# Release Notes for Cisco Unity Bridge Release 3.0(2)

*Published January 27, 2004*

These release notes describe download and upgrade instructions, new and changed requirements and support, new and changed functionality, limitations and restrictions, open and resolved caveats, and documentation updates for Cisco Unity Bridge Release 3.0(2).

Access the latest Bridge software upgrades on the Cisco Unity Bridge Software Download page at http://www.cisco.com/cgi-bin/tablebuild.pl/unity-bridge.

## Contents

These release notes contain the following sections:



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# System Requirements, and Supported Hardware and Software

The following documents list the most current Cisco Unity Bridge requirements and are available on Cisco.com:

- *Cisco Unity Bridge 3.0 System Requirements, and Supported Hardware and Software* at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/bridge30/sysreq/30bsysrq.htm.
- *Cisco Unity Networking Options Requirements (With Microsoft Exchange)* at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/sysreq/netrq.htm.
- *Compatibility Matrix: Required and Recommended Third-Party Service Packs and Updates* at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/cmptblty/svpckmx.htm.

# Determining the Software Version

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



## Cisco Unity Bridge

### To Determine the Cisco Unity Bridge Version in Use

**Step 1** On the Bridge server, open the Bridge Administrator.

**Step 2** Click **About**. The About Cisco Unity Bridge page displays the Bridge version.

## Cisco Unity

### To Determine the Cisco Unity Version in Use by Using the Cisco Unity Administrator

In the Cisco Unity Administrator, go to the **System > Configuration > Software Versions** page. The Cisco Unity version is displayed in the Cisco Unity Build Number field.

### To Determine the Cisco Unity Version in Use by Using the AvCsMgr.exe File (Cisco Unity 3.0(4) and Later)

**Step 1** Browse to the **CommServer** directory.

**Step 2** Right-click **AvCsMgr.exe**, and click **Properties**.

**Step 3** In the Properties window, click the **Version** tab.

**Step 4** In the Item Name list, click **Product Version**. The Cisco Unity version is displayed in the Value window.

# Cisco Unity Voice Connector for Microsoft Exchange

This section contains two procedures. Do the procedure for your version of Cisco Unity.

### To Determine the Voice Connector Version in Use: Cisco Unity 4.0 and Later, Voice Connector 10.0 and Later

**Step 1** Log on to the Exchange server on which the Voice Connector is installed.

**Step 2** In Windows Explorer or My Computer, browse to the applicable directory:

| | |
|---|---|
| **Exchange 2000 or Exchange 2003** | <ExchangeServerPath>\VoiceGateway\Bin |
| **Exchange 5.5** | <ExchangeServerPath>\Connect\Voice\Bin |

**Step 3** Right-click **GwIvc.exe,** and click **Properties**.

**Step 4** Click the **Version** tab in the Properties window.

**Step 5** In the Item Name box, click **Product Version** to view the product version in the Value box.

### To Determine the Voice Connector Version in Use: Cisco Unity 3.0 Through 3.1

**Step 1** Log on to the Exchange server on which the Voice Connector is installed.

**Step 2** In Windows Explorer or My Computer, browse to the applicable directory:

| | |
|---|---|
| **Exchange 2000** | <ExchangeServerPath>\VoiceGateway\Bin\LocalizedFiles\ENU |
| **Exchange 5.5** | <ExchangeServerPath>\Voice\Bin\LocalizedFiles\ENU |

**Step 3** Right-click **SetupRes.dll**, and click **Properties**.

**Step 4** In the Properties window, click the **Version** tab to view the File Version.

# Important Information from Earlier Cisco Unity Bridge 3.0(x) Release Notes

## Changes to Bridge Networking Option

The Bridge Networking option changed significantly in Cisco Unity version 4.0(3) with Bridge 3.0(1) and provides many new features. Refer to the following documentation for details:

- The "Cisco Unity with Exchange: Bridge Networking Enhancements" item in the "New and Changed Functionality—Release 4.0(3)" section of *Release Notes for Cisco Unity Release 4.0(3)* at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/unity40/relnote/cu403rn.htm.
- *Release Notes for Cisco Unity Bridge Release 3.0(1)* at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/bridge30/relnote/br301rn.htm.

