



Release Notes for Cisco Unity ViewMail for Microsoft Outlook Release 4.0(4)

Published May 25, 2004

These release notes contain requirements, download and installation instructions, limitations and restrictions, and resolved caveats for Cisco Unity ViewMail for Microsoft Outlook Release 4.0(4).

ViewMail 4.0(4) is available on Cisco Unity 4.0(4) DVD 1 and CD 1. It is also available on the ViewMail for Microsoft Outlook Software Download page at

<http://www.cisco.com/cgi-bin/tablebuild.pl/unity-vmo>. Note that the ViewMail file available for download May 25, 2004, is U.S. English only. The ViewMail file for all other languages will be available June 17, 2004.

ViewMail version 4.0(4) 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(4), Cisco Unity with Exchange, and the Software on Subscriber Workstations*

Cisco Unity ViewMail for Microsoft Outlook on Workstation	Cisco Unity	Operating System on Workstation	Messaging Client on Workstation ¹
<ul style="list-style-type: none">4.0(4)	<ul style="list-style-type: none">4.0(x)3.1(x)3.0(x)2.4(6.x)	<ul style="list-style-type: none">Windows 2003Windows XPWindows 2000Windows NT 4.0Windows MEWindows 98	<ul style="list-style-type: none">Outlook 2003Outlook 2002 (XP)Outlook 2000Outlook 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.



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**Note**

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

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(4), 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.

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Requirements

- To install ViewMail, you must have local administrator rights on the subscriber workstation.
- The subscriber workstation must have at least 7 MB of hard-disk space available for ViewMail in each language.
- Outlook should not be running and virus-scanning services should be disabled on subscriber workstations when ViewMail is installed.
- Any previously installed 2.4(6.x) version of ViewMail must be removed from subscriber workstations before ViewMail 4.0(4) is installed. See the “[Removing a Previously Installed 2.4\(6.x\) Version of ViewMail](#)” section on page 3.

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(4). When you install ViewMail 4.0(4), 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(4).

See the applicable sections in these release notes to download and install ViewMail 4.0(4).

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(4) 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.

- 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.
-

Downloading ViewMail 4.0(4)

Do the following procedure to download ViewMail from the ViewMail for Microsoft Outlook Software Download page.

(The ViewMail file available May 25, 2004, is U.S. English only. The ViewMail file for all other languages will be available June 17, 2004.)

To Download ViewMail 4.0(4)

- Step 1** Confirm that the computer you are using has at least 80 MB of hard-disk space available for the extracted files, in addition to the space required to download the file. (The download file size appears on the download page.)
- 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>.



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

- Step 3** Download the file **CiscoUnity.VMO4.0.4.exe** to the directory of your choice.
- Step 4** Double-click **CiscoUnity.VMO4.0.4.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.VMO4.0.4 directory that it creates within your chosen directory.
- Step 5** Delete the file **CiscoUnity.VMO4.0.4.exe** to free hard-disk space.
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Installing ViewMail 4.0(4)

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 disc or a network drive. See the [“Installing ViewMail 4.0\(4\) from a DVD or CD, or from 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:

Files ¹	<ul style="list-style-type: none"> • AvResLoaderSvrSL.dll • AvResSvr.dll • AvTrapConnectionHolderSvr.dll • AvTsmSL.dll • AvVox.acm • AvWavSL.dll • SL_g729a.acm
Registry keys	<ul style="list-style-type: none"> • 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(4) from a DVD or CD, or from a Network Drive

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

To Install ViewMail 4.04 from a DVD or CD, or from 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 DVD or 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(4).
- Step 6** Follow the on-screen prompts to complete the installation.
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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 Rplcscm.dll is version 4.71.3400 or later before completing the installation. Earlier versions of Rplcscm.dll cause ViewMail to disrupt the Cisco Unity server.

If the Rplcscm.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

Authentium Command AntiVirus for Windows Is Not Supported

Authentium Command AntiVirus for Microsoft Windows is not supported on Cisco Unity subscriber workstations.

Some Software on Subscriber Workstations Can Cause ViewMail to Fail

Some security and VPN software installed on subscriber workstations can cause ViewMail to fail when subscribers 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 subscriber workstations. Alternatively, you can set up the Media Master so subscribers can play messages in ViewMail with computer speakers.

ViewMail Form Will Not Load When Subscriber Has a Full Mailbox

When a subscriber mailbox reaches the Prohibit Send and Receive limit, ViewMail will not load when the subscriber starts Outlook. The ViewMail form cannot be published until the mailbox size is reduced.

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.

Yamaha Synthesizer Software Is Not Supported

Yamaha sound synthesizer software is not supported on Cisco Unity subscriber workstations with ViewMail.

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(4) only. For caveat information for earlier versions of ViewMail, refer to the applicable release notes. 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(4)

There are no severity 1 or 2 open caveats in ViewMail for Outlook Release 4.0(4).

