



Release Notes for Cisco Unity Connection Release 7.0(2)

Revised April 2, 2012 (Originally published February 10, 2009)

These release notes contain information on downloading software, new and changed support, new and changed functionality, limitations and restrictions, open and resolved caveats, and documentation updates for Cisco Unity Connection Release 7.0(2) and for Connection in Cisco Unified Communications Manager Business Edition (CMBE) Release 7.0(2).



Note

Cisco Unity Connection is a Linux-based solution. It is available in two configurations—Cisco Unity Connection, and Cisco Unified Communications Manager Business Edition, in which Connection is preloaded on the same platform with Cisco Unified Communications Manager. These release notes contain information for both configurations.

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System Requirements

For Cisco Unity Connection

System Requirements for Cisco Unity Connection Release 7.x contains the most current Connection requirements. The document is available at

http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/requirements/7xcucsysreqs.html.

For Cisco Unity Connection in Cisco Unified CMBE

System Requirements for Cisco Unity Connection in Cisco Unified CMBE Release 7.x contains the most current Connection requirements. The document is available at

http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/requirements/7xcucmbesysreqs.html.

Compatibility Information

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

- [Cisco Unity Connection, page 2](#)
- [Cisco Personal Communications Assistant, page 3](#)

Cisco Unity Connection

To Determine the Cisco Unity Connection Version by Using Cisco Unity Connection Administration

-
- Step 1** In Cisco Unity Connection Administration, in the upper-right corner below the Navigation list, click **About**.

The Connection version is displayed below “Cisco Unity Connection Administration.”

To Determine the Cisco Unity Connection Version 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

To Determine the Cisco Personal Communications Assistant (PCA) Version

-
- Step 1** Log on to the Cisco PCA.
- Step 2** On the Cisco PCA Home page, click **About** in the upper right corner. (The link is available on every web tool page.)
- The Cisco Unity Connection version is displayed. The Cisco PCA version is the same as the Connection version.
-

Related Documentation

For Cisco Unity Connection

For descriptions and URLs of Cisco Unity Connection documentation on Cisco.com, refer to the *Documentation Guide for Cisco Unity Connection Release 7.x*. The document is shipped with Connection and is available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/roadmap/7xcucdg.html.

For Cisco Unified Communications Manager Business Edition

For descriptions and URLs of Cisco Unified Communications Manager Business Edition documentation on Cisco.com, refer to 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.



Note

The documentation links on Cisco.com for some Cisco Unity Connection in Cisco Unified CMBE 7.x versions go to documents that are labeled for Cisco Unity Connection Release 7.x. Despite the version label, all content in the following guides applies to both Connection configurations: *Administration Guide for Cisco Unity Connection Serviceability*, *Interface Reference Guide*, *System Administration Guide*, *Troubleshooting Guide*, *User Moves, Adds, and Changes Guide*, *User Workstation Setup Guide*, and the *Cisco Unity Connection Voice Commands* wallet card.

New and Changed Requirements and Support—Release 7.0(2)

This section contains information about new and changed requirements and support in the 7.0(2) release time frame only. Refer to the release notes of the applicable version for information on new and changed support with earlier versions of Cisco Unity Connection.

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.

Release notes for all versions of Cisco Unified Communications Manager Business Edition are available at http://www.cisco.com/en/US/products/ps7273/prod_release_notes_list.html.

Additional Languages for Cisco Unity Connection Components

There are no new languages for this release.

For a complete list of languages, refer to the “Available Languages for Cisco Unity Connection Components” section of the applicable *System Requirements*:

- *System Requirements for Cisco Unity Connection Release 7.x* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/requirements/7xcucsysreqs.html.
- *System Requirements for Cisco Unity Connection in Cisco Unified CMBE Release 7.x* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/requirements/7xcucmbesysreqs.html.

(For a list of numeric and alphabetic language codes, refer to the “Numeric and Alphabetic Codes for Supported Languages in Cisco Unity Connection” section of the 7.x *System Requirements*.)

Calendar Integration with Exchange 2007 Server Is No Longer Supported

Added July 9, 2010

A calendar integration with Exchange 2007 Server is no longer supported in Cisco Unity Connection 7.0(2).

The “Creating a Calendar Integration with Exchange 2007” section in the “[Creating Calendar Integrations](#)” chapter of the *System Administration Guide for Cisco Unity Connection Release 7.x* (at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/administration/guide/7xcucsagx.html) incorrectly indicates that calendar integrations with Exchange 2007 Server are supported.

Note however that contact and text to speech integrations are still supported with Exchange 2007 Server.

Phone System Integrations

For Cisco Unity Connection

There are no new phone system integrations qualified with this release.

For supported versions of Cisco Unified CM and Cisco Unified CM Express, refer to the applicable document, depending on the integration type:

- *SCCP Compatibility Matrix: Cisco Unity Connection, Cisco Unified Communications Manager, and Cisco Unified Communications Manager Express* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/compatibility/matrix/cucsccpmtx.html.
- *SIP Trunk Compatibility Matrix: Cisco Unity Connection, Cisco Unified Communications Manager, and Cisco Unified Communications Manager Express* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/compatibility/matrix/cucsiptrunkmtx.html.

For information on other supported phone system integrations, refer to the applicable Cisco Unity Connection integration guides at

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

For Cisco Unity Connection in Cisco Unified CMBE

Cisco Unified Communications Manager 7.0 has been qualified for use with Cisco Unified CMBE. It is installed on the same platform with Cisco Unity Connection.

Selected Servers Require Replacement Hard Disks or Additional Memory for Some Configurations

If you are upgrading from a version of Cisco Unity Connection earlier than 7.0(1) and you want to reuse the current server, for some servers and some configurations you must replace hard disks or add memory. For example:

- Some servers require replacement hard disks if you are configuring a Connection cluster.
- Some servers require additional memory if voice recognition and Digital Networking are configured when the sum of contacts, users, distribution lists, locations, personal contacts, and personal distribution lists exceeds 2,000. (These are the first six items on the Tools > Grammar Statistics page in Cisco Unity Connection Administration.)

See the *Cisco Unity Connection Supported Platforms List* at

http://www.cisco.com/en/US/products/ps6509/products_data_sheets_list.html to determine whether your server requires replacement hard disks or additional memory.

For information on replacing the hard disks or adding the memory, refer to the applicable upgrading chapter in the *Reconfiguration and Upgrade Guide for Cisco Unity Connection* at

http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/upgrade/guide/7xcucrugx.html.

Software Qualified for Use on Cisco Unity Connection User Workstations

There is no new software for user workstations qualified with this release.

For the most current version combinations of software qualified for use on user workstations, refer to *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 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 click Sign Up Here.

Visual Voicemail

Cisco Unity Connection supports Visual Voicemail, part of the Cisco Unified Communications Widgets suite of applications. Visual Voicemail allows users to view, listen, compose, forward, delete, and respond to voice messages from their Cisco Unified IP Phone display without having to dial into their Connection mailboxes.

Visual Voicemail provides enhanced functionality compared with Cisco Unity Connection PhoneView. We recommend using Visual Voicemail instead of the older feature.

For system requirements and information on installing, configuring, and using Visual Voicemail, see the documentation at http://www.cisco.com/en/US/products/ps9829/tsd_products_support_series_home.html.

You Cannot Upgrade from Connection 2.1(3) to 7.0(1) or 7.0(2)

A change that was made to Connection in version 2.1(3) prevents upgrades from version 2.1(3) to Connection 7.0(1) or 7.0(2). To upgrade from Connection 2.1(3), you will need to wait for Connection 7.1(2) to be released, in the second quarter of 2009.

New Functionality—Release 7.0(2)

There is no new functionality in this release. See the “[Resolved Caveats—Connection Release 7.0\(2\), and Connection in Cisco Unified CMBE Release 7.0\(2\)](#)” section on page 22.

Refer to the release notes of the applicable version for information on new functionality in earlier versions of Cisco Unity Connection.

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.

Release notes for all versions of Cisco Unified Communications Manager Business Edition are available at http://www.cisco.com/en/US/products/ps7273/prod_release_notes_list.html.

Note that the Cisco Unity Tools website may offer scripts and applications that were not included in Cisco Unity Connection 7.0(2). Some offerings may not be supported by Cisco TAC. Refer to <http://www.ciscounitytools.com> for information.

Changed Functionality—Release 7.0(2)

There is no changed functionality in this release. See the “[Resolved Caveats—Connection Release 7.0\(2\), and Connection in Cisco Unified CMBE Release 7.0\(2\)](#)” section on page 22.

Refer to the release notes of the applicable version for information on changed functionality in earlier versions of Cisco Unity Connection.

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.

Release notes for all versions of Cisco Unified Communications Manager Business Edition are available at http://www.cisco.com/en/US/products/ps7273/prod_release_notes_list.html.

Note that the Cisco Unity Tools website may offer scripts and applications that were not included in Cisco Unity Connection 7.0(2). Some offerings may not be supported by Cisco TAC. Refer to <http://www.ciscounitytools.com> for information.

Installation and Upgrade Information

- [Information for Cisco Unified Communications Manager Business Edition Customers](#), page 7
- [Installing Cisco Unity Connection for the First Time](#), page 8
- [Supported Cisco Unity Connection Upgrades](#), page 8
- [Upgrading from Cisco Unity Connection 7.0\(1\) to 7.0\(2\)](#), page 8
- [Upgrading from Cisco Unity Connection 2.x to 7.0\(2\)](#), page 14
- [Migrating from Cisco Unity or from Cisco Unity Connection 1.x to Cisco Unity Connection 7.0](#), page 16
- [Installation and Upgrade Notes](#), page 16

Information for Cisco Unified Communications Manager Business Edition Customers

- For instructions on installing a new Cisco Unified CMBE system, see *Overview of Mandatory Tasks for Setting Up a Cisco Unified Communications Manager Business Edition 7.x System* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/cucmbe_task_list/7xcucmbetask.html and the *Installing Cisco Unified Communications Manager Business Edition Release 7.0* at http://www.cisco.com/en/US/products/ps7273/prod_installation_guides_list.html.
- For instructions on upgrading a Cisco Unified CMBE system, see the “Software Upgrade and Installation” section in the “Software Upgrades” chapter of the *Cisco Unified Communications Operating System Administration Guide* at http://www.cisco.com/en/US/products/ps7273/prod_maintenance_guides_list.html.



