



# Release Notes for Cisco Unity Connection Release 8.6(1) and 8.6(1a)

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These release notes contain information on downloading software, new and changed support, new and changed functionality, limitations and restrictions, caveats, and documentation updates for Cisco Unity Connection Release 8.6(1) and 8.6(1a) and for Connection in Cisco Unified Communications Manager Business Edition (CMBE) Release 8.6(1) and 8.6(1a).



**Note**

Cisco Unity Connection is a Linux-based solution. It is available in two configurations—Cisco Unity Connection, and Cisco Unified Communications Manager Business Edition, in which Connection is preloaded on the same platform with Cisco Unified Communications Manager. These release notes contain information for both configurations.

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Cisco Unity Connection 8.6(1a) contains fixes and changes to the operating system and/or Cisco Unified Communications Manager 8.6(1) application components, including components shared by Connection and Cisco Unified CM.

Note the following information:

- Throughout this document, references to 8.6(1) also apply to 8.6(1a), unless otherwise noted.
- Anything documented as compatible with Connection 8.6(1)—for example, versions and tools, and other Cisco products—are equally compatible with 8.6(1a).
- For more information, see the [“Cisco Unity Connection 8.6\(1a\)” section on page 5](#).

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**Note**

Items in release notes may be added, or revised to correct or clarify information after the initial publication date (the date the software was released). When an item has been changed, the phrase “Added <date>” or “Revised <date>” is included in the text of an item.



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# Contents

- System Requirements, page 2
- Related Documentation, page 4
- New and Changed Requirements and Support—Release 8.6(1), page 5
- New Functionality—Release 8.6(1), page 10
- Changed Functionality—Release 8.6(1), page 13
- Installation and Upgrade Information, page 14
- Migration Information, page 23
- Limitations and Restrictions, page 23
- Caveats, page 25
- Troubleshooting Information, page 27
- Obtaining Documentation and Submitting a Service Request, page 27
- Cisco Product Security Overview, page 27

## System Requirements

### For Cisco Unity Connection

*System Requirements for Cisco Unity Connection Release 8.x* contains the most current Connection requirements. The document is available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/8x/requirements/8xcucsysreqs.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/requirements/8xcucsysreqs.html).

### For Cisco Unity Connection in Cisco Unified CMBE

*System Requirements for Cisco Unity Connection in Cisco Unified CMBE Release 8.x* contains the most current Connection requirements. The document is available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/8x/requirements/8xcucmbesysreqs.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/requirements/8xcucmbesysreqs.html).

## Compatibility Information

The following documents list the most current version combinations qualified for use with Cisco Unity Connection, and with Connection in Cisco Unified CMBE (where applicable):

- *Compatibility Matrix: Cisco Unity Connection and the Software on User Workstations*
- *SCCP Compatibility Matrix: Cisco Unity Connection, Cisco Unified Communications Manager, and Cisco Unified Communications Manager Express*
- *SIP Trunk Compatibility Matrix: Cisco Unity Connection, Cisco Unified Communications Manager, and Cisco Unified Communications Manager Express*

The documents are available on Cisco.com at [http://www.cisco.com/en/US/products/ps6509/products\\_device\\_support\\_tables\\_list.html](http://www.cisco.com/en/US/products/ps6509/products_device_support_tables_list.html).

## Determining the Software Version

This section contains procedures for determining the version in use for the following software:

- [Cisco Unity Connection Application, page 3](#)
- [Cisco Personal Communications Assistant Application, page 3](#)
- [Cisco Unified Communications Operating System, page 4](#)

### Cisco Unity Connection Application

This section contains two procedures. Use the applicable procedure, depending on whether you want to use Connection Administration or a command-line interface session to determine the version.

#### To Determine the Version of the Connection Application by Using Cisco Unity Connection Administration

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**Step 1** In Cisco Unity Connection Administration, in the upper-right corner below the Navigation list, select **About**.

The Connection version is displayed below “Cisco Unity Connection Administration.”

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#### To Determine the Version of the Connection Application by Using the Command-Line Interface

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**Step 1** Start a command-line interface (CLI) session. (For more information, see the Cisco Unified Communications Operating System Administration Help.)

**Step 2** Run the **show cuc version** command.

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### Cisco Personal Communications Assistant Application

#### To Determine the Version of the Cisco Personal Communications Assistant (PCA) Application

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**Step 1** Sign in to the Cisco PCA.

**Step 2** On the Cisco PCA Home page, select **About** in the upper right corner. (The link is available on every Cisco PCA page.)

**Step 3** The Cisco Unity Connection version is displayed. The Cisco PCA version is the same as the Connection version.

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## Cisco Unified Communications Operating System

This section contains two procedures. Use the applicable procedure, depending on whether you want to use Cisco Unified Operating System Administration or a command-line interface session to determine the version.

### To Determine the Version of the Cisco Unified Communications Operating System by Using Cisco Unified Operating System Administration

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- Step 1** In Cisco Unified Operating System Administration, the System Version is displayed below “Cisco Unified Operating System Administration” in the blue banner on the page that appears after you sign in.
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### To Determine the Version of the Cisco Unified Communications Operating System by Using the Command-Line Interface

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- Step 1** Start a command-line interface (CLI) session. (For more information, see Cisco Unified Operating System Administration Help.)
- Step 2** Run the **show version active** command.
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## Related Documentation

### For Cisco Unity Connection

For descriptions and URLs of Cisco Unity Connection documentation on Cisco.com, see the *Documentation Guide for Cisco Unity Connection Release 8.x*. The document is shipped with Connection and is available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/8x/roadmap/8xcucdg.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/roadmap/8xcucdg.html).

### For Cisco Unified Communications Manager Business Edition



#### Note

Content in these release notes that references “Cisco Unified Communications Manager Business Edition” and “Cisco Unified CMBE” applies to Business Edition 5000 version 8.6. The references do not apply to Business Edition 3000.

For descriptions and URLs of Cisco Unified Communications Manager Business Edition documentation on Cisco.com, see the *Cisco Unified Communications Manager Business Edition Documentation Guide*. The document is shipped with Cisco Unified CMBE and is available at [http://www.cisco.com/en/US/products/ps7273/products\\_documentation\\_roadmaps\\_list.html](http://www.cisco.com/en/US/products/ps7273/products_documentation_roadmaps_list.html).

**Note**

The documentation links on Cisco.com for some Cisco Unity Connection in Cisco Unified CMBE 8.x versions go to documents that are labeled for Cisco Unity Connection Release 8.x. Despite the version label, content in those documents applies to both Connection configurations.

## New and Changed Requirements and Support—Release 8.6(1)

This section contains information about new and changed requirements and support in the 8.6(1) release time frame only.

(For information on new and changed requirements and support in earlier versions of Cisco Unity Connection, see the applicable release notes at

[http://www.cisco.com/en/US/products/ps6509/prod\\_release\\_notes\\_list.html](http://www.cisco.com/en/US/products/ps6509/prod_release_notes_list.html). Release notes for all versions of Cisco Unified Communications Manager Business Edition are available at [http://www.cisco.com/en/US/products/ps7273/prod\\_release\\_notes\\_list.html](http://www.cisco.com/en/US/products/ps7273/prod_release_notes_list.html).)

### Cisco Unity Connection 8.6(1a)

**Revised June 22, 2011**

Cisco Unity Connection 8.6(1a) contains fixes and changes to the operating system and/or Cisco Unified Communications Manager 8.6(1) application components, including components shared by Connection and Cisco Unified CM.

The shipping DVD and the DVD image available on the Cisco Unity Connection 8.6 Software Download page on Cisco.com have been updated with release 8.6(1a).

