



Release Notes for Cisco Unity Connection ViewMail for Microsoft Outlook Release 7.1(3)

Revised April 3, 2012 (Originally published September 24, 2009)

These release notes contain requirements, download and installation instructions, limitations and restrictions, and open and resolved caveats for Cisco Unity Connection ViewMail for Microsoft Outlook Release 7.1(3).

ViewMail for Outlook 7.1(3) is available only in U.S. English (ENU), and the file is available only from the Cisco Download Software website. (The location is provided in the applicable procedure later in these release notes.)



Note

For full access to the Download Software website, you must be logged on to Cisco.com as a registered user.

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Requirements

- To install or upgrade ViewMail for Outlook, you must have local administrator rights on the user workstation.



Americas Headquarters:
Cisco Systems, Inc., 170 West Tasman Drive, San Jose, CA 95134-1706 USA

- The user workstation must have at least 2 MB of hard-disk space available for ViewMail for Outlook.
- The ViewMail for Outlook version must be supported with the version of Microsoft Outlook that is installed and the operating system. (See the applicable section in *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, depending on the Connection version.)
- ViewMail for Outlook can be installed in only one language at a time on the user workstation. (If a second language is installed, the first language is automatically uninstalled.)
- The user must belong to a class of service that allows access to Connection voice messages by using an IMAP client.
- The user must have an email account in Outlook configured to access Connection voice messages. (See the “Creating and Configuring an Account in Microsoft Outlook” section in the “[Configuring an E-Mail Account to Access Cisco Unity Connection Voice Messages](#)” chapter of the *User Workstation Setup Guide for Cisco Unity Connection Release 7.x* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/user_setup/guide/7xcucusx.html.)

Compatibility Information

- For information on all qualified version combinations of ViewMail for Outlook, Cisco Unity Connection, and the software 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. The document also contains the support policy for software on user workstations.
- For a list of all languages available for earlier versions of ViewMail for Outlook, see the “Available Languages for Cisco Unity Connection Components” section of *System Requirements for Cisco Unity Connection Release 7.x* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/requirements/7xcucsysreqs.html. (ViewMail for Outlook 7.1(3) is available only in U.S. English.)

Determining the ViewMail for Outlook Version

To Determine the ViewMail for Outlook Version in Use from Outlook

In the Outlook Inbox on the user workstation, from the Help menu, click **About ViewMail for Outlook**.

Related Documentation

For descriptions and URLs of Cisco Unity Connection documentation on Cisco.com, see the *Documentation Guide for Cisco Unity Connection Release 7.x*. The document is shipped with Connection and is available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/roadmap/7xcucdgd.html.

New and Changed Requirements and Support—Release 7.1(3)

There are no new or changed requirements or support with this release.

Additional Languages for ViewMail for Outlook

ViewMail for Outlook 7.1(3) is available only in U.S. English (ENU).

For a list of all languages available for earlier versions of ViewMail for Outlook, see the “Available Languages for Cisco Unity Connection Components” section of *System Requirements for Cisco Unity Connection Release 7.x* at

http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/requirements/7xcucsysreqs.html.

New and Changed Functionality—Release 7.1(2)

There is no new or changed functionality with this release. See the “Resolved Caveats—Release 7.1(3)” section on page 7.

Installation and Upgrade Information

- [Task List for Installing ViewMail for Outlook for the First Time, page 3](#)
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Task List for Installing ViewMail for Outlook for the First Time

Do the following tasks in the order listed for a new ViewMail for Outlook installation.

1. Download ViewMail for Outlook from the Cisco Download Software website. See the “[Downloading ViewMail for Outlook 7.1\(3\)](#)” section on page 4.
2. Install ViewMail for Outlook. See the “[Installing ViewMail for Outlook 7.1\(3\)](#)” section on page 4.
3. Configure ViewMail for Outlook. See the “[Configuring ViewMail for Outlook](#)” section on page 5.

