



Readme for Cisco Unity Connection Release 10.0(1) Service Update 1

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This readme file contains installation and support information for Cisco Unity Connection Release 10.0(1) Service Update 1. (The service update can also be applied to Cisco Unified Communications Manager and Cisco Unified Communications Manager Business Edition servers.)



Caution

If the Unity Connection server is running an engineering special (ES) with a full Cisco Unified Communications Operating System version number between 10.0.1.11001-x and 10.0.1.11899-x, do not upgrade the server to Unity Connection 10.0(1) Service Update 1 because the upgrade will fail. Instead, upgrade the server with an ES released after 10.0(1) Service Update 1 that has a full Unified Communications OS version number of 10.0.1.11899-x or later to get the SU functionality.

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System Requirements

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System Requirements

- *System Requirements for Cisco Unity Connection Release 10.x* is available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/requirements/10xcucsysreqs.html

Compatibility Information

The following documents list the most recent version combinations qualified to use; Cisco Unity Connection, and Unity Connection and with Cisco Unified CMBE (where applicable):

- *Compatibility Matrix: Cisco Unity Connection and the Software on User Workstations*
- *SCCP Compatibility Matrix: Cisco Unity Connection, Cisco Unified Communications Manager, and Cisco Unified Communications Manager Express*
- *SIP Trunk Compatibility Matrix: Cisco Unity Connection, Cisco Unified Communications Manager, and Cisco Unified Communications Manager Express*

The documents are available on Cisco.com at

http://www.cisco.com/en/US/products/ps6509/products_device_support_tables_list.html.

Determining the Software Version

This section contains procedures for determining the version in use for the following software:

- [Determine Version of Cisco Unity Connection Application, page 2](#)
- [Determine Version of Cisco Personal Communications Assistant Application, page 3](#)
- [Determine Version of Cisco Unified Communications Operating System, page 3](#)

Determine Version of Cisco Unity Connection Application

Use the applicable procedure.

Using Cisco Unity Connection Administration

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- Step 1** In Cisco Unity Connection Administration, in the upper-right corner below the Navigation list, select **About**.
- The Unity Connection version is displayed below “Cisco Unity Connection Administration.”
-

Using the Command-Line Interface

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- Step 1** Start a command-line interface (CLI) session. (For more information, see Cisco Unified Operating System Administration Help.)
- Step 2** Run the **show cuc version** command.
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Determine Version of Cisco Personal Communications Assistant Application

Use the applicable procedure.

Using Cisco Personal Communications Assistant Application

-
- Step 1** Sign in to the Cisco PCA.
- Step 2** On the Cisco PCA Home page, select **About** in the upper right corner to display Cisco Unity Connection version.
- Step 3** The Cisco PCA version is the same as the Unity Connection version.
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Determine Version of Cisco Unified Communications Operating System

Use the applicable procedure.

Using Cisco Unified Operating System Administration

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- Step 1** In Cisco Unified Operating System Administration, the System Version is displayed below “Cisco Unified Operating System Administration” in the blue banner on the page that appears after you sign in.
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Using the Command-Line Interface

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- Step 1** Start a command-line interface (CLI) session. (For more information, see Cisco Unified Operating System Administration Help.)
- Step 2** Run the **show version active** command.
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Version and Description

Cisco Unity Connection 10.0(1) Service Update 1 is a cumulative update that incorporates all of the fixes and changes to Unity Connection version 10.0(1)—including the operating system and components shared by Unity Connection and Cisco Unified CM. It also incorporates additional changes that are specific to this service update.

To determine the full version number of the Cisco Unified Communications Operating System that is currently installed on the active partition, run the CLI **show version active** command.

Full version numbers include the build number (for example, 10.0.1.11900-2); the software versions listed on the download pages on Cisco.com are abbreviated version numbers (for example, 10.0(1)). In the tables of the “Supported Cisco Unified Communications Manager Upgrades” section of the compatibility matrix, full version numbers are listed in the System Version row.

Do not refer to version numbers in any of the administration user interfaces because those versions apply to the interfaces themselves, not to the version installed on the active partition.

New and Changed Support and Functionality

There is no information about new and changed support and functionality in the 10.0(1) Service Update 1 release time frame only.

Language Files Are Available

Language files for Cisco Unity Connection 10.0 are available on Cisco.com. (For a list of available languages, see the “Available Languages for Cisco Unity Connection 10.x Components” section of the *System Requirements for Cisco Unity Connection Release 10.x* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/requirements/10xcucsysreqs.html)



Note

All locales are now available for Unity Connection 10.0(1) SU1.

