Readme for Cisco Unity Connection Release 8.5(1) Service Update 3

Revised April 03, 2012(Originally published February 9, 2011)

This readme file contains installation and support information for Cisco Unity Connection Release 8.5(1) Service Update 3. (The service update can also be applied to Cisco Unified Communications Manager and Cisco Unified Communications Manager Business Edition servers.)

⚠ **Caution** If the Connection server is running an engineering special with a full Cisco Unified Communications Operating System version number between 8.5.1.13036-x and 8.5.1.13899-x, do not upgrade the server to Connection 8.5(1) SU 3 because the upgrade will fail. Instead, upgrade the server with an ES released after 8.5(1) SU 3 that has a full Unified Communications OS version number of 8.5.1.14xxx.x or later to get the SU 3 functionality.

Contents

System Requirements

Requirements for Cisco Unity Connection Release 8.5(1) Service Update 3

Before you install Cisco Unity Connection release 8.5(1) Service Update 3, see the supported upgrade information in the "Version and Description" section on page 4.

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.

Requirements 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 requirements for Connection in Cisco Unified CMBE. The document is available at
http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/requirements/8xcucmbesysreqs.html
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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.

Determining the Software Version

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

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

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."

To Determine the Cisco Unity Connection Version by Using the Command-Line Interface

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

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

Cisco Personal Communications Assistant Application

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

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.

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

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.

To Determine the Version of the Cisco Unified Communications Operating System by Using the Command-Line Interface

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.

Version and Description

Cisco Unity Connection 8.5(1) SU 3 is a cumulative update that incorporates all of the fixes and changes to Connection version 8.5(1)—including the operating system and components shared by Connection and Cisco Unified CM. It also incorporates additional changes that are specific to this service update, including Connection Engineering Special 65.

⚠

Caution If the Connection server is running an engineering special with a full Cisco Unified Communications Operating System version number between 8.5.1.13036-x and 8.5.1.13899-x, do not upgrade the server to Connection 8.5(1) SU 3 because the upgrade will fail. Instead, upgrade the server with an ES released after 8.5(1) SU 3 that has a full Unified Communications OS version number of 8.5.1.14xxx.x or later to get the SU 3 functionality.

For information on whether you can upgrade directly to Connection 8.5(1) SU 3, 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.

You refer to the full version number of the Cisco Unified Communications Operating System 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, 8.5.1.10000-10); the software versions listed on the download pages on Cisco.com are abbreviated version numbers (for example, 8.5(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.

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Note Abbreviated version numbers for Connection and the Cisco Unified Communications Operating System are identical except that Connection 2.x versions correspond with 6.x versions of the operating system.

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 installed on the active partition.

New and Changed Support and Functionality—Release 8.5(1) Service Update 3

This section contains information about new and changed support and functionality in the 8.5(1) Service Update 3 release time frame only.

(For information on new and changed support and functionality in Cisco Unity Connection Release 8.5(1), see
http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/release/notes/851cucrn.html.)

Exchange 2007 and Exchange 2003 Are Supported with Single Inbox

Revised February 16, 2011
When Connection and Microsoft Exchange mailbox synchronization (single inbox) was introduced in the 8.5(1) release, only Exchange Server 2010 was supported. With Connection 8.5(1) Service Update 1, you can also use Exchange Server 2007 and Exchange Server 2003.

Language Files Are Available

Revised March 28, 2012
Language files for Cisco Unity Connection 8.5 are available on Cisco.com. (For a list of available languages, see the "Available Languages for Cisco Unity Connection 8.x Components" 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.)

If the Connection server is running version 8.5(1) SU 2, install the language files for ES 24.

The locales for Cisco Unity Connection 8.5(1) SU 3 are released and are supported with the Connection 8.5(1) SU 3 version.

Note ES 65 locale is supported with Connection 8.5(1) ES 65. To download Japanese ES 65 locale, see the "Download Software" section at
http://www.cisco.com/cisco/software/release.html?mdfid=283655825&catid=278875240&softwareid=282074314&release=8.5(1)ES65&relind=AVAILABLE&rellifecycle=&reltype=latest.

Required When the Unified Messaging Services Account Has an Exchange 2010 Mailbox

If you configured single inbox with Exchange 2010 and created an Exchange 2010 mailbox for the unified messaging services account, and if you want to configure single inbox with Exchange 2003, you must delete the mailbox and verify Active Directory permissions before you can configure single inbox with Exchange 2003.

