Release Notes for Cisco Unity Voice Connector for Microsoft Exchange Release 11.0(1)

Revised September 15, 2003

These release notes contain compatibility information, system requirements, installation instructions, new and changed functionality, and open and resolved caveats for Cisco Unity™ Voice Connector for Microsoft Exchange Release 11.0(1).

Voice Connector 11.0(1) is available with Cisco Unity version 4.0(3), and is available on the Cisco Unity Voice Connector for Exchange Software Download page at http://www.cisco.com/cgi-bin/tablebuild.pl/unity-voice-connector.

Contents

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Introduction

The Voice Connector is a Cisco Unity (with Microsoft Exchange) networking component that enables messaging between:

- Cisco Unity servers that access separate directories (SMTP Networking).
- Cisco Unity servers and other voice messaging systems by way of AMIS, VPIM, or the Cisco Unity Bridge.

There are two versions of the Voice Connector. The version that you use depends on your Exchange network:

- When your network consists only of Exchange 2000 or Exchange 2003 servers, or a mixed-mode environment with Exchange 2000 or Exchange 2003 servers and Exchange 5.5 servers, you install the Voice Connector for Exchange 2000.
- When your network consists only of Exchange 5.5 servers, you install the Voice Connector for Exchange 5.5.

Note that Voice Connector for Exchange 2000 version 11.0(1) can be installed on either an Exchange 2000 or Exchange 2003 server. Earlier versions of the Voice Connector are not supported for installation on an Exchange 2003 server.

Compatibility with Networking Options and Cisco Unity Versions

Voice Connector 11.0(1) is supported for use in the following combinations of networking options and Cisco Unity versions.

Table 1 Supported Networking Options and Cisco Unity Versions

Networking Option	Cisco Unity Version
VPIM	4.0(1) and later only with the Voice Connector for Exchange 2000
SMTP	3.1(5) and later
Bridge 3.0(1)	4.0(3) and later only with the Voice Connector for Exchange 2000
AMIS	3.1(2) and later

If you are using Voice Connector 11.0(1) with Cisco Unity 3.1(5) for SMTP Networking, see the "SMTP Networking Changes" section on page 10. Refer also to the "SMTP Networking" chapter of the *Networking in Cisco Unity Guide, Release 3.1*, which is available on Cisco.com at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/unity31/net/net31/index.htm.

System Requirements

See the applicable section, depending on the Exchange version:

- Voice Connector for Exchange 2000: Requirements, page 3
- Voice Connector for Exchange 5.5: Requirements, page 3

Voice Connector for Exchange 2000: Requirements

Install Voice Connector version 11.0(1) or later on any Exchange 2000 or Exchange 2003 server that is not part of an Exchange cluster (Microsoft does not support third-party connectors on an Exchange cluster server). Although the Voice Connector can be installed on the Cisco Unity server (if Exchange 2000 or Exchange 2003 is also on the server), this is not recommended for performance reasons.

If the Cisco Unity subscriber accounts are homed on Exchange servers in routing groups other than that in which the Voice Connector is installed, routing group connectors must be configured to allow routing among these routing groups.

In order to view Voice Connector properties in Exchange System Manager, Microsoft Windows Script Host version 5.6 or later must be installed on the Exchange server on which the Voice Connector is installed. Note that if the Exchange server uses an earlier version of Windows Script Host, the Voice Connector functions properly, but you will not be able to view Voice Connector properties in Exchange System Manager.

Hard Disk Space Requirements

The Exchange 2000 or Exchange 2003 private store consumes more hard disk space after the Voice Connector is installed. Administrators should plan to have sufficient space available on the Exchange 2000 or Exchange 2003 server that will host the Voice Connector for Exchange 2000. Lack of disk space introduces a risk of experiencing severe problems on the Exchange server.

The required space is directly related to the amount of traffic processed by the Voice Connector per 24 hours, and the file size of the messages. Table 2 provides storage requirements for the Exchange server to handle the increase in size of the Priv1.edb and Priv1.stm files. These requirements are in addition to the current storage requirements on the server to handle activity not related to the Voice Connector.

