



# Release Notes for Cisco Unity Connection Release 9.1(2)

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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 9.1(2) and for Unity Connection in Cisco Unified Communications Manager Business Edition (CMBE) Release 9.1(2).



## 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 Unity Connection is preloaded on the same platform with Cisco Unified Communications Manager. These release notes contain information for both configurations.



## Note

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

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## System Requirements

### For Cisco Unity Connection

*System Requirements for Cisco Unity Connection Release 9.x* contains the most current Unity Connection requirements. The document is available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/9x/requirements/9xcucsysreqs.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/requirements/9xcucsysreqs.html).

### For Cisco Unity Connection in Cisco Unified CMBE

*System Requirements for Cisco Unity Connection in Cisco Unified CMBE Release 9.x* contains the most current Unity Connection requirements. The document is available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/9x/requirements/9xcucmbesysreqs.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/requirements/9xcucmbesysreqs.html).

## Compatibility Information

The following documents list the most current version combinations qualified for use with Cisco Unity Connection and Unity 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](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 and Cisco Unity Connection SRSV Application, page 2](#)
- [Cisco Personal Communications Assistant Application, page 3](#)
- [Cisco Unified Communications Operating System, page 3](#)

### Cisco Unity Connection Application and Cisco Unity Connection SRSV 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.

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

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

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

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

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

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

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- 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 Unity Connection version.
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## 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

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- 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.
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### 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 9.x*. The document is shipped with Unity Connection and is available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/9x/roadmap/9xcucdg.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/roadmap/9xcucdg.html).

### For Cisco Unified Communications Manager Business Edition



#### Note

Content in these release notes refers to “Cisco Unified Communications Manager Business Edition” also. However, it does not apply to Business Edition 3000 and Business Edition 5000.

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](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 9.x, go to documents that are labeled for Cisco Unity Connection Release 9.x. Despite the version label, content in those documents applies to both Unity Connection configurations.

## New and Changed Requirements and Support—Release 9.1(2)

This section contains information about new and changed requirements and support in the 9.1(2) release. (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](http://www.cisco.com/en/US/products/ps6509/prod_release_notes_list.html). Release notes for Cisco Unified Communications Manager Business Edition are available at [http://www.cisco.com/en/US/products/ps7273/prod\\_release\\_notes\\_list.html](http://www.cisco.com/en/US/products/ps7273/prod_release_notes_list.html).)

## Unity Connection Upgrade Process Result in New Requirements

- The upgrade process from Unity Connection 8.5(x) and earlier versions to Unity Connection version 9.1(2) is similar to the upgrade process for version 8.6(x). To upgrade from Unity Connection 8.5(x) and earlier versions to Unity Connection version 9.1(2) the following are required:
  - You must download and install a Cisco Options Package before you upgrade to Unity Connection 9.1(2).
  - If you are upgrading a Cisco MCS7825-H3 server, the equivalent HP DL320G5, you must attach a 128-GB USB drive to the Unity Connection server. 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 that the Unity Connection data and voice messages are not lost during the upgrade.
- The upgrade process from Unity Connection 9.0 to Unity Connection version 9.1(2) is similar to the upgrade process from version 8.6(x) to 9.0(x).

## 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](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 Unity 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 sign up for receiving notifications.

## Virtualization Enhancements

Cisco Unity Connection 9.1(2) can be deployed with VMWare vSphere ESXi4.1, ESXi5.0, and ESXi5.1. For more information on the VMware requirements, see [http://docwiki.cisco.com/wiki/Unified\\_Communications\\_VMware\\_Requirements](http://docwiki.cisco.com/wiki/Unified_Communications_VMware_Requirements)

For more information on running Cisco Unity Connection as a virtual machine, see [http://docwiki.cisco.com/wiki/Unified\\_Communications\\_Virtualization](http://docwiki.cisco.com/wiki/Unified_Communications_Virtualization)

## Support for Microsoft Office 365 with 6000 Users

Cisco Unity Connection 9.1(2) is qualified for 6000 users with Microsoft Office 365. Cisco Unity Connection 9.1(2) now supports synchronizing voice messages in a Cisco Unity Connection user's mailbox with the user's Office 365 Wave 15 mailbox.