Even if you do not want to configure single inbox with Exchange 2003, we recommend that you delete the Exchange 2010 mailbox and verify permissions on the unified messaging services account. (Deleting the Exchange 2010 mailbox for the unified messaging services account also saves an Exchange 2010 Client Access License.)

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Caution   If you do not delete the Exchange 2010 mailbox for the unified messaging services account, single inbox will not function correctly with Exchange 2003.

To Delete the Exchange 2010 Mailbox and Verify Permissions on the Unified Messaging Services Account

Step 1   Sign in to a server on which Exchange Management Shell is installed. Sign in by using either an account that is a member of the Enterprise Admins group or an account that has permission to grant permissions on Exchange objects in the configuration container

Step 2   Run the following command to delete the Exchange mailbox:

Disable-Mailbox -Identity "Connection Unified Messaging Services Account"

Step 3   Run the following command to verify that the throttling policy that you created when you configured unified messaging now apply to the Active Directory account instead of to the mailbox:

Get-ThrottlingPolicyAssociation -Identity "<Account>" | findstr "ThrottlingPolicy"

where <Account> is the name of the unified messaging services account in domain\alias format.

Step 4   If the throttling policy is applied to the unified messaging services account, skip the rest of this procedure.

If the throttling policy is not applied to the unified messaging services account, run the following command to apply the policy:

Set-ThrottlingPolicyAssociation -Identity "<Account>" -ThrottlingPolicy "Connection Unified Messaging Services Policy"

Step 5   Rerun the following command to verify that the throttling policy now applies to the account:

Get-ThrottlingPolicyAssociation -Identity "<Account>" | findstr "ThrottlingPolicy"

Important Note

- Service updates do not impact system compatibility unless specifically stated.

Related Documentation

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.

Documentation for Cisco Unified Communications Manager Business Edition

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.

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, all content in the documentation applies to both Connection configurations.

Installation Information

For instructions on downloading the service update, see the "Downloading Cisco Unity Connection Release 8.5(1) Service Update 3 Software" section on page 7.

For instructions on installing the service update on:

- A Connection 7.x or 8.x server, see the "Upgrading Cisco Unity Connection 7.x or 8.x to the Shipping 8.x Version" 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.

- A Connection 2.x server, see the "Upgrading Cisco Unity Connection 2.x to the Shipping 8.x Version" 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.

- A Cisco Unified CMBE server, see the "Software Upgrade and Installation" section in the "Software Upgrades" chapter of the *Cisco Unified Communications Operating System Administration Guide* at http://www.cisco.com/en/US/products/ps7273/prod_maintenance_guides_list.html.

Downloading Cisco Unity Connection Release 8.5(1) Service Update 3 Software

Revised 03 April, 2012

Note The service update 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 service update posted on Cisco.com can be used only to upgrade to Connection 8.5. It cannot be used to install a new Connection 8.5 server or to migrate from Connection 1.x to 8.5.

For information on whether you can upgrade directly from your current version to Connection 8.5(1) SU 3, see the "Version and Description" section on page 4.

(For information on supported Cisco Unified Communications Manager and Cisco Unified Communications Manager Business Edition upgrades, see the *ReadMe for Cisco Unified Communications Manager Release 8.5(1)su3* on the download page for 8.5(1) SU 3 (start at http://tools.cisco.com/support/downloads/go/Redirect.x?mdfid=278875240).)

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Caution With restricted and unrestricted versions of Connection software now available, download software carefully (Unrestricted software is intended for specific customers or countries, such as Russia, which impose requirements related to the encryption of user data). 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 8.5(1)—Restricted and Unrestricted Versions" section of the *Release Notes for Cisco Unity Connection Release* at 8.5(1) at
http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/release/notes/851cucrn.html

To Download Cisco Unity Connection Release 8.5(1) Service Update 3 Software

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.

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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: **Products>Voice and Unified Communications>IP Telephony>Unified Messaging>Cisco Unity Connection** , and select **Cisco Unity Connection Version 8.5**.

Step 3 On the Select a Software Type page, select **Cisco Unified Communications Manager/Cisco Unity Connection Updates**.

