



Release Notes for Cisco Unity Connection Releases 8.0(3) and 8.0(3a)

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These release notes contain information on downloading software, new and changed requirements and support, new and changed functionality, limitations and restrictions, caveats, and documentation updates for Cisco Unity Connection Releases 8.0(3) and 8.0(3a), and for Connection in Cisco Unified Communications Manager Business Edition (CMBE) Releases 8.0(3) and 8.0(3a).

Cisco Unity Connection 8.0(3a) contains fixes and changes to the operating system and/or Cisco Unified Communications Manager 8.0(3) application components, including components shared by Connection and Cisco Unified CM.

Note the following information:

- Throughout this document, references to 8.0(3) also apply to 8.0(3a), unless otherwise noted.
- Anything documented as compatible with Connection 8.0(3)—for example, versions and tools, and other Cisco products—are equally compatible with 8.0(3a).
- For more information, see the [“Cisco Unity Connection 8.0\(3a\)” section on 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.



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 Unified Communications Operating System, page 4](#)

Cisco Unity Connection

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

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

Cisco Unified Communications Operating System

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

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

-
- Step 1** In Cisco Unified Operating System Administration, the System Version is displayed below “Cisco Unified Operating System Administration” in the blue banner on the page that appears after you sign in.
-

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

-
- Step 1** Start a command-line interface (CLI) session. (For more information, see Cisco Unified Operating System Administration Help.)
- Step 2** Run the **show version active** command.
-

Related Documentation

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.

Documentation 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 documentation applies to both Connection configurations.

New and Changed Requirements and Support—Release 8.0(3)

This section contains information about new and changed requirements and support in the 8.0(3) 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/8xcucsystreqs.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 Personal Communications Assistant (PCA)

Catalan, Chinese-Hong Kong, Norwegian

System prompts

Catalan, Chinese-Hong Kong, Norwegian

Calendar Integration with Exchange 2007 Server Is No Longer Supported

A calendar integration with Microsoft Exchange 2007 Server is no longer supported in Cisco Unity Connection 8.0(3).

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](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/administration/guide/8xcucsagx.html)” 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 that contact and text-to-speech integrations are still supported with Exchange 2007 Server.

Cisco Unity Connection 8.0(3a)

Added August 18, 2010

Cisco Unity Connection 8.0(3a) contains fixes and changes to the operating system and/or Cisco Unified Communications Manager 8.0(3) 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(3a).

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

- “Supported Cisco Unity Connection Upgrades” section on page 11
- “Related Caveats—Cisco Unified Communications Manager 8.0(3) Components That Are Used by Connection 8.0(3)” section on page 18

Cisco Unity Connection DVD Is Not Required for Installing a New 8.0(3) Server

Revised August 18, 2010

The version 8.0(3) software application posted on the Cisco Unity Connection download site on Cisco.com can be used to install a new Connection 8.0(3) server.

In earlier versions, a Cisco Unity Connection DVD shipped from Cisco was required to install a new server, and the application posted on Cisco.com could be used only to upgrade an existing Connection server.

This change is applicable only to the 8.0(3) release.

It does not apply to 8.0(3a) and later, for which a Cisco Unity Connection DVD shipped from Cisco is still required to install a new server.

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

Two new servers were released for use with Connection 8.0(3) in a virtual configuration:

- Cisco UCS-C210M1-VCD2/R210-2121605.
- A Fibre-Channel SAN-compatible version of the Cisco R210-2121605.

For information on the servers, see the *Cisco Unity Connection 8.x Supported Platforms List* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/supported_platforms/8xcucspl.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

Cisco Unity 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 Connection servers located in the headquarters when the network connection between sites is unavailable.

For additional information about SRSV, see the following documentation:

- 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.
- *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.

New Functionality—Release 8.0(3)

This section contains information about new functionality in the 8.0(3) 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(3). Some offerings may not be supported by Cisco TAC. See <http://www.ciscounitytools.com> for information.

Alerts Added

Two system-generated alerts have been added to the set of preconfigured alerts available for Cisco Unity Connection:

- **DiskConsumptionCloseToCapacityThreshold**—Generated when hard-disk usage on the server reaches 10 percent below the percentage limit specified on the System Settings > Advanced > Disk Capacity page in Connection Administration.
- **DiskConsumptionExceedsCapacityThreshold**—Generated when hard-disk usage on the server meets or exceeds the percentage limit specified on the System Settings > Advanced > Disk Capacity page in Connection Administration.

The alerts can be configured on the Cisco Unity Connection tab in Alert Central in the Real-Time Monitoring Tool.

