# Release Notes for Cisco Unity Connection Release 10.0(1)

**Originally Published December, 2013**

These release notes contain information on Cisco Unity Connection 10.0(1) new and changed support, new and changed functionality, and limitations and restrictions for Cisco Unity Connection Release 10.0(1).

## Contents



## System Requirements

### For Cisco Unity Connection

*System Requirements for Cisco Unity Connection Release 10.x* at

**Cisco Systems, Inc.**
www.cisco.com

http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/requirements/10xcucsysreqs.htmlconnection

# Compatibility Information

The following documents list the most current version combinations qualified for use with Cisco Unity Connection :

- *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*
- *Video Compatibility Matrix: Video Endponits, Cisco Unity Connection, Cisco Unified Communications Manager, and Cisco MediaSense*

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:


- Cisco Unity Connection Application, page 2
- Cisco Personal Communications Assistant Application, page 3
- Cisco Unified Communications Operating System, page 3


## Cisco Unity Connection Application

This section contains two procedures. Use the applicable procedure, depending on whether you want to use Unity Connection Administration or a command-line interface session to determine the version.

### To Determine the Version of the Unity Connection Application by Using Cisco Unity Connection Administration

**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”.

#### To Determine the Version of the Unity Connection Application by Using the Command-Line Interface

**Step 1** Start a command-line interface (CLI) session. (For more information, see the Cisco Unified Communications Operating System Administration Help.)

**Step 2** Run the **show cuc version** command.

## Cisco Personal Communications Assistant Application

#### To Determine the Version of the Cisco Personal Communications Assistant (PCA) Application

**Step 1** Sign in to the Cisco PCA.

**Step 2** On the Cisco PCA Home page, select **About** in the upper right corner. (The link is available on every Cisco PCA page.)

**Step 3** The Cisco Unity Connection version is displayed. The Cisco PCA version is the same as the Unity Connection version.

## Cisco Unified Communications Operating System

This section contains two procedures. Use the applicable procedure, depending on whether you want to use Cisco Unified Operating System Administration or a command-line interface session to determine the version.

#### To Determine the Version of the Cisco Unified Communications Operating System by Using Cisco Unified Operating System Administration

**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.

#### To Determine the Version of the Cisco Unified Communications Operating System by Using the Command-Line Interface

**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.

# Related Documentation

New Functionality—Release 10.0(1), page 4

## For Cisco Unity Connection

See the *Documentation Guide for Cisco Unity Connection Release 10.x* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/roadmap/10xcucdg.html.

# New Functionality—Release 10.0(1)

This section contains information about new functionality in the 10.0(1) release time frame only.

## Security Assertion Markup Language Single Sign-On (SAML SSO) Access in Cisco Unity Connection 10.0(1)

Cisco Unity Connection 8.6(2) and later releases provides single sign-on (SSO) access to web applications to users using OpenAM based single sign-on. The SSO feature allows users to access the following web applications on Unity Connection:

- Cisco Unity Connection Administration
- Cisco Unity Connection Serviceability
- Cisco Personal Communications Assistant
- Web Inbox
- Cisco Unity Connection Rest APIs

Cisco Unity Connection 10.0(1) and later releases introduces an enhanced single sign-on feature using open industry standard protocol SAML (Security Assertion Markup Language). SAML SSO allows a user to gain single sign-on access with Unity Connection subscriber web interfaces and across the administrative web applications on the following Unified Communication products:

- Cisco Unity Connection
- Cisco Unified Communications Manager
- Cisco Unified CM IM/Presence

For more information on access to web applications using SAML SSO, see ***Table 1Access to Web Applications***.

**Note** Users cannot access Disaster Recovery System and Cisco Unified Operating System Administration using SAML SSO.

Cisco Unity Connection 10.0(1) and later supports both SAML single sign-on and OpenAM single sign-on but only one SSO feature can be enabled at a time.

SAML SSO uses Identity Provider (LDAP based) to provide single sign-on access to client applications. SAML SSO allows the LDAP users to login with a username and password that authenticates on Identity Provider. For more information on Identity Provider, see the "Overview of SAML SSO in Cisco Unity Connection" section of "Managing Security Assertion Markup Language Single Sign-On (SAML SSO) in Cisco Unity Connection 10.x" chapter in *System Administration Guide for Cisco Unity Connection*

*Release 10.x*
http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/administration/guide/10xcucsag112.html .

**Note** LDAP users are the users that are integrated to Active Directory. Non-LDAP users are the users that reside locally on the Unity Connection server.