Step 4 On the Select a Release page, select **8.5(1)SU3**, 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 (Unrestricted software is intended for specific customers or countries, such as Russia, which impose requirements related to the encryption of user data). 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 8.5(1)—Restricted and Unrestricted Versions" section of the *Release Notes for Cisco Unity Connection Release* at 8.5(1) at
http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/release/notes/851cucrn.html

Step 5 Confirm that the computer you are using has sufficient hard-disk space for the downloaded files. (The download descriptions include file sizes.)

Step 6 Select the applicable download, then follow the on-screen prompts to complete the download, making note of the MD5 value.

Restricted version	UCSInstall_UCOS_8.5.1.13900-5.sgn.iso
Unrestricted version	UCSInstall_UCOS_UNRST_8.5.1.13900-5.sgn.iso

Step 7 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.

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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, or 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 8 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 9 Confirm that the DVD contains a large number of directories and files.

Step 10 Delete unnecessary files from the hard disk to free disk space, including the .iso file that you downloaded.

Reverting to the Connection Version on the Inactive Partition

See the "Reverting Cisco Unity Connection 8.x Servers to the Version on the Inactive Partition" 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.

If a Connection cluster is configured, revert to the previous version on the publisher server first, then on the subscriber server.

Caveat Information

Cisco Unity Connection 8.5(1) Service Update 3 includes Connection Engineering Special 65.

You can find the latest caveat information for Connection version 8.5(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. Fill in your query parameters by using the custom settings in the Advanced Settings option.

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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 8.5(1) SU 3, page 10
- Resolved Caveats—Connection Release 8.5(1) SU 3, page 11
- Related Caveats—Cisco Unified Communications Manager 8.5(1) Components That Are Used by Connection 8.5(1), page 13

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.

Open Caveats—Connection Release 8.5(1) SU 3

Click 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 8.5(1) SU 3 Open Caveats*

Caveat Number	Component	Severity	Description
CSCtt15340	conversations	2	CUC 8.5.1 ES60 breaks voicemail phone notification conversation
CSCts40779	admin	3	Restarting tomcat at end of SBR may take too long under load
CSCts51564	admin	3	Unity Connection Web Authentication
CSCts58716	admin	3	"Null" Error in Import Users page in CUC when importing users using AXL
CSCtr15342	conversations	3	UC - Call the Sender option not announce for Unknown callers
CSCtt20014	conversations	3	CUC BAT tool docs need updates for CUC 8.5 and Exchange 2010 options
CSCts60763	core	3	CUC is not interpreting Swedish (ISO-8859-1) 8bit
CSCts98388	core	3	JETTY logs filling up root partition
CSCts98407	core	3	aborted-transactions-resolution files not being purged
CSCtt17818	core	3	Voicename not getting replicated in Digital network.
CSCtr59602	database	3	Switch-version fails with "cannot insert a null into column "
CSCto17702	javanotifier	3	Notifier failure during long load run
CSCts54240	messaging	3	French/German characters in Exchange Display cause Single Inbox issue
CSCtt22097	messaging	3	Voice mail size doubles when secure message is sent across digital nodes
CSCtt17258	perfmon	3	CuCsMgr core on 100 trap calls
CSCts65412	vmo	3	VMO 8.x pops error when E-Docs is used
CSCts95793	vmo	3	VMO 8.5(x)/8.6(x) - Throws Exception When Password Decryption Fails
CSCts41146	admin	4	COMET subscriptions not cleaned up after tomcat service restart
CSCtr99865	documentation	4	Exchange Resource Forest Topology w/ Single Inbox
CSCts43073	documentation	4	VMO 8.5(x)/8.6(x) - Need Doc Stating 3rd Party Software/Plug-in Support
CSCts82651	inbox	4	Unity Connection PCA Web Inbox not Recognizing Idle Timeout
CSCts06876	ldap	4	LDAP MAIL field imports incorrectly in Connection
CSCtt05914	mediamaster	4	UC 8.5 - Pwd Expiration Warning Bypass Causes "Failed to Record Name"
CSCto56294	pca	4	TUI and PCA appear to have different check for Trivial PIN passwords
CSCtr01462	vmo	4	VMO 8.5(6) & eDocs 5.2 plugin & UC 8.5SU1 playback TRaP to phone fails

