



Release Notes for Cisco Unity Connection Release 8.0(1)

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Cisco Unity Connection version 8.0(1) was deferred May 6, 2010, to remain in sync with Cisco Unified Communications Manager version 8.0(1), which also was deferred. We recommend that you upgrade to Connection version 8.0(2c). Release Notes are available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/release/notes/802cucrn.html.

These release notes contain information on new and changed support, new and changed functionality, limitations and restrictions, and caveats for Cisco Unity Connection Release 8.0(1) and for Connection in Cisco Unified Communications Manager Business Edition (CMBE) Release 8.0(1).



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 8.x contains the most current Connection requirements. The document is available at
http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/requirements/8xcucsysreqs.html.

For Cisco Unity Connection in Cisco Unified CMBE

System Requirements for Cisco Unity Connection in Cisco Unified CMBE Release 8.x contains the most current Connection requirements. The document is available at
http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/requirements/8xcucmbesysreqs.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 3](#)
- [Cisco Personal Communications Assistant, page 3](#)

Cisco Unity Connection

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

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

To Determine the Cisco Unity Connection Version by Using the Command-Line Interface

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- 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

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- Step 1** Log on to the Cisco PCA.
- Step 2** On the Cisco PCA Home page, select **About** in the upper right corner. (The link is available on every web tool page.)
- Step 3** The Cisco Unity Connection version is displayed. The Cisco PCA version is the same as the Connection version.
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Related Documentation

For Cisco Unity Connection

For descriptions and URLs of Cisco Unity Connection documentation on Cisco.com, see the *Documentation Guide for Cisco Unity Connection Release 8.x*. The document is shipped with Connection and is available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/roadmap/8xcucdg.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 8.x versions go to documents that are labeled for Cisco Unity Connection Release 8.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*, and the *User Workstation Setup Guide*.

New and Changed Requirements and Support—Release 8.0(1)

This section contains information about new and changed requirements and support in the 8.0(1) release time frame only.

(For information on new and changed requirements and support in earlier versions of Cisco Unity Connection, see the applicable release notes 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 8.x* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/requirements/8xcucsysreqs.html.
- *System Requirements for Cisco Unity Connection in Cisco Unified CMBE Release 8.x* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/requirements/8xcucmbesysreqs.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 8.x *System Requirements*.)

Audio Codecs

The GSM 6.10 audio codec is supported for message storage.

Command-Line Interface Commands

The following command-line interface commands have been added:

- set account enable
- set cert
- set password age minimum
- set password history

- set password inactivity
- set registry
- show cuc sysinfo
- show itl
- show password inactivity
- utils core active
- utils cuc networking dscp
- utils disaster_recovery device delete
- utils disaster_recovery device list
- utils disaster_recovery schedule
- utils network arp

For more information, see CLI Help.

Documentation

The section lists new product documentation available with this release.

Networking Guide for Cisco Unity Connection

Contains detailed discussions of the various options for linking Cisco Unity Connection servers or clusters together to form sites, and for linking a Connection site with another Connection site or with a Cisco Unity site to form a Cisco Voicemail Organization. Also contains instructions for deploying the Voice Profile for Internet Mail (VPIM protocol) for networking VPIM locations and contacts.

The guide is available at

http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/networking/guide/8xcucnetx.html.

Security Guide for Cisco Unity Connection

Contains information related to security issues, including: securing Cisco Unity Connection hardware and software; setting up appropriate authentication and password policies; understanding accounts and permissions; and securing voice messages.

The guide is available at

http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/security/guide/8xcucsecx.html.

License File Required for ViewMail for IBM Lotus Notes

With version 8.0, the use of Cisco Unity Connection ViewMail for IBM Lotus Notes requires a license installed on the Connection server. Without the license on the server, ViewMail for Notes installed on user workstations provides all features and functionality for 30 days in demo mode, and then stops.

Once a ViewMail for Notes license is installed on the Connection server, user workstations with expired ViewMail installations regain usage of the application.

Phone System Integrations

For Cisco Unity Connection

Cisco Unified Communications Manager version 8.0 has been qualified for use with this release of Cisco Unity Connection.

For supported versions of Cisco Unified CM and Cisco Unified CM Express, see 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, see 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 8.0 has been qualified for use with Cisco Unified CMBE. It is installed on the same platform with Cisco Unity Connection.

Servers

Note the following considerations about support for Cisco Unity Connection servers:

- Some servers that were supported for earlier versions of Connection are no longer supported. For information on:
 - Whether your server is supported for use with Connection 8.0, see the *Cisco Unity Connection 8.0 Supported Platforms List* at http://www.cisco.com/en/US/products/ps6509/products_data_sheets_list.html.
 - Replacing unsupported servers while upgrading to Connection 8.0(1), see the applicable upgrade chapter in the *Reconfiguration and Upgrade Guide for Cisco Unity Connection Release 8.x* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/upgrade/guide/8xcucrugx.html.
- If you are upgrading from earlier versions of Cisco Unity Connection and you want to reuse the current server, for some servers you must replace hard disks.

