Release Notes for Cisco Unity Connection Release 14

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These release notes contain information on Cisco Unity Connection 14 new and changed functionality, upgrade information, limitations, and restrictions.

Contents

System Requirements

System Requirements for Cisco Unity Connection Release 14 at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/14/requirements/b_14cucsysreqs.html.

Upgrade Information

You can upgrade from Unity Connection 12.x, 11.x, 10.x to Unity Connection 14. For more information on upgrade process and supported upgrade paths, see the "Upgrading Cisco Unity Connection" chapter of the *Install, Upgrade, and Maintenance Guide for Cisco Unity Connection Release 14* at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/14/install_upgrade/guide/b_14cuciumg.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 Unity Connection Administration or a command-line interface (CLI) session to determine the version.

Using Cisco Unity Connection Administration

Procedure

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

Using the Command-Line Interface

Before you begin

Procedure

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 to view the Unity Connection version.

Cisco Personal Communications Assistant Application

This section contains the procedure to determine the version using Cisco PCA application.

Using Cisco PCA Application

Procedure

Step 1   Sign in to Cisco PCA.

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

Step 3   The Unity Connection version is displayed, which is same as the version of Cisco PCA.

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.

Using Cisco Unified Operating System Administration

Procedure

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.

Using the Command-Line Interface

Before you begin

Procedure

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

Step 2 Run the **show version active** command to view the Cisco Unified Operating System Administration version.

Related Documentation

- For virtualization requirements, see the "Requirements for Installing Unity Connection 14 on a Virtual Machine" section and for the default license file, see the "Licensing Requirements" section of the *System Requirements for Cisco Unity Connection Release 14* at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/14/requirements/b_14cucsysreqs.html.

- For instructions on migrating from an existing Unity Connection physical server to a new virtual machine, see the "Migrating a Physical Server to a Virtual Machine" section of "Maintaining Cisco Unity Connection Server" chapter of the *Install, Upgrade, and Maintenance Guide for Cisco Unity Connection 14* at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/14/install_upgrade/guide/b_14cuciumg.html.

- For more information on Unity Connection complete documentation see the *Documentation Guide for Cisco Unity Connection Release 14* at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/14/roadmap/b_14cucdg.html.

New Functionality-Release 14

This section contains information about new functionality in the 14 release time frame only.

Simplifying Release Number Scheme

Cisco Unity Connection Release 14 and later, has adopted single number release plan. There will be no (dot)releases like (dot)5 in past version releases. Service Upgrade release will be published on top of the main release through its Software Maintenance cycle.

Unified Messaging with Google Workspace

Cisco Unity Connection 14 and later, provides user a new way to access the work emails and voice messages on the Gmail account. It allows administrator to integrate unified messaging with Google Workspace. Using Google Workspace, you can configure Unity Connection to synchronize voice messages between Unity Connection and Gmail Server. All Unity Connection voice messages that are sent to user, are first stored in Unity Connection and then synchronized to the user's Gmail account.

For more information on configuring unified messaging with Google Workspace, see "Configuring Unified Messaging" chapter of *Unified Messaging Guide for Cisco Unity Connection 14,* available at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/14/unified_messaging/guide/b_14cucumgx.html

Resource Control through Docker Containerization

Cisco Unity Connection Release 14 and later, supports resource control through Docker containerization. The main aim of this feature is to prevent the running Tomcat web application from locking out system administrator access of the application.

This feature provides following advantages:

- Ensures that individual services running inside containers do not consume resources significantly above designed limits.

- Restart the individual container without impacting other web applications on other containers.

For architecture details, see Resource Control through Docker Containerization section of "Cisco Unity Connection Overview" chapter in *Design Guide for Cisco Unity Connection 14*, available at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/14/design/guide/b_14cucdg.html.

For details about new CLI commands introduced to support this feature, see "Utils Commands" chapter in *Command Line Interface Reference Guide for Cisco Unified Communications Solutions, Release 14*, available at https://www.cisco.com/c/en/us/support/ unified-communications/unified-communications-manager-callmanager/products-maintenance-guides-list.html.

Secure Access to Databases

In earlier releases, Cisco Unity Connection supports **Connection Database Proxy** service for accessing database through Open Database Connectivity (ODBC). By enabling this service off-box clients can access the database through ODBC.

