



Release Notes for Cisco ViewMail for Microsoft Outlook Release 12.0(2)

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Release Notes for Cisco ViewMail for Microsoft Outlook Release 12.0(2)

These release notes contain requirements, download, installation, configuration instructions, new and changed requirements, support, limitations and restrictions, and caveat information for Cisco ViewMail for Microsoft Outlook Release 12.0(2).

ViewMail for Outlook 12.0(2) is available only from the Cisco Download Software website.



Note For full access to the Download Software website, you must be signed in to Cisco.com as a registered user.

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Introduction

Cisco ViewMail for Microsoft Outlook provides a visual interface with which users can send, listen to, and manage their Cisco Unity Connection voice messages from Outlook.

Note the following considerations with ViewMail for Outlook:

Single-inbox users	<ul style="list-style-type: none">• Users get voice messages in the same Inbox as their email.• Voice messages sent from Outlook do not appear in the Sent Items folder.• ViewMail for Outlook is required for users to play secure messages in the Exchange mailbox.
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IMAP users	<ul style="list-style-type: none"> • Users get voice messages in a separate mail folder in Outlook. • New voice messages get identified by a separate voice message icon. • ViewMail for Outlook is required for users to play secure messages in the Unity Connection mailbox.
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Note

- On Windows operating system with ViewMail for Outlook, the text of the voice messages appears in black color and the ViewMail category appears in blue color. However, on MAC operating system, the text of the voice messages and the ViewMail category appears in the system default color.
- When there is no default recording device available on the Windows machines and the user selects the recording device from Phone to Computer Default option then ViewMail for Outlook will always consider Phone as default recording device.

Requirements

- The ViewMail for Outlook version must be supported with the version of Outlook that is installed and the operating system. See the applicable documentation:
 - The “Matrices for Unity Connection 12.x and Cisco Business Edition 6000/7000” section of *Compatibility Matrix for Cisco Unity Connection* at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/compatibility/matrix/b_cucclientmtx.html.
- The following software installed on the user workstation:
 - Microsoft DirectX 9.0
 - Microsoft .NET Framework 4.0
 - Microsoft Visual C++ 2008 Redistributable Package

(If the software is not already installed, ViewMail for Outlook Setup installs it.)
- To install or upgrade ViewMail for Outlook, you must have local administrator rights on the user workstation.
- The user workstation must have at least 12 MB of hard-disk space available for ViewMail for Outlook. (If other required software is being installed, 100 MB or more may be required.)
- If the proxy is enabled on the user workstation, then it must be connected to port 443 (HTTPS) to allow the communication between ViewMail for Outlook and Cisco Unity Connection.

See also the “[Prerequisites](#)” section of these release notes.

Compatibility Information

- For information on all qualified version combinations of ViewMail for Outlook, Cisco Unity Connection, and the software on user workstations, see Compatibility Matrix for Cisco Unity Connection at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/compatibility/matrix/b_cucclientmtx.html. The document also contains the support policy for software on user workstations.
- For a list of all languages available for ViewMail for Outlook, see the “Available Languages for Cisco Unity Connection Components” section of *System Requirements for Cisco Unity Connection Release 12.x* at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/12x/requirements/b_12xcucsysreqs.html.



Note Cisco ViewMail for Microsoft Outlook 12.0(2) is compatible with Cisco Unity Connection 12.0(1), 11.x and 10.x .

Determining the ViewMail for Outlook Version

To Determine the ViewMail for Outlook Version in Use from Outlook

In Outlook on the user workstation:

Outlook 2010 and above	On the ViewMail tab, select About Cisco ViewMail.
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Related Documentation

For descriptions and URLs of Cisco Unity Connection documentation on Cisco.com, see the *Documentation Guide for Cisco Unity Connection Release 12.x*. The document is shipped with Unity Connection and is available at http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/12x/roadmap/b_12xcucdg.html.



Note The *Quick Start Guide for Cisco ViewMail for Microsoft Outlook (Release 8.5 and Later)* is available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/vmo/quick_start/guide/85xcucqsgvmo.html.

New and Changed Requirements and Support—Release 12.0(2)

This section contains information about new and changed requirements and support in the 12.0(2) release time frame only.



