



Release Notes for Cisco Unity Connection Release 8.6(2) and 8.6(2a)

Revised September 5, 2013 (Originally published 15 September, 2011)

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 8.6(2) and 8.6(2a) and for Connection in Cisco Unified Communications Manager Business Edition (CMBE) Release 8.6(2) and 8.6(2a).



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.

Cisco Unity Connection 8.6(2a) contains fixes and changes to the operating system and/or Cisco Unified Communications Manager 8.6(2) application components, including components shared by Connection and Cisco Unified CM.

Note the following information:

- Throughout this document, references to 8.6(2) also apply to 8.6(2a), unless otherwise noted.
- Anything documented as compatible with Connection 8.6(2)—for example, versions and tools, and other Cisco products—are equally compatible with 8.6(2a).
- For more information, see the [“Cisco Unity Connection 8.6\(2a\)” section on page 5](#).



Note

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



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System Requirements

For Cisco Unity Connection

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

For Cisco Unity Connection in Cisco Unified CMBE

System Requirements for Cisco Unity Connection in Cisco Unified CMBE Release 8.x contains the most current Connection requirements. The document is available at
http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/requirements/8xcucmbesysreqs.html.

Compatibility Information

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

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

The documents are available on Cisco.com at
http://www.cisco.com/en/US/products/ps6509/products_device_support_tables_list.html.

Determining the Software Version

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

- [Cisco Unity Connection Application, page 3](#)
- [Cisco Personal Communications Assistant Application, page 3](#)
- [Cisco Unified Communications Operating System, page 4](#)

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

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

Related Documentation

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 8.6. The references do not apply to Business Edition 3000.

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 8.6(2)

This section contains information about new and changed requirements and support in the 8.6(2) release time frame only.

(For information on new and changed requirements and support in earlier versions of Cisco Unity Connection, see the applicable release notes at

http://www.cisco.com/en/US/products/ps6509/prod_release_notes_list.html. Release notes for all versions of Cisco Unified Communications Manager Business Edition are available at http://www.cisco.com/en/US/products/ps7273/prod_release_notes_list.html.)

Cisco Unity Connection 8.6(2a)

Cisco Unity Connection 8.6(2a) contains fixes and changes to the operating system and/or Cisco Unified Communications Manager 8.6(2) application components, including components shared by Connection and Cisco Unified CM.

The shipping DVD and the DVD image available on the Cisco Unity Connection 8.6 Software Download page on Cisco.com have been updated with release 8.6(2a).

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

- “Supported Cisco Unity Connection Upgrades” section on page 13
- “Related Caveats—Cisco Unified Communications Manager 8.6(2) Components That Are Used by Connection 8.6(2)” section on page 22

CPU and Memory Reservation Supported for Virtual Platform Overlays (OVA)

Cisco Unity Connection 8.6(2) supports CPU and Memory reservations to configure a virtual machine for Connection. You need to download and deploy a VMware OVA template for configuring the virtual machine for Connection. When you download and deploy the VMware OVA template, the minimum CPU and Memory reservation requirement for Connection users is automatically configured. However, you must ensure that the hardware is sufficient and not oversubscribed as per the details at http://docwiki.cisco.com/wiki/Unified_Communications_Virtualization_Sizing_Guidelines. For information on CPU and Memory reservation for virtual configuration, see Table 1, “Specifications for Virtual Platform Overlays for Currently Shipping Connection 8.x Servers,” of the *Cisco Unity Connection 8.x Supported Platforms List* shipped with these release notes. The deployed VMware OVA template automatically configures the virtual machine for Connection. For information on downloading the latest OVA files, see the “[Downloading a VMware OVA Template for a Connection 8.6 Virtual Machine, page 12](#)” section of these release notes.

Significant Changes to Connection Upgrade Process (From Connection 2.x, 7.x, 8.0, or 8.5 versions to Connection 8.6 version) Result in New Requirements

The upgrade process from Connection 2.x, 7.x, 8.0, or 8.5 versions of Connection to version 8.6 is significantly different from previous upgrades.

In addition, the following requirements have been added:

- You must download and install a Cisco Options Package before you upgrade to Connection 8.6.
- You must attach a minimum of 128-GB USB drive to the Connection server if you are upgrading a Cisco MCS 7825-H3 server, the equivalent HP DL320G5, or a Cisco MCS 7828-H3 server (for Cisco Unified Communications Manager Business Edition). This is because the upgrade converts these servers from hardware RAID to software RAID, and the hard disks are reformatted. The USB drive is required so Connection data and voice messages are not lost during the upgrade.