Cisco Unity Connection Release 14 and later, supports secure ODBC access to database. New secure port is introduced for listening incoming requests to handle secure connections.

For information on ports, see IP Communications Required by Cisco Unity Connection chapter in *Security Guide for Cisco Unity Connection Release 14*, available at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/14/security/guide/b_ 14cucsecx.html.

Digitally Sign Software and Control Keys

Cisco Unity Connection now improves the encryption for upgrading files. All COPand ISO upgrade files are now signed with the SHA1SUM hash-based signing tool. SHA-1 is now deprecated and has been superseded by SHA-2 (for example SHA-512).

With Cisco Unity Connection Release 14 and later, all new COP and ISO files are signed with the SHA512SUM hash-based signing tool. The COPs and ISOs have a '.sha512' extension in their names instead of the '.sgn' extension. For example: ciscocm.free_common_space_v1.5.cop.sha512.

For more information, see "Upgrading Cisco Unity Connection" chapter of *Install, Upgrade, and Maintenance Guide for Cisco Unity Connection Release 14* available at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/14/install_upgrade/guide/b_ 14cuciumg.html.

Version Independent Licensing

Cisco Unity Connection supports Version Independent User Licenses. The Licenses are annuity-style and issued for the subscription term. You can order these V14 licenses through Flex EA (Enterprise Agreement) or Flex NU (Named User—Professional, Enhanced, Access). For more information, see Cisco Unity Connection Ordering Guide available at https://www.cisco.com/c/en/us/partners/ tools/collaboration-ordering-guides.html.

Cisco Unity Connection 12.x continues to use the version 12.X License.

The licenses are managed on CSSM (Cisco Smart Software Manager). For more information, see the "Managing Licenses" chapter of *Install, Upgrade, and Maintenance Guide for Cisco Unity Connection Release 14* available at https://www.cisco.com/c/en/us/td/ docs/voice_ip_comm/connection/14/install_upgrade/guide/b_14cuciumg.html.

Notification Event for Transcriptions

Cisco Unity Connection Release 14 and later, supports transcription event for any new voicemails. New event is introduced to notify voicemail client applications when the transcription becomes available.Client applications can now implement voicemail transcriptions for end users

For more information on subscription event, see chapter Cisco Unity Connection Notification Interface (CUNI) API -- Subscribing to and Processing Notification Events of *Cisco Unity Connection Notification Interface (CUNI) API Guide,* available at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/REST-API/CUNI_API/b_CUC_CUNI_API.html.

SpeechView with Non MS Exchange Server

Cisco Unity Connection supports integration with mailbox other than On Premise MS Exchange Server to enable SpeechView voicemail transcription. Administrator can now use Microsoft Office 365 mailbox to receive the incoming email containing the transcription from the SpeechView server. It eases the deployment by removing the dependency on Microsoft Exchange Server.

Changed Functionality - Release 14

This section contains information about changed functionality in the 14 release time frame only.

Enhanced scale for Unified Messaging with Microsoft Office 365

Cisco Unity Connection Release 14 and later, provides increase in number of maximum users for unified messaging with Microsoft Office 365.

For information on number of supported users, see *Cisco Unity Connection 14 Supported Platforms List* available at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/14/supported_platforms/b_14cucspl.html.

Installation and Upgrade Information

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

You must download and deploy a VMware OVA template, which automatically configures the virtual machine for Unity Connection. To download the template, see the next section, "Downloading a VMware OVA Template for a Unity Connection 14 Virtual Machine." The installation and migration documentation tell you when to deploy the template.

> ✎
> **Note**   For information on upgrading ESXi version, see the ReadMe of applicable OVAs availale at https://software.cisco.com/download/home/283062758/type.

Downloading a VMware OVA Template for a Unity Connection 14 Virtual Machine

It is recommended to use VMware OVA template to configure VMware for Unity Connection, which simplifies the process of configuring the virtual machine. If you want to deploy the VMware OVA template for Unity Connection, do the following procedure to download the OVA file.

Procedure to download a VMware OVA template:

Procedure

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://www.cisco.com/cisco/software/navigator.html?mdfid=280082558.

> **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 > Unified Communications >Unified Communications Applications > Messaging > Unity Connection,** and select **Cisco Unity Connection Virtualization**.

Step 3   On the **Download Software** page, select **OVA-14**, 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 to download.