Table 2 Additional Storage Space Needed for Voice Message Processing

Messages Processed Per 24 Hours	Average Message Size	Additional Storage Required
20,000	1 min – G.711 (~640 KB)	18 GB[1]
10,000	1 min – G.711 (~640 KB)	9 GB
5,000	1 min – G.711 (~640 KB)	5 GB
20,000	1 min – G.729a (~80 KB)	4 GB
10,000	1 min – G.729a (~80 KB)	2 GB
5,000	1 min – G.729a (~80 KB)	1 GB

1. Exchange 2000 Standard Edition does not support database size greater than 16 GB.

Voice Connector for Exchange 5.5: Requirements

Install the Voice Connector on an Exchange 5.5 server that is in the same Exchange site as the Exchange partner server. Although the Voice Connector can be installed on the Cisco Unity server (if Exchange 5.5 is also on the server), this is not recommended for performance reasons. Following are additional requirements:

- For SMTP networking, the Voice Connector must be installed on the same Exchange server as the Exchange Internet Mail Service.

- Install only one instance of the Voice Connector in the Exchange site.
- If the Exchange server on which the Voice Connector will be installed is running Windows NT 4.0, the Microsoft Active Directory Services Client Extension (DSClient) for Windows NT 4.0 must be installed on the server prior to installing the Voice Connector. The DSClient requires Windows NT 4.0 Service Pack 6a. For information on downloading and installing the DSClient from the Microsoft website, refer to the following Microsoft Knowledge Base articles:
  - 288358—HOW TO: Install the Active Directory Client Extension
  - 295166—INFO: Advanced Installation of Directory Services Client for Windows NT 4.0
  - 295168—INFO: Files Installed by Directory Services Client Extension for Windows NT 4.0
  - 289105—INFO: Support for ADSI on Windows NT 4.0
  - 216290—INFO: Determining Which Version of ADSI Is Installed

Determining the Voice Connector Version

This section contains two procedures. Do the procedure for your version of Cisco Unity.

To Determine the Voice Connector Version in Use: Cisco Unity 3.1(6) and Later, Voice Connector 10.0 and Later

Step 1 Log on to the Exchange server on which the Voice Connector is installed.

Step 2 In Windows Explorer or My Computer, browse to the applicable directory:

Exchange 2000 or Exchange 2003	<ExchangeServerPath>\VoiceGateway\Bin
Exchange 5.5	<ExchangeServerPath>\Connect\Voice\Bin

Step 3 Right-click **GwIvc.exe,** and click **Properties**.

Step 4 Click the **Version** tab in the Properties window.

Step 5 In the Item Name box, click **Product Version** to view the product version in the Value box.

To Determine the Voice Connector Version in Use: Cisco Unity 3.0–3.1(5)

Step 1 Log on to the Exchange server on which the Voice Connector is installed.

Step 2 In Windows Explorer or My Computer, browse to the applicable directory:

Exchange 2000	<ExchangeServerPath>\VoiceGateway\Bin\LocalizedFiles\ENU
Exchange 5.5	<ExchangeServerPath>\Voice\Bin\LocalizedFiles\ENU

Step 3 Right-click **SetupRes.dll**, and click **Properties**.

Step 4 In the Properties window, click the **Version** tab to view the File Version.

Downloading the Voice Connector

To Download the Voice Connector

Step 1 On a computer with a high-speed Internet connection, go to the Cisco Unity Voice Connector for Exchange Software Download page at http://www.cisco.com/cgi-bin/tablebuild.pl/unity-voice-connector.

Step 2 Download the applicable file to the directory of your choice, depending on the Exchange version:

Exchange 2000	CiscoUnityVoiceConnector11.0.1-Ex2000.exe
Exchange 5.5	CiscoUnityVoiceConnector11.0.1-Ex55.exe

Step 3 Unzip the downloaded file and extract the files to the directory of your choice. The extracted files must be accessible from the Exchange server on which the Voice Connector will be installed. (The Voice Connector setup program creates several folders within the folder in which the Exchange server software is installed and copies files to these folders.)

Step 4 Delete the downloaded zip file to free hard disk space.