Table 1   *Connection Release 8.5(1) SU 3 Open Caveats (continued)*

Caveat Number	Component	Severity	Description
CSCts00006	vmo	4	VMO 8.5(6) Deploying with Setup.exe failing when using Adminconfig.xml
CSCts97042	admin	5	duplicate extension in where clause in import user page
CSCtr93416	database	5	Error in output of "utils cuc cluster overwritedb" command
CSCtq03037	documentation	5	UC 8.5 - SIB Docs Needs to Discuss Outlook Envelope Icon Behavior

Resolved Caveats—Connection Release 8.5(1) SU 3

Click 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 2   *Connection Release 8.5(1) SU 3 Resolved Caveats*

Caveat Number	Component	Severity	Description
CSCtr50458	telephony	1	CuMixer Core Dumps during SRTP Decryption
CSCtr14827	api	2	CUPI Validation in Notification Deveces
CSCtr07547	conversations	2	UC 8.5 ES34 keymap1/alternate-greeting(2)/invalid selection
CSCtr07603	conversations	2	UC 8.5 ES34 Private lists (does not prompt list# before name)
CSCtr81745	conversations	2	Core for the CuCsMgr Process during the load run of 3K users
CSCtr48836	inbox	2	Unable to review recording via TRAP
CSCtr81063	interop	2	DN: Missing voice name causes excessive memory allocation.
CSCtr01463	messaging	2	Directory replication fails when using Exchange 2010 smart host
CSCtq57055	conversations	3	One option in Custom Keypad Mapping prevents Main menu from playing
CSCtq82509	conversations	3	Unable to set Message recording length more than 1200 seconds for Extern
CSCtr16181	conversations	3	UC 8.5(1) - Change of COS with Voice recognition not working
CSCtr73172	conversations	3	Unity Connection 8.5 out of memory errors in JavaScript
CSCtr43643	core	3	UC 8.5 Authenrication rule for subscriber does not take affect
CSCth85979	database	3	Switch version fails with cc_validation_tbl_user_ldapccmpkid_invalidobje
CSCtq41657	database	3	Version comparison in switch version should not be string compare
CSCtr00750	database	3	Undeliverable msg not shred during cleanup when msg delivery fails
CSCtr15713	database	3	Placeholders account not getting deleted in digital network clusters
CSCtr23437	database	3	Replication Stalled because of bulk addition and deletion
CSCtr92721	database	3	Potential message loss under heavy replication traffic with Smarthosts
CSCts44047	database	3	DN: Replicator unable to sync delete user request to remote nodes
CSCto42329	inbox	3	WebInbox does not work with Firefox 4
CSCtr48816	inbox	3	Inbox: Chrome cannot playback messages via PC more than once
CSCtr48826	inbox	3	Inbox: Undefined state due to simultaneous record and playback
CSCtr48862	inbox	3	Inbox: Switching to another message plays the previous message
CSCtr58191	inbox	3	Leading 0's on phone extension get deleted for playback in Web Inbox

