



Release Notes for Cisco ViewMail for Microsoft Outlook Release 8.5(4)

Revised April 2, 2012 (Originally published February 2, 2011)

These release notes contain requirements, download, installation, and configuration instructions, new and changed requirements and support, new and changed functionality, limitations and restrictions, and caveat information for Cisco ViewMail for Microsoft Outlook Release 8.5(4).

ViewMail for Outlook 8.5(4) 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 signed in to Cisco.com as a registered user.

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Introduction

Cisco ViewMail for Microsoft Outlook provides a visual interface with which users can send, listen to, and manage their Cisco Unity Connection voice messages from Outlook. ViewMail for Outlook also allows Cisco Unity users to listen to their voice messages from Outlook.

Users can be set up with ViewMail to access Cisco Unity voice messages in Exchange, or to access Connection voice messages by using IMAP or by using the single-inbox feature (synchronization of Connection and Microsoft Exchange mailboxes). Note the following considerations with ViewMail for Outlook:

Single-inbox users	<ul style="list-style-type: none"> • Users get voice messages in the same Inbox as their email. • Voice messages sent from Outlook do not appear in the Sent Items folder. • ViewMail for Outlook is not required with the single-inbox feature. Without it, however, users can only play voice messages; they cannot compose, reply to, or forward them. • ViewMail for Outlook is required for users to play secure messages in the Exchange mailbox.
IMAP users	<ul style="list-style-type: none"> • Users get voice messages in a separate mail folder in Outlook. • ViewMail for Outlook is required for users to play secure messages in the Connection mailbox.
Cisco Unity users	<ul style="list-style-type: none"> • Users get voice messages in the same Inbox as their email. • Users can only play unsecure voice messages with local audio devices. • Users cannot compose, reply to, or forward voice messages.

Requirements

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- The ViewMail for Outlook version must be supported with the version of Outlook that is installed and the operating system. See the applicable documentation:
 - The “ViewMail (With Connection 8.5 and Connection in Cisco Unified CMBE 8.5)” section of *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 “Cisco Unity with Exchange: Supported Software on Subscriber Workstations” section of *Compatibility Matrix: Cisco Unity and the Software on Subscriber Workstations* at http://www.cisco.com/en/US/docs/voice_ip_comm/unity/compatibility/matrix/cuclientmtx.html.
- The following software installed on the user workstation:
 - Microsoft DirectX
 - Microsoft .NET Framework 3.5
 - Microsoft Visual C++ 2008 Redistributable Package

(If the software is not already installed, ViewMail for Outlook Setup installs it.)

- To install or upgrade ViewMail for Outlook, you must have local administrator rights on the user workstation.
- The user workstation must have at least 10 MB of hard-disk space available for ViewMail for Outlook. (If other required software is being installed, 100 MB or more may be required.)
- Cisco Unity Connection versions 8.x and 7.x, and Cisco Unity versions 8.0 and 7.0 support ViewMail for Outlook 8.5(4).

See also the “[Prerequisites](#)” section on page 6 of these release notes.

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. (Localized versions of ViewMail for Outlook 8.5 are expected to be released in the February-March 2011 time frame.)

Determining the ViewMail for Outlook Version

To Determine the ViewMail for Outlook Version in Use from Outlook

In Outlook on the user workstation:

Outlook 2010	On the ViewMail tab, select About Cisco ViewMail .
Outlook 2007 and 2003	From the Help menu, select Cisco ViewMail for Outlook > About Cisco ViewMail .

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.



Note

The *Quick Start Guide for Cisco ViewMail for Microsoft Outlook (Release 8.5 and Later)* is available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/vmo/quick_start/guide/85xcucqsgvmo.html.

New and Changed Requirements and Support—Release 8.5(4)

This section contains information about new and changed requirements and support in the 8.5(4) 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.)

Additional Languages for ViewMail for Outlook



Note

Localized versions of ViewMail for Outlook 8.5 are expected to be released in the February-March 2011 time frame.

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.

Support for Single-Inbox Feature with Mailboxes Homed in Exchange 2003

ViewMail for Outlook 8.5(4) is supported for use with synchronized Connection and Exchange mailboxes (single inbox) in Cisco Unity Connection 8.5(1) Service Update1 and later when mailboxes are homed in Exchange 2003.