# Downloading the Cisco Unity Bridge Software and Required Service Packs

The Bridge software, Microsoft Windows 2000 Server Service Pack 3, Microsoft Internet Explorer 6 Service Pack 1, and MSXML with Service Pack 1—all of which are required on a new Bridge server and for upgrading to Bridge version 3.0(2)—are available for download from the Cisco Software Center website. Use a computer with a high-speed Internet connection.

### To Download the Bridge Software and Required Service Packs

**Step 1** Confirm that the computer you are using has enough hard disk space:

| | |
|---|---|
| **Bridge software** | 13 MB for the download file and 20 MB for the extracted files. |
| **Cisco Unity Service Packs CD 1** | 1 GB for the download file and for the extracted files. |

Note that if you are upgrading from Bridge 3.0(1) to version 3.0(2), you do not need to install any additional service packs or updates, so you do not need to download Cisco Unity Service Packs CD 1.

**Step 2** Go to the Cisco Unity Bridge Software Download page at http://www.cisco.com/cgi-bin/tablebuild.pl/unity-bridge.

**Note** To access the software download page, you must be logged on to Cisco.com as a registered user.

**Step 3** Download the file **CiscoUnityBridge3.0.2.exe** to the directory of your choice.

**Step 4** Go to the Cisco Unity 4.0 Software Download page at http://www.cisco.com/cgi-bin/tablebuild.pl/unity-40.

**Step 5** Download the file **CiscoUnity4.0-ServicePacks-ENU-CD1.exe** to the directory of your choice.

**Step 6** Double-click **CiscoUnityBridge3.0.2.exe**, and follow the on-screen prompts to extract the files to the directory of your choice on a network drive or on the Bridge server, or to a writeable compact disc.

**Step 7** Double-click **CiscoUnity4.0-ServicePacks-ENU-CD1.exe**, and follow the on-screen prompts to extract the files to the directory of your choice on a network drive or on the Bridge server, or to a writeable compact disc.

**Step 8** Delete the files **CiscoUnityBridge3.0.2.exe** and **CiscoUnity4.0-ServicePacks-ENU-CD1.exe** to free hard disk space.

If you are installing the Bridge software for the first time, refer to the *Cisco Unity Bridge Installation Guide, Release 3.0* at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/bridge30/big/big30/index.htm.

# Upgrading to Cisco Unity Bridge 3.0(2) from 3.0(1)

### To Upgrade to Cisco Unity Bridge 3.0(2) from Version 3.0(1)

**Step 1** Log on to the Bridge server by using the Windows 2000 Server Administrator account.

**Step 2** Open the Services Control Panel on the Bridge server, and stop the following two services:

- Digital Networking
- Unity Bridge

The Bridge services will complete the shutdown process when the last in-process message transmission or reception, rather than call, is complete. No additional message transmissions will begin on the in-process calls—either outbound or inbound—once shutdown has been initiated.

**Step 3** If you downloaded the Bridge software from the Software Center website, browse to the directory in which the files were extracted.

If you are using the Cisco Unity Bridge CD, insert the disc in the CD-ROM drive, and browse to the **Install** directory.

**Step 4** Double-click **Setup.exe**.

**Step 5** Click **Next**.

**Step 6** In the Choose Destination Location dialog box, change the installation directory, if applicable, and click **Next**.

**Step 7** If a device driver service was previously installed for the Brooktrout voice-fax card, a message asks if you want to overwrite the existing service. Click **Yes** twice.

**Step 8** In the Select Country dialog box, select the country for which the voice-fax cards will be configured, and click **Next**.

**Step 9** Verify the installation settings, and click **Next**.

**Step 10** When prompted, remove the disc from the CD-ROM drive.

**Step 11** Click **OK** to restart the server.

# Upgrading to Cisco Unity Bridge 3.0(2) from 2.x

Upgrading from Bridge 2.x requires that Cisco Unity be upgraded to version 4.0(3) or later and that the Cisco Unity Voice Connector for Microsoft Exchange 2000 be upgraded to version 11.0(1) or later.

For instructions on upgrading to Bridge version 3.0(2) from Bridge 2.x, refer to the "Upgrading Bridge Networking" chapter of the *Cisco Unity Bridge Networking Guide, Release 3.0* at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/bridge30/bnet/bnet30/index.htm.

