



Release Notes for Cisco Unity Connection Release 8.5(1)

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These release notes contain information on downloading software, new and changed support, new and changed functionality, limitations and restrictions, caveats, and documentation updates for Cisco Unity Connection Release 8.5(1) and for Connection in Cisco Unified Communications Manager Business Edition (CMBE) Release 8.5(1).



Note

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

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System Requirements

For Cisco Unity Connection

System Requirements for Cisco Unity Connection Release 8.x contains the most current Connection requirements. The document is available at

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

For Cisco Unity Connection in Cisco Unified CMBE

System Requirements for Cisco Unity Connection in Cisco Unified CMBE Release 8.x contains the most current Connection requirements. The document is available at

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

Compatibility Information

The following documents list the most current version combinations qualified for use with Cisco Unity Connection, and with Connection in Cisco Unified CMBE (where applicable):

- *Compatibility Matrix: Cisco Unity Connection and the Software on User Workstations*
- *SCCP Compatibility Matrix: Cisco Unity Connection, Cisco Unified Communications Manager, and Cisco Unified Communications Manager Express*
- *SIP Trunk Compatibility Matrix: Cisco Unity Connection, Cisco Unified Communications Manager, and Cisco Unified Communications Manager Express*

The documents are available on Cisco.com at

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

Determining the Software Version

This section contains procedures for determining the version in use for the following software:

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

Cisco Unity Connection Application

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

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

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

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

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

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

Cisco Personal Communications Assistant Application

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

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

Cisco Unified Communications Operating System

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

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

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

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

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- 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.
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Related Documentation

For Cisco Unity Connection

For descriptions and URLs of Cisco Unity Connection documentation on Cisco.com, see the *Documentation Guide for Cisco Unity Connection Release 8.x*. The document is shipped with Connection and is available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/roadmap/8xcucdg.html.

For Cisco Unified Communications Manager Business Edition



Note

Content in these release notes that references “Cisco Unified Communications Manager Business Edition” and “Cisco Unified CMBE” applies to Business Edition 5000 version 8.5. The references do not apply to Business Edition 6000.

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, content in those documents applies to both Connection configurations.

New and Changed Requirements and Support—Release 8.5(1)

This section contains information about new and changed requirements and support in the 8.5(1) release time frame only.

(For information on new and changed requirements and support in earlier versions of Cisco Unity Connection, see the applicable release notes at http://www.cisco.com/en/US/products/ps6509/prod_release_notes_list.html. Release notes for all versions of Cisco Unified Communications Manager Business Edition are available at http://www.cisco.com/en/US/products/ps7273/prod_release_notes_list.html.)

Accessing Exchange 2010 Email Messages By Using Text to Speech

Access to Exchange email messages by using text to speech is supported with Exchange 2010. For information on configuring access to Exchange email messages with Connection 8.5, see the “Configuring Cisco Unity Connection 8.5 and Microsoft Exchange for Unified Messaging” chapter of the *Unified Messaging Guide for Cisco Unity Connection Release 8.5 and Later* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/unified_messaging/guide/85xcucumgx.html.

Additional Languages for Cisco Unity Connection Components

Revised March 28, 2012

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.



Note

- No locales are available for Connection 8.5(1) base version.
- The locales for 8.5(1) SU 1, 8.5(1) SU 3, and 8.5 (1) ES 72 are released and are supported with their respective Connection builds.

(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)

Finnish, Hebrew, Greek

Cisco ViewMail for Microsoft Outlook

Catalan, Chinese-Hong Kong, Finnish, Greek, Norwegian

Cisco Unity Connection Web Inbox (in Connection 8.5)

Catalan, Chinese-Hong Kong, Chinese-PRC, Chinese-Taiwan, Czech, Danish, Dutch-Netherlands, English-United States, Finnish, French-Canada, French-France, German, Greek, Hungarian, Italian, Japanese, Korean, Norwegian, Polish, Portuguese-Brazil, Portuguese-Europe, Russian, Spanish-Latin America, Spanish-Spain, Swedish, Turkish

System prompts

Arabic-Saudi Arabia, Finnish, Hebrew, Greek

Text-to-speech engine

Finnish, Hungarian

Calendar and Contact Integration with Exchange 2007 and 2010

Access to calendar and contact information is supported with Exchange 2007 and 2010. For information on configuring access to Exchange calendars and contacts with Connection 8.5, see the “[Configuring Cisco Unity Connection 8.5 and Microsoft Exchange for Unified Messaging](#)” chapter of the *Unified Messaging Guide for Cisco Unity Connection Release 8.5 and Later* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/unified_messaging/guide/85xcucumgx.html.

Cisco Unified Backup and Restore Application Suite (COBRAS)

The Cisco Unified Backup and Restore Application Suite (COBRAS) in Cisco Unity Connection 8.5 supports the following:

- Hot mode migrations between Connection 8.5 servers, allowing users and user messages to be moved from one server to another rather than copied
- Hot mode migrations from Cisco Unity 8.0 and later servers to Connection 8.0 and later servers, allowing users and user messages to be moved from a Cisco Unity server to a Connection server rather than copied
- Copying custom keypad mapping data from one server to another
- Copying handlers and schedules from one server to another

For detailed information, see the COBRAS Help at

<http://www.ciscounitytools.com/Applications/General/COBRAS/Help/COBRAS.htm>.

Cisco Unity Connection 8.5(1)—Restricted and Unrestricted Versions

This release provides two versions of the Connection software—restricted and unrestricted—that address import requirements for some countries related to encryption of user data and affects the following functionality:

Functionality	Restricted Version of Connection	Unrestricted Version of Connection
SSL for IMAP connections used to access voice messages	Enabled	Disabled
Secure SCCP, SIPs, and SRTP for call signaling and media	Enabled	Disabled
File replication in a Connection cluster	Uses 128-bit encryption	Uses 40-bit encryption
Communications among networked Connection servers or clusters	Uses SMIME	Uses unencrypted MIME

In the unrestricted version, if the disabled settings listed above are changed manually, Connection ignores the changes.

For the restricted version, “Restricted Installation” is included in the DVD label. For the unrestricted version, “Unrestricted Installation” is included in the DVD label and “UNRST” is included in the download filename.

The two-version change was introduced with Connection version 7.1(5a), but it was not included in the 8.0(x) releases. Versions 7.1(5) and earlier were equivalent to what is now referred to as the restricted version.



Caution

With restricted and unrestricted versions of Connection software available, download software or order a DVD carefully choose the software carefully. Upgrading a restricted version to an unrestricted version is supported, but future upgrades are then limited to unrestricted versions. Upgrading an unrestricted version to a restricted version is not supported.

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

- “Supported Cisco Unity Connection Upgrades” section on page 28
- “How Restricted and Unrestricted Versions Affect Upgrades” section on page 29

Cisco Unity Connection ViewMail for IBM Lotus Notes 8.5(1)

Cisco Unity Connection ViewMail for IBM Lotus Notes 8.5(1) is supported for use with Cisco Unity Connection 8.5.

See the following documentation for additional information:

- For installation and configuration information, see the *Release Notes for Cisco Unity Connection ViewMail for IBM Lotus Notes Release 8.5(1)* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/vmn/release/notes/851cucvmrn.html.
- For end-user information, see the *User Guide for Accessing Cisco Unity Connection Voice Messages in an Email Application (Release 8.x)* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/user/guide/email/8xcucugemailx.html.

Cisco ViewMail for Microsoft Outlook 8.5(3)

Cisco ViewMail for Microsoft Outlook 8.5(3) is supported for use with Cisco Unity Connection 8.5.