Support for Use with Cisco Unity 8.0 and 7.0

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ViewMail for Outlook 8.5(4) is supported for use with Cisco Unity versions 8.0 and 7.0, and with Outlook 2010 only.

Note that in Cisco Unity versions 8.0 and 7.0, users can only play unsecure voice messages with local audio devices, and they cannot reply to, forward, or compose messages by using ViewMail version 8.5(4).

New and Changed Functionality—Release 8.5(4)

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 8.5 for the First Time](#), page 5
- [Task List for Upgrading to ViewMail for Outlook 8.5](#), page 5
- [Prerequisites](#), page 6
- [Downloading ViewMail for Outlook 8.5\(4\)](#), page 9
- [Customizing ViewMail for Outlook Setup](#), page 9
- [Installing or Upgrading to ViewMail for Outlook 8.5](#), page 9
- [Associating the Applicable Email Account with the Voicemail Server](#), page 10

Task List for Installing ViewMail for Outlook 8.5 for the First Time

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

1. Confirm that ViewMail requirements and prerequisites have been met. See the [“Requirements” section on page 2](#) and the [“Prerequisites” section on page 6](#).
2. Download ViewMail for Outlook from the Cisco Download Software website. See the [“Downloading ViewMail for Outlook 8.5\(4\)” section on page 9](#).
3. *Optional:* Customize ViewMail for Outlook setup. See the [“Customizing ViewMail for Outlook Setup” section on page 9](#).
4. *Optional:* Provide users with ViewMail for Outlook files for installation.
5. Install ViewMail for Outlook. Provide users with instructions, if applicable. See the [“Installing or Upgrading to ViewMail for Outlook 8.5” section on page 9](#).
6. Link users’ email accounts with the voicemail server:
 - a. *Using the ViewMail for Outlook Initialization wizard:* When they restart Outlook following ViewMail installation, the Initialization wizard prompts users for any required information that was not already prepopulated.
 - b. *Using the ViewMail Options or Settings dialog:* Enter the required information. Provide users with instructions, if applicable. See the [“Associating the Applicable Email Account with the Voicemail Server” section on page 10](#).

Task List for Upgrading to ViewMail for Outlook 8.5



Note

If you are upgrading from a ViewMail for Outlook version earlier than 8.5, see the [“Task List for Installing ViewMail for Outlook 8.5 for the First Time” section on page 5](#) instead. The older version is uninstalled automatically, and installing 8.5 is considered a new installation.

Do the following tasks in the order listed to upgrade an 8.5(x) version of ViewMail for Outlook to version 8.5(x).

1. Confirm that ViewMail requirements and prerequisites have been met. See the [“Requirements” section on page 2](#) and the [“Prerequisites” section on page 6](#).
2. Download ViewMail for Outlook from the Cisco Download Software website. See the [“Downloading ViewMail for Outlook 8.5\(4\)” section on page 9](#).
3. *Optional:* Customize ViewMail for Outlook setup for the upgrade, if applicable. See the [“Customizing ViewMail for Outlook Setup” section on page 9](#).
4. *Optional:* Provide users with ViewMail for Outlook files for the upgrade.
5. Upgrade ViewMail for Outlook. Provide users with instructions, if applicable. See the [“Installing or Upgrading to ViewMail for Outlook 8.5” section on page 9](#).



Note Existing email account and ViewMail for Outlook settings remain unchanged during an upgrade.

Prerequisites

- [Prerequisites for Using ViewMail for Outlook with the Single-Inbox Feature, page 6](#)
- [Prerequisites for Using ViewMail for Outlook with IMAP, page 6](#)
- [Prerequisite for Using ViewMail for Outlook with Cisco Unity 8.0 or 7.0, page 7](#)
- [Creating and Configuring an Account in Outlook to Access Voice Messages \(IMAP Users Only\), page 7](#)

Prerequisites for Using ViewMail for Outlook with the Single-Inbox Feature

For ViewMail for Outlook users who will access Connection voice messages by using synchronized Connection and Microsoft Exchange mailboxes (single inbox), confirm that the following prerequisites have been met:

- The single-inbox feature is enabled.
(See 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.)
- An Exchange email account in Outlook points to each user’s Exchange mailbox.