Caution

To successfully upgrade from Connection 2.x, 7.x, 8.0, or 8.5 versions of Connection to version 8.6, you must refer to the applicable upgrade chapter in the *Reconfiguration and Upgrade Guide for Cisco Unity Connection Release 8.x* at

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

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.

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.

Virtualization Enhancements

Cisco Unity Connection 8.0(3) and later can be installed on the VMware vSphere versions - ESXi4.0 and ESXi4.1. For more information on ESXi support, see

http://docwiki.cisco.com/wiki/Unified_Communications_VMware_Requirements#ESXi_Support_for_Messaging_and_Presence_Applications.

When deployed with the ESXi4.1, Cisco Unity Connection will support the VMware Boot from SAN functionality. For more information on ESXi support, see

http://docwiki.cisco.com/wiki/Unified_Communications_VMware_Requirements#ESXi_Support_for_Messaging_and_Presence_Applications.

Unity Connection 8.0(2) and later can be run on specification based hardware from Cisco, HP and IBM. However, some restrictions are applied. For more information on specification based hardware support, see http://docwiki.cisco.com/wiki/Specification-Based_Hardware_Support.

The support for the Input/Output devices on the servers that are running Connection as a virtual appliance has been enhanced to include FCoE and Cisco Converged Network adapters. For more information on what Input/Output devices are supported on the servers, see http://docwiki.cisco.com/wiki/Specification-Based_Hardware_Support#IO_Devices.

Unity Connection 8.0(2) and later now support FC, FCOE, iSCSI, and NFS SAN environments with some restrictions. For more information on what storage solutions are supported, see http://docwiki.cisco.com/wiki/Shared_Storage_Considerations.

New Functionality—Release 8.6(2)

This section contains information about new functionality in the 8.6(2) release time frame only.

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

Note that the Cisco Unity Tools website may offer scripts and applications that were not included in Cisco Unity Connection 8.6(2). Some offerings may not be supported by Cisco TAC. See <http://www.ciscounitytools.com> for information.

Cisco Unity Connection 8.6(2) Support for Microsoft Office 365

Revised January 3, 2014



Note

If Microsoft Office 365 Wave 15 Edition is used, install Cisco Unity Connection 8.6(2) ES 71 and later.

In Cisco Unity Connection 8.6(2) and later, you can configure Connection to synchronize voice messages in Connection user's mailbox with the user's Exchange Online mailbox configured on Microsoft Office 365 environment. Microsoft Office 365 is a cloud hosted collaboration solution provided by Microsoft.



Note

Cisco Unity Connection Single Inbox functionality is compliant with Microsoft Office 365. For SMTP smart host server, Connection will communicate with On premises SMTP relay servers only. For more information, refer to the "Configuring the Cisco Unity Connection Server to Relay Messages to a Smart Host" section of the *System Administration Guide for Cisco Unity Connection* at the following link http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/administration/guide/8xcucsag177.html#wp1056273.

Cisco Unity Connection 8.6(2a) SU2 is qualified for 6000 users with Microsoft Office 365. For more information on Connection integration with Microsoft Office 365, see the "Configuring Cisco Unity Connection 8.6(2) and Microsoft Office 365 for Unified Messaging" chapter of the *Unified Messaging Guide for Cisco Unity Connection* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/unified_messaging/guide/85xcucumgx.html.

Synchronization of Voice Message Transcription in Cisco Unity Connection 8.6(2) or Later

In Cisco Unity Connection 8.6(2) with single inbox, the transcription of voice messages gets synchronized with the Exchange mailboxes. Only the system administrator has the rights to enable the single inbox transcription functionality. Connection users must be configured with the following services, to enable the single inbox transcription functionality:

- Unified Messaging Service (UMS)
- Speech-view Transcription Service



Note

Only the administrator has the rights to configure the above mentioned services.

In Cisco Unity Connection, synchronization of voice message transcription with the Exchange mailboxes is done in the following ways:

- When sender sends voice mail to Connection user through Web Inbox or touchtone conversation user interface and the Connection user views voice mail through various email clients, then the transcription of voice messages are synchronized.
- When sender sends voice mail to Connection user through ViewMail for Outlook and the Connection user views voice mail through various email clients, then the transcription of voice messages are synchronized.
- When the sender sends voice mail to Connection through third-party email clients and the receiver views the voice mail through various clients, then the transcription of voice messages are synchronized.