For related information, see the following sections in these release notes:

- “Supported Cisco Unity Connection Upgrades” section on page 18
- “Related Caveats—Cisco Unified Communications Manager 8.6(1) Components That Are Used by Connection 8.6(1)” section on page 26

### Cisco Unity Connection ViewMail for IBM Lotus Notes 8.5(1) Is Supported for Use With Cisco Unity Connection 8.6

Cisco Unity Connection ViewMail for IBM Lotus Notes 8.5(1) is supported for use with Cisco Unity Connection 8.6.

See the following documentation for additional information:

- For installation and configuration information, see the *Release Notes for Cisco Unity Connection ViewMail for IBM Lotus Notes Release 8.5(1)* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/vmn/release/notes/851cucvmrn.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/vmn/release/notes/851cucvmrn.html).
- For end-user information, see the *User Guide for Accessing Cisco Unity Connection Voice Messages in an Email Application (Release 8.x)* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/8x/user/guide/email/8xcucugemailx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/user/guide/email/8xcucugemailx.html).

## Command-Line Interface Commands

The following command-line interface commands have been added/updated:

- util os secure [status | enforce | permissive]
- util create report [security]

For more information, see CLI Help.

## Hardware Support

Note the following considerations about support for Cisco Unity Connection servers.

- Some servers that were supported for earlier versions of Connection are no longer supported. For information on:
  - Whether your server is supported for use with Connection 8.6, see the *Cisco Unity Connection 8.x Supported Platforms List* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/8x/supported\\_platforms/8xcucspl.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/supported_platforms/8xcucspl.html).
  - Replacing unsupported servers while upgrading to Connection 8.6(1), see the applicable upgrade chapter in the *Reconfiguration and Upgrade Guide for Cisco Unity Connection Release 8.x* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/8x/upgrade/guide/8xcucrugx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/upgrade/guide/8xcucrugx.html).
- If you are upgrading from earlier versions of Cisco Unity Connection and you want to reuse the current server, for some servers you must replace hard disks. In addition, for some configurations, you must add memory.
  - If you are upgrading an existing Connection server to version 8.6, see the *Cisco Unity Connection 8.x Supported Platforms List* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/8x/supported\\_platforms/8xcucspl.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/supported_platforms/8xcucspl.html) to determine whether your server requires replacement hard disks or additional memory.
  - For information on replacing the hard disks or adding memory, see the applicable chapter in the *Reconfiguration and Upgrade Guide for Cisco Unity Connection Release 8.x* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/8x/upgrade/guide/8xcucrugx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/upgrade/guide/8xcucrugx.html).
- Some new servers have been released since Connection 8.0 was released. For information on the new servers, see the *Cisco Unity Connection 8.x Supported Platforms List* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/8x/supported\\_platforms/8xcucspl.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/supported_platforms/8xcucspl.html).

## Phone System Integrations

### For Cisco Unity Connection

For supported versions of Cisco Unified CM and Cisco Unified CM Express, see the applicable document, depending on the integration type:

- *SCCP Compatibility Matrix: Cisco Unity Connection, Cisco Unified Communications Manager, and Cisco Unified Communications Manager Express* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/compatibility/matrix/cucsccpmtx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/compatibility/matrix/cucsccpmtx.html).
- *SIP Trunk Compatibility Matrix: Cisco Unity Connection, Cisco Unified Communications Manager, and Cisco Unified Communications Manager Express* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/compatibility/matrix/cucsiptrunkmtx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/compatibility/matrix/cucsiptrunkmtx.html).

For information on other supported phone system integrations, see the applicable Cisco Unity Connection integration guides at

[http://www.cisco.com/en/US/products/ps6509/products\\_installation\\_and\\_configuration\\_guides\\_list.html](http://www.cisco.com/en/US/products/ps6509/products_installation_and_configuration_guides_list.html).

### For Cisco Unity Connection in Cisco Unified CMBE

Cisco Unified Communications Manager 8.6 has been qualified for use with Cisco Unified CMBE. It is installed on the same platform with Cisco Unity Connection.

## Preloaded MCS 7835 Hardware Is Not Available With 8.6(1)

Cisco Unity Connection 8.6(1) and later will not be available in a preloaded format on the MCS 7835 servers. Therefore, no MCS 7835-I3-K9-Uxxx servers will be available for this version of software. Only the MCS7825I5-K9-UCC3 and the MCS 7845-I3-K9-UCC3 SKU are available for the preloaded 7825-I5 and 7845-I3 servers.

Cisco Unity Connection 8.6(1) software can still run on the MCS 7835 I2 and I3 series servers, however, those servers will need the following:

- 6 GB of RAM
- 2 disks of minimum 146 GB drives

You will have the following options:

- If upgrading from Connection 8.5 running on a MCS 7835 server, you will need to upgrade the memory on the server to 6GB before upgrading the software.
- If you need a MCS 7835, you can buy the MCS 7835-I3-K9-UCC2 server, which comes preloaded with Cisco Unity Connection 8.5. Add 2 GB RAM to the server (MEM-7835-I3-2GB=), and upgrade the software to Cisco Unity Connection 8.6.

## Significant Changes to Connection Upgrade Process Result in New Requirements

The upgrade process from earlier versions of Connection to version 8.6 is significantly different from previous upgrades.

In addition, the following requirements have been added:

- You must download and install a Cisco Options Package before you upgrade to Connection 8.6.
- You must attach a 128-GB USB drive to the Connection server if you are upgrading a Cisco MCS 7825-H3 server, the equivalent HP DL320G5, or a Cisco MCS 7828-H3 server (for Cisco Unified Communications Manager Business Edition). This is because the upgrade converts these servers from hardware RAID to software RAID, and the hard disks are reformatted. The USB drive is required so Connection data and voice messages are not lost during the upgrade.



### Caution

The upgrade process has changed significantly from earlier versions of Connection. To successfully upgrade to Connection 8.6, you must refer to the applicable upgrade chapter in the *Reconfiguration and Upgrade Guide for Cisco Unity Connection Release 8.x* at

[http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/8x/upgrade/guide/8xcucrugx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/upgrade/guide/8xcucrugx.html).

## Software Qualified for Use with Cisco Unity Connection on User Workstations

For the most current version combinations of software qualified for use on user workstations, see *Compatibility Matrix: Cisco Unity Connection and the Software on User Workstations* at

[http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/compatibility/matrix/cucclientmtx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/compatibility/matrix/cucclientmtx.html)

## Support for E.164 Formatted Phone Numbers

For international calling, Cisco Unity Connection 8.6 supports the E.164 phone numbers, that is, phone numbers can use the "+" character to represent the international dialing access code needed to reach a destination from different countries.



### Note

The extension of an End User Account (User with a Voice Mailbox), cannot be in the E.164 format. The "+" character is not supported for this field.

For example, +1 408 526 4000 is the international notation for Cisco's main corporate office in the United States. To call this number, an enterprise telephony user from France typically would have to dial 0 00 1 408 526 4000, whereas a caller from the United Kingdom would have to dial 9 00 1 408 526 4000. In each case, "+" must be replaced with the appropriate off-net access code (as required by the enterprise telephony system) and international access code (as required by the PSTN carrier).



### Note

Unlike in Cisco Unified CM, no escape character ("\") needs to be added in front of "+" character in the phone number field.