The non-LDAP users with administrator rights login to Cisco Unity Connection Administration using Recovery URL. The **Recovery URL** option is present in Unity Connection product deployment selection window just below the **Cisco Unity Connection** option. When SSO login fails ( e.g. If Identity Provider or Active Directory is inactive), Recovery URL provides alternate access to the administrative and serviceability web applications.

For more information on the SAML SSO feature, see the "Understanding SAML protocol" section in *Quick Start Guide for Cisco Unity Connection SAML SSO access- Release 10.0(1) and Later*

http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/quick_start/guide/10xcucqsgsamlsso.html

**Note** Unity Connection supports SAML 2.0 protocol for SAML SSO.

To enable the SAML SSO feature, make sure that all the pre-checks for enabling SAML SSO in Unity Connection are satisfied. For more information on enabling the SAML SSO feature in Unity Connection10.0(1) and later, see "Configuring SAML SSO" section of "Managing Secuirty Assertion Markup Language"chapter in *System Administration Guide for Cisco Unity Connection Release 10.x*
http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/administration/guide/10xcucsag112.html.

A user signs in to any of the supported web applications on Unified Communication products (after enabling the SAML SSO feature) and also gains access to the following Unity Connection applications (apart from Cisco Unified Communications Manager and Cisco Unified CM IM/Presence):

***Table 1 Access to Web Applications***

| Unity Connection users | Web applications |
|---|---|
| LDAP users with administrator rights | • Unity Unity Connection Administration<br>• Cisco Unity Connection Serviceability<br>• Cisco Unified Serviceability<br>• Cisco Personal Communications Assistant<br>• Web Inbox<br>• Mini Web Inbox(desktop version) |
| LDAP users without administrator rights | • Cisco Personal Communications Assistant<br>• Web Inbox<br>• Mini Web Inbox(desktop version) |

**Note** To access Web Inbox and Mini Web Inbox, you must have a user with mailbox. Also navigate to **Unity Connection Administration> Class of Service> Licensed features** and make sure that the **Allow Users to Use the Web Inbox, Messaging Inbox and RSS Feeds** check box is checked.

For more information on accessing web application pages through SAML SSO, see the "Overview of SAML SSO in Cisco Unity Connection" section of "Managing Security Assertion Markup Language Single Sign-On (SAML SSO) in Cisco Unity Connection 10.x" chapter in *System Administration Guide for Cisco Unity Connection Release 10.x* http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/administration/guide/10xcucsag112.html.

# HTTPS Networking in Cisco Unity Connection 10.0(1)

Beginning with Unity Connection 10.0(1) and later, a new type of networking, HTTPS Networking, is introduced to connect different Unity Connection servers and clusters in a single site network. The main objective of introducing HTTPS networking is to increase the scalability of Unity Connection deployments. The architecture of HTTPS networking is scalable both in terms of number of Unity Connection locations and the total directory size.

You can join two or more Unity Connection servers or clusters to form a well-connected network, which is referred to as an HTTPS Unity Connection network. The servers that are joined to the network are referred to as locations. In case of a Unity Connection cluster, the cluster counts as one location in the network. Within a network, each location uses HTTPS protocol to exchange directory information and SMTP protocol to exchange voice messages with each other.

The locations in an HTTPS network are linked together through an HTTPSlink. The topology used in HTTPS networking is hub and spoke topology that plays an important role in increasing scalability of directory size and number of Unity Connection locations. In hub-spoke topology, there are two types of locations: hub location and spoke location. The Unity Connection location which has more than one HTTPS links is known as hub location and the Unity Connection location which has only one HTTPS link is known as spoke location.

For more information on HTTPS networking, refer to the *HTTPS Networking Guide for Cisco Unity Connection 10.x and later* guide.

http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/https_networking/guide/10xcuchttpsnetx.html

# Cisco Unity Connection support for Video Greetings

Cisco Unity Connection 10.0(1) and later releases have enhanced the current greeting experience by providing the video greetings to the caller. Unity Connection facilitates the user to record and play video greetings for the identified callers using a video endpoint. For the outside callers, Unity Connection only plays the video greetings depending on the class of service configuration. You can record and play six types of personal video greetings, however, error greetings are played audio only.

**Note** Unity Connection 10.0(1) supports:

- 99xx, 89xx, 79xx, and 69xx series of video endpoints.

- Video greetings over SIP Integration with Cisco Unified Communications Manager. Video greetings are not supported over SCCP integration.

To access the video greetings feature, the administrator needs to create video service account for a user and configure it with the video services. Video services allow Unity Connection to integrate with video server for the storage and retrieval of video greetings recorded by the user. For more information on configuring video service account with video services, see the "Configuring Video Services and Video Services Accounts in Cisco Unity Connection 10.x" section of "Managing Video Greetings in Cisco Unity Connection 10.x" chapter in *System Administration Guide for Cisco Unity Connection Release 10.x* http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/administration/guide/10xcucsag091.html.

