)M</td>
<td>—</td>
<td>15.0(1)M</td>
<td>15.0(1)M</td>
<td>15.0(1)M</td>
<td>15.1(4)M</td>
</tr>
<tr>
<td>Cisco 2951</td>
<td>15.0(1)M</td>
<td>—</td>
<td>15.0(1)M</td>
<td>15.0(1)M</td>
<td>15.0(1)M</td>
<td>15.1(4)M</td>
</tr>
<tr>
<td>Cisco 3725</td>
<td>12.4(9)T</td>
<td>—</td>
<td>—</td>
<td>—</td>
<td>—</td>
<td>—</td>
</tr>
<tr>
<td>Cisco 3745</td>
<td>12.4(9)T</td>
<td>—</td>
<td>—</td>
<td>—</td>
<td>—</td>
<td>—</td>
</tr>
</tbody>
</table>
Table 2   Platforms Supported in Cisco Unity Express 8.6.x and Minimum Cisco IOS Software Release Required

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Cisco 3825</td>
<td>12.4(9)T</td>
<td>—</td>
<td>—</td>
<td>—</td>
<td>—</td>
</tr>
<tr>
<td>Cisco 3845</td>
<td>12.4(22)YB4</td>
<td>—</td>
<td>—</td>
<td>—</td>
<td>—</td>
</tr>
<tr>
<td>Cisco 3925</td>
<td>15.0(1)M²</td>
<td>—</td>
<td>15.0(1)M</td>
<td>15.0(1)M</td>
<td>15.1(4)M</td>
</tr>
<tr>
<td>Cisco 3945</td>
<td>—</td>
<td>—</td>
<td>15.1(1)T</td>
<td>15.1(1)T</td>
<td>15.1(4)M</td>
</tr>
<tr>
<td>Cisco 3925E</td>
<td>15.1(1)T²</td>
<td>—</td>
<td>—</td>
<td>15.1(1)T</td>
<td>15.1(4)M</td>
</tr>
<tr>
<td>Cisco 3945E</td>
<td>—</td>
<td>—</td>
<td>—</td>
<td>—</td>
<td>—</td>
</tr>
</tbody>
</table>

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

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

Languages Supported

Cisco Unity Express 8.6.x supports 24 different languages for the telephony user interface and the VoiceView Express user interface. However, the GUI pages, command-line interface (CLI) commands, and the Internet Message Access Protocol (IMAP) interface are available only 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, SM-SRE-710-K9, SM-SRE-900-K9, and SM-SRE-910-K9. You can install up to two languages on the AIM2-CUE and ISE-CUE.

Cisco Unity Express 8.6.x supports the following languages:

- Arabic
- Chinese (Hong Kong)—Introduced in Cisco Unity Express Release 8.6.1
- Chinese (Mandarin)
- Chinese (Traditional for Taiwan)—Introduced in Cisco Unity Express Release 8.6.1
- 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 8.6.x

For information about the list of files included in Cisco Unity Express 8.6.x, see the Cisco Unity Express 8.6 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. 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, the count for each license, and the maximum count for resources such as Mailbox, Voice Port, or IVR.

Table 3  Cisco Unity Express-Supported License in Mailboxes

<table>
<thead>
<tr>
<th>License Type</th>
<th>Supported License</th>
<th>Count per License</th>
<th>Maximum Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mailboxes</td>
<td>FL-CUE-MBX-5</td>
<td>5</td>
<td>65 275 100 500</td>
</tr>
<tr>
<td></td>
<td>FL-CUE-NR-MBX-5*</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Voice Ports</td>
<td>FL-CUE-PORT-2</td>
<td>2</td>
<td>6 24 10 32</td>
</tr>
<tr>
<td></td>
<td>FL-CUE-NR-PORT-2*</td>
<td></td>
<td></td>
</tr>
<tr>
<td>IVR Sessions</td>
<td>FL-CUE-IVR-2</td>
<td>2</td>
<td>6 24 10 32</td>
</tr>
<tr>
<td></td>
<td>FL-CUE-NR-IVR-2*</td>
<td></td>
<td></td>
</tr>
<tr>
<td>TimeCardView Users¹</td>
<td>FL-TCV-USER-1</td>
<td>1</td>
<td>65 275 100 500</td>
</tr>
<tr>
<td></td>
<td>FL-TCV-NR-USER-1*</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

¹ TimeCardView is an add-on application that enables you to track time and attendance. For more information, see the “Release Notes for TimeCardView 8.6” section on page 24.
* Licenses with Non-Rehostable (NR) are licenses that are installed in the factory, or licenses that are issued as a replacement for legacy licenses.

**Note**
You do not have to buy IVR session licenses if you plan to use only voicemail and auto attendant with basic IVR applications. IVR session licenses are required only 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. Carefully consider how many IVR sessions you need and install or activate licenses only for that number of IVR sessions.