If you are upgrading an existing Connection server to version 8.0, see the *Cisco Unity Connection 8.0 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.

For information on replacing the hard disks, see the applicable chapter in the *Reconfiguration and Upgrade Guide for Cisco Unity Connection Release 8.x* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/upgrade/guide/8xcucrugx.html.

- Some new servers have been released since Connection 7.1 was released. For information on the new servers, see the *Cisco Unity Connection 8.0 Supported Platforms List* at http://www.cisco.com/en/US/products/ps6509/products_data_sheets_list.html.

Software Qualified for Use with Cisco Unity Connection on User Workstations

The following software has been qualified with for use with Cisco Unity Connection 8.0 on user workstations:

- Windows 7 Professional (32-bit)
- Windows 7 Enterprise (32-bit)
- Windows 7 Ultimate (32-bit)

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

Software That Is No Longer Supported for Use with Cisco Unity Connection on User Workstations

With this release, the following software is not supported for use with Connection on user workstations:

- Firefox 2.0 on all operating systems

Support for Up to 20 Networked Cisco Unity Connection Servers

By using an intersite link to connect two Connection sites (known as Digital Networks in version 7.x) of up to ten servers each, you can network up to 20 Cisco Unity Connection servers for the purposes of directory synchronization, call transfers, and message exchange. (In version 7.1, the limit was ten servers in a single Digital Network, with no support for linking Digital Networks together.)



Note

In a Cisco Unity Connection cluster, only the publisher server is joined to the network, so a cluster counts as a single server toward the limit of ten in each site.

While version 7.x and version 8.x servers can coexist in a single site, in order to link two sites, all servers in both sites must be at version 8.0(1) or later. Alternatively, you can link a single Cisco Unity Connection site of up to ten version 8.x servers with a single Cisco Unity server or Digital Network.

For additional requirements and limits for networking, see *System Requirements for Cisco Unity Connection Release 8.x* at

http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/requirements/8xcucsysreqs.html.

Some servers require additional memory to support this feature. For more information, see the *Cisco Unity Connection 8.0 Supported Platforms List* at

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

**Note**

This feature is not supported for use with Cisco Unified Communications Manager Business Edition.

Support for Up to 500 Voice Messaging Ports in a Cisco Unity Connection Cluster

Depending on the system configuration and the platform overlay, a Cisco Unity Connection cluster server pair supports up to 500 voice messaging ports.

For details, see the *Cisco Unity Connection 8.0 Supported Platforms List* at http://www.cisco.com/en/US/products/ps6509/products_data_sheets_list.html.

Support for Up to 20,000 Users in a Cisco Unity Connection Cluster

Depending on the system configuration and the platform overlay, a Cisco Unity Connection cluster server pair supports up to a total of 20,000 users.

For details, see the *Cisco Unity Connection 8.0 Supported Platforms List* at http://www.cisco.com/en/US/products/ps6509/products_data_sheets_list.html.

Upgrade to Release 8.0(1) Requires Software DVD

To upgrade to Cisco Unity Connection 8.0(1), you must get the Connection DVD from Cisco. For ordering information, go to the Cisco Ordering website at <http://www.cisco.com/en/US/ordering/index.shtml>.

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 select Sign Up Here.

New Functionality—Release 8.0(1)

This section contains information about new functionality in the 8.0(1) release time frame only.

(For information on new functionality in earlier versions of Cisco Unity Connection, see the applicable release notes 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 8.0(1). Some offerings may not be supported by Cisco TAC. Refer to <http://www.ciscounitytools.com> for information.

Cisco Unity Connection Conversation Enhancements

The following sections contain information on new behavior related to the Cisco Unity Connection conversation that you might be interested in:

- [Alternate Extensions Can Be Edited By Phone](#), page 9
- [Automatically Add Alternate Extensions](#), page 10
- [City and Department Fields Added for Administrator-Defined Contacts](#), page 11
- [Directory Handler Greeting Can Be Customized](#), page 12
- [Draft Messages](#), page 13
- [Message Bookmarks](#), page 14
- [Message Recall](#), page 15
- [More Custom Keypad Mapping Conversations Available](#), page 15
- [Noise-Reduction Filtering](#), page 16
- [Scripted Conversation Files Are Loaded Dynamically to Improve Startup Time](#), page 16
- [Urgency Flag Can Be Retained When Forwarding or Replying to Messages](#), page 17
- [Users Can Hear Message Duration Before Message Playback](#), page 17
- [Voice-Recognition Users Can Change Their Personal Settings by Using Voice Commands](#), page 18

Alternate Extensions Can Be Edited By Phone

By using the Custom Keypad Mapping tool in Cisco Unity Connection Administration, you can provide users with the option to edit their alternate extensions from the Preferences menu. When users select the option to edit their alternate devices, Connection will offer to list or delete the existing alternate extensions. If users sign in from a phone number that is not their primary extension or an existing alternate extension or in the Excluded Extensions for Automatically Added Alternate Extensions restriction table, when they select the option to edit their alternate devices, Connection will offer to add the phone number as a new alternate extension.

See also the [“Automatically Add Alternate Extensions”](#) section on page 10.