# New and Changed Requirements and Support—Release 3.0(2)

This section contains information on new and changed support in the Cisco Unity Bridge Release 3.0(2) time frame only. Refer to the release notes of the applicable version for information about new and changed support with earlier versions of the Bridge. Release notes for all versions of the Bridge are available at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_release_notes_list.html.

## Cisco Security Agent for Cisco Unity Bridge, Version 1.1(1)

Cisco Security Agent for Cisco Unity Bridge version 1.1(1) is qualified for use with Cisco Unity Bridge 3.0(x). The application combines host intrusion detection and prevention, malicious mobile code protection, and operating system integrity assurance.

For requirements and other information on using Cisco Security Agent for Cisco Unity Bridge, refer to *Release Notes for Cisco Security Agent for Cisco Unity Bridge, Release 1.1(1)* at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/bsecagnt/bsa111rn.htm.

For information on the full Cisco Security Agent product, refer to the product website at http://www.cisco.com/en/US/products/sw/secursw/ps5057/index.html.

## Monitoring Software Qualified for Use with the Cisco Unity Bridge

The following monitoring software has been qualified for optional use with Cisco Unity Bridge 3.0(x):

- Adiscon EventReporter.
- Concord SystemEDGE, version 4.1.

For the most current list of all supported monitoring software—including software qualified since the release of Cisco Unity Bridge version 3.0(2)—refer to the "Supported Monitoring Software" section of *Cisco Unity Bridge 3.0 System Requirements, and Supported Hardware and Software* at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/bridge30/sysreq/30bsysrq.htm.

## Required Versions of Cisco Unity and the Voice Connector

Bridge version 3.0(2) is supported only with Cisco Unity 4.0(3) and later and Cisco Unity Voice Connector for Microsoft Exchange 11.0(1) and later. In installations with multiple Cisco Unity servers, all the servers must be upgraded to Cisco Unity 4.0(3) or later.

**Caution** If you currently have Bridge 2.x, do not upgrade the Bridge server to version 3.0(2) unless you also plan to upgrade all Cisco Unity servers and the Voice Connector to the required versions. If you upgrade the Bridge server without upgrading Cisco Unity and the Voice Connector, messaging between the Bridge and Cisco Unity will fail. Refer to the "Upgrading Bridge Networking" chapter of the *Cisco Unity Bridge Networking Guide, Release 3.0* for information on upgrading the Bridge Networking option, including the Bridge server. The guide is available at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/bridge30/bnet/bnet30/index.htm.

# New and Changed Functionality—Release 3.0(2)

There is no new or changed functionality in Cisco Unity Bridge 3.0(2). See the "Resolved Caveats—Release 3.0(2)" section on page 11 for information on the software fixes in the release.

# Installation Notes

For detailed information on installing the Cisco Unity Bridge, refer to the *Cisco Unity Bridge Installation Guide, Release 3.0* at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/bridge30/big/big30/index.htm.

For detailed information on configuring Bridge Networking, refer to the *Cisco Unity Bridge Networking Guide, Release 3.0* at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/bridge30/bnet/bnet30/index.htm.

# Limitations and Restrictions

Refer to the "Notable Behavior" section in the "About Bridge Networking" chapter of the *Cisco Unity Bridge Networking Guide, Release 3.0* at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/bridge30/bnet/bnet30/index.htm.

# Caveats

If you have an account with Cisco.com, you can use Bug Toolkit to find more information on the caveat in this section, in addition to caveats of any severity for any release. Bug Toolkit is available at the website http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl.

Note that this section contains caveat information for Cisco Unity Bridge Release 3.0(2) only. Refer to the release notes of the applicable version for caveat information for earlier versions of the Bridge. Release notes for all versions of the Bridge are available at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_release_notes_list.html.