## New Functionality—Release 9.1(2)

There is no new functionality in this release.

## Changed Functionality—Release 9.1(2)

This section contains information about changed functionality in the 9.1(2) release.

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](http://www.cisco.com/en/US/products/ps6509/prod_release_notes_list.html). Release notes for Cisco Unified Communications Manager Business Edition are available at [http://www.cisco.com/en/US/products/ps7273/prod\\_release\\_notes\\_list.html](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 9.1(2). Some offerings may not be supported by Cisco TAC. See <http://www.ciscounitytools.com> for information.

## Migration Cisco Unified Workspace License (CUWL) in Cisco Unity Connection 9.1(2)

In Cisco Unity Connection 9.1(2) and later, the process for migrating Unity Connection 8.x and earlier licenses depends on whether you have Cisco Unified Workspace License (CUWL) licenses. Migrating CUWL licenses requires the assistance of Cisco licensing support. At the end of the license migration wizard, download the license migration request file and email it to an address given in the wizard. The Cisco licensing support will analyze the contents of your request file and email back a license file.

For more information on migration process, see ELM user guide at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/cucm/elmuserguide/9\\_0\\_1/CUCM\\_BK\\_E596FD72\\_00\\_enterprise-license-manager-user-90.html](http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/elmuserguide/9_0_1/CUCM_BK_E596FD72_00_enterprise-license-manager-user-90.html).

## Installation and Upgrade Information

- [Information for Cisco Unified Communications Manager Business Edition Customers, page 7](#)
- [Installing Cisco Unity Connection for the First Time on a Physical Server, page 7](#)
- [Installing Cisco Unity Connection for the First Time on a Virtual Machine, page 8](#)
- [Cisco Unity Connection 9.1\(2\)—Restricted and Unrestricted Versions, page 10](#)
- [Supported Cisco Unity Connection Upgrades, page 11](#)
- [How Restricted and Unrestricted Versions Affect Upgrades, page 12](#)
- [Installation and Upgrade Notes, page 15](#)

## 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 9.x Server* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/9x/cucmbe\\_task\\_list/9xcucmbetask.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/cucmbe_task_list/9xcucmbetask.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](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 language files for Unity Connection 9.x after the Cisco Unified CMBE upgrade. Otherwise, the Unity 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 9.x Language Files” and “Installing Connection 9.x Language Files” sections in the “[Adding or Removing Cisco Unity Connection 9.x Languages](#)” chapter of the *Reconfiguration and Upgrade Guide* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/9x/upgrade/guide/9xcucrugx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/upgrade/guide/9xcucrugx.html).

- There is no supported migration path from Unity Connection to Cisco Unified Communications Manager Business Edition (CMBE). If you want to migrate from Unity 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 Unity 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 12.)

You must use the Cisco Unity Connection DVD to install a new a new version of 9.1(2)9.1(2) physical server.

For instructions on installing a new Unity Connection physical server, see the *Installation Guide for Cisco Unity Connection Release 9.x* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/9x/installation/guide/9xcucigx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/installation/guide/9xcucigx.html).

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



### Caution

With restricted and unrestricted versions of Unity 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 12.](#))

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 9.x* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/9x/requirements/9xcucsysreqs.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/requirements/9xcucsysreqs.html).

For instructions on installing Unity Connection on a new virtual machine, see the *Installation Guide for Cisco Unity Connection Release 9.x* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/9x/installation/guide/9xcucigx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/installation/guide/9xcucigx.html).

For instructions on migrating from an existing Unity Connection physical server to a new virtual machine, see the “Migrating from a Cisco Unity Connection Physical Server to a Unity Connection 9.x Virtual Machine” chapter of the *Upgrade Guide for Cisco Unity Connection Release 9.x* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/9x/upgrade/guide/9xcucrugx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/upgrade/guide/9xcucrugx.html).