Related Documentation

Documentation for Cisco Unity Connection

For descriptions and URLs of Cisco Unity Connection documentation on Cisco.com, see the *Documentation Guide for Cisco Unity Connection Release 10.x*. The document is shipped with Unity Connection and is available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/roadmap/10xcucdg.html.

Documentation for Cisco Unified Communications Manager Business Edition

For descriptions and URLs of Cisco Unified Communications Manager Business Edition documentation on Cisco.com, see the *Cisco Unified Communications Manager Business Edition Documentation Guide*. The document is shipped with Cisco Unified CMBE and is available at http://www.cisco.com/en/US/products/ps7273/products_documentation_roadmaps_list.html.

Installation Information

For instructions on downloading the service update, see the “[Downloading Cisco Unity Connection Release 10.0\(1\) Service Update 1 Software](#)” section on page 5.

For instructions on installing the service update on:

- A Unity Connection 10.x server, see the “[Upgrading Cisco Unity Connection 10.0 to the Shipping 10.5 Version](#)” chapter of the *Reconfiguration and Upgrade Guide for Cisco Unity Connection Release 10.x* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/upgrade/guide/10xcucrugx.html.



Note The upgrade process from Unity Connection 10.0 to Unity Connection 10.0 is the same as upgrading from Unity Connection 10.0 to Unity Connection 10.5.

Downloading Cisco Unity Connection Release 10.0(1) Service Update 1 Software



Note The service update files can be used to upgrade Cisco Unity Connection and Cisco Unified Communications Manager. The files can be downloaded from the Unity Connection or Cisco Unified CM downloads page.

(For information on supported Cisco Unified Communications Manager upgrades, see the *ReadMe for Cisco Unified Communications Manager Release 10.0(1)SU1* on the download page for 10.0(1) SU 1 (start at <http://www.cisco.com/cisco/software/navigator.html?mdfid=280082558>).)



Caution With restricted and unrestricted versions of Unity Connection software now available, download software carefully. Upgrading a restricted version to an unrestricted version is supported, but future upgrades are then limited to unrestricted versions. Upgrading an unrestricted version to a restricted version is not supported. For more information about restricted and unrestricted versions of Unity Connection software, see the “Cisco Unity Connection 10.0(1)—Restricted and Unrestricted Versions” section of the *Release Notes for Cisco Unity Connection Release at 10.0(1)* at http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/10x/release/notes/10_0_1cucrn.html.

To Download Cisco Unity Connection Release 10.0(1) Service Update 1 Software

Step 1 Sign in to a computer with a high-speed Internet Unity Connection, and go to the Voice and Unified Communications Downloads page at <http://www.cisco.com/cisco/software/navigator.html?mdfid=280082558>.



Note To access the software download page, you must be signed in to Cisco.com as a registered user.

Step 2 In the tree control on the Downloads page, expand: **Products>Unified Communications>ApplicationsMessaging>Cisco Unity Connection** is applicable., and select **Cisco Unity Connection Version 10.0**.

- Step 3** On the Select a Software Type page, select **Unified Communications Manager /Cisco Unity Connection Updates**.
- Step 4** On the Select a Release page, select **10.0(1) SU1**, and the download buttons appear on the right side of the page.
- Step 5** Confirm that the computer you are using has sufficient hard-disk space for the downloaded files. (The download descriptions include file sizes.)
- Step 6** Select the applicable download, then follow the on-screen prompts to complete the download, making note of the MD5 value.

Restricted version	UCSInstall_UCOS_10.0.1.11900-2.sgn.iso
Unrestricted version	UCSInstall_UCOS_UNRST_10.0.1.11900-2 sgn.iso

- Step 7** Use a checksum generator to confirm that the MD5 checksum matches the checksum that is listed on Cisco.com. If the values do not match, the downloaded files are damaged.



Caution Do not attempt to use a damaged file to install software, or the results will be unpredictable. If the MD5 values do not match, download the file again until the value for the downloaded file matches the value listed on Cisco.com.

Free checksum tools are available on the Internet, for example, the Microsoft File Checksum Integrity Verifier utility. The utility is described in Microsoft Knowledge Base article 841290, *Availability and Description of the File Checksum Integrity Verifier Utility*. The KB article also includes a link for downloading the utility.