For more information on Voice Message Transcription, see "How transcription of Voice Messages is synchronized between Cisco Unity Connection 8.6(2) and later with Exchange Mailboxes" section of "Configuring Cisco Unity Connection 8.5 and Later and Microsoft Exchange for Unified Messaging" chapter in the *Unified Messaging Guide for Cisco Unity Connection* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/unified_messaging/guide/85xcucumgx.html.

Changed Functionality—Release 8.6(2)

This section contains information about changed functionality in the 8.6(2) release time frame only.

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

Note that the Cisco Unity Tools website may offer scripts and applications that were not included in Cisco Unity Connection 8.6(2). Some offerings may not be supported by Cisco TAC. See <http://www.ciscounitytools.com> for information.

Support for Standard and Professional SpeechView Service

You can read the voicemail with Cisco SpeechView. In Cisco Unity Connection 8.6(2) and later, based on your requirements, you can now select either standard or professional SpeechView service to read the voicemail. The standard SpeechView service is a fully automated transcription service. However, professional SpeechView service involves automated transcription as well as human assistance in converting speech to text and delivering the text version of the voice message to your email inbox.

Cisco SpeechView solution keeps the original audio version of each transcribed voice message available to you anywhere at anytime. Cisco SpeechView:

- Sends a text version of the voice message within minutes after caller has left it in your Unity Connection voice mailbox
- Does not require you to learn any commands or take special action to receive speech-to-text versions of your voice messages

For more information on SpeechView transcription service, see the “[Cisco Unity Connection 8.x Overview](#)” chapter of the *Design Guide for Cisco Unity Connection Release 8.x* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/design/guide/8xcucdgcx.html.

Accessing Office 365 Email Messages By Using Text to Speech

Access to Office 365 email messages by using text to speech is supported with Microsoft Office 365. For information on configuring access to Hosted Exchange email messages with Connection 8.6(2), see the “Configuring Cisco Unity Connection 8.6(2) and Microsoft Office 365 for Unified Messaging” chapter of the *Unified Messaging Guide for Cisco Unity Connection* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/unified_messaging/guide/85xcucumgx.html.

Calendar and Contact Integration with Microsoft Office 365

Access to calendar and contact information is supported with Microsoft Office 365. For information on configuring access to Microsoft Office 365 calendars and contacts with Connection 8.6(2), see the “Configuring Cisco Unity Connection 8.6(2) and Microsoft Office 365 for Unified Messaging” chapter of the *Unified Messaging Guide for Cisco Unity Connection* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/unified_messaging/guide/85xcucumgx.html.

Microsoft Office 365 Is Supported with Single Inbox and Requires Connection 8.6(2)

For Connection 8.6(2) and later, single inbox supports Microsoft Office 365.

You can configure Connection to synchronize voice messages between Connection mailboxes and the corresponding Office 365 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 Office 365 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 more information, see:

- *System Requirements for Cisco Unity Connection* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/requirements/8xcucsysreqs.html
- *Unified Messaging Guide for Cisco Unity Connection* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/unified_messaging/guide/85xcucumgx.html

Installation and Upgrade Information

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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 *Cisco Unified Communications Manager Business Edition 5000 Documentation Guide for Release 8.6(2a)* at http://www.cisco.com/en/US/docs/voice_ip_comm/cucmbe/docguide/8_6_2/dg862abe.html, 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 or 8.x and any languages other than U.S. English (ENU) are currently installed and in use on the 6.x or 7.x or 8.x server, you must install the Connection 8.6 versions of the same languages after the Cisco Unified CMBE upgrade. Otherwise, the Connection conversation will not function properly for users who are configured to use non-ENU languages. For information on downloading and installing languages, see the “Downloading Connection 8.x Language Files” and “Installing Connection 8.x Language Files” sections in the “Adding or Removing Cisco Unity Connection 8.x Languages” chapter of the *Reconfiguration and Upgrade Guide* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/upgrade/guide/8xcucrugx.html.

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

Installing Cisco Unity Connection for the First Time on a Physical Server



Caution

With restricted and unrestricted versions of Connection software available, download software or order a DVD carefully (Unrestricted software is intended for specific customers or countries, such as Russia, which impose requirements related to the encryption of user data). 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 14.

You must use the Cisco Unity Connection DVD to install a new version 8.6(1a) or later 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



Caution

With restricted and unrestricted versions of Connection software available, download software or order a DVD carefully (Unrestricted software is intended for specific customers or countries, such as Russia, which impose requirements related to the encryption of user data). 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 14.

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/8xcucrugx.html.