Restricted version	UCSInstall_CUC_14.0.1.10000-19.sgn.iso
Unrestricted version	UCSInstall_CUC_UNRST_14.0.1.10000-19.sgn.iso

The following configurations are available with the OVA file, and you can select the required configurations for deploying the OVA template:

- For up to 1,000 Unity Connection users.

  - Configures one virtual CPU, 4 GB RAM, and one 160-GB virtual disk with the file system aligned at 64KB blocks.

  - Configures two virtual CPU, 4 GB RAM, and one 160-GB virtual disk with the file system aligned at 64KB blocks.

- For up to 5,000 Unity Connection users.

  - Configures two virtual CPUs, 6 GB RAM, and one 200-GB virtual disk with the file system aligned at 64KB blocks.

- For up to 10,000 Unity Connection users.

  - Configures four virtual CPUs, 6 GB RAM, and two 146-GB virtual disks with the file system aligned at 64 KB blocks.

  - Comes in 3 variations: 146 GB, 300 GB, and 500 GB. In 300 GB and 500 GB variations, the datastore where the Unity Connection virtual machine will reside must be formatted with a VMware VMFS block size of 2 MB 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.

- For up to 20,000 Unity Connection users.

  - 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.

  - Configures seven virtual CPUs, 10 GB RAM, and either two 300-GB virtual disks or two 500-GB virtual disks with the file system aligned at 64KB blocks.

Installation and Upgrade Notes

Installing Additional Unity Connection Languages

Note All the locales for Unity Connection 14 are released and available on Download Software site at https://software.cisco.com/download/home/286328409/type.

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

- On a Unity Connection server, see the "Adding and Removing Unity Connection Languages" section of "Maintaining Cisco Unity Connection Server" chapter of the *Install, Upgrade, and Maintenance Guide for Cisco Unity Connection* at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/14/install_upgrade/guide/b_14cuciumg.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/c/en/us/support/unified-communications/unified-communications-manager-callmanager/products-maintenance-guides-list.html.

- 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.

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

If you revert from Unity Connection 14 to an earlier version of Unity Connection, some of the data for new Unity Connection 14 features is lost and cannot be retrieved when you upgrade again to Unity Connection 14.

Limitations and Restrictions

Secure Messaging Limitations Regarding ViewMail

Adding non-audio attachments to secure messages composed in Cisco ViewMail for Microsoft Outlook version 11.0 and later is not supported with Unity Connection 14.

Using Internet Explorer for Playing Voice Messages May Raise Issues

Due to some security issues in QuickTime player, Unity Connection does not recommend to use QuickTime player with Internet Explorer for playing the voice messages.

Caveats

This section contains the following caveat information:

Resolved Caveats

You can find the latest caveat information for Cisco Unity Connection version 14 by using the Bug Search tool, an online tool available for customers to query defects according to their own need at https://bst.cloudapps.cisco.com/bugsearch/search?kw=*&pf=prdNm&pfVal=280082558&rls=14.0&sb=fr&svr=3nH&bt=custV.

Bug Search tool is available at https: tools.cisco.com bugsearch. To access Bug Search tool, you must be logged on to Cisco.com as a registered user.

Open Caveats—Unity Connection Release 14

There are no sev1-sev3 open caveats in this Release time frame.

Related Caveats—Cisco Unified Communications Manager 14 Components Used by Unity Connection 14

Table 1: Cisco Unified CM 14 Components Used by Unity Connection 14 describes the Cisco Unified CM components used by Unity Connection. Caveat information for the Cisco Unified CM components is available in *Release Notes for Cisco Unified Communications Manager Release 14* at
http://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/products-release-notes-list.html.

Table 1: Cisco Unified CM 14 Components Used by Unity Connection 14

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 Unity 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)

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 is a free service and Cisco currently supports RSS version 2.0.

Cisco Product Security Overview

This product contains cryptographic features and is subject to United States and local country laws governing import, export, transfer and use. Delivery of Cisco cryptographic products does not imply third-party authority to import, export, distribute, or use encryption. Importers, exporters, distributors and users are responsible for compliance with U.S. and local country laws. By using this product you agree to comply with applicable laws and regulations. If you are unable to comply with U.S. and local laws, return this product immediately.

Further information regarding U.S. export regulations may be found at http://www.access.gpo.gov/bis/ear/ear_data.html.

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