See the following documentation for additional information:

- For installation and configuration information, see the *Release Notes for Cisco ViewMail for Microsoft Outlook Release 8.5(3)* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/vmo/release/notes/853cucvmorn.html.
- For end-user information, see the *Quick Start Guide for Cisco ViewMail for Microsoft Outlook (Release 8.5 and Later)* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/vmo/quick_start/guide/85xcucqsgvmo.html. (Note that the guide will be available by December 21, 2010.)

Documentation

- Documentation References to Cisco Unified Communications Manager Business Edition, page 8
- New Documentation, page 8

- [User Guide for the Cisco Unity Connection Messaging Inbox Web Tool Renamed](#), page 8

Documentation References to Cisco Unified Communications Manager Business Edition

The name of the product known as Cisco Unified Communications Manager Business Edition in versions 8.0 and earlier has been changed to Cisco Unified Communications Manager Business Edition 5000 in versions 8.5 and later.

In the Cisco Unity Connection 8.x documentation set, references to “Cisco Unified Communications Manager Business Edition” and “Cisco Unified CMBE” apply to both Business Edition version 8.0 and to Business Edition 5000 versions 8.5 and later. The references do not apply to Business Edition 6000.

New Documentation

The following new product documentation is available with this release:

- *Unified Messaging Guide for Cisco Unity Connection Release 8.5 and Later* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/unified_messaging/guide/85xcucumgx.html.
- *Quick Start Guide for the Cisco Unity Connection Web Inbox (Release 8.5 and Later)* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/quick_start/guide/85xcucqsginb ox.html.
- *Quick Start Guide for Cisco ViewMail for Microsoft Outlook (Release 8.5 and Later)* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/vmo/quick_start/guide/85xcucqsgv mo.html. (Note that the guide will be available by December 21, 2010.)
- *Release Notes for Visual Voicemail Release 8.5* at http://www.cisco.com/en/US/docs/voice_ip_comm/cupa/visual_voicemail/8.5/release/notes/vivoR eleaseNote85.html.
- *Installation and Configuration Guide for Visual Voicemail Release 8.5* at http://www.cisco.com/en/US/docs/voice_ip_comm/cupa/visual_voicemail/8.5/install/guide/vv_ins tall.html.
- *Quick Start Guide: Visual Voicemail Release 8.5* at http://www.cisco.com/en/US/docs/voice_ip_comm/cupa/visual_voicemail/8.5/quick_start/guide/Q uick_Start_Guide_for_Visual_Voicemail_Release_8.5_chapter1.html.

User Guide for the Cisco Unity Connection Messaging Inbox Web Tool Renamed

The *User Guide for the Cisco Unity Connection Messaging Inbox Web Tool Release 8.x* was renamed to apply to version 8.0 only.

The Cisco Unity Connection Web Inbox replaced the Messaging Inbox in version 8.5, and is documented in the *Quick Start Guide for the Cisco Unity Connection Web Inbox (Release 8.5 and Later)*.

Exchange 2007 Is Supported with Single Inbox and Requires Connection 8.5(1) Service Update 1

Added February 16, 2011

You can now configure Connection and Exchange mailbox synchronization (single inbox) for Exchange 2007. For single inbox to work with Exchange 2007, you must upgrade to Connection 8.5(1) Service Update 1 (SU1). In addition, if you already configured single inbox for Exchange 2010 and created an Exchange 2010 mailbox for the unified messaging services account, we recommend that you delete the Exchange mailbox and verify that the required permissions are still applied to the Active Directory account. (Deleting the Exchange 2010 mailbox also frees an Exchange 2010 Client Access License.)

The software is available on the Cisco website. At

<http://tools.cisco.com/support/downloads/pub/Redirect.x?mdfid=278875240>, select Voice and Unified Communications > Unified Communications Applications > Voice Mail and Unified Messaging > Cisco Unity Connection > Cisco Unity Connection Version 8.5, and follow the on-screen prompts.) To view and download the SU1 documentation, *Readme for Cisco Unity Connection Release 8.5(1) Service Update 1*, you must select Download Now. A link to the readme appears on the next page under Release Information.

For information on upgrading to SU 1, see the applicable chapter in the *Reconfiguration and Upgrade Guide for Cisco Unity Connection Release 8.x* at

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

For information on deleting the Exchange 2010 mailbox (if any) and verifying that the required permissions are still applied to the Active Directory account, see the “Reconfiguration Required When the Unified Messaging Services Account Has an Exchange 2010 Mailbox” section in *Readme for Cisco Unity Connection Release 8.5(1) Service Update 1*.

Exchange 2003 Is Supported with Single Inbox and Requires Connection 8.5(1) Service Update 1

Added February 9, 2011

You can now configure Connection and Exchange mailbox synchronization (single inbox) for Exchange 2003. For single inbox to work with Exchange 2003, you must upgrade to Connection 8.5(1) Service Update 1 (SU1). In addition, if you already configured single inbox for Exchange 2010 and created an Exchange 2010 mailbox for the unified messaging services account, you must delete the Exchange mailbox and verify that the required permissions are still applied to the Active Directory account. (Deleting the Exchange 2010 mailbox also frees an Exchange 2010 Client Access License.)

The software is available on the Cisco website. At

<http://tools.cisco.com/support/downloads/pub/Redirect.x?mdfid=278875240>, select Voice and Unified Communications > Unified Communications Applications > Voice Mail and Unified Messaging > Cisco Unity Connection > Cisco Unity Connection Version 8.5, and follow the on-screen prompts.) To view and download the SU1 documentation, *Readme for Cisco Unity Connection Release 8.5(1) Service Update 1*, you must select Download Now. A link to the readme appears on the next page under Release Information.

For information on upgrading to SU 1, see the applicable chapter in the *Reconfiguration and Upgrade Guide for Cisco Unity Connection Release 8.x* at

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

For information on deleting the Exchange 2010 mailbox (if any) and verifying that the required permissions are still applied to the Active Directory account, see the “Reconfiguration Required When the Unified Messaging Services Account Has an Exchange 2010 Mailbox” section in *Readme for Cisco Unity Connection Release 8.5(1) Service Update 1*.

Exchange 2010 Mailbox Can Be Deleted for the Unified Messaging Services Account

Added February 9, 2011

When Connection 8.5(1) was released, the documentation on synchronizing Connection and Exchange mailboxes (single inbox) required that you create an Exchange 2010 mailbox for the unified messaging services account. During Exchange 2003 testing, we learned that the Exchange 2010 mailbox interferes with single-inbox functionality when mailboxes are homed in Exchange 2003.

If you created an Exchange 2010 mailbox for the unified messaging services account, we recommend that you delete the Exchange 2010 mailbox even if you do not have Exchange mailboxes for Connection users homed in Exchange 2003. If you delete the mailbox, you also need to verify that the unified messaging services account still has the permissions required to access Exchange 2010.



Note

If you are not using Exchange 2003, you can delete the Exchange 2010 mailbox for the unified messaging services account even if you do not install Connection 8.5(1) Service Update 1.

For information on deleting the mailbox and verifying permissions, see the “Reconfiguration Required When the Unified Messaging Services Account Has an Exchange 2010 Mailbox” section in *Readme for Cisco Unity Connection Release 8.5(1) Service Update 1*. The readme is available on the Cisco website in the same location as SU 1. (At

<http://tools.cisco.com/support/downloads/pub/Redirect.x?mdfid=278875240>, select Voice and Unified Communications > Unified Communications Applications > Voice Mail and Unified Messaging > Cisco Unity Connection > Cisco Unity Connection Version 8.5, and follow the on-screen prompts.)