**Note** We recommend that you do not enable the video greetings feature if Unity Connection is configured in IPv6 mode as video greetings are not supported in the IPv6 and dual (IPv4/IPv6) modes.

When a call comes, Unity Connection applies all the pre-checks required to establish a video call. A user will be able to record and play video greetings, if all the pre-checks required for each video call are satisfied. For more information on pre-checks, see the "Pre-checks Required for Video Greetings" section of "Managing Video Greetings in Cisco Unity Connection 10.x" chapter in *System Administration Guide for Cisco Unity Connection Release 10.x* http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/administration/guide/10xcucsag091.html.

After configuring video greeting settings in Unity Connection, a user will be able to successfully record and play video greetings. Consider the following scenarios, when Unity Connection allows:

- Users login via direct sign-in using the telephone user interface (touchtone conversation) to record and play video greetings, which is supported by the setup options and self-enrollment.
- Called users to play video greetings, when the calling user receives unanswered call ("ring-no-answer") from the called user.

For more information on recording video greeting using telephone user interface, see the "Recording Your Video Greeting" section in "Managing Personal Greetings" chapter of *User Guide for the Cisco Unity Connection Phone Interface* at

http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/user/guide/phone/b_10xcucugphone_chapter_01000.html#task_3AAF5611CF9843C49D46707B7C6D6407.

# Tenant Partitioning in Cisco Unity Connection 10.0(1)

Tenant partitioned Cisco Unity Connection can be thought of as a cloud based voice mail solution where service providers can provide voice mail service to multiple small medium businesses (SMBs )on single installation of Cisco Unity Connection.A Tenant is a  logical grouping of objects within the Unity Connection appliance that together make an independent tenant (customer) hosted on the server. Unity Connection will let you have more than one tenant on a single installation. These tenants will exist as islands within the server and would have no knowledge of each other.

Cisco Unity Connection 10.0(1) and later provides a Tenant Partitioning system within its database, which allows the hosting of voicemail solution for more than one small medium businesses (SMBs)on a single Unity Connection serve.The Tenant Partitioning solution provides voicemail solution for up to 60 tenants, each with a maximum of 100 users on the Unity Connection 7vCPU OVA. For more information on the specifications for virtual platform overlays, see the Platform Overlays for Cisco Unity Connection

10.x section of the *Cisco Unity Connection 10.x Supported Platforms List* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/supported_platforms/10xcucspl.html.

There are no changes done in the installation procedure for Unity Connection. For more information on how to install Unity Connection, see the *Installation Guide for Cisco Unity Connection Release 10.x* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/installation/guide/10xcucigx.html.

**Note** Tenant Partitioning is only supported on a fresh installation.

Tenant partitioning ensures privacy and security of tenants' data; tenants and their information are hidden from each other. Each tenant can have it's own domain name, routing rules, search space, partitions, schedules, call handlers, directory handlers, interview handlers, and authentication rules.

The administrator is common to all tenants hosted on a single server. He or she can use the REST APIs that provides (Create, Read, Update, and Delete) CRUD access to perform different operations. The Tenant, Licensing Dump, and Licensing User Entitlement REST APIs have been introduced with this release specifically for the Tenant Partitioning system. For more information on other new APIs that have been introduced with Unity Connection 10.0(1) release, refer to the Changed Functionality—Release 10.0(1), page 10 section of this document.

# Support for Playing Message Status on Reply and Reply-All in Cisco Unity Connection 10.0(1)

Cisco Unity Connection 10.0(1) and later releases play the status of the message to users when they reply or reply-all to a message using TUI and VUI Interface. Unity Connection plays the following message Changing Conversation Settings for All Users in Cisco Unity Connection 10.x status, when the Announce Message Status to User(s) while Replying check box is checked:

- Urgent
- Private
- Private and Secure

To enable the Announce Message Status to User(s) while Replying option in Cisco Unity Connection Administration, navigate to **System Settings > Advanced > Conversations**.

For more information on announcing message status on reply and reply-all, see the Announcing Message Status on Reply or Reply-All in Cisco Unity Connection section of the Changing Conversation Settings for All Users in Cisco Unity Connection 10.x chapter in *System Administration Guide for Cisco Unity Connection* for 10.x.