Installing the Voice Connector

See the applicable section, depending on the Exchange version:

- Installing the Voice Connector for Exchange 2000, page 5
- Installing the Voice Connector for Exchange 5.5, page 7

Installing the Voice Connector for Exchange 2000

As a best practice, back up the Exchange server before installing the Voice Connector.

Do the following two procedures in the order listed.

To Install the Voice Connector for Exchange 2000

Step 1 Log on to the Exchange server on which you are installing the Voice Connector.

Step 2 Disable any virus-scanning services on the Exchange server.

Step 3 Uninstall any previous versions of the Voice Connector. See the "Uninstalling the Voice Connector" section on page 8.

Step 4 If you are installing the Voice Connector from a Cisco Unity 4.0 DVD or CD, insert the disc in the computer, and browse to the **VoiceConnector-Ex2000** directory.

If you downloaded the Voice Connector files from the Software Center website, browse to the directory in which the files were extracted.

Step 5 Double-click **Install.exe**, and click **Next**.

Step 6 In the Address Types dialog box, check the address types of the messages that the Voice Connector will be handling:

Voice	If you are using SMTP Networking.
AMIS	If you are using AMIS Networking.
Bridge	If you are using Bridge Networking.
VPIM	If you are using VPIM Networking.

Step 7 Click **Next**.

Step 8 If you did not check the VPIM check box in the Address Types dialog box, skip to Step 9.

If you checked the VPIM check box, enter settings in the VPIM Transport Sink dialog box, if applicable:

a. Optionally, check the **Install SMTP Transport Event Sink** check box. If you are installing the Voice Connector on multiple Exchange servers, in most cases you install the Transport Event Sink only once. The Exchange server on which the Transport Event Sink is installed should be the Exchange server that will receive incoming VPIM messages. Only one instance of the Transport Event Sink is necessary when all VPIM messages will be routed through a single Exchange server. When incoming VPIM messages will be routed through multiple Exchange servers, the Voice Connector and Transport Event Sink should be installed on each of the servers.

b. If you checked the Install SMTP Transport Event Sink check box, enter the domain name used in your e-mail addresses/recipient policy in the SMTP Domain box. The domain does not have to be the same domain as that of the server on which the SMTP Transport Event Sink is being installed. Typically, the domain entered in the SMTP Domain box is the same as the domain that will be entered on the Primary Location page.

c. Click **Next**.

Step 9 On the Confirm Directory dialog box, click **Next** to launch the setup.

Step 10 When the setup is complete, click **Finish** to exit Setup and restart the server.

To view Voice Connector properties in Exchange System Manager, Windows Script Host version 5.6 or later must be installed on the Exchange server. (Note that if the Exchange server uses an earlier version of Windows Script Host, the Voice Connector functions properly, but you will not be able to view Voice Connector properties in Exchange System Manager.)

To Determine Whether to Update Windows 2000 Script Host

Step 1 Log on to the Exchange server on which the Voice Connector is installed.

Step 2 Browse to the directory **Winnt\System32**.

Step 3 Right-click the file **Wshom.ocx**, and click **Properties**.

Step 4 Click the **Version** tab.

Step 5 In the Item Name list, click **Product Version** to view the version in the Value box.

If the version is earlier than 5.6, update Windows Script Host so the Voice Connector properties can be displayed in Exchange System Manager. (Go to the downloads page of the Microsoft website, and do a keyword search for Windows Script Host. Follow the installation instructions.)

Installing the Voice Connector for Exchange 5.5

As a best practice, back up the Exchange server before installing the Voice Connector.

To Install the Voice Connector for Exchange 5.5

Step 1 Log on to the Exchange server on which you are installing the Voice Connector.

Step 2 Disable any virus-scanning services on the Exchange server.

Step 3 Uninstall any previous versions of the Voice Connector. See the "Uninstalling the Voice Connector" section on page 8.

Step 4 If you are installing the Voice Connector from a Cisco Unity 4.0 DVD or CD, insert the disc in the computer, and browse to the **VoiceConnector-Ex55** directory.

If you downloaded the Voice Connector files from the Software Center website, browse to the directory in which the files were extracted.

