



Release Notes for Cisco Unity ViewMail for Microsoft Outlook Release 4.0(3b)

Revised March 23, 2004

These release notes contain requirements, download and installation instructions, new and changed support, limitations and restrictions, and open and resolved caveats for Cisco Unity ViewMail for Microsoft Outlook Release 4.0(3b).

ViewMail 4.0(3b) is available only on the ViewMail for Microsoft Outlook Software Download page at <http://www.cisco.com/cgi-bin/tablebuild.pl/unity-vm>. It is not available on the Cisco Unity 4.0(3) DVD or CD.

ViewMail version 4.0(3b) has been qualified for the following version combinations with Cisco Unity with Microsoft Exchange and the software on subscriber workstations that is required with ViewMail.

Table 1 ***Supported Version Combinations for ViewMail 4.0(3b), Cisco Unity with Exchange, and the Software on Subscriber Workstations***

ViewMail for Outlook on Workstation	Cisco Unity	Operating System on Workstation	Messaging Client on Workstation¹
4.0(3b)	• 4.0(x) • 3.1(x) • 3.0(x) • 2.4(6.x)	• Windows XP • Windows 2000 • Windows NT 4.0 • Windows ME • Windows 98	• Outlook 2003² • Outlook 2002 (XP)³ • Outlook 2000 • Outlook 98

1. Subscribers who use Outlook 98 with Windows 2000 or Windows XP must have local administrative rights to their workstations in order to use ViewMail. For more information, refer to caveat CSCeb51411. Bug Toolkit is available at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl.
2. Outlook 2003 is supported for use only when ViewMail version 4.0(3b) is installed.
3. Microsoft Office XP Service Pack 3 is supported for use only when ViewMail version 4.0(3b) is installed.



Note

ViewMail does not support voice messages stored on an IBM Lotus Domino server, even if you use Microsoft Outlook 2002 Connector.



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For a current list of all qualified version combinations of ViewMail, Cisco Unity with Exchange, and the software on subscriber workstations—including combinations qualified since the release of ViewMail version 4.0(3b), and the support policy for software on subscriber workstations—refer to *Compatibility Matrix: Cisco Unity and the Software on Subscriber Workstations* at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/cmptblty/clientmx.htm.

For a list of the languages in which ViewMail is available, refer to the “Cisco Unity Languages” section of *Cisco Unity 4.0 System Requirements, and Supported Hardware and Software* at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/sysreq/40_sysrq.htm.

Contents

- [Requirements, page 2](#)
- [Determining the ViewMail Version, page 3](#)
- [Upgrading from an Earlier Version of ViewMail, page 3](#)
- [Downloading ViewMail 4.0\(3b\), page 4](#)
- [Installing ViewMail 4.0\(3b\), page 4](#)
- [New and Changed Support—Release 4.0\(3b\), page 6](#)
- [Installation and Upgrade Notes, page 6](#)
- [Limitations and Restrictions, page 7](#)
- [Caveats, page 8](#)
- [Cisco Unity Documentation, page 10](#)
- [Obtaining Documentation, page 10](#)
- [Documentation Feedback, page 11](#)
- [Obtaining Technical Assistance, page 11](#)
- [Obtaining Additional Publications and Information, page 12](#)

Requirements

- Any previously installed 2.4(6.x) version of ViewMail must be removed from subscriber workstations before ViewMail 4.0(3b) is installed. See the [“Removing a Previously Installed 2.4\(6.x\) Version of ViewMail” section on page 3](#).
- To install ViewMail, you must have local administrator rights on the subscriber workstation.
- Outlook should not be running and virus-scanning services should be disabled on subscriber workstations when ViewMail is installed.