Caution

If you are upgrading from Cisco Unified CMBE version 6.x and any languages other than U.S. English (ENU) are currently installed and in use on the 6.x system, you must install the Connection 7.0 versions of the same languages during the upgrade. Otherwise, the Connection conversation will not function properly for users who are configured to use non-ENU languages. For information on downloading and installing languages, see the “[Downloading and Installing Cisco Unity Connection Languages](#)” section on page 16.

- There is no supported migration path from Connection 1.x to Cisco Unified Communications Manager Business Edition (CMBE). If you want to migrate from Connection 1.x to Cisco Unified CMBE, you must reinstall all software, and recreate all system and user data.

Installing Cisco Unity Connection for the First Time

For instructions on installing a new Cisco Unity Connection system, see the *Installation Guide for Cisco Unity Connection Release 7.x* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/installation/guide/7xcucigx.html.

Supported Cisco Unity Connection Upgrades

You can upgrade from the following versions of Cisco Unity Connection directly to version 7.0(2):

- Connection 7.0(1)
- Connection 2.1(2)
- Connection 2.1(1)
- Connection 2.0(1)

Upgrading from Connection 2.1(3) to version 7.0(2) is not supported. For more information, see the “[You Cannot Upgrade from Connection 2.1\(3\) to 7.0\(1\) or 7.0\(2\)](#)” section on page 6.

Upgrading from Cisco Unity Connection 7.0(1) to 7.0(2)

This section contains information for upgrading version 7.0(1) to 7.0(2).

- [Task List for Upgrading Connection 7.0\(1\) Software to 7.0\(2\) Without a Connection Cluster](#), page 8
- [Task List for Upgrading Connection 7.0\(1\) Software to 7.0\(2\) in a Connection Cluster](#), page 9
- [Downloading the Connection 7.0\(2\) Software for the Upgrade from 7.0\(1\)](#), page 10
- [Upgrading the Software from a Local DVD](#), page 11
- [Upgrading the Software from a Network Location](#), page 12
- [Switching to the Upgraded Software](#), page 14

Use the applicable task list to upgrade the Connection software correctly.

Task List for Upgrading Connection 7.0(1) Software to 7.0(2) Without a Connection Cluster

1. Download the upgrade software. See the “[Downloading the Connection 7.0\(2\) Software for the Upgrade from 7.0\(1\)](#)” section on page 10.
2. Note any applicable items in the “[Installation and Upgrade Notes](#)” section on page 16.
3. Upgrade the software on the Connection server. See the applicable section:
 - “[Upgrading the Software from a Local DVD](#)” section on page 11
 - “[Upgrading the Software from a Network Location](#)” section on page 12
4. *If you chose to do a later restart at the end of the software upgrade in Task 3.:* Switch to the upgraded partition. See the “[Switching to the Upgraded Software](#)” section on page 14.

(If you chose to automatically restart at the end of the software upgrade, the switch to the upgraded partition is complete.)

Task List for Upgrading Connection 7.0(1) Software to 7.0(2) in a Connection Cluster

As the upgrade software is installed, the publisher and subscriber servers continue answering calls and replication occurs. When the publisher server is switched to the upgraded software, the subscriber server answers all calls, but replication does not occur and messages may not be available. When the subscriber server is switched to the upgraded software, the publisher server answers all calls, but replication does not occur and messages may not be available. About 15 minutes after both servers are switched to the upgraded software, both servers answer calls, replication resumes, and messages are available.

Note the following considerations about the upgrade process:

- Installing the software upgrade requires approximately two hours for each server—a total of about four hours for both servers.
- Switching to the upgraded software requires a few minutes for each server.
- Messages that are recorded when switching to the upgraded software will not be replicated. Depending on the Connection server to which a user is logged on, the user may not be able to access new messages. Messages will be replicated after the upgrade process is complete.
- MWIs and notifications may not be sent. MWIs and notifications synchronize only after the upgrade process is complete.
- After the upgrade process is complete, the servers require about 15 minutes to renegotiate their server status and to replicate messages.

The following tasks reference these release notes and the *Cluster Configuration and Administration Guide for Cisco Unity Connection Release 7.x*, which is available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/cluster_administration/guide/7xcuccagx.html.

1. Download the upgrade software. See the “[Downloading the Connection 7.0\(2\) Software for the Upgrade from 7.0\(1\)](#)” section on page 10.
2. Note any applicable items in the “[Installation and Upgrade Notes](#)” section on page 16.
3. Log on to Cisco Unified Serviceability and confirm that the publisher server has Primary status and that the subscriber server has Secondary status. For instructions, see the “[Administering a Cisco Unity Connection Cluster](#)” chapter of the *Cluster Configuration and Administration Guide for Cisco Unity Connection Release 7.x*.
4. Install the software upgrade on the publisher server. See the applicable section:
 - “[Upgrading the Software from a Local DVD](#)” section on page 11
 - “[Upgrading the Software from a Network Location](#)” section on page 12

The publisher server continues to answer calls.



Caution

Do not restart the publisher server and do not switch to the upgraded software during this task. Otherwise, the Connection cluster will not function correctly.

5. Install the software upgrade on the subscriber server. See the applicable section:
 - “[Upgrading the Software from a Local DVD](#)” section on page 11
 - “[Upgrading the Software from a Network Location](#)” section on page 12

The subscriber server continues to answer calls.

**Caution**

Do not restart the subscriber server and do not switch to the upgraded software during this task. Otherwise, the Connection cluster will not function correctly.

6. Switch to the upgraded software on the publisher server. See the “[Switching to the Upgraded Software](#)” section on page 14.

Messages may not be available while switching to the upgraded software. A few minutes after the subscriber server is switched to the upgraded software, messages are available.

7. Switch to the upgraded software on the subscriber server. See the “[Switching to the Upgraded Software](#)” section on page 14.

Messages may not be available while switching to the upgraded software. A few minutes after the subscriber server is switched to the upgraded software, messages are available.

8. About 15 minutes after you complete Task 7., on the publisher server, confirm that the publisher server has Primary status and that the subscriber server has Secondary status. For instructions, see the “[Administering a Cisco Unity Connection Cluster](#)” chapter of the *Cluster Configuration and Administration Guide for Cisco Unity Connection Release 7.x*.
9. On the subscriber server, confirm that the publisher server has Primary status and that the subscriber server has Secondary status. For instructions, see the “[Administering a Cisco Unity Connection Cluster](#)” chapter of the *Cluster Configuration and Administration Guide for Cisco Unity Connection Release 7.x*.

Downloading the Connection 7.0(2) Software for the Upgrade from 7.0(1)

Revised April 02, 2012

The upgrade application posted on Cisco.com can be used only to upgrade to Cisco Unity Connection 7.0(2). It cannot be used to install a new Connection 7.0 system, or to migrate from Connection 1.x to 7.0.

Because of the size of the upgrade application, the file has been divided into two parts. Do the following procedure to download the two parts and to recombine them into a single file.

To Download the Connection 7.0(2) Software for the Upgrade from 7.0(1)

- Step 1** Log on to a computer with a high-speed Internet connection, and go to the Voice and Unified Communications Downloads page at <http://tools.cisco.com/support/downloads/pub/Redirect.x?mdfid=278875240>.

**Note**

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

- Step 2** In the tree control on the Downloads page, expand , and click **Cisco Unity Connection Version 7.0**.
- Step 3** On the Select a Software Type page, click **Unity Connection Software**.
- Step 4** On the Select a Release page, click **7.0(2)**, and the download links 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 file sizes appear below the download links.)
- Step 6** Click **UCSInstall_UCOS_7.0.2.10000-18.sgn.iso_part1**, and follow the on-screen prompts to complete the download. Make note of the MD5 value.

- Step 7** Click **UCSInstall_UCOS_7.0.2.10000-18.sgn.iso_part2**, and follow the on-screen prompts to complete the download. Make note of the MD5 value.
- Step 8** For each downloaded file, 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 file is 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 9** Execute one of the following commands, depending on the operating system, to reunite the two parts of the file:

- On a Unix/Linux system, cut and paste the following command from this document into the CLI to combine the two files:

```
cat UCSInstall_UCOS_7.0.2.10000-18.sgn.iso_part1 UCSInstall_UCOS_7.0.2.10000-18.sgn.iso_part2 >
UCSInstall_UCOS_7.0.2.10000-18.sgn.iso
```

- On a Windows system, cut and paste the following command from this document into the command prompt (cmd.exe) to combine the two files:

```
COPY /B UCSInstall_UCOS_7.0.2.10000-18.sgn.iso_part1+UCSInstall_UCOS_7.0.2.10000-18.sgn.iso_part2
UCSInstall_UCOS_7.0.2.10000-18.sgn.iso
```

- Step 10** 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 that you created in [Step 9](#) 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 11** Confirm that the DVD contains a large number of directories and files, not just the .iso file that you created in [Step 9](#).
- Step 12** Delete unnecessary files from the hard disk to free disk space, including the two .iso files that you downloaded and the combined .iso file that you created in [Step 9](#).

Upgrading the Software from a Local DVD

To Upgrade the Software from a Local DVD

- Step 1** Insert the DVD into the disc drive on the Cisco Unity Connection server.
- Step 2** Log on to **Cisco Unified Operating System Administration**.
- Step 3** From the Software Upgrades menu, click **Install/Upgrade**.

Step 4 On the Software Installation/Upgrade page, in the Source field, click **DVD/CD**.

Step 5 In the Directory field, enter a **forward slash (/)**.

Step 6 Click **Next**.

Step 7 Select the upgrade version that you want to install and click **Next**.

Step 8 On the next page, monitor the progress of the upgrade.



Note If you close your browser during this step, you may see the following message when you try to view the Software Installation/Upgrade page again:

Warning: Another session is installing software, click Assume Control to take over the installation.

To continue monitoring the upgrade, click **Assume Control**.

You can also monitor the upgrade by using the Real-Time Monitoring Tool.

Step 9 Select the applicable restart action, depending on the configuration:

No Connection cluster	<ul style="list-style-type: none"> To install the upgrade software and automatically restart to the upgraded partition, click Reboot to Upgraded Partition. To install the upgrade and restart to the upgraded partition at a later time, click Do Not Reboot After Upgrade.
Connection cluster configured	Click Do Not Reboot After Upgrade .