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

<table>
<thead>
<tr>
<th>Hardware Module</th>
<th>Number of Voice Ports Installed by Default</th>
</tr>
</thead>
<tbody>
<tr>
<td>SM-SRE-910-K9</td>
<td>4</td>
</tr>
<tr>
<td>SM-SRE-900-K9</td>
<td>4</td>
</tr>
<tr>
<td>SM-SRE-710-K9</td>
<td>4</td>
</tr>
<tr>
<td>SM-SRE-700-K9</td>
<td>4</td>
</tr>
<tr>
<td>ISM-SRE-300-K9</td>
<td>2</td>
</tr>
<tr>
<td>NME-CUE</td>
<td>8</td>
</tr>
<tr>
<td>AIM2-CUE</td>
<td>6</td>
</tr>
</tbody>
</table>

**Note** The Cisco 1861 platform with the ISE-CUE module installed supports 65 mailboxes and six voice ports that 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 5**  
Cisco Unity Express 8.6.x Voicemail Limits

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Mailbox Storage (Hrs)</td>
<td>14 or 8¹</td>
<td>14</td>
<td>300</td>
<td>60</td>
<td>600</td>
</tr>
<tr>
<td>Number of Users</td>
<td>100</td>
<td>100</td>
<td>300</td>
<td>200</td>
<td>500</td>
</tr>
<tr>
<td>Number of IMAP sessions</td>
<td>20</td>
<td>20</td>
<td>50</td>
<td>50</td>
<td>250</td>
</tr>
<tr>
<td>Number of VoiceView sessions</td>
<td>4</td>
<td>3</td>
<td>24</td>
<td>10</td>
<td>32</td>
</tr>
<tr>
<td>Number of Groups</td>
<td>30</td>
<td>30</td>
<td>40</td>
<td>40</td>
<td>40</td>
</tr>
<tr>
<td>Number of Group Owners</td>
<td>100</td>
<td>100</td>
<td>400</td>
<td>400</td>
<td>400</td>
</tr>
<tr>
<td>Number of Group Members</td>
<td>200</td>
<td>200</td>
<td>1000</td>
<td>1000</td>
<td>1000</td>
</tr>
<tr>
<td>Number of Public Distribution Lists</td>
<td>15</td>
<td>15</td>
<td>25</td>
<td>25</td>
<td>25</td>
</tr>
<tr>
<td>Maximum List Members</td>
<td>500</td>
<td>500</td>
<td>1000</td>
<td>1000</td>
<td>1000</td>
</tr>
<tr>
<td>Maximum Remote Users</td>
<td>20</td>
<td>20</td>
<td>100</td>
<td>100</td>
<td>100</td>
</tr>
<tr>
<td>Maximum Remote Locations</td>
<td>100</td>
<td>100</td>
<td>500</td>
<td>500</td>
<td>500</td>
</tr>
<tr>
<td>Maximum Cached Users</td>
<td>20</td>
<td>20</td>
<td>100</td>
<td>100</td>
<td>100</td>
</tr>
<tr>
<td>Number of Languages Supported</td>
<td>2</td>
<td>2</td>
<td>5</td>
<td>5</td>
<td>5</td>
</tr>
<tr>
<td>Number of SIP/JTAPI Triggers</td>
<td>8</td>
<td>8</td>
<td>12</td>
<td>8</td>
<td>12</td>
</tr>
<tr>
<td>Number of Custom Scripts</td>
<td>12</td>
<td>12</td>
<td>16</td>
<td>16</td>
<td>16</td>
</tr>
<tr>
<td>Number of Custom AA Applications (nonsystem)</td>
<td>4</td>
<td>4</td>
<td>8</td>
<td>8</td>
<td>8</td>
</tr>
<tr>
<td>Custom Prompts Capacity (Meg²/minute) per Installed Language</td>
<td>25/50</td>
<td>25/50</td>
<td>125/250</td>
<td>125/250</td>
<td>125/250</td>
</tr>
<tr>
<td>Number of days of Historical Data Stored</td>
<td>90</td>
<td>90</td>
<td>365</td>
<td>365</td>
<td>365</td>
</tr>
<tr>
<td>Number of Simultaneous Historical Reporting Clients Supported</td>
<td>2</td>
<td>2</td>
<td>2</td>
<td>2</td>
<td>2</td>
</tr>
</tbody>
</table>

¹. With historical reporting or multiple languages.
². Meg is for engineering use.
Table 6 describes the various IVR limits.

Table 6  Cisco Unity Express 8.6.x IVR Limits

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Max Size Template Documents</td>
<td>8 KB</td>
<td>8 KB</td>
<td>8 KB</td>
<td>8 KB</td>
</tr>
<tr>
<td>Max Size Tiff Documents</td>
<td>512 KB</td>
<td>512 KB</td>
<td>512 KB</td>
<td>512 KB</td>
</tr>
<tr>
<td>Max Size Generic Documents</td>
<td>512 KB</td>
<td>512 KB</td>
<td>512 KB</td>
<td>512 KB</td>
</tr>
<tr>
<td>Number of Template Documents (Per Installed Language)</td>
<td>10</td>
<td>50</td>
<td>50</td>
<td>50</td>
</tr>
<tr>
<td>Number of Tiff Documents (Per Installed Language)</td>
<td>5</td>
<td>25</td>
<td>25</td>
<td>25</td>
</tr>
<tr>
<td>Number of Generic Documents (Per Installed Language)</td>
<td>5</td>
<td>25</td>
<td>25</td>
<td>25</td>
</tr>
<tr>
<td>Number of Custom HTTP Triggers</td>
<td>2\textsuperscript{1}</td>
<td>8\textsuperscript{1}</td>
<td>4\textsuperscript{1}</td>
<td>8\textsuperscript{2}</td>
</tr>
<tr>
<td>Max Sessions for HTTP Triggers</td>
<td>IVR</td>
<td>IVR</td>
<td>IVR</td>
<td>IVR</td>
</tr>
<tr>
<td>Number of Custom IVR Applications</td>
<td>4</td>
<td>8</td>
<td>8</td>
<td>8</td>
</tr>
<tr>
<td>Number of Database Profiles</td>
<td>5</td>
<td>8</td>
<td>8</td>
<td>8</td>
</tr>
<tr>
<td>Number of Database Connections/Profiles</td>
<td>NA</td>
<td>2\textsuperscript{1} times IVR</td>
<td>2\textsuperscript{1} times IVR</td>
<td>2\textsuperscript{1} times IVR</td>
</tr>
<tr>
<td>Number of Attachments per E-mail</td>
<td>5</td>
<td>5</td>
<td>5</td>
<td>5</td>
</tr>
<tr>
<td>E-mail/Fax Max Queue Size</td>
<td>500</td>
<td>500</td>
<td>500</td>
<td>500</td>
</tr>
<tr>
<td>Number of VoiceXML Webapps</td>
<td>2</td>
<td>8</td>
<td>4</td>
<td>8</td>
</tr>
</tbody>
</table>