For international calling, Cisco Unity Connection 8.6 supports the E.164 phone in the following fields:

- Transfer extensions for the end users
- Notification device phone numbers for the end user
- Personal contact phone numbers for the end user
- System contact phone numbers for the Connection system
- Personal call transfer rule phone numbers Connection system
- Restriction patterns for the Connection system
- Message Waiting Indicator extensions for the Connection System
- Alternate extensions for the end user

Note that for the Alternate Extension learning feature to work with the E.164 formatted numbers, the following restriction tables need to be updated:

- User-Defined and Automatically-Added Alternate Extensions
- Default Outdial



**Note**

The following points need to be considered while using the E.164 phone numbers:

- If you are importing users from LDAP with E.164 formatted Primary phone number, use the Regular Expressions supported to setup a translation pattern. For more information, see the “Converting Phone Numbers into Extensions (Cisco Unity Connection 8.5 and Later Only)” section of the *System Administration Guide for Cisco Unity Connection Release 8.x* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/8x/administration/guide/8xcucsag306.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/administration/guide/8xcucsag306.html).
- If you are importing users from Cisco Unified CM (with E.164 formatted extensions) through AXL integration, you need to export the E.164 extensions from Cisco Unified CM into a CSV file and perform the necessary translations on the Alternate Extensions, in Excel for example, prior to using the Bulk Administration Tool (BAT) to import them into Connection. For more details on using the Cisco Unity Connection 8.x Bulk Administration Tool (BAT), see the “Using the Cisco Unity Connection 8.x Bulk Administration Tool (BAT)” section of the *User Moves, Adds, and Changes Guide for Cisco Unity Connection Release 8.x* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/8x/user\\_mac/guide/8xcucmacappa.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/user_mac/guide/8xcucmacappa.html).

## Utility Updates on the Cisco Unity Tools Website

Updates to utilities on the Cisco Unity Tools website are frequently posted between Cisco Unity Connection releases. The updates commonly do not apply to a specific release, so we do not list the tools that have been updated since the last version of Connection. However, you can sign up to be notified when the utilities posted on the Cisco Unity Tools website are updated. Go to <http://www.ciscounitytools.com>, and select Sign Up Here.

## Virtualization Enhancements

Cisco Unity Connection 8.0(3) and later can be installed on the VMware vSphere versions - ESXi4.0 and ESXi4.1. See

[http://docwiki.cisco.com/wiki/Unified\\_Communications\\_VMware\\_Requirements#ESXi\\_Support\\_for\\_Messaging\\_and\\_Presence\\_Applications](http://docwiki.cisco.com/wiki/Unified_Communications_VMware_Requirements#ESXi_Support_for_Messaging_and_Presence_Applications) for more information.

When deployed with the ESXi4.1, Cisco Unity Connection will support the VMware Boot from SAN functionality. See

[http://docwiki.cisco.com/wiki/Unified\\_Communications\\_VMware\\_Requirements#ESXi\\_Support\\_for\\_Messaging\\_and\\_Presence\\_Applications](http://docwiki.cisco.com/wiki/Unified_Communications_VMware_Requirements#ESXi_Support_for_Messaging_and_Presence_Applications) for more information.

Unity Connection 8.0(2) and later can be run on specification based hardware from Cisco, HP and IBM. However, some restrictions are applied. See

[http://docwiki.cisco.com/wiki/Specification-Based\\_Hardware\\_Support](http://docwiki.cisco.com/wiki/Specification-Based_Hardware_Support) for more information.

The support for the Input/Output devices on the servers that are running Connection as a virtual appliance has been enhanced to include FCoE and Cisco Converged Network adapters. See [http://docwiki.cisco.com/wiki/Specification-Based\\_Hardware\\_Support#IO\\_Devices](http://docwiki.cisco.com/wiki/Specification-Based_Hardware_Support#IO_Devices) for more information.

Unity Connection 8.0(2) and later now support FC, FCOE, iSCSI, and NFS SAN environments with some restrictions. See [http://docwiki.cisco.com/wiki/Shared\\_Storage\\_Considerations](http://docwiki.cisco.com/wiki/Shared_Storage_Considerations) for more information.

## New Functionality—Release 8.6(1)

For information on new functionality in earlier versions of Cisco Unity Connection, see the applicable release notes at [http://www.cisco.com/en/US/products/ps6509/prod\\_release\\_notes\\_list.html](http://www.cisco.com/en/US/products/ps6509/prod_release_notes_list.html). Release notes for all versions of Cisco Unified Communications Manager Business Edition are available at [http://www.cisco.com/en/US/products/ps7273/prod\\_release\\_notes\\_list.html](http://www.cisco.com/en/US/products/ps7273/prod_release_notes_list.html).)

Note that the Cisco Unity Tools website may offer scripts and applications that were not included in Cisco Unity Connection 8.6(1). Some offerings may not be supported by Cisco TAC. See <http://www.ciscounitytools.com> for information.

## Single Sign-On Feature Support with Cisco Unity Connection 8.6 and Later

Cisco Unity Connection 8.6 and later versions support the single sign-on feature that allows end users to log in once and gain access to use the following Cisco Unity Connection applications without signing on again:

- Cisco Personal Communications Assistant
- Web Inbox
- Cisco Unity Connection Administration
- Cisco Unity Connection Serviceability

To enable the single sign-on feature in Connection, you use the **utils sso enable** CLI command. For more information on the **utils sso <option>** CLI commands, see the applicable *Command Line Interface Reference Guide for Cisco Unified Communications Solutions* at [http://www.cisco.com/en/US/products/ps6509/prod\\_maintenance\\_guides\\_list.html](http://www.cisco.com/en/US/products/ps6509/prod_maintenance_guides_list.html).

The complete set of instructions to configure Connection and OpenAM server for single sign-on are given in the Cisco white paper, *A complete guide for installation, configuration and integration of Open Access Manager 9.0 with CUCM 8.5, 8.6 /CUC 8.6 and Active Directory for SSO* at [http://www.cisco.com/en/US/partner/products/sw/voicesw/ps556/prod\\_white\\_papers\\_list.html](http://www.cisco.com/en/US/partner/products/sw/voicesw/ps556/prod_white_papers_list.html).

## Support for Microsoft BPOS Dedicated Environments

In Cisco Unity Connection 8.6 and later, you can configure Connection to synchronize voice messages in Connection user's mailbox with the user's Exchange mailbox configured on Microsoft's Business Productivity Online Suite (BPOS Dedicated) environments. This support is provided only on the BPOS Dedicated environments not on the BPOS Standard environments.



### Note

For BPOS Dedicated support, Connection must be running 8.5(1) SU1 or later.

For more information on Connection's integration with Microsoft BPOS Dedicated environments, see the “[Cisco Unity Connection 8.x Overview](#)” chapter of the *Design Guide for Cisco Unity Connection Release 8.x* at

[http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/8x/design/guide/8xcucdtx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/design/guide/8xcucdtx.html).

## Support for SpeechView Fully Automated (Standard)

You can read the voicemail with Cisco SpeechView. Now, this solution is fully automated and does not require any human assistance in converting speech to text and delivering the text version of the voice message to your email inbox so that you can take immediate action.

Cisco SpeechView fully automated solution keeps the original audio version of each transcribed voice message available to you anywhere at anytime. Cisco SpeechView:

- Sends a text version of the voice message within minutes after caller has left it in your Unity Connection voice mailbox
- Does not require you to learn any commands or take special action to receive speech-to-text versions of your voice messages

For more information on SpeechView Fully Automated (Standard), see the “[Cisco Unity Connection 8.x Overview](#)” chapter of the *Design Guide for Cisco Unity Connection Release 8.x* at

[http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/8x/design/guide/8xcucdtx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/design/guide/8xcucdtx.html).

## Cisco Unity Connection Conversation Enhancements

The following sections contain information on new behavior related to the Cisco Unity Connection conversation in which you might be interested:

- [Additional Options Available for Footer Information That Gets Played After a Message](#), page 12
- [Offering Outside Callers the Option to Mark Messages as Private](#), page 12
- [Offering Users the Option to Remove Prior Introductions When Forwarding the Original Message](#), page 12
- [Option to Automatically Advance to Next Message After Playing the After Message Menu](#), page 13
- [Prompting Users to Record Introductions When Forwarding Messages](#), page 13

- [Warning Users Replying to All That Number of Recipients Exceeds Maximum](#), page 13

## Additional Options Available for Footer Information That Gets Played After a Message

Cisco Unity Connection provides additional options to play in the footer information after a message. The footer information now includes the sender information, extension or ANI, and the message number, in addition to the time the message was sent and message duration. Connection can play all, none, or a combination of the available footer information after playing a message.