Step 10 Click **Next**.

Step 11 If you selected the Reboot to Upgrade Partition option in [Step 9](#), the Connection server restarts and switches to the upgraded software.



Note You can check the status of the installation of the upgrade software by using the `show cuc version` command in the command-line interface (CLI). The installation is complete when the inactive partition has the upgraded software and the active partition has the old software.

If you selected the Do Not Reboot After Upgrade option, click **Finish** when the installation of the upgrade software is complete. The Upgrade Status window displays the Upgrade log.

Upgrading the Software from a Network Location

Do the following procedure to upgrade the software from a network location or from a remote server.

To Upgrade the Software from a Network Location

Step 1 Copy the upgrade file to a directory on an FTP or SFTP server that the Cisco Unity Connection server can access.

- Step 2** Log on to **Cisco Unified Operating System Administration**.
- Step 3** From the Software Upgrades menu, click **Install/Upgrade**.
- Step 4** On the Software Installation/Upgrade page, in the Source field, click **Remote Filesystem**.
- Step 5** In the Directory field, enter the path to the directory that contains the upgrade file.
- If the upgrade file is located on a Linux or Unix server, you must enter a forward slash (/) at the beginning of the directory path. (For example, if the upgrade file is in the upgrade directory, you must enter /upgrade.)
- If the upgrade file is located on a Windows server, you must use the applicable syntax for an FTP or SFTP server such as:
- The path must begin with a forward slash (/) and contain forward slashes throughout instead of backward slashes (\).
 - The path must start from the FTP or SFTP root directory on the server and must not include a Windows absolute path, which starts with a drive letter (for example, C:).
- Step 6** In the **Server** field, enter the server name or IP address.
- Step 7** In the **User Name** field, enter the username that will be used to log on to the remote server.
- Step 8** In the **User Password** field, enter the password that will be used to log on to the remote server.
- Step 9** In the Transfer Protocol field, select the applicable transfer protocol.
- Step 10** Click **Next**.
- Step 11** Select the upgrade version that you want to install and click **Next**.
- Step 12** On the next page, monitor the progress of the upgrade.



Note If you lose your connection with the remote server or close your browser during this step, you may see the following message when you try to view the Software Installation/Upgrade page again:

Warning: Another session is installing software, click Assume Control to take over the installation.

To continue monitoring the upgrade, click **Assume Control**.

You can also monitor the upgrade by using the Real-Time Monitoring Tool.

- Step 13** Select the applicable restart action, depending on the configuration:

No Connection cluster	<ul style="list-style-type: none"> • To install the upgrade software and automatically restart to the upgraded partition, click Reboot to Upgraded Partition. • To install the upgrade and restart to the upgraded partition at a later time, click Do Not Reboot After Upgrade.
Connection cluster configured	Click Do Not Reboot After Upgrade .

- Step 14** Click **Next**.
- Step 15** If you selected the Reboot to Upgrade Partition option in [Step 13](#), the Connection server restarts and switches to the upgraded software.

**Note**

You can check the status of the installation of the upgrade software by using the `show cuc version` command in the command-line interface (CLI). The installation is complete when the inactive partition has the upgraded software and the active partition has the old software.

If you selected the Do Not Reboot After Upgrade option, click **Finish** when the installation of the upgrade software is complete. The Upgrade Status window displays the Upgrade log.

Switching to the Upgraded Software

To Switch to the Upgraded Software

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- Step 1** Log on to **Cisco Unified Operating System Administration**.
- Step 2** From the Settings menu, click **Version**.
- Step 3** On the Version Settings page, click **Switch Versions**.
- The Connection server restarts and switches to the upgraded software.

**Note**

You can check the status of the installation of the upgrade software by using the `show cuc version` command in the command-line interface (CLI). The installation is complete when the inactive partition has the upgraded software and the active partition has the old software.

Upgrading from Cisco Unity Connection 2.x to 7.0(2)

**Caution**

If any languages other than U.S. English (ENU) are currently installed and in use on the Cisco Unity Connection 2.x system, you must install the Connection 7.0 versions of the same languages during the upgrade. Otherwise, the Connection conversation will not function properly for users who are configured to use non-ENU languages. For information on downloading and installing languages, see the [“Downloading and Installing Cisco Unity Connection Languages” section on page 16](#).

A change that was made to Connection in version 2.1(3) prevents upgrades from version 2.1(3) to Connection 7.0(1) or 7.0(2). To upgrade from Connection 2.1(3), you will need to wait for Connection 7.1(2) to be released, in the second quarter of 2009.

For instructions on downloading software that can be used to upgrade a Connection 2.x system to version 7.0, see [“Downloading the Connection 7.0\(2\) Software for the Upgrade from 2.x” section on page 15](#).

For instructions on upgrading a Connection 2.x system to version 7.0, see the [“Upgrading Cisco Unity Connection 2.x or Later to the Shipping 7.x Version” chapter of the *Reconfiguration and Upgrade Guide for Cisco Unity Connection Release 7.x*](#) at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/upgrade/guide/7xcucrugx.html.


Downloading the Connection 7.0(2) Software for the Upgrade from 2.x

Revised 02 April 2012

The upgrade application posted on Cisco.com can be used only to upgrade to Cisco Unity Connection 7.0(2). It cannot be used to install a new Connection 7.0 system, or to migrate from Connection 1.x to 7.0.

Because of the size of the upgrade application, the file has been divided into two parts. Do the following procedure to download the two parts and to recombine them into a single file.

To Download the Connection 7.0(2) Software for the Upgrade from 2.x

-
- Step 1** Log on to a computer with a high-speed Internet connection, and go to the Voice and Unified Communications Downloads page at <http://tools.cisco.com/support/downloads/pub/Redirect.x?mdfid=278875240>.
-  **Note** To access the software download page, you must be logged on to Cisco.com as a registered user.
-
- Step 2** In the tree control on the Downloads page, expand **Products>Voice and Unified Communications>IP Telephony>Unified Messaging>Cisco Unity Connection**, and click **Cisco Unity Connection Version 7.0**.
- Step 3** On the Select a Software Type page, click **Unity Connection Software**.
- Step 4** On the Select a Release page, click **7.0(2)**, and the download links 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 file sizes appear below the download links.)
- Step 6** Click **UCSInstall_UCOS_7.0.2.10000-18.sgn.iso_part1of2**, and follow the on-screen prompts to complete the download. Make note of the MD5 value.
- Step 7** Click **UCSInstall_UCOS_7.0.2.10000-18.sgn.iso_part2of2**, and follow the on-screen prompts to complete the download. Make note of the MD5 value.
- Step 8** For each downloaded file, 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 file is 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 9** Execute one of the following commands, depending on the operating system, to reunite the two parts of the file:
- On a Unix/Linux system, cut and paste the following command from this document into the CLI to combine the two files:

```
cat UCSInstall_UCOS_7.0.2.10000-18.sgn.iso_part1of2 UCSInstall_UCOS_7.0.2.10000-18.sgn.iso_part2of2 >
UCSInstall_UCOS_7.0.2.10000-18.sgn.iso
```

- On a Windows system, cut and paste the following command from this document into the command prompt (cmd.exe) to combine the two files:

```
COPY /B UCSInstall_UCOS_7.0.2.10000-18.sgn.iso_part1of2+UCSInstall_UCOS_7.0.2.10000-18.sgn.iso_part2of2
UCSInstall_UCOS_7.0.2.10000-18.sgn.iso
```

- Step 10** 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 that you created in [Step 9](#) 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 11** Confirm that the DVD contains a large number of directories and files, not just the .iso file that you created in [Step 9](#).
- Step 12** Delete unnecessary files from the hard disk to free disk space, including the two .iso files that you downloaded and the combined .iso file that you created in [Step 9](#).
-

Migrating from Cisco Unity or from Cisco Unity Connection 1.x to Cisco Unity Connection 7.0

For information on migrating from Cisco Unity 4.0(5) or later to Connection 7.0 or from Connection 1.x to Connection 7.0, see the applicable migrating chapter of the *Reconfiguration and Upgrade Guide for Cisco Unity Connection Release 7.x* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/upgrade/guide/7xcucrugx.html.

Installation and Upgrade Notes

- [Downloading and Installing Cisco Unity Connection Languages](#), page 16
- [License Tag Required to Use the U.S. English Conversation and Personal Call Transfer Rules](#), page 18

Downloading and Installing Cisco Unity Connection Languages

Revised September 1, 2009

You need to download and install Connection 7.0 languages in the following situations:

- If you are installing a new Connection 7.0(2) system.
- If you are adding languages to an existing Connection 7.0 system.
- If you are upgrading from Connection 2.x or Cisco Unified CMBE 6.x to 7.02.

(If you are upgrading from Connection 7.0(1) to 7.0(2), you do not need to download or install new languages. During the upgrade, the languages currently installed on the Connection 7.0(1) partition are automatically copied to the 7.0(2) partition.)

**Caution**

Depending on your license settings, you may not be allowed to use English-United States and, therefore, must install other languages for Cisco Unity Connection to function. For more information, see the [“License Tag Required to Use the U.S. English Conversation and Personal Call Transfer Rules”](#) section on page 18.

For language installation instructions, see the “Software Upgrades” chapter of the applicable guide:

- *Cisco Unified Communications Operating System Administration Guide for Cisco Unity Connection Release 7.x* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/os_administration/guide/7xcuco_sagx.html.
- *Cisco Unified Communications Operating System Administration Guide for Cisco Unified CMBE 7.0* at http://www.cisco.com/en/US/products/ps7273/prod_maintenance_guides_list.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 *Cisco Unified Communications Operating System Administration Guide*.

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*.

To Download Cisco Unity Connection Languages

- Step 1** On a computer with a high-speed Internet connection, go to the Voice and Unified Communications Downloads page at <http://tools.cisco.com/support/downloads/pub/Redirect.x?mdfid=278875240>.



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

- Step 2** In the tree control on the Downloads page, expand **Products>Voice and Unified Communications>IP Telephony>Unified Messaging>Cisco Unity Connection**, and click **Cisco Unity Connection Version 7.0**.