APIs Available

The following APIs are available with this release:

- **Cisco Unity Connection Messaging Interface**—A REST interface for accessing voicemail on Connection systems. It is based on standard HTTPS and XML. This API provides full access to a users messages, including broadcast messages.
- **Cisco Unity Connection Telephony Interface**—Designed to provide a simple, stable, method of accessing telephone record and playback functionality on Connection systems, through a standards-based interface using XML and HTTPS. This API provides the following capabilities:
 - Initiate dialout to phone device.
 - Play and record greetings, messages, and other audio.
 - Control playback speed and volume.
 - Stop and resume playback and record.

- Cisco Unity Connection Provisioning Interface—A provisioning API for Connection that has been designed to be stable and simple to use. It is based on leading industry standards for web-based API development, and provides access to the most commonly provisioned data on Connection systems (users, contacts, distribution lists, and call handlers).

For more information and for API support, see <http://developer.cisco.com>.

Automatically Add Alternate Extensions

When a user signs in from a phone number other than a primary extension or alternate extension, Cisco Unity Connection adds the number to the user's calling party ID (CPID) history. If the user signs in from the number five times within 30 days, Connection offers the option of adding it as an alternate extension. By adding it, the user can sign in to Connection from the number without having to enter a user ID (the primary extension). If the user chooses not to add it, Connection does not offer the option again for the number.

This functionality is available to users who belong to a class of service with the Allow Users to Manage Their User-Defined Alternate Extensions option enabled. You can adjust the number of times a user must sign in from a phone number before Connection offers the option to add the number as an alternate extension. You can also change the number of consecutive days within which Connection considers the sign-in count before offering the alternate extension option. These settings are on the Advanced Conversation Settings page in Cisco Unity Connection Administration.

The restriction table called Excluded Extensions for Automatically Added Alternate Extensions restricts numbers from being offered as alternate extensions. For example, you might add a lobby or conference room extension so that users who frequently sign in to Connection from such shared phones are not offered the alternate extension option.

For details on configuring this feature, see the “Automatically Add Alternate Extensions” section of the “Changing Conversation Settings for All Users in Cisco Unity Connection 8.x” chapter of the *System Administration Guide for Cisco Unity Connection* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/administration/guide/8xcucsagx.html.

See also the “Alternate Extensions Can Be Edited By Phone” section on page 9.

Bulk Administration Enhancements

Administering more than one object at a time in Cisco Unity Connection has been enhanced in the following ways:

- Bulk Edit buttons throughout Cisco Unity Connection Administration allow you to edit multiple objects at once by using the same pages and fields you are familiar with from editing an individual object. Bulk Edit is available for the following object types:
 - Users and contacts.
 - Call handlers, directory handlers, and interview handlers.
 - Classes of service.
- When editing in Bulk Edit mode, you can choose whether to run the operation immediately or to schedule it for a later time or date. You can check the status of scheduled bulk operations in Connection Administration by expanding Tools and selecting Task Management > Administrator Bulk Task.

- When you have multiple locations in your network, you can perform Bulk Edit operations on users homed on more than one Connection location. When you select users that are homed on more than one Connection location, fields that cannot be edited across the network do not appear on the edit pages. Note that if you want to be able to edit data from across the network in Bulk Edit mode, you need to configure remote access to other locations in your network by setting an alias and password on the Networking > Connection Location Passwords page before attempting a Bulk Edit operation.
- The Bulk Administration Tool (BAT, available under Tools in Connection Administration) supports creating, updating, deleting, or exporting system distribution lists and distribution list members. (Note that BAT does not support configuring objects on remote locations in a Digital Network.)

**Note**

The Bulk Edit link is no longer available under Tools in Connection Administration because it has been replaced by the new functionality.

City and Department Fields Added for Administrator-Defined Contacts

Two new fields have been added to allow you to configure city and department information for administrator-defined contacts (either individually or in bulk) or for administrator-defined-contact templates in Cisco Unity Connection Administration. The fields can also be set for many contacts at once by using the Bulk Administration Tool.

Callers who reach a voice-enabled directory handler can narrow their search for an administrator-defined contact by saying the name and city or department of the contact (or both), if the fields are defined. (Note that an administrator-defined contact is not available in directory handler searches unless the List in Directory check box is checked on the profile page for the contact in Cisco Unity Connection Administration.)

You can also use the city or department field to narrow the search for a contact when adding contacts to administrator-defined distribution lists.

Cisco Unity Connection Networking with Cisco Unity

You can link a Cisco Unity Connection site of up to ten servers with a Cisco Unity server or Cisco Unity Digital Network to provide directory synchronization, message exchange, and call transfers between servers in both sites. The linked sites are referred to as a Cisco Voicemail Organization. In order to create the link, all Connection servers must be at version 8.0(1) or later.

To create an intersite link, you choose a single location on each site to act as a gateway to the other site. The gateways exchange directory synchronization information by using HTTP or HTTPS. Message exchange occurs by using SMTP. On the Cisco Unity site, the Interoperability Gateway for Microsoft Exchange functions as the messaging gateway. On the Connection site, the SMTP server on the Connection site gateway serves as the messaging gateway. Cross-server sign in, transfers, and live reply can be enabled across the entire Cisco Voicemail Organization.