For more information, see the “Cisco Unified Real-Time Monitoring Tool Administration Guide Release 8.0(2): Cisco Unity Connection Alert Descriptions and Default Configurations” section on page 20.

Changed Functionality—Release 8.0(3)

This section contains information about changed functionality in the 8.0(3) 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(3). Some offerings may not be supported by Cisco TAC. See <http://www.ciscounitytools.com> for information.

Conversation Prompts Rerecorded

To improve consistency and sound quality, the entire Cisco Unity Connection conversation prompt set was rerecorded for English-United States (ENU).

In earlier Connection versions, all prompts were recorded with the same voice talent; however, recording sessions occurred over many months, resulting in slight variations in sound quality, volume level, and intonation.

In addition, there were slight wording changes to a small number of prompts to clarify meaning and conversation flow, and the prompt speed was increased between 5 percent and 10 percent.

Installation and Upgrade Information

- [Information for Cisco Unified Communications Manager Business Edition Customers](#), page 9
- [Installing Cisco Unity Connection for the First Time on a Physical Server](#), page 9
- [Installing Cisco Unity Connection for the First Time on a Virtual Machine](#), page 10
- [Supported Cisco Unity Connection Upgrades](#), page 11
- [Upgrading to Cisco Unity Connection 8.0](#), page 12
- [Downloading the Cisco Unity Connection 8.0\(3x\) Software](#), page 12
- [Installation and Upgrade Notes](#), page 14

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 *Installing Cisco Unified Communications Manager Business Edition Release 8.0(3)* at http://www.cisco.com/en/US/docs/voice_ip_comm/cucmbe/install/8_0_3/cmins803.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/8xcucrux.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

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You must use the Cisco Unity Connection DVD to install a new version 8.0(3a) or later physical server.

- For instructions on downloading software that can be used to install a new Connection physical server, see the “[Downloading the Cisco Unity Connection 8.0\(3x\) Software](#)” section on page 12.

- 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

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You must use the Cisco Unity Connection DVD to install Connection on a new version 8.0(3a) or later virtual machine.

- For instructions on downloading software that can be used to install Connection on a new virtual machine, see the “[Downloading the Cisco Unity Connection 8.0\(3x\) Software](#)” section on page 12.
- 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

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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** Sign in 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 in 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 Virtualization**.

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

CUC_20000_user_v1.0_vmv7.ova	<ul style="list-style-type: none"> For up to 20,000 Connection users. Configures seven virtual CPUs, 8 GB RAM, and two 300-GB virtual disks with the file system aligned at 64-KB blocks.
CUC_10000_user_v1.0_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 64-KB blocks.
CUC_5000_user_v1.0_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 64-KB blocks.
CUC_500_user_v1.0_vmv7.ova	<ul style="list-style-type: none"> For up to 500 Connection users. Configures one virtual CPU, 2 GB RAM, and one 160-GB virtual disk with the file system aligned at 64-KB 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

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You can upgrade directly to Connection 8.0(3x) from many but not all versions of Connection 2.x and later. For information on whether you can upgrade directly to Connection 8.0(3x), 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 Communications Operating System 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, 8.0.3.10000-10); the software versions listed on the download pages on Cisco.com are abbreviated version numbers (for example, 8.0(3)). 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 Communications Operating System are identical except that Connection 2.x versions correspond with 6.x versions of the operating system.

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(3x):

1. Find an intermediate version that is supported both for an upgrade from your current version and for an upgrade to 8.0(3x).
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(3x). 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 8.x, 7.x, or 2.x server to version 8.0, see the “Downloading the Cisco Unity Connection 8.0(3x) Software” section on page 12.

For instructions on upgrading:

- A Connection 8.0 server to version 8.0(3x), 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 the Cisco Unity Connection 8.0(3x) Software

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To upgrade Connection from a local DVD, you can do either of the following:

- Use a DVD shipped from Cisco.

- Download a signed .iso file from Cisco.com, and burn a disc image of the downloaded software. Burning a disc image extracts the files from the .iso file that you downloaded and writes them to a DVD. See the “[To Download the Cisco Unity Connection 8.0\(3x\) Software](#)” procedure on page 13 for more information.

To upgrade connection from a network location, you must download a signed .iso file from Cisco.com, and copy the .iso file to an FTP or SFTP server. Connection does not allow you to upgrade from a network location by copying either the contents of a DVD shipped from Cisco or the extracted contents of a downloaded .iso file to an FTP or SFTP server. This helps prevent someone from attempting to upgrade by using software that has been tampered with.

The upgrade application posted on Cisco.com can be used only to upgrade to Cisco Unity Connection 8.0(3x). It cannot be used to install a new Connection 8.0(3x) server.