- Step 3** On the Select a Software Type page, click **Cisco Unity Connection Locale Installer**.

- Step 4** On the Select a Release page, click **7.0(1)**, and the download links appear on the right side of the page.



Note Connection 7.0(1) language files are also used with version 7.0(2).

- Step 5** 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.)

The filename for each language is uc-locale-<two-letter language abbreviation>_<two-letter country abbreviation>-<version>.cop.sgn.

- Step 6** Click the name of a file to download.

- Step 7** On the Download Image page, make note of the MD5 value.

- Step 8** Follow the on-screen prompts to complete the download.

- Step 9** Repeat [Step 6](#) through [Step 8](#) for each Connection language that you want to install.



Note You can install up to five languages on a Connection server.

- Step 10** For each downloaded file, 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 file is 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 11** Either copy the downloaded files to an FTP or SFTP server, or burn the files to CDs or DVDs. If you burn discs of the files, note the following considerations:
- 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.
 - Label the discs “Cisco Unity Connection 7.0(1) languages.”

- Step 12** Delete the downloaded files to free disk space.

License Tag Required to Use the U.S. English Conversation and Personal Call Transfer Rules

If you want to use English-United States for the Cisco Unity Connection conversation or you want users to be able to create personal call transfer rules, the Connection license must include the license tag `LicRegionIsUnrestricted`. If your Connection licenses do not include the `LicRegionIsUnrestricted` tag and you want to use these features, install a license that includes the tag. After you install the license, you must restart Connection. (Licenses without this tag are intended only for use outside the United States.)

If you choose not to install a license that includes the `LicRegionIsUnrestricted` tag, you must install one or more Connection languages.

Connection demonstration licenses include the `LicRegionIsUnrestricted` tag, so you can use English-United States on demonstration systems.

To Determine Whether the `LicRegionIsUnrestricted` License Tag Is Present

- Step 1** In Cisco Unity Connection Administration, under System Settings, click **Licenses**.
- Step 2** On the Licenses page, click the name of the first license file.
- Step 3** On the View License page, in the File Content box, search for the text “`LicRegionIsUnrestricted`.”
- Step 4** If you do not find the text in the first file, search all of the other license files listed on the Licenses page.

- Step 5** If “LicRegionIsUnrestricted” does not appear in any of the license files, get a license that contains the tag before you install Connection.
-

Important Notes

Connection IMAP Server Service Should Not Be Stopped or Disabled For An Extended Period of Time

Added October 19, 2010

The Connection IMAP Server service processes events that are placed in the IMAP queue table in the Connection database when voice messages are created, updated, or deleted, even if you do not have active IMAP users. If the service is disabled or stopped, the table continues to grow, and can eventually fill available disk space and cause database instability. Do not stop the service for more than a day at a time or disable the service indefinitely. If you have previously stopped or disabled the service, try restarting the service. If the service does not start, contact Cisco TAC to apply the workaround for caveat [CSCti68395](#).

Limitations and Restrictions

Connection Cannot Be Installed or Operated in IPv6 or Dual-Stack (IPv4 and IPv6) Networks

Revised November 9, 2010

Connection 7.0 does not support IPv6, and cannot be installed or operated in a pure IPv6 network. To install or operate in a dual-stack (IPv4 and IPv6) network, a workaround for [CSCtj93659](#) is required. See the caveat information for [CSCtj93659](#) for more details.

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.

Replacing Disks in a RAID

Connection supports only replacing a defective disk in a RAID with a blank disk to repair the RAID. Replacing disks in a RAID for any other reason is not supported.



Caution

Do not replace a disk in a RAID with a disk that contains data, even if the replacement disk was originally a disk in the same RAID in the same server.

ViewMail Limitations Regarding Secure Messages

Added February 22, 2010

- Secure messages cannot be forwarded by using Cisco Unity Connection ViewMail for Microsoft Outlook or ViewMail for IBM Lotus Notes.
- ViewMail for Outlook and ViewMail for Notes support only playing secure messages.
- Messages that are composed or replied to by using ViewMail for Outlook or ViewMail for Notes are not sent as secure, even when users are assigned to a class of service for which the Require Secure Messaging field is set to Always or to Ask.

Caveats

The tables in this section list any Severity 1, 2, and 3 caveats when Cisco Unity Connection 7.0(2) was released.

You can find the latest caveat information for Cisco Unity Connection version 7.0(2) and for Connection in Cisco Unified Communications Manager Business Edition version 7.0(2)—in addition to caveats of any severity for any release—by using Bug Toolkit, an online tool available for customers to query defects according to their own needs. Bug Toolkit is available at <http://www.cisco.com/go/bugs>.



Note

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

This section contains caveat information for Cisco Unity Connection 7.0(2) and Connection in Cisco Unified CMBE 7.0(2) only. Refer to the release notes of the applicable version for caveat information for earlier versions of Cisco Unity Connection.

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.

Release notes for all versions of Cisco Unified Communications Manager Business Edition are available at http://www.cisco.com/en/US/products/ps7273/prod_release_notes_list.html.

Open Caveats—Connection Release 7.0(2), and Connection in Cisco Unified CMBE Release 7.0(2)

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 *Connection Release 7.0(2) and Connection in Cisco Unified CMBE 7.0(2) Open Caveats*

Caveat Number	Component	Severity	Description
CSCsr42066	admin	3	A/A: After SBR can't login to the secondary node using web page.
CSCsu89086	admin	3	PCA throws ???en_US.Too recently used Credential???
CSCsw23456	admin	3	CUAdmin:imported greetings of 90 secs' length not playable via CUAdmin
CSCsw73317	admin	3	SA page issue: URL sometimes shows up in main window
CSCsw83409	admin	3	SA Login Fail with Exception Authenticating user
CSCsw97884	admin	3	CSV Headers and imported values do not match displayed search row
CSCsv42398	api	3	VMWS callerName not always available for voicemail users
CSCsv69240	api	3	StopPosMs of 536867912 returned from Record method
CSCsw24633	api	3	Hangup Call VMWS fails for SIP phones
CSCsw70788	api	3	Get INVALID_INPUT after skipping to another part of a message
CSCsw86682	api	3	Midlet files should be in their own folder under tomcat
CSCso69745	conversations	3	VUI doesn't identify target when asking for device confirmation
CSCsr42373	conversations	3	TUI doesn't obey Send NDR on Failed Message Delivery setting
CSCsr97247	conversations	3	Intermittent core dumps in greeting administrator conversation
CSCsu38511	conversations	3	System Default TTS Language setting has No TTS effect
CSCsv38097	conversations	3	Toggle Urgency isn't voiced in After Message Menu
CSCsx01885	conversations	3	APL: Addressing by extension does not invoke addressing priority list
CSCsi67479	core	3	JPN:Reports: Japanese are garbled in csv file
CSCso63423	core	3	CPCA: Cannot delete rule set
CSCsr02085	core	3	DN: Private list undeliverable with global remote user
CSCsr47650	core	3	DSS: Allow selecting a search space for the Dial Search Scope report
CSCsr47651	core	3	DSS: Dial Search Scope report should report on all DAOs
CSCsr63851	core	3	Reports to continue or cancel request show ???report.confirm.title?
CSCsr68377	core	3	Reports not working with very large database
CSCsr01255	database	3	Core dump in Unityconnection during loadrun
CSCsr47381	database	3	A/A : Alias Conflicts During Split Brain
CSCsr49610	database	3	Http Error while trying to edit subscriber password
CSCsu31649	database	3	Problem with syncing a greeting stream file in a Cluster
CSCsu85394	database	3	csp_NotificationMWI procs have perf issues
CSCsv83379	database	3	DN: af Informix core observed when contact creation failed
CSCsw38722	database	3	Connection Database Proxy service doesn't stop when stopped via web page
CSCsw51579	database	3	Cannot add extensions to PIMG ports
CSCsk08289	localization	3	JPN: English strings remain in CUC Admin pages
CSCsr40660	localization	3	JPN: VMO Vista OL 2007 cannot read VMO addin
CSCsr75682	localization	3	Errornous Japanese prompts for Personal Call Transfer Rule settings
CSCsu36037	localization	3	It showed Complete in Status under OS Platform upgrade page.

Table 1 *Connection Release 7.0(2) and Connection in Cisco Unified CMBE 7.0(2) Open Caveats (continued)*

Caveat Number	Component	Severity	Description
CSCsk13010	mediamaster	3	"hang up in trap, then quickly initiate another trap session, plays again"
CSCsr19015	messaging	3	Lotus Note 7.0 running hangs on the folder update view
CSCsr19050	messaging	3	"Lotus Note all versions fail when ""sending"" email using UntiyConnection"
CSCsr28895	messaging	3	"Lotus Note 8.5 running on Mac crashed after the ""send"" email action"
CSCsr42543	messaging	3	A/A: In Split Brain CUCA allows us to delete a mailstore
CSCsr46932	messaging	3	Eudora Inbox failed to dsplay the new email after voice mail deleted it
CSCsu55797	messaging	3	Can't login from IMAP client if alias & local-part of SMTP addr differs
CSCsm81788	ossetup	3	UC 7 upgrade should check for disk space prior to upgrade
CSCsm69727	reports	3	User Message Activity Report spikes CPU for long time when run w/default
CSCsr45007	reports	3	Subscriber Message Activity report problems
CSCsw31464	setup	3	Reduced ES upgrade is missing RPMs that include code changes
CSCsw85509	setup	3	7845 can fail version switch due to missing bind mount
CSCso07071	telephony	3	Incorrect caller name played when call transferred to connection
CSCsr54216	telephony	3	Media fails reading localized text in UTF-8
CSCsw82780	telephony	3	""""Stop taking calls"""" button should stop responding to OPTIONS request"
CSCsr90132	vmo	3	"VMO: In Outlook2007, VMO form is removed when we save the Msg"
CSCsu55499	vmo	3	"After install of VMO, the 1st voice msg received doesn't have VMO form"
CSCsu58608	vmo	3	"VMO: For OL 2007, info under Server tab of VMO Options always blank"
CSCsu60031	vmo	3	VMO: Error msg for each start of Outlook 2007 after un-install of VMO
CSCsw38665	vmo	3	VMO: Error starting Outlook2007 when a different user try load outlook
CSCsr30437	vui	3	CC: VUI user can't access VPIM contact