For more information on Cisco Unity Connection networking, see the *Networking Guide for Cisco Unity Connection Release 8.x* at

http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/networking/guide/8xcucnetx.html.

Diagnostic Portal

The Diagnostic Portal is available in the Real-Time Monitoring Tool (RTMT) for troubleshooting Cisco Unity Connection. The following Diagnostic Portal tools are available for Connection:

- Groups for listing the nodes to which Connection is connected.
- Collect Traces Now for collecting Connection traces
- Schedule Trace Collection for automatically collecting Connection traces at scheduled times
- Set Trace Levels for enabling Connection traces
- View Configuration for listing the configuration of the Connection server

For information on the Diagnostic Portal, see the *Cisco Unified Real-Time Monitoring Tool Administration Guide* at

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

Directory Handler Greeting Can Be Customized

You can record a custom greeting that callers hear when they reach a directory handler. If more than one Cisco Unity Connection language is installed, the greeting can be recorded in multiple languages.

You activate the custom greeting by checking the Use Custom Greeting check box on the Edit Greeting page for a directory handler. When Use Custom Greeting is checked, you can use the MediaMaster on the page to record or upload the custom greeting for the directory handler, and Connection plays the custom greeting to all callers who reach the handler. When Use Custom Greeting is unchecked, Connection plays the system default greeting.

By default, the Use Custom Greeting check box is unchecked, and the behavior is the same as in previous releases—Connection plays the system default directory handler greeting.

As an alternative to recording your own directory handler greeting, the Cisco Unity Tools website offers a zip file containing various prerecorded greetings. To use a prerecorded greeting for a directory handler, download and unzip the file, then choose an individual prompt file to open in the MediaMaster on the Edit Greeting page for the directory handler in Connection Administration. The zip file and instructions that list the recording text and file name for each prompt are available at

<http://www.ciscounitytools.com/Applications/Unity/AlternateDirectoryHandlerPrompts/AlternateDirectoryHandlerPrompts.html>.

Documentation Search Available from Cisco Unity Connection Administration

A new Search Documentation link has been added to the navigation bar at the top of Cisco Unity Connection Administration pages. You can use the search box to search the Cisco Unity Connection documentation on cisco.com and ciscounitytools.com. On the results page, you can use the refinement tabs to narrow search results by several predefined criteria, such as version number or document type.

Draft Messages

If a user inadvertently disconnects while sending a new message, replying to, or forwarding a message, and if the message has at least one recipient or a recording, Cisco Unity Connection can save the message so that the user can return on a subsequent call to finish and send the message. You can also configure Connection to allow users to save messages as drafts when they are composing them, so that they can return later to complete them.

By default, the Draft Messages feature is not enabled. You enable the feature for a user template or for one or more users in Cisco Unity Connection Administration. [Table 1](#) contains configuration information.

Table 1 **Configuring the Draft Messages Feature**

Task	Configuration
Automatically save draft messages when users are disconnected or hang up (when calling from their primary extension or an unrecognized extension).	On the Send Message Settings page, set the When a Call Is Disconnected or the User Hangs Up setting to Save Message as Draft.
Automatically save draft messages when users are disconnected or hang up (when calling from a specific alternate extension).	From the Alternate Extensions page, edit an alternate extension and select Show Advanced Settings. Set the When a Call Is Disconnected or the User Hangs Up setting to Save Message as Draft in the Alternate Extension Value column.
Allow users to save messages as drafts while composing them.	On the Send Message Settings page, check the Allow Users to Save Draft Messages check box.
Play a count of draft messages when users sign in to Cisco Unity Connection by phone.	On the Playback Message Settings page, check the Draft Message Count check box.



Note

From the Messaging Assistant, users can enable the automatic saving of messages as drafts—either from their primary extension or from an alternate extension—and can configure Connection to play the draft message count when they sign in by phone.

Voice-recognition users can access their draft messages in order to complete and send them by saying “Draft messages” from the main menu. In order for touchtone conversation users to access their draft messages when they call and sign in to Connection, you must use the Custom Keypad Mapping tool to assign a key to the Edit Draft Messages option in a custom conversation and assign the users to the custom conversation.



Note

Although users may be able to save messages as drafts or have Cisco Unity Connection automatically save drafts on disconnect, the users will not be able to complete and send the drafts unless they are using the voice-recognition conversation or a custom conversation with a key mapped to the Edit Draft Messages option.

You can configure the number of days that messages are retained in user draft message folders by changing the value of the Draft Messages: Retention Period (in Days) setting on the System Settings > Advanced > Conversations page in Cisco Unity Connection Administration. If a draft message is not accessed and modified by the user during that time period, it is automatically deleted.