# Support for Playing Recipient List on Reply-All when Number of Recipients are Below Maximum in Cisco Unity Connection 10.0(1)

With Cisco Unity Connection 10.0(1) and later, when the user reply-all to a message, Unity Connection plays the recipient list, if the number of recipients is less than the number specified in the Maximum Number of Recipients Before Reply-all Warning field. To play the recipient list when you reply-all to a message, check the Announce Recipients list to User(s) while Replying check box. For more information on the Maximum Number of Recipients Before Reply-all Warning field, see the System Administration Guide.

To enable the Announce Recipients list to User(s) while Replying option in Cisco Unity Connection Administration, navigate to System Settings > Advanced > Conversations.

For more information on announcing message status on reply and reply-all, see the Announcing Recipient List on Reply or Reply-All in Cisco Unity Connection section of the Changing Conversation Settings for All Users in Cisco Unity Connection 10.x chapter in *System Administration Guide for Cisco Unity Connection* for 10.x.

# API Features

## Enhancements in Existing APIs

The following APIs have new functionality in this release:

### Cisco Unity Connection Provisioning Interface

The Cisco Unity Connection Provisioning Interface (CUPI) API has been expanded to include access for administrator when working on the Tenant Partitioning. CUPI API enhancements include the following:

- Read/write access to the Authentication Rules
- Read/write access to the Call Handler
- Read/write access to the Call Handler Template
- Read/write access to the Class Of Service
- Read/write access to the Directory Handler
- Read/write access to the Directory Handler Greetings
- Read/write access to the Distribution List
- Read/write access to the Interview Handler
- Read/write access to the License Dump
- Read/write access to the Message Aging Policy
- Read/write access to the User Template
- Read/write access to the Partitions
- Read/write access to the Phone Systems
- Read/write access to the Port
- Read/write access to the Port Group
- Read/write access to the Restriction Tables
- Read/write access to the Routing Rules
- Read/write access to the Schedules
- Read/write access to the Tenant
- Read/write access to the Tenant Object Mapping
- Read/write access to the User
- Read/write access to the User Template
- Read/write access to the Voice Name Upload for Call Handler
- Read/write access to the Voice Name Upload for Contacts

- Read/write access to the Voice Name Upload for Directory Handler
- Read/write access to the Voice Name Upload for Distribution Lists
- Read/write access to the Voice Name Upload for Interview Handlers
- Read/write access to the Voice Name Upload for Users
- Cluster Cisco Unity Connection Location API
- HTTP(S) Link API
- Joining a Unity Connection Location
- Viewing Object Details Of the Replicated Objects
- Mailbox Quota Alert Text

#### Cisco Unity Connection Messaging Interface

- Message Recall
- Future Delivery

For more information about CUPI, see http://docwiki.cisco.com/wiki/Cisco_Unity_Connection_APIs.

# Changed Functionality—Release 10.0(1)

This section contains information about changed functionality in the 10.0(1) release time frame only.



## Additional Requirements for Unity Connection 10.0(1)

- Starting from Cisco Unity Connection 10.0(1) release, the Unity Connection deployments will work only on virtual machines.
- See the "Significant Changes to Unity Connection Upgrade Process Result in New Requirements" section on page 13 for additional requirements related to the upgrade process.

## Hardware Support for Unity Connection 10.0(1)

- You must install Cisco Unity Connection 10.0(1) release on a virtual machine using 10.0 OVA files.
- If you are upgrading a Unity Connection server, ensure that the guest operating system of the virtual machine must be changed to 64 bit after the upgrade completes successfully.

# Installing a New Unity Connection 10.0(1) Server

The installation process has not changed since version 8.6(2), so the *Installation Guide for Cisco Unity Connection Release 10.x* is sufficient to guide you through the installation of a Unity Connection 10.0(1) server Starting from Cisco Unity Connection 10.0(1) release, the Unity Connection deployments will work only on virtual machines.

See also the "Installation and Upgrade Information" section on page 15 of these release notes.

# Upgrading an Existing Unity Connection Server to 10.0(1)

The upgrade from an existing Unity Connection server to Unity Connection 10.0(1) is dependant on your existing version of Unity Connection. For more information, see the "Significant Changes to Unity Connection Upgrade Process Result in New Requirements" section on page 13.

**Caution** If a virtual machine is running with an earlier version of Unity Connection, make sure that the machine has the updated VMWare tools installed before upgrading to Unity Connection 10.0(1). New and Changed Requirements and Support—Release 10.0(1)

# Support for Cisco Prime Collaboration Deployment

Cisco Unity Connection 8.6(2) and later supports Cisco Prime Collaboration Deployment. It is an application designed to assist in the management of Unified Communication applications. It allows the user to perform tasks such as upgrade, restart, Changing IP Addresses/hostnames on existing clusters. Cisco Prime Collaboration Deployment application also supports mail notification for the tasks performed. Cisco Prime Collaboration Deployment has two primary, high-level functions.