Prerequisites for Using ViewMail for Outlook with IMAP

For ViewMail for Outlook users who will access Connection voice messages by using IMAP, confirm that the following prerequisites have been met:

- Users’ corporate email addresses are configured as SMTP proxy addresses.
(See the “SMTP Proxy Addresses in Cisco Unity Connection 8.x” section in the [“Setting Up Features and Functionality That Are Controlled by User Account Settings in Cisco Unity Connection 8.x”](#) chapter of the *User Moves, Adds, and Changes Guide for Cisco Unity Connection Release 8.x* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/user_mac/guide/8xcucmacx.html.)

- Users are associated with a class of service enabled for accessing voice messages by using an IMAP client.
(See the “IMAP Client Access to Voice Messages in Cisco Unity Connection 8.x” section in the “[Setting Up Features and Functionality That Are Controlled by Class of Service in Cisco Unity Connection 8.x](#)” chapter of the *User Moves, Adds, and Changes Guide for Cisco Unity Connection*.)
- The Connection server is configured to allow SMTP connections from IMAP clients.
(See the “Configuring the Cisco Unity Connection Server for IMAP Client Access and Authentication” section under “Procedures for Configuring IMAP Access in Cisco Unity Connection 8.x” in the “[Configuring IMAP Settings in Cisco Unity Connection 8.x](#)” chapter of the *System Administration Guide for Cisco Unity Connection Release 8.x* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/administration/guide/8xcucsagx.html.)
- *If Transport Layer Security for untrusted IP addresses is configured to be required or optional:* The Connection server is configured to provide a secure IMAP connection.
(See the “Securing Cisco Unity Connection Administration, Cisco PCA, and IMAP Email Client Access to Cisco Unity Connection 8.x” section in the “[Configuring SSL in Cisco Unity Connection 8.x](#)” chapter of the *System Administration Guide for Cisco Unity Connection*.)
- An IMAP email account is configured in Outlook for each ViewMail for Outlook user.
(See the “[Creating and Configuring an Account in Outlook to Access Voice Messages \(IMAP Users Only\)](#)” section on page 7 of these release notes.)

Prerequisites for Using

Prerequisite for Using ViewMail for Outlook with Cisco Unity 8.0 or 7.0

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For ViewMail for Outlook users who will access Cisco Unity voice messages, confirm that an Exchange email account in Outlook 2010 points to each user’s Exchange mailbox.

Creating and Configuring an Account in Outlook to Access Voice Messages (IMAP Users Only)

Do the applicable procedure—depending on the Outlook version—for ViewMail for Outlook users who will access Connection voice messages by using IMAP:

- [To Create and Configure an Account in Outlook 2010 to Access Voice Messages \(IMAP Users\)](#), page 7
- [To Create and Configure an Account in Outlook 2007 to Access Voice Messages \(IMAP Users\)](#), page 8
- [To Create and Configure an Account in Outlook 2003 to Access Voice Messages \(IMAP Users\)](#), page 8

To Create and Configure an Account in Outlook 2010 to Access Voice Messages (IMAP Users)

-
- Step 1** Start Outlook.
- Step 2** On the File tab, select **Info**, then **Add Account**.
- Step 3** Confirm that **Email Account** (the default) is selected, then enter user information:
- a. In the Your Name field, enter a display name for the account. This typically is the full name of the user.

- b. In the Email Address field, enter the Connection SMTP address of the user.

The address is available in the SMTP Address field on the User Basics page in Connection Administration, and typically uses the following format:

<username>@<SMTP domain name of the Connection server or cluster>

- c. In the Password field, enter the user's Cisco PCA password (also known as the web application password).
- d. In the Retype Password field, enter the Cisco PCA password again.

Step 4 Select **Next**.

Step 5 *If you see the "Problem Connecting to Server" message about an unavailable encrypted connection: Select **Next** to use an unencrypted connection.*

Step 6 When the email-account configuration is complete, select **Finish**.