**Caution**

If you revert from Cisco Unity Connection 8.0(1) to an earlier version of Connection, all draft messages are deleted, and all sent messages (used for message recall) are deleted. These messages cannot be retrieved when you reupgrade to Connection 8.0(1). For more information, see the [“Reverting a Server to the Cisco Unity Connection Version on the Inactive Partition” section on page 22.](#)

Message Aging Policy

You can create multiple message aging policies, enable or disable them individually, and assign one policy to each user and to each template. In addition, you can configure Connection to age new messages, so new messages are moved to the Saved Items folder after a specified number of days. This option is primarily useful for users whose message action is Accept and Relay the Message, which causes Connection to relay copies of voice messages to an external mail account while also saving the messages to the Connection message store. You can use this option to prevent users who only check voice messages by using the external mail account from exceeding their mailbox quota.

For information on adding, changing, and deleting message aging policies, see the “Managing Message Aging Policies” section in the [“Controlling the Size of Mailboxes in Cisco Unity Connection 8.x”](#) chapter of the *System Administration Guide for Cisco Unity Connection* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/administration/guide/8xcucsagx.html.

For information on selecting a message aging policy for users or templates, see the “Message Actions” section in the [“Setting Up Features and Functionality That Are Controlled by User Account Settings in Cisco Unity Connection 8.x”](#) chapter of the *User Moves, Adds, and Changes Guide for Cisco Unity Connection* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/user_mac/guide/8xcucmacx.html.

Message Bookmarks

When calls are disconnected or users hang up while listening to messages, bookmarks allow users to call back into Cisco Unity Connection within a specified period of time and resume listening to messages without losing their place.

Connection creates a message bookmark when the call disconnects during playback of new or saved messages. It does not create a message bookmark during playback of deleted messages, draft messages, or external email messages, nor during playback of messages generated by dynamic searches such as Message Locator (for example, “Find messages from <name of user>.”). By default, message bookmarks are retained for 5 minutes. If a user calls back within 5 minutes of disconnecting, the user will be able to continue listening to the message.

If users disconnect while sending new messages, replying to, or forwarding messages, and if the messages have at least one recipient or a recording, draft messages may be created. For more information, see the [“Draft Messages” section on page 13.](#)

By default, message bookmarking is not enabled. You can enable Create a Message Bookmark on the applicable Playback Message Settings page for a user template or an individual user in Cisco Unity Connection Administration. Users can also enable the Create a Message Bookmark settings themselves in the Messaging Assistant.

Message Recall

Users who have access to the message recall feature can review a list of the messages that they sent over a time period that you define, and direct Cisco Unity Connection to remove a message from the mailbox of any recipients who have not yet touched it (for example, by playing, saving, deleting, or opening and then saving the message as new). The recall is attempted only for voice messages, and only for recipients who are Connection users homed within the local Connection networking site—recalls to VPIM contacts or to users homed on a location in another Connection site or in a Cisco Unity site will not succeed. In addition, messages or copies of messages that have been relayed to the user at an SMTP address cannot be recalled.

Connection does not indicate to the user whether the recall attempt succeeded or failed for any recipients. The recalled message is removed from the sent messages folder, so that the sender is unable to resend or forward the message or attempt to recall it again.

When the recall succeeds for a recipient, the message is removed from the Connection mailbox of the recipient. Although the recipient may have already been notified of the message by a notification device, further notifications for the recalled message will be cancelled when the message is removed.

If the recall fails for a recipient because the recipient has touched the message, the message and any notifications for the message are not changed in any way by the recall attempt. This means that the recipient is able to reply to or forward the message to others.

By default, the message recall feature is not enabled. To enable the feature, change the Sent Messages: Retention Period (in Days) setting on the System Settings > Advanced > Messaging page in Cisco Unity Connection Administration to a value greater than zero. Voice recognition users can access the message recall menu by saying “Recall” from the main menu. In order for touchtone conversation users to access the message recall menu, you must use the Custom Keypad Mapping tool to assign a key to the Message Recall action in the main menu of a custom conversation and assign the users to the custom conversation.

Note that the Sent Messages: Retention Period (in Days) setting controls the number of days that sent messages are available for users to recall. Because sent messages count toward user mailbox quotas, configuring a high value for this setting can cause user mailboxes to fill with sent messages that users cannot remove except by recalling them.

Migrations from Cisco Unity to Connection 8.0(1)

Connection 8.0(1) still supports flash-cutover migrations from Cisco Unity 4.0(5) and later. In addition, you can now configure Connection Networking between a Cisco Unity server or Digital Network and a Connection server or network, and gradually migrate Cisco Unity users to Connection. For more information, see the “[Migrating from Cisco Unity to Cisco Unity Connection 8.x by Gradually Moving Data](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/upgrade/guide/8xcucrugx.html)” chapter of the *Reconfiguration and Upgrade Guide for Cisco Unity Connection* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/upgrade/guide/8xcucrugx.html.

More Custom Keypad Mapping Conversations Available

Three Custom Keypad Mapping conversations have been added, bringing the total to six conversations available for customization in the Custom Key Map tool. With a Custom Keypad Mapping conversation, users hear menu options based on the mapping you specify in the Custom Key Map tool.

The tool is in Cisco Unity Connection Administration. For information on using it, see the “Custom Keypad Mapping Tool” chapter of the *System Administration Guide for Cisco Unity Connection*.