Hardware Support

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 8.5, 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.
 - Replacing unsupported servers while upgrading to Connection 8.5(1), see the applicable upgrade chapter in the *Reconfiguration and Upgrade Guide for Cisco Unity Connection Release 8.x* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/upgrade/guide/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. In addition, for some configurations, you must add memory.
 - If you are upgrading an existing Connection server to version 8.5, 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 to determine whether your server requires replacement hard disks or additional memory.

- For information on replacing the hard disks or adding memory, 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/8xcucruxg.html.
- Some new servers have been released since Connection 8.0 was released. For information on the new 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.

Importing Cisco Unified CM Users to Create Connection Users: Cisco Unified CM Versions 4.x Are No Longer Supported

When Cisco Unity Connection is integrated with a Cisco Unified Communications Manager 4.x version, creating individual Connection user accounts from the Directory Number Configuration page or from the User Configuration page of the Cisco Unified CM Administration is no longer supported.

Language Files Are Available

Revised November 03, 2011

Language files for Cisco Unity Connection 8.5 are available on Cisco.com. (For a list of available languages, see the “Available Languages for Cisco Unity Connection 8.x Components” section of the *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.)

There are two sets of language files available. You must download the right set of language files based on the version of the software they are running at.

- If the Connection server is running version 8.5(1) ES16 through 8.5(1) ES23, download the language pack available at <http://www.cisco.com/cisco/software/release.html?mdfid=282421576&softwareid=282074314&release=8.5%281%29SU1&rellifecycle=&relind=AVAILABLE&reltype=latest>
- If the Connection server is running version 8.5(1) ES24 or higher, download the language pack available at <http://www.cisco.com/cisco/software/release.html?mdfid=282421576&softwareid=282074314&release=8.5%281%29ES24&rellifecycle=&relind=AVAILABLE&reltype=latest>



Note

Installing the wrong language pack on the Unity Connection server will lead to voice mail disruptions.

For more information and for instructions to upgrade to 8.5(1) SU 1 and to install the languages, see the *Readme for Cisco Unity Connection Release 8.5(1) SU 1*. Go to

<http://tools.cisco.com/support/downloads/pub/Redirect.x?mdfid=278875240>, then select Unified Communications Applications > Voice Mail and Unified Messaging > Cisco Unity Connection > Cisco Unity Connection Version 8.5 > Cisco Unified Communications Manager/Cisco Unity Connection Updates > 8.5.1SU1. Select the Readme for Cisco Unity Connection 8.5(1)SU1 link.

LDAP Directories: Netscape Directory Server and Microsoft Active Directory 2000 Are No Longer Supported

Connection no longer supports integrating Connection with the Netscape Directory Server and Microsoft Active Directory 2000 LDAP directories.

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

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

Support for Up to 50 VPIM Locations in the Directory

A single Connection server or server cluster pair supports up to 50 VPIM locations. (In version 8.0, the limit was ten locations.)

If you are using intrasite networking or intersite networking to link Connection servers or clusters, the limit of 50 VPIM locations also applies to the virtual directory created by the networked Connection servers or clusters. For example, in a single Connection site or in a Cisco Voicemail Organization of linked sites, you could have one Connection location configured with 50 VPIM locations, or ten Connection locations with five VPIM locations each, and so on.

Text-to-Speech Engine

Cisco Unity Connection 8.5 includes a new text-to-speech engine for all languages. When upgrading from earlier versions of Connection, you may notice differences in the text-to-speech voice quality, as the new engine provides improved speech synthesis.

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 and significant updates to existing utilities since the last Cisco Unity Connection release, see the following:

- [Cisco Unified Backup and Restore Application Suite \(COBRAS\)](#), page 6

Visual Voicemail

Cisco Unity Connection version 8.5 includes a new Visual Voicemail 8.5 MIDlet that is supported on the following Cisco Unified IP Phones models:

- 9971
- 9951
- 8961

Connection 8.5 also supports the Visual Voicemail 7.x MIDlet for older phone models.

See the following documentation for additional information:

- For system requirements, see the *Release Notes for Visual Voicemail Release 8.5* at http://www.cisco.com/en/US/docs/voice_ip_comm/cupa/visual_voicemail/8.5/release/notes/vivoReleaseNote85.html.
- For installation and configuration information, see the *Installation and Configuration Guide for Visual Voicemail Release 8.5* at http://www.cisco.com/en/US/docs/voice_ip_comm/cupa/visual_voicemail/8.5/install/guide/vv_install.html.
- For end-user information, see the *Quick Start Guide: Visual Voicemail Release 8.5 and Later* at http://www.cisco.com/en/US/docs/voice_ip_comm/cupa/visual_voicemail/8.5/quick_start/guide/Quick_Start_Guide_for_Visual_Voicemail_Release_8.5_chapter1.html.

New Functionality—Release 8.5(1)

This section contains information about new functionality in the 8.5(1) release time frame only.

(For information on new functionality in earlier versions of Cisco Unity Connection, see the applicable release notes at http://www.cisco.com/en/US/products/ps6509/prod_release_notes_list.html. Release notes for all versions of Cisco Unified Communications Manager Business Edition are available at http://www.cisco.com/en/US/products/ps7273/prod_release_notes_list.html.)

Note that the Cisco Unity Tools website may offer scripts and applications that were not included in Cisco Unity Connection 8.5(1). Some offerings may not be supported by Cisco TAC. See <http://www.ciscounitytools.com> for information.

Advanced Settings for Intrasite Networking

New advanced settings allow you to customize the behavior of the Connection Digital Networking Replication Agent, which is responsible for pushing information about changes in the local directory to other locations in a Connection site, and for updating the local directory with information about changes to the directories of other locations in the site. The new settings are intended for use by large sites that may need more flexibility in how and when replication occurs. The settings are configured in Cisco Unity Connection Administration (System Settings > Advanced > Intrasite Networking).

For more information on the new setting, see the online help or the “Cisco Unity Connection 8.x Advanced Settings” chapter in the *Interface Reference Guide for Cisco Unity Connection Administration Release 8.x*, at

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

Also see the “System Setting for Outgoing SMTP Connections” section on page 22.

Announcing When a Message Has Been Sent to Multiple Recipients, and Listing Message Recipients

Announcing When a Message Had Been Sent to Multiple Recipients

The Cisco Unity Connection conversation can be customized so that when a message has been sent to multiple recipients, Connection will announce that fact to the user before playing the message.

By default, this setting is not enabled. To enable the setting for users of both the voice-recognition and touchtone conversations, check the Announce in Message Header Whether Message Has Multiple Recipients check box on the System Settings > Advanced > Conversation Configuration page.

Listing Recipients While Listening to Messages

Connection can also be customized so that users can hear a list of all of the recipients of a message. By default, users who are enabled for voice-recognition can hear a list of message recipients by saying “list recipients” while listening to the message header, body, footer, or after-message prompts. By default, this functionality is not enabled for the touchtone conversation, and must be configured by using the Custom Keypad Mapping tool. Depending on how you configure the key mapping, users can hear the list of message recipients when they press the applicable key while listening to the message header, body, footer, or after-message prompts.

For more information, see the “[Custom Keypad Mapping Tool 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.

API Features

The following APIs have new functionality in this release:

Cisco Unity Connection Provisioning Interface

The Cisco Unity Connection Provisioning Interface (CUPI) API enhancements include:

- Queries on collections of objects include a total count of objects
- Full access to class of service settings, schedules, user alternate names, unified messaging services (formerly called external services), private lists, user templates, and routing rules
- Read access to ports and port groups
- Read/write access to MWI On/Off codes
- Read access to cluster system settings
- Read/write access to alternate names for distribution lists
- Ability to import LDAP users
- Ability to import users from Cisco Unified CM on a Cisco Unified CMBE server
- Ability to modify some system configuration data

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

CUPI for Users

The Cisco Unity Connection Provisioning Interface (CUPI) API has been expanded to include access for individual users when authenticating against user credentials. This allows for custom end-user applications. CUPI for users includes the following:

- Full access to directory listing status, alternate names, greetings, recorded name, private lists, alternate devices, and call transfer rules
- Ability to change passwords (phone PIN, web password, and unified messaging services password)

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

Cisco Unity Connection Messaging Interface

The Cisco Unity Connection Messaging Interface (CUMI) API has been expanded to allow applications access to secure messages.