- Perform operations on existing clusters (8.6(2) and later). Examples of these operations include
  - Upgrade
  - Switch Version
  - Restart
- Change IPv4 addresses or hostnames on existing Connection 10.0 clusters

For more information on Cisco Prime Collaboration Deployment, refer to the *Prime Collaboration Deployment Administration Guide* at

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/ucmap/10_0_1/CUCM_BK_U9C58CB1_00_ucmap-administration-guide.html

# Support for Mailbox-Size Quota Notification Mail

Cisco Unity Connection allows you to specify the maximum size or quota for the mailbox of every user in a Unity Connection system. In Unity Connection 9.1(1) and earlier releases, when a user exceeds the maximum assigned quota, the user recieves a prompt for the mailbox quota overflow.

Beginning with Cisco Unity Connection 10.0(1) and later releases, when the mailbox size of a user starts reaching its specified threshold limit on Unity Connection, the user will receive a quota notification message.

A quota notification message is an email that is sent automatically by Unity Connection to the corporate email address of the voice mailbox when the voice mailbox size of the user exceeds its threshold limit. You can use Cisco Unity Connection Administration to view the default quota notification message or to create, view, and modify customized quota notification messages.

For more information on Mailbox-Size Quotas, see the "Mailbox-Size Quotas in Cisco Unity Connection 10.x" section of "Setting Up Features and Functionality That Are Controlled by User Account Settings in Cisco Unity Connection 10.x" chapter of *User Moves, Adds, and Changes Guide for Cisco Unity Connection Release 10.x* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/user_mac/guide/10xcucmacx.html

# Cisco Unity Connection Telephone User Interface (Touchtone Conversation) PIN

Cisco Unity Connection 9.1(1) and earlier releases allow you to set the expiration warning days of a password or PINs and the number of days after which your credentials will expire. Unity Connection plays a warning prompt for the expiry of the PINs on each login when the number of days is less than or equal to the number of days specified in the Expiration Warning Days field and greater than zero.

In Cisco Unity Connection 10.0(1) and later, the administrator has the privilege to set the time interval during which the conditional expiry warning prompt (after which your credentials will expire) will be played. Run the command utils cuc set PinExpiry_PromptTime "Authentication Rule Name" in the Command Line Interface (CLI) to update the time interval and the warning flag. For more information, see Utils cuc section of Utils Command chapter in the *Command Line Interface Reference Guide for Cisco Unified Communications Solutions*, *Release 10.0(1)* at http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/cli_ref/10_0_1/CUCM_BK_C6AE17AA_00_cucm-cli-reference-guide-101.html.

If the administrator entered the value as 0 (disable), and then the expiry warning prompt will be played (default behavior) every day to the user on each login till the number of days specified in the Expiration Warning Days field.

If the administrator entered the value as 1 (enable), then he or she will be asked to enter the time interval during which the conditional expiry warning prompt will be played. If the administrator does not enter any time interval, the warning prompt will be played to the user on every 30th, 15th, 5th, 4th, 3rd, 2nd, and 1st day.

**Note** If the administrator entered a value other than 0 or 1, Cisco Unity Connection will prompt it as Invalid Response.

For more information on conditional expiry warning prompt, see the "Specifying Password, PIN, Sign-In, and Lockout Policies by Using Authentication Rules (Cisco Unity Connection only)" section of "Specifying Password, PIN, Sign-In, and Lockout Policies in Cisco Unity Connection 10.x" chapter in *System Administration Guide for Cisco Unity Connection Release 10.x* http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/administration/guide/10xcucsagx.html.

# Voice Message as an attachment in HTML Notification

The administrator can configure Unity Connection to send the voice message as an attachment in the HTML notification to the user.The size of the voice message attachment can also be configured. For more information on how to configure, see the Configuring Cisco Unity Connection for HTML-based Message Notification section of the "Configuring an Email Account to Access Cisco Unity Connection Voice Messages" chapter of the *User Workstation Setup Guide for Cisco Unity Connection* available at

http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/user_setup/guide/10xcucuwsx.html

# Support for 64 Bit Operating System in Cisco Unity Connection 10.0(1)

Starting from Cisco Unity Connection 10.0(1) release, the operating system is running on 64 bit and the Unity Connection applications remains on 32 bit.