Determining the ViewMail Version

To Determine the ViewMail Version in Use

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- Step 1** In Outlook, on the Help menu, click **About ViewMail**. The ViewMail version is displayed in the Client box.
- Step 2** Click **OK**.
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Upgrading from an Earlier Version of ViewMail

If subscribers are using ViewMail 4.0(x), uninstall it at the same time that you install ViewMail 4.0(3b). When you install ViewMail 4.0(3b), do so in the same directory that was used for the previous version.

It is not necessary or advisable to uninstall ViewMail versions 3.1(x) or 3.0(x). Attempting to do so may result in a Dr. Watson error. (For more information, see the [“ViewMail Version 3.x Fails to Uninstall Completely”](#) section on page 7 under [“Limitations and Restrictions.”](#))

If subscribers are using ViewMail 2.4(6.x), see the following section, [“Removing a Previously Installed 2.4\(6.x\) Version of ViewMail,”](#) for specific instructions on uninstalling 2.4(6) versions of ViewMail before you install version 4.0(3b).

See the applicable sections in these release notes to download and install ViewMail 4.0(3b).

Removing a Previously Installed 2.4(6.x) Version of ViewMail

Any previously installed 2.4(6.x) version of ViewMail and the associated LightningFAX registry keys, if applicable, must be removed from subscriber workstations before ViewMail 4.0(3b) is installed.

Note that after ViewMail is removed, the first voice message a subscriber receives appears as a voice message with the ViewMail icon. When the subscriber opens the message, Outlook displays an error message indicating that the voice message form is not available. However, the error message does not prevent the subscriber from opening the voice message.

Subsequent voice messages appear as e-mail messages with WAV attachments without the ViewMail icon, and no error message is displayed when subscribers open them.

To Remove ViewMail Version 2.4(6.x) and Associated LightningFAX Registry Keys

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- Step 1** On each subscriber workstation running ViewMail, on the Windows Start menu, click **Settings > Control Panel > Add/Remove Programs**.
- Step 2** In the Currently Installed Programs list, click **ViewMail for Outlook**, and click **Change/Remove**.
- Step 3** Follow the on-screen prompts to remove ViewMail for Outlook. If prompted to delete a shared file, such as a DLL, click **No to All**.
- Step 4** If the system was not using LightningFAX, you are finished with this procedure.

If the system was using LightningFAX, start Regedit.



Caution

Changing the wrong registry key or entering an incorrect value can cause the workstation to malfunction. Before you edit the registry, confirm that you know how to restore it if a problem occurs. (Refer to the “Restoring” topics in Registry Editor Help.) If you have any questions about changing registry key settings, contact Cisco TAC.

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- Step 5** If you do not have a current backup of the registry, click **Registry > Export Registry File**, and save the registry settings to a file.
- Step 6** Remove the following two registry keys:
- HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\App Management\ARPCache\LightningFAX 6.5 - PrintToMail.
 - HKEY_LOCAL_MACHINE\SYSTEM\ControlSet002\Control\Print\Monitors\LightningFAX.
- Step 7** Exit Regedit.
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Downloading ViewMail 4.0(3b)

If there is not enough hard disk space available, you can install ViewMail version 4.0(3b) from a compact disc (or discs) that you create on a computer with a read/write CD-ROM drive.

To Download ViewMail 4.0(3b)

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- Step 1** Confirm that the computer you are using to download the file has at least 25 MB of hard disk space available for the download file and 73 MB for the extracted files.
- Step 2** On a computer with a high-speed Internet connection, go to the ViewMail for Microsoft Outlook Software Download page at <http://www.cisco.com/cgi-bin/tablebuild.pl/unity-vmo>.
- Step 3** Download the file **CiscoUnity.VMO4.0.3b.exe** to the directory of your choice.
- Step 4** Double-click **CiscoUnity.VMO4.0.3b.exe**, and follow the on-screen prompts to **extract the files to the** directory of your choice on a network drive (or to a writeable compact disc, for copying to the network at a later time).
- The executable extracts the files to a CiscoUnity.VMO4.0.3b directory that it creates within your chosen directory.
- Step 5** Delete the file **CiscoUnity.VMO4.0.3b.exe** to free hard disk space.
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Installing ViewMail 4.0(3b)

ViewMail can be installed on subscriber workstations throughout your organization in a number of ways. Typically, organizations provide network access to the ViewMail setup application so that subscribers can install ViewMail themselves.