1. Number of licensed IVR sessions.

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

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 Cisco Unity Express Release 8.6.x from any release prior to Cisco Unity Express Release 7.1, you must replace your pre-CSL licenses with CSL licenses. You must migrate your licenses for the 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 8.6.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 8.6 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 8.6 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 8.6 Installation and Upgrade Guide*. We recommend that you use this upgrade process only if the other methods are unsuccessful.

Table 7 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. Voice mails, greetings, or passwords configured on the system are lost.

To preserve your configuration, 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, Cisco Unity Express must be reconfigured.

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>8.5.x</td>
<td>8.5.x</td>
<td>8.5.x</td>
<td>8.5.x</td>
<td>8.5.x</td>
<td>soft inst. upgrade</td>
</tr>
<tr>
<td>8.0.x</td>
<td>8.0.x</td>
<td>8.0.x</td>
<td>8.0.x</td>
<td>8.0.x</td>
<td>soft inst. clean</td>
</tr>
<tr>
<td>N/A</td>
<td>7.1.x</td>
<td>7.1.x</td>
<td>7.1.x</td>
<td>7.1.x</td>
<td>boot helper</td>
</tr>
<tr>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>7.0.x</td>
<td>7.0.x</td>
<td></td>
</tr>
<tr>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>3.2.x</td>
<td>3.2.x</td>
<td></td>
</tr>
</tbody>
</table>

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.
- 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, 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 8.6.x compatibility, see the *Cisco Unity Express Compatibility Matrix*. 

---

For more detailed information, refer to the "Cisco Unity Express 8.6 Installation and Upgrade Guide."
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** Use 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 and provide the password to enter the Cisco Unity Express command environment:

```
enable
<router password>
```

**Step 5** The following list provides details of the routers that can be used and the corresponding commands. Enter the command pertaining to the router you are using:

- 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 6** Enter the following command to enter Cisco Unity Express EXEC mode:

```
enable
```

**Step 7** Enter the following command to display the Cisco Unity Express software version:

```
show software versions
```

**Step 8** Enter the following command to display the Cisco Unity Express software license:

```
show license
```
New Features and Enhancements

This section describes the new features and enhancements in Cisco Unity Express 8.6.x:

- New Hardware Supported in Cisco Unity Express 8.6.4, page 10
- New Hardware Supported in Cisco Unity Express 8.6.1, page 10
- New Features and Enhancements in Cisco Unity Express 8.6.12, page 10
- New Features and Enhancements in Cisco Unity Express 8.6.1, page 12
- New and Modified CLI Commands, page 14
- New and Modified CLI Commands, page 14
- New and Modified CLI Commands, page 14
- New and Modified CLI Commands, page 14

New Hardware Supported in Cisco Unity Express 8.6.4

Cisco Unity Express 8.6.4 provides support for Cisco IP phone models 6941 and 8945.

New Hardware Supported in Cisco Unity Express 8.6.1

Cisco Unity Express 8.6.1 supports the following new hardware:

- SM-SRE-710-K9 and SM-SRE-910-K9

SM-SRE-710-K9 and SM-SRE-910-K9

Cisco Unity Express 8.6.1 provides support for the SM-SRE-710-K9 and SM-SRE-910-K9 modules. These modules are Services-Ready Engine (SRE) modules 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 8.6.12

Cisco Unity Express 8.6.12 supports the following enhancement:

- Support for Cisco Unified Communications Manager 11.0
Support for Cisco Unified Communications Manager 11.0

- Cisco Unity Express 8.6.12 provides support for Cisco Unified Communications Manager 11.0 version.

New Features and Enhancements in Cisco Unity Express 8.6.9

Cisco Unity Express 8.6.9 supports the following enhancement:
- Support for Cisco Unified Communications Manager 10.0 and 10.5

Support for Cisco Unified Communications Manager 10.0 and 10.5

- Cisco Unity Express 8.6.9 provides support for Cisco Unified Communications Manager 10.0 and 10.5 versions.

New Features and Enhancements in Cisco Unity Express 8.6.7

Cisco Unity Express 8.6.7 supports the following enhancement:
- Cascading Message Notification

Cascading Message Notification

The maximum time after which the user or General Delivery Mailbox (GDM) is notified if the message is not heard is increased to 10080 minutes (168 hours).

New Features and Enhancements in Cisco Unity Express 8.6.6

Cisco Unity Express 8.6.6 supports the following enhancement:
- Support for Cisco Unified Communications Manager 9.1

Support for Cisco Unified Communications Manager 9.1

Cisco Unity Express 8.6.6 provides support for Cisco Unified Communications Manager 9.1.

