



Release Notes for Cisco Unity Connection Release 8.0(2c)

Revised April 2, 2012 (Originally published April 16, 2010)

These release notes contain information on downloading software, new and changed support, new and changed functionality, limitations and restrictions, and caveats for Cisco Unity Connection Release 8.0(2c), and for Connection in Cisco Unified Communications Manager Business Edition (CMBE) Release 8.0(2c).

Cisco Unity Connection 8.0(2c) contains fixes and changes to the operating system and/or Cisco Unified Communications Manager 8.0(2) application components, including components shared by Connection and Cisco Unified CM. (Releases 8.0(2), 8.0(2a), and 8.0(2b) were deferred.)

Note the following information:

- Throughout this document, references to 8.0(2) also apply to 8.0(2c).
- Anything documented as compatible with Connection 8.0(2)—for example, versions and tools, and other Cisco products—are equally compatible with 8.0(2c).
- Follow the Connection documentation regarding any 8.0(2) engineering specials (ESes). You use the same ESes with 8.0(2c).
- For more information, see the following sections in these release notes:
 - [Cisco Unity Connection 8.0\(2c\), page 5.](#)
 - [Deferrals of Other Cisco Unity Connection 8.0\(2x\) Versions, page 5.](#)



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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**Note**

Items in release notes may be added, or revised to correct or clarify information after the initial publication date (the date the software was released). When an item has been changed, the phrase “Added <date>” or “Revised <date>” is included in the text of an item.

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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

- 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

- 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, 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.

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



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(2)

This section contains information about new and changed requirements and support in the 8.0(2) 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

This section lists new languages in which Cisco Unity Connection components are available.

For a complete list of languages, see 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, see the “Numeric and Alphabetic Codes for Supported Languages in Cisco Unity Connection” section of the 8.x *System Requirements*.)

Cisco SpeechView

English-Australia, English-United States, English-United Kingdom, French-Canada, French-France, German, Italian, Portuguese-Brazil, Spanish-Latin America, Spanish-Spain

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 8.0(2c).

The “Creating a Calendar and Contact Integration with Exchange 2007 in Cisco Unity Connection 8.x” section in the “[Creating Calendar and Contact Integrations in Cisco Unity Connection 8.x](#)” 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) 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.

Cisco Unity Connection 8.0(2c)

Added May 7, 2010

Cisco Unity Connection 8.0(2c) contains fixes and changes to the operating system and/or Cisco Unified Communications Manager 8.0(2) application components, including components shared by Connection and Cisco Unified CM.

The shipping DVD and the DVD 1 image available on the Cisco Unity Connection 8.0 Software Download page on Cisco.com have been updated with release 8.0(2c).

For related information, see the following sections in these release notes:

- “Supported Cisco Unity Connection Upgrades” section on page 15
- “Related Caveats—Cisco Unified Communications Manager 8.0(2) Components That Are Used by Connection 8.0(2)” section on page 21

Deferrals of Other Cisco Unity Connection 8.0(2x) Versions

Added May 7, 2010

Connection versions 8.0(2) and 8.02(b) were deferred May 6, 2010, to remain in sync with Cisco Unified Communications Manager versions, which also were deferred. Connection version 8.0(2a) was deferred April 26, 2010, for the same reason. We recommend that you upgrade to Connection version 8.0(2c).

For information on the deferrals, see the applicable *Release Notes for Cisco Unified Communications Manager* at http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_release_notes_list.html.

Phone System Integrations

For 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(2), 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/8xcucrux.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/8xcucrux.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

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

Survivable Remote Site Voicemail

Added May 20, 2010

Connection 8.0 supports Survivable Remote Site Voicemail (SRSV), which provides backup voicemail service in a centralized messaging and centralized call processing deployment. SRSV uses Cisco Unity Express servers in branch locations to provide backup voicemail service for Cisco Unity Connection servers located in the headquarters when the network connection between sites is unavailable.

For additional information about SRSV, see the following documents:

- The “Survivable Remote Site Voicemail” section in the “Cisco Voice Messaging” chapter of the *Cisco Unified Communications System 8.x SRND*, at http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/srnd/8x/uc8x.html.
- The *Cisco Unified Survivable Remote Site Voicemail* data sheet, at http://www.cisco.com/en/US/prod/collateral/voicesw/ps6789/ps5745/ps10769/data_sheet_c78-600182.html.
- The *Release Notes for Cisco Unified SRSV-CUE Release 8.0*, at http://www.cisco.com/en/US/docs/voice_ip_comm/umg/rel8_0/release_notes/rn_srsv_cue_80.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 select Sign Up Here.