# Open Caveats—Release 3.0(2)

*Table 1 Cisco Unity Bridge Release 3.0(2) Open Caveats*

| Caveat Number | Severity | Description |
|---|---|---|
| CSCdz75011 | 3 | Bridge analog port appears to be in a locked state after playing analog message to remote Octel. This behavior has been observed on Bridge server running Network Associates McAfee NetShield Anti-Virus software. The anti-virus software can cause an otherwise gracefully handled error condition to hang.<br>**Workaround**<br>The exact conflict between the McAfee anti-virus software and error handling of Cisco Unity Bridge and/or Brooktrout software is unknown at this time.<br>When running McAfee anti-virus software on the Cisco Unity Bridge, set exclusions for on-access scanning of both in and out scanning for the Bridge folder. Be sure to include all files and subdirectories.<br>To clear the condition, restart the Unity Bridge service on the Bridge server. If the Unity Bridge service will not stop, reboot the Bridge server. |

*Table 1 Cisco Unity Bridge Release 3.0(2) Open Caveats (continued)*

| Caveat Number | Severity | Description |
|---|---|---|
| CSCed16197 | 4 | An Octel system makes repeated administrative calls to the Bridge to retrieve the voice name of the same Cisco Unity subscriber. The recorded voice name of that subscriber is available on the Bridge, but exceeds 8 seconds in length. There are no errors logged on the Bridge server. The starfish log contains lines with information similar to the following for each incoming admin call:<br>`Line #: Call Received.`<br>`Line #: Playing 1.sph`<br>`Line #: Received BD`<br>`Line #: Playing CDD`<br>`Line #: Received 121A6B38A06AA68C4C`<br>`Line #: Protocol Level = 3`<br>`Line #: Playing 12*C465#A4A346`<br>`Line #: Received 079116C#*4434100`<br>`Line #: Call received from Serial # for Serial #`<br>`Line #: Playing 25729D9#C60A6280`<br>`Line #: Received 13BCB46*2D73A9DBAA*1##*98B990A*CD*75`<br>`Line #: Playing 129467`<br>`Line #: Received 35#B5C71D85820#7#29146`<br>`Line #: Processing Name Request for mailbox ####`<br>`Line #: Read Name from DB. Name for mailbox #### = "Test User"`<br>`Line #: Playing 3*085428837BC8B58A35B6333313B5A23C*C87A*474CC#C9`<br>`Line #: Received 01D67773`<br>`Line #: Playing Spoken Name for mailbox ####`<br>`Line #: Playing D:\Bridge\Starfish\Temp\20031125180310218-e4b3958-0c90-4a`<br>`Line #: Playing #`<br>`Line #: Received`<br>`Line #: Completed Retrieving Names`<br>`Line #: Received`<br>`Line #: Incoming Call Completed.`<br>This can occur in any version of Cisco Unity with the Bridge feature, when a Cisco Unity subscriber has a long recorded voice name. This behavior has been observed only with Octel Serenade (200/300) systems.<br>**Workaround**<br>In Cisco Unity, the maximum recorded voice name length is set to 30 seconds by default, but is configurable from 1 to 100 seconds. It can be set per Class of Service using the Cisco Unity Administrator. As a workaround, configure the maximum to 8 seconds or less to prevent Unity subscribers from recording long voice names that cause this behavior between the Bridge and Octel systems. |
| CSCed17947 | 3 | Cisco Unity subscribers with a name that contains an apostrophe character (for example, Tom O'Malley) are not successfully auto-created on the Bridge server. This has been seen with Cisco Unity Bridge version 3.0(2) and 3.0(1), and may exist in earlier versions.<br>**Workaround**<br>Change the subscriber's display name in the Cisco Unity Administrator so that the display name no longer contains an apostrophe. |
| CSCed41856 | 3 | The Bridge License File wizard fails if Windows 2000 locale is set to anything other than English (United States).<br>All Bridge software including the Bridge License File wizard requires that the Regional Options in Windows Control Panel be set as follows:<br>• The locale must be English (United States).<br>• The language settings must be Western Europe and United States. |