By default, API access to secure messages is turned off. To enable API access to secure messages, check the Allow Access to Secure Message Recordings Through the Cisco Unity Connection Messaging Interface (CUMI) setting on the System Settings > Advanced > API Settings page in Cisco Unity Connection Administration.

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

Bulk Administration Enhancements

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

- The Bulk Administration Tool allows for the creation and updating of multiple alternate first names and alternate last names for Users and Contacts. The new columns are called AltFirstNames and AltLastNames. To create or update more than one alternate name per object, separate the alternate names by semicolons (;). If you use a CSV file that contains the old columns (AltFirstName and AltLastName), the data in those columns is ignored.
- The Bulk Administration Tool allows for the creation and updating of multiple alternate names for Distribution List objects. The new column is called AltNames. To create/update more than one alternate name per distribution list, separate the alternate names by semicolons (;).
- You can use the Bulk Administration Tool to create and update user passwords and PINs.
- The Bulk Administration Tool allows for the creation and updating of Standard and Closed transfer rule settings for users. The new columns are called StandardTransferType, StandardTransferRings, StandardTransferExtension, StandardTransferAction, StandardRnaAction, ClosedTransferType, ClosedTransferRings, ClosedTransferExtension, ClosedTransferAction, and ClosedRnaAction.

For more details on managing user accounts in bulk, see the “[Managing Cisco Unity Connection 8.x User Accounts in Bulk](#)” chapter of the *User Moves, Adds, and Changes Guide for Cisco Unity Connection Release 8.x* at

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

Cisco Unity Connection Application and Database Audit Logging

Application audit logging and database audit logging are features that allow you to track configuration changes to the Cisco Unity Connection system in separate audit log files.

Application audit logging reports configuration changes for Cisco Unity Connection Administration, Cisco Unity Connection Serviceability, Cisco Unified Serviceability, Real-Time Monitoring Tool (RTMT), Cisco Personal Communications Assistant, and the command-line interface (CLI). It also reports user authentication events for Connection clients that use the Representational State Transfer (REST) APIs, and reports API calls for clients that use the Cisco Unity Connection Provisioning Interface (CUPI). Although application audit logging is enabled by default, you can configure it in Cisco Unified Serviceability by choosing Tools > Audit Log Configuration. For Cisco Unified Communications Manager Business Edition, enabling application logging also causes Cisco Unified Communications Manager to log audit information for Cisco Unified CM components.

Database logging reports changes to the Connection databases. This logging is not enabled by default. You also configure this logging on the Tools > Audit Log Configuration page in Cisco Unified Serviceability. In the Database Audit Log Filter Settings section of the page, you can enable database audit logging and specify the debug audit level as Schema Only, Administrative Tasks, Database Updates, or Database Reads. This audit differs from the Application audit because it logs database changes, and the Application audit logs application configuration changes. For Cisco Unified Communications Manager Business Edition, enabling database logging also causes Cisco Unified Communications Manager to log audit information for Cisco Unified CM databases.

**Caution**

When enabled, database logging can generate large amounts of data in a short period, particularly if the debug audit level is set to Database Updates or Database Reads. This can result in a significant performance impact during heavy usage periods. In general, we recommend that you keep database logging disabled. If you do need to enable logging to track changes in the database, we recommend that you do so only for short periods of time, by using the Database Updates level.

In earlier versions, starting with 7.1(2), operating system and remote support audit logging were available as part of the platform (and Cisco Unified CM application and database logging were available for Cisco Unified Communications Manager Business Edition). Operating system logging reports events that are triggered by the operating system, and is disabled by default. The `utils auditd` CLI command enables, disables, or gives status about operating system logging. Remote support logging reports CLI commands that get issued by technical support teams. You cannot configure it, and the log gets created only if the Remote Support Acct gets enabled by the technical support team.

The new Audit Administrator role controls which users can manage application and database audit settings and view, download, or delete logs. By default, the application administration account that is created during installation is assigned the Audit Administrator role. To access the audit logs, use an account with the Audit Administrator role to sign in to RTMT. In Trace and Log Central, go to System > Real-Time Trace > Audit Logs > Nodes. After you select the node, another window displays System > Cisco Audit Logs. The logs get stored in one of the following folders:

- **AuditApp (application)**—Created by default. Audit logs get enabled by default in Cisco Unified Serviceability. If the audit logs get disabled in Cisco Unified Serviceability, no new audit log files get created. AuditApp creates one log file until the configured maximum file size is reached; then, it closes and creates a new log file. If the system specifies rotating the log files, AuditApp saves the configured number of files. You can view some of the logging events by using RTMT SyslogViewer.
- **informixauditlogs (database)**—Enabled in Cisco Unified Serviceability under Tools > Audit Log Configuration. The folder does not display unless the audit is enabled.
- **vos (operating system and remote support)**—Enabled with the `utils auditd` CLI command. The folder does not display unless the audit is enabled.

For more information on audit logging, see the *Cisco Unified Serviceability Administration Guide, Release 8.5(1)* at http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/service/8_5_1/admin/Serviceability.html.

Cisco Unity Connection Web Inbox

The Cisco Unity Connection Web Inbox is a new application that enables users to play, compose, reply to or forward, and manage Connection voice messages by using a web browser. The Web Inbox replaces the Messaging Inbox web tool that was available in the Cisco Personal Communications Assistant in earlier releases of Connection.

Users access the Web Inbox by going to `http://<Connection host name>/inbox`.

Users can also access the Messaging Assistant and Personal Call Transfer Rules web tools from the Web Inbox. We recommend that you encourage users to use the links in the Web Inbox to access the Connection web tools, rather than the Cisco PCA URL (`http://<Connection host name>/ciscopca`). The links in the Web Inbox are “Settings” for the Messaging Assistant and “Routing Rules” for the Personal Call Transfer Rules web tool.

See the following documentation for additional information:

- For requirements, see the “Requirements for Accessing Voice Messages by Using the Cisco Unity Connection Web Inbox (Connection 8.5 and Later)” section in *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.
- For configuration information, see the “Cisco Unity Connection 8.x Web Inbox, Messaging Inbox, and RSS Feeds” section in the “[Setting Up Features and Functionality That Are Controlled by Class of Service in Connection 8.x](#)” chapter of the *User Moves, Adds, and Changes Guide for Cisco Unity Connection Release 8.x* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/user_mac/guide/8xcucmacx.html.
- For end-user information, see the *Quick Start Guide for the Cisco Unity Connection Web Inbox (Release 8.5 and Later)* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/quick_start/guide/85xcucqsginb.html.

Internet Protocol Version 6 (IPv6)

Cisco Unity Connection supports IPv6 addressing with Cisco Unified Communications Manager phone system integrations. SCCP integrations are supported with Cisco Unified CM 7.1(2) and later. SIP integrations are supported with Cisco Unified CM 8.5 and later with ANAT enabled.

IPv6 support is disabled by default. You can enable IPv6 and configure IPv6 address settings either in Cisco Unified Operating System Administration or in the CLI. Connection can obtain an IPv6 address either through router advertisement, through DHCP, or by manually configuring an address either in Cisco Unified Operating System Administration or by using the CLI.