Step 5 Double-click **Setup.exe**, and click **Next**.

Step 6 Enter the port number that Exchange uses for LDAP, and click **Next**.

To find the port number, open the Exchange Administrator, and under the Cisco Unity server container, browse to **Configuration\Protocols\LDAP**.

Step 7 In the Address Types dialog box, check the address types of the messages that the Voice Connector will be handling:

Voice	If you are using SMTP Networking.
AMIS	If you are using AMIS Networking.

Step 8 Click **Next** twice.

Step 9 In the User Information dialog box, enter your Windows password and click **Next**.

Step 10 When the setup is complete, click **Finish**. The Voice Connector service starts automatically.

Step 11 Enable virus-scanning services on the server.

Uninstalling the Voice Connector

The uninstall procedure that you use depends on the Cisco Unity Voice Connector version in use, and whether the Voice Connector is installed on an Exchange 2000 or Exchange 2003 server or on an Exchange 5.5 server. As of Cisco Unity 4.0(1), the Voice Connector itself was assigned a version separate from the Cisco Unity version. Voice Connector version 11.0(1) is included with Cisco Unity 4.0(3).

To determine the version of an installed Voice Connector, see the "Determining the Voice Connector Version" section on page 4.

In the following section, "Uninstall Procedures," do the procedure that is applicable to your installation, depending on the versions of Exchange, Cisco Unity, and the Voice Connector.

Uninstall Procedures

This section contains four procedures. Do the procedure that applies to your installation:

- To Uninstall the Voice Connector for Exchange 2000: Cisco Unity 3.1 and Later, Voice Connector 10.0 and Later, page 8
- To Uninstall the Voice Connector for Exchange 2000: Cisco Unity 3.0, page 8
- To Uninstall the Voice Connector for Exchange 5.5: Cisco Unity 3.1(2) and Later, Voice Connector 10.0 and Later, page 9
- To Uninstall the Voice Connector for Exchange 5.5: Cisco Unity 3.1(1), 3.0(x), or 2.4(6.x), page 9

To Uninstall the Voice Connector for Exchange 2000: Cisco Unity 3.1 and Later, Voice Connector 10.0 and Later

Step 1 Log on to the Exchange server on which the Voice Connector is installed.

Step 2 In the Windows Control Panel, in Add/Remove Programs, click **Exchange 2000 Voice Connector**.

Step 3 Follow the on-screen prompts to uninstall the Voice Connector.

Step 4 On the Windows Start menu, click **Programs > Microsoft Exchange > System Manager**.

Step 5 Expand **Servers\<Server name>\<Storage group>\Mailbox Store\Mailboxes** for the server on which the Voice Connector was installed.

The mailbox for the Voice Connector is named "AvExchangeIVC_<Servername>" or "Exchange 2000 Voice Connector (<Servername>)."

Step 6 Right-click **Mailboxes** in the left pane and select **Run Cleanup Agent**.

Step 7 After the Cleanup Agent has run, right-click each Voice Connector mailbox marked with the red X icon and select **Purge**. Click **Yes** in the warning dialog box.

Step 8 Close the Exchange System Manager.

To Uninstall the Voice Connector for Exchange 2000: Cisco Unity 3.0

Step 1 Log on to the Exchange server on which the Voice Connector is installed.

Step 2 Confirm that the Windows Services program is closed.

Step 3 On the Windows Start menu, click **Programs > Microsoft Exchange > System Manager**.

Step 4 Expand **Connectors**.

Step 5 Right-click the Voice Connector, and click **Stop**.

Step 6 After the service stops, right-click the Voice Connector, and click **Delete**.

Step 7 Expand **Servers\<Server name>\<Storage group>\Mailbox Store\Mailboxes** for the server on which the Voice Connector was installed.

The mailboxes are listed in the right pane. The mailbox name for the Voice Connector is **AvExchangeIVC**.

Step 8 Right-click **Mailboxes** in the left pane, and select **Run Cleanup Agent**.

Step 9 After the Cleanup Agent has run, right-click the Voice Connector mailbox marked with the red X icon, and select **Purge**. Click **Yes** in the warning dialog box.