Resolved Caveats—Connection Release 7.0(2), and Connection in Cisco Unified CMBE Release 7.0(2)

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 2 *Connection Release 7.0(2) and Connection in Cisco Unified CMBE 7.0(2) Resolved Caveats*

Caveat Number	Component	Severity	Description
CSCsv83436	admin	1	CUCMBE Switching version corrupt/delete /usr/local/cm/bin/ccm
CSCsv30555	api	1	VMWS: axis2 admin service exposed with default credentials
CSCsv74017	api	1	Login doesn't check alternate extensions
CSCsw88735	admin	2	CuCsMgr crash
CSCsx32971	admin	2	UC7.0:Not able to login to RTMT and Serviceability pages broken
CSCsq99033	api	2	VMWS - No MailboxStatus filter for getMessageCounts

Table 2 *Connection Release 7.0(2) and Connection in Cisco Unified CMBE 7.0(2) Resolved Caveats (continued)*

Caveat Number	Component	Severity	Description
CSCsq99148	api	2	VMWS - Error when calling placeCall method
CSCsq99172	api	2	"VMWS - ""Cannot get a connection, pool exhausted"" on Login"
CSCsq99204	api	2	VMWS - Need Connection Support for Reverse TRAP
CSCsq99214	api	2	VMWS - Provide TUI Pilot number as Login Property
CSCsr03821	api	2	VMWS - SetMessageProps returns INVALID_INPUT
CSCsr11233	api	2	VMWS UrgVoiceFirst Filter returns incorrect data for getMessages
CSCsr11390	api	2	"VMWS - StopPosMs, PlayTimeMs, TermReason values are 0 in Play Response"
CSCsr11428	api	2	VMWS - java.lang.NoSuchMethodError returned from SetMessageProps
CSCsr13771	api	2	"VMWS - Record returns after 20s with no response, record beep not heard"
CSCsr14396	api	2	VMWS - PasswordExpired SOAP Fault prevents TUI Redirection
CSCsr41545	api	2	VMWS: Need Admin UI Change for VMWS Reverse Pilot Number
CSCsr55633	api	2	VMWS - GetMessageAddressInfo not implemented
CSCsr55931	api	2	VMWS - Playing a forwarded message results in Termination code 19
CSCsr65534	api	2	VMWS - GetMessageCounts returns incorrect values
CSCsr89120	api	2	VMWS - ForwardMessage with Null RecordId causes INVALID_INPUT
CSCsr96089	api	2	VMWS - GetMessages does not obey the Max parameter
CSCsr96099	api	2	"VMWS - Play a Forwarded message, only the intro is played"
CSCsu45388	api	2	UC 7.0(1): Partner Server detail not presented in LoginResponse
CSCsu45469	api	2	Duration of message intermittently incorrect
CSCsu47176	api	2	issues with silence and Record method
CSCsu47458	api	2	Intermittently Play request returns immediately
CSCsu77046	api	2	Searching for a distribution list causes an empty response
CSCsu81798	api	2	SendMessage with Distribution list objectID causes error
CSCsu82015	api	2	Maximum recording time is 30 seconds
CSCsv07251	api	2	VMWS: Invalid soap fault thrown on Record when mailbox is full.
CSCsu01319	database	2	"Unity connection SMTP address replacing ""."" with ""_"""
CSCsu99203	database	2	Reverse Trap Pilot is replicated between cluster nodes
CSCsv70640	database	2	CUALS should lower case of alias when checking privileges on both sides
CSCsv77647	database	2	Unable to modify PIMG ports in an active/active cluster
CSCsv83807	database	2	UC 7: Hostname Change Fails due to Informix not being fully online
CSCsw14902	database	2	"install fails with database error when no DNS and domain name has no ""."""
CSCsw83747	database	2	UC 7.0 - SMTP Domain Change Breaks External Voice Mail Message Delivery

Table 2 *Connection Release 7.0(2) and Connection in Cisco Unified CMBE 7.0(2) Resolved Caveats (continued)*

Caveat Number	Component	Severity	Description
CSCsx32588	database	2	UC7 DynDb:tbl_DbEventQ fills up- causes failsafe and other bad behaviour
CSCsu21705	messaging	2	DN: Sub-object replication fails intermittently.
CSCsv13131	messaging	2	Unity Connection forwarded messages via VPIM to 3rd party system fails
CSCsx15622	messaging	2	DN: A pause event interrupt is sometimes missed by the running thread
CSCsu40200	mixer	2	CuMixer Core dumps on long run.
CSCsu21665	pca	2	Unity Connection message failing to play with phone option over PCA
CSCsr83757	telephony	2	ASA blocks skinny registration message if inspect turned on.
CSCsu50138	telephony	2	SIP: Core dump when breaking down KPML subscriptions
CSCsv02232	telephony	2	UC 7.0 does not register correctly to CCM with NFT enabled
CSCsq21618	admin	3	If cluster nodes cant connect disable ports status for that node
CSCsr26274	admin	3	BAT does not export contacts vui dialable numbers
CSCsr60804	admin	3	need a way to clean out badmail folder without root access
CSCsu68074	admin	3	Security issue allows for admins to read files on the hard drive
CSCsu68536	admin	3	Forward Routing Rules missing some rule conditions
CSCsu80905	admin	3	Only first 5 ports are available for port based direct routing rule
CSCsv80210	admin	3	Cannot send message from PCA after Replace Tomcat Cert
CSCsw75701	admin	3	No License data sync across cluster without reboot/lic service restart
CSCsx07740	admin	3	Bulk Edit: Message Actions changed to Reject the message
CSCsx18642	admin	3	Smtip Server Core dump
CSCsx32921	admin	3	UC7.0: RTMT Plugin download link broken
CSCsq99118	api	3	VMWS - To/From in getMessages contains emailaddress
CSCsq99131	api	3	VMWS - E_VMWS_GEN_SESSION_EXPIRED returned from getMessages
CSCsr11341	api	3	VMWS - RenewLogin does not return status value
CSCsr11444	api	3	VMWS - Play with Speed value 200 does not play message at double speed
CSCsr11620	api	3	VMWS - CallerId and CallerName fields return 0 and 'none'
CSCsr16181	api	3	VMWS - No AccountStatus set for Broadcast Message
CSCsr16375	api	3	VMWS - Add Setting for Client Credential Caching
CSCsr55606	api	3	VMWS - FromSub Message property always returns true
CSCsr86235	api	3	VMWS - Partner Server Login Prop is 127.0.0.1
CSCsr86560	api	3	VMWS - Send does not mark msg as Urgent / Private when specified
CSCsu07968	api	3	Add AddressInfoID as Login property
CSCsu42049	api	3	GetMessageAddressInfo does not work for multiple recipients
CSCsu42070	api	3	SearchRecipient does not return correct error when matches > 25
CSCsu42079	api	3	PasswordCacheEnabled is opposite of what it should be

Table 2 *Connection Release 7.0(2) and Connection in Cisco Unified CMBE 7.0(2) Resolved Caveats (continued)*

Caveat Number	Component	Severity	Description
CSCsu42083	api	3	isConnected returns SOAP fault on invalid call ID
CSCsu47517	api	3	Message played from start when startPos equals message duration
CSCsu52312	api	3	VMWS - StopPosMs is incorrectly factored by play speed.
CSCsu63194	api	3	ForwardMessage not working when recordId is NULL
CSCsu63323	api	3	Ports locked while running VMWS test
CSCsu70145	api	3	VMWS: ReplyMessage api not working
CSCsu87639	api	3	VMWS: Duplicate sessions IDs
CSCsv09177	api	3	VMWS : Send api not working
CSCsv10037	api	3	VMWS: New Message Count includes Read Receipts
CSCsw51965	api	3	VMWS: MaxMsgLength property is returned in milliseconds instead of sec
CSCsw86682	api	3	Midlet files should be in their own folder under tomcat
CSCsv95116	backup	3	Clustering Install fails After Server replacement
CSCsv40326	config	3	UC 7 install crashes when hostname is too short
CSCsr14271	conversations	3	VMWS - No Timeout on Reverse Trap call when no callID Digits sent
CSCsv89595	conversations	3	Idle Trap call does not timeout until after a message is played
CSCsx02684	conversations	3	Blind addresses are returned before user matches
CSCsr56999	core	3	State information is getting overwritten by replication somehow
CSCsr92677	core	3	Report Query sometimes fails on A/A setup
CSCsu36266	core	3	Connection should not restart RIS DC during upgrade
CSCsu88911	core	3	CuCsMgr core dump during VMWS load
CSCsu90734	core	3	"VMWS: CuCsMgr core dump , CCsTrapCall::Play"
CSCsv65731	core	3	CUC - Web Sessions counters missing in perfctr.xml
CSCsv92357	core	3	UC 7.0 some scheduled tasks do not run.
CSCse11067	database	3	SA: Cannot modify user's alias with special chars
CSCsr05155	database	3	UC should display aliases in the case entered
CSCsr81604	database	3	No task definition in CUCA Task Management after upgrade from 2.1
CSCsr89940	database	3	Switchover fails if publisher is restored from subscriber
CSCsu05112	database	3	"Create/Edit User,Contact,SysDistList ->" "not a valid SMTP address""
CSCsu57156	database	3	DN: Unable to join UC 7.X nodes in a digitally networked environment.
CSCsu63587	database	3	DN: Location remove fails if call handler template reference remote user
CSCsu68091	database	3	security issue allows some lesser admins to escalate privileges
CSCsu92680	database	3	After ES upgrade Reverse Trap Number is Deleted
CSCsu98521	database	3	Australian Daylight Saving : Changes in October
CSCsv34676	database	3	Upgrade script doesn't update the SystemVersion.
CSCsv47103	database	3	Missing lines in secondary A/A license cause SA problems

Table 2 *Connection Release 7.0(2) and Connection in Cisco Unified CMBE 7.0(2) Resolved Caveats (continued)*