You can either manually configure the virtual machine for Connection, or you can download and deploy a VMware OVA template, which automatically configures the virtual machine for Connection. To download the template, see the next section, [“Downloading a VMware OVA Template for a Connection 8.6 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 8.6 Virtual Machine

Revised 02 April, 2012

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

To Download a VMware OVA Template for a Connection 8.6 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://www.cisco.com/cisco/software/navigator.html?mdfid=280082558>.
-  **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 Download Software page, select **OVA-8.6**, 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 **CUC_8.6.2_vmv7_v1.5.ova** file to download. The following configurations are available with a single OVA file, and you can select the required configurations for deploying the OVA template:

-
- 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.
-
- For up to 5,000 Connection users.
 - Configures two virtual CPUs, 6 GB RAM, and one 200-GB virtual disk with the file system aligned at 64KB blocks.
-
- For up to 10,000 Connection users.
 - Configures four virtual CPUs, 6 GB RAM, and two 146-GB virtual disks with the file system aligned at 64 KB blocks.
 - Comes in 3 variations: 146 GB, 300 GB, and 500 GB. In 300 GB and 500 GB variations.
-
- For up to 20,000 Connection users.
 - Configures seven 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.
-

Cisco Unity Connection 8.6(2)—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 (Unrestricted software is intended for specific customers or countries, such as Russia, which impose requirements related to the encryption of user data). 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 14.

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

- [“Supported Cisco Unity Connection Upgrades”](#) section on page 13
- [“How Restricted and Unrestricted Versions Affect Upgrades”](#) section on page 14

Supported Cisco Unity Connection Upgrades



Caution

With restricted and unrestricted versions of Connection software available, download software or order a DVD carefully. Unrestricted software is intended for specific customers or countries, such as Russia, which impose requirements related to the encryption of user data. 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 14.

For information on whether you can upgrade directly to Connection 8.6(2x), 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/ccmcompatr.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, 8.6.2.20000-43); the software versions listed on the download pages on Cisco.com are abbreviated version numbers (for example, 8.6(2)). In the tables of the “Supported Cisco Unified Communications Manager Upgrades” section of the compatibility matrix, full version numbers are listed in the System Version row.


Note

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

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

If you cannot upgrade directly from your current version to Connection 8.6(2x):

1. Find an intermediate version that is supported both for an upgrade from your current version and for an upgrade to 8.6(2).
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 8.6(2x). See the following section, “[Upgrading to Cisco Unity Connection 8.6](#).”

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 8.6(2):

- If you are upgrading from the restricted version of Connection 7.1(5a or b), upgrade to the restricted version of Connection 8.6(2).
- 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 8.6(2).
- If you are upgrading from any other version of Connection supported for upgrades, upgrade to the restricted version of Connection 8.6(2). 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 8.6\(2\)—Restricted and Unrestricted Versions](#)” section on page 13.

Upgrading to Cisco Unity Connection 8.6

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.x, 7.x, or 2.x server to version 8.6, see the [“Downloading Software for an Upgrade to Cisco Unity Connection 8.6”](#) section on page 15.



Caution

With restricted and unrestricted versions of Connection software available, download software or order a DVD carefully (Unrestricted software is intended for specific customers or countries, such as Russia, which impose requirements related to the encryption of user data). 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 14.

For instructions on upgrading:

- A Connection 8.x server to version 8.6, see the [“Upgrading Cisco Unity Connection 7.x through 8.5 to the Shipping 8.6 Version”](#) chapter of the *Reconfiguration and Upgrade Guide for Cisco Unity Connection* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/upgrade/guide/8xcucrugx.html.
- A Connection 7.x server to version 8.6, see the [“Upgrading Cisco Unity Connection 7.x through 8.5 to the Shipping 8.6 Version”](#) chapter of the *Reconfiguration and Upgrade Guide for Cisco Unity Connection* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/upgrade/guide/8xcucrugx.html.
- A Connection 2.x server to version 8.6, see the [“Upgrading Cisco Unity Connection 2.x to the Shipping 8.6 Version”](#) chapter of the *Reconfiguration and Upgrade Guide for Cisco Unity Connection* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/upgrade/guide/8xcucrugx.html.

Downloading Software for an Upgrade to Cisco Unity Connection 8.6

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 8.6. It cannot be used to install a new Connection 8.6 server.

For information on whether you can upgrade directly from your current version to Connection 8.6 or must upgrade to an interim version first, see the “[Supported Cisco Unity Connection Upgrades](#)” section on page 13.