*Table 1 Cisco Unity Bridge Release 3.0(2) Open Caveats (continued)*

| Caveat Number | Severity | Description |
|---|---|---|
| CSCed46178 | 4 | Queue Status page in the Bridge Administrator shows negative numbers for an Octel Node in the Normal, Urgent, and/or Lines in Use Columns. This has been seen on a Bridge server that was sending and receiving messages to Octel Nodes on multiple ports. As messages are transmitted, the counts on the Queue Status page are not properly updated, resulting in the negative numbers displayed on the screen.<br><br>There is no workaround. Note, however, that the negative numbers do not indicate problems on the Bridge server; messages are still transmitted to the Octel nodes properly and it is only the counts on the Queue Status Viewer page that are inaccurate. |
| CSCed46693 | 3 | One attempt is made by the Bridge to retrieve the recorded voice name of a subscriber and the call fails after the Bridge starts to record the voice name, but before receiving the successful audio transmission signal. The directory entry on the Bridge then shows "Not Available" for the recorded voice name and no further attempts are made to retrieve the voice name.<br><br>**Workaround**<br><br>There are a couple of options available to work around this issue:<br><br>On the System Settings page of the Bridge Administrator, the Name Retrieval Retries setting may be changed to 1 (or more) to allow the Bridge to make additional attempts to retrieve the recorded voice name for the directory entries which are marked "Not Available". This setting is used in conjunction with the Name Retry Interval setting. (Refer to the Bridge Administrator help for additional details on using these settings.)<br><br>If there are known directory entries with this issue, the MBUpload utility may be used with the "C" (change) option to force another attempt to retrieve the recorded voice names. (Please see the Bridge Networking Guide for additional information on using this utility.)<br><br>**More Information**<br><br>Example starfish log for Bridge attempting to retrieve a recorded voice name, and failing after the Bridge starts to record the voice name, but before it receives the successful audio transmission signal (#):<br><br>`SFLOG Line 4: Call Out Process Initiated for Node 42500 Window Type 2`<br>`SFLOG Line 4: Call Status = Answer`<br>`SFLOG Line 4: Playing BD`<br>`SFLOG Line 4: Received CDD`<br>`SFLOG Line 4: Playing 12*926834D16**94D#`<br>`SFLOG Line 4: Received 054#DD5AA3CB43`<br>`SFLOG Line 4: Protocol Level = 3`<br>`SFLOG Line 4: Playing 12C575#507368CBC`<br>`SFLOG Line 4: Received 12907410#AD71725`<br>`SFLOG Line 4: Call established from Serial # 21932 to Serial # 42500`<br>`SFLOG Line 4: Playing 36##37BDC25D0671#8C5#D**416BC022D#2A`<br>`SFLOG Line 4: Received 35*591`<br>`SFLOG Line 4: Retrieving Name for mailbox 3054`<br>`SFLOG Line 4: Playing 049*#961B6133*3D6A53C*`<br>`SFLOG Line 4: Received 02*1C56##85D653*D956D*4A**B0#14197#36A#1B*0D40#D`<br>`SFLOG Line 4: Name for mailbox 3054 = "Test Four"`<br>`SFLOG Line 4: Playing 25*83A9D`<br>`SFLOG Line 4: Recording Spoken Name for mailbox 3004`<br>`SFLOG Line 4: Recording c:\Bridge\SN\42500\3054`<br>`SFLOG Line 4: Received`<br>`SFLOG Line 4: Received`<br>`SFLOG Line 4: Call Out Completed.` |

# Resolved Caveats—Release 3.0(2)

*Table 2 Cisco Unity Bridge Release 3.0(2) Resolved Caveats*

| Caveat Number | Severity | Description |
|---|---|---|
| CSCec24932 | 2 | Bridge-retransmit only to remaining recipients on communication |
| CSCec40506 | 3 | Bridge-should not accept message from unknown Octel serial number |
| CSCed01457 | 3 | Bridge-Invalid recorded voice names saved on Bridge and sent to Unity. |

# Documentation Updates

## Omissions

This section lists new and additional information that is not included in the current Cisco Unity Bridge documentation. The new and additional information will be incorporated in a future documentation release, or as otherwise noted.

### Adding the Serial Number and Mailbox ID to Existing Cisco Unity Subscriber Accounts: *Cisco Unity Bridge Networking Guide, Release 3.0*

The following note should appear in the "Adding the Serial Number and Mailbox ID to Existing Cisco Unity Subscriber Accounts" of the "Setting Up Cisco Unity and the Bridge for Networking" chapter and the "Adding the Serial Number and Mailbox ID to Cisco Unity Subscriber Accounts" section of the "Upgrading Bridge Networking" chapter of the *Cisco Unity Bridge Networking Guide, Release 3.0*:

**Note** When subscribers with alternate extensions are modified by using the Cisco Unity Bulk Import wizard, the alternate extensions may be deleted. Use the workaround described in CSCed12363 before using the Cisco Unity Bulk Import wizard to modify subscriber accounts that have alternate extensions.