You can either manually configure the virtual machine for Unity Connection or you can download and deploy a VMware OVA template, which automatically configures the virtual machine for Unity Connection. To download the template, see the next section, “[Downloading a VMware OVA Template for a Unity Connection 9.1\(2\) 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 Unity Connection 9.1(2) Virtual Machine

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

### To Download a VMware OVA Template for a Unity Connection 9.1(2) 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-9.1**, 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 to download.

<b>CUC_9.1_vmv7_v1.5.ova</b>	Cisco Unity Connection 9.1 OVAs for vsphere ESXi4.1 and higher
<b>CUC_9.1_vmv8_v1.5.ova</b>	Cisco Unity Connection 9.1 OVAs for vsphere ESXi5.0 and higher
<b>CUC_SRE_9.1_vmv7_v1.0.ova</b>	Cisco Unity Connection 9.1 OVAs for vsphere ESXi4.1 and higher (Supports SRE-910 Blades)
<b>CUC_SRE_9.1_vmv8_v1.0.ova</b>	Cisco Unity Connection 9.1 OVAs for vsphere ESXi5.1 and higher (Supports SRE-910 Blades)
<b>CUCSRVS_9.1_200_user_vmv8_v1.0.ova</b>	Cisco Unity Connection SRSV 9.1 OVAs for vsphere ESXi5.1 and higher (Supports SRE-910 & SRE-900 Blades)

The following configurations are available with the OVA file, and you can select the required configurations for deploying the OVA template:

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- For up to 100 users Unity Connection users (SRE 910 blade server).
  - Configures one virtual CPU, 4 GB RAM, and one 160-GB virtual disk with the file system aligned at 64KB blocks.
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- For up to 1,000 Unity 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 Unity 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 Unity 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, the datastore where the Unity Connection virtual machine will reside must be formatted with a VMware VMFS block size of 2 GB or more. A block size of 1 MB limits the maximum virtual hard disk size to 256 GB. A block size of 2 MB allows 512 GB virtual disks.
- 
- For up to 20,000 Unity Connection users.
  - 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.
  - When running on VMWare vSphere version ESXi4.x requires Enterprise Plus solution. There is no restriction when running on VMWare vSphere version ESXi5.x.
- 
- For up to 200 Unity Connection SRSV users.
  - Configures one virtual CPU, 4 GB RAM, and one 160-GB virtual disk with the file system aligned at 64KB blocks.
- 

## Cisco Unity Connection 9.1(2)—Restricted and Unrestricted Versions

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

In the unrestricted version, if the disabled settings listed above are changed manually, Unity 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 Unity 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 Unity 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 11
- “How Restricted and Unrestricted Versions Affect Upgrades” section on page 12

## Supported Cisco Unity Connection Upgrades

**Caution**

With restricted and unrestricted versions of Unity 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 12.

For information on whether you can upgrade directly to Unity Connection 9.1(2), 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/cmccompatr.html](http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/compat/cmccompatr.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, 9.0.1.20000-43); the software versions listed on the download pages on Cisco.com are abbreviated version numbers (for example, 9.0(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 Unity Connection and Cisco Unified CM are identical except that Unity 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 Unity Connection 9.1(2), do the following:

**Step 1**

Find an intermediate version that is supported both for an upgrade from your current version and for an upgrade to 9.1(2).

- Step 2** Upgrade to the intermediate version. See the applicable *Upgrade Guide for Cisco Unity Connection* at [http://www.cisco.com/en/US/products/ps6509/prod\\_installation\\_guides\\_list.html](http://www.cisco.com/en/US/products/ps6509/prod_installation_guides_list.html).
- Step 3** Upgrade to Unity Connection 9.1(2). See the following section, “[Upgrading to Cisco Unity Connection 9.1\(2\)](#).”

You can upgrade from the following versions of Unity Connection directly to version 9.1(2):

- 9.0
- 8.6(x)
- 8.5(x)
- 8.0(3x), 8.0(2x), and 8.0(1)
- 7.1(5x) and 7.1(3x)

All corresponding service updates and engineering specials are supported for each branch.

## How Restricted and Unrestricted Versions Affect Upgrades

With the Unity Connection 7.1(5a) release, Cisco started providing two versions of the Unity 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 Unity Connection 9.1(2); it was not included in 8.0(x) releases.