To Download Software for an Upgrade to Cisco Unity Connection 8.6

- 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://www.cisco.com/cisco/software/navigator.html?mdfid=280082558>.



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 8.6**. If you are upgrading Connection 8.5(1) or earlier version to Connection 8.6(2a), continue to [Step 3](#). However, if you are upgrading Connection 8.6(1) to 8.6(2a), skip to [Step 5](#).
- Step 3** On the Select a Software Type page, select **Unified Communications Manager /CallManager/Cisco Unity Connection Utilities-COP-Files** to download the ciscocm.refresh_upgrade.cop (Cisco Option Package) file. The .cop file patches the current version of Connection, which is required before you can upgrade to Connection 8.6(2a).
- Step 4** 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, 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 5** On the Select a Software Type page, select **Cisco Unified Communications Manager/Cisco Unity Connection Updates**.
- Step 6** On the Select a Release page, select **8.6(2a)**, and the download buttons appear on the right side of the page.



Caution With restricted and unrestricted versions of Connection software available, download software or order a DVD carefully (Unrestricted software is intended for specific customers or countries, such as Russia, which impose requirements related to the encryption of user data). 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 14.

- Step 7** Confirm that the computer you are using has sufficient hard-disk space for the downloaded files. (The download descriptions include file sizes.)
- Step 8** Select the applicable download, then follow the on-screen prompts to complete the download, making note of the MD5 value.

Restricted version	UCSInstall_UCOS_8.6.2.20000-2.sgn.iso
Unrestricted version	UCSInstall_UCOS_UNRST_8.6.2.20000-2.sgn.iso

- Step 9** 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** 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 and write them to a DVD, which is necessary for the files to be accessible for the installation.
 - Use the Joliet file system, which accommodates filenames up to 64 characters long.
 - If the disc-burning application that you are using includes an option to verify the contents of the burned disc, choose that option. This causes the application to compare the contents of the burned disc with the source files.
- Step 11** Confirm that the DVD contains a large number of directories and files.
- Step 12** Delete unnecessary files from the hard disk to free disk space, including the .iso file that you downloaded.

Installation and Upgrade Notes

- [Installing Additional Cisco Unity Connection Languages, page 17](#)
- [Reverting a Server to the Cisco Unity Connection Version on the Inactive Partition, page 18](#)

Installing Additional Cisco Unity Connection Languages

Revised April 25, 2012

**Note**

- All locales other than ENU are released for Connection 8.6(2) Engineering Special 12. Connection 8.6(2) ES 12 locales are supported only with Connection 8.6(2) ES 12.

- All locales other than ENU are released for Connection 8.6(2) SU 1 (ES 25). For more information on the supported engineering-special versions with these locales, please contact Cisco Technical Assistance Center (TAC).

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 install the Cisco Unity Connection locales. See the “Software Upgrades” chapter of the *Cisco Unified Communications Operating System Administration Guide for Cisco Unity Connection* at http://www.cisco.com/en/US/products/ps6509/prod_maintenance_guides_list.html.



Note

For Connection 8.6(2), the following will be released soon:

- ViewMail for Outlook (VMO) feature
- Language files for Japanese, Flemish, and Turkish locales

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

If you revert from Cisco Unity Connection 8.6 to an earlier version of Connection, some of the data for new Connection 8.6 features is lost and cannot be retrieved when you reupgrade to Connection 8.6.

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](#)” 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.

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/8xcucrugx.html.

Limitations and Restrictions

- [In a Connection Cluster, Changed License Data on One Server Does Not Replicate to Other Server, page 19](#)
- [Limits on a Cisco Unity Connection Default License File, page 19](#)
- [Media Master Cannot Open WAV Files Saved on a Workstation in G.729a Format, page 19](#)
- [Replacing Disks in a RAID, page 20](#)
- [Secure Messaging Limitations Regarding ViewMail, page 20](#)

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 8.6(2) and for Connection in Cisco Unified Communications Manager Business Edition version 8.6(2) by using Bug Toolkit, an online tool available for customers to query defects according to their own needs.

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



Note

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

This section contains the following caveat information:

- [Open Caveats—Connection Release 8.6\(2\), and Connection in Cisco Unified CMBE Release 8.6\(2\), page 21](#)
- [Related Caveats—Cisco Unified Communications Manager 8.6\(2\) Components That Are Used by Connection 8.6\(2\), page 22](#)

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

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

Open Caveats—Connection Release 8.6(2), and Connection in Cisco Unified CMBE Release 8.6(2)

This section lists any Severity 1, 2, and 3 open caveats when Cisco Unity Connection version 8.6(2) was released. Select a link in the Caveat Number column to view the latest information on the caveat in Bug Toolkit. (Caveats are listed in order by severity, then by component, then by caveat number.)