New Features and Enhancements in Cisco Unity Express 8.6.4

Cisco Unity Express 8.6.4 supports the following new features and enhancements:
- Trivial PIN Validation
- Support for Cisco Unified Communications Manager 9.0 and Cisco Unified CallManager Express 9.0
Trivial PIN Validation

Cisco Unity Express 8.6.4 introduces a new set of PIN validations that can be enabled by the following CLI command:

```
# configure terminal
(config)# security pin trivialcheck
```

Support for Cisco Unified Communications Manager 9.0 and Cisco Unified CallManager Express 9.0

Cisco Unity Express 8.6.4 provides support for Cisco Unified Communications Manager (CUCM) 9.0 and Cisco Unified CallManager Express (CME) 9.0.

New Features and Enhancements in Cisco Unity Express 8.6.1

Cisco Unity Express 8.6.1 supports the following new features and enhancements:

- Editor Express Enhancements
- Fax Preview
- Secure Messaging
- Support for Hosted SMTP Providers
- Support for New IMAP Clients
- Support for Client Services Framework Clients
- Support for Additional Languages

Editor Express Enhancements

Additional menu options have been added to the GUI for Editor Express.

Fax Preview

Fax Preview displays a preview of the fax message attachments in the VoiceView Express interface on the Cisco IP phone screens. Fax Preview is supported on the following Cisco Unified IP phones:

- Cisco Unified IP Phone 7941
- Cisco Unified IP Phone 7942
- Cisco Unified IP Phone 7945G
- Cisco Unified IP Phone 7961
- Cisco Unified IP Phone 7962
- Cisco Unified IP Phone 7965G
- Cisco Unified IP Phone 7971G-GE
- Cisco Unified IP Phone 7975G
- Cisco Unified IP Phone 8961
- Cisco Unified IP Phone 9951
- Cisco Unified IP Phone 9971
Secure Messaging

Beginning with Cisco Unity Express 8.6, secure messaging allows you to configure the secure messaging settings globally or for individual mailboxes. Messages that are marked as secure can only be accessed if the corresponding subscriber accesses Cisco Unity Express Web Voicemail using a secure HTTPS session.

Support for Hosted SMTP Providers

Cisco Unity Express 8.6 supports Simple Mail Transfer Protocol (SMTP) over Transport Layer Security (TLS) Version 1.0 or Secure Sockets Layer (SSL) Version 3.0 to host the following SMTP providers:

- Gmail
- Yahoo Mail
- Windows Live
- Microsoft Exchange
- Hotmail

Support for New IMAP Clients

Cisco Unity Express 8.6 supports the following new IMAP clients:

- IP phone third-party clients
- Cisco Mobile 8.0
- Microsoft Outlook 2010
- Microsoft Entourage 2008
- Microsoft Windows Live Mail 12.0
- IBM Lotus Notes 8.5
- IBM Lotus Notes 8.0
- IBM Lotus Notes 7.0

Support for Client Services Framework Clients

Cisco Unity Express 8.6 supports the following clients that use the Client Services Framework (CSF):

- Cisco Unified Personal Communicator (CUPC) 8.5
- Cisco Unified Communications Integration for Microsoft Office Communicator 8.0

Support for Additional Languages

Cisco Unity Express 8.6 supports the following new languages:

- Hong Kong Chinese
- Traditional Chinese (Taiwan)
New and Modified CLI Commands

The following sections describe the new and modified commands in Cisco Unity Express 8.6.x:

- New and Modified CLI Commands in Cisco Unity Express 8.6.7
- New and Modified CLI Commands in Cisco Unity Express 8.6.4
- New and Modified CLI Commands in Cisco Unity Express 8.6.1

New and Modified CLI Commands in Cisco Unity Express 8.6.7

The following new command has been added in Cisco Unity Express 8.6.7:

- **groupname group-id notification cascade-to uid after minutes**

  The maximum time limit after which the notification cascade occurs has been modified to 10080 minutes (168 hours).

New and Modified CLI Commands in Cisco Unity Express 8.6.4

The following new command has been added in Cisco Unity Express 8.6.4:

- **security pin trivialcheck**

  The following command has been modified in Cisco Unity Express 8.6.4:

- **show security detail**

  This command now indicates whether the PIN Trivial Check feature is enabled or disabled, as follows:

  - Pin Trivial Check: Enabled
  - or
  - Pin Trivial Check: Disabled

New and Modified CLI Commands in Cisco Unity Express 8.6.1

The following new commands have been added in Cisco Unity Express 8.6.1:

- **secure-messaging incoming (mailbox)**
- **secure-messaging outgoing (mailbox)**
- **smtp server security**
- **voicemail secure-messaging outgoing**
- **voicemail secure-messaging (location)**

The following command has been modified in Cisco Unity Express 8.6.1:

- **show imap configuration**

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 the Bug Toolkit to find select caveats of any severity. Enter the following URL in your web browser:


To find the latest Cisco Unity Express DDTS information, go to the Bug Toolkit and search, by product, for Cisco Unity Express. After logging in to the 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:

- Cisco IOS Caveats Related to Cisco Unity Express, page 15
- Open Caveats—Cisco Unity Express 8.6.7, page 16
- Open Caveats—Cisco Unity Express Release 8.6.6, page 16
- Open Caveats—Cisco Unity Express Release 8.6.1, page 17
- Resolved Caveats—Cisco Unity Express 8.6.12, page 19
- Resolved Caveats—Cisco Unity Express 8.6.10, page 20
- Resolved Caveats—Cisco Unity Express 8.6.9, page 21
- Resolved Caveats—Cisco Unity Express 8.6.7, page 22