Note the following considerations about upgrading to Unity Connection 9.1(2):

- If you are upgrading from the restricted version of Unity Connection 7.1(5a or b), upgrade to the restricted version of Unity Connection 9.1(2).
- If you are upgrading from the unrestricted version of Unity Connection 7.1(5a or b), you can upgrade only to the unrestricted version of Unity Connection 9.1(2).
- If you are upgrading from any other version of Unity Connection supported for upgrades, upgrade to the restricted version of Unity Connection 9.1(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 9.1\(2\)—Restricted and Unrestricted Versions](#)” section on page 10.



### Caution

With restricted and unrestricted versions of Unity 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 12.

## Upgrading to Cisco Unity Connection 9.1(2)

To upgrade Unity 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 Unity 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. Unity 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 Unity Connection 8.x or 7.x server to version 9.1(2), see the “[Downloading Software for an Upgrade to Cisco Unity Connection 9.1\(2\)](#)” section on page 13.



#### Caution

With restricted and unrestricted versions of Unity 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 12.

For instructions on upgrading:

- An upgrade to Unity Connection SRSV 9.1(2), see the [Upgrading Cisco Unity Connection SRSV 9.1 Version](#) chapter of the *Upgrade Guide for Cisco Unity Connection* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/9x/upgrade/guide/9xcucrugx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/upgrade/guide/9xcucrugx.html)
- A Unity Connection 9.0 to version 9.1(2), see the [Upgrading Cisco Unity Connection 9.0 to the Shipping Cisco Unity Connection 9.1](#) chapter of the *Upgrade Guide for Cisco Unity Connection* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/9x/upgrade/guide/9xcucrugx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/upgrade/guide/9xcucrugx.html).
- A Unity Connection 8.x server to version 9.1(2), see the “[Upgrading Cisco Unity Connection 7.x, 8.0, 8.5, or 8.6 to the Shipping 9.0 Version](#)” chapter of the *Upgrade Guide for Cisco Unity Connection* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/9x/upgrade/guide/9xcucrugx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/upgrade/guide/9xcucrugx.html).
- A Unity Connection 7.x server to version 9.1(2), see the “[Upgrading Cisco Unity Connection 7.x, 8.0, 8.5, or 8.6 to the Shipping 9.0 Version](#)” chapter of the *Upgrade Guide for Cisco Unity Connection* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/9x/upgrade/guide/9xcucrugx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/upgrade/guide/9xcucrugx.html).

## Downloading Software for an Upgrade to Cisco Unity Connection 9.1(2)



#### 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 Unity Connection or Cisco Unified CM downloads page.

The upgrade application posted on Cisco.com can be used only to upgrade to Cisco Unity Connection 9.1(2). It cannot be used to install a new Unity Connection 9.1(2) server.

For information on whether you can upgrade directly from your current version to Unity Connection 9.1(2) or must upgrade to an interim version first, see the “[Supported Cisco Unity Connection Upgrades](#)” section on page 11.

## To Download Software for an Upgrade to Cisco Unity Connection 9.1(2)

- 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 9.1(2)**. If you are upgrading Unity Connection 8.5(1) or earlier version to Unity Connection 9.1(2), continue to [Step 3](#). However, if you are upgrading Unity Connection 8.6(1) to 9.1(2), 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 Unity Connection, which is required before you can upgrade to Unity Connection 9.1(2).

- 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 the software, or the results will be unpredictable. If the MD5 values do not match, download the file again until the value for the downloaded file matches the value listed on Cisco.com.

Free checksum tools are available on the Internet, for example, the Microsoft File Checksum Integrity Verifier utility. The utility is described in Microsoft Knowledge Base article 841290, *Availability and Description of the File Checksum Integrity Verifier Utility*. The KB article also includes a link for downloading the utility.

- Step 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 **9.1(2)**, and the download buttons appear on the right side of the page.



**Caution** With restricted and unrestricted versions of Unity 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 12.

- 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.