Caveat Number	Component	Severity	Description
CSCsv64328	database	3	Message Actions relay address formula uses wrong extension
CSCsv65196	database	3	Connection 7.0 subscriber with similar name to pub won't install
CSCsx15305	database	3	Only first 50 forwarded call routing rules work
CSCsu11936	messaging	3	"Can not send SMTP NTFY: 553 5.0.0 Header error, Invalid Message ID"
CSCsu42456	messaging	3	Messages left via VPIM are not relayed per Message Action
CSCsu55797	messaging	3	Can't login from IMAP client if alias & local-part of SMTP addr differs
CSCsw26334	messaging	3	DN: High CPU on 7835s when other new nodes being added
CSCsw87071	messaging	3	SSLV2 connection to IMAP need be disabled
CSCso21049	mixer	3	""Popping sounds"" audible on endpoint when g.722 negotiated
CSCsr81610	mixer	3	Offline transcoding G729 message to other codec causes garbled audio
CSCsu67422	mixer	3	g726 not setting fact chunk properly in wav file
CSCsu72289	mixer	3	transcoding to/from g726 has occasional clipping
CSCsl80634	pca	3	ARA: CPCA display issues in Arabic UI
CSCsr58274	pca	3	PCA gives error when playing back messages stored in G.729a
CSCsw33324	pca	3	CPCA : Java Error pop-up when running JRE6 on a client PC
CSCsx18636	pca	3	PCA feature doesn't work correctly if Java isn't loaded
CSCse19688	reports	3	Reports: long object name is truncated
CSCsi52226	reports	3	Call handler link on reports gives 404
CSCsw85509	setup	3	7845 can fail version switch due to missing bind mount
CSCsx34492	setup	3	script kept hanging during upgrade / switch version
CSCsu54510	telephony	3	offline transcoding lib needs better validation logic
CSCsv15955	telephony	3	No recording is accepted when sending a or replying to a message
CSCsw44020	telephony	3	re-establishing SRTP media to new ep fails
CSCsw67507	telephony	3	Mixer is arbitrarily capping message trim limit at 300 ms.
CSCsu61487	vmo	3	VMO: Voice msg sent from VMO recorded via phone can't be played
CSCsv31962	admin	4	Configured Language needs to be selected by default in Media master
CSCsv59341	admin	4	Bulkedit has 9 digit maxlength for extension range on search
CSCsw70471	admin	4	Restriction Table Ordering page does not always sort correctly
CSCsu92486	api	4	add handling for Tomcat up and backend services down
CSCsw19807	api	4	getSpeed does not match User's Playback Speed Setting
CSCsl57953	core	4	Reports: List DL members in any DL report causes NULL Creation Time
CSCsr28740	core	4	email address field shows extra string when import contact from Exchange
CSCsv39967	core	4	Fix CML unit test scripts to accomodate recent db changes.
CSCsu79857	database	4	CuFileSync could crash due to signal handling
CSCsu79909	database	4	Future delivery message files not replicated

Table 2 *Connection Release 7.0(2) and Connection in Cisco Unified CMBE 7.0(2) Resolved Caveats (continued)*

Caveat Number	Component	Severity	Description
CSCsu79958	database	4	CuFileSync does not replicate deletes in subdirectories
CSCsv27811	database	4	Database needs to provide transfer rule change override option
CSCsr81665	mixer	4	"WAV converted to PCM/G729a using offline lib, fails to play on Windows"
CSCsu70105	telephony	4	VMWS - Recording response includes incorrect stop time.
CSCsx38452	vml	4	Tomcat crash under CML under VMWS
CSCsw86830	vmo	4	VMO creates temp.wav file for playback
CSCsv46588	messaging	5	Message event subscription notification XML tweaks
CSCsw43198	admin	6	BAT tool fails to enable "transferenabled" option for contacts
CSCsr25626	api	6	"VMWS - Add new property ""LocalArrivalTime"" for getMessages()"
CSCsu74906	api	6	VMWS: Provide Mechanism to upload Midlet files to Web Server
CSCsv14650	api	6	VMWS: Add status indicating if an unread Receipt or NDR is present
CSCsv42402	api	6	Record Termination Warning Enhancement
CSCsw26293	cli	6	CLI: LDAP filtering to filter the users in the LDAP directory
CSCsv52480	conversations	6	Prompt for disabling msg notification to a device is confusing
CSCsr20507	core	6	SRM should restart CuFileSync if service is stopped.
CSCsv40758	core	6	CML: IMAPUid needs to be exposed
CSCsr86832	database	6	To support toolchain
CSCsx10222	database	6	Can't retrieve error code via CUALS
CSCsk65946	setup	6	Deliver new Unity rpms to /vob/vos
CSCsq05360	setup	6	Sync up with CUCM libraries for Connection projects
CSCsw47095	setup	6	install logging includes comments

Documentation Updates

Errors

This section lists errors in the current documentation for Cisco Unity Connection and for Connection in Cisco Unified CMBE documentation and gives corrected information. The correct information will be incorporated in a future documentation release, or as otherwise noted.

Cisco Unified Serviceability Administration Guide Release 7.0(1): SNMP Traps and Informs

Added July 13, 2009

In the "SNMP Traps and Informs" section in the "Understanding Simple Network Management Protocol" chapter of the *Cisco Unified Serviceability Administration Guide Release 7.0(1)*, the first note (after the first paragraph) should read as follows:

**Note**

Cisco Unified Communications Manager, Cisco Unified Communications Manager Business Edition, and Cisco Unity Connection support SNMP traps.

Reconfiguration and Upgrade Guide for Cisco Unity Connection: Renaming the 7.x Publisher Server in a Connection Cluster

The procedure in the “Renaming the 7.x Publisher Server in a Connection Cluster” section of the “Renaming Cisco Unity Connection 7.x Servers” chapter of the *Reconfiguration and Upgrade Guide for Cisco Unity Connection Release 7.x* is incomplete. Use the following procedure instead.

Do the following procedure to change the host name of the publisher server in a Connection cluster.

To Rename the 7.x Publisher Server in a Connection Cluster

- Step 1** If Digital Networking is configured, remove the server from the digital network. See the “[Using Digital Networking](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/administration/guide/7xcucsagx.html)” chapter of the *System Administration Guide for Cisco Unity Connection Release 7.x* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/administration/guide/7xcucsagx.html.

**Caution**

Re-adding a server to a digital network can be a time-consuming process. Ensure that you thoroughly understand the work required to re-add a server to a digital network before you begin this procedure.

- Step 2** On a DNS server, change the DNS record of the publisher server to the new host name.
- Step 3** Confirm that the DNS change propagates to the publisher server. Log on to the publisher server by using an SSH application, and run the following CLI command:
- ```
utils network host <hostname>
```
- Do not proceed if the new host name does not resolve to the correct IP address.
- Step 4** Repeat [Step 3](#) on the subscriber server.
- Step 5** On the publisher server, change the SMTP domain in Cisco Unity Connection Administration:
- Expand **System Settings > SMTP Configuration**, and click **Server**.
  - Click **Change SMTP Domain**, and change the value of the SMTP Domain field.
  - Click **Save**.
- Step 6** On the publisher server, change the host name of the publisher server in Connection Administration:
- Expand **System Settings**, and click **Cluster**.
  - Click **Find** to display a list of servers.
  - Click the host name of the server that you want to rename.
  - On the Server Configuration page, change the value of the **Host Name/IP Address** field to the new name.
  - Click **Save**.
- Step 7** On the subscriber server, change the name by which the subscriber server knows the publisher server:
- In Cisco Unified Operating System Administration, from the Settings menu, click **IP > Publisher**.

- b. Change the host name of the publisher server.
- c. Click **Save**.
- d. Log on to the subscriber server by using an SSH application, and run the following CLI command to restart the server:

```
utils system restart
```

- Step 8** On the publisher server, change the name of the publisher server in Cisco Unified Operating System Administration.
- a. From the Settings menu, click **IP > Ethernet**.
  - b. Change the host name of the publisher server.
  - c. Click **Save**. The publisher server automatically restarts.
  - d. Wait for the publisher server to finish restarting. When you can log on to Connection Administration on the publisher server, continue with [Step 9](#).
- Step 9** Log on to the subscriber server by using an SSH application, and run the following CLI command to restart the server:
- ```
utils system restart
```
- Step 10** Wait for the subscriber server to finish restarting. When you can log on to Connection Administration on the subscriber server, continue with [Step 11](#).
- Step 11** On the publisher server, run the following CLI command to reset replication:
- ```
utils dbreplication reset all
```
- Step 12** Wait until the replication reset process is complete. To determine when the process is completed:
- a. Log on to Real-Time Monitoring Tool (RTMT) by connecting to the publisher server.
  - b. On the System menu, click **Performance > Open Performance Monitoring**.
  - c. In the right pane, expand **Number of Replicates Created and State of Replication**, then double-click **Replicate\_State**.
  - d. In the Object Instances dialog box, click **ReplicateCount** and click **Add**.
  - e. Wait until the value reaches **2.0**.  
For more information on possible values and their meaning, right-click **Replicate\_State**, and click **Counter Description**.
  - f. On the File menu, click **Exit** to exit RTMT.
- Step 13** Log on to the publisher server by using an SSH application, and run the following CLI command to restart the server:
- ```
utils system restart
```
- This command causes the Connection cluster servers to change server status so the publisher server has the Secondary status and the subscriber server has the Primary status.
- Step 14** Run the following CLI command to change the publisher server to Primary status.
- ```
utils cuc cluster makeprimary name_of_publisher_server
```

- Step 15** If the server was part of a digital network before you renamed the server, readd the server to the digital network. See the “[Using Digital Networking](#)” chapter of the *System Administration Guide for Cisco Unity Connection Release 7.x* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/7x/administration/guide/7xcucsagx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/administration/guide/7xcucsagx.html).

## ***System Administration Guide for Cisco Unity Connection: Creating a Calendar Integration with Exchange 2007***

**Added July 9, 2010**

The “Creating a Calendar Integration with Exchange 2007” section in the “[Creating Calendar Integrations](#)” chapter of the *System Administration Guide for Cisco Unity Connection Release 7.x* (at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/7x/administration/guide/7xcucsagx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/administration/guide/7xcucsagx.html)) incorrectly indicates that you can do a calendar integration with Exchange 2007 Server. Calendar integrations with Exchange 2007 Server are no longer supported in Cisco Unity Connection 7.0(2).

Note however that contact and text to speech integrations are still supported with Exchange 2007 Server.