To configure the footer information after message playback, select the applicable options in the After Playing Each Message, Play settings on the Playback Message Settings page. The options can be configured for a user template or an individual user, or by using the Bulk Edit utility in Cisco Unity Connection Administration.

## Offering Outside Callers the Option to Mark Messages as Private

Cisco Unity Connection provides three sensitivity options for messages left by outside callers. With the Mark Normal option, all messages left by outside callers are marked Normal. With the Mark Private option, all outside-caller messages are marked Private. With the Ask Callers option, Connection asks outside callers whether to mark their messages Private.

You set message sensitivity for outside-caller messages on the applicable Message Settings page for a user template or an individual user, or by using the Bulk Edit utility in Cisco Unity Connection Administration. The Message Sensitivity options also are available on the applicable Message Settings page for a call handler template or individual call handler.

The default setting is Mark Normal.

## Offering Users the Option to Remove Prior Introductions When Forwarding the Original Message

When users receive a voice message that has been forwarded one or more times and that contains one or more recorded introductions, they can choose to have those prior introductions removed when forwarding the original message. Users can still add their own voice introductions after choosing to remove prior voice introductions. However, the content of the original voice message cannot be removed or altered.

You enable this feature by assigning a key to the Forward Original Message action on the Message Header, Message Body, Message Footer, or After Message Action tabs in the Custom Keypad Mapping tool in Cisco Unity Connection Administration. By default, no keys are assigned to this action. To forward a message and retain all prior voice introductions, users use the key assigned to the Forward Message action. However, this feature is automatically enabled for voice-recognition users by saying, "Forward the original message."

Prior introductions can be removed if attempted only for voice messages. The removal of prior introductions may not succeed for messages sent to or from sites that are networked, such as using VPIM. In addition, prior introductions can be removed only for touchtone and voice-recognition conversation users, and Visual Voicemail users.

## Option to Automatically Advance to Next Message After Playing the After Message Menu

You can set Cisco Unity Connection to automatically move to the next message in the message stack without requiring user to perform any action in the After Message menu options. When this setting is enabled and invoked, Connection still uses the Wait for First Touchtone or Voice Command setting on the Phone Menu page to follow how long to wait before playing the next message. In addition, the Times to Repeat Menu When User Does Not Respond setting on the Phone Menu page for menu retries does not apply.

Note that if a user is in the new message stack, the messages are marked as saved when automatic advanced is invoked. Messages are marked as-is in the other message stacks.

To set automatic advance, check the Automatically Advance to the Next Message check box in the After Playing the After Message Menu option on the Playback Message Settings page. The option can be checked for a user template or an individual user, or by using the Bulk Edit utility in Connection Administration. The Automatically Advance to the Next Message setting can be enabled for touchtone and voice-recognition conversation users.

By default, the Automatically Advance to the Next Message check box is unchecked.

## Prompting Users to Record Introductions When Forwarding Messages

You can set whether Cisco Unity Connection prompts users to record introductions when they forward messages. By default, Connection prompts users to record introductions when they forward messages.

To disable the default settings, navigate to the System Settings > Advanced > Conversations page in Cisco Unity Connection Administration and uncheck the Prompt User to Record an Introduction When Forwarding Messages check box. Users may choose to record an introduction later, before sending the message.

The prompt to record introductions when forwarding messages applies to both, for touchtone and voice-recognition conversation users.

## Warning Users Replying to All That Number of Recipients Exceeds Maximum

When a message is sent to multiple recipients and/or distribution lists, recipients have the option to reply-all. You can configure Cisco Unity Connection to warn users when the number of recipients exceeds the number specified or there is a distribution list present.

By default, when a user replies to all recipients of a message, Connection does not indicate to the user how large the recipient list is. To set the maximum number of recipients, enter a number in the Maximum Number of Recipients Before Reply-All Warning text box on the System Settings > Advanced > Conversations page in Cisco Unity Connection Administration. The settings for reply-all recipients of a message can be configured for touchtone and voice-recognition conversation users.

## Changed Functionality—Release 8.6(1)

This section contains information about changed functionality in the 8.6(1) release time frame only.

(For information on changed functionality in earlier versions of Cisco Unity Connection, see the applicable release notes at [http://www.cisco.com/en/US/products/ps6509/prod\\_release\\_notes\\_list.html](http://www.cisco.com/en/US/products/ps6509/prod_release_notes_list.html). Release notes for all versions of Cisco Unified Communications Manager Business Edition are available at [http://www.cisco.com/en/US/products/ps7273/prod\\_release\\_notes\\_list.html](http://www.cisco.com/en/US/products/ps7273/prod_release_notes_list.html).)

Note that the Cisco Unity Tools website may offer scripts and applications that were not included in Cisco Unity Connection 8.6(1). Some offerings may not be supported by Cisco TAC. See <http://www.ciscounitytools.com> for information.

## Cisco Security Agent Has Been Replaced with Security-Enhanced Linux

In previous Connection releases, Cisco Security Agent was installed on the Connection server to secure communication with other servers and with clients. With Connection 8.6, Cisco Security Agent has been replaced with Security-Enhanced Linux (SELinux).

The SELinux access-control security policies have been configured specifically for Connection. For example, the same TCP and UDP ports that must be opened in a firewall to allow inbound and outbound communication are also opened in SELinux. For a list of these ports, see the “[IP Communications Required by Cisco Unity Connection 8.x](#)” chapter of the *Security Guide for Cisco Unity Connection Release 8.x* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/8x/security/guide/8xcucsecx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/security/guide/8xcucsecx.html).



### Note

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You cannot change the SELinux security policies.

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You can disable SELinux policy enforcement by using the **utils os secure** CLI command if necessary, for example, for troubleshooting. However, by disabling SELinux, you are subjecting the Connection server to unauthorized access.

For more information on the **utils os secure** CLI command, see the applicable *Command Line Interface Reference Guide for Cisco Unified Communications Solutions* at [http://www.cisco.com/en/US/products/ps6509/prod\\_maintenance\\_guides\\_list.html](http://www.cisco.com/en/US/products/ps6509/prod_maintenance_guides_list.html).

## Installation and Upgrade Information

- [Information for Cisco Unified Communications Manager Business Edition Customers](#), page 15
- [Installing Cisco Unity Connection for the First Time on a Physical Server](#), page 15
- [Installing Cisco Unity Connection for the First Time on a Virtual Machine](#), page 16
- [Cisco Unity Connection 8.6\(1\)—Restricted and Unrestricted Versions](#), page 18
- [Supported Cisco Unity Connection Upgrades](#), page 18
- [How Restricted and Unrestricted Versions Affect Upgrades](#), page 19
- [Upgrading to Cisco Unity Connection 8.6](#), page 20
- [Installation and Upgrade Notes](#), page 22

## Information for Cisco Unified Communications Manager Business Edition Customers

- For instructions on installing a new Cisco Unified CMBE server, see *Overview of Mandatory Tasks for Setting Up a Cisco Unified Communications Manager Business Edition 8.x Server* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/8x/cucmbe\\_task\\_list/8xcucmbetask.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/cucmbe_task_list/8xcucmbetask.html) and the *Installing Cisco Unified Communications Manager Business Edition 5000 Release 8.6(1)* guide at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/cucmbe/install/8\\_6\\_1/install/cmins861.html](http://www.cisco.com/en/US/docs/voice_ip_comm/cucmbe/install/8_6_1/install/cmins861.html), at [http://www.cisco.com/en/US/products/ps7273/prod\\_installation\\_guides\\_list.html](http://www.cisco.com/en/US/products/ps7273/prod_installation_guides_list.html).
- For instructions on upgrading a Cisco Unified CMBE server, see the “Software Upgrades” chapter of the applicable version of the *Cisco Unified Communications Operating System Administration Guide* at [http://www.cisco.com/en/US/products/ps7273/prod\\_maintenance\\_guides\\_list.html](http://www.cisco.com/en/US/products/ps7273/prod_maintenance_guides_list.html).