<b>Restricted version</b>	UCSInstall_UCOS_9.1.2.10000-28.sgn.iso
<b>Unrestricted version</b>	UCSInstall_UCOS_UNRST_9.1.2.10000-28.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, for example, the Microsoft File Checksum Integrity Verifier utility. The utility is described in Microsoft Knowledge Base article 841290, *Availability and Description of the File Checksum Integrity Verifier Utility*. The KB article also includes a link for downloading the utility.

- Step 10** If you are installing from a DVD, burn the DVD with 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 15](#)
- [Reverting a Server to the Cisco Unity Connection Version on the Inactive Partition, page 16](#)

### Installing Additional Cisco Unity Connection Languages

**Note**

All the locales for Unity Connection 9.1(2) are available.

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

- On a new Unity Connection server, see the “[Installing Additional Languages on the Cisco Unity Connection 9.x Server](#)” chapter of the *Installation Guide for Cisco Unity Connection* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/9x/installation/guide/9xcucigx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/installation/guide/9xcucigx.html).
- On an existing Unity Connection server, see the “[Adding or Removing Cisco Unity Connection 9.x Languages](#)” chapter of the *Upgrade Guide for Cisco Unity Connection* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/9x/upgrade/guide/9xcucrugx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/upgrade/guide/9xcucrugx.html).

- On an existing Cisco Unified CMBE server, see the “Downloading Connection 9.x Language Files” and “Installing Connection 9.x Language Files” sections in the “[Adding or Removing Cisco Unity Connection 9.x Languages](#)” chapter of the *Upgrade Guide for Cisco Unity Connection* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/9x/upgrade/guide/9xcucrux.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/upgrade/guide/9xcucrux.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](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](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 9.1(2) to an earlier version of Unity Connection, some of the data for new Unity Connection 9.1(2) features is lost and cannot be retrieved when you upgrade again to Unity Connection 9.1(2).

For more information on how reverting affects Unity Connection features, see the “About Reverting from Unity Connection 9.x to the Version on the Inactive Partition” section in the “[Reverting Cisco Unity Connection 9.x Servers to the Version on the Inactive Partition](#)” chapter of the *Upgrade Guide for Cisco Unity Connection Release 9.x* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/9x/upgrade/guide/9xcucrux.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/upgrade/guide/9xcucrux.html).

## Migration Information

For information on migrating from Cisco Unity to Cisco Unity Connection, see the applicable chapter in the *Upgrade Guide for Cisco Unity Connection Release 9.x* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/9x/upgrade/guide/9xcucrux.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/upgrade/guide/9xcucrux.html).

## Limitations and Restrictions

- [Licensing Requirements for Cisco Unity Connection](#), page 17
- [Media Master Cannot Open WAV Files Saved on a Workstation in G.729a Format](#), page 17
- [Replacing Disks in a RAID](#), page 17
- [Secure Messaging Limitations Regarding ViewMail](#), page 17

## Licensing Requirements for Cisco Unity Connection

For information on the licensing requirements for Unity Connection 9.x, see the “Licensing Requirements” section in the applicable document:



- *System Requirements for Cisco Unity Connection Release 9.x* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/9x/requirements/9xcucsysreqs.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/requirements/9xcucsysreqs.html).
- *System Requirements for Cisco Unity Connection in Cisco Unified CMBE Release 9.x* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/9x/requirements/9xcucmbesysreqs.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/requirements/9xcucmbesysreqs.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.

## Replacing Disks in a RAID

Unity 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.

Unity Connection documentation does not include any information on replacing disks in a RAID array. However, because Unity 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](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 ViewMail for Microsoft Outlook:
  - Secure messages cannot be forwarded by using ViewMail for Outlook.
  - ViewMail for Outlook support only playing secure messages.
  - Messages that are composed or replied to by using ViewMail for Outlook are not sent as secure, even when the 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 9.1(2) and for Unity Connection in Cisco Unified Communications Manager Business Edition version 9.1(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](http://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—Unity Connection Release 9.1\(2\), and Unity Connection in Cisco Unified CMBE Release 9.1\(2\), page 18](#)
- [Related Caveats—Cisco Unified Communications Manager 9.1\(2\) Components That Are Used by Unity Connection 9.1\(2\), page 19](#)

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](http://www.cisco.com/en/US/products/ps6509/prod_release_notes_list.html).