Noise-Reduction Filtering

A noise-reduction filter has been added to improve audio quality and voice-recognition accuracy in noisy environments. When enabled for a port group, the filter is applied to all voice utterances entered by users of the voice-recognition conversation and to all audio that is recorded by Cisco Unity Connection on calls to the port group. The filter can be enabled or disabled for each port group individually, and is enabled by default.

You can disable the filter for a port group by unchecking the Enable Noise Reduction check box on the Telephony Integrations > Port Group > Edit Advanced Settings page for the group in Cisco Unity Connection Administration.

Reassigning Database Dependencies Before Deleting Objects

When database objects such as user accounts are referenced by other objects in Connection (for example, if a user is set to be a recipient of messages left in an interview handler, or if a call handler is set to transfer incoming calls to a user's phone), you cannot delete the referenced objects until you have changed settings on the dependent objects.

To determine the dependencies of an object that you want to delete, select the Show Dependencies option on the search page for the object type. The option initiates a search for database objects that are dependent on the object you want to delete. From the dependency search results, follow links to the dependent objects and reassign the dependencies. When all dependencies have been reassigned, you can delete the object.

For more information see the “Cisco Unity Connection Show Dependency Results” section in the “Administrative Tools” chapter of the *System Administration Guide*.

Scripted Conversation Files Are Loaded Dynamically to Improve Startup Time

Rather than loading all conversation files into memory at startup, Cisco Unity Connection initially loads only the most commonly used conversations (for example, files used in the user sign-in conversation, for playing greetings, and for transfers). Other conversations are loaded individually the first time they are accessed by a caller or user. This results in a much quicker start-up time, and also eliminates the overhead of loading conversations that may never be used on a particular system (for example, custom keypad map conversations for options that are not made accessible to users). However, a caller who reaches a conversation that has not previously been loaded may experience a brief delay (generally on the order of half a second or less) while Connection loads the conversation. Subsequent callers who reach the same conversation experience no delay.

If you want Cisco Unity Connection to load all conversation files at startup (to match the behavior in earlier releases), you can disable the dynamic loading by unchecking the Conversation Manager Fast Start check box on the System Settings > Advanced > Conversations page in Cisco Unity Connection Administration.

show cuc sysinfo CLI Command

The Connection command-line interface includes a new “show cuc sysinfo” command that displays a summary of hardware and software system information for the current Connection server, including the version installed on the active and inactive partitions; whether a cluster is configured; QOS settings; hardware specifications; the amount of used and free disk space on the active, inactive, and common

partitions; licensing information; and so on. For more information, see the CLI Help or see the applicable *Command Line Interface Reference Guide for Cisco Unified Communications Solutions Release 8.0(1)* at http://www.cisco.com/en/US/products/ps6509/prod_maintenance_guides_list.html.

SMTP Address Search Tool

You can use the SMTP Address Search tool to locate objects that are configured to use a particular SMTP address. The tool searches user primary and proxy addresses, VPIM contact proxy addresses, and SMTP addresses formed by combining the alias of a system distribution list with the SMTP domain of the Cisco Unity Connection server.

The tool can also be used to resolve conflicts that can occur when more than one object is using the same SMTP address. If your search results in more than one match, the search results indicate whether Cisco Unity Connection is able to automatically resolve the conflict. If the conflict cannot be resolved automatically, you may need to edit one or both of the objects to change the conflicting address to a unique value.

You can access the tool by browsing to Tools > SMTP Address Search in Cisco Unity Connection Administration.

Urgency Flag Can Be Retained When Forwarding or Replying to Messages

You can configure Connection to retain the urgency flag when users forward or reply to urgent messages.

By default, Cisco Unity Connection does not retain the urgent setting when users forward or reply to urgent messages.

You enable the feature by checking the Retain Urgency Flag When Forwarding or Replying to Messages check box on the applicable Send Message Settings page for a user template or an individual user in Cisco Unity Connection Administration.

Users Can Hear Message Duration Before Message Playback

Users can hear the duration of a message in minutes and seconds before Cisco Unity Connection plays the message when checking messages by phone. You can enable the automatic playback of message duration by checking the Message Duration check box in the Before Playing Each Message, Play section on the applicable Playback Message Settings page for a user template or an individual user in the Cisco Unity Connection Administration. By default, Connection will not announce the message duration during the message header.

Voice Network Map Tool

You can use the Voice Network Map tool to get a visual display of the Cisco Unity Connection servers that are joined together to form a site. The map gives you information about the status of directory replication between servers in the site.

You can access the tool by browsing to Tools > Voice Network Map in Cisco Unity Connection Serviceability.

Voice-Recognition Users Can Change Their Personal Settings by Using Voice Commands

Voice-recognition users can go through the enrollment conversation, change their PINs, and hear or change their recorded names and directory listing status by using voice commands.

The enrollment conversation has been modified to allow voice-recognition users to say their PIN and to navigate through most questions by using voice commands rather than pressing keys.