To Create and Configure an Account in Outlook 2007 to Access Voice Messages (IMAP Users)

Step 1 Start Outlook.

Step 2 From the Outlook Tools menu, select **Account Settings**.

Step 3 In the Account Settings dialog, on the **Email** tab, select **New**.

Step 4 In the Add New Email Account wizard, select **Microsoft Exchange, POP3, IMAP or HTTP** as the email service, then select **Next**.

Step 5 Enter user information:

- a. In the Your Name field, enter a display name for the account. This typically is the full name of the user.
- b. In the Email Address field, enter the Connection SMTP address of the user.
The address is available in the SMTP Address field on the User Basics page in Connection Administration, and typically uses the following format:

<username>@<SMTP domain name of the Connection server or cluster>
- c. In the Password field, enter the user's Cisco PCA password (also known as the web application password).
- d. In the Retype Password field, enter the Cisco PCA password again.

Step 6 Select **Next**.

Step 7 *If you see the Problem Connecting to Server message about an unavailable encrypted connection: Select **Next** to use an unencrypted connection.*

Step 8 When the email-account configuration is complete, select **Finish**.

To Create and Configure an Account in Outlook 2003 to Access Voice Messages (IMAP Users)

Step 1 Start Outlook.

Step 2 From the Outlook Tools menu, select **Email Accounts**.

Step 3 In the Email Accounts wizard, under Email, select **Add a New Email Account**, then select **Next**.

- Step 4** Under Server Type, select **IMAP** as the email service, then select **Next**.
 - Step 5** On the Internet Email Settings (POP 3) dialog, enter the applicable information in the User, Server, and Logon sections, then select **Next**.
 - Step 6** When the email-account configuration is complete, select **Finish**.
-

Downloading ViewMail for Outlook 8.5(4)

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To Download ViewMail for Outlook 8.5(4)

- 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 ViewMail for Microsoft Outlook Version 8.5**.
 - Step 3** In the Latest Releases folder, select **VMO 8.5(4)**.
 - Step 4** On the right side of the page, select **Download Now**, and follow the on-screen prompts to complete the download.
-

Customizing ViewMail for Outlook Setup

The file AdminConfig.xml is available in the ViewMail for Outlook installation folder. Use the file to prepopulate user and voicemail server information when the ViewMail for Outlook installation or upgrade is being pushed out to users.

After entering information in AdminConfig.xml, leave the file in the ViewMail installation folder when you make it available to users.

Installing or Upgrading to ViewMail for Outlook 8.5

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

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

To Install or Upgrade to ViewMail for Outlook 8.5

- Step 1** If Microsoft Outlook is running, exit the application.

Step 2 In the **ViewMail** folder, double-click the applicable file:

Setup.exe	Use this file for new installations and for upgrades from versions earlier than 8.5. It installs prerequisite software, as needed; places the AdminConfig.xml file in the correct location; and uninstalls older versions during upgrades.
ViewMail.msi	Use this file for quick minor upgrades with versions 8.5 and later.

Step 3 Follow the on-screen prompts to complete the installation.

Step 4 Restart Outlook.

Associating the Applicable Email Account with the Voicemail Server



Note

If you are upgrading ViewMail for Outlook from 8.5(3) to 8.5(4), skip this task. Existing email account and ViewMail settings remain unchanged during an upgrade.

You must link the applicable IMAP account or Exchange account with the voicemail server. This ensures that messages composed by using ViewMail for Outlook are sent to the voicemail server.

Do the following procedure on each user workstation.

To Associate an Email Account with a Voicemail Server

Step 1 In Outlook, open the ViewMail Settings or Options dialog:

Outlook 2010	On the ViewMail tab, select Settings .
Outlook 2007	From the Tools menu, select Options , then the ViewMail tab.
Outlook 2003	From the Tools menu, select Options , then the ViewMail tab.

Step 2 Select **Add**, then select the account to associate with a voicemail server.

Step 3 Enter the applicable information in each field:

Table 1 *ViewMail for Outlook Settings*

Field	Setting
Voicemail Server Type	Select the voicemail server type to associate with the email account.
Username	Enter the Connection username (alias) of the user.
Password	Enter the user's Cisco PCA password (also known as the web application password).
Voicemail Server Name	Enter the name of the voicemail server.