Step 10 Close the Exchange System Manager.

To Uninstall the Voice Connector for Exchange 5.5: Cisco Unity 3.1(2) and Later, Voice Connector 10.0 and Later

Step 1 Log on to the Exchange server on which the Voice Connector is installed.

Step 2 In the Windows Control Panel, in Add/Remove Programs, select the Voice Connector.

Step 3 Follow the on-screen prompts to uninstall the Voice Connector.

To Uninstall the Voice Connector for Exchange 5.5: Cisco Unity 3.1(1), 3.0(x), or 2.4(6.x)

Step 1 Log on to the Exchange server on which the Voice Connector is installed.

Step 2 In the CD-ROM drive, insert **Cisco Unity Disc 1** for the version of the Voice Connector that is installed, and browse to the **VoiceGateway** directory.

Step 3 Double-click **Setup.exe**, and click **Next**.

The Setup program detects that the Voice Connector is already installed, and the Uninstall dialog box appears.

Step 4 Click **Next**, and click **Yes** in the warning dialog box.

Step 5 When the uninstall is complete, click **Finish** to exit the program and restart the server.

New and Changed Support—Release 11.0(1)

Required Versions for Bridge Networking

Voice Connector for Exchange 2000 version 11.0(1) is required when setting up the Bridge Networking option with Cisco Unity 4.0(3) and Cisco Unity Bridge 3.0(1). Voice Connector 11.0(1) is not compatible with earlier versions of Cisco Unity and the Bridge.

Note, however, that Voice Connector 11.0(1) is compatible when used for AMIS, SMTP, and VPIM networking with versions of Cisco Unity earlier than 4.0(3).

Microsoft Exchange 2003

Voice Connector for Exchange 2000 version 11.0(1) can be installed on either an Exchange 2000 or Exchange 2003 server. Earlier versions of the Voice Connector for Exchange 2000 are not supported for installation on an Exchange 2003 server.

New and Changed Functionality—Release 11.0(1)

Bridge Networking Enhancements

The Bridge Networking option changed significantly in Cisco Unity 4.0(3) with Bridge 3.0(1), and provides many new features. With the enhanced Bridge Networking option, in order for Cisco Unity subscribers to be able to send messages to and receive messages from subscribers on the Avaya Octel servers that Cisco Unity communicates with, each Cisco Unity subscriber account must be configured with an Octel serial number and a legacy mailbox number. The values are stored in Active Directory, and Voice Connector for Exchange 2000 version 11.0(1) has been modified to use the values when constructing To and From addresses for incoming and outgoing messages routed through the Bridge. For details on how the Voice Connector manipulates the To and From addresses and the functionality that this provides, refer to the "The Voice Connector" section in the "About Bridge Networking" chapter of the *Cisco Unity Bridge Networking Guide, Release 3.0* at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/bridge30/bnet/bnet30/index.htm.

For details on the new Bridge Networking features, refer to "Cisco Unity with Exchange: Bridge Networking Enhancements" in the "New and Changed Functionality—Release 4.0(3)" section of *Release Notes for Cisco Unity Release 4.0(3)* at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/unity40/relnote/cu403rn.htm.

Licensing Changes to Bridge Networking

In Cisco Unity 4.0(3) with Bridge 3.0(1), a license file is required for the Bridge server.

In previous versions, a license file with Bridge ports enabled was required on the Cisco Unity bridgehead server, and the Voice Connector enforced the license. As of Cisco Unity 4.0(3), a license file with Bridge ports enabled is not required on the Cisco Unity bridgehead server. The Voice Connector for Exchange 2000 was changed to support a license on the Bridge server instead of the Cisco Unity bridgehead server.

SMTP Networking Changes

The implementation of SMTP Networking changed in Cisco Unity 3.1(5) and later. Voice Connector version 10.0(1) and later is designed to work with the new implementation of SMTP Networking in Cisco Unity. Because of the changes, Voice Connector 10.0(1) or later is required for SMTP Networking in Cisco Unity 3.1(5) and later.