Users can say the following commands to change their personal settings:

- “Change my PIN.”
- “Get my directory listing status.”
- “List my number in the directory” or “Do not list my number in the directory.”
- “Play my recorded name.”
- “Change my recorded name.”

VPIM Configuration Settings Added

Options have been added to configure the following Cisco Unity Connection behavior when exchanging messages with a particular VPIM location:

- Remove the message subject in outgoing messages.
- Remove all text attachments from outgoing messages.
- Remove all fax attachments from outgoing messages.
- Remove the sender recorded voice name from incoming messages.
- Mark all incoming messages secure.
- Respond to return receipt requests from other VPIM locations with either a read receipt header or a delivery receipt header.
- Generate a return receipt either when the message to which the receipt belongs is delivered to the recipient, or when it is heard by the recipient. (This can be configured separately from configuring whether the header indicates a read receipt or a delivery receipt.)

You can configure these settings on the Networking > VPIM > Edit VPIM Location page for a VPIM location.



Caution

If you have a version 8.x server acting as a bridgehead to handle the VPIM configuration for a Cisco Unity Connection networking site that includes version 7.x servers, the non-default values of the new settings may not be supported by the version 7.x servers. For example, if you configure a VPIM location on the bridgehead to mark all incoming messages secure, version 7.x servers do not support secure VPIM messages, and all incoming messages from the location will be placed in the Connection MTA BadMail folder (UmssMtaBadMail).

Changed Functionality—Release 8.0(1)

This section contains information about changed functionality in the 8.0(1) release time frame only.

(For information on changed functionality in earlier versions of Cisco Unity Connection, see the applicable release notes 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 8.0(1). Some offerings may not be supported by Cisco TAC. Refer to <http://www.ciscounitytools.com> for information.

Cisco Unity Connection Conversation Changes

In addition to the new functionality described in the “[Cisco Unity Connection Conversation Enhancements](#)” section, some default settings and functionality have changed in the Cisco Unity Connection conversation with this release. The following items contain information on changed behavior related to the conversation that you might be interested in:

- [Additional Options Available When Transferring Calls to an Alternate Contact Number](#), page 19

Additional Options Available When Transferring Calls to an Alternate Contact Number

When you configure a caller input key for a user or call handler to map to the Transfer to Alternate Contact Number action, you can configure whether Connection transfers the call by using a release-to-switch transfer or a supervised transfer. If you choose supervised transfer, you can specify the number of rings that Connection waits for the phone to answer before sending the caller back to the user or call handler greeting.

In earlier versions, Connection always transferred calls to alternate contact numbers by releasing the call to the phone system.

LDAP Filters

You can now specify one LDAP filter for each LDAP directory configuration on a Connection server. In previous releases, you could only specify one LDAP filter per Connection server. For more information, see the “Filtering LDAP Users” and “Adding LDAP Directory Configurations and Importing LDAP Data” sections in the “[Integrating Cisco Unity Connection with an LDAP Directory](#)” chapter of the *System Administration Guide for Cisco Unity Connection Release 8.x* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/administration/guide/8xcucsagx.html.

Time Zone Support

During installation or upgrade, the data for time zones and daylight saving times are updated in the Cisco Unity Connection database, where Connection components obtain this data.

Installation and Upgrade Information

- [Information for Cisco Unified Communications Manager Business Edition Customers](#), page 20
- [Installing Cisco Unity Connection for the First Time](#), page 20
- [Supported Cisco Unity Connection Upgrades](#), page 21
- [Installation and Upgrade Notes](#), page 22

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 8.x System* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/cucmbe_task_list/8xcucmbetask.html and the *Installing Cisco Unified Communications Manager Business Edition Release 8.0(1)* guide at http://www.cisco.com/en/US/docs/voice_ip_comm/cucmbe/install/8_0_1/cmins801.html.
- For instructions on upgrading a Cisco Unified CMBE system, see the “Software Upgrades” chapter of the applicable version 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 or 7.x and any languages other than U.S. English (ENU) are currently installed and in use on the 6.x or 7.x system, you must install the Connection 8.0 versions of the same languages after the Cisco Unified CMBE 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 Connection 8.x Language Files” and “Installing Language Files on the Connection 8.x Server” sections in the “[Adding Languages to the Cisco Unity Connection 8.x System](#)” chapter of the *Reconfiguration and Upgrade Guide for Cisco Unity Connection Release 8.x* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/upgrade/guide/8xcucrugx.html.

- There is no supported migration path from Connection to Cisco Unified Communications Manager Business Edition (CMBE). If you want to migrate from Connection 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 server, see the *Installation Guide for Cisco Unity Connection Release 8.x* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/installation/guide/8xcucigx.html.

Supported Cisco Unity Connection Upgrades

You can upgrade directly to Connection 8.0(1) from many but not all versions of Connection 2.x and later. For information on whether you can upgrade directly to Connection 8.0, see the “Supported Cisco Unified Communications Manager Upgrades” section of the *Cisco Unified Communications Manager Software Compatibility Matrix* at

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/compat/ccmcompmatr.html.

You refer to the full version number of Cisco Unified CM that is currently installed on the active partition to determine upgrade support. The version can be viewed by running the CLI command **show version active**.