Except for the omitted note, the sections in the *Cisco Unity Bridge Networking Guide* that contain steps for running Subscriber Information Dump and the Cisco Unity Bulk Import wizard to add the serial number and mailbox ID to existing subscriber accounts are correct and complete.

Bug Toolkit is available at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If the defect remains open in later versions of Cisco Unity, the note will be added to the applicable version of the *Cisco Unity Bridge Networking Guide*.

## Pushing Octel Node Directory Information from the Bridge to Cisco Unity: *Cisco Unity Bridge Networking Guide, Release 3.0*

The following information should appear in the "About Bridge Networking"chapter of the *Cisco Unity Bridge Networking Guide, Release 3.0*:

When an Octel node directory entry is created on the Bridge server, the Bridge sends a vCard containing the name, recorded voice name, and mailbox number of the directory entry to the Cisco Unity bridgehead server so that a corresponding Bridge subscriber can be created. In this way, the Octel node directories on the Bridge server and the Cisco Unity directory are automatically kept in sync. If needed, you can force the Bridge to resend the existing Octel node directory information to the Cisco Unity bridgehead server if some error has occurred that caused the directories to become out of sync.

Note that the following procedure applies only to Cisco Unity 4.0(3) and later.

**To Push Octel Node Directory Information from the Bridge to the Cisco Unity 4.0(3) Bridgehead Server**

**Step 1** If the Cisco Unity bridgehead server is running Cisco Unity 4.0(3), download and install the most recent version of the Advanced Settings Tool from http://www.ciscounitytools.com to the Cisco Unity bridgehead server. (In Cisco Unity 4.0.(4) and later, the Advanced Settings Tool will contain the setting to push the Octel node directory information.)

**Step 2** Open the Advanced Settings Tool on the Cisco Unity bridgehead server, and in the Unity Settings list, click **Administration—Full synchronization of Bridge subscribers with Octel node directories**.

**Step 3** In the New Value list, click **1**.

**Step 4** Exit the Advanced Settings Tool.

Note that the preceding procedure is used to send existing Octel node directory entries from the Bridge to Cisco Unity. If instead you want the Bridge to retrieve new Octel subscriber information from remote Octel servers that does not yet exist on the Bridge, or if you want to have the Bridge re-retrieve directory information from the Octel servers for existing entries, use the MBUpload.exe utility on the Bridge server.

For information on using MBUpload.exe, refer to the "Using the Cisco Unity Bridge Mailbox Import Tool to Create Permanent Directory Entries" in the "Setting Up Cisco Unity and the Bridge for Networking"chapter in the *Cisco Unity Bridge Networking Guide*, *Release 3.0* at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/bridge30/bnet/bnet30/index.htm.

The Network > Bridge Options > Synchronization Options page in the Cisco Unity Administrator of the Cisco Unity bridgehead server provides a mechanism to force a full synchronization of Cisco Unity subscriber data with the subscriber directory on the selected Bridge server(s).

# Cisco Unity Documentation

For descriptions and URLs of Cisco Unity documentation on Cisco.com, refer to *About Cisco Unity Documentation*. The document is shipped with Cisco Unity and is available at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/about/aboutdoc.htm.

# Obtaining Documentation

Cisco documentation and additional literature are available on Cisco.com. Cisco also provides several ways to obtain technical assistance and other technical resources. These sections explain how to obtain technical information from Cisco Systems.

## Cisco.com

You can access the most current Cisco documentation on the World Wide Web at this URL:

http://www.cisco.com/univercd/home/home.htm

You can access the Cisco website at this URL:

http://www.cisco.com

International Cisco websites can be accessed from this URL:

http://www.cisco.com/public/countries_languages.shtml

## Ordering Documentation

You can find instructions for ordering documentation at this URL:

http://www.cisco.com/univercd/cc/td/doc/es_inpck/pdi.htm

You can order Cisco documentation in these ways:

- Registered Cisco.com users (Cisco direct customers) can order Cisco product documentation from the Ordering tool:

  http://www.cisco.com/en/US/partner/ordering/index.shtml

- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco Systems Corporate Headquarters (California, USA) at 408 526-7208 or, elsewhere in North America, by calling 800 553-NETS (6387).

