Release Notes for Cisco Unity Voice Connector for Microsoft Exchange Release 11.0(2)

Published May 25, 2004

These release notes contain compatibility information, system requirements, installation instructions, new and changed support, new and changed functionality, and open and resolved caveats for Cisco Unity Voice Connector for Microsoft Exchange Release 11.0(2).

Voice Connector 11.0(2) is available with Cisco Unity version 4.0(4), 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.
- 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(2) can be installed on either an Exchange 2000 or Exchange 2003 server. Voice Connector versions earlier than 11.0(x) are not supported for installation on an Exchange 2003 server.

Compatibility with Networking Options and Cisco Unity Versions

Voice Connector 11.0(2) is supported for use in the combinations of networking options and Cisco Unity versions listed in Table 1.

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.x	4.0(3) and later only with the Voice Connector for Exchange 2000
AMIS	3.1(2) and later

Note that although Voice Connector 11.0(2) is supported with the options and versions listed above, the new functionality provided by version 11.0(2) is available only with Cisco Unity 4.0(4).

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 Exchange server on which the Voice Connector will be installed is in a different routing group than the Exchange servers on which Cisco Unity subscribers are homed, routing group connectors must be configured between the 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 unrelated 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.

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

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

Exchange 2000 or Exchange 2003	CiscoUnityVoiceConnector11.0.2-Ex2000.exe
Exchange 5.5	CiscoUnityVoiceConnector11.0.2-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(2) is included with Cisco Unity 4.0(4).

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 9
- 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(2)

This section contains information about new and changed support in the Cisco Unity Voice Connector for Microsoft Exchange Release 11.0(2) time frame only. Refer to the release notes of the applicable version for information on new and changed requirements and support in earlier versions of the Voice Connector. Release notes for all versions of the Voice Connector are available at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_release_notes_list.html.

Microsoft Windows Server 2003

Windows Server 2003 is supported on the server on which the Voice Connector for Exchange 2000 and Exchange 2003 is installed.

New and Changed Functionality—Release 11.0(2)

This section contains information about new and changed functionality for Cisco Unity Voice Connector for Microsoft Exchange Release 11.0(2) only. Refer to the release notes of the applicable version for information on new and changed functionality in earlier versions of the Voice Connector. Release notes for all versions of the Voice Connector are available at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_release_notes_list.html.

Note that the new functionality provided by Voice Connector 11.0(2) is available only with Cisco Unity 4.0(4).

Cisco Unity Subscribers Receive Extended-Absence Notification from Octel Severs Networked Via the Cisco Unity Bridge

Cisco Unity subscribers are notified when an Octel recipient has an extended-absence greeting enabled and whether or not the message was accepted.

An extended-absence greeting can be enabled to override all other greetings. When an Octel subscriber with an extended-absence greeting enabled receives a message from another node on the Octel analog network—including the Cisco Unity Bridge—depending on the Octel subscriber class of service settings, the receiving Octel server will do one of the following:

- Deliver the message to the Octel subscriber mailbox, and send a delivery receipt to the sender explaining that the message was delivered even though the extended-absence greeting of the recipient is enabled.
- Reject the message, and send a nondelivery receipt to the sender explaining that the message was not delivered because the Octel subscriber has an extended-absence greeting enabled.

The Bridge passes along the notification about the extended-absence greeting (either the delivery receipt or the nondelivery receipt) to the Voice Connector, which sets a predetermined reason code in the receipt. The reason code in the receipt is interpreted by the Cisco Unity Inbox and the Cisco Unity conversation—also known as the TUI (telephone user interface)—to provide Cisco Unity subscribers with notification of the extended absence.

Note the following limitations:

- The reason code in the receipt is not interpreted by Cisco Unity ViewMail for Microsoft Outlook, so subscribers who use ViewMail are not provided with notification of the extended absence.
- If the receipt with the reason code passes through an Exchange Routing Group Connector, the reason code is stripped off. Although subscribers receive a receipt, the information about the extended absence is not available. See CSCed93440 in the "Caveats" section on page 12 for more information.

This functionality requires that you enable the Bridge server to send the delivery receipt. Information on enabling the Bridge server to send the extended-absence delivery receipt and on installing the Voice Connector can be found in the following task lists in 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:

- "Task List: Setting Up Cisco Unity and the Bridge for Networking"
- "Task List: Upgrading From Bridge 2.x to Bridge 3.x"
- "Task List: Upgrading from Cisco Unity 4.0(3) with Bridge 3.x"

This functionality is available only with Cisco Unity 4.0(4).

No Codec Conversion on Outbound VPIM Messages

A setting has been added to the VPIM delivery location page in the Cisco Unity Administrator that allows you to specify that outbound VPIM messages are not to be converted by the Voice Connector to another audio format. (In previous versions of Cisco Unity, all outbound VPIM messages were automatically converted by the Voice Connector to the G.726 audio format, which is the format required by the VPIM Version 2 specification and supported by all VPIM-compliant voice messaging systems.) The new Do Not Convert Outgoing Message setting allows outbound messages to be sent in the same format in which they were recorded.

Typically, you choose this option only when you are using VPIM Networking for messaging between Cisco Unity servers in different Active Directory forests. When you are using VPIM Networking with other voice messaging systems, consult the documentation to determine the audio formats that the system supports for VPIM messages.