---

**Cisco IOS Caveats Related to Cisco Unity Express**

The following Cisco IOS caveat affects the ISM-SRE-300-K9, SM-SRE-700-K9, and SM-SRE-900-K9 modules supported in Cisco Unity Express 8.6.x. 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 Cisco IOS releases, see the [Release Notes for Cisco IOS Release 15.0M](http://www.cisco.com/c/ en/ products/ios/relnotes/15_0m.html) and the [Cross-Platform Release Notes for Cisco IOS Release 15.1M&T](http://www.cisco.com/c/en/us/support/sw/ios-cross-platform-relnotes/15_1m_and_t.html). 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](http://www.cisco.com/c/en/us/products/voice/voice-over-ip/unified_comms/unity_express/8_0/relnotes.html).

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

  **Conditions:** This symptom occurs when you use the `service-module install` command with an FTP download URL.

  **Workaround:** Reset the module and retry.
Open Caveats—Cisco Unity Express 8.6.7

- CSCuj60557
  **Symptom:** Backup or restore tasks pertaining to the Cisco Unity Express AA scripts fail intermittently.
  **Condition:** This issue occurs during backup or restore operations of Cisco Unity Express AA scripts.
  **Workaround:** Upload the scripts manually after successfully completing the restoration process.

- CSCub50148
  **Symptom:** Backups restored from GUI and CLI are not in sync with each other.
  **Condition:** This issue occurs when you try to restore the backups from the CLI and the GUI after a factory restore.
  **Workaround:** Run `write memory` command to copy running configuration to startup configuration before performing backups.

Open Caveats—Cisco Unity Express Release 8.6.6

- CSCue22562
  **Symptom:** Cisco CUE stops processing voicemail calls when a SIP update is received.
  **Conditions:** This issue occurs when Cisco CUE receives an update during a voicemail call from Cisco Unified CME. In Cisco Unified CME Release 15.1(4)M4 8.6, when the Unified CME receives an update and forwards it to Cisco CUE, Cisco CUE cannot process it.
  **Workaround:** Use a release earlier than Cisco IOS 15.1(2)M4.

- CSCue19233
  **Symptom:** Cisco CUE gets locked in a reboot cycle after 23 minutes of live recording is performed on Cisco Unified Communications 560 (UC560).
  **Conditions:** This issue occurs after a live recording is performed for more than 23 minutes and a voice message is left for more than 40 minutes with the Attach message to outgoing email notification option enabled.
  **Workaround:** Reduce the voicemail message size such that the duration does not exceed 15 minutes. Use IMAP to access your voicemail.

- CSCue15280
  **Symptom:** Cisco CUE voicemail gets disconnected due to the missing zh_tw locale .wav file.
  **Conditions:** This issue occurs when users call in to Cisco CUE to retrieve voicemail. When users hear the welcome prompt and press 1 to retrieve new messages, the call is disconnected by Cisco CUE immediately when attempting to access the correct .wav prompt to play the time information to a user.
  **Workaround:** Run the `voicemail conversation subscriber msg-properties brief` command.

- CSCue24142
Symptom: The Cisco UC560 has both English (U.S.) and French Canadian languages installed. By default, the language is French Canadian (fr-CA), but requires one user to be in English. Whenever a caller gets redirected to the English (U.S.) (en-US) user’s voice mail, the sub-instructions are still in French.

Conditions: This issue occurs when the user tries to leave a voicemail to an en_US language user when the system default language is fr_CA.

Workaround: None.

- CSCuc27819
  Symptom: A user can change a Personal Identification Number (PIN) that does not meet the trivial PIN criteria, by logging in to the admin GUI with the corresponding username and password.
  Conditions: This issue occurs when the user is a member of a group with capabilities such as vm-imap, broadcast, and so on for which the user.pin privilege is disabled.
  Workaround: Do not assign additional capabilities to the corresponding group.

- CSCub58609
  Symptom: Upon reaching the configured maximum caller message size, Cisco CUE issues a prompt stating that the message is too short.
  Conditions: This issue occurs while recording a voicemail until the maximum caller message size is reached.
  Workaround: Record a shorter message that is less than the maximum caller message size.

- CSCub50148
  Symptom: A backup that is restored from the CLI and GUI is not synchronized.
  Conditions: This occurs while trying to restore the backup from the CLI and GUI after a factory restore.
  Workaround: Run write memory command copy running configuration to startup configuration before performing a backup operation.

- CSCud76068
  Symptom: Successive future messages take on incorrect delivery dates.
  Conditions: This issue occurs while sending successive future messages one after the other.
  Workaround: Send a future message, disconnect from the mailbox, and log in to the mailbox again to send the next future message.

Open Caveats—Cisco Unity Express Release 8.6.1

- CSCth96879
  Symptom: When a SIP phone transfers a call to Cisco CUE, there is no voice path after the transfer is completed. This is regardless of whether the transferee is a SIP phone or an SCCP phone.
  Condition: This issue occurs while transferring a call from a SIP phone.
  Workaround: Configure voice class sip-profiles as follows and apply voice-class sip profile 1 to the VoIP dial peer pointing to Cisco CUE:

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

- CSCte59995
  **Symptom:** When Cisco Unified IP Phone 7975 is configured for Japanese locale, upon choosing **Broadcast Message > Local Location** on VoiceView Express, an XML error [4] parse error is displayed.
  **Conditions:** This symptom occurs only with Japanese locale.
  **Workaround:** None.