For information on new utilities since the last Cisco Unity Connection release, see the following:

- “Bulk Password Edit Tool Available for Assigning Unique Passwords and PINs to Multiple User Accounts at Once” section on page 8

Virtualization

You can install Cisco Unity Connection 8.0(2) on a virtual machine or migrate Connection from a physical server to a virtual machine.

For information on installing a virtual machine and on VMware OVA templates that you can deploy to configure the Connection virtual machine, see the “[Installing Cisco Unity Connection for the First Time on a Virtual Machine](#)” section on page 14.

**Note**

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

New Functionality—Release 8.0(2)

This section contains information about new functionality in the 8.0(2) 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(2). Some offerings may not be supported by Cisco TAC. See <http://www.ciscounitytools.com> for information.

Announcing to Users When Messages Are Marked Secure

When the Announce Secure Status in Message Header check box is checked on the System Settings > Advanced Settings > Conversation Configuration page, Cisco Unity Connection plays a prompt to the user before playing a secure message, announcing that it is a “...secure message...” When this check box is not checked, Connection does not announce the secure status of a message to users.

If you have configured Connection such that all messages left by both users and outside callers are configured to be secure, consider unchecking this check box so that users do not hear the “...secure message...” prompt before every message that they listen to.

Bulk Password Edit Tool Available for Assigning Unique Passwords and PINs to Multiple User Accounts at Once

The Bulk Password Edit tool is used to assign unique passwords and PINs to Cisco Unity Connection end user accounts (users with mailboxes). When you create large numbers of user accounts, the passwords and PINs are determined by settings on the user template used to create the accounts. To avoid having identical passwords and/or PINs for all of the accounts, you use the Bulk Password Edit tool along with a CSV file that contains unique strings for the passwords and PINs to apply the passwords/PINs in bulk. This avoids the security risk of having multiple accounts with identical passwords/PINs until the users change them, or having to change them one at a time in Cisco Unity Connection Administration. (Passwords are for accessing the Cisco Personal Communications Assistant. PINs are for accessing the Cisco Unity Connection conversation by phone.)

The Bulk Password Edit tool is a Windows-based tool. Download the tool and view Help at <http://www.ciscounitytools.com/Applications/CxN/BulkPasswordEdit/BulkPasswordEdit.html>.

**Note**

The Bulk Password Edit tool is not supported for use with Cisco Unified Communications Manager Business Edition.

Cisco Unity Connection Conversation Enhancements

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

- [Announcing to Users When Messages Are Marked Secure, page 8](#)
- [Offering Users the Option to Rapidly Send Messages, page 10](#)
- [Users Can Copy Themselves When Sending Messages, page 11](#)

Enabling Post-Greeting Recordings

Post-greeting recordings are recorded messages that are played after greetings but before callers are allowed to leave a message for a user or call handler. For example, you may want to enable a post-greeting recording for a particular group of users to convey a confidentiality policy or to let callers know when they can expect a response to the message. You can also use the feature to remind callers to include contact information, invoice or policy numbers, and other such information when they leave messages. Conversely, due to legal or security concerns, you may want to advise callers of what information not to include in messages, such as passwords, financial transaction requests, and so on.

You can have an unlimited number of post-greeting recordings. For each post-greeting recording, you use the Media Master on the Edit Post Greeting Recording page to record what you want callers to hear. Post-greeting recordings are configured on the Call Management > Post Greeting Recordings pages in Cisco Unity Connection Administration.

When the post-greeting recording feature is enabled, callers hear the recording immediately after the greeting, regardless of which greeting is enabled. Although callers can press # to skip a greeting, they cannot skip a post-greeting recording.

On the Post Greeting Recording Settings page for each user, user template, call handler, and call handler template, you indicate which post-greeting recording to play, if any. You also indicate whether all callers hear the recording or only unidentified callers. The Post Greeting Recording Settings page is available on the Edit menu for each individual user, user template, call handler, and call handler template.