Note You can enter a special character multiple times as per your requirements.

Additional Languages for ViewMail for Outlook

All locales will be released soon for ViewMail for Outlook 12.0(2) release.

For a list of all languages available for ViewMail for Outlook, see the “Available Languages for Cisco Unity Connection Components” section of *System Requirements for Cisco Unity Connection Release 12.x* at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/12x/requirements/b_12xcucsysreqs.html.

New and Changed Functionality—Release 12.0(2)

This section contains information about new functionality in the ViewMail For Outlook 12.0(2) release.

Support for DPI Scaling

With release 12.0(2) and later, Viewmail for Outlook supports DPI (Dots Per Inch) Scaling for higher resolution without any distortion.

Installation and Upgrade Information

- [Task List for Installing ViewMail for Outlook 12.0\(2\) for the First Time, on page 5](#)
- [Task List for Upgrading to ViewMail for Outlook 12.0\(2\), on page 6](#)
- [Prerequisites, on page 6](#)
- [Downloading ViewMail for Outlook 12.0\(2\), on page 8](#)
- [Customizing ViewMail for Outlook Setup, on page 9](#)
- [Installing or Upgrading to ViewMail for Outlook 12.0\(2\), on page 9](#)
- [Installing ViewMail for Outlook 12.0\(2\) Using Command Line Switches, on page 10](#)
- [Associating the Applicable Email Account with the Voicemail Server, on page 10](#)

Task List for Installing ViewMail for Outlook 12.0(2) for the First Time

Do the following tasks in the order listed for a new ViewMail for Outlook installation.

- 1 Confirm that ViewMail requirements and prerequisites have been met. See the “[Requirements](#)” section and the “[Prerequisites](#)” section.
- 2 Download ViewMail for Outlook from the Cisco Download Software website. See the “[Downloading ViewMail for Outlook 12.0\(2\), on page 8](#)” section.
- 3 *Optional:* Customize ViewMail for Outlook setup. See the “[Customizing ViewMail for Outlook Setup, on page 9](#)” section.
- 4 *Optional:* Provide users with ViewMail for Outlook files for installation.
- 5 Install ViewMail for Outlook. Provide users with instructions, if applicable. See the “[Installing or Upgrading to ViewMail for Outlook 12.0\(2\), on page 9](#)” section.
- 6 Link users’ email accounts with the voicemail server:
 - a *Using the ViewMail for Outlook Initialization wizard:* When they restart Outlook following ViewMail installation, the Initialization wizard prompts users for any required information that was not already prepopulated.
 - b *Using the ViewMail Options or Settings dialog:* Enter the required information. Provide users with instructions, if applicable. See the “[Installing ViewMail for Outlook 12.0\(2\) Using Command Line Switches, on page 10](#)” section.

Task List for Upgrading to ViewMail for Outlook 12.0(2)



Note If you are upgrading from a ViewMail for Outlook version earlier than 12.0(2), see the “[Task List for Installing ViewMail for Outlook 12.0\(2\) for the First Time, on page 5](#)” section. The older version is uninstalled automatically, and installing 12.0(2) is considered a new installation.



Note Do the following tasks in the order listed to upgrade ViewMail for Outlook to a later version.

- 1 Confirm that ViewMail requirements and prerequisites have been met. See the “[Requirements, on page 3](#)” section and the “[Prerequisites, on page 6](#)” section.
- 2 Download ViewMail for Outlook from the Cisco Download Software website. See the “[Downloading ViewMail for Outlook 12.0\(2\), on page 8](#)” section.
- 3 *Optional:* Customize ViewMail for Outlook setup for the upgrade, if applicable. See the “[Customizing ViewMail for Outlook Setup, on page 9](#)” section.
- 4 *Optional:* Provide users with ViewMail for Outlook files for the upgrade.
- 5 Upgrade ViewMail for Outlook. Provide users with instructions, if applicable. See the “[Installing or Upgrading to ViewMail for Outlook 12.0\(2\), on page 9](#)” section.
- 6 [Installing or Upgrading to ViewMail for Outlook 12.0\(2\), on page 9](#)” section.



Note Existing email account and ViewMail for Outlook settings remain unchanged during an upgrade.