# Significant Changes to Unity Connection Upgrade Process Result in New Requirements

- To upgrade from earlier versions to Unity Connection version 10.0(1), the following are required:
  - Starting from Cisco Unity Connection 10.0(1) release, the Unity Connection servers will work only on virtual machines.
  - You need not to install a Cisco Options Package when upgrading from Unity Connection 8.6 or 9.x to Unity Connection 10.0(1)
  - You must download and install a Cisco Options Package when upgrading from Unity Connection 7.x, 8.0, or 8.5 to Unity Connection 10.0(1).
  - If you are running Unity Connection on a Cisco MCS server, you must first migrate your Unity Connection server to virtual machine. For more information on migration procedure to virtual machine, refer to the "Migrating from a Cisco Unity Connection Standalone Physical Server to a Unity Connection 10.x Virtual Machine" chapter of the *Upgrade Guide for Cisco Unity Connection* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/upgrade/guide/10xcucrug025.html.
- The upgrade from an existing Unity Connection server to Unity Connection 10.0(1) is dependant on your existing version of Unity Connection.

| Upgrade Path | COP File |
|---|---|
| 10.0 to 10.0 | Not Required |
| 9.1 to 10.0 | Not Required |
| 9.0 to 10.0 | Not Required |
| 8.6 to 10.0 | Not Required |

| Upgrade Path | COP File |
|---|---|
| 8.5 to 10.0 | • V1.1 Unsigned COP - ciscocm.refresh_upgrade_v1.1.cop<br>• V1.1 Signed COP - ciscocm.refresh_upgrade_v1.1.cop.sgn |
| 8.0.2 to 10.0 | • V1.1 Unsigned COP - ciscocm.refresh_upgrade_v1.1.cop<br>• V1.1 Signed COP - ciscocm.refresh_upgrade_v1.1.cop.sgn |
| 7.1.5 to 10.0 | • V1.1 Unsigned COP - ciscocm.refresh_upgrade_v1.1.cop<br>• V1.1 Signed COP - ciscocm.refresh_upgrade_v1.1.cop.sgn |

| Upgrade Path | COP File |
|---|---|
| 8.5 to 10.0 | • V1.1 Unsigned COP - ciscocm.refresh_upgrade_v1.1.cop<br>• V1.1 Signed COP - ciscocm.refresh_upgrade_v1.1.cop.sgn |
| 8.0.2 to 10.0 | • V1.1 Unsigned COP - ciscocm.refresh_upgrade_v1.1.cop<br>• V1.1 Signed COP - ciscocm.refresh_upgrade_v1.1.cop.sgn |
| 7.1.5 to 10.0 | • V1.1 Unsigned COP - ciscocm.refresh_upgrade_v1.1.cop<br>• V1.1 Signed COP - ciscocm.refresh_upgrade_v1.1.cop.sgn |

# Software Qualified for Use with Cisco Unity Connection on User Workstations

For the most current version combinations of software qualified for use on user workstations, see *Compatibility Matrix: Cisco Unity Connection and the Software on User Workstations* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/compatibility/matrix/cucclientmtx.html .

# Utility Updates on the Cisco Unity Tools Website

Updates to utilities on the Cisco Unity Tools website are frequently posted between Cisco Unity Connection releases. The updates commonly do not apply to a specific release, so we do not list the tools that have been updated since the last version of Unity Connection. However, you can sign up to be notified when the utilities posted on the Cisco Unity Tools website are updated. Go to http://www.ciscounitytools.com, and sign up for receiving notifications.

## Virtualization Enhancements

Cisco Unity Connection 10.0(1) can be deployed with VMWare vSphere ESXi4.1, 5.0, and 5.1. For more information on the VMware requirements, see http://docwiki.cisco.com/wiki/Unified_Communications_VMware_Requirements

For more information on running Cisco Unity Connection as a virtual machine, see http://docwiki.cisco.com/wiki/Unified_Communications_Virtualization

# Installation and Upgrade Information



(See the "New Functionality—Release 10.0(1)" section on page 4 for information on where to find instructions for installing and upgrading.)

## Installing Cisco Unity Connection for the First Time on a Virtual Machine

For virtualization requirements, see the "Requirements for Installing Cisco Unity Connection on a Virtual Machine" 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.

For instructions on installing Unity Connection on a new virtual machine, see the *Installation Guide for Cisco Unity Connection Release 10.x* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/installation/guide/10xcucigx.html.

For instructions on migrating from an existing Unity Connection physical server to a new virtual machine, see the "Migrating from a Cisco Unity Connection Physical Server to a Unity Connection 9.x Virtual Machine" chapter of the *Upgrade Guide for Cisco Unity Connection Release 9.x* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/upgrade/guide/10xcucrugx.html.

You can either manually configure the virtual machine for Unity Connection or you can download and deploy a VMware OVA template, which automatically configures the virtual machine for Unity Connection. To download the template, see the next section, "Downloading a VMware OVA Template for a Unity Connection 10.0(1) Virtual Machine." The installation and migration documentation tells you when to deploy the template.