Resolved Caveats—Release 4.0(4)

Table 2 ViewMail Release 4.0(4) Resolved Caveats

Caveat Number	Severity	Description
CSCec55872	2	VMO pauses randomly when recording & stops recording after 3 minutes.
CSCec66860	3	<p>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.”</p> <p>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.</p>
CSCed85780	2	<p>When a voice message is sent to a subscriber whose mailbox resides on an Exchange 2003 server, if that subscriber is using Outlook 2003 (specific configuration - see Conditions), the message will be moved to the Sync Issues -> Server Failures folder in the Exchange mailbox with no indication that it was received. The message waiting indicator (MWI) on the phone will not light, and the message will not be accessible when retrieving messages from Unity using the Telephone User Interface (TUI) or via the Cisco Personal Communications Assistant (PCA) Unity Inbox. Also, no indication will appear in the Outlook Inbox that the message has been received.</p> <p>If Outlook 2003 has not been running since the message was received, the MWI will light when the message is received, and the message will be available when accessing Unity via the TUI and/or via PCA Unity Inbox. However, once Outlook 2003 is opened, the message will be moved to the Server Failures folder and will no longer be accessible through the other interfaces.</p> <p>This problem only occurs when the message is sent by another Exchange 2003 subscriber (with the sender identified as a Unity subscriber) using the TUI or by replying or forwarding using VMO and the recipient is using Outlook 2003 with Cached Exchange Mode enabled and the client set to download headers and then download the full message. It happens regardless of whether any version of ViewMail for Outlook (VMO) is installed on the recipient's workstation.</p> <p>It is specific to the condition where the recipient's Outlook 2003 client is configured to download headers and then full items in Cached Exchange Mode.</p>
CSCee03366	2	TRaP does not work properly with ViewMail when Windows XP Service Pack 2 is installed.

Table 2 ViewMail Release 4.0(4) Resolved Caveats (continued)

Caveat Number	Severity	Description
CSCee19234	2	When listening to a message via VMO using Trap Unity hangs. The problem occurs when Unity 4.0.3 with Windows 2000 SP4 Client Machine with Windows 2000 SP2 (is reproducible on SP4 as well).
CSCee53876	3	<p>In some cases, the VMO upgrade process fails to update an executable required for Telephony Record and Playback (TRaP) functionality to work. As a result, users can't use the phone to playback or record their messages when using ViewMail. Users may see various error messages when they try to use this functionality. In some instances, they may be able to record over the phone and not be able to playback or vice-versa.</p> <p>Condition: This can happen when upgrading to VMO 4.0(4) from any earlier version. It occurs if the AvTrapConnectionHolderSvr.exe process is running when a VMO update is initiated. The file AvTrapConnectionHolderSvr.exe in C:\WINNT\system32 is not updated.</p> <p>Workaround</p> <ol style="list-style-type: none"> 1. Open Task Manager on the subscriber workstation and end the AvTrapConnectionHolderSvr process, if it is still running. In some cases, the Task Manager may not display the full name of this process and you may only see "AvTrapConnectio" or a similar partial name. 2. From the C:\WINNT\system32 directory, right-click the AvTrapConnectionHolderSvr.exe file and select Properties. 3. In the AvTrapConnectionHolderSvr Properties dialog box, click the Version tab and click Product Version under "Item name". Then, do one of the following sub-steps, as applicable: <ol style="list-style-type: none"> a. If the version number listed is not the same version as the installed VMO version, delete the file and then reinstall VMO. b. If the version number listed is the same as the installed version of VMO, click OK to close the dialog box. Try using the phone again as a playback and recording device in VMO.

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 at this URL:

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

You can access the Cisco website at this URL:

<http://www.cisco.com>

You can access international Cisco websites at this URL:

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

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

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- 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).

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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, Cisco Technical Support provides 24-hour-a-day, award-winning technical assistance. The Cisco Technical Support Website on Cisco.com features extensive online support resources. In addition, Cisco Technical Assistance Center (TAC) engineers provide telephone support. If you do not hold a valid Cisco service contract, contact your reseller.

Cisco Technical Support Website

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

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

Access to all tools on the Cisco Technical Support Website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a user ID or password, you can register at this URL:

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

Submitting a Service Request

Using the online TAC Service Request Tool is the fastest way to open S3 and S4 service requests. (S3 and S4 service requests are those in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Service Request Tool automatically provides recommended solutions. If your issue is not resolved using the recommended resources, your service request will be assigned to a Cisco TAC engineer. The TAC Service Request Tool is located at this URL:

<http://www.cisco.com/techsupport/servicerequest>

For S1 or S2 service requests or if you do not have Internet access, contact the Cisco TAC by telephone. (S1 or S2 service requests are those in which your production network is down or severely degraded.) Cisco TAC engineers are assigned immediately to S1 and S2 service requests to help keep your business operations running smoothly.

To open a service request 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 list of Cisco TAC contacts, go to this URL:

<http://www.cisco.com/techsupport/contacts>

Definitions of Service Request Severity

To ensure that all service requests are reported in a standard format, Cisco has established severity definitions.

Severity 1 (S1)—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.

Severity 2 (S2)—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.

Severity 3 (S3)—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.

Severity 4 (S4)—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

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- Cisco Marketplace provides a variety of Cisco books, reference guides, and logo merchandise. Visit Cisco Marketplace, the company store, at this URL:
<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 at this URL:
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<http://www.cisco.com/packet>
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<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>
- World-class networking training is available from Cisco. You can view current offerings at this URL:
<http://www.cisco.com/en/US/learning/index.html>

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