### Caution

If you are upgrading from Cisco Unified CMBE version 6.x or 7.x or 8.x and any languages other than U.S. English (ENU) are currently installed and in use on the 6.x or 7.x or 8.x server, you must install the Connection 8.6 versions of the same languages after the Cisco Unified CMBE upgrade. Otherwise, the Connection conversation will not function properly for users who are configured to use non-ENU languages. For information on downloading and installing languages, see the “Downloading Connection 8.x Language Files” and “Installing Connection 8.x Language Files” sections in the “Adding or Removing Cisco Unity Connection 8.x Languages” chapter of the *Reconfiguration and Upgrade Guide* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/8x/upgrade/guide/8xcucrugx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/upgrade/guide/8xcucrugx.html).

- There is no supported migration path from Connection to Cisco Unified Communications Manager Business Edition (CMBE). If you want to migrate from Connection to Cisco Unified CMBE, you must reinstall all software, and recreate all system and user data.

## Installing Cisco Unity Connection for the First Time on a Physical Server



### Caution

With restricted and unrestricted versions of Connection software available, order a DVD carefully. Upgrading a restricted version to an unrestricted version is supported, but future upgrades are then limited to unrestricted versions. Upgrading an unrestricted version to a restricted version is not supported. (See also the “Cisco Unity Connection 8.6(1)—Restricted and Unrestricted Versions” section on page 18.)

You must use the Cisco Unity Connection DVD to install a new version 8.6(1a) or later physical server.

For instructions on installing a new Connection physical server, see the *Installation Guide for Cisco Unity Connection Release 8.x* at

[http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/8x/installation/guide/8xcucigx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/installation/guide/8xcucigx.html).

## Installing Cisco Unity Connection for the First Time on a Virtual Machine



### Caution

With restricted and unrestricted versions of Connection software available, order a DVD carefully. Upgrading a restricted version to an unrestricted version is supported, but future upgrades are then limited to unrestricted versions. Upgrading an unrestricted version to a restricted version is not supported. (See also the “[Cisco Unity Connection 8.6\(1\)—Restricted and Unrestricted Versions](#)” section on page 18.)

For virtualization requirements, see the “Requirements for Installing Cisco Unity Connection on a Virtual Machine” section of the *System Requirements for Cisco Unity Connection Release 8.x* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/8x/requirements/8xcucsysreqs.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/requirements/8xcucsysreqs.html).

For instructions on installing Connection on a new virtual machine, see the *Installation Guide for Cisco Unity Connection Release 8.x* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/8x/installation/guide/8xcucigx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/installation/guide/8xcucigx.html).

For instructions on migrating from an existing Connection physical server to a new virtual machine, see the “[Migrating from a Cisco Unity Connection Physical Server to a Connection 8.x Virtual Machine](#)” chapter of the *Reconfiguration and Upgrade Guide for Cisco Unity Connection Release 8.x* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/8x/upgrade/guide/8xcucrugx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/upgrade/guide/8xcucrugx.html).

You can either manually configure the virtual machine for Connection, or you can download and deploy a VMware OVA template, which automatically configures the virtual machine for Connection. To download the template, see the next section, “[Downloading a VMware OVA Template for a Connection 8.6 Virtual Machine](#).” The installation and migration documentation tells you when to deploy the template.



### Note

Virtualization is not supported for use with Cisco Unified Communications Manager Business Edition.

## Downloading a VMware OVA Template for a Connection 8.6 Virtual Machine

A VMware OVA template is not required to configure VMware for Connection, but templates are provided to simplify the process of configuring VMware for Connection. If you want to deploy the VMware OVA template for Connection, do the following procedure to download the applicable file.

### To Download a VMware OVA Template for a Connection 8.6 Virtual Machine

- Step 1** Sign in to a computer with a high-speed Internet connection, and go to the Voice and Unified Communications Downloads page at <http://tools.cisco.com/support/downloads/pub/Redirect.x?mdfid=278875240>.



**Note** To access the software download page, you must be signed in to Cisco.com as a registered user.

- Step 2** In the tree control on the Downloads page, expand **Unified Communications Applications > Voice Mail and Unified Messaging > Cisco Unity Connection**, and select **Cisco Unity Connection Virtualization**.
- Step 3** On the Select a Release page, select **OVA**, and the download links appear on the right side of the page.



**Step 4** Confirm that the computer you are using has sufficient hard-disk space for the downloaded files. (The download file sizes appear below the download links.)

**Step 5** Select the applicable link:

<b>CUC_500_user_v&lt;version&gt;_vmv7.ova</b>	<ul style="list-style-type: none"> <li>• For up to 500 Connection users.</li> <li>• Configures one virtual CPU, 4 GB RAM, and one 160-GB virtual disk with the file system aligned at 64KB blocks.</li> </ul>
<b>CUC_1000_user_v&lt;version&gt;_vmv7.ova</b>	<ul style="list-style-type: none"> <li>• For up to 1,000 Connection users.</li> <li>• Configures one virtual CPU, 4 GB RAM, and one 160-GB virtual disk with the file system aligned at 64KB blocks.</li> </ul>
<b>CUC_5000_user_v&lt;version&gt;_vmv7.ova</b>	<ul style="list-style-type: none"> <li>• For up to 5,000 Connection users.</li> <li>• Configures two virtual CPUs, 6 GB RAM, and one 200-GB virtual disk with the file system aligned at 64KB blocks.</li> </ul>
<b>CUC_10000_user_v&lt;version&gt;_vmv7.ova</b>	<ul style="list-style-type: none"> <li>• For up to 10,000 Connection users.</li> <li>• Configures four virtual CPUs, 6 GB RAM, and two 146-GB virtual disks with the file system aligned at 64 KB blocks.</li> <li>• Comes in 3 variations: 146 GB, 300 GB, and 500 GB. In 300 GB and 500 GB variations, the datastore where the Connection virtual machine will reside must be formatted with a VMware VMFS block size of 2 GB or more. A block size of 1 MB limits the maximum virtual hard disk size to 256 GB. A block size of 2 MB allows 512 GB virtual disks.</li> </ul>
<b>CUC_20000_user_300GB_v1.0_vmv7.ova</b>	<ul style="list-style-type: none"> <li>• For up to 20,000 Connection users.</li> </ul>
<b>CUC_20000_user_500GB_v1.0_vmv7.ova</b>	<ul style="list-style-type: none"> <li>• Configures seven virtual CPUs, 8 GB RAM, and either two 300-GB virtual disks or two 500-GB virtual disks with the file system aligned at 64KB blocks.</li> <li>• Requires VMware vSphere Enterprise Plus.</li> </ul>

**Step 6** For the downloaded file, use a checksum generator to confirm that the MD5 checksum matches the checksum that is listed on Cisco.com. If the values do not match, the downloaded file is damaged.



**Caution** Do not attempt to use a damaged file to install software or the results will be unpredictable. If the MD5 values do not match, download the file again until the value for the downloaded file matches the value listed on Cisco.com.

Free checksum tools are available on the Internet, for example, the Microsoft File Checksum Integrity Verifier utility. The utility is described in Microsoft Knowledge Base article 841290, *Availability and Description of the File Checksum Integrity Verifier Utility*. The KB article also includes a link for downloading the utility.