# Documentation Feedback

You can submit e-mail comments about technical documentation to bug-doc@cisco.com.

You can submit comments by using the response card (if present) behind the front cover of your document or by writing to the following address:

Cisco Systems
Attn: Customer Document Ordering
170 West Tasman Drive
San Jose, CA 95134-9883

We appreciate your comments.

# Obtaining Technical Assistance

For all customers, partners, resellers, and distributors who hold valid Cisco service contracts, the Cisco Technical Assistance Center (TAC) provides 24-hour-a-day, award-winning technical support services, online and over the phone. Cisco.com features the Cisco TAC website as an online starting point for technical assistance. If you do not hold a valid Cisco service contract, please contact your reseller.

## Cisco TAC Website

The Cisco TAC website provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The Cisco TAC website is available 24 hours a day, 365 days a year. The Cisco TAC website is located at this URL:

http://www.cisco.com/tac

Accessing all the tools on the Cisco TAC website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a login ID or password, register at this URL:

http://tools.cisco.com/RPF/register/register.do

## Opening a TAC Case

Using the online TAC Case Open Tool is the fastest way to open P3 and P4 cases. (P3 and P4 cases are those in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Case Open Tool automatically recommends resources for an immediate solution. If your issue is not resolved using the recommended resources, your case will be assigned to a Cisco TAC engineer. The online TAC Case Open Tool is located at this URL:

http://www.cisco.com/tac/caseopen

For P1 or P2 cases (P1 and P2 cases are those in which your production network is down or severely degraded) or if you do not have Internet access, contact Cisco TAC by telephone. Cisco TAC engineers are assigned immediately to P1 and P2 cases to help keep your business operations running smoothly.

To open a case by telephone, use one of the following numbers:

Asia-Pacific: +61 2 8446 7411 (Australia: 1 800 805 227)
EMEA: +32 2 704 55 55
USA: 1 800 553-2447

For a complete listing of Cisco TAC contacts, go to this URL:

http://www.cisco.com/warp/public/687/Directory/DirTAC.shtml

## TAC Case Priority Definitions

To ensure that all cases are reported in a standard format, Cisco has established case priority definitions.

Priority 1 (P1)—Your network is “down” or there is a critical impact to your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation.

Priority 2 (P2)—Operation of an existing network is severely degraded, or significant aspects of your business operation are negatively affected by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.

Priority 3 (P3)—Operational performance of your network is impaired, but most business operations remain functional. You and Cisco will commit resources during normal business hours to restore service to satisfactory levels.

Priority 4 (P4)—You require information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on your business operations.

# Obtaining Additional Publications and Information

Information about Cisco products, technologies, and network solutions is available from various online and printed sources.

- Cisco Marketplace provides a variety of Cisco books, reference guides, and logo merchandise. Go to this URL to visit the company store:

  http://www.cisco.com/go/marketplace/

- The Cisco *Product Catalog* describes the networking products offered by Cisco Systems, as well as ordering and customer support services. Access the Cisco Product Catalog at this URL:

  http://cisco.com/univercd/cc/td/doc/pcat/

- *Cisco Press* publishes a wide range of general networking, training and certification titles. Both new and experienced users will benefit from these publications. For current Cisco Press titles and other information, go to Cisco Press online at this URL:

  http://www.ciscopress.com

- *Packet* magazine is the Cisco quarterly publication that provides the latest networking trends, technology breakthroughs, and Cisco products and solutions to help industry professionals get the most from their networking investment. Included are networking deployment and troubleshooting tips, configuration examples, customer case studies, tutorials and training, certification information, and links to numerous in-depth online resources. You can access Packet magazine at this URL:

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- *iQ Magazine* is the Cisco bimonthly publication that delivers the latest information about Internet business strategies for executives. You can access iQ Magazine at this URL:

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- *Internet Protocol Journal* is a quarterly journal published by Cisco Systems for engineering professionals involved in designing, developing, and operating public and private internets and intranets. You can access the Internet Protocol Journal at this URL:

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