- Step 8** If you are installing from a DVD, burn the DVD, noting the following considerations:
- Choose the option to burn a disc image, not the option to copy files. Burning a disc image will extract the thousands of files from the .iso file and write them to a DVD, which is necessary for the files to be accessible for the installation.
 - Use the Joliet file system, which accommodates filenames up to 64 characters long.
 - If the disc-burning application that you are using includes an option to verify the contents of the burned disc, choose that option. This causes the application to compare the contents of the burned disc with the source files.
- Step 9** Confirm that the DVD contains a large number of directories and files.
- Step 10** Delete unnecessary files from the hard disk to free disk space, including the .iso file that you downloaded.

Reverting to the Unity Connection Version on the Inactive Partition

See the “[Reverting Cisco Unity Connection 10.x Servers to the Version on the Inactive Partition](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/upgrade/guide/10xcucrux.html)” chapter of the *Reconfiguration and Upgrade Guide for Cisco Unity Connection Release 10.x* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/upgrade/guide/10xcucrux.html.

If a Unity Connection cluster is configured, revert to the previous version on the publisher server first, then on the subscriber server.

Caveat Information

You can find the latest caveat information for Unity Connection version 10.0(1) by using Bug Toolkit, an Online tool available for customers to query defects according to their own needs.

Bug Toolkit is available at www.cisco.com/go/bugs. Fill in your query parameters by using the custom settings in the **Advanced Settings** option.



Note

To access Bug Toolkit, you must be logged on to Cisco.com as a registered user.

This section contains the following caveat information:

- [Open Caveats—Unity Connection Release 10.0\(1\) SU 1, page 7](#)
- [Resolved Caveats—Unity Connection Release 10.0\(1\) SU 1, page 7](#)
- [Related Caveats—Cisco Unified Communications Manager 10.0\(1\) Components that are Used by Unity Connection 10.0\(1\), page 7](#)

Release notes for all versions of Cisco Unity Connection are available at http://www.cisco.com/en/US/products/ps6509/prod_release_notes_list.html.

Open Caveats—Unity Connection Release 10.0(1) SU 1

There are no open caveats in this release.

Resolved Caveats—Unity Connection Release 10.0(1) SU 1

Click a link in the Caveat Number column to view the latest information on the caveat in Bug Toolkit. (Caveats are listed in order by severity, then by component, then by caveat number.)

Table 1 *Unity Connection Release 10.0(1) SU 1 Resolved Caveats*

Caveat Number	Component	Severity	Description
CSCuo30041	https-networking	2	Cisco Unity Connection vulnerable to CVE-2014-0160 “Heartbleed”.

Related Caveats—Cisco Unified Communications Manager 10.0(1) Components that are Used by Unity Connection 10.0(1)

[Table 2](#) below describes the Cisco Unified Communications Manager components that are used by Cisco Unity Connection.

Caveat information for the Cisco Unified CM components is available in the following documents:

- *ReadMe for Cisco Unified Communications Manager Release 10.0(1) su1* on the download page for 10.0(1)SU1 (start at <http://www.cisco.com/cisco/software/navigator.html?mdfid=280082558>).

Table 2 *Cisco Unified CM 10.0(1) Components That Are Used by Unity Connection 10.0(1)*

Cisco Unified CM Component	Description
backup-restore	Backup and restore utilities
ccm-serviceability	Cisco Unified Serviceability web interface
cdp	Cisco Discovery Protocol Drivers
cli	Command-line interface (CLI)
cmui	Certain elements in the Unity Connection web interfaces (such as search tables and splash screens)
cpi-afg	Cisco Unified Communications Answer File Generator
cpi-appinstall	Installation and upgrades
cpi-cert-mgmt	Certificate management
cpi-diagnose	Automated diagnostics system
cpi-os	Cisco Unified Communications Operating System
cpi-platform-api	Abstraction layer between the Cisco Unified Communications Operating System and the applications hosted on the platform
cpi-security	Security for connections to the server
cpi-service-mgr	Service Manager (ServM)
cpi-vendor	External vendor issues
cuc-tomcat	Apache Tomcat and third-party software
database	Installation and access to the configuration database (IDS)
database-ids	IDS database patches
ims	Identity Management System (IMS)
rtmt	Real-Time Monitoring Tool (RTMT)

Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, submitting a service request, and gathering additional information, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

Subscribe to the *What's New in Cisco Product Documentation* as a Really Simple Syndication (RSS) feed and set content to be delivered directly to your desktop using a reader application. The RSS feeds are a free service and Cisco currently supports RSS Version 2.0.

Cisco Product Security Overview

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