You can use the IP Addressing Mode field on the System Settings > General Configuration page in Cisco Unity Connection Administration to control the mode in which Connection listens for incoming traffic—IPv4, IPv6, or both IPv4 and IPv6.

For SCCP integrations with Cisco Unified CM, if Connection is configured to listen for incoming IPv4 and IPv6 traffic, you can configure the addressing mode that Connection uses for call control signaling for each port group to use either IPv4 or IPv6. (This mode is also used when connecting to a TFTP server.)

For SIP integrations with Cisco Unified CM, if Connection is configured to listen for incoming IPv4 and IPv6 traffic, you can configure the addressing mode that Connection uses for call control signaling for each port group to use either IPv4 or IPv6. (This mode is also used when connecting to a TFTP server.) In addition, you can configure the addressing mode that Connection uses for media for each port group to use either IPv4 or IPv6.

Note the following considerations when deploying IPv6 for Cisco Unified CM integrations:

- IPv6 is supported in Cisco Unified CM release 7.1(2) and later.
- The CTL file required for security features (authentication and encryption) for SCCP integrations uses IPv4 addressing. Therefore, in order to use authentication and encryption with SCCP secure ports, you must retain the IPv4 address or host name for the Cisco Unified CM server(s) on the port group in Connection.

- Some versions of Cisco Adaptive Security Appliance (ASA) do not support application inspection for IPv6 traffic for Unified Communications application servers and endpoints. Cisco recommends not using IPv6 for Unified Communications if you are using a Cisco ASA version that does not provide this support. See the documentation for your version of Cisco ASA to determine whether application inspection is supported in your deployment.
- The Port Test and Port Group Test utilities (in the Related Links box on SCCP integration port and port group pages in Cisco Unity Connection Administration) do not test IPv6 connectivity. Even when Connection is configured to use IPv6 for a SCCP integration, the utilities confirm that Connection can communicate with the phone system by using IPv4 addressing.

For information on adding IPv6 to an existing Cisco Unified CM phone system integration, see the “[Adding or Changing the IPv6 Addresses of Cisco Unity Connection 8.5 and Later Servers](#)” 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.

If you have not yet integrated Connection with Cisco Unified CM, see the applicable Cisco Unity Connection integration guide for instructions on setting up the integration with IPv6. The guides are available at http://www.cisco.com/en/US/products/ps6509/products_installation_and_configuration_guides_list.html.

LDAP Integration: Converting Phone Numbers in the LDAP Directory into Extensions in Connection

Connection now has a more powerful mechanism for converting phone numbers in an LDAP directory into extensions in Connection. You can add a regular expression (using the regular expression package of the Java library) and a replacement pattern that together convert the phone numbers into extensions:

- The regular expression determines which phone numbers to operate on (for example, phone numbers that are 10 digits long) and the portion of the phone numbers to use as a basis for the extensions (for example, the last four digits).
- The replacement pattern specifies either to use the values selected by the regular expression or to perform additional operations (for example, prepend an 8).

For more information, including extensive examples, see the “Converting Phone Numbers into Extensions (Cisco Unity Connection 8.5 and Later Only)” 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* available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/administration/guide/8xcucsagx.html.

Message Aging Alerts

For each message aging rule, you can specify whether Connection sends email alerts to users prior to taking the aging action that is associated with the rule. This gives users time to review and act on the applicable messages. You specify the number of days between the time that Connection sends the alert and the time that the message aging action takes place.

Alerts cannot be sent to users unless the Corporate Email Address field for each user on the Users > Users > Edit User Basics page contains a valid email address. Connection must also be configured to relay messages through an SMTP smart host.

You can customize the text in the email alerts or you can use the default text. The default subject line and body text are different for the alerts related to each aging rule, and they can be customized separately. Note that because all message aging policies use the same five rules, if you customize the alert text for a rule, the text will be the same for any policy that uses that rule. (For example, if you customize the email subject line and body text for the Move Saved Messages to the Deleted Items Folder rule, that text is used for all alerts that are sent to users who are assigned to any message aging policy for which that rule is enabled with alerts.)

Message aging alerts can be customized for multiple languages.

For more information, see the “About Message Aging Alerts (Cisco Unity Connection 8.5 and Later)” section in the [“Controlling the Size of Mailboxes in Cisco Unity Connection 8.x”](#) chapter of the *System Administration Guide for Cisco Unity Connection Release 8.x* available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/administration/guide/8xcucsagx.html.

Message Recording Expiration

The Message Recording Expiration feature guarantees that a voice message that is stored on the Cisco Unity Connection server cannot be listened to after it reaches a set expiration date, regardless of whether the message has been forwarded to another Connection recipient. Message Recording Expiration is a systemwide setting, and thus cannot be applied to only a subset of users.

You set the number of days after which messages arrive that they will expire. At expiration, message recordings are automatically replaced with a decoy recording that says, “The message has expired.”

Typically, message aging rules are sufficient for enforcing message-retention policies. Note, however, that when a message is forwarded, the forwarded message is considered a new message and its age is reset. If you are concerned that users may forward messages in an attempt to circumvent the message-retention policy, consider enabling the Message Recording Expiration feature. The message recording and transcription (if any) expire based on the date that the original copy of the message arrived, regardless of user forwarding.

By default, the Message Recording Expiration feature is not enabled. You can enable and configure the feature on the Message Storage Settings > Message Aging > Message Recording Expiration page in Cisco Unity Connection Administration.

For more information, see the “Message Recording Expiration (Cisco Unity Connection 8.5 and Later)” section in the [“Controlling the Size of Mailboxes in Cisco Unity Connection 8.x”](#) chapter of the *System Administration Guide for Cisco Unity Connection Release 8.x* available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/administration/guide/8xcucsagx.html.

Run Now Functionality Available on Task Management Pages

Cisco Unity Connection includes functionality that allows you to immediately run specified tasks from the Task Definition Basics page. The Run Now functionality is available for the Monitor Disk Space and Check System Configuration tasks.

Note that when you choose to run a task immediately by selecting the Run Now button, it will be in addition to any scheduled task runs that are set up on the Task Schedule page for the task.

When you select the Run Now button, results usually display in the Task Execution Results table very quickly; you may need to wait a short time and then refresh the page to see the results.

For more information, see the “Cisco Unity Connection 8.x Task Management Tool” section in the “[Administrative Tools 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.

Setting Up Call Routing Rules to Route Users to the Applicable Conversation

Cisco Unity Connection has added functionality that allows you to set up separate phone numbers for the various conversation styles, and then route users to the applicable conversation by using routing rules.

This approach is particularly useful in cases where users prefer different conversation styles based on the device with which they place the call. For example, when calling in from a mobile phone, the user may prefer the touchtone conversation because background noise picked up on the mobile phone interferes with the voice-recognition conversation. But when calling in from an office phone, the user prefers the voice-recognition conversation.

To do this, set up the required phone numbers. Then set routing rule conditions that are associated with each phone number by entering the applicable information on the routing rule condition page. Then in the Send Call To field on the routing rule page, specify the applicable conversation. When the conditions for this routing rule are met, and the user subsequently signs in on that call, the user hears the selected conversation.

For more information on using routing rules, see the “Call Routing Tables in Cisco Unity Connection 8.x” section in the “[Call Management Overview 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.

Shredding Message Files for Secure Delete

Some organizations require additional security in the deletion of messages, beyond having users simply delete them. The Message File Shredding Level setting on the Advanced Settings > Messaging Configuration page in Cisco Unity Connection Administration is a systemwide setting that ensures that the copy of the message being deleted by the user is securely deleted, by causing the message to be shredded the specified number of times when it is deleted.

For detailed information on the secure delete feature and on the methods that users can use to delete messages, see the “Deleting Messages in Cisco Unity Connection 8.x” section in the “[Messaging 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.