By default, the feature is disabled for all user and call handler templates. You may want to consider enabling it for some users and call handlers, so that those who call certain groups of users—such as a sales team, technical support group, or a Human Resources department—hear the recording. For each post-greeting recording, you can create a different recording tailored to those callers and, as applicable, in the appropriate languages. The recording length is determined by the Maximum Greeting Length field on the System Settings > General Configuration page in Connection Administration.

Note that a post-greeting recording does not play when users call an extension, sign in to Cisco Unity Connection during the user greeting, and leave a message. It also does not play when users send, reply to, or forward messages to other users.

Do the two procedures below to create and record, and enable a post-greeting recording. Whether you plan to enable the feature for new or existing users and call handlers, consider testing the feature by enabling it for a test user account. In this way, you can call the test user to hear how your recording sounds after the greeting and can adjust what you plan to say accordingly.

- [To Add a Post-Greeting Recording, page 10](#)
- [To Enable or Disable a Post-Greeting Recording for Individual Users, Call Handlers, User Templates, or Call Handler Templates, page 10](#)

To Add a Post-Greeting Recording

-
- Step 1** In Cisco Unity Connection Administration, expand **Call Management**, then expand **Post Greeting Recordings**.
- Step 2** On the Search Post Greeting Recordings page, select **Add New**.
- Step 3** On the New Post Greeting Recording page, enter the name of the new post-greeting recording in the Display Name field.
- Step 4** Select **Save**.
- Step 5** On the Edit Post Greeting Recording page, select the language in which you want to record.
- Step 6** Select **Play/Record**, and record the post-greeting recording for the selected language.
- Step 7** Select **Save**.
- Step 8** Repeat [Step 5](#) through [Step 7](#) for each language on the system.
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To Enable or Disable a Post-Greeting Recording for Individual Users, Call Handlers, User Templates, or Call Handler Templates

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- Step 1** In Cisco Unity Connection Administration, find the user, call handler, or template that you want to edit.
- Step 2** From the Edit menu, select **Post Greeting Recording**.
- Step 3** On the Edit Post Greeting Recording Settings page, under Play Post Greeting Recording, select one of the following options:

Do Not Play Recording	Select this setting to disable the feature. Before they leave a message, callers hear only the user or call handler greeting.
Play Recording to All Callers	Before they leave a message, users and outside callers hear the user or call handler greeting and then the recording.
Play Recording Only to Unidentified Callers	Before they leave a message, outside callers hear the user or call handler greeting and then the post-greeting recording. Likewise, users who call from a phone that is not associated with their account and do not sign in to Connection hear the post-greeting recording.

- Step 4** In the Play Post Greeting Recording Selection field, select the name of the post-greeting recording that plays after the greeting for the user or call handler. Note that this setting is ignored when the Do Not Play Recording option under Play Post Greeting Recording is selected.
- Step 5** Click **Save**.
-

Offering Users the Option to Rapidly Send Messages

When the Rapid Send - Allow [###] to Send a Message During Addressing check box is checked on the System Settings > Advanced > Conversations page in Cisco Unity Connection Administration, users can rapidly press [# # #] to send a message during addressing.

Users may find this helpful if they have the Continue Adding Names After Each Recipient setting enabled. When the Rapid Send - Allow [###] to Send a Message During Addressing check box is unchecked, users must pause after each press of the [#] key.

The feature is disabled by default.

SpeechView Transcriptions of Voice Messages

When the SpeechView feature is enabled, Cisco Unity Connection uses a third-party external transcription service to convert voice messages into text. When a voice message arrives, it is delivered to the mailbox of the recipient with a blank text attachment. When the completed transcription is returned by the transcription service, the text attachment is updated with the text of the transcription or with an error message, if there was a problem with the transcription. Only the first 500 characters of a message transcription are provided, so longer messages will be truncated. Users have access to the original recording in its entirety.

Connection sends the audio portion of a voice message to the transcription service, without details about the sender or recipients of the message. Communication between Connection and the external transcription service is secured by using S/MIME over SMTP.

To use SpeechView, users must belong to a class of service that enables transcriptions of voice messages. Members of the class of service can view the transcriptions of their messages by using an IMAP client configured to access their Connection messages. The original voice message is still attached to the transcribed text message.