## Cisco Unity Connection 8.6(1)—Restricted and Unrestricted Versions

This release provides two versions of the Connection software—restricted and unrestricted—that address import requirements for some countries related to encryption of user data and affects the following functionality:

Functionality	Restricted Version of Connection	Unrestricted Version of Connection
SSL for IMAP connections used to access voice messages	Enabled	Disabled
Secure SCCP, SIPS, and SRTP for call signaling and media	Enabled	Disabled
File replication in a Connection cluster	Uses 128-bit encryption	Uses 40-bit encryption
Communications among networked Connection servers or clusters	Uses SMIME	Uses unencrypted MIME

In the unrestricted version, if the disabled settings listed above are changed manually, Connection ignores the changes.

For the restricted version, “Restricted Installation” is included in the DVD label. For the unrestricted version, “Unrestricted Installation” is included in the DVD label and “UNRST” is included in the download filename.

The two-version change was introduced with Connection version 7.1(5a), but it was not included in the 8.0(x) releases. Versions 7.1(5) and earlier were equivalent to what is now referred to as the restricted version.



### Caution

With restricted and unrestricted versions of Connection software available, download software or order a DVD carefully choose the software carefully. Upgrading a restricted version to an unrestricted version is supported, but future upgrades are then limited to unrestricted versions. Upgrading an unrestricted version to a restricted version is not supported.

For related information, see the following sections in these release notes:

- [“Supported Cisco Unity Connection Upgrades” section on page 18](#)
- [“How Restricted and Unrestricted Versions Affect Upgrades” section on page 19](#)

## Supported Cisco Unity Connection Upgrades



### Caution

With restricted and unrestricted versions of Connection software available, download software or order a DVD carefully. Upgrading a restricted version to an unrestricted version is supported, but future upgrades are then limited to unrestricted versions. Upgrading an unrestricted version to a restricted version is not supported. See also the [“How Restricted and Unrestricted Versions Affect Upgrades” section on page 19](#).

For information on whether you can upgrade directly to Connection 8.6(1x), see the “Supported Cisco Unified Communications Manager Upgrades” section of the *Cisco Unified Communications Manager Software Compatibility Matrix* at

[http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/cucm/compat/ccmcompmatr.html](http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/compat/ccmcompmatr.html).

You refer to the full version number of Cisco Unified CM that is currently installed on the active partition to determine upgrade support. The version can be viewed by running the CLI command **show version active**.

Full version numbers include the build number (for example, 8.5.1.10000-43); the software versions listed on the download pages on Cisco.com are abbreviated version numbers (for example, 8.6(1) ). In the tables of the “Supported Cisco Unified Communications Manager Upgrades” section of the compatibility matrix, full version numbers are listed in the System Version row.

**Note**

Abbreviated version numbers for Connection and Cisco Unified CM are identical except that Connection 2.x versions correspond with Cisco Unified CM 6.x versions.

Do not refer to version numbers in any of the administration user interfaces because those versions apply to the interfaces themselves, not to the version of the product software installed on the active partition.

If you cannot upgrade directly from your current version to Connection 8.6(1x):

1. Find an intermediate version that is supported both for an upgrade from your current version and for an upgrade to 8.6(1).
2. Upgrade to the intermediate version. See the applicable *Reconfiguration and Upgrade Guide for Cisco Unity Connection* at [http://www.cisco.com/en/US/products/ps6509/prod\\_installation\\_guides\\_list.html](http://www.cisco.com/en/US/products/ps6509/prod_installation_guides_list.html).
3. Upgrade to Connection 8.6(1x). See the following section, “Upgrading to Cisco Unity Connection 8.6.”

## How Restricted and Unrestricted Versions Affect Upgrades

With the Connection 7.1(5a) release, Cisco began providing two versions of the Connection software—restricted and unrestricted—to address import requirements for some countries related to encryption of user data. The two-version change continues with releases 7.1(5b) and later, and with Connection 8.5(1) and later; it was not included in 8.0(x) releases.

Note the following considerations about upgrading to Connection 8.6(1):

- If you are upgrading from the restricted version of Connection 7.1(5a or b), upgrade to the restricted version of Connection 8.6(1).
- If you are upgrading from the unrestricted version of Connection 7.1(5a or b), you can upgrade only to the unrestricted version of Connection 8.6(1).
- If you are upgrading from any other version of Connection supported for upgrades, upgrade to the restricted version of Connection 8.6(1). You are upgrading from a version that is equivalent to what is now called the restricted version.

For more information on restricted and unrestricted versions, see the “Cisco Unity Connection 8.6(1)—Restricted and Unrestricted Versions” section on page 18.

## Upgrading to Cisco Unity Connection 8.6

To upgrade Connection from a local DVD, you can do either of the following:

- Use a DVD shipped from Cisco.
- Download a signed .iso file from Cisco.com, and burn a disc image of the downloaded software. Burning a disc image extracts the files from the .iso file that you downloaded and writes them to a DVD.

To upgrade Connection from a network location, you must download a signed .iso file from Cisco.com, and copy the .iso file to an FTP or SFTP server. Connection does not allow you to upgrade from a network location by copying either the contents of a DVD shipped from Cisco or the extracted contents of a downloaded .iso file to an FTP or SFTP server. This helps prevent someone from attempting to upgrade by using software that has been tampered with.

For instructions on downloading software that can be used to upgrade a Connection 8.x, 7.x, or 2.x server to version 8.6, see the “[Downloading Software for an Upgrade to Cisco Unity Connection 8.6](#)” section on page 20.



### Caution

With restricted and unrestricted versions of Connection software available, download software or order a DVD carefully. Upgrading a restricted version to an unrestricted version is supported, but future upgrades are then limited to unrestricted versions. Upgrading an unrestricted version to a restricted version is not supported. See also the “[How Restricted and Unrestricted Versions Affect Upgrades](#)” section on page 19.

For instructions on upgrading:

- A Connection 8.x server to version 8.6, see the “[Upgrading Cisco Unity Connection 7.x through 8.5 to the Shipping 8.6 Version](#)” chapter of the *Reconfiguration and Upgrade Guide for Cisco Unity Connection* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/8x/upgrade/guide/8xcucrugx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/upgrade/guide/8xcucrugx.html).
- A Connection 7.x server to version 8.6, see the “[Upgrading Cisco Unity Connection 7.x through 8.5 to the Shipping 8.6 Version](#)” chapter of the *Reconfiguration and Upgrade Guide for Cisco Unity Connection* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/8x/upgrade/guide/8xcucrugx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/upgrade/guide/8xcucrugx.html).
- A Connection 2.x server to version 8.6, see the “[Upgrading Cisco Unity Connection 2.x to the Shipping 8.6 Version](#)” chapter of the *Reconfiguration and Upgrade Guide for Cisco Unity Connection* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/8x/upgrade/guide/8xcucrugx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/upgrade/guide/8xcucrugx.html).

## Downloading Software for an Upgrade to Cisco Unity Connection 8.6



### Note

The upgrade files can be used to upgrade Cisco Unity Connection, Cisco Unified Communications Manager, and Cisco Unified Communications Manager Business Edition. The files can be downloaded from the Connection or Cisco Unified CM downloads page.

The upgrade application posted on Cisco.com can be used only to upgrade to Cisco Unity Connection 8.6. It cannot be used to install a new Connection 8.6 server.

For information on whether you can upgrade directly from your current version to Connection 8.6 or must upgrade to an interim version first, see the “[Supported Cisco Unity Connection Upgrades](#)” section on page 18.