- CSCtq10881
  **Symptom:** The fax preview picture does not get displayed on some of the Cisco IP phones (89xx and 99xx).
  **Conditions:** This symptom occurs under normal conditions when attempting to preview a fax message on a Cisco IP phone.
  **Workaround:** None.

- CSCtq62721
  **Symptom:** A Directory table full message is seen on the CLI when attempting to create a maximum number of privileges.
  **Conditions:** This issue occurs in ISM-Cisco CUE with maximum number of users, voicemail mailboxes, groups, locations, and public and private lists.
  **Workaround:** None.
Resolved Caveats—Cisco Unity Express 8.6.12

- CSCuu71936
  **Symptom:** Unable to hear the voice view mail messages on the 78xx and 88xx SIP phones and 79xx TNP phones running SCCP 9.4.2ES9.
  **Conditions:** VoiceView is a CUE application, when enabled with CME allows you to browse the voice mailbox. This issue occurs only in Cisco 78xx and 88xx SIP phones and 79xx TNP phones running SCCP 9.4.2ES9.
  **Workaround:** Press an IP phone softkey button or dial your voice mailbox to listen to the voice mail messages.

- CSCux19718
  **Symptom:** Cisco Unity Express voice mailbox access was intermittently unavailable.
  **Conditions:** This issue occurs in Cisco Unity Express 8.6.11 and earlier versions, when users using the message notification feature try to log in to their voice mailbox.
  **Workaround:** Reboot the Cisco Unity Express.

Resolved Caveats —Cisco Unity Express 8.6.11

- CSCus96303
  **Symptom:** Cisco Unity Express historical reporting database stops updating the new calls after few days.
  **Conditions:** This issue occurs in Cisco Unity Express 8.6.7 and Cisco Unity Express 8.0.6 versions.
  **Workaround:** Reboot Cisco Unity Express.

- CSCus68863
  **Symptom:** Cisco Unity Express (CUE) voicemail module randomly crashes or might become unresponsive with the following error in the messages.log file:
  ```
  ERROR ccn SubsystemSip DBUG DEADLOCK_THRESH_EXCEEDED:Deadlock threshold exceeded
  ```
  **Conditions:** It is observed on CUE Release versions 8.5.1 and 8.6.4 that are either integrated with Cisco Unified Communications Manager Express (CME) system or Cisco Unified Communications Manager cluster.
  **Workaround:** Reload the module manually.

- CSCut82435
  **Symptom:** cuePercentTimeUsed OID query does not work properly.
  **Conditions:** When monitoring the voicemail usage by using the SNMP OID, the usage value is incorrectly displayed as more than 100 percent.
  **Workaround:** Upgrade to Cisco Unity Express Release 8.6.11.

- CSCut91212
  **Symptom:** Cisco Unity Express hangs due to periodic leap second events which add or delete a second to global time.
  **Conditions:** The leap second update for Cisco Unity Express Release 8.6.11 will be propagated through Network Time Protocol (NTP) or through manually setting the clock.
  **Workaround:** Upgrade to Cisco Unity Express Release 8.6.11.
• CSCuu01994

**Symptom:** Personal closed greeting is not played for external call.

**Conditions:** If a call is placed to the extension from an endpoint within the network, the correct prompts are played. But if call is from an external endpoint to the extension, it does not play personal closed greeting before “Record your message at the tone...”.

**Workaround:** Create another Directory Number for same phone and point the night service to that Directory Number.

**Resolved Caveats—Cisco Unity Express 8.6.10**

• CSCur91334

**Symptom:** Cisco Unity Express crashes and continuously reboots during an upgrade to or a new installation of version 8.6.9 that is associated with CUCM 10.5 using JTAPI. CUE fails to download the jtapi.jar file in time from CUCM due to network impairments such as TCP retransmissions, packet loss, slow link speeds and hence crashes.

**Conditions:** This issue occurs during an upgrade to or new installation of CUE 8.6.9 integrated with CUCM 10.5 using JTAPI.

**Workaround:** Fix any network impairment causes, TCP retransmissions, or packet loss between Cisco Unity Express and CUCM. Try a different CUCM server in the cluster that is closer to CUE module.
Resolved Caveats—Cisco Unity Express 8.6.9

- CSCum51531
  **Symptom:** When an SMTP notification for voicemail is configured, by default Cisco Unity Express will forward the message in .wav format along with the calling and called number in the message body. However, in Cisco Unity Express 8.6.7, the message body is blank.

  **Conditions:** This issue occurs only in Cisco Unity Express 8.6.7 and does not impact Cisco Unity Express 8.5.1, 8.6.1, and 8.6.4 versions.

  **Workaround:** Use Cisco Unity Express to 8.5.1, 8.6.1 or 8.6.4 version.

- CSCun38824
  **Symptom:** Unable to transfer the call to mailbox in Cisco Unity Express AA if the extension starts with "0".

  **Conditions:** This issue occurs only when the mailbox extension starts with "0".

  **Workaround:** Use mailbox extension that does not start with "0".

- CSCuo45929
  **Symptom:** Cisco Unity Express 8.6.7 does not support Cisco Unified Communications Manager 10.5.

  **Conditions:** This issue occurs in Cisco Unity Express 8.6.7 and Cisco Unified Communications Manager 10.5.

  **Workaround:** None.

- CSCup17934
  **Symptom:** Cisco Unity Express displays incorrect menu options incorrectly in Canadian-French locale for the following:
  - In VoiceView Express, **Personal Mailbox > My Options > Personal settings**, French translation is displayed as Options personnels.
  - Vacation greeting.