This functionality is available only with Cisco Unity 4.0(4).

Nondelivery Receipts Improvements

When voice messages from a Cisco Unity subscriber sent via AMIS, VPIM, or the Cisco Unity Bridge to someone using another voice messaging system are returned as undeliverable, the Voice Connector sets a predetermined reason code in the nondelivery receipts (NDRs). The reason code in the NDRs are interpreted by the Cisco Unity Inbox and the TUI to provide subscribers with information as to why the message delivery failed.

Note the following limitations:

- The reason code in the NDR is not interpreted by ViewMail, so subscribers who use ViewMail to read NDR messages are not provided with additional information.

- If the message-delivery failure occurs before the outbound message is processed by the Voice Connector, the additional information is not provided.
- If the receipt with the reason code passes through an Exchange Routing Group Connector, the reason code is stripped off, so the additional information is not available to subscribers. See CSCed93440 in the "Caveats" section on page 12 for more information.

This functionality is available only with Cisco Unity 4.0(4).

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(2)

Table 3 Cisco Unity Voice Connector for Microsoft Exchange Release 11.0(2) Open Caveats

Caveat Number	Severity	Description
CSCea64202	3	The Voice Connector currently logs an information event no matter how it is stopped; however, there is no warning event logged when it is stopped abnormally. Information is available in the Voice Connector log files about the reason for the Voice Connector stopping.

Table 3 Cisco Unity Voice Connector for Microsoft Exchange Release 11.0(2) Open Caveats (continued)

Caveat Number	Severity	Description
CSCeb35271	3	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.

Table 3 Cisco Unity Voice Connector for Microsoft Exchange Release 11.0(2) Open Caveats (continued)

Caveat Number	Severity	Description
CSCed93440	3	Subscribers do not get extra nondelivery receipt or delivery receipt (DR) reason information on their messages when using AMIS, Bridge, or VPIM Networking. **Condition** Cisco Unity 4.0(4) with the Cisco Unity Voice Connector for Exchange 2000 version 11.0(2), in either a mixed-mode Exchange deployment, or an Exchange 2000/ Exchange 2003 deployment (without any Exchange 5.5 servers). The configuration in use consists of multiple Routing Groups configured in Exchange, and there are Routing Group connectors that connect the member servers in all Routing Groups. Any Cisco Unity subscriber who has an Exchange mailbox located on an Exchange server in a Routing Group where the Voice Connector is not installed (i.e., the Voice Connector is installed in a different Routing Group than the Cisco Unity Subscribers), will see this behavior. When Exchange routes the messages from the Voice Connector to the Cisco Unity subscribers in the other Routing Group(s), the extra NDR/DR reason information is lost. Note, that for Cisco Unity subscribers that have mailboxes located in the same Routing Group as the Voice Connector, they will not lose the extra NDR/DR reason information. **Workaround** Note that the following two workarounds listed could potentially impact your Exchange performance and/or message routing capabilities. Be sure you fully understand why there are multiple Routing Groups in place and determine if they are necessary before implementing either of the workarounds listed below. There are two ways that this can be fixed: 1. Remove the multiple Exchange Routing Groups, and use only one Routing Group in the Exchange configuration. This will force all Cisco Unity subscriber mailboxes to be located in the same Routing Group as the Voice Connector. 2. Move all Cisco Unity subscriber mailboxes to Exchange servers located in the same Routing Group as the Voice Connector. Note that this workaround does not require the removal of Routing Groups, only moving the Cisco Unity subscriber mailboxes from one Routing Group to another.

Resolved Caveats—Release 11.0(2)

Table 4 Cisco Unity Voice Connector for Microsoft Exchange Release 11.0(2) Resolved Caveats

Caveat Number	Description
CSCdx86386	VPIM-NDRs generated after IVC modifies addr not routed to sender
CSCdy32788	IVC2000-GEN-DRs do not indicate recipient of delivered message-VMO
CSCdy49912	Voice connector not moved with Exch svr when routing group changed
CSCdz46253	IVC-GEN-Delivery Restrictions settings do not work as expected
CSCeb71865	Hidden Users not resolved properly in From: Address
CSCec12309	Voice Connector should request DR from Exchange on inbound messages
CSCec26719	VC2000-No NDR for Bridge message from Unity sender w/ no legacymbox

Table 4 Cisco Unity Voice Connector for Microsoft Exchange Release 11.0(2) Resolved Caveats (continued)

Caveat Number	Description
CSCed21961	Bridge-Incoming msg shouldnt be delivered if multiple recip matches
CSCed66880	Voice Connector message queues not visible in E2K3 System Manager

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

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 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 send 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, 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

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. 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:

  http://www.ciscopress.com

- *Packet* magazine is the Cisco Systems technical user magazine for maximizing Internet and networking investments. Each quarter, Packet delivers coverage of the latest industry trends, technology breakthroughs, and Cisco products and solutions, as well as network deployment and troubleshooting tips, configuration examples, customer case studies, certification and training information, and links to scores of in-depth online resources. You can access Packet magazine at this URL:

  http://www.cisco.com/packet

- *iQ Magazine* is the quarterly publication from Cisco Systems designed to help growing companies learn how they can use technology to increase revenue, streamline their business, and expand services. The publication identifies the challenges facing these companies and the technologies to help solve them, using real-world case studies and business strategies to help readers make sound technology investment decisions. 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

- 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
