

Release Notes for Cisco Unity Express Virtual Release 9.0.x

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This Release Notes document supports Cisco Unity Express Virtual Release 9.0.x.

We recommend that you read the field notices for Cisco Unity Express Virtual 9.0 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.

System Requirements

The hardware and software requirements for Cisco Unity Express Virtual Release 9.0 are provided in the following sections:

Hardware Supported

[Table 1: Virtual Machine Requirements for Cisco UCS Server/E-Series Platform, on page 1](#) provides hardware recommendations for Cisco UCS Server/E-Series platform.

Table 1: Virtual Machine Requirements for Cisco UCS Server/E-Series Platform

| Mailboxes | CPU | RAM | Hard Disk | External Interface | Recording hours |
|-----------|---------------------|------|-----------|---------------------|-----------------|
| 1-100 | >= 1.1 GHz, 1 core | 1 GB | 100 GB | 1 Gigabit Interface | 60 |
| 101-500 | >= 1.9 GHz, 2 cores | 4 GB | 100 GB | 1 Gigabit Interface | 600 |

[Table 2: Kernel Virtual Machine Requirements for Cisco 4000 Series ISR Service Container, on page 2](#) provides the Kernel Virtual Machine recommendations on Cisco 4000 Series ISR Service Container.



Note You need a minimum of 8 GB memory to configure the virtual-service commands while installing and configuring the Cisco Unity Express Virtual Software.

Table 2: Kernel Virtual Machine Requirements for Cisco 4000 Series ISR Service Container

| Mailboxes | CPU | RAM | Hard Disk | Flash | External Interface | Recording hours |
|-----------|---------------------------------------|------|-----------|-------|---------------------|-----------------|
| 1-200 | As per Cisco 4000 Series ISR platform | 8 GB | 50 GB | 8 GB | 1 Gigabit Interface | 120 |

Languages Supported

Cisco Unity Express Virtual 9.0 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 added on the system after completing installation of the Cisco Unity Express Virtual software. Cisco Unity Express Virtual 9.0 supports the following languages:

- Arabic
- Chinese (Hong Kong)
- Chinese (Mandarin)
- Chinese (Traditional for Taiwan)
- 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

Cisco Unity Express Virtual Software Licenses and Factory-Set Limits

This section describes the software licenses and system limits for Cisco Unity Express Virtual. Sessions, such as mailboxes, voice ports, and Interactive Voice Response (IVR) are licensed in Cisco Unity Express Virtual.

[Table 3: Cisco Unity Express Virtual-Supported License in Mailboxes, on page 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 Virtual-Supported License in Mailboxes

| License Type | Supported License | Count per License | Maximum Count | | |
|--------------|--|-------------------|--|--|--|
| | | | Cisco UCS and Cisco UCS E-Series Server(upto 100 voicemails) | Cisco UCS and Cisco UCS E-Series Server(upto 500 voicemails) | Cisco 4000 Series Integrated Services Routers KVM Service Containers |
| Mailboxes | FL-CUE-MBX-5 FL-CUE-NR-MBX-5 ¹ | 5 | 100 | 500 | 200 |
| Voice Ports | FL-CUE-PORT-2 FL-CUE-NR-PORT-2 ¹ | 2 | 32 | 32 | 20 |
| IVR Sessions | FL-CUE-IVR-2 FL-CUE-NR-IVR-2 ¹ | 2 | 32 | 32 | 20 |

¹ 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.

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: Cisco Unity Express Virtual 9.0 Voicemail Limits, on page 4 describes the various voicemail limits.

Table 4: Cisco Unity Express Virtual 9.0 Voicemail Limits

| Voicemail Limits | Cisco UCS and Cisco UCS E-Series Server(up to 100 voicemails) | Cisco UCS and Cisco UCS E-Series Server(up to 500 voicemails) | Cisco 4000 Series Integrated Services Routers KVM Service Containers |
|--|---|---|--|
| Total Mailbox Storage (Hrs) | 100 | 600 | 120 |
| Number of Users | 100 | 500 | 400 |
| Number of IMAP sessions | 250 | 250 | 100 |
| Number of VoiceView sessions | 32 | 32 | 20 |
| Number of Groups | 40 | 40 | 40 |
| Number of Group Owners | 400 | 400 | 400 |
| Number of Group Members | 1000 | 1000 | 1000 |
| Number of Public Distribution Lists | 25 | 25 | 25 |
| Maximum List Members | 1000 | 1000 | 1000 |
| Maximum Remote Users | 100 | 100 | 100 |
| Maximum Remote Locations | 500 | 500 | 500 |
| Maximum Cached Users | 100 | 100 | 100 |
| Number of Languages Supported | 5 | 5 | 5 |
| Number of SIP/JTAPI Triggers | 8 | 12 | 8 |
| Total number of scripts Note Includes Custom scripts and System scripts. | 16 | 16 | 16 |
| Number of Custom AA Applications (nonsystem) | 8 | 8 | 8 |