Task List for Upgrading to ViewMail for Outlook 7.1(3)

Do the following tasks in the order listed to upgrade an earlier ViewMail for Outlook version to 7.1(3).

1. Download ViewMail for Outlook from the Cisco Download Software website. See the “[Downloading ViewMail for Outlook 7.1\(3\)](#)” section on page 4.
2. If Microsoft Outlook is running, exit the application.

3. Install ViewMail for Outlook. See the “[Installing ViewMail for Outlook 7.1\(3\)](#)” section on page 4. Note that existing IMAP account and ViewMail for Outlook settings remain unchanged during an upgrade.

Downloading ViewMail for Outlook 7.1(3)

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To Download ViewMail for Outlook 7.1(3)

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- Step 1** On a computer with a high-speed Internet connection, go to the Voice and Unified Communications download page at <http://tools.cisco.com/support/downloads/pub/Redirect.x?mdfid=278875240>.



Note To access the software download page, you must be logged on to Cisco.com as a registered user.

- Step 2** In the tree control on the download page, expand **Products>Voice and Unified Communications>IP Telephony>Unified Messaging>Cisco Unity Connection**, and click **Cisco Unity Connection ViewMail for Microsoft Outlook Version 7.x**.
- Step 3** In the Latest Releases folder, click **VMO 7.1(3)**.
- Step 4** Download the **CiscoUnityConnection.VMO7.1.3.ENU.msi** file to the directory of your choice.
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Installing ViewMail for Outlook 7.1(3)

ViewMail for Outlook can be installed on user workstations throughout your organization in a number of ways. Installation and deployment methods include:

- Installing ViewMail for Outlook from a network drive. See the “[Installing ViewMail for Outlook 7.1\(3\) from a Network Drive](#)” section on page 5. Alternatively, consider providing users with network access to the ViewMail setup application and a procedure so that they can install ViewMail themselves.
- Using a software publishing tool—such as Microsoft IntelliMirror or Microsoft Systems Management Server (SMS)—to deploy ViewMail for Outlook to multiple user workstations at one time. For information on using either of the tools, see the Microsoft website.
- If you use IntelliMirror, deploy ViewMail for Outlook by assigning or publishing it to a computer, rather than to an individual user. You can also use IntelliMirror or SMS for future upgrades of ViewMail.
- Deploying ViewMail with Microsoft Office, as part of the Office 2007 or Office 2003 suites.



Caution

When installing a new version of Microsoft Outlook on user workstations, you must first uninstall ViewMail for Outlook. After you have installed Outlook, reinstall ViewMail. Otherwise, ViewMail for Outlook will seem to be installed properly with the new version of Outlook, but it may not work.

By default, ViewMail for Outlook files are installed in the directory C:\Program Files\ViewMail for Outlook. You can specify a different directory during the software installation.

ViewMail installs and uses the following files and registry keys:

Files¹	<ul style="list-style-type: none"> • AvTsmSL.dll • AvVox.acm • AvWavSL.dll • SL_g729a.acm • VMOLogging.dll
Registry keys	<ul style="list-style-type: none"> • HKEY_CURRENT_USER\Software\Cisco Systems\Cisco Unity Connection\VMO\Profiles\Cisco Enterprise Exchange • HKEY_CURRENT_USER\Software\Cisco Systems\Cisco Unity Connection\VMO\Options • HKEY_LOCAL_MACHINE\SOFTWARE\Cisco Systems\Cisco Unity Connection\VMO\Default Wave Format • HKEY_CURRENT_USER\Software\Cisco Systems\Cisco Unity Connection\VMO\Profiles\<profile li="" name><=""> • HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Exchange\Client\Extensions\VMO Extension </profile>

1. Depending on the Windows version, the files are installed in one of three directories: C:\Windows\System, C:\Winnt\System32, or C:\Windows\System32.

Installing ViewMail for Outlook 7.1(3) from a Network Drive

Do the procedure in this section to install ViewMail for Outlook on user workstations from a network drive. You can also install ViewMail for multiple users who share a workstation.