Synchronizing Connection and Exchange Mailboxes (Single Inbox)

Revised February 2, 2011

You can configure Connection to synchronize voice messages between Connection mailboxes and the corresponding Exchange mailboxes. When single inbox is enabled for a user, all voice messages, including those sent from Cisco ViewMail for Microsoft Outlook, are first stored in Connection and are immediately replicated to the Exchange mailbox for the recipient. Voice messages appear in the Outlook inbox for the user, alongside email and faxes, and also appear in the Connection mailbox for the user.

For Connection 8.5(1), single inbox supports Exchange 2010 and Exchange 2003. Support will be added for Exchange 2007 in the second quarter of calendar year 2011. When support for a version of Exchange is added, the “Unified Messaging Requirements: Synchronizing Connection and Exchange Mailboxes (Single Inbox) (Connection 8.5 and Later Only)” section in the *System Requirements for Cisco Unity Connection Release 8.x* will be updated with that information.

For more information, see:

- [Exchange 2003 Is Supported with Single Inbox and Requires Connection 8.5\(1\) Service Update 1, page 9](#)
- *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
- *Unified Messaging Guide for Cisco Unity Connection 8.5 and Later* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/unified_messaging/guide/85xcucumgx.html

System Setting for Outgoing SMTP Connections

The Limit Number of Simultaneous Outgoing Connections setting has been added on the System Settings > SMTP Configuration > Server page in Connection Administration, for controlling outgoing SMTP connections by the Connection server. This includes connections used for message notifications, intersite and intrasite messaging, intrasite directory replication, and VPIM. With this change, the existing Limit Number of Simultaneous Client Connections setting has been renamed to Limit Number of Simultaneous Incoming Connections.

For more information on the new setting, see the online help or the “Cisco Unity Connection System Settings” chapter in the *Interface Reference Guide for Cisco Unity Connection Administration Release 8.x*, at

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

Also see the “Advanced Settings for Intrasite Networking” section on page 14.

Changed Functionality—Release 8.5(1)

This section contains information about changed functionality in the 8.5(1) release time frame only.

(For information on changed functionality in earlier versions of Cisco Unity Connection, see the applicable release notes at http://www.cisco.com/en/US/products/ps6509/prod_release_notes_list.html. Release notes for all versions of Cisco Unified Communications Manager Business Edition are available at http://www.cisco.com/en/US/products/ps7273/prod_release_notes_list.html.)

Note that the Cisco Unity Tools website may offer scripts and applications that were not included in Cisco Unity Connection 8.5(1). Some offerings may not be supported by Cisco TAC. See <http://www.ciscounitytools.com> for information.

Allowing Users to Toggle Between the Touchtone and Voice-Recognition Conversations

In Cisco Unity Connection 8.0, users were able to press 9 to switch from the voice-recognition conversation to the touchtone conversation. In Connection 8.5, that functionality has been enhanced. Now, when the user presses 9 while in the main menu of the conversation, the key press functions as a toggle between the voice-recognition and touchtone conversations. If users are assigned to the voice-recognition conversation and press 9 while in the main menu, they are switched to the touchtone conversation, and vice versa.

If you prefer that users press a different key to toggle between the conversations, use the Custom Keypad Mapping tool to assign a different key or keys. For instructions, see the “[Custom Keypad Mapping Tool in Cisco Unity Connection 8.x](#)” chapter of the *System Administration Guide for Cisco Unity Connection* Release 8.x, available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/administration/guide/8xcucsagx.html.



Note

At any time while signed in to Connection, users who are assigned to the voice-recognition conversation can say “Touchtone conversation” to immediately switch to the touchtone conversation.

Changing the LDAP Integration Status of Connection Users

You can now change the LDAP integration status of Connection users on the Users Basic page in Cisco Unity Connection Administration. Using the LDAP Integration Status field, you can integrate existing Connection user accounts with LDAP user accounts or you can break the association between Connection user accounts and LDAP directory user accounts. In previous releases, you could integrate existing Connection users accounts with LDAP directory accounts only by using the Bulk Administration Tool and you could not easily break the association between Connection user accounts and an LDAP directory user accounts.

For more information, see the “Changing the LDAP Integration Status of Connection Users (Cisco Unity Connection 8.5 and Later Only)” section in the “[Creating User Accounts from LDAP User Data or Changing LDAP Integration Status for Existing Users in Cisco Unity Connection 8.x](#)” chapter of the *User Moves, Adds, and Changes Guide for Cisco Unity Connection Release 8.x* available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/user_mac/guide/8xcucmacx.html.

External Services Settings Have Been Replaced with Unified Messaging Settings

External services, which allow Connection users to listen to Exchange voice messages by using text-to-speech, access Exchange calendars and contacts, and access MeetingPlace calendars, have been replaced with unified messaging services. Note the following:

- Unified messaging services include the same functionality as external services, and now include the option to synchronize voice messages in Connection and Exchange mailboxes. This feature is also known as single inbox. (For more information, see the “[Synchronizing Connection and Exchange Mailboxes \(Single Inbox\)](#)” section on page 21.)
- Settings for external services in Cisco Unity Connection Administration have been moved:

- Settings at System Settings > External Services have moved to Unified Messaging > Unified Messaging Services.
- Settings at System Settings > Advanced > External Services have moved to System Settings > Advanced > Unified Messaging Services.
- Settings for individual users, formerly accessed by selecting External Service Accounts from the Edit menu are now accessed by selecting Unified Messaging Accounts from the Edit menu.

In addition, some unified messaging settings have been added to user templates. On the Edit menu, select Unified Messaging Accounts.

- Existing external services settings were retained.

Restriction Table for Automatically-Added Alternate Extensions Also Applies to Other User-Defined Alternate Extensions

The Excluded Extensions for Automatically-Added Alternate Extensions restriction table, which was added in release 8.0, has been renamed User-Defined and Automatically-Added Alternate Extensions in release 8.5. In this release, the restriction table can be used to limit the numbers or number patterns that users can enter when they configure alternate extensions in the Cisco Personal Communications Assistant (Cisco PCA) Messaging Assistant. (Alternate extensions are known as alternate devices in the Messaging Assistant.) It also applies when users add an alternate extension through the phone interface, and when an attempt is made to add an alternate extension for a user via an API call.

As in the 8.0 release, the table can also be used to restrict a number or pattern from being offered as an alternate extension when a user frequently calls Connection and signs in from the number.

Note that this restriction table applies for all users and therefore is not associated with a class of service. The restriction table applies when an administrator uses Cisco Unity Connection Administration to enter or change a user-defined alternate extension on behalf of a user, but does not apply when an administrator enters or changes an administrator-defined alternate extension for a user.

Search Space Partition Membership Updated Automatically After Unlinking and Relinking Networked Locations

When a location (either a server or cluster) is removed from a Cisco Unity Connection site or from a Cisco Voicemail Organization of linked sites, partitions that are homed on the location are removed from search spaces that are homed on other locations in the site or organization, and partitions that are homed on other locations are removed from search spaces that are homed on the location you remove. If you later add the location back into the site or organization, Connection can automatically repopulate the partitions into the search spaces from which they were previously removed. Note, however, that the order of repopulated partitions may not be preserved. If you have overlapping extensions, you may need to reorder the partitions in the search spaces to accommodate your dial plan.

In earlier Connection versions, if you add a location back into a site or organization, you need to manually update the partition membership of search spaces on the re-added location to include any remote partitions, and update the partition membership of search spaces on all other locations to include partitions on the re-added location.

If there are earlier Connection versions in the site or organization with one or more locations running Connection version 8.0(3), the repopulation behavior is indeterminate—in some cases, the search space membership may be automatically repopulated, and in others, it may not.