Table 2 **Connection Release 8.5(1) SU 3 Resolved Caveats (continued)**

Caveat Number	Component	Severity	Description
CSCtr43963	interop	3	DN: Conflicting DL names can stop replication
CSCtr52513	interop	3	DN: Replication gets stuck when the voicename does not exist
CSCtr31024	javanotifier	3	UC SMPP data coding setting is not working
CSCtk81845	messaging	3	MWI does not turn off after new VM is read from SIB for unity migration
CSCto60672	messaging	3	Forward message with VMO for Single Inbox message fails
CSCtr35533	messaging	3	CUC Message delivery fails when Display Name contains special character
CSCtr38672	messaging	3	CuIMAPSvr fails to handle certain message types
CSCtr43597	messaging	3	UC 8.5.1ES16.11900-16 Message Aging Does Not Work
CSCtr49045	messaging	3	Single Inobx - HTTP and HTTPS not possible with single UM service acct
CSCtr52000	messaging	3	Unity Connection 8.5.1 core during Auto Discover Process
CSCtr55114	pca	3	CPCA- CiscoIT - searching for users to add to privateDL takes 35 seconds
CSCtq86294	serverrolesmgr	3	MTA threads stuck after SBR. No message delivery
CSCtr99813	telephony	3	distorted message playback with g729 packet size 60
CSCtq31526	admin	4	ALL-LANG: CUC: Error occurs on opening Edit Greeting page.
CSCtq32007	admin	4	ALL-LANG: CUC: "Save Service Parameters" on Enterprise parameter.
CSCtq34256	admin	4	JPN: "None Specified" is not localized on New Unified Messaging
CSCtq34268	admin	4	ALL-LANG: CUC: ERR MSG is not proper on Edit Post Greeting Recording.
CSCtq34297	admin	4	JPN: CUC: Field names are not localized on some status messages.
CSCtq34324	admin	4	ALL-LANG: CUC: Caller Input Keys list disappears by saving Caller Input.
CSCtq34340	admin	4	ALL-LANG: CUC: Internal error occurs on Search Interview Handlers.
CSCtq34348	admin	4	ALL-LANG:CUC: "Edit Direct Routing Rule Condition" is displayed as blank
CSCtq34551	admin	4	ALL-LANG: CUC: Error occurs on opening Edit Message Recording Expiration
CSCtq34573	admin	4	ALL-LANG:CUC:"???menu.save.location.local???" is displayed on Join Site.
CSCtq34587	admin	4	ALL-LANG:CUC: Save message is not correct in Edit General Configuration
CSCtq34645	admin	4	ALL-LANG: CUC: Required item is not checked in Phone Number Conversion.
CSCtq34662	admin	4	ALL-LANG: CUC: Error occurs on opening Edit Message Recording Expiration
CSCtq34747	admin	4	ALL-LANG: CUC: Error occurs on Show Dependencies.
CSCtq12808	conversations	4	Brief Prompts addressing a message by extension no prompt to stop
CSCtq27478	core	4	CUC 8.02 Notifier Exception generates too many errors
CSCtr53798	core	4	TRAP Failure - CALL_DISCONNECTED errors observed in Grinder on TRAP load

Table 2 **Connection Release 8.5(1) SU 3 Resolved Caveats (continued)**

Caveat Number	Component	Severity	Description
CSCtr53806	core	4	TRAP Failure - No Trap calls gets through and getting to out of memory
CSCtr58704	core	4	TRAP failure - DB Pool Exhausted errors observed in REST API load run
CSCtr57448	inbox	4	User is incorrectly prompted with "No audio detected" error
CSCtr66675	inbox	4	Incorrect message duration shown for a message on Web Inbox
CSCtr72911	inbox	4	UC Web Inbox forwarded msgs with intro in 2 parts
CSCts04354	inbox	4	Inbox: Message download link not visible
CSCtr13041	messaging	4	Shred fail counter pegged while deleting non existent file in VPIM case
CSCtq34238	admin	5	ALL-LANG: CUC: Field names in ERR MSGs are different from actual UI.
CSCtq34770	admin	5	JPN: CUC: Some tooltips are not localized.
CSCtq34785	admin	5	ALL-LANG: CUC: User name is not displayed on SMTP Proxy Addresses.
CSCtr57508	inbox	5	Inbox: Buttons for Inbox, Deleted, and Sent are not rendered on page
CSCtr57522	inbox	5	Using next/previous selectors after refreshing displays incorrect page
CSCtr57540	inbox	5	Inbox: Auto-complete recipients does not place cursor at end of line
CSCtr32670	api	6	"SmtpAddress" of the user should completely provision by CUPI
CSCtr48866	inbox	6	Inbox: Safari 5 users should be warned about no PC playback
CSCtr48879	inbox	6	Inbox: Provide ability to edit subject and urgency of existing message
CSCtr67494	inbox	6	Inbox: Play button missing on forwarded messages
CSCts01316	inbox	6	Inbox: Warn the user when they have passed mailbox quotas
CSCtk52978	messaging	6	Delay in synchronization of SIB messages to Blackberry devices via BES
CSCts42794	messaging	6	SIB - Fea-req to have IP addr override in notif reg for BPOS-D
CSCtq64606	vmo	6	Feature req - VMO can play voice message by uploading to server

Related Caveats—Cisco Unified Communications Manager 8.5(1) Components That Are Used by Connection 8.5(1)

Table 3 below 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 the following document:

- *ReadMe for Cisco Unified Communications Manager Release 8.5(1)su3* on the download page for 8.5(1)SU3 (start at http://tools.cisco.com/support/downloads/go/Redirect.x?mdfid=278875240).

Table 3 **Cisco Unified CM 8.5(1) Components That Are Used by Connection 8.5(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)

Table 3   Cisco Unified CM 8.5(1) Components That Are Used by Connection 8.5(1) (continued)

Cisco Unified CM Component	Description
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
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)

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