(For information on whether you can upgrade directly from your current version to Connection 8.0(3x) or must upgrade to an interim version first, see the “[Supported Cisco Unity Connection Upgrades](#)” section on page 11.)

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

To Download the Cisco Unity Connection 8.0(3x) Software

- Step 1** Sign 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 in 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 **8.0(3a)**, and the download links appear on the right side of the page.
- Step 5** Confirm that the computer you are using has sufficient hard-disk space for the downloaded files. (The download file sizes appear below the download links.)
- Step 6** Select **UCSInstall_UCOS_8.0.3.20000-2.sgn.iso_part1of2**, and follow the on-screen prompts to complete the download. Make note of the MD5 value.
- Step 7** Select **UCSInstall_UCOS_8.0.3.20000-2.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_8.0.3.20000-2.sgn.iso_part1of2 UCSInstall_UCOS_8.0.3.20000-2.sgn.iso_part2of2 >
UCSInstall_UCOS_8.0.3.20000-2.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_8.0.3.20000-2.sgn.iso_part1of2+UCSInstall_UCOS_8.0.3.20000-2.sgn.iso_part2of2
UCSInstall_UCOS_8.0.3.20000-2.sgn.iso
```

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

eb2126b16c8ff5912fa0ebd0f8802d42

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 15](#)
- [Reverting a Server to the Cisco Unity Connection Version on the Inactive Partition, page 15](#)

Installing Additional Cisco Unity Connection Languages

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

- On a new Connection server, see the “[Installing Additional Languages on the Cisco Unity Connection 8.x Server](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/installation/guide/8xcucigx.html)” 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.
- On an existing Connection server, see the “[Adding or Removing Cisco Unity Connection 8.x Languages](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.
- On 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](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.

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

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

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

If you revert from Cisco Unity Connection 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/8xcucrugx.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/8xcucrugx.html.

Limitations and Restrictions

- [Connection Cannot Be Installed or Operated in IPv6 or Dual-Stack \(IPv4 and IPv6\) Networks, page 16](#)
- [Connection Cannot Be Installed or Operated in IPv6 or Dual-Stack \(IPv4 and IPv6\) Networks, page 16](#)
- [Media Master Cannot Open WAV Files Saved on a Workstation in G.729a Format, page 16](#)
- [Replacing Disks in a RAID, page 16](#)
- [ViewMail Limitations Regarding Secure Messages, page 16](#)

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.

Replacing Disks in a RAID

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



Caution

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

ViewMail Limitations Regarding Secure Messages

- Secure messages cannot be forwarded by using Cisco Unity Connection ViewMail for Microsoft Outlook or ViewMail for IBM Lotus Notes.
- ViewMail for Outlook and ViewMail for Notes support only playing secure messages.

- Messages that are composed or replied to by using ViewMail for Outlook or ViewMail for Notes are not sent as secure, even when users are assigned to a class of service for which the Require Secure Messaging field is set to Always or to Ask.

Caveats

You can find the latest caveat information for Cisco Unity Connection version 8.0(3) and for Connection in Cisco Unified Communications Manager Business Edition version 8.0(3) 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 signed in to Cisco.com as a registered user.

This section contains the following caveat information:

- [Open Caveats—Connection Release 8.0\(3\), and Connection in Cisco Unified CMBE Release 8.0\(3\), page 17](#)
- [Related Caveats—Cisco Unified Communications Manager 8.0\(3\) Components That Are Used by Connection 8.0\(3\), page 18](#)

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(3), and Connection in Cisco Unified CMBE Release 8.0(3)

Revised August 5, 2010

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

Caveat Number	Component	Severity	Description
CSCth78647	admin	3	Searching for users to import produces error
CSCth98173	admin	3	“Recorded Languages” isn’t reflecting the correct values
CSCth85462	conversations	3	Speech enabled Directory Handler does not announce contact extension
CSCth93159	conversations	3	Speech enabled Dir Handler plays default greeting when custom enabled
CSCth85979	database	3	Switch version fails with cc_validation_tbl_user_ldapccmpkid_invalidobje
CSCth91263	database	3	Need restriction table for Alternate Devices
CSCth57964	interop	3	Deleting Inter-Site Link removes all partitions from CSS
CSCth85926	pca	3	Cant change password in the PCA if the password has expired8.0

Table 1 *Connection Release 8.0(3) and Connection in Cisco Unified CMBE 8.0(3) Open Caveats (continued)*

Caveat Number	Component	Severity	Description