Regardless of the Connection versions in your network, if you unlink and later relink locations, we recommend that you check the search spaces on each location to verify that they include the desired partitions in the desired order.

When upgrading a Cisco Voicemail Organization of linked sites, we recommend that you upgrade the site gateway location(s) first so that the new repopulation behavior is available across sites, in case you need to remove and readd any Connection location in a site or unlink and relink the sites.

Today's Calendar Feature Removed from Cisco PCA

The Today's Calendar feature was removed from the Cisco Personal Communications Assistant in Cisco Unity Connection version 8.5. The feature provided a list of the user's meetings on the Cisco PCA home page.

Installation and Upgrade Information

- [Information for Cisco Unified Communications Manager Business Edition Customers, page 25](#)
- [Installing Cisco Unity Connection for the First Time on a Physical Server, page 26](#)
- [Installing Cisco Unity Connection for the First Time on a Virtual Machine, page 26](#)
- [Supported Cisco Unity Connection Upgrades, page 28](#)
- [How Restricted and Unrestricted Versions Affect Upgrades, page 29](#)
- [Upgrading to Cisco Unity Connection 8.5, page 29](#)
- [Installation and Upgrade Notes, page 33](#)

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 *Installing Cisco Unified Communications Manager Business Edition* guide at http://www.cisco.com/en/US/products/ps7273/prod_installation_guides_list.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 8.5 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. Note that Connection 8.5 versions of languages other than ENU are scheduled to be released in March 2011.

- 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

**Caution**

With restricted and unrestricted versions of Connection software available, order a DVD carefully. Upgrading a restricted version to an unrestricted version is supported, but future upgrades are then limited to unrestricted versions. Upgrading an unrestricted version to a restricted version is not supported. (See also the “[Cisco Unity Connection 8.5\(1\)—Restricted and Unrestricted Versions](#)” section on page 6.)

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

Revised December 8, 2010

**Caution**

With restricted and unrestricted versions of Connection software available, order a DVD carefully. Upgrading a restricted version to an unrestricted version is supported, but future upgrades are then limited to unrestricted versions. Upgrading an unrestricted version to a restricted version is not supported. (See also the “[Cisco Unity Connection 8.5\(1\)—Restricted and Unrestricted Versions](#)” section on page 6.)

For virtualization requirements, see the “Requirements for Installing Cisco Unity Connection on a Virtual Machine” section of the *System Requirements for Cisco Unity Connection Release 8.x* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/requirements/8xcucsysreqs.html.

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/8xcucrux.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 April 02, 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** 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_500_user_v<version>_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 64KB blocks.
CUC_1000_user_v<version>_vmv7.ova	<ul style="list-style-type: none"> For up to 1,000 Connection users. Configures one virtual CPU, 4 GB RAM, and one 160-GB virtual disk with the file system aligned at 64KB blocks.
CUC_5000_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_10000_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.
CUC_20000_user_300GB_v1.0_vmv7.ova	<ul style="list-style-type: none"> For up to 20,000 Connection users.
CUC_20000_user_500GB_v1.0_vmv7.ova	<ul style="list-style-type: none"> Configures sever virtual CPUs, 8 GB RAM, and either two 300-GB virtual disks or two 500-GB virtual disks with the file system aligned at 64KB blocks. Requires VMware vSphere Enterprise Plus.

- 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



Caution

With restricted and unrestricted versions of Connection software available, download software or order a DVD carefully. Upgrading a restricted version to an unrestricted version is supported, but future upgrades are then limited to unrestricted versions. Upgrading an unrestricted version to a restricted version is not supported. See also the “[How Restricted and Unrestricted Versions Affect Upgrades](#)” section on page 29.

For information on whether you can upgrade directly to Connection 8.5, 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, 8.5.1.10000-11); the software versions listed on the download pages on Cisco.com are abbreviated version numbers (for example, 8.5(1)). 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 8.5(1):

1. Find an intermediate version that is supported both for an upgrade from your current version and for an upgrade to 8.5(1).
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 8.5(1). See the following section, “[Upgrading to Cisco Unity Connection 8.5](#).”

How Restricted and Unrestricted Versions Affect Upgrades

With the Connection 7.1(5a) release, Cisco began providing two versions of the Connection software—restricted and unrestricted—to address import requirements for some countries related to encryption of user data. The two-version change continues with releases 7.1(5b) and later, and with Connection 8.5(1) and later; it was not included in 8.0(x) releases.

Note the following considerations about upgrading to Connection 8.5(1):

- If you are upgrading from the restricted version of Connection 7.1(5a or b), upgrade to the restricted version of Connection 8.5(1).
- If you are upgrading from the unrestricted version of Connection 7.1(5a or b), you can upgrade only to the unrestricted version of Connection 8.5(1).
- If you are upgrading from any other version of Connection supported for upgrades, upgrade to the restricted version of Connection 8.5(1). You are upgrading from a version that is equivalent to what is now called the restricted version.

For more information on restricted and unrestricted versions, see the “[Cisco Unity Connection 8.5\(1\)—Restricted and Unrestricted Versions](#)” section on page 6.

Upgrading to Cisco Unity Connection 8.5

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.

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.

For instructions on downloading software that can be used to upgrade a Connection 8.0, 7.x, or 2.x server to version 8.5, see the “[Downloading Software for an Upgrade to Cisco Unity Connection 8.5](#)” section on page 30.

**Caution**

With restricted and unrestricted versions of Connection software available, download software or order a DVD carefully. Upgrading a restricted version to an unrestricted version is supported, but future upgrades are then limited to unrestricted versions. Upgrading an unrestricted version to a restricted version is not supported. See also the “[How Restricted and Unrestricted Versions Affect Upgrades](#)” section on page 29.

For instructions on upgrading:

- A Connection 8.0 server to version 8.5, 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/8xcucrux.html.
- A Connection 7.x server to version 8.5, 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/8xcucrux.html.
- A Connection 2.x server to version 8.5, 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/8xcucrux.html.

Downloading Software for an Upgrade to Cisco Unity Connection 8.5

Revised 02 April, 2012

**Note**

The upgrade files can be used to upgrade Cisco Unity Connection, Cisco Unified Communications Manager, and Cisco Unified Communications Manager Business Edition. The files can be downloaded from the Connection or Cisco Unified CM downloads page.

The upgrade application posted on Cisco.com can be used only to upgrade to Cisco Unity Connection 8.5. It cannot be used to install a new Connection 8.5 server.

For information on whether you can upgrade directly from your current version to Connection 8.5 or must upgrade to an interim version first, see the “[Supported Cisco Unity Connection Upgrades](#)” section on page 28.

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

To Download Software for an Upgrade to Cisco Unity Connection 8.5

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 8.5**.
- Step 3** On the Select a Software Type page, select **Cisco Unified Communications Manager/Cisco Unity Connection Updates**.
- Step 4** On the Select a Release page, select **8.5.1**, and the download buttons appear on the right side of the page.

**Caution**

With restricted and unrestricted versions of Connection software now available, download software carefully. Upgrading a restricted version to an unrestricted version is supported, but future upgrades are then limited to unrestricted versions. Upgrading an unrestricted version to a restricted version is not supported.