As of Cisco Unity3.1(5), extension addresses are not automatically generated for Cisco Unity subscribers. (Extension addresses for SMTP Networking have the format VOICE:<Delivery Location Dial ID>_<Extension>.) Instead of assigning an extension address to each Cisco Unity subscriber, Voice Connector 10.0(1) and later parses the address and looks for a matching primary location and a matching subscriber extension at that location to obtain the e-mail address for the recipient.

If you are using Voice Connector 10.0(1) or later with Cisco Unity 3.1(5) for SMTP Networking, refer to the "SMTP Networking" chapter of the *Networking in Cisco Unity Guide*, *Release 3.1* at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/unity31/net/net31/index.htm.

Note that caveat CSCdz34890—a Cisco Unity caveat, not a Voice Connector caveat—was resolved in Cisco Unity 4.0(2).

Caveats

This section describes only 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.

Open Caveats—Release 11.0(1)

Table 3 Cisco Unity Voice Connector for Microsoft Exchange Release 11.0(1) Open Caveats

Caveat Number	Description
CSCdw92235	The Exchange 2000 private store consumes more hard disk drive storage space after the Voice Connector is installed. This behavior occurs on Exchange 2000 servers on which the Voice Connector for Exchange 2000 is installed and large amounts of VPIM, Bridge, or AMIS voice messages are being processed. **Workaround** The size of the Exchange Priv1.edb and Priv1.stm storage files on the Exchange 2000 server where the Voice Connector is installed may appear to be infinitely increasing at first, but the size of these files will eventually plateau at a size relative to the heaviest 24-hour period of processing. Nightly Exchange 2000 online defragmentation and cleanup will create available space within the file for processing, but the size of either of these files will never automatically decrease even if traffic lessens. To decrease the size of these files, offline defragmentation must be performed. Note that this may result in only a temporary reduction in the size of these files if Voice Connector traffic remains heavy. See the "Hard Disk Space Requirements" section on page 3 for more information.

Table 3 Cisco Unity Voice Connector for Microsoft Exchange Release 11.0(1) Open Caveats (continued)

Caveat Number	Description
CSCdx53729	The Voice Connector for Exchange 2000 is not visible or accessible in the Connectors section of the Exchange System Manager on other Exchange 2000 servers in the organization. This problem happens when attempting to view the Voice Connector properties from the Exchange System Manager on another Exchange 2000 server in the organization in which the Voice Connector has never been installed and Cisco Unity is not installed. **Workaround** **To View and Access Voice Connector Properties** 1. Log on to the Exchange server on which the Voice Connector is installed. 2. On the Windows Start menu, click **Programs > Microsoft Exchange > Exchange System Manager**. 3. In the left pane, expand the **Connectors** container. 4. Right-click **Exchange 2000 Voice Connector (<server name>)**, and click **Properties**. **To View Where the Voice Connectors Are Installed** 1. From any Exchange 2000 server in the organization, open the Exchange 2000 System Manager. 2. In the left pane, expand **Tools**. 3. Expand **Monitoring and Status**. 4. Click **Status**. All instances of the Voice Connectors installed on any Exchange 2000 server in the organization will display in the right pane.
CSCdx86386	When a remote system rejects a VPIM message that Cisco Unity is attempting to deliver during the initial SMTP session, the resulting NDR is not delivered to the sending Cisco Unity subscriber. However, the NDR can be viewed in the Exchange badmail directory at Exchsrvr\Mailroot\Vsi #\BadMail. The following workaround allows delivery of the NDR to the Voice Connector mailbox for processing and subsequent delivery to the sending Cisco Unity subscriber. **Workaround** 1. Open Microsoft Exchange System Manager. 2. Navigate to the SMTP Virtual server establishing the session with the remote system for VPIM message delivery. 3. Right-click on the virtual server, and click **Properties**. 4. Click the **Messages** tab. 5. In the Send Copy of Non-Delivery Report To field, enter **IMCEAVPIM-123@<DomainName>**, where <DomainName> is the domain used in your e-mail address recipient policy. Typically, this domain is the same as the one entered on the Primary Location page of the Cisco Unity bridgehead server. 6. Click **OK**. The NDR can also be viewed by an administrator in the Exchange badmail directory at Exchsrvr\Mailroot\vsi #\BadMail.