To Install ViewMail for Outlook 7.1(3) from a Network Drive

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- Step 1** Confirm that ViewMail requirements have been met. See the “Requirements” section on page 1.
- Step 2** Browse to the directory on the network drive where you downloaded the ViewMail file.
- Step 3** Double-click the file **CiscoUnityConnection.VMO7.1.3.ENU.msi**.
- Step 4** Follow the on-screen prompts to complete the installation.
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Configuring ViewMail for Outlook



Note

If you are upgrading ViewMail for Outlook, skip this task. Existing IMAP account and ViewMail settings remain unchanged during an upgrade.

To configure ViewMail for Outlook, see the “Configuring Cisco Unity Connection ViewMail for Microsoft Outlook” section in the “Configuring an E-Mail Account to Access Cisco Unity Connection Voice Messages” chapter of the *User Workstation Setup Guide for Cisco Unity Connection Release 7.x* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/user_setup/guide/7xcucusx.html.

Limitations and Restrictions

Only One ViewMail Language Can Be Installed

ViewMail for Outlook can be installed in only one language at a time on a user workstation. If a second language is installed, the first language is automatically uninstalled.

Some Software on User Workstations Can Cause ViewMail to Fail

Some security and VPN software installed on user workstations can cause ViewMail for Outlook to fail when users use the phone as the playback device for the Media Master. In particular, software that offers personal firewalls is problematic.

Disable or remove security and VPN software from user workstations. Alternatively, you can set up the Media Master so users can play messages in ViewMail with computer speakers.

ViewMail Limitations Regarding Secure Messages

Added February 22, 2010

- Secure messages cannot be forwarded by using ViewMail for Outlook.
- ViewMail for Outlook supports only playing secure messages.
- Messages that are composed or replied to by using ViewMail for Outlook 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.

Yamaha Synthesizer Software Is Not Supported

Yamaha sound synthesizer software is not supported on Cisco Unity Connection user workstations with ViewMail for Outlook.

Caveats

The tables in this section list any Severity 1, 2, and 3 open and resolved caveats when Cisco Unity Connection ViewMail for Microsoft Outlook version 7.1(3) was released.

You can find the latest caveat information for ViewMail for Outlook version 7.1(3)—in addition to caveats of any severity for any release—by using Bug Toolkit, an online tool available for customers to query defects according to their own needs. Bug Toolkit is available at <http://www.cisco.com/go/bugs>.



Note

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

This section contains caveat information for ViewMail for Outlook Release 7.1(3) only. See the release notes of the applicable version for caveat information for earlier versions of ViewMail. Release notes for all versions of ViewMail for Outlook are available at http://www.cisco.com/en/US/products/ps6509/prod_release_notes_list.html.

Open Caveats—Release 7.1(3)

Click 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 ViewMail for Outlook Release 7.1(3) Open Caveats

Caveat Number	Component	Severity	Description
CSCsy48844	vmo	3	VMO: Playing message on phone gives error at first attempt
CSCsz24195	vmo	3	After changing web password can't access secure messages in VMO

Resolved Caveats—Release 7.1(3)

Click 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 2 Connection ViewMail for Outlook Release 7.1(3) Resolved Caveats

Caveat Number	Component	Severity	Description
CSCsz70746	admin	2	VMN and VMO: Limitation of 30 secs when using phone as recording device
CSCsr69319	admin	3	VMO failed to send the message as “High Priority”
CSCsr57829	vmo	3	VMO does not install default wav files
CSCsr90132	vmo	3	VMO: In Outlook2007, VMO form is removed when we save the Msg
CSCsu58608	vmo	3	VMO: For OL 2007, info under Server tab of VMO Options always blank
CSCsw38665	vmo	3	VMO: Error starting Outlook2007 when a different user try load outlook
CSCsz24295	vmo	3	Attempting to save a secure message in VMO causes an error
CSCtb77775	vmo	3	VMO for CUC crashes on XP PC if email is sent

Obtaining Documentation and Submitting a Service Request

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

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

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