  **Conditions:** None.

  **Workaround:** Provide specific prompt for CA_FR language.

- CSCup52734
  **Symptom:** When Cisco Unity Express is configured for Arabic language, the playback for extension number is in English. Only digit 0 is played back in Arabic. However, digits 1-9 is played back in English.

  **Conditions:** This issue occurs when Cisco Unity Express 8.6.7 is configured for system language preferred as "ar_SA".

  **Workaround:** None.

- CSCup55019
  **Symptom:** Cisco Unity Express 8.6.7 crashes when you select **System > CTI Ports > Expand to also show available ports on CUCM**. Also, the ports in the Cisco Unified Communications Manager are not registered.

  **Conditions:** This issue occurs when Cisco Unity Express 8.6.7 is integrated with Cisco Unified Communications Manager 10.0.1 via JTAPI.

  **Workaround:** Use the Cisco Unified Communications Manager version 8.x or 9.x.
Caveats

- CSCuq18920
  **Symptom:** When you ping a DNS name from the CUE session, CUE is unable to write to the DNS response to DNS cache and hence reboots.
  **Conditions:** This issue occurs when CUE is configured with Domain Name A and DNS server has Zone A and Zone B configured where ZONE B does a DNS redirect using DNAME to ZONE A.
  **Workaround:** Avoid DNS redirect.

Resolved Caveats—Cisco Unity Express 8.6.7

- CSCub17805
  **Symptom:** When you attempt to send a message on a future date, the following error message is displayed.
  "Your message could not be delivered to - The message format was not accepted by the remote voice mail system"
  **Conditions:** This issue occurs when your mailbox is full.
  **Workaround:** Clear some of the messages from your mailbox and retry.

- CSCuc50689
  **Symptom:** Both the standard and alternate voicemail greetings are shown as Active in the VoiceView menu on the IP phone display.
  **Conditions:** This issue occurs when using the VoiceView menu on the IP phone to change the Cisco Unity Express active greeting from the standard greeting to the alternate greeting.
  **Workaround:** Navigate to the Alternate Greetings menu on the IP phone display and manually deactivate Alternate Greetings. This removes the Active keyword next to Alternate Greetings menu.

- CSCue22562
  **Symptom:** Cisco Unity Express stops processing the voicemail call.
  **Conditions:** This issue occurs when Cisco Unity Express receives an update during a voicemail call from Cisco Unified CME. In Cisco Unified CME Release 15.1(4)M4 8.6, when the Cisco Unified CME receives an update and forwards it to Cisco Unity Express, the latter cannot process it. In releases prior to Release Cisco Unified CME 15.1(4)M4 8.6, accepted the update and sent an invite to Cisco Unity Express.
  **Workaround:** Use Cisco IOS 15.1(2)T4.

- CSCue02592
  **Symptom:** Users cannot dial single digit in the Auto Attendant (AA).
  **Conditions:** This issue occurs when users of Cisco Unity Express call the AA pilot and then dial a single digit from 0 to 9. The call does not get disconnected for some extensions.
  **Workaround:** Set the extension length as 2.

- CSCue19233
  **Symptom:** Cisco CUE gets locked in a reboot cycle after 23 minutes of live recording is performed on Cisco Unified Communications 560 (UC560).
  **Conditions:** This issue occurs after a live recording is performed for more than 23 minutes and a voice message is left for more than 40 minutes with the Attach Message to Outgoing Email Notification option enabled.
Workaround: Reduce the voicemail message size such that the duration does not exceed 15 minutes. Use IMAP to access your voicemail.

- CSCui14119
Symptom: While using the Canadian French (CA_FR) language pack on Cisco Unity Express, when a user tries to change the password and when it does not meet the Trivial PIN criteria, TUI and Voice View play and display, respectively, the error message in English instead of Canadian French.
Conditions: This issue occurs when the Trivial PIN criteria do not match with the password.
Workaround: A specific prompt should be available for CA_FR by recording the prompt in Canadian French.

- CSCud88737
Symptom: Cisco Unity Express Release is not getting integrated with Cisco Unified Communication Manager Release 10.x.
Conditions: This issue occurs during the integration of Cisco Unity Express 8.6.4 with Cisco Unified Communication Manager 9.1 and later.
Workaround: None.

- CSCug42165
Symptom: Cisco Unity Express Release 8.6.7 has an upper limit of 1440 minutes on cascading time.
Conditions: This issue occurs when the Cascading Notification feature is used for time bound beyond 24 hours.
Workaround: None.

- CSCuh86028
Symptom: Cisco Unity Express TW Locale (Traditional Chinese) cannot play the dial-by-extension prompt.
Conditions: This issue occurs in Cisco Unity Express 8.6.4 and 8.6.6 for zh-TW locale.
Workaround: Redesign the AA menu to prevent CUE from playing the default dial-by-extension AAEnterExtn.wav prompt.

- CSCub18323
Symptom: When a subscriber tries to send a message, the following message is displayed:
Your message, is no longer available could not be delivered to following recipient extn 69999, the recipient mailbox is full, extn 68888, the recipient mailbox is full.
Conditions: This issue occurs only in a multiple recipients' scenario and when the recipients' mailbox is full.
Workaround: Send a message to one recipient at a time.

- CSCud76068
Symptom: Successive messages scheduled for a future date take on incorrect delivery dates.
Conditions: This issue occurs while sending successive future messages one after the other.
Workaround: Send a future message, disconnect from the mailbox, and log in to the mailbox again to send the next future message.