Table 3 Cisco Unity Voice Connector for Microsoft Exchange Release 11.0(1) Open Caveats (continued)

Caveat Number	Description
CSCdy49912	Voice Connector for Exchange 2000 is not functioning properly after moving the Exchange 2000 server to a different routing group. This problem has been observed when the Voice Connector for Exchange 2000 is installed on an Exchange server which has been moved to a different routing group. **Workaround** Uninstall the Voice Connector from the Exchange server. Move the Exchange 2000 server to the new routing group, then wait to allow replication of the Exchange servers new location. Reinstall the Voice Connector on the Exchange 2000 server now that it is located in the new routing group. **Additional Information** Using Exchange System Manager, Exchange 2000 servers can be moved between routing groups. When a server with the Voice Connector installed is moved, an error warns, "The server is unwilling to process the request. Facility: LDAP Provider, ID no: 80072035, Exchange System Manager". The server is moved to the new routing group anyway and there is no indication of a problem. However, the Voice Connector is still in the original routing group. Though the Voice Connector shows no errors, it will not process or queue messages. Messages sent which require the Voice Connector are returned as undeliverable.
CSCdz40532	The Voice Connector installation program does not prompt with a choice of languages for the installation; it always installs in English. To run the Voice Connector installation program by using one of the localized versions (FRA, DEU, or JPN) instead of English, do the following workaround. **Workaround** 1. From the Cisco Unity installation DVD or CD 1, copy the entire VoiceConnector-Ex2000 or VoiceConnector-Ex55 directory (depending on which Voice Connector is required for your installation) to your hard disk. 2. In this local directory, browse to the **LocalizedFiles\ENU** directory. 3. Rename the CiscoUnity_VoiceConnector.dll and SetupRes.dll files. (For example, rename the files CiscoUnity_VoiceConnector_ENU.dll and SetupRes_ENU.dll.) 4. Copy the files CiscoUnity_VoiceConnector.dll and SetupRes.dll from the LocalizedFiles\<XXX> directory (where <XXX> is your language of choice) to the Localized\ENU directory. 5. Run **Install.exe** from the VoiceConnector-Ex2000 or VoiceConnector-Ex55 directory on your hard disk. The installation program should be presented in the language you chose. **Note** Only the installation program will be in this language; currently Event Log messages, logging, and configuration settings are not localized.
CSCdz47722	The properties pages for administering the Voice Connector in the Exchange System Manager are always displayed in English. There is no workaround.

Table 3 Cisco Unity Voice Connector for Microsoft Exchange Release 11.0(1) Open Caveats (continued)

Caveat Number	Description
CSCeb35271	Under conditions where an outbound Bridge message is undeliverable via SMTP, an NDR results. However, the Voice Connector has readdressed the message for delivery to the Bridge and so the NDR cannot be routed back to the Voice Connector or the original sender. The NDR message is sent to the BadMail directory on Exchange and the sender does not receives notification that their message was not delivered. This can occur in Cisco Unity 4.0(x) with the Bridge feature and the Voice Connector for Exchange 2000. The NDR found in BadMail includes text that identifies the intended recipient of the failed message, which may be helpful in diagnosing the SMTP delivery problem. Example: This is an automatically generated Delivery Status Notification. Unable to deliver message to the following recipients, due to being unable to connect successfully to the destination mail server. #######@domain There is no known workaround. **Additional Information** As examples of this condition: if the receiving system or its SMTP service were down for an extended period of time or if an invalid domain were specified in the Bridge delivery location. In these cases Exchange will queue and attempt to deliver the message for 2 days (or whatever Outbound expiration timeout is configured for on the SMTP Virtual Server) and then NDR the message.
CSCeb71865	Incoming messages to Cisco Unity subscribers do not get the sender identified properly. This can happen when the administrator has installed Cisco Unity with either SMTP, AMIS, Bridge, or VPIM networking. The Cisco Unity server has remote subscribers set up with display names and recorded voice names, and the messages that are addressed to the Cisco Unity subscribers should be labeled as being from those subscribers. However, the remote subscribers are hidden from the Exchange address book, and any messages that should be labeled as being from those remote subscribers, are instead labeled as being from: <LocationDialID>_<RemoteExtension> Thus, over the telephone, subscribers will not hear the recorded voice names of the remote subscribers when they send messages to the Cisco Unity subscribers, and in Unified Messaging installations, the Cisco Unity subscribers will not see the From: Address in ViewMail for Outlook labeled with the display name of the remote subscribers. Note, this does not impact being able to reply to the messages. If the Cisco Unity subscriber were to reply to the message, it would be routed properly back to the remote subscriber who sent the message. This only impacts being able to see/hear who the original message was from when the Cisco Unity subscriber tries to retrieve the message. This defect exists in all versions 3.1(5) and above for SMTP networking configurations, all versions 3.1(2) and above for AMIS networking configurations, all versions 3.1(3) and above for Bridge networking configurations, and all versions 4.0(1) and above for VPIM networking configurations. **Workaround** The only workaround for this would be to expose the remote subscribers in the Exchange address book. If the Administrator chooses to leave the remote subscribers hidden from the Exchange address book, then all messages from the remote subscribers will not be successfully labeled as being from the remote subscriber configured in Cisco Unity.