Installation and deployment methods include:

- Installing ViewMail from a CD or a network drive. See the [“Installing ViewMail 4.0\(3b\) from a CD or a Network Drive” section on page 5](#).
- Using a software publishing tool—such as Microsoft IntelliMirror or Microsoft Systems Management Server (SMS) version 2.0 or 1.2—to deploy ViewMail to multiple subscriber workstations at one time. For information on using either of the tools, refer to the Microsoft website.

When using IntelliMirror, deploy ViewMail 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 2000 or Office XP suites.

By default, ViewMail files are installed in the directory C:\Program Files\ViewMail. You can specify a different directory. As a best practice when upgrading, install ViewMail in the same directory that was used for the previous version.

ViewMail also installs and uses the following files and registry keys:

Files¹	• AvResLoaderSvrSL.dll • AvResSvr.dll • AvTrapConnectionHolderSvr.dll • AvTsmSL.dll • AvVox.acm • AvWavSL.dll • SL_g729a.acm
Registry keys	• HKEY_CURRENT_USER\Software\Active Voice • HKEY_LOCAL_MACHINE\SOFTWARE\Active Voice • HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Exchange\Client\Extensions\ViewMail Extensions

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 4.0(3b) from a CD or a Network Drive

Do the following procedure to install ViewMail from a CD or a network drive on the workstations used by subscribers. You can also install ViewMail for multiple subscribers who share a workstation.

To Install ViewMail 4.03(b) from a CD or a Network Drive

- 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 CD or on the network drive where you downloaded the ViewMail files.
- Step 3** In the ViewMail directory, browse to the applicable language folder. (The ViewMail directory contains a separate folder for each supported language of ViewMail.)
- Step 4** Double-click the **ViewMail.msi** file.

**Note**

If your version of Windows NT, Windows ME, or Windows 98 does not support MSI packages, you can download an MSI installer from Microsoft (search the Microsoft website for “Windows Installer downloads”). Also, Windows Installer logging is not on by default. For details on how to turn on logging before installing ViewMail, or afterward for troubleshooting purposes, search the Microsoft website for “MSI Logging” topics.

- Step 5** If a previous 4.0(x) version of ViewMail is installed, follow the on-screen prompts to remove it. Once it is uninstalled, double-click the **ViewMail.msi file** again to install ViewMail 4.0(3b).
- Step 6** Follow the on-screen prompts to complete the installation.

New and Changed Support—Release 4.0(3b)

Microsoft Outlook 2003

Microsoft Outlook 2003 is qualified for use only with ViewMail 4.0(3b) on subscriber workstations. Outlook 2003 is not supported with any previous version of ViewMail.

Installation and Upgrade Notes

Microsoft Hot Fix Required for Outdated Versions of Operating System File

When ViewMail is installed on a subscriber workstation that is running Windows 98 or Windows ME, ViewMail automatically confirms that the operating system file Rplctscm.dll is version 4.71.3400 or later before completing the installation. Earlier versions of Rplctscm.dll cause ViewMail to disrupt the Cisco Unity server.

If the Rplctscm.dll version is outdated, the ViewMail installation stops and displays an error message, directing that a Microsoft hot fix be installed before proceeding. For information and instructions on downloading and installing the hot fix, refer to Knowledge Base article 315575 (*DCOM Program Hangs After Server Reboot Creating DCOM Object*) on the Microsoft Product Support Services website.

Caveat CSCdz48740 also addresses the hot fix requirement. Bug Toolkit is available at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl.