- Step 5** Confirm that the computer you are using has sufficient hard-disk space for the downloaded files. (The download descriptions include file sizes.)
- Step 6** Select the applicable download for the first part, then follow the on-screen prompts to complete the download, making note of the MD5 value:

Restricted version	UCSInstall_UCOS_8.5.1.10000-26.sgn.iso_part1of3
Unrestricted version	UCSInstall_UCOS_UNRST_8.5.1.10000-26.sgn.iso_part1of3

- Step 7** Select the applicable download for the second part, then follow the on-screen prompts to complete the download, making note of the MD5 value:

Restricted version	UCSInstall_UCOS_8.5.1.10000-26.sgn.iso_part2of3
Unrestricted version	UCSInstall_UCOS_UNRST_8.5.1.10000-26.sgn.iso_part2of3

- Step 8** Select the applicable download for the third part, then follow the on-screen prompts to complete the download, making note of the MD5 value:

Restricted version	UCSInstall_UCOS_8.5.1.10000-26.sgn.iso_part3of3
Unrestricted version	UCSInstall_UCOS_UNRST_8.5.1.10000-26.sgn.iso_part3of3

- Step 9** For each of the downloaded files, 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 files are 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, or 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 10 Execute a command to recombine the three parts of the file:

- On a Unix/Linux system, copy and paste the applicable command into the CLI:

Restricted version	cat UCSInstall_UCOS_8.5.1.10000-26.sgn.iso_part1of3 UCSInstall_UCOS_8.5.1.10000-26.sgn.iso_part2of3 UCSInstall_UCOS_8.5.1.10000-26.sgn.iso_part3of3 > UCSInstall_UCOS_8.5.1.10000-26.sgn.iso
Unrestricted version	cat UCSInstall_UCOS_UNRST_8.5.1.10000-26.sgn.iso_part1of3 UCSInstall_UCOS_UNRST_8.5.1.10000-26.sgn.iso_part2of3 UCSInstall_UCOS_UNRST_8.5.1.10000-26.sgn.iso_part3of3 > UCSInstall_UCOS_UNRST_8.5.1.10000-26.sgn.iso

- On a Windows system, copy and paste the applicable command into the command prompt (cmd.exe):

Restricted version	COPY /B UCSInstall_UCOS_8.5.1.10000-26.sgn.iso_part1of3+UCSInstall_UCOS_8.5.1.10000-26.sgn.iso_part2of3+UCSInstall_UCOS_8.5.1.10000-26.sgn.iso_part3of3 UCSInstall_UCOS_8.5.1.10000-26.sgn.iso
Unrestricted version	COPY /B UCSInstall_UCOS_UNRST_8.5.1.10000-26.sgn.iso_part1of3+UCSInstall_UCOS_UNRST_8.5.1.10000-26.sgn.iso_part2of3+UCSInstall_UCOS_UNRST_8.5.1.10000-26.sgn.iso_part3of3 UCSInstall_UCOS_UNRST_8.5.1.10000-26.sgn.iso

Step 11 Use a checksum generator to confirm that the MD5 checksum of the reunited file matches the applicable checksum:

Restricted version	0c32c562fce5b5be5d9b8f01c749b63f
Unrestricted version	3be0a3815a1b7fb572e91bd0df565b05

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 12 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 10](#) 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 13** Confirm that the DVD contains a large number of directories and files, not just the .iso file that you created in [Step 10](#).
- Step 14** Delete unnecessary files from the hard disk to free disk space, including the three .iso files that you downloaded and the combined .iso file that you created in [Step 10](#).

Installation and Upgrade Notes

- [Installing Additional Cisco Unity Connection Languages](#), page 33
- [Reverting a Server to the Cisco Unity Connection Version on the Inactive Partition](#), page 33

Installing Additional Cisco Unity Connection Languages

Revised March 06, 2012



Note

Connection 8.5 versions of languages other than ENU are scheduled to be released in March 2011.

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](#)” 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](#)” 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](#)” 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 8.5 to an earlier version of Connection, some of the data for new Connection 8.5 features is lost and cannot be retrieved when you reupgrade to Connection 8.5.

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.

Migration Information

For information on migrating from Cisco Unity to Cisco Unity Connection, 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.

Limitations and Restrictions

Revised March 2, 2011

- [In a Connection Cluster, Changed License Data on One Server Does Not Replicate to Other Server](#), page 34
- [Limits on a Cisco Unity Connection Default License File](#), page 34
- [Media Master Cannot Open WAV Files Saved on a Workstation in G.729a Format](#), page 35
- [Replacing Disks in a RAID](#), page 35
- [Secure Messaging Limitations Regarding ViewMail](#), page 35

In a 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**.

Limits on a Cisco Unity Connection Default License File

For information on the limits imposed by the default license file, see the “Licensing Requirements” section in the applicable document:

- *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, as applicable.

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.

Connection documentation does not include any information on replacing disks in a RAID array. However, because Connection and Cisco Unified Communications Manager mostly use the same servers, you can use the procedures in the “Performing Failed RAID Disk Replacement” section of the “Cisco Unified Communications Manager System Issues” chapter of the applicable *Troubleshooting Guide for Cisco Unified Communications Manager* at http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_troubleshooting_guides_list.html.

Secure Messaging Limitations Regarding ViewMail

- Adding non-audio attachments to secure messages composed in Cisco ViewMail for Microsoft Outlook version 8.5 is not supported at this time.
- With versions 8.0 and earlier of Cisco Unity Connection ViewMail for Microsoft Outlook and ViewMail for IBM Lotus Notes:
 - Secure messages cannot be forwarded by using ViewMail for Outlook or ViewMail for 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 8.5(1) and for Connection in Cisco Unified Communications Manager Business Edition version 8.5(1) by using Bug Toolkit, an online tool available for customers to query defects according to their own needs.

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



Note

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

This section contains the following caveat information:

- [Related Caveats—Cisco Unified Communications Manager 8.5\(1\) Components That Are Used by Connection 8.5\(1\)](#), page 36

Release notes for all versions of Cisco Unity Connection are available at http://www.cisco.com/en/US/products/ps6509/prod_release_notes_list.html.

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

Related Caveats—Cisco Unified Communications Manager 8.5(1) Components That Are Used by Connection 8.5(1)

[Table 1](#) describes the Cisco Unified Communications Manager components that are used by Cisco Unity Connection. Caveat information for the Cisco Unified CM components is available in *Release Notes for Cisco Unified Communications Manager Release 8.5(1)* at http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/rel_notes/8_5_1/cucm-rel_notes-851.html.

Table 1 *Cisco Unified CM 8.5(1) Components That Are Used by Connection 8.5(1)*

Cisco Unified CM Component	Description
backup-restore	Backup and restore utilities
ccm-serviceability	Cisco Unified Serviceability web interface
cdp	Cisco Discovery Protocol Drivers
cli	Command-line interface (CLI)
cmui	Certain elements in the Connection web interfaces (such as search tables and splash screens)
cpi-afg	Cisco Unified Communications Answer File Generator
cpi-appinstall	Installation and upgrades
cpi-cert-mgmt	Certificate management
cpi-diagnose	Automated diagnostics system
cpi-os	Cisco Unified Communications Operating System
cpi-platform-api	Abstraction layer between the Cisco Unified Communications Operating System and the applications hosted on the platform
cpi-security	Security for connections to the server

Table 1 *Cisco Unified CM 8.5(1) Components That Are Used by Connection 8.5(1) (continued)*

Cisco Unified CM Component	Description
cpi-service-mgr	Service Manager (ServM)
cpi-vendor	External vendor issues
cuc-tomcat	Apache Tomcat and third-party software
database	Installation and access to the configuration database (IDS)
database-ids	IDS database patches
ims	Identity Management System (IMS)
rtmt	Real-Time Monitoring Tool (RTMT)

Troubleshooting Information

Cisco Unity Connection troubleshooting information can be found in the *Troubleshooting Guide for Cisco Unity Connection Release 8.x* at

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

Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, submitting a service request, and gathering additional information, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

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

Cisco Product Security Overview

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

Further information regarding U.S. export regulations may be found at

http://www.access.gpo.gov/bis/ear/ear_data.html.

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