| Voicemail Limits | Cisco UCS and Cisco UCS E-Series Server (up to 100 voicemails) | Cisco UCS and Cisco UCS E-Series Server (up to 500 voicemails) | Cisco 4000 Series Integrated Services Routers KVM Service Containers |
|---|---|---|---|
| Custom Prompts Capacity (Meg2/minute) per Installed Language | 125/250 | 125/250 | 125/250 |
| Number of days of Historical Data Stored | 365 | 365 | 365 |
| Number of Simultaneous Historical Reporting Clients Supported | 2 | 2 | 2 |

Table 5: Cisco Unity Express Virtual 9.0 IVR Limits, on page 5 describes the various IVR limits.

Table 5: Cisco Unity Express Virtual 9.0 IVR Limits

| IVR Limits | Cisco UCS and Cisco UCS E-Series Server (up to 100 voicemails) | Cisco UCS and Cisco UCS E-Series Server (up to 500 voicemails) | Cisco 4000 Series Integrated Services Routers KVM Service Containers |
|---|---|---|---|
| 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) | 50 | 50 | 50 |
| Number of Tiff Documents (Per Installed Language) | 25 | 25 | 25 |
| Number of Generic Documents (Per Installed Language) | 25 | 25 | 25 |
| Number of Custom HTTP Triggers | 8 ² | 8 ³ | 4 |
| Max Sessions for HTTP Triggers | IVR | IVR | IVR |
| Number of Custom IVR Applications | 8 | 8 | 8 |

| IVR Limits | Cisco UCS and Cisco UCS E-Series Server (up to 100 voicemails) | Cisco UCS and Cisco UCS E-Series Server (up to 500 voicemails) | Cisco 4000 Series Integrated Services Routers KVM Service Containers |
|---|--|--|--|
| Number of Database Profiles | 8 | 8 | 8 |
| Number of Database Connections/Profiles | 2 times IVR | 2 times IVR | 2 times IVR |
| Number of Attachments per E-mail | 5 | 5 | 5 |
| E-mail/Fax Max Queue Size | 500 | 500 | 500 |
| Number of VoiceXML Webapps | 8 | 8 | 4 |

² Number of licensed IVR sessions.

Cisco Unity Express Virtual Software License Activation

From Cisco Unity Express Virtual Release 9.0.5 onwards, only Cisco Smart Software Licensing is supported. For information on configuring Cisco Smart Licenses, see [Configuring Cisco Unity Express 9.0.x Using the GUI](#) and [Cisco Unity Express VoiceMail and Auto Attendant CLI Administrator Guide for 3.0 and Later Versions](#).

For Cisco Unity Express Virtual Releases 9.0 to 9.0.3, the software is activated using the Cisco Software Licensing (CSL) process. For more information, see [Software Activation for Cisco Unity Express 7.1 and Later Versions](#).

Software Compatibility

Cisco Unity Express Virtual is compatible with different versions of Cisco Unified Communications Manager and Cisco Unified Communications Manager Express. For information about Cisco Unity Express Virtual 9.0 compatibility, see the [Cisco Unity Express Compatibility Matrix](#).

Determining the Software Version and License

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

Procedure

| | Command or Action | Purpose |
|---------------|--|---|
| Step 1 | Log in to Cisco Unity Express Virtual using your ssh user credentials that was created during Cisco Unity Express Virtual installation. Example: | The Cisco Unity Express Virtual software CLI prompt displays. |

| | Command or Action | Purpose |
|---------------|--|--|
| | <code>ssh adminUser @CUE-IP</code> | |
| Step 2 | enable Example: Router# enable | Enters the Cisco Unity Express Virtual EXEC mode. |
| Step 3 | show software versions Example: Router# show software versions | Displays the Cisco Unity Express Virtual software version. |
| Step 4 | show license Example: Router# show license | Displays the Cisco Unity Express Virtual software license. |

Limitations and Restrictions

This section describes limitations and restrictions in Cisco Unity Express Virtual 9.0.x.