### To Download Software for an Upgrade to Cisco Unity Connection 8.6

- Step 1** Log on to a computer with a high-speed Internet connection, and go to the Voice and Unified Communications Downloads page at <http://tools.cisco.com/support/downloads/pub/Redirect.x?mdfid=278875240>.



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

- Step 2** In the tree control on the Downloads page, expand **Unified Communications Applications > Voice Mail and Unified Messaging > Cisco Unity Connection**, and select **Cisco Unity Connection Version 8.6**.
- Step 3** On the Select a Software Type page, select **Unified Communications Manager /CallManager/Cisco Unity Connection Utilities-COP-Files** to download the `cisco.cm.refresh_upgrade.cop` (Cisco Option Package) file. The .cop file patches the current version of Connection, which is required before you can upgrade to Connection 8.6(1).
- Step 4** Use a checksum generator to confirm that the MD5 checksum matches the checksum that is listed on Cisco.com. If the values do not match, the downloaded file is damaged.



**Caution** Do not attempt to use a damaged file to install software, or the results will be unpredictable. If the MD5 values do not match, download the file again until the value for the downloaded file matches the value listed on Cisco.com.

Free checksum tools are available on the Internet, for example, the Microsoft File Checksum Integrity Verifier utility. The utility is described in Microsoft Knowledge Base article 841290, *Availability and Description of the File Checksum Integrity Verifier Utility*. The KB article also includes a link for downloading the utility.

- Step 5** On the Select a Software Type page, select **Cisco Unified Communications Manager/Cisco Unity Connection Updates**.
- Step 6** On the Select a Release page, select **8.6(1a)**, and the download buttons appear on the right side of the page.



**Caution** With restricted and unrestricted versions of Connection software now available, download software carefully. Upgrading a restricted version to an unrestricted version is supported, but future upgrades are then limited to unrestricted versions. Upgrading an unrestricted version to a restricted version is not supported. For more information about restricted and unrestricted versions of Connection software, see the “Cisco Unity Connection 8.6(1)—Restricted and Unrestricted Versions” section of the *Release Notes for Cisco Unity Connection Release* at 8.6(1) at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/8x/release/notes/861cucrn.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/release/notes/861cucrn.html)

- Step 7** Confirm that the computer you are using has sufficient hard-disk space for the downloaded files. (The download descriptions include file sizes.)
- Step 8** Select the applicable download, then follow the on-screen prompts to complete the download, making note of the MD5 value.

<b>Restricted version</b>	UCSInstall_UCOS_8.6.1.20000-1.sgn.iso
<b>Unrestricted version</b>	UCSInstall_UCOS_UNRST_8.6.1.20000-1.sgn.iso

- Step 9** Use a checksum generator to confirm that the MD5 checksum matches the checksum that is listed on Cisco.com. If the values do not match, the downloaded files are damaged.



**Caution** Do not attempt to use a damaged file to install software, or the results will be unpredictable. If the MD5 values do not match, download the file again until the value for the downloaded file matches the value listed on Cisco.com.

Free checksum tools are available on the Internet, for example, the Microsoft File Checksum Integrity Verifier utility. The utility is described in Microsoft Knowledge Base article 841290, *Availability and Description of the File Checksum Integrity Verifier Utility*. The KB article also includes a link for downloading the utility.

- Step 10** If you are installing from a DVD, burn the DVD, noting the following considerations:
- Choose the option to burn a disc image, not the option to copy files. Burning a disc image will extract the thousands of files from the .iso file and write them to a DVD, which is necessary for the files to be accessible for the installation.
  - Use the Joliet file system, which accommodates filenames up to 64 characters long.
  - If the disc-burning application that you are using includes an option to verify the contents of the burned disc, choose that option. This causes the application to compare the contents of the burned disc with the source files.
- Step 11** Confirm that the DVD contains a large number of directories and files.
- Step 12** Delete unnecessary files from the hard disk to free disk space, including the .iso file that you downloaded.

## Installation and Upgrade Notes

- [Installing Additional Cisco Unity Connection Languages, page 22](#)
- [Reverting a Server to the Cisco Unity Connection Version on the Inactive Partition, page 23](#)

### Installing Additional Cisco Unity Connection Languages



**Note** Connection 8.6 versions of languages other than ENU will be released in July/August 2011.

For instructions on installing additional Connection languages on the following server types, see the referenced documentation:

- On a new Connection server, see the “[Installing Additional Languages on the Cisco Unity Connection 8.x Server](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/installation/guide/8xcucigx.html)” chapter of the *Installation Guide for Cisco Unity Connection* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/8x/installation/guide/8xcucigx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/installation/guide/8xcucigx.html).
- On an existing Connection server, see the “[Adding or Removing Cisco Unity Connection 8.x Languages](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/upgrade/guide/8xcucrugx.html)” chapter of the *Reconfiguration and Upgrade Guide for Cisco Unity Connection* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/8x/upgrade/guide/8xcucrugx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/upgrade/guide/8xcucrugx.html).
- On an existing Cisco Unified CMBE server, see the “Downloading Connection 8.x Language Files” and “Installing Connection 8.x Language Files” sections in the “[Adding or Removing Cisco Unity Connection 8.x Languages](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/upgrade/guide/8xcucrugx.html)” chapter of the *Reconfiguration and Upgrade Guide for Cisco Unity Connection* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/8x/upgrade/guide/8xcucrugx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/upgrade/guide/8xcucrugx.html).

If you are installing Japanese because you want Cisco Unity Connection Administration to be localized, you must also install the Cisco Unified Communications Manager Japanese locale. See the “Locale Installation” section in the “Software Upgrades” chapter of the applicable *Cisco Unified Communications Operating System Administration Guide* at [http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod\\_maintenance\\_guides\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html). The

If you are installing other languages because you want the Cisco Personal Communications Assistant to be localized, you must also install the corresponding Cisco Unified Communications Manager locales. See the “Locale Installation” section in the “Software Upgrades” chapter of the *Cisco Unified Communications Operating System Administration Guide* at [http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod\\_maintenance\\_guides\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html).

## Reverting a Server to the Cisco Unity Connection Version on the Inactive Partition

If you revert from Cisco Unity Connection 8.6 to an earlier version of Connection, some of the data for new Connection 8.6 features is lost and cannot be retrieved when you reupgrade to Connection 8.6.

For more information on how reverting affects Connection features, see the “About Reverting from Connection 8.x to the Version on the Inactive Partition” section in the “[Reverting Cisco Unity Connection 8.x Servers to the Version on the Inactive Partition](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/upgrade/guide/8xcucrugx.html)” chapter of the *Reconfiguration and Upgrade Guide for Cisco Unity Connection Release 8.x* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/8x/upgrade/guide/8xcucrugx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/upgrade/guide/8xcucrugx.html).

## Migration Information

For information on migrating from Cisco Unity to Cisco Unity Connection, see the applicable chapter in the *Reconfiguration and Upgrade Guide for Cisco Unity Connection Release 8.x* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/8x/upgrade/guide/8xcucrugx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/upgrade/guide/8xcucrugx.html).

## Limitations and Restrictions

- [In a Connection Cluster, Changed License Data on One Server Does Not Replicate to Other Server, page 24](#)
- [Limits on a Cisco Unity Connection Default License File, page 24](#)

- [Media Master Cannot Open WAV Files Saved on a Workstation in G.729a Format, page 24](#)
- [Replacing Disks in a RAID, page 24](#)
- [Secure Messaging Limitations Regarding ViewMail, page 25](#)

## In a Connection Cluster, Changed License Data on One Server Does Not Replicate to Other Server

When a new or changed license file is installed on one server of a Cisco Unity Connection cluster, the changed license data is not automatically replicated to the other server.

To replicate the changed license data, you must restart both Connection servers by using the CLI command `utils system restart`.