Table 1 **ViewMail for Outlook Settings (continued)**

Field	Setting
Voicemail Server Status	Display only. (Possible values are “Connected,” “Not Connected,” “Invalid Credentials,” and “Unknown.”)
Phone Number	Enter the extension or a phone number for the user. This setting is required only if you want the user to be able to record or play messages by using the phone.
Recording Device	Select the preferred device. (This option is unavailable for Cisco Unity users.)
Playback Device	Select the preferred device.

Step 4 Select **Test Settings** to verify the information that was entered.

Step 5 Select **OK**.

Limitations and Restrictions

- [Incompatibility with Exchange System Management Tools, page 11](#)
- [Installing a New Version of Outlook Requires Uninstalling ViewMail First, page 11](#)
- [Message Sensitivity Displays as Blank for Normal Sensitivity Messages Recorded in ViewMail, page 12](#)
- [Some Software on User Workstations Can Cause ViewMail to Fail, page 12](#)
- [To Compose Voice Messages, Connection Server Must Be Available, page 12](#)
- [ViewMail for Outlook 8.5\(x\) Limitations Regarding Secure Messages in Connection 8.0 and 7.x, page 12](#)
- [ViewMail for Outlook 8.5\(4\) Limitations Regarding Voice Messages in Cisco Unity 8.0 and 7.0, page 12](#)

Incompatibility with Exchange System Management Tools

ViewMail for Outlook version 8.5 does not work correctly when it is installed on a computer that also has Microsoft Exchange System Management Tools installed.

Installing a New Version of Outlook Requires Uninstalling ViewMail First

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.

Message Sensitivity Displays as Blank for Normal Sensitivity Messages Recorded in ViewMail

Users whose Outlook clients are configured to display the Sensitivity field in the message-list view may notice that messages recorded in ViewMail for Outlook with the Sensitivity set to Normal do not display any text in the Sensitivity field.

Messages recorded by using the Cisco Unity Connection phone interface (as well as email messages composed in Outlook) display “Normal” in the Sensitivity field.

Some Software on User Workstations Can Cause ViewMail to Fail

Some security and VPN software installed on user workstations may cause ViewMail for Outlook to fail. In particular, software that offers personal firewalls is problematic.

Exceptions may need to be added to the problematic software to allow ViewMail to work. Alternatively, you can set up ViewMail so that users can play messages with computer speakers.

To Compose Voice Messages, Connection Server Must Be Available

In order to compose voice messages by using ViewMail for Outlook with Cisco Unity Connection 8.5, ViewMail must be able to contact the Connection server. If the server is not available, users will see the following message: “The requested action could not be performed because the voicemail server was not available.”

In earlier ViewMail versions, voice messages could be recorded while the Connection server was unavailable and were sent when the server became available again.

ViewMail for Outlook 8.5(x) Limitations Regarding Secure Messages in Connection 8.0 and 7.x

In Connection versions 8.0 and 7.x, users cannot reply to, forward, or compose secure voice messages by using ViewMail for Outlook version 8.5.

ViewMail for Outlook 8.5(4) Limitations Regarding Voice Messages in Cisco Unity 8.0 and 7.0

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In Cisco Unity versions 8.0 and 7.0, users cannot play secure voice messages and cannot reply to, forward, or compose voice messages by using ViewMail for Outlook version 8.5(4).

In addition, ViewMail 8.5(4) does not support Outlook 2007 or Outlook 2003 when used with Cisco Unity versions 8.0 or 7.0.

Caveats

You can find the latest caveat information for Cisco Unity Connection ViewMail for Microsoft Outlook version 8.5 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.

Open Caveats—Release 8.5(4)

This section lists any Severity 1, 2, and 3 open caveats when ViewMail for Outlook version 8.5(4) 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 2 *Connection ViewMail for Outlook Release 8.5(4) Open Caveats*

Caveat Number	Component	Severity	Description
CSCti91704	vmo	3	VMO: Altering E-mail account name causes lost ViewMail configuration

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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