Limitations and Restrictions

ViewMail Version 3.x Fails to Uninstall Completely

When you attempt to uninstall ViewMail versions 3.1(x) or 3.0(x), ViewMail typically fails to uninstall completely: some ViewMail files remain on the subscriber workstation; ViewMail components remain in Outlook; and ViewMail is not removed from the Windows Add/Remove Programs list. In addition, uninstalling ViewMail version 3.x generates a Dr. Watson error log in Windows 2000 or an application violation error in Windows 98.

For more information, refer to caveat CSCdv16845. Bug Toolkit is available at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl.

Note that the caveat has been resolved in ViewMail 4.0(x) but not in earlier versions. For earlier versions, do the following three procedures in the order listed to manually remove the remaining ViewMail files from a subscriber workstation, the ViewMail components from Outlook, and the ViewMail listing from Windows Add/Remove Programs.

To Remove ViewMail Files from a Subscriber Workstation

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- Step 1** Delete the directory **Program Files\ViewMail** and all of its components.
- Step 2** Delete the following seven files (if they exist) from either the C:\Windows\System, C:\Winnt\System32, or C:\Windows\System32 directory, depending on the version of Windows:
- AvResLoaderSvrSL.dll
 - AvTrapConnectionHolderSvr.exe
 - AvTsmSL.dll
 - AvVox.acm
 - AvWavSL.dll
 - AvResSvr.dll
 - SL_G729A.acm
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To Remove ViewMail Components from Outlook

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- Step 1** In Outlook, on the Tools menu, click **Options**.
- Step 2** Click the **Other** tab, and click **Advanced Options**.
- Step 3** In the Advanced Options dialog box, click **Custom Forms**.
- Step 4** In the Options dialog box, click **Manage Forms**.
- Step 5** In the Form Manager dialog box, confirm that **ViewMail for Outlook** is listed under Personal Forms.
- Step 6** Select **ViewMail for Outlook**, and click **Delete**. When prompted, click **Yes** to delete the form.
- Step 7** Click **Close**, and click **OK**.
- Step 8** In the Advanced Options dialog box, click **Add-In Manager**.
- Step 9** In the Add-In Manager dialog box, uncheck the **ViewMail Extensions** check box, and click **OK**.

Step 10 Click **OK** to close the remaining dialog boxes.

Step 11 Start Regedit.



Caution

Changing the wrong registry key or entering an incorrect value can cause the workstation to malfunction. Before you edit the registry, confirm that you know how to restore it if a problem occurs. (Refer to the “Restoring” topics in Registry Editor Help.) If you have any questions about changing registry key settings, contact Cisco TAC.

Step 12 If you do not have a current backup of the registry, click **Registry > Export Registry File**, and save the registry settings to a file.

Step 13 Expand the key
HKEY_LOCAL_MACHINE\Software\Microsoft\Exchange\Client\Extensions.

Step 14 Delete the **ViewMail Extensions** key.

Step 15 Exit Regedit.

Step 16 Restart Outlook.

To Manually Remove ViewMail from the Windows Add/Remove Programs List

Refer to Knowledge Base article 247501 (*How to Manually Remove Programs from the Add/Remove Programs List*) on the Microsoft Product Support Services website.

Caveats

This section describes severity 1, 2, and select severity 3 caveats.

If you have an account with Cisco.com, you can use Bug Toolkit to find more information on the caveats in this section, in addition to caveats of any severity for any release. Bug Toolkit is available at the website http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl.

Note that this section contains caveat information for ViewMail Release 4.0(3b) only. Refer to the release notes of the applicable version for caveat information for earlier versions of ViewMail. Release notes for all versions of ViewMail are available at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_release_notes_list.html.