You can also configure an SMS or SMTP notification device for users so that Connection sends transcriptions to an SMS-compatible phone or an external email address; users can configure SMS or SMTP notification devices for themselves if they have access to the Messaging Assistant web tool. The original voice message is not attached to transcription messages sent to notification devices, but the device can be configured to include the phone number that users call to reach Connection when they are not calling from their desk phones, so after viewing the transcription they can call Connection to listen to the voice message.

SpeechView is available for the following languages: English-Australia, English-United States, English-United Kingdom, French-Canada, French-France, German, Italian, Portuguese-Brazil, Spanish-Latin America, and Spanish-Spain.

For details on configuring SpeechView, see the “[Configuring Transcription \(SpeechView\) in Cisco Unity Connection 8.x](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/administration/guide/8xcucsagx.html)” chapter of the *System Administration Guide* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/administration/guide/8xcucsagx.html.

Users Can Copy Themselves When Sending Messages

Users have the option of sending themselves copies of messages that they send. After addressing and recording a message, touchtone conversation users can choose the “Copy yourself” special delivery option. If the user is already a recipient, Connection offers the option “Remove yourself.”

In earlier versions of Cisco Unity Connection, users could add themselves to the recipient list by spelling their name or entering their extension. This feature gives them a faster way to send themselves copies of messages.

Voice-recognition users can add themselves to the recipient list by saying their own names when they are addressing messages.

Changed Functionality—Release 8.0(2)

This section contains information about changed functionality in the 8.0(2) 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(2). Some offerings may not be supported by Cisco TAC. See <http://www.ciscounitytools.com> for information.

Both Servers in a Connection Cluster Stop Taking Messages When Disk-Capacity Percentage Limit Is Reached on Either Server

Cisco Unity Connection has a configurable disk-capacity percentage limit that allows you to specify the percentage of disk space that can be filled before Connection considers the disk full. When the /common directory on the hard disk fills to the percentage limit, neither Connection users nor outside callers are allowed to leave voice messages. Connection also logs an error, which can be viewed on the Tools > SysLog Viewer page in the Real-Time Monitoring Tool, and displays a message when administrators sign in to Connection Administration.

In a Connection cluster, one server may reach the percentage limit before the other. When either server in the cluster reaches the limit, both servers stop taking messages until you take action to clear space on the full disk. In earlier releases, the cluster server that had not reached its percentage limit would continue taking messages and would attempt to replicate the message store to the server whose disk was at capacity.

In scenarios where the servers in the cluster have /common directories of significantly different sizes, when the server with the smaller disk is not functioning for a period of time, it is possible for the disk usage of the active server to exceed the capacity of the server that is not functioning. To preemptively avoid such scenarios, we recommend that you set the disk-capacity percentage limit for the server with the larger disk to a lower value that approximates the disk usage that would trigger the limit for the server with the smaller disk. The limit is configured on the System Settings > Advanced > Disk Capacity page in Connection Administration. You can use the following calculation to determine the limit to set for the server with the larger disk:

$$T1 = S2 \times T2 / S1$$

where:

- T1 is the disk-capacity percentage limit for the server with the larger disk.
- T2 is the disk-capacity percentage limit for the server with the smaller disk. (By default, this is 95 percent.)
- S1 is the size of the /common directory on the server with the larger disk.
- S2 is the size of the /common directory on the server with the smaller disk.



Tip

You can use the CLI command **show diskusage common** to determine the size of the /common directory. For more information, see CLI Help or the *Command Line Interface Reference Guide for Cisco Unified Communications Solutions Release 8.0(2)* at http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/cli_ref/8_0_2/cli_ref_802.html.

For example, for a cluster where server S1 has a disk with a 92-GB /common directory, server S2 has a disk with a 46-GB /common directory, and the default disk capacity of 95 percent is used for the smaller disk, you would set the disk-capacity percentage limit to $46 \times 95 / 92$, or 47 percent (rounded down from the actual calculation of 47.5 percent).

**Note**

The Connection cluster feature is not supported for use with Cisco Unified Communications Manager Business Edition.