Full version numbers include the build number (for example, 8.0.1.10000-11); the software versions listed on the download pages on Cisco.com are abbreviated version numbers (for example, 8.0(1)). Column headings in the tables of the “Supported Cisco Unified Communications Manager Upgrades” section correlate abbreviated version numbers with full version numbers.



Note

Abbreviated version numbers for Connection and Cisco Unified CM are identical except that Connection 2.x versions correspond with Cisco Unified CM 6.x versions.

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

If you cannot upgrade directly from your current version to Connection 8.0(1):

1. Find an intermediate version that is supported both for an upgrade from your current version and for an upgrade to 8.0(1).
2. Upgrade to the intermediate version by referring to the applicable *Reconfiguration and Upgrade Guide for Cisco Unity Connection* at http://www.cisco.com/en/US/products/ps6509/prod_installation_guides_list.html.
3. Upgrade to Connection 8.0(1) by using the applicable chapter in the *Reconfiguration and Upgrade Guide for Cisco Unity Connection Release 8.x* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/upgrade/guide/8xcucrugx.html.

Upgrading to Cisco Unity Connection 8.0

To upgrade to Cisco Unity Connection 8.0, you must get a DVD from Cisco. For ordering information, go to the Cisco Ordering website at <http://www.cisco.com/en/US/ordering/index.shtml>.

- A Connection 7.x system to version 8.0, see the “Upgrading Cisco Unity Connection 7.x to the Shipping 8.x Version” chapter of the *Reconfiguration and Upgrade Guide for Cisco Unity Connection* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/upgrade/guide/8xcucrugx.html.
- A Connection 2.1(2) or later system to version 8.0, see the “Upgrading Cisco Unity Connection 2.1(2) or Later to the Shipping 8.x Version” chapter of the *Reconfiguration and Upgrade Guide for Cisco Unity Connection* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/upgrade/guide/8xcucrugx.html.

Installation and Upgrade Notes

- [Installing Additional Cisco Unity Connection Languages](#), page 22
- [Reverting a Server to the Cisco Unity Connection Version on the Inactive Partition](#), page 22

Installing Additional Cisco Unity Connection Languages

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

- A new Connection system, see the “[Installing Additional Languages on the Cisco Unity Connection 8.x System](#)” chapter of the *Installation Guide for Cisco Unity Connection* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/installation/guide/8xcucigx.html.
- An existing Connection system, see the “[Adding Languages to the Cisco Unity Connection 8.x System](#)” chapter of the *Reconfiguration and Upgrade Guide for Cisco Unity Connection* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/upgrade/guide/8xcucrugx.html.
- An existing Cisco Unified CMBE system, see the “Downloading Connection 8.x Language Files” and “Installing Language Files on the Connection 8.x Server” sections in the “[Adding Languages to the Cisco Unity Connection 8.x System](#)” chapter of the *Reconfiguration and Upgrade Guide for Cisco Unity Connection* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/upgrade/guide/8xcucrugx.html.

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

If you revert from Cisco Unity Connection 8.0 to an earlier version of Connection, some of the data for new Connection 8.0 features is lost and cannot be retrieved when you reupgrade to Connection 8.0.

For more information on how reverting affects Connection features, see the “About Reverting to the Connection Version on the Inactive Partition” section in the “[Reverting Servers to the Cisco Unity Connection Version on the Inactive Partition](#)” chapter of the *Reconfiguration and Upgrade Guide for Cisco Unity Connection Release 8.x* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/upgrade/guide/8xcucrugx.html.

Limitations and Restrictions

In Connection Cluster, Changed License Data on One Server Does Not Replicate to Other Server

When a new or changed license file is installed on one server of a Cisco Unity Connection cluster, the changed license data is not automatically replicated to the other server.

To replicate the changed license data, you must restart both Connection servers by using the following CLI command:

```
utils system restart
```

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.

ViewMail Limitations Regarding Secure Messages

- 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.

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.

Caveats

You can find the latest caveat information for Cisco Unity Connection version 8.0(1) and for Connection in Cisco Unified Communications Manager Business Edition version 8.0(1) by using Bug Toolkit, an online tool available for customers to query defects according to their own needs.

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



Note

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

This section contains the following caveat information:

- [Related Caveats—Cisco Unified Communications Manager 8.0\(1\) Components That Are Used by Connection 8.0\(1\)](#), page 24

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.

Related Caveats—Cisco Unified Communications Manager 8.0(1) Components That Are Used by Connection 8.0(1)

Table 2 describes the Cisco Unified Communications Manager components that are used by Cisco Unity Connection. Caveat information for the Cisco Unified CM components is available in *Release Notes for Cisco Unified Communications Manager Release 8.0(1)* at http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_release_notes_list.html.

Table 2 Cisco Unified CM 8.0(1) Components That Are Used by Connection 8.0(1)

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

Troubleshooting Information

Cisco Unity Connection troubleshooting information can be found in the *Troubleshooting Guide for Cisco Unity Connection Release 8.x* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/troubleshooting/guide/8xcuctsgx.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>

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

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