Open Caveats—Release 4.0(3b)

Table 2 ViewMail Release 4.0(3b) Open Caveats

Caveat Number	Severity	Description
CSCdx62431	3	Subscribers who have ViewMail and Outlook XP installed on their workstations occasionally get the following error when they start Outlook XP: “Outlook experienced a serious error the last time the add-in 'c:\program files\viewmail\afxext32.dll' was opened. Would you like to disable this add-in? To enable this add-in, click About Microsoft Outlook on the Help menu, and then click Disabled Items.” There is no workaround.
CSCdw58108	3	When McAfee Virus Scan 4.5.1 Service Pack 1 is installed with Microsoft Office XP, an error message is displayed when subscribers use ViewMail. Workaround Disable the McAfee e-mail scan property.
CSCdz88852	3	Outlook fails to publish the ViewMail form after the following sequence of events: - ViewMail is installed while antivirus software is enabled on the subscriber workstation, which causes the ViewMail installation to fail. - ViewMail is uninstalled by following the procedure in the tech tip <i>Cisco Unity VMO Error: “The Custom Form Could Not Be Opened.”</i> (The tip is available on Cisco.com at http://www.cisco.com/warp/customer/788/AVVID/vmo_error_custom_form.html.) - Antivirus software is disabled on the subscriber workstation, and ViewMail is reinstalled. Workaround - On the subscriber workstation, open Outlook. - On the Help menu, click About Microsoft Outlook. In the About Microsoft Outlook, dialog box, click Disabled Items. In the Disabled Items dialog box, select ViewMail and click Enable. Close the dialog box(es). - On the Tools menu, click Options. Click the Other tab, and click Advanced Options. In the Advanced Options dialog box, click Add-In Manager. Check the ViewMail Extensions check box, and click OK. Close the dialog box(es). - On the Tools menu, click Macro > Security. In the Security dialog box, click Medium and click OK. (Medium is the level recommended in the <i>Security Notes for Microsoft Office Solution Developers</i> article available on the Microsoft MSDN Library website.)

Resolved Caveat—Release 4.0(3b)

Table 3 ViewMail Release 4.0(3b) Resolved Caveat

Caveat Number	Severity	Description
CSCec66860	3	When launching Outlook 2003 with ViewMail installed, Outlook displays the following message: “Microsoft Office Outlook has encountered a problem and needs to close. We are sorry for the inconvenience.” The problem occurs on subscriber workstations that have Windows 2000 or Windows XP, Outlook 2003, and ViewMail 3.(x) or a pre-4.0(3b) version of ViewMail installed.

Cisco Unity Documentation

For descriptions and URLs of Cisco Unity documentation on Cisco.com, refer to *About Cisco Unity Documentation*. The document is shipped with Cisco Unity and is available at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/about/aboutdoc.htm.

Obtaining Documentation

Cisco documentation and additional literature are available on Cisco.com. Cisco also provides several ways to obtain technical assistance and other technical resources. These sections explain how to obtain technical information from Cisco Systems.

Cisco.com

You can access the most current Cisco documentation on the World Wide Web at this URL:

<http://www.cisco.com/univercd/home/home.htm>

You can access the Cisco website at this URL:

<http://www.cisco.com>

International Cisco websites can be accessed from this URL:

http://www.cisco.com/public/countries_languages.shtml

Ordering Documentation

You can find instructions for ordering documentation at this URL:

http://www.cisco.com/univercd/cc/td/doc/es_inpk/pdi.htm

You can order Cisco documentation in these ways:

- Registered Cisco.com users (Cisco direct customers) can order Cisco product documentation from the Ordering tool:

<http://www.cisco.com/en/US/partner/ordering/index.shtml>

- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco Systems Corporate Headquarters (California, USA) at 408 526-7208 or, elsewhere in North America, by calling 800 553-NETS (6387).

Documentation Feedback

You can submit e-mail comments about technical documentation to bug-doc@cisco.com.

You can submit comments by using the response card (if present) behind the front cover of your document or by writing to the following address:

Cisco Systems
Attn: Customer Document Ordering
170 West Tasman Drive
San Jose, CA 95134-9883

We appreciate your comments.