## ***System Administration Guide for Cisco Unity Connection: Converting Phone Numbers into Extensions***

The procedure in the “Converting Phone Numbers into Extensions” section of the “Integrating Cisco Unity Connection with an LDAP Directory” chapter of the *System Administration Guide for Cisco Unity Connection Release 7.x* gives the wrong format for a regular expression that converts the first four digits of a phone number into an extension. The correct format is:

```
^[0-9][0-9][0-9][0-9]
```

## ***System Administration Guide for Cisco Unity Connection: Creating and Installing an SSL Server Certificate***

In the “Creating and Installing an SSL Server Certificate” section in the “Securing Cisco PCA and IMAP Email Client Access to Cisco Unity Connection” chapter of the *System Administration Guide for Cisco Unity Connection Release 7.x*, the task list and two procedures were incorrect, and a procedure was missing. Use the information in this section instead of the information in the *System Administration Guide for Cisco Unity Connection*.

Do the following tasks to create and install an SSL server certificate to secure Cisco Personal Communications Assistant and IMAP email client access to Cisco Unity Connection:

1. If you are using Microsoft Certificate Services to issue certificates, install Microsoft Certificate Services. Do the “[To Install the Microsoft Certificate Services Component](#)” procedure on page 31.

If you are using another application to issue certificates, install the application. See the manufacturer documentation for installation instructions. Then skip to Step 2.

If you are using an external certification authority to issue certificates, skip to Step 2.



### **Note**

If you already have installed Microsoft Certificate Services or another application that can create certificate signing requests, skip this procedure.

2. Create a certificate signing request. Then download the certificate signing request to the server on which you installed Microsoft Certificate Services or another application that issues certificates, or download the request to a server that you can use to send the certificate signing request to an external certification authority (CA). Do the [“To Create and Download a Certificate Signing Request” procedure on page 32.](#)
3. If you are using Microsoft Certificate Services to export the root certificate and issue the server certificate, do the [“To Export the Root Certificate and Issue the Server Certificate \(Only When You Are Using Microsoft Certificate Services to Issue the Certificate\)” procedure on page 32.](#)  
If you are using another application to issue the certificate, see the documentation for the application for information on issuing certificates.  
If you are using an external CA to issue the certificate, send the certificate signing request to the external CA. When the external CA returns the certificate, continue with Step 4.
4. Upload the root certificate and the server certificate to the Cisco Unity Connection server. Do the [“To Upload the Root and Server Certificates to the Cisco Unity Connection Server” procedure on page 33.](#)
5. Restart the Connection IMAP Server service so that Connection and the IMAP email clients use the new SSL certificates. Do the [“To Restart the Connection IMAP Server Service” procedure on page 34.](#)

#### To Install the Microsoft Certificate Services Component

- 
- Step 1** On any server whose DNS name (FQDN) or IP address can be resolved by all client computers that will use the Cisco PCA or that will use an IMAP client to access Cisco Unity Connection voice messages, log on to Windows by using an account that is a member of the local Administrators group.
  - Step 2** On the Windows Start menu, click **Settings > Control Panel > Add or Remove Programs.**
  - Step 3** In the left pane of the Add or Remove Programs control panel, click **Add/Remove Windows Components.**
  - Step 4** In the Windows Components dialog box, check the **Certificate Services** check box. Do not change any other items.
  - Step 5** When the warning appears about not being able to rename the computer or to change domain membership, click **Yes.**
  - Step 6** Click **Next.**
  - Step 7** On the CA Type page, click **Stand-alone Root CA**, and click **Next.** (A stand-alone certification authority (CA) is a CA that does not require Active Directory.)
  - Step 8** On the CA Identifying Information page, in the Common Name for This CA field, enter a name for the certification authority.
  - Step 9** Accept the default value in the Distinguished Name Suffix field.
  - Step 10** For Validity Period, accept the default value of **5 Years.**
  - Step 11** Click **Next.**
  - Step 12** On the Certificate Database Settings page, click **Next** to accept the default values.  
If a message appears indicating that Internet Information Services is running on the computer and must be stopped before proceeding, click **Yes** to stop the services.
  - Step 13** If you are prompted to insert the Windows Server 2003 disc into the drive, insert either the Cisco Unity Connection disc, which contains the same required software, or a Windows Server 2003 disc.



**Step 14** In the Completing the Windows Components Wizard dialog box, click **Finish**.

**Step 15** Close the Add or Remove Programs dialog box.

---

#### To Create and Download a Certificate Signing Request

---

**Step 1** Log on to Cisco Unified Operating System Administration.

**Step 2** On the Security menu, click **Certificate Management**.

**Step 3** On the Certificate List page, click **Generate CSR**.

**Step 4** On the Generate Certificate Signing Request page, in the **Certificate Name** list, click **tomcat**.

**Step 5** Click **Generate CSR**.

**Step 6** When the Status area displays a message that the CSR was successfully generated, click **Close**.

**Step 7** On the Certificate List page, click **Download CSR**.

**Step 8** On the Download Certificate Signing Request page, in the **Certificate Name** list, click **tomcat**.

**Step 9** Click **Download CSR**.

**Step 10** In the File Download dialog box, click **Save**.

**Step 11** In the Save As dialog box, in the **Save As Type** list, click **All Files**.

**Step 12** Save the file **tomcat.csr** to a location on the server on which you installed Microsoft Certificate Services or on a server that you can use to send the CSR to an external certification authority.

**Step 13** On the Download Certificate Signing Request page, click **Close**.

---

#### To Export the Root Certificate and Issue the Server Certificate (Only When You Are Using Microsoft Certificate Services to Issue the Certificate)

---

**Step 1** On the server on which you installed Microsoft Certificate Services, log on to Windows by using an account that is a member of the Domain Admins group.

**Step 2** On the Windows Start menu, click **Programs > Administrative Tools > Certification Authority**.

**Step 3** In the left pane, expand **Certification Authority (Local) > <Certification authority name>**, where <Certification authority name> is the name that you gave to the certification authority when you installed Microsoft Certificate Services in the [“To Install the Microsoft Certificate Services Component” procedure on page 31](#).

**Step 4** Export the root certificate:

- a. Right-click the name of the certification authority, and click **Properties**.
- b. On the General tab, click **View Certificate**.
- c. Click the **Details** tab.
- d. Click **Copy to File**.
- e. On the Welcome to the Certificate Export Wizard page, click **Next**.
- f. On the Export File Format page, click **Next** to accept the default value of **DER Encoded Binary X.509 (.CER)**.



- g. On the File to Export page, enter a path and file name for the .cer file. Choose a network location that you can access from the Cisco Unity Connection server.  
Write down the path and file name. You will need it in a later procedure.
- h. Follow the onscreen prompts until the wizard has finished the export.
- i. Click **OK** to close the Certificate dialog box, and click **OK** again to close the Properties dialog box.

**Step 5** Issue the server certificate:

- a. Right-click the name of the certification authority, and click **All Tasks > Submit New Request**.
- b. Browse to the location of the certificate signing request file that you created in the [“To Create and Download a Certificate Signing Request” procedure on page 32](#), and double-click the file.
- c. In the left pane of Certification Authority, click **Pending Requests**.
- d. Right-click the pending request that you submitted in [b.](#), and click **All Tasks > Issue**.
- e. In the left pane of Certification Authority, click **Issued Certificates**.
- f. Right-click the new certificate, and click **All Tasks > Export Binary Data**.
- g. In the Export Binary Data dialog box, in the Columns that Contain Binary Data list, click **Binary Certificate**.
- h. Click **Save Binary Data to a File**.
- i. Click **OK**.
- j. In the Save Binary Data dialog box, enter a path and file name. Choose a network location that you can access from the Cisco Unity Connection server.  
Write down the path and file name. You will need it in a later procedure.
- k. Click **OK**.

**Step 6** Close Certification Authority.

---

### To Upload the Root and Server Certificates to the Cisco Unity Connection Server

---

**Step 1** Log on to Cisco Unified Operating System Administration.

**Step 2** On the Security menu, click **Certificate Management**.



**Note** If you click **Find** and display a list of the certificates currently installed on the server, you will see an existing, automatically generated, self-signed certificate for Tomcat. That certificate is unrelated to the Tomcat certificates that you upload in this procedure.

---

**Step 3** Upload the root certificate:

- a. On the Certificate List page, click **Upload Certificate**.
- b. On the Upload Certificate page, in the Certificate Name list, click **tomcat-trust**.
- c. Leave the Root Certificate field blank.
- d. Click **Browse**, and browse to the location of the root CA certificate.

If you used Microsoft Certificate Services to issue the certificate, this is the location of the root certificate that you exported in the [“To Export the Root Certificate and Issue the Server Certificate \(Only When You Are Using Microsoft Certificate Services to Issue the Certificate\)”](#) procedure on page 32.

If you used an external certification authority to issue the certificate, this is the location of the root CA certificate that you received from the external certification authority.

- e. Click the name of the file.
- f. Click **Open**.
- g. On the Upload Certificate page, click **Upload File**.
- h. When the Status area reports that the upload succeeded, click **Close**.

**Step 4** Upload the server certificate:

- a. On the Certificate List page, click **Upload Certificate**.
- b. On the Upload Certificate page, in the Certificate Name list, click **tomcat**.
- c. In the Root Certificate field, enter the filename of the root certificate that you uploaded in [Step 3](#).
- d. Click **Browse**, and browse to the location of the server certificate.

If you used Microsoft Certificate Services to issue the certificate, this is the location of the server certificate that you issued in the [“To Export the Root Certificate and Issue the Server Certificate \(Only When You Are Using Microsoft Certificate Services to Issue the Certificate\)”](#) procedure on page 32.

If you used an external certification authority to issue the certificate, this is the location of the server certificate that you received from the external certification authority.

- e. Click the name of the file.
- f. Click **Open**.
- g. On the Upload Certificate page, click **Upload File**.
- h. When the Status area reports that the upload succeeded, click **Close**.

**Step 5** Restart the Tomcat service (the service cannot be restarted from Cisco Unified Serviceability):

- a. Log on to the Connection server by using an SSH application.
- b. Run the following CLI command to restart the Tomcat service:

```
utils service restart Cisco Tomcat
```

### To Restart the Connection IMAP Server Service

**Step 1** Log on to Cisco Unity Connection Serviceability.

**Step 2** On the Tools menu, click **Service Management**.

**Step 3** In the Optional Services section, for the Connection IMAP Server service, click **Stop**.

**Step 4** When the Status area displays a message that the Connection IMAP Server service was successfully stopped, click **Start** for the service.