### Downloading a VMware OVA Template for a Unity Connection 10.0(1) Virtual Machine

A VMware OVA template is not required to configure VMware for Unity Connection, but templates are provided to simplify the process of configuring VMware for Unity Connection. If you want to deploy the VMware OVA template for Unity Connection, do the following procedure to download the OVA file.

#### To Download a VMware OVA Template for a Unity Connection 10.0(1) Virtual Machine

**Step 1** Sign in to a computer with a high-speed Internet 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 >Voice and Unified Communications Telephony >Unified Messaging >Cisco Unity Connection**, and select **Cisco Unity Connection Virtualization**.

**Step 3** On the **Download Software** page, select **OVA-10.0**, and the download links appear on the right side of the page.

**Step 4** Confirm that the computer you are using has sufficient hard-disk space for the downloaded files. (The download file sizes appear below the download links.)

**Step 5** Select the applicable link to download.

| | |
|---|---|
| **Restricted version** | UCSInstall_UCOS_10.0.1.10000-24.sgn.iso |
| **Unrestricted version** | UCSInstall_UCOS_UNRST_10.0.1.10000-24.sgn.iso |

The following configurations are available with the OVA file, and you can select the required configurations for deploying the OVA template:

| |
|---|
| • For up to 1,000 Unity Connection users.<br>• Configures one virtual CPU, 4 GB RAM, and one 160-GB virtual disk with the file system aligned at 64KB blocks. |
| • For up to 5,000 Unity Connection users.<br>• Configures two virtual CPUs, 6 GB RAM, and one 200-GB virtual disk with the file system aligned at 64KB blocks. |
| • For up to 10,000 Unity Connection users.<br>• Configures four virtual CPUs, 6 GB RAM, and two 146-GB virtual disks with the file system aligned at 64 KB blocks.<br>• Comes in 3 variations: 146 GB, 300 GB, and 500 GB. In 300 GB and 500 GB variations, the datastore where the Unity Connection virtual machine will reside must be formatted with a VMware VMFS block size of 2 MB or more. A block size of 1 MB limits the maximum virtual hard disk size to 256 GB. A block size of 2 MB allows 512 GB virtual disks. |
| • For up to 20,000 Unity Connection users.<br>• Configures sever virtual CPUs, 8 GB RAM, and either two 300-GB virtual disks or two 500-GB virtual disks with the file system aligned at 64KB blocks.<br>• When running on VMWare vSphere version ESXi4.x requires Enterprise Plus solution. There is no restriction when running on VMWare vSphere version ESXi5.x. |

# Supported Cisco Unity Connection Upgrades

You can upgrade from the following versions of Unity Connection directly to version 10.0(1):

- 9.1(1)
- 9.0
- 8.6(x)
- 8.5(x)
- 8.0(3x), 8.0(2x), and 8.0(1)
- 7.1(5x) and 7.1(3x) - To upgrade from Unity Connection 7.1(5x) and 7.1(3x) to Unity Connection 10.0(1), you must first upgrade to Unity Connection 8.x.

**Note** Make sure to migrate from a physical server to a virtual machine. For more information on migration procedure to virtual machine, refer to the "Migrating from a Cisco Unity Connection Standalone Physical Server to a Unity Connection 10.x Virtual Machine" chapter of the *Upgrade Guide for Cisco Unity Connection* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/upgrade/guide/10xcucrug025.html.

All corresponding service updates and engineering specials are supported for each branch.

# Installation and Upgrade Notes



## Installing Additional Cisco Unity Connection Languages

**Note** All the locales, other than JPN, are released for Unity Connection 10.0(1).

For instructions on installing additional Unity Connection languages on the following server types, see the referenced documentation:

- On a new Unity Connection server, see the "Installing Additional Languages on the Cisco Unity Connection 10.x Server" chapter of the *Installation Guide for Cisco Unity Connection* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/installation/guide/10xcucigx.html.
- On an existing Unity Connection server, see the "Adding or Removing Cisco Unity Connection 10.x Languages" chapter of the *Upgrade Guide for Cisco Unity Connection* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/upgrade/guide/10xcucrugx.html.
- On an existing Cisco Unified CMBE server, see the "Downloading Connection 10.x Language Files" and "Installing Connection 10.x Language Files" sections in the "Adding or Removing Cisco Unity Connection 10.x Languages" chapter of the *Upgrade Guide for Cisco Unity Connection* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/upgrade/guide/10xcucrugx.html.