Obtaining Technical Assistance

For all customers, partners, resellers, and distributors who hold valid Cisco service contracts, the Cisco Technical Assistance Center (TAC) provides 24-hour-a-day, award-winning technical support services, online and over the phone. Cisco.com features the Cisco TAC website as an online starting point for technical assistance. If you do not hold a valid Cisco service contract, please contact your reseller.

Cisco TAC Website

The Cisco TAC website provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The Cisco TAC website is available 24 hours a day, 365 days a year. The Cisco TAC website is located at this URL:

<http://www.cisco.com/tac>

Accessing all the tools on the Cisco TAC website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a login ID or password, register at this URL:

<http://tools.cisco.com/RPF/register/register.do>

Opening a TAC Case

Using the online TAC Case Open Tool is the fastest way to open P3 and P4 cases. (P3 and P4 cases are those in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Case Open Tool automatically recommends resources for an immediate solution. If your issue is not resolved using the recommended resources, your case will be assigned to a Cisco TAC engineer. The online TAC Case Open Tool is located at this URL:

<http://www.cisco.com/tac/caseopen>

For P1 or P2 cases (P1 and P2 cases are those in which your production network is down or severely degraded) or if you do not have Internet access, contact Cisco TAC by telephone. Cisco TAC engineers are assigned immediately to P1 and P2 cases to help keep your business operations running smoothly.

To open a case by telephone, use one of the following numbers:

Asia-Pacific: +61 2 8446 7411 (Australia: 1 800 805 227)

EMEA: +32 2 704 55 55

USA: 1 800 553-2447

For a complete listing of Cisco TAC contacts, go to this URL:

<http://www.cisco.com/warp/public/687/Directory/DirTAC.shtml>

TAC Case Priority Definitions

To ensure that all cases are reported in a standard format, Cisco has established case priority definitions.

Priority 1 (P1)—Your network is “down” or there is a critical impact to your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation.

Priority 2 (P2)—Operation of an existing network is severely degraded, or significant aspects of your business operation are negatively affected by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.

Priority 3 (P3)—Operational performance of your network is impaired, but most business operations remain functional. You and Cisco will commit resources during normal business hours to restore service to satisfactory levels.

Priority 4 (P4)—You require information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on your business operations.

Obtaining Additional Publications and Information

Information about Cisco products, technologies, and network solutions is available from various online and printed sources.

- Cisco Marketplace provides a variety of Cisco books, reference guides, and logo merchandise. Go to this URL to visit the company store:
<http://www.cisco.com/go/marketplace/>
- The Cisco *Product Catalog* describes the networking products offered by Cisco Systems, as well as ordering and customer support services. Access the Cisco Product Catalog at this URL:
<http://cisco.com/univercd/cc/td/doc/pcat/>
- Cisco Press publishes a wide range of general networking, training and certification titles. Both new and experienced users will benefit from these publications. For current Cisco Press titles and other information, go to Cisco Press online at this URL:
<http://www.ciscopress.com>
- *Packet* magazine is the Cisco quarterly publication that provides the latest networking trends, technology breakthroughs, and Cisco products and solutions to help industry professionals get the most from their networking investment. Included are networking deployment and troubleshooting tips, configuration examples, customer case studies, tutorials and training, certification information, and links to numerous in-depth online resources. You can access Packet magazine at this URL:
<http://www.cisco.com/packet>

- *iQ Magazine* is the Cisco bimonthly publication that delivers the latest information about Internet business strategies for executives. You can access iQ Magazine at this URL:
<http://www.cisco.com/go/iqmagazine>
- *Internet Protocol Journal* is a quarterly journal published by Cisco Systems for engineering professionals involved in designing, developing, and operating public and private internets and intranets. You can access the Internet Protocol Journal at this URL:
<http://www.cisco.com/ipj>
- Training—Cisco offers world-class networking training. Current offerings in network training are listed at this URL:
<http://www.cisco.com/en/US/learning/index.html>

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