Installation and Upgrade Information

- [Information for Cisco Unified Communications Manager Business Edition Customers](#), page 13
- [Installing Cisco Unity Connection for the First Time on a Physical Server](#), page 14
- [Installing Cisco Unity Connection for the First Time on a Virtual Machine](#), page 14
- [Supported Cisco Unity Connection Upgrades](#), page 15
- [Upgrading to Cisco Unity Connection 8.0](#), page 16
- [Installation and Upgrade Notes](#), page 18

Information for Cisco Unified Communications Manager Business Edition Customers

- For instructions on installing a new Cisco Unified CMBE server, see *Overview of Mandatory Tasks for Setting Up a Cisco Unified Communications Manager Business Edition 8.x Server* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/cucmbe_task_list/8xcucmbetask.html and the applicable *Installing Cisco Unified Communications Manager Business Edition Release 8.0(2)* guide at http://www.cisco.com/en/US/docs/voice_ip_comm/cucmbe/install/8_0_2/cmins802.html.
- For instructions on upgrading a Cisco Unified CMBE server, 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 server, 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 Connection 8.x Language Files” sections in the “[Adding or Removing Cisco Unity Connection 8.x Languages](#)” chapter of the *Reconfiguration and Upgrade Guide* 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 on a Physical Server

You must use the Cisco Unity Connection DVD to install a new physical server.

For instructions on installing a new Connection physical 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.

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

You must use the Cisco Unity Connection DVD to install Connection on a new virtual machine.

- For instructions on installing Connection on a new virtual machine, 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.
- For instructions on migrating from an existing Connection physical server to a new virtual machine, see the “[Migrating from a Cisco Unity Connection Physical Server to a Connection 8.x Virtual Machine](#)” 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.

You can either manually configure the virtual machine for Connection, or you can download and deploy a VMware OVA template, which automatically configures the virtual machine for Connection. To download the template, see the next section, “[Downloading a VMware OVA Template for a Connection 8.x Virtual Machine](#).” The installation and migration documentation tells you when to deploy the template.



Note

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

Downloading a VMware OVA Template for a Connection 8.x Virtual Machine

Revised 02 April, 2012

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

To Download a VMware OVA Template for a Connection 8.x Virtual Machine

- 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 Virtualization**.

- Step 3** On the Select a Release page, click the latest version, and the download links appear on the right side of the page.
- Step 4** Confirm that the computer you are using has sufficient hard-disk space for the downloaded files. (The download file sizes appear below the download links.)
- Step 5** Click the applicable link:

CUC_5k_user_v<version>_vmv7.ova	<ul style="list-style-type: none"> For up to 5,000 Connection users. Configures two virtual CPUs, 4 GB RAM, and one 200-GB virtual disk with the file system aligned at 64KB blocks.
CUC_10k_user_v<version>_vmv7.ova	<ul style="list-style-type: none"> For up to 10,000 Connection users. Configures four virtual CPUs, 4 GB RAM, and two 146-GB virtual disks with the file system aligned at 64KB blocks.

- Step 6** For the 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.

Supported Cisco Unity Connection Upgrades

You can upgrade directly to Connection 8.0(2x) 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, 8.0.2.10000-11); the software versions listed on the download pages on Cisco.com are abbreviated version numbers (for example, 8.0(2)). In the tables of the “Supported Cisco Unified Communications Manager Upgrades” section of the compatibility matrix, full version numbers are listed in the System Version row.

**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 of the product software installed on the active partition.

If you cannot upgrade directly from your current version to Connection 8.0(2x):

1. Find an intermediate version that is supported both for an upgrade from your current version and for an upgrade to 8.0(2x).
2. Upgrade to the intermediate version. See 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(2x). See the following section, “[Upgrading to Cisco Unity Connection 8.0](#).”

Upgrading to Cisco Unity Connection 8.0

For instructions on downloading software that can be used to upgrade a Connection server to version 8.0, see the “[Downloading Software for an Upgrade to Cisco Unity Connection 8.0](#)” section on page 16.

For instructions on upgrading:

- A Connection 8.0(1) server to version 8.0(2x), see the “[Upgrading Cisco Unity Connection 7.x or 8.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 7.x server to version 8.0, see the “[Upgrading Cisco Unity Connection 7.x or 8.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.x server to version 8.0, see the “[Upgrading Cisco Unity Connection 2.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.

Downloading Software for an Upgrade to Cisco Unity Connection 8.0

Revised April 02, 2012

The upgrade application posted on Cisco.com can be used only to upgrade to Cisco Unity Connection 8.0. It cannot be used to install a new Connection 8.0 server.