- Cisco Unity Express Script Editor version 9.0.x is presently not available. You can use CUCEEditor-8.6.12 for Auto-Attendant and Interactive Voice Response scripts.

New Features and Enhancements

New Features and Enhancements for 9.0.5

This section describes the new features and enhancements in Cisco Unity Express Virtual 9.0.5.

- [Support for Cisco Smart Software Licensing, on page 7](#)

Support for Cisco Smart Software Licensing

From Cisco Unity Express Virtual Release 9.0.5 onwards, only Cisco Smart Software Licensing is supported. Cisco Software Licensing (CSL) is no longer supported.

Cisco Smart Software Licensing is a standardized licensing platform that facilitates you to deploy and manage Cisco software licenses easily and quickly. Cisco Smart Software Licensing removes the need for Product Activation Keys (PAKs) and reduces your license activation and registration time.

For information on configuring Cisco Smart Software Licensing, see [Configuring Cisco Unity Express 9.0.x Using the GUI](#) and [Cisco Unity Express VoiceMail and Auto Attendant CLI Administrator Guide for 3.0 and Later Versions](#).

New Features and Enhancements for 9.0.3

This section describes the new features and enhancements in Cisco Unity Express Virtual 9.0.3:

- [Support for Cisco Unified Communications Manager 11.5](#)

- [Initial Setup Wizard Bypass](#)
- [End of Support for License Activation Commands, on page 8](#)
- [End of Support for TimeCardView](#)

Support for Cisco Unified Communications Manager 11.5

Cisco Unity Express Virtual 9.0.3 provides support for Cisco Unified Communications Manager 11.5 and later versions.

Initial Setup Wizard Bypass

From Cisco Unity Express Virtual Release 9.0.3 onwards, you can bypass the initial setup wizard.

During post installation configuration process, the system asks you if you want to start configuration immediately. You can enter **n** to skip the initial setup wizard.

End of Support for License Activation Commands

From Cisco Unity Express Virtual Release 9.0.3 onwards, **license activate voicemail mailboxes**, and **license activate ports** commands are not supported. The license for mailboxes and ports are enabled by default, and the count is set to platform maximum. However, **license activate ivr sessions** command is still supported to activate the license for IVR sessions.

End of Support for TimeCardView

From Cisco Unity Express Virtual Release 9.0.3 onwards, TimeCardView application is not supported.

New Features and Enhancements for 9.0.2

This section describes the new features and enhancements in Cisco Unity Express Virtual 9.0.2.

- [Support of Second Interface, on page 8](#)
- [License Enforcement Removal, on page 8](#)

Support of Second Interface

Cisco Unity Express Virtual 9.0.2 provides support of second interface for IP configuration on Cisco 4000 Series Integrated Services Routers KVM Service Containers.

License Enforcement Removal

From Cisco Unity Express Virtual 9.0.2 Release onwards, you do not need to install permanent license. Cisco Unity Express Virtual will continue to function normally even after the evaluation license expires.

New Features and Enhancements for 9.0

This section describes the new features and enhancements in Cisco Unity Express Virtual 9.0:

- [Configure Cisco Unity Express Virtual using CLI, on page 9](#)



Note Cisco Unity Express Virtual application supports all the features that were supported on a bare-metal installation of Cisco Unity Express on the SRE Module.

Configure Cisco Unity Express Virtual using CLI

Cisco Unity Express Virtual can be configured using the Command Line Interface (CLI) using your ssh user credentials. For example: **ssh adminUser @CUE-IP**.

New Hardware Supported in Cisco Unity Express Virtual 9.0

Cisco Unity Express Virtual is supported on ESXi on Cisco Unified Computing System (Cisco UCS) and Cisco UCS E-Series Server modules. Cisco Unity Express Virtual is supported only on the Cisco 4000 Series Integrated Services Routers (Cisco 4000 Series ISR).

New Software Supported in Cisco Unity Express Virtual 9.0

The Cisco Unity Express Virtual software release adds support for installing Cisco Unity Express Virtual software on the Cisco 4000 Series Integrated Services Routers KVM Service Containers.