CSCti17375	pca	3	ALL-LANG: cpca cannot properly handle apostrophes in text strings
CSCth76227	setup	3	JPN: cuadmin.war deleted after locales uninstall
CSCth90389	telephony	3	Mixer does not apply DTMF Clip Length
CSCth98127	telephony	3	PIMG resource usage high when CUC MWI throttle mechanism fails

Related Caveats—Cisco Unified Communications Manager 8.0(3) Components That Are Used by Connection 8.0(3)

Revised August 18, 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(3a)* at http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/rel_notes/8_0_3/cucm-rel_notes-803a.html.
- *Release Notes for Cisco Unified Communications Manager Release 8.0(3)* at http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/rel_notes/8_0_3/cucm-rel_notes-803.html.

Table 2 *Cisco Unified CM 8.0(3) Components That Are Used by Connection 8.0(3)*

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

Table 2 *Cisco Unified CM 8.0(3) Components That Are Used by Connection 8.0(3) (continued)*

Cisco Unified CM Component	Description
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

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(3).

Note 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

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

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* 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.

Omissions

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

Cisco Unified Real-Time Monitoring Tool Administration Guide Release 8.0(2): Cisco Unity Connection Alert Descriptions and Default Configurations

In the “[Cisco Unity Connection Alert Descriptions and Default Configurations](#)” appendix of the *Cisco Unified Real-Time Monitoring Tool Administration Guide Release 8.0(2)*, the following sections should be included to cover the new alerts described in the “[Alerts Added](#)” section on page 8.

DiskConsumptionCloseToCapacityThreshold

This alert is generated when the hard disk usage on the Cisco Unity Connection server reaches ten percent below the percentage limit specified on the System Settings > Advanced > Disk Capacity page in Cisco Unity Connection Administration. For example, with a capacity threshold limit of 95 percent, the alert is triggered when usage reaches at least 85 percent.

Default Configuration

Table 3 *Default Configuration for the DiskConsumptionCloseToCapacityThreshold RTMT Alert*

Value	Default Configuration
Enable Alert	Selected
Severity	Error

Table 3 *Default Configuration for the DiskConsumptionCloseToCapacityThreshold RTMT Alert (continued)*

Value	Default Configuration
Enable/Disable this alert on the following server(s)	Enabled
Threshold	Trigger alert when following condition met: DiskConsumptionCloseToCapacityThreshold event generated
Duration	Trigger alert immediately
Frequency	Trigger alert on every poll
Schedule	24 hours daily
Enable Email	Selected
Trigger Alert Action	Default

DiskConsumptionExceedsCapacityThreshold

This alert is generated when the hard disk usage on the Cisco Unity Connection server meets or exceeds the percentage limit specified on the System Settings > Advanced > Disk Capacity page in Cisco Unity Connection Administration.

Default Configuration

Table 4 *Default Configuration for the DiskConsumptionCloseToCapacityThreshold RTMT Alert*

Value	Default Configuration
Enable Alert	Selected
Severity	Error
Enable/Disable this alert on the following server(s)	Enabled
Threshold	Trigger alert when following condition met: DiskConsumptionExceedsCapacityThreshold event generated
Duration	Trigger alert immediately
Frequency	Trigger alert on every poll
Schedule	24 hours daily
Enable Email	Selected
Trigger Alert Action	Default

Licenses for Open-Source Software Included in Cisco Unity Connection Release 8.x: **openssl-0.9.7a-43.17.el4_8.5**

In the document *Licenses for Open-Source Software Included in Cisco Unity Connection Release 8.x* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/open_source/85cucopnsrc.html, the following content was omitted; it should follow the “1.47 opensslmp/sms tools 1.3-7” section:

openssl-0.9.7a-43.17.el4_8.5 (in Cisco Unity Connection version 8.0(3))

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Licenses for Open-Source Software Included in Cisco Unity Connection Release 8.x: 1.48 openssl 0.9.7a :43.17.e14_6.

In the document *Licenses for Open-Source Software Included in Cisco Unity Connection Release 8.x* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/open_source/8xcucopnsr.html, the section heading "1.48 openssl 0.9.7a :43.17.e14_6.1" omitted the applicable Connection version information. It should read:

1.48 openssl 0.9.7a :43.17.e14_6.1 (in Cisco Unity Connection versions 8.0(1) and 8.0(2))

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In the document *Licenses for Open-Source Software Included in Cisco Unity Connection Release 8.x* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/open_source/8xcucopnsr.html, the following content was omitted; it should follow the "1.58 struts 1.2.4" section:

tomcat-6.0.20-1 (in Cisco Unity Connection version 8.0(3))

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1.59 Tomcat 6.0.18 (in Cisco Unity Connection versions 8.0(1) and 8.0(2))

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