For information on whether you can upgrade directly from your current version to Connection 8.0 or must upgrade to an interim version first, see the “[Supported Cisco Unity Connection Upgrades](#)” section on page 15.

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 Software for an Upgrade to Cisco Unity Connection 8.0

- 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 signed 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 select **Cisco Unity Connection Version 8.0**.
- Step 3** On the Select a Software Type page, select **Unified Communications Manager / Cisco Unity Connection Updates**.
- Step 4** On the Select a Release page, select the applicable 8.0(2x) link under Latest Releases or All Releases, and the download buttons appear on the right side of the page.
- Step 5** Confirm that the computer you are using has sufficient hard-disk space for the downloaded files. (The download file sizes are included in the download descriptions.)
- Step 6** Select **UCSInstall_UCOS_8.0.2.40000-1.sgn.iso_part1of2**, and follow the on-screen prompts to complete the download. Make note of the MD5 value.
- Step 7** Select **UCSInstall_UCOS_8.0.2.40000-1.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, copy and paste the following command from this document into the CLI to combine the two files:

```
cat UCSInstall_UCOS_8.0.2.40000-1.sgn.iso_part1of2 UCSInstall_UCOS_8.0.2.40000-1.sgn.iso_part2of2 >
UCSInstall_UCOS_8.0.2.40000-1.sgn.iso
```

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

```
COPY /B UCSInstall_UCOS_8.0.2.40000-1.sgn.iso_part1of2+UCSInstall_UCOS_8.0.2.40000-1.sgn.iso_part2of2
UCSInstall_UCOS_8.0.2.40000-1.sgn.iso
```

- Step 10** Use a checksum generator to confirm that the MD5 checksum of the reunited file matches the following checksum:

57b2447c6e6f31240eb1eb5c8e6ea060

If the values do not match, the reunited file is damaged.



Caution

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

- Step 11** 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 12** Confirm that the DVD contains a large number of directories and files, not just the .iso file that you created in [Step 9](#).
- Step 13** 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](#).

Installation and Upgrade Notes

- [Installing Additional Cisco Unity Connection Languages](#), page 18
- [Reverting a Server to the Cisco Unity Connection Version on the Inactive Partition](#), page 19

Installing Additional Cisco Unity Connection Languages

For instructions on installing additional Connection languages on the following existing servers, see the referenced documentation:

- An existing Connection server—See the “[Adding or Removing Cisco Unity Connection 8.x Languages](#)” 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 server—See the “Downloading Connection 8.x Language Files” and “Installing Connection 8.x Language Files” sections in the “[Adding or Removing Cisco Unity Connection 8.x Languages](#)” 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.



Note

For a new Connection server, the *Installation Guide for Cisco Unity Connection Release 8.x* alerts you of the correct point at which to install additional languages as you are installing the server by following the tasks in the “Overview of Mandatory Tasks for Installing a Cisco Unity Connection 8.x System” chapter.

If you are using Connection languages other than U.S. English, note the following considerations:

- Connection 8.0(2) was not localized, but you can use the languages that were released with Connection 8.0(1) with Connection 8.0(2).
- If you are upgrading from Connection 8.0(1), you do not need to reinstall languages. During the upgrade, the languages currently installed on the Connection 8.0(1) partition are automatically copied to the 8.0(2) partition.

If you are upgrading from an earlier version of Connection, you need to download and install Connection 8.0(1) languages.

- Any changes and additions to web applications and to conversation prompts in Connection 8.0(2) are not available in the version 8.0(1) languages.

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 from Connection 8.x to the Version on the Inactive Partition” section in the “[Reverting Cisco Unity Connection 8.x Servers to the Version on the Inactive Partition](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/upgrade/guide/8xcucrux.html)” 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/8xcucrux.html.

Limitations and Restrictions

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

Revised November 9, 2010

Connection 8.0 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.

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 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(2) and for Connection in Cisco Unified Communications Manager Business Edition version 8.0(2) by using Bug Toolkit, an online tool available for customers to query defects according to their own needs.