If you are installing Japanese because you want Cisco Unity Connection Administration to be localized, you must also install the Cisco Unified Communications Manager Japanese locale. See the "Locale Installation" section in the "Software Upgrades" chapter of the applicable *Cisco Unified Communications Operating System Administration Guide* at http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html.

If you are installing other languages because you want the Cisco Personal Communications Assistant to be localized, you must also install the corresponding Cisco Unified Communications Manager locales. See the "Locale Installation" section in the "Software Upgrades" chapter of the *Cisco Unified Communications Operating System Administration Guide* at http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html.

### Reverting a Server to the Cisco Unity Connection Version on the Inactive Partition

If you revert from Cisco Unity Connection 10.0(1) to an earlier version of Unity Connection, some of the data for new Unity Connection 10.0(1) features is lost and cannot be retrieved when you upgrade again to Unity Connection 10.0(1).

For more information on how reverting affects Unity Connection features, see the "About Reverting from Unity Connection 10.x to the Version on the Inactive Partition" section in the "Reverting Cisco Unity Connection 10.x Servers to the Version on the Inactive Partition" chapter of the *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.

# Migration Information

For information on migrating from Cisco Unity to Cisco Unity Connection, see the applicable chapter in the *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.

# Limitations and Restrictions



## Licensing Requirements for Cisco Unity Connection

For information on the default license file, see the "Licensing Requirements" section in *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.

## Media Master Cannot Open WAV Files Saved on a Workstation in G.729a Format

The Media Master cannot open WAV files prerecorded in the G.729a audio format and saved to a workstation.

This limitation has the following workarounds:

- Convert the WAV file to another audio format (for example, convert it to the G.711 audio format).
- Use a WAV file that is recorded in a supported audio format other than G.729a.
- Make the recording by using a phone or a computer microphone.

Note that when Cisco Unity Connection is configured to record in the G.729a audio format, the Media Master functions correctly for recording and playing by using a phone or a computer microphone.

## Secure Messaging Limitations Regarding ViewMail

- Adding non-audio attachments to secure messages composed in Cisco ViewMail for Microsoft Outlook version 8.5 is not supported at this time.

# Caveats

This section contains the following caveat information:

- Open Caveats—Unity Connection Release 10.0(1), page 19

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

This section list any Severity 1, 2, and 3 open caveats when Cisco Unity Connection version 10.0(1) was released.

## Related Caveats—Cisco Unified Communications Manager 10.0(1) Components That Are Used by Unity Connection 10.0(1)

Table 2 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 *Release Notes for Cisco Unified Communications Manager Release 10.0(1)* at http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/rel_notes/10_0_1/CUCM_BK_RF912712_00_cucm-release-notes-10.html.

***Table 2 Cisco Unified CM 9.1(1) Components That Are Used by Unity Connection 9.1(1)***

| Cisco Unified CM Component | Description |
|---|---|
| backup-restore | Backup and restore utilities |
| ccm-serviceability | Cisco Unified Serviceability web interface |
| cdp | Cisco Discovery Protocol Drivers |

*Table 2 Cisco Unified CM 9.1(1) Components That Are Used by Unity Connection 9.1(1)*

| Cisco Unified CM Component | Description |
|---|---|
| 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) |

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

- *Release Notes for Cisco Unified Communications Manager Release 10.0(1)* at http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/rel_notes/10_0_1/CUCM_BK_RF912712_00_cucm-release-notes-10.html.
- *Release Notes for Cisco Unified Communications Manager Release 9.1(1)* at http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/rel_notes/9_0_1/CUCM_BK_RF912712_00_cucm-release-notes-90.html.
- *Release Notes for Cisco Unified Communications Manager Release 8.0(2a)* at http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/rel_notes/8_0_2/cucm-rel_notes-802a.html.
- *Release Notes for Cisco Unified Communications Manager Release 8.0(2)* at http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/rel_notes/8_0_2/cucm-rel_notes-802.html.
- *Release Notes for Cisco Unified Communications Manager Release 8.5(1)* at http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/rel_notes/8_5_1/cucm-rel_notes-851.html.

# Obtaining Documentation and Submitting a Service Request

Cisco Product Security Overview, page 21

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 is a free service and Cisco currently supports RSS version 2.0.

# Cisco Product Security Overview

This product contains cryptographic features and is subject to United States and local country laws governing import, export, transfer and use. Delivery of Cisco cryptographic products does not imply third-party authority to import, export, distribute, or use encryption. Importers, exporters, distributors and users are responsible for compliance with U.S. and local country laws. By using this product you agree to comply with applicable laws and regulations. If you are unable to comply with U.S. and local laws, return this product immediately.

Further information regarding U.S. export regulations may be found at http://www.access.gpo.gov/bis/ear/ear_data.html.

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