Resolved Caveats—Release 11.0(1)

Table 4 Cisco Unity Voice Connector for Microsoft Exchange Release 11.0(1) Resolved Caveats

Caveat Number	Description
CSCea48424	Voice Connector stops for no apparent reason. This behavior has been observed using the Cisco Unity Voice Connector for Exchange 2000 version 10.0(1) when there are no valid voice or fax attachments on a message addressed to two or more Bridge subscribers.
CSCea63124	A voice message addressed to a remote subscriber on a SMTP location gets lost. This problem has been observed on Exchange 5.5, Windows 2000 or Windows NT 4.0, and the voice mail sender is a hidden subscriber.
CSCeb48856	Voice Messages to/from the Voice Connector are not successfully routed in Microsoft Exchange 5.5, Exchange 2000, or Exchange 2003. This problem has been observed when Cisco Unity has been deployed into a Windows configuration with multiple domains (forests), and the Voice Connector has been installed on an Exchange server that is not in the root of the forest.
CSCeb70841	Voice Connector fails to install on Exchange Server.

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 provides several ways to obtain documentation, 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

Documentation CD-ROM

Cisco documentation and additional literature are available in a Cisco Documentation CD-ROM package, which may have shipped with your product. The Documentation CD-ROM is updated regularly and may be more current than printed documentation. The CD-ROM package is available as a single unit or through an annual or quarterly subscription.

Registered Cisco.com users can order a single Documentation CD-ROM (product number DOC-CONDOCCD=) through the Cisco Ordering tool:

http://www.cisco.com/en/US/partner/ordering/ordering_place_order_ordering_tool_launch.html

All users can order annual or quarterly subscriptions through the online Subscription Store:

http://www.cisco.com/go/subscription

Ordering Documentation

You can find instructions for ordering documentation at this URL:

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

You can order Cisco documentation in these ways:

- Registered Cisco.com users (Cisco direct customers) can order Cisco product documentation from the Networking Products MarketPlace:

  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 comments electronically on Cisco.com. On the Cisco Documentation home page, click **Feedback** at the top of the page.

You can send your comments in e-mail 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, 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.

Cisco TAC Website

The Cisco TAC website (http://www.cisco.com/tac) 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.

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

The online TAC Case Open Tool (http://www.cisco.com/tac/caseopen) is the fastest way to open P3 and P4 cases. (Your network is minimally impaired or 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 these recommendations, your case will be assigned to a Cisco TAC engineer.

For P1 or P2 cases (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.

- 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://www.cisco.com/en/US/products/products_catalog_links_launch.html

- Cisco Press publishes a wide range of networking publications. Cisco suggests these titles for new and experienced users: Internetworking Terms and Acronyms Dictionary, Internetworking Technology Handbook, Internetworking Troubleshooting Guide, and the Internetworking Design Guide. 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/go/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/en/US/about/ac123/ac147/about_cisco_the_internet_protocol_journal.html

- 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