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


Note

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

This section contains the following caveat information:

- [Open Caveats—Connection Release 8.0\(2\), and Connection in Cisco Unified CMBE Release 8.0\(2\), page 21](#)
- [Related Caveats—Cisco Unified Communications Manager 8.0\(2\) Components That Are Used by Connection 8.0\(2\), page 21](#)

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 8.0(2), and Connection in Cisco Unified CMBE Release 8.0(2)

This section lists any Severity 1, 2, and 3 open caveats when Cisco Unity Connection version 8.0(2) was released. Select 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 8.0(2) and Connection in Cisco Unified CMBE 8.0(2) Open Caveats*

Caveat Number	Component	Severity	Description
CSCte58124	database	3	switch-version fails: com.cisco.ccm.dbl.idbl no cnxn to cm database
CSCte93593	setup	3	Can't get Unity Connection port list on RTMT
CSCtf91250	setup	3	Unity Connection Stand alone install is allowed on 7828 servers

Related Caveats—Cisco Unified Communications Manager 8.0(2) Components That Are Used by Connection 8.0(2)

Revised April 26, 2010

[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 the following documents:

- *Release Notes for Cisco Unified Communications Manager Release 8.0(2c)* at http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/rel_notes/8_0_2/cucm-rel_notes-802c.html.
- *Release Notes for Cisco Unified Communications Manager Release 8.0(2b)* at http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/rel_notes/8_0_2/cucm-rel_notes-802b.html.
- *Release Notes for Cisco Unified Communications Manager Release 8.0(2a)* at http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/rel_notes/8_0_2/cucm-rel_notes-802a.html.
- *Release Notes for Cisco Unified Communications Manager Release 8.0(2)* at http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/rel_notes/8_0_2/cucm-rel_notes-802.html.

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

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)

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.

System Administration Guide for Cisco Unity Connection: Creating a Calendar and Contact Integration with Exchange 2007 in Cisco Unity Connection 8.x

Added July 9, 2010

The “Creating a Calendar and Contact Integration with Exchange 2007 in Cisco Unity Connection 8.x” section in the “[Creating Calendar and Contact Integrations in Cisco Unity Connection 8.x](#)” 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) incorrectly indicates that calendar integrations with Exchange 2007 Server are supported. Calendar integrations with Exchange 2007 Server are no longer supported in Cisco Unity Connection 8.0(2c).

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

System Administration Guide: Selecting the LDAP Users to Import into Cisco Unity Connection 8.x

Added June 14, 2010

In the “Selecting the LDAP Users to Import into Cisco Unity Connection 8.x” section in the “[Integrating Cisco Unity Connection 8.x with an LDAP Directory](#)” chapter of the *System Administration Guide for Cisco Unity Connection Release 8.x*, the subsection “Cisco Unity Connection Digital Networking” contains incorrect information. It should read as follows:

Cisco Unity Connection Intrasite and Intersite Networking

If you are using intrasite or intersite networking to network two or more Connection servers that are each integrated with an LDAP directory, and if you specify a user search base on one Connection server that overlaps a user search base on another Connection server, be careful not to accidentally create duplicate Connection users on different Connection servers by importing the same LDAP user more than once.



Note

Regardless of how you create users, Connection prevents you from creating two users with the same alias on the same Connection server, but does not prevent you from creating two users with the same alias on different Connection servers in the same site or organization.

In some cases, you may find it useful to create multiple Connection users from the same LDAP user. For example, you may want to import the same LDAP administrator accounts into every Connection server as Connection users without voice mailboxes, and use these duplicate Connection users as administrator accounts. This allows you to use LDAP synchronization and authentication for Connection administrator accounts without creating one or more LDAP users for every Connection server.

Troubleshooting Guide for Cisco Unity Connection: Some Messages Seem to Disappear in Cisco Unity Connection 8.x

Added July 19, 2010

In the “Some Messages Seem to Disappear in Cisco Unity Connection 8.x” section in the “[Troubleshooting Messages in Cisco Unity Connection 8.x](#)” chapter of the *Troubleshooting Guide for Cisco Unity Connection Release 8.x* (available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/troubleshooting/guide/8xcuctsgx.html), the “User Has a Full Mailbox” section incorrectly states the location of the Full Mailbox Check for Outside Caller Messages field.

The Full Mailbox Check for Outside Caller Messages field is found on the Message Storage > Mailbox Quotas page in Cisco Unity Connection Administration.

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>

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Cisco Product Security Overview

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