## Limits on a Cisco Unity Connection Default License File

For information on the limits imposed by the default license file, see the “Licensing Requirements” section in the applicable document:

- *System Requirements for Cisco Unity Connection Release 8.x* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/8x/requirements/8xcucsysreqs.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/requirements/8xcucsysreqs.html)
- *System Requirements for Cisco Unity Connection in Cisco Unified CMBE Release 8.x* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/8x/requirements/8xcucmbesysreqs.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/requirements/8xcucmbesysreqs.html), as applicable.

## Media Master Cannot Open WAV Files Saved on a Workstation in G.729a Format

The Media Master cannot open WAV files prerecorded in the G.729a audio format and saved to a workstation.

This limitation has the following workarounds:

- Convert the WAV file to another audio format (for example, convert it to the G.711 audio format).
- Use a WAV file that is recorded in a supported audio format other than G.729a.
- Make the recording by using a phone or a computer microphone.

Note that when Cisco Unity Connection is configured to record in the G.729a audio format, the Media Master functions correctly for recording and playing by using a phone or a computer microphone.

## Replacing Disks in a RAID

Connection supports only replacing a defective disk in a RAID with a blank disk to repair the RAID. Replacing disks in a RAID for any other reason is not supported.



**Caution**

Do not replace a disk in a RAID with a disk that contains data, even if the replacement disk was originally a disk in the same RAID in the same server.

Connection documentation does not include any information on replacing disks in a RAID array. However, because Connection and Cisco Unified Communications Manager mostly use the same servers, you can use the procedures in the “Performing Failed RAID Disk Replacement” section of the “Cisco Unified Communications Manager System Issues” chapter of the applicable *Troubleshooting Guide for Cisco Unified Communications Manager* at [http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod\\_troubleshooting\\_guides\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_troubleshooting_guides_list.html).

## Secure Messaging Limitations Regarding ViewMail

- Adding non-audio attachments to secure messages composed in Cisco ViewMail for Microsoft Outlook version 8.5 is not supported at this time.
- With versions 8.0 and earlier of Cisco Unity Connection ViewMail for Microsoft Outlook and ViewMail for IBM Lotus Notes:
  - Secure messages cannot be forwarded by using ViewMail for Outlook or ViewMail for Notes.
  - ViewMail for Outlook and ViewMail for Notes support only playing secure messages.
  - Messages that are composed or replied to by using ViewMail for Outlook or ViewMail for Notes are not sent as secure, even when users are assigned to a class of service for which the Require Secure Messaging field is set to Always or to Ask.

## Caveats

You can find the latest caveat information for Cisco Unity Connection version 8.6(1) and for Connection in Cisco Unified Communications Manager Business Edition version 8.6(1) by using Bug Toolkit, an online tool available for customers to query defects according to their own needs.

Bug Toolkit is available at [www.cisco.com/go/bugs](http://www.cisco.com/go/bugs). Fill in your query parameters by using the custom settings in the Advanced Settings option.

**Note**

To access Bug Toolkit, you must be logged on to Cisco.com as a registered user.

This section contains the following caveat information:

- [Open Caveats—Connection Release 8.6\(1\), and Connection in Cisco Unified CMBE Release 8.6\(1\), page 26](#)
- [Related Caveats—Cisco Unified Communications Manager 8.6\(1\) Components That Are Used by Connection 8.6\(1\), page 26](#)

Release notes for all versions of Cisco Unity Connection are available at [http://www.cisco.com/en/US/products/ps6509/prod\\_release\\_notes\\_list.html](http://www.cisco.com/en/US/products/ps6509/prod_release_notes_list.html).

Release notes for all versions of Cisco Unified Communications Manager Business Edition are available at [http://www.cisco.com/en/US/products/ps7273/prod\\_release\\_notes\\_list.html](http://www.cisco.com/en/US/products/ps7273/prod_release_notes_list.html).

## Open Caveats—Connection Release 8.6(1), and Connection in Cisco Unified CMBE Release 8.6(1)

This section lists any Severity 1, 2, and 3 open caveats when Cisco Unity Connection version 8.6(1) was released. Select a link in the Caveat Number column to view the latest information on the caveat in Bug Toolkit. (Caveats are listed in order by severity, then by component, then by caveat number.)

**Table 1** *Connection Release 8.6(1) and Connection in Cisco Unified CMBE 8.6(1) Open Caveats*

Caveat Number	Component	Severity	Description
<a href="#">CSCto34428</a>	core	2	System goes unresponsive, caused by high swap usage
<a href="#">CSCtq75566</a>	ims	2	Single Sign On can't be enabled on Unity Connection
<a href="#">CSCtq57055</a>	conversations	3	One option in Custom Keypad Mapping prevents Main menu from playing
<a href="#">CSCtq54914</a>	messaging	3	Mta cannot deliver message due to -243 error
<a href="#">CSCtq65009</a>	messaging	3	TUI message not delivered to users with multi-byte character names
<a href="#">CSCtq58962</a>	selinux	3	Publisher revert fails due to system_u:object_r:unlabeled_t in partB bin
<a href="#">CSCtq33304</a>	serviceability	3	Administrators are unable to access CUCM web services or use RTMT
<a href="#">CSCtq54921</a>	telephony	3	cucsmgr core dumps after changing port group settings

## Related Caveats—Cisco Unified Communications Manager 8.6(1) Components That Are Used by Connection 8.6(1)

Table 2 describes the Cisco Unified Communications Manager components that are used by Cisco Unity Connection. Caveat information for the Cisco Unified CM components is available in *Release Notes for Cisco Unified Communications Manager Release 8.6(1)* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/cucm/rel\\_notes/8\\_6\\_1/cucm-rel\\_notes-861.html](http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/rel_notes/8_6_1/cucm-rel_notes-861.html).

**Table 2** *Cisco Unified CM 8.6(1) Components That Are Used by Connection 8.6(1)*

Cisco Unified CM Component	Description
backup-restore	Backup and restore utilities
ccm-serviceability	Cisco Unified Serviceability web interface
cdp	Cisco Discovery Protocol Drivers
cli	Command-line interface (CLI)
cmui	Certain elements in the Connection web interfaces (such as search tables and splash screens)
cpi-afg	Cisco Unified Communications Answer File Generator
cpi-appinstall	Installation and upgrades
cpi-cert-mgmt	Certificate management
cpi-diagnose	Automated diagnostics system
cpi-os	Cisco Unified Communications Operating System

**Table 2** Cisco Unified CM 8.6(1) Components That Are Used by Connection 8.6(1) (continued)

Cisco Unified CM Component	Description
cpi-platform-api	Abstraction layer between the Cisco Unified Communications Operating System and the applications hosted on the platform
cpi-security	Security for connections to the server
cpi-service-mgr	Service Manager (ServM)
cpi-vendor	External vendor issues
cuc-tomcat	Apache Tomcat and third-party software
database	Installation and access to the configuration database (IDS)
database-ids	IDS database patches
ims	Identity Management System (IMS)
rtmt	Real-Time Monitoring Tool (RTMT)

Documentation Updates

## Troubleshooting Information

Cisco Unity Connection troubleshooting information can be found in the *Troubleshooting Guide for Cisco Unity Connection Release 8.x* at

[http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/8x/troubleshooting/guide/8xcuctsgx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/troubleshooting/guide/8xcuctsgx.html).

## Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, submitting a service request, and gathering additional information, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

Subscribe to the *What's New in Cisco Product Documentation* as a Really Simple Syndication (RSS) feed and set content to be delivered directly to your desktop using a reader application. The RSS feeds are a free service and Cisco currently supports RSS version 2.0.

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Further information regarding U.S. export regulations may be found at [http://www.access.gpo.gov/bis/ear/ear\\_data.html](http://www.access.gpo.gov/bis/ear/ear_data.html).

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