



Release Notes for Cisco Unity Connection ViewMail for Microsoft Outlook Release 8.0(1)

Revised April 3, 2012 (Originally published February 11, 2010)

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 8.0(1).

The ViewMail for Outlook 8.0(1) files for all languages are available from the Cisco Download Software website. (The location is provided in the applicable procedure later in these release notes.)

The English-United States (ENU) version of ViewMail for Outlook 8.0(1) is also available on the Cisco Unity Connection 8.0(1) DVD.

(The ENU version of ViewMail for Outlook was scheduled for release in mid-February; other languages were scheduled for release in late March.)



Note

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

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Requirements

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- To install or upgrade ViewMail for Outlook, you must have local administrator rights on the user workstation.
- 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.
- If a user needs multiple IMAP accounts attached to a Connection server, then a separate Outlook profile for each account is required. ViewMail for Outlook supports only one IMAP account attached to a Connection server per Outlook profile. (Although a user can create multiple Connection-attached IMAP accounts, the accounts will not work as expected.)
- The user must have an email account in Outlook configured to access Connection voice messages. (See the “Creating and Configuring an Account to Access Cisco Unity Connection 8.x in Microsoft Outlook” section in the “Configuring an Email Account to Access Cisco Unity Connection 8.x Voice Messages” chapter of the *User Workstation Setup Guide for Cisco Unity Connection* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/user_setup/guide/8xcucuwsx.html.)
- If the user email profile has an Exchange account, the Outlook setting Cached Exchange Mode must be enabled. (The setting is enabled by default.)
- To install ViewMail for Outlook in a language that uses non-Roman characters on a workstation with an English operating system, both the Regional Options tab and the Advanced tab of the Regional and Language Options tool in Windows Control Panel must first be set to that language.

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 ViewMail for Outlook, see the “Available Languages for Cisco Unity Connection Components” section of *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.

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, select **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 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.

New and Changed Requirements and Support—Release 8.0(1)

Revised March 2, 2010

This section contains information about new and changed requirements and support in the 8.0(1) release time frame only.

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

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

Microsoft Windows 7

The following versions of Microsoft Windows 7 are qualified for use with ViewMail for Outlook 8.0(1) on user workstations:

- Windows 7 Professional (32-bit)
- Windows 7 Enterprise (32-bit)
- Windows 7 Ultimate (32-bit)

Windows 7 is not supported with any earlier version of ViewMail for Outlook.

Additional Languages for ViewMail for Outlook

No new languages were added with this release.

For a list of all languages available for ViewMail for Outlook, see the “Available Languages for Cisco Unity Connection Components” section of *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.

New and Changed Functionality—Release 8.0(1)

There is no new or changed functionality in this release.

(For information on new and changed functionality in earlier versions of Cisco Unity Connection ViewMail for Microsoft Outlook, see the applicable release notes at http://www.cisco.com/en/US/products/ps6509/prod_release_notes_list.html.)

Installation and Upgrade Information

- [Task List for Installing ViewMail for Outlook for the First Time, page 4](#)
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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. If applicable, download ViewMail for Outlook from the Cisco Download Software website. See the [“Downloading ViewMail for Outlook 8.0\(1\)” section on page 4](#).
2. Install ViewMail for Outlook. See the [“Installing ViewMail for Outlook 8.0\(1\)” section on page 5](#).
3. Configure ViewMail for Outlook. See the [“Configuring ViewMail for Outlook” section on page 6](#).

Task List for Upgrading to ViewMail for Outlook 8.0(1)

Do the following tasks in the order listed to upgrade an earlier ViewMail for Outlook version to 8.0(1).

1. Download ViewMail for Outlook from the Cisco Download Software website. See the [“Downloading ViewMail for Outlook 8.0\(1\)” section on page 4](#).
2. If Microsoft Outlook is running, exit the application.
3. Install ViewMail for Outlook. See the [“Installing ViewMail for Outlook 8.0\(1\)” section on page 5](#).

Note that existing IMAP account and ViewMail for Outlook settings remain unchanged during an upgrade.

Downloading ViewMail for Outlook 8.0(1)

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To Download ViewMail for Outlook 8.0(1)

- 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 signed in 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 select **Cisco Unity Connection ViewMail for Microsoft Outlook Version 8.0**.
- Step 3** In the Latest Releases folder, select **VMO 8.0(1)**.
- Step 4** In the list of MSI files, download the applicable **CiscoUnityConnection.VMO8.0.1.<language code>.msi** file to the directory of your choice. (For example, for U.S. English, the filename is CiscoUnityConnection.VMO8.0.1.ENU.msi.)

Installing ViewMail for Outlook 8.0(1)

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 disc or a network drive. See the “[Installing ViewMail for Outlook 8.0\(1\) from the Cisco Unity Connection Disc or 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. (See also “[Files and Registry Keys Installed and Used by ViewMail for Outlook](#)” section on page 6)

Installing ViewMail for Outlook 8.0(1) from the Cisco Unity Connection Disc or from a Network Drive

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

To Install ViewMail for Outlook 8.0(1) from the Cisco Unity Connection Disc or from a Network Drive

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- Step 1** Confirm that ViewMail requirements have been met. See the “[Requirements](#)” section on page 2.
- Step 2** Browse to the **ViewMail** directory on the Cisco Unity Connection 8.0(1) DVD or on the network drive where you downloaded the ViewMail files.
- Step 3** Double-click the file **CiscoUnityConnection.VMO8.0.1.<language code>.msi**. (For example, CiscoUnityConnection.VMO8.0.1.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 Email Account to Access Cisco Unity Connection 8.x Voice Messages](#)” chapter of the *User Workstation Setup Guide for Cisco Unity Connection* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/user_setup/guide/8xcucuwsx.html.

Files and Registry Keys Installed and Used by ViewMail for Outlook

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\<Profile Name> • HKEY_CURRENT_USER\Software\Cisco Systems\Cisco Unity Connection\VMO\Options • HKEY_LOCAL_MACHINE\SOFTWARE\Cisco Systems\Cisco Unity Connection\VMO\Options • HKEY_CURRENT_USER\Software\Cisco Systems\Cisco Unity Connection\VMO\Profiles\<Profile Name> • HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Exchange\Client\Extensions\VMO Extension

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.

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

- 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

You can find the latest caveat information for Cisco Unity Connection ViewMail for Microsoft Outlook version 8.0(1) by using Bug Toolkit, an online tool available for customers to query defects according to their own needs.

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



Note

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

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.

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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