## ***User Moves, Adds, and Changes Guide for Cisco Unity Connection: Creating Cisco Unity Connection Users from LDAP Data by Using the Bulk Administration Tool***

The procedure in the “Creating Cisco Unity Connection Users from LDAP Data by Using the Bulk Administration Tool” section in the “Creating User Accounts from LDAP User Data” chapter of the *User Moves, Adds, and Changes Guide for Cisco Unity Connection Release 7.x* is incorrect. Use the following procedure instead.

### **To Create Cisco Unity Connection Users by Using the Bulk Administration Tool**

- 
- Step 1** Log on to Cisco Unity Connection Administration as a user that has the System Administrator role.
  - Step 2** Expand **Tools** and click **Bulk Administration Tool**.
  - Step 3** Export the data that is currently in the hidden Cisco Unified CM database on the Connection server:
    - a. Under Select Operation, click **Export**.
    - b. Under Select Object Type, click **Users from LDAP Directory**.
    - c. In the **CSV File** field, enter the full path to the file in which you want to save exported data.
    - d. Click **Submit**.
  - Step 4** Open the CSV file in a spreadsheet application or in a text editor, and update the data as applicable. For more information, see the “[Using the Cisco Unity Connection Bulk Administration Tool](#)” section.
  - Step 5** Import the data in the updated CSV file:
    - a. Log on to Cisco Unity Connection Administration as a user that has the System Administrator role.
    - b. Expand **Tools** and click **Bulk Administration Tool**.
    - c. Under Select Operation, click **Create**.
    - d. Under Select Object Type, click **Users with Mailbox**.
    - e. In the **CSV File** field, enter the full path to the file from which you want to import data.
    - f. In the Failed Objects Filename field, enter the full path of the file to which you want Connection to write error messages about users who could not be created.
    - g. Click **Submit**.
  - Step 6** When the import is complete, review the file that you specified in the Failed Objects Filename field to verify that all users were created successfully.
- 

## **Omissions**

This section lists new and additional information that is not included in the current documentation for Cisco Unity Connection and for Connection in Cisco Unified Communications Manager Business Edition. The new and additional information will be incorporated in a future documentation release, or as otherwise noted.

## ***Cisco Unified Serviceability Administration Guide Release 7.0(1): SNMP Services***

Added July 13, 2009

In the “SNMP Services” section in the “Understanding Simple Network Management Protocol” chapter of the *Cisco Unified Serviceability Administration Guide Release 7.0(1)*, the following row was omitted from Table 15-2, “SNMP Services.”

**Table 3** *SNMP Services*

| MIB             | Service               | Window                                                                                                                                 |
|-----------------|-----------------------|----------------------------------------------------------------------------------------------------------------------------------------|
| CISCO-UNITY-MIB | Connection SNMP Agent | <b>Cisco Unity Connection Serviceability &gt; Tools &gt; Service Management.</b> Choose a server; then, choose Base Services category. |

## ***Cisco Unified Serviceability Administration Guide Release 7.0(1): SNMP Management Information Base (MIB)***

### **Added July 13, 2009**

In the “SNMP Management Information Base (MIB)” section in the “Understanding Simple Network Management Protocol” chapter of the *Cisco Unified Serviceability Administration Guide Release 7.0(1)*, the following section was omitted.

### **CISCO-UNITY-MIB**

The CISCO-UNITY-MIB uses the Connection SNMP Agent to get information about Cisco Unity Connection.

To view the CISCO-UNITY-MIB definitions, go to the following link and click **SNMP V2 MIBs**:

<http://www.cisco.com/public/sw-center/netmgmt/cmtk/mibs.shtml>



### **Note**

Cisco Unity Connection supports this MIB. Cisco Unified Communications Manager does not support this MIB.

The Connection SNMP Agent supports the following objects.

**Table 4** *Cisco-unity-MIB Objects*

| Object                           | Description                                                                                                            |
|----------------------------------|------------------------------------------------------------------------------------------------------------------------|
| ciscoUnityTable                  | This table contains general information about the Cisco Unity Connection servers such as host name and version number. |
| ciscoUnityPortTable              | This table contains general information about the Cisco Unity Connection voice messaging ports.                        |
| General Unity Usage Info objects | This group contains information about capacity and utilization of the Cisco Unity Connection voice messaging ports.    |

## ***Cisco Unified Serviceability Administration Guide Release 7.0(1): Configuring CISCO-UNITY-MIB Trap Parameters***

### **Added July 13, 2009**

In the “Configuring SNMP Trap/Inform Parameters” chapter of the *Cisco Unified Serviceability Administration Guide Release 7.0(1)*, the following text should be included as the “Configuring CISCO-UNITY-MIB Trap Parameters” section.

*Connection only:* The Connection SNMP Agent does not enable trap notifications, though traps can be triggered by Cisco Unity Connection alarms. You can view Cisco Unity Connection alarm definitions in Cisco Unity Connection Serviceability, on the Alarm > Definitions screen.

You can configure trap parameters by using the CISCO-SYSLOG-MIB. See the “Configuring CISCO-SYSLOG-MIB Trap Parameters” section.

## **Command Line Interface Reference Guide for Cisco Unified Communications Solutions Release 7.0: Utils Commands**

The command below should be included in the “Utils Commands” section of the *Command Line Interface Reference Guide for Cisco Unified Communications Solutions Release 7.0*.

### **utils cuc networking clear\_replication (Cisco Unity Connection Only)**

This command stops all Digital Networking replication activities occurring on the server.

#### **Command Syntax**

**utils cuc networking clear\_replication**

#### **Usage Guidelines**

This command stops the Connection Digital Networking Replication Agent, deletes the drop, queue, and pickup replication folders, clears the status of in-progress directory pushes to or pulls from this server, and restarts the Connection Digital Networking Replication Agent. Depending on the size of the replication folders, this operation may take several minutes.

#### **Requirements**

Command privilege level: 1

Allowed during upgrade: No

## **User Moves, Adds, and Changes Guide for Cisco Unity Connection: Integrating Existing Cisco Unity Connection User Accounts with LDAP User Accounts**

### **Added March 9, 2009**

The following text should be included as the “Integrating Existing Cisco Unity Connection User Accounts with LDAP User Accounts” section in the “Creating User Accounts from LDAP User Data” chapter of the *User Moves, Adds, and Changes Guide for Cisco Unity Connection Release 7.x*.

When you configured Cisco Unity Connection to integrate with an LDAP directory by using the procedures in the “Integrating Cisco Unity Connection with an LDAP Directory” chapter of the *System Administration Guide for Cisco Unity Connection*, you synchronized Connection data with data in the LDAP directory. That process invisibly imported the LDAP data into a cache on the Connection server.

When you use the Bulk Administration Tool to integrate existing Connection users with LDAP users, you:

1. Export the data from the cache into a CSV file.
2. Remove from the CSV file any users who you do not want to synchronize with users in the LDAP directory.

3. Import the updated CSV file into the Connection database, which synchronizes Connection users with LDAP users and sets the LDAP flag in the Connection database.

**Caution**

When you import LDAP user data into the Connection database, existing values for the fields being imported are overwritten with values from the LDAP database.

If you have configured Connection to periodically resynchronize Connection data with LDAP data, new values in the LDAP directory are automatically imported into the Connection database during the next automatic resynchronization. However, if new users have been added to the LDAP directory, this resynchronization does not create new Connection users. You must manually create new Connection users by using either the Import Users tool or the Bulk Administration Tool.

### To Integrate Existing Cisco Unity Connection Users with LDAP Users

- Step 1** Log on to Cisco Unity Connection Administration as a user that has the System Administrator role.
- Step 2** Expand **Tools** and click **Bulk Administration Tool**.
- Step 3** Export the data that is currently in the cache on the Connection server:
  - a. Under Select Operation, click **Export**.
  - b. Under Select Object Type, click **Users from LDAP Directory**.
  - c. In the CSV File field, enter the full path to the file in which you want to save exported data.
  - d. Click **Submit**.

This exports LDAP user data from the cache and sets the LDAP-integrated flag in the CSV file.
- Step 4** Edit the CSV file to remove any Connection users who you do not want to synchronize with users in the LDAP directory. For more information, see the “Using the Cisco Unity Connection Bulk Administration Tool” appendix in the *User Moves, Adds, and Changes Guide for Cisco Unity Connection Release 7.x*.  
If you want every user in the LDAP directory to be a Connection user, you skip this step.
- Step 5** Import the data that you edited in [Step 4](#):
  - a. Log on to Cisco Unity Connection Administration as a user that has the System Administrator role.
  - b. Expand **Tools** and click **Bulk Administration Tool**.
  - c. Under Select Operation, click **Update**.
  - d. Under Select Object Type, click **Users with Mailbox**.
  - e. In the CSV File field, enter the full path to the file from which you want to import data.
  - f. In the Failed Objects Filename field, enter the full path of the file to which you want Connection to write error messages about users who could not be created.
  - g. Click **Submit**.
- Step 6** When the import is complete, review the file that you specified in the Failed Objects Filename field to verify that all Connection users were successfully integrated with the corresponding LDAP users.

## User Workstation Setup Guide for Cisco Unity Connection Release 7.x: Creating and Configuring an Account in IBM Lotus Notes

In the “Creating and Configuring an Account in IBM Lotus Notes” section in the “Configuring an Email Account to Access Cisco Unity Connection Voice Messages” chapter of the User Workstation Setup Guide for Cisco Unity Connection Release 7.x, the following information was omitted:

When using Lotus Notes version 7.x to access Connection voice messages, you must first configure Notes to connect to a Domino account before configuring the Connection account.

## Troubleshooting Information

Cisco Unity Connection troubleshooting information can be found in the *Troubleshooting Guide for Cisco Unity Connection Release 7.x* at

[http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/7x/troubleshooting/guide/7xcuctsgx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/troubleshooting/guide/7xcuctsgx.html).

## 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>

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[http://www.access.gpo.gov/bis/ear/ear\\_data.html](http://www.access.gpo.gov/bis/ear/ear_data.html).

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