Release notes for Cisco Unified Communications Manager Business Edition are available at [http://www.cisco.com/en/US/products/ps7273/prod\\_release\\_notes\\_list.html](http://www.cisco.com/en/US/products/ps7273/prod_release_notes_list.html).

## Open Caveats—Unity Connection Release 9.1(2), and Unity Connection in Cisco Unified CMBE Release 9.1(2)

This section lists any Severity 1, 2, and 3 open caveats when Cisco Unity Connection version 9.1(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** *Unity Connection Release 9.1(2) and Unity Connection in Cisco Unified CMBE 9.1(2) Open Caveats*

Caveat Number	Component	Severity	Description
<a href="#">CSCud21521</a>	database	3	Lengthy Search Space name preventing login from GUI after installation
<a href="#">CSCud24957</a>	admin	3	CUC 8.6.2 Bulk Edit Select All Button doesn't maintain original filter
<a href="#">CSCuh31773</a>	messaging	3	Connection IMAP memory leak
<a href="#">CSCui17127</a>	admin	3	Unable to save greeting file due to 'No trusted certificate'
<a href="#">CSCui23817</a>	database	3	UC-Subscriber NTP Reference is not changed on Pub hostname change
<a href="#">CSCui32980</a>	messaging	3	UC 9.1.1 - Message incorrectly marked as read
<a href="#">CSCuh82683</a>	documentation	3	UC Upgrade Guides need to have clearer details for Refresh Upgrade (RU)
<a href="#">CSCuh96789</a>	telephony	3	Connection SIP integration Comfort Noise hard-wired on, out-of-spec
<a href="#">CSCuh97594</a>	inbox	3	Deleting messages in Web Inbox it can run out of messages to display

## Related Caveats—Cisco Unified Communications Manager 9.1(2) Components That Are Used by Unity Connection 9.1(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 *Release Notes for Cisco Unified Communications Manager Release 9.1(2)* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/cucm/rel\\_notes/9\\_0\\_1/CUCM\\_BK\\_RF912712\\_00\\_cucm-release-notes-90.html](http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/rel_notes/9_0_1/CUCM_BK_RF912712_00_cucm-release-notes-90.html).

**Table 2** Cisco Unified CM 9.1(2) Components That Are Used by Unity Connection 9.1(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 Unity Connection web interfaces (such as search tables and splash screens)
cpi-afg	Cisco Unified Communications Answer File Generator
cpi-appinstall	Installation and upgrades
cpi-cert-mgmt	Certificate management
cpi-diagnose	Automated diagnostics system
cpi-os	Cisco Unified Communications Operating System
cpi-platform-api	Abstraction layer between the Cisco Unified Communications Operating System and the applications hosted on the platform
cpi-security	Security for connections to the server
cpi-service-mgr	Service Manager (ServM)
cpi-vendor	External vendor issues
cuc-tomcat	Apache Tomcat and third-party software
database	Installation and access to the configuration database (IDS)
database-ids	IDS database patches
ims	Identity Management System (IMS)
rtmt	Real-Time Monitoring Tool (RTMT)

Caveat information for the Cisco Unified CM components is available in the following documents:

- *Release Notes for Cisco Unified Communications Manager Release 9.1(2)* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/cucm/rel\\_notes/9\\_0\\_1/CUCM\\_BK\\_RF912712\\_00\\_cucm-release-notes-90.html](http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/rel_notes/9_0_1/CUCM_BK_RF912712_00_cucm-release-notes-90.html).

# Troubleshooting Information

Cisco Unity Connection troubleshooting information can be found in the *Troubleshooting Guide for Cisco Unity Connection Release 9.x* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/9x/troubleshooting/guide/9xcuctsgx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/troubleshooting/guide/9xcuctsgx.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 is a free service and Cisco currently supports RSS version 2.0.

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Further information regarding U.S. export regulations may be found at [http://www.access.gpo.gov/bis/ear/ear\\_data.html](http://www.access.gpo.gov/bis/ear/ear_data.html).

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