New and Modified CLI Commands

New and Modified CLI Commands in Cisco Unity Express Virtual 9.0.6

The following commands are added or modified in Cisco Unity Express Virtual 9.0.6:

- **copy url** { **http(s)://server/filename** | **ftp://server/filename** } **certificate username** *username* **password** *password*
- **import cert** *certificate_filename* **key** *keyname*

New and Modified CLI Commands in Cisco Unity Express Virtual 9.0.5

The following commands are added or modified in Cisco Unity Express Virtual 9.0.5:

- **call-home destination address** **http** *url*
- **call-home http-proxy** *proxy_address* **port** *port-number*
- **license smart register idtoken** *token* [**force**]
- **license smart deregister**
- **license smart renew idcert**
- **license smart renew auth**
- **show license all**
- **show license status**
- **show license summary**

- **show license udi**
- **show license usage**
- **show license techsupport**

New CLI Commands in Cisco Unity Express Virtual 9.0.2

The following new commands are added in Cisco Unity Express Virtual 9.0.2:

- **ip route add net** *network address prefix digit gw ip address*
- **ip route del net** *network address prefix digit gw ip address*
- **ip route add host** *ip address gw ip address*
- **ip route del host** *ip address gw ip address*
- **show ip route detail**

Caveats

Caveats describe unexpected behavior in Cisco Unity Express Virtual 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 Virtual 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: http://www.cisco.com/cgi-bin/support/bugtool/launch_bugtool.pl.

To find the latest Cisco Unity Express Virtual 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.

Open Caveats for Cisco Unity Express Virtual 9.0.6

Following are the open bugs for Cisco Unity Express Virtual 9.0.6:

| Identifier | Description |
|------------|---|
| CSCvg15475 | Language pack installation not timing out |

| Identifier | Description |
|------------|--|
| CSCvd04580 | Creating multiple mailboxes simultaneously using CLI mode on V-CUE leads to crash |
| CSCvg29169 | User cannot do force registration from GUI after backup restore with IVR enabled |
| CSCva87664 | Cisco Unity Express Virtual 9.0: In virtual CUE No option for boot loader during reload of CUE |
| CSCvg15015 | IVR GUI pages throws null pointer exception after activating IVR license |
| CSCvf51749 | Post Bulk deletion of users, creation of mailboxes creates few orphaned mailboxes with 0 mailboxsize |
| CSCvf36187 | CUE InitWizard rejects IP address with leading zero |

Open Caveats for Cisco Unity Express Virtual 9.0.5

Following are the open bugs for Cisco Unity Express Virtual 9.0.5:

| Identifier | Description |
|------------|--|
| CSCvg15475 | Language pack installation not timing out |
| CSCvd04431 | VCUE: Voice messages are not getting recorded in case of more than 10 concurrent calls on ISR - 4451 |
| CSCvd04382 | VCUE: Voice messages are not getting recorded at all for more than 4 concurrent calls on ISR 4451 |
| CSCvd04580 | Creating multiple mailboxes simultaneously using CLI mode on V-CUE leads to crash |
| CSCvg29169 | User cannot do force registration from GUI after backup restore with IVR enabled |
| CSCva87664 | Cisco Unity Express Virtual 9.0: In virtual CUE No option for boot loader during reload of CUE |
| CSCvc90172 | Cannot upgrade ESXi based vCUE without re-installing licenses |
| CSCvc90183 | Upgrading ESXi based vCUE requires completing setup wizard |
| CSCvg15015 | IVR GUI pages throws null pointer exception after activating IVR license |
| CSCvf51749 | Post Bulk deletion of users, creation of mailboxes creates few orphaned mailboxes with 0 mailboxsize |

| Identifier | Description |
|------------|--|
| CSCvf18875 | License display name not correct in show license summary |
| CSCve91501 | CUE does not allow numeric only emails |
| CSCvf36187 | CUE InitWizard rejects IP address with leading zero |

Open Caveats for Cisco Unity Express Virtual 9.0.3

Following are the open bugs for Cisco Unity Express Virtual 9.0.3:

| Identifier | Description |
|------------|--|
| CSCve77803 | vCue9.0.3 "show license" cli output needs to be modified |
| CSCvc90172 | Cannot upgrade ESXi based vCUE without re-installing licenses |
| CSCvc90183 | Upgrading ESXi based vCUE requires completing setup wizard |
| CSCvd04431 | VCUE: Voice messages are not getting recorded in case of more than 10 concurrent calls on ISR - 4451 |
| CSCvd04382 | VCUE: Voice messages are not getting recorded at all for more than 4 concurrent calls on ISR 4451 |
| CSCvd04580 | Creating multiple mailboxes simultaneously using CLI mode on V-CUE leads to crash |
| CSCva87664 | Cisco Unity Express Virtual 9.0: In virtual CUE No option for boot loader during reload of CUE |