Table 1 *Connection Release 8.6(2) and Connection in Cisco Unified CMBE 8.6(2) Open Caveats*

Caveat Number	Component	Severity	Description
CSCtr87537	conversations	2	AA Call doesn't reach to VM if transferred Line is busy with other Call
CSCtt15340	conversations	2	CUC breaks voicemail phone notification conversation
CSCtt29037	conversations	2	Conversation Manager dumps core after Unity Connection restart
CSCts39808	admin	3	Sec:Unable to login to CUCA after resetting the password to 40 chars len
CSCts49106	admin	3	SMPP Port numbers only accepting 4 digit range
CSCts51564	admin	3	Unity Connection Web Authentication
CSCtt11530	api	3	Unable to get a list of users on a subscription
CSCtq84029	conversations	3	Speech To Text requests have wong language code sent to Nuance
CSCtr15342	conversations	3	UC - Call the Sender option not announce for Unknown callers
CSCtt21713	conversations	3	UC 8.6.1.20000-1 - IMAP authentication failed when using LDAP directory
CSCtt29323	conversations	3	Subscription expires before expiry time due to Timezone calculations.
CSCts98388	core	3	JETTY logs filling up root partition
CSCtt17818	core	3	Voicename not getting replicated in Digital network.
CSCtr59602	database	3	Switch-version fails with "cannot insert a null into column "
CSCts49598	database	3	SEC-MIN-INTV: Minimum password change interval default is not applied
CSCtt02014	database	3	Unity Connection Upgrade checks "Use System Default Time Zone"
CSCtt22188	database	3	Delay when accessing sub when pub is down
CSCtq75735	documentation	3	Mailbox quota for Custom taking more than 2 GB space
CSCts54614	documentation	3	CUCA help page doesn't show the help for Office 365 and BPOS
CSCtt26104	documentation	3	UCS C210 M2 does not support 500GB 10,000 user overlay
CSCtt29002	documentation	3	Unity Connection UCS-C210M documentation error
CSCtt29059	documentation	3	Unity Connection UCS-C210M 2x 500 GB overlay documentation error
CSCtr90951	dp-api	3	CUCMBE License information failed to generate in RTMT
CSCts00519	messaging	3	SIB VM moved out of/back into inbox folder not resync'd to CUC inbox
CSCts21141	messaging	3	SIB:Re-enable Unified Messaging service, deleted message resync'd as new
CSCts28305	messaging	3	UMS types not updated upon upgradation to Version 8.6.2.10000-76
CSCts49940	messaging	3	Pub out of memory and CuMbxSync core on sub with load

Table 1 *Connection Release 8.6(2) and Connection in Cisco Unified CMBE 8.6(2) Open Caveats (continued)*

Caveat Number	Component	Severity	Description
CSCts68913	messaging	3	SIB for Office365, In Load scenario Exchange EWS Service restarts
CSCtt12039	messaging	3	Items (emails) dropped to Voicemail Outbox are HARD DELETED
CSCtt22097	messaging	3	Voice mail size doubles when secure message is sent across digital nodes
CSCtt17258	perfmon	3	CuCsMgr core on 100 trap calls
CSCtr00153	selinux	3	Getting failsafe instead of the record beep when attempting to leave msg
CSCtr87565	setup	3	Not able to create mailbox during load
CSCtt28520	setup	3	Invalid Mailbox Store Name appears during DRS BackUp
CSCts37772	vmo	3	Two message showing at OWA /Exchange

Related Caveats—Cisco Unified Communications Manager 8.6(2) Components That Are Used by Connection 8.6(2)

[Table 2](#) describes the Cisco Unified Communications Manager components that are used by Cisco Unity Connection. Caveat information for the Cisco Unified CM components is available in the following document:

- *Release Notes for Cisco Unified Communications Manager Release 8.6(2a)* at http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/rel_notes/8_6_2/cucm-rel_notes-862a.html.

Table 2 *Cisco Unified CM 8.6(2) Components That Are Used by Connection 8.6(2)*

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

Table 2 Cisco Unified CM 8.6(2) Components That Are Used by Connection 8.6(2) (continued)

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

Troubleshooting Information

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

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

Obtaining Documentation and Submitting a Service Request

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

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

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

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

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