- CSCud72193
Symptom: Sending future messages on a past date fails.
Conditions: This issue occurs when trying to send future messages on a date that has passed.
Workaround: None.

- CSCue15280
  Symptom: Cisco CUE voicemail gets disconnected due to the missing zh_tw locale .wav file.
  Conditions: This issue occurs when users call in to Cisco CUE to retrieve voicemail. When users hear the welcome prompt and press 1 to retrieve new messages, the call is disconnected by Cisco CUE immediately when attempting to access the correct .wav prompt to play the time information to users.
  Workaround: Run the voicemail conversation subscriber msg-properties brief command.

- CSCue99310
  Symptom: When a user checks the Cisco Unity Express Notification Schedule via TUI, Cisco Unity Express will play an incorrect time.
  Conditions: This issue occurs when the time zone is not set while scheduling a notification.
  Workaround: Set the appropriate time zone value while scheduling a notification.

- CSCue80256
  Symptom: A user is allowed to change a PIN that does not meet the Trivial PIN criteria if the user belongs to a group to which the user.pin privilege is disabled.
  Conditions: This issue occurs when the user.pin privilege is disabled for the group to which the user belongs.
  Workaround: Enable user.pin privilege for the group.

Release Notes for TimeCardView 8.6

This section of the Release Notes document covers TimeCardView 8.6, an add-on application to Cisco Unity Express that enables you to track time and attendance.

Note: From 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.

Information about the hardware and software requirements for TimeCardView are available in the following sections:

- Hardware Supported for TimeCardView 8.6, page 24
- Languages Supported for TimeCardView 8.6, page 25
- Files Included in TimeCardView 8.6, page 25
- Files Included in TimeCardView 8.6, page 25
- TimeCardView 8.6 Software Compatibility, page 26
- TimeCardView 8.6 Caveats, page 26

Hardware Supported for TimeCardView 8.6

TimeCardView 8.6 is supported on the following platforms:

- ISM-SRE-300-K9
Release Notes for Cisco Unity Express Release 8.6

- SM-SRE-700-K9
- SM-SRE-710-K9
- SM-SRE-900-K9
- SM-SRE-910-K9
- AIM2-CUE
- NME-CUE
- Cisco 1861 Integrated Services Router

Because TimeCardView is an add-on to Cisco Unity Express, for information about the supported platforms and the minimum Cisco IOS release required to support TimeCardView 8.6, see the “Hardware Supported” section on page 2.

Cisco Unified IP Phones that Support TimeCardView 8.6

See the Cisco Unity Express 8.6.12 Compatibility Matrix for a list of the Cisco Unified IP phones that support TimeCardView 8.6.

Languages Supported for TimeCardView 8.6

TimeCardView 8.6 supports only U.S. English for the IP phone interface, the telephone user interface (voice prompts), the GUI pages, and the CLI commands.

TimeCardView 8.6 Software Licenses and Factory-Set Limits

This section describes the software licenses and system limits for 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 information about the available TimeCardView licenses and the number of mailboxes supported, see Table 3.

Files Included in TimeCardView 8.6

For the NME-CUE and AIM2-CUE module:
- timecardview.nmx.8.6.x.pkg—Main package for the TimeCardView application
- timecardview.nmx.8.6.x.prt1—Package payload containing all the data files and executable files associated with the TimeCardView application

For the ISM-SRE-300-K9, SM-SRE-700-K9, SM-SRE-710-K9, SM-SRE-900-K9, and SM-SRE-910-K9 modules:
- timecardview.sme.8.6.x.pkg—Main package for the TimeCardView application
- timecardview.sme.8.6.x.prt1—Package payload containing all the data files and executable files associated with the TimeCardView application
For the Cisco 1861 Integrated Services Router:

- `timecardview.ise.8.6.x.pkg`—Main package for the TimeCardView application
- `timecardview.ise.8.6.x.prt1`—Package payload containing all the data files and executable files associated with the TimeCardView application

For integration with QuickBooks:

- `CUCE-TCVQB-Connector-Installer-8.6.x.exe`

**TimeCardView 8.6 Software Compatibility**

TimeCardView 8.6 is compatible with the same versions of Cisco Unified Communications Manager and Cisco Unified Communications Manager Express as Cisco Unity Express 8.6. For information about Cisco Unity Express compatibility, see the *Cisco Unity Express Compatibility Matrix*.

**TimeCardView 8.6 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 8.6.1**, page 26
- **Open Caveats—TimeCardView Version 8.6.1**, page 26

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

**Resolved Caveats—TimeCardView Version 8.6.1**

None.

**Open Caveats—TimeCardView Version 8.6.1**

None.
Related Documentation

For related documentation, see Cisco Unity Express Documentation.

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:


This document is to be used in conjunction with the documents listed in the Related Documentation section.

Cisco and the Cisco logo are trademarks or registered trademarks of Cisco and/or its affiliates in the U.S. and other countries. To view a list of Cisco trademarks, go to this URL: www.cisco.com/go/trademarks. Third-party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1110R)

Any Internet Protocol (IP) addresses and phone numbers used in this document are not intended to be actual addresses and phone numbers. Any examples, command display output, network topology diagrams, and other figures included in the document are shown for illustrative purposes only.

Any use of actual IP addresses or phone numbers in illustrative content is unintentional and coincidental.

© 2012-2016 Cisco Systems, Inc. All rights reserved.