Open Caveats for Cisco Unity Express Virtual 9.0.2

Following are the open bugs for Cisco Unity Express Virtual 9.0.2:

| Identifier | Description |
|------------|--|
| CSCvc90172 | Cannot upgrade ESXi based vCUE without re-installing licenses |
| CSCvc90183 | Upgrading ESXi based vCUE requires completing setup wizard |
| CSCvd04431 | VCUE: Voice messages are not getting recorded in case of more than 10 concurrent calls on ISR - 4451 |
| CSCvd04382 | VCUE: Voice messages are not getting recorded at all for more than 4 concurrent calls on ISR 4451 |

| Identifier | Description |
|------------|--|
| CSCvd04580 | Creating multiple mailboxes simultaneously using CLI mode on V-CUE leads to crash |
| CSCva87664 | Cisco Unity Express Virtual 9.0: In virtual CUE No option for boot loader during reload of CUE |

Open Caveats for Cisco Unity Express Virtual 9.0.1

Following are the open bugs for Cisco Unity Express Virtual 9.0.1:

| Identifier | Description |
|------------|--|
| CSCva87664 | Cisco Unity Express Virtual 9.0: No option for boot loader during reload |
| CSCvc35567 | Containered CUE Virtual drops large UDP packets due to MTU mismatch |

Open Caveats for Cisco Unity Express Virtual 9.0

Following are the open bugs for Cisco Unity Express Virtual 9.0.

| Identifier | Description |
|------------|--|
| CSCva87651 | Cisco Unity Express Virtual 9.0: Changes required to change the copyright year |
| CSCva87664 | Cisco Unity Express Virtual 9.0: No option for boot loader during reload |

Resolved Caveats for Cisco Unity Express Virtual 9.0.6

Following are the resolved bugs for Cisco Unity Express Virtual 9.0.6.

| Identifier | Description |
|------------|---|
| CSCvm02856 | Java Remote Method Invocation Deserialization Remote Code Execution Vulnerability |
| CSCvg46600 | CUE-V 9.0 NTP in rejected state |
| CSCvg27522 | vCUE - Unable to use smtp.office365.com (O365) VM to Email Function |
| CSCvg72641 | vCUE: Intermittent voice quality issues |
| CSCvj28168 | vCUE: HTTPS (ssl3) / HTTP support on CUE for cli copy command |
| CSCvi84743 | CUE requires reload when going from Secure to Non-Secure for VM to Email |
| CSCvh54442 | vCUE : DNS cache is not getting updated in CUE |

| Identifier | Description |
|------------|---|
| CSCvi10898 | vCUE: Intermittent voice clipping observed |
| CSCvh74654 | vCUE Be4k: Changes to package gmail certificate with CUE ova |
| CSCvg69829 | vCUE: Changes to add support for adding certificates in CUE for smtp server |

Resolved Caveats for Cisco Unity Express Virtual 9.0.5

Following are the resolved bugs for Cisco Unity Express Virtual 9.0.5.

| Identifier | Description |
|------------|---|
| CSCvd99408 | Userid creation with id as root should not be allowed |
| CSCvf46909 | CUE: Adding static routes using ip route command do not persist on reload |

Resolved Caveats for Cisco Unity Express Virtual 9.0.3

Following bug is resolved for Cisco Unity Express Virtual 9.0.3:

| Identifier | Description |
|------------|--|
| CSCve59000 | Unable to add more than 5 Custom Scripts on vCUE 9.0 |

Resolved Caveats for Cisco Unity Express Virtual 9.0.2

Following are the resolved bugs for Cisco Unity Express Virtual 9.0.2.

| Identifier | Description |
|------------|---|
| CSCvd08271 | vCUE 9.0 intermittent failure when deployed on ISR 4000 Virtual-Service Container |
| CSCvc35567 | Containered CUE drops large UDP packets due to MTU mismatch |

Resolved Caveats for Cisco Unity Express Virtual 9.0.1

Following are the resolved bugs for Cisco Unity Express Virtual 9.0.1:

| Identifier | Description |
|------------|--|
| CSCva87651 | Cisco Unity Express Virtual 9.0: Changes required to change the copyright year |

| Identifier | Description |
|------------|--|
| CSCvb68780 | Cisco Unity Express Virtual 9.0: Not able to create more than 150 mailboxes in KVM |

Resolved Caveats for Cisco Unity Express Virtual 9.0

There are no resolved bugs for Cisco Unity Express Virtual 9.0.

Related Documentation

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

Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, submitting a service request, and gathering additional information, see *What's New in Cisco Product Documentation* at: <http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>.

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