Prerequisites

- [Prerequisites for Using ViewMail for Outlook with the Single-Inbox Feature, on page 6](#)
- [Prerequisites for Using ViewMail for Outlook with IMAP, on page 6](#)
- [Creating and Configuring an Account in Outlook to Access Voice Messages \(IMAP Users Only\), on page 7](#)

Prerequisites for Using ViewMail for Outlook with the Single-Inbox Feature

For ViewMail for Outlook users who will access Unity Connection voice messages by using synchronized Unity Connection and Microsoft Exchange mailboxes(single-inbox), confirm that the following prerequisites have been met:

- The single-inbox feature is enabled.(See the Unified Messaging Guide for Cisco Unity Connection Release 12.x at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/12x/unified_messaging/b_12xcucumgx.html.)
- An Exchange email account in Outlook points to each user’s Exchange mailbox.

Prerequisites for Using ViewMail for Outlook with IMAP

For ViewMail for Outlook users who will access Unity Connection voice messages by using IMAP, confirm that the following prerequisites have been met:

- Users' corporate email addresses are configured as SMTP proxy addresses.
(See the "Users" chapter of the *System Administration Guide for Cisco Unity Connection Release 12.x* at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/12x/administration/guide/b_12xcucsag.html..)
- Users are associated with a class of service enabled for accessing voice messages by using an IMAP client.
(See the "User Attributes" chapter of the *System Administration Guide for Cisco Unity Connection Release 12.x*.)
- The Unity Connection server is configured to allow SMTP connections from IMAP clients.
(See the Unified Messaging Guide for Cisco Unity Connection Release 12.x at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/12x/unified_messaging/b_12xcucumgx.html..)
- If Transport Layer Security for untrusted IP addresses is configured to be required or optional: The Connection server is configured to provide a secure IMAP connection.
(See the Security Guide for Cisco Unity Connection Release 12.x at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/12x/security/b_12xcucsecx.html .)
- An IMAP email account is configured in Outlook for each ViewMail for Outlook user.
(See the "Creating and Configuring an Account in Outlook to Access Voice Messages (IMAP Users Only)" section on page 6 of these release notes.)

Creating and Configuring an Account in Outlook to Access Voice Messages (IMAP Users Only)

Do the applicable procedure—depending on the Outlook version—for ViewMail for Outlook users who will access Connection voice messages by using IMAP:

- [To Create and Configure an Account in Outlook 2010 and later to Access Voice Messages \(IMAP Users\)](#)
- [To Create and Configure an Account in Outlook 2007 to Access Voice Messages \(IMAP Users\)](#)

To Create and Configure an Account in Outlook 2010 and later to Access Voice Messages (IMAP Users)

Procedure

-
- Step 1** Start Outlook.
- Step 2** On the File tab, select **Info**, then **Add Account**.
- Step 3** Confirm that Email Account (the default) is selected, then enter user information:
- In the Your Name field, enter a display name for the account. This typically is the full name of the user.
 - In the Email Address field, enter the Connection SMTP address of the user.
The address is available in the SMTP Address field on the User Basics page in Connection Administration, and typically uses the following format:
`<username>@<SMTP domain name of the Unity Connection server or cluster>`
 - In the Password field, enter the user's Cisco PCA password (also known as the web application password).
 - In the Retype Password field, enter the Cisco PCA password again.
- Step 4** Select **Next**.
- Step 5** *If you see the "Problem Connecting to Server" message about an unavailable encrypted connection:* Select **Next** to use an unencrypted connection.
- Step 6** When the email-account configuration is complete, select **Finish**

Note If Outlook 2013 is getting crashed when you click on Draft Message/Sent Message/Calendar/Contacts, make sure that the IntResource64.dll library file does not exist in the %temp%\AppData\Local\Temp\ folder. If the file exists in the specified location, delete the file before starting Outlook to resolve this issue.

To Create and Configure an Account in Outlook 2007 to Access Voice Messages (IMAP Users)

Procedure

- Step 1** Start Outlook.
- Step 2** From the Outlook Tools menu, select **Account Settings**.
- Step 3** In the Account Settings dialog, on the Email tab, select **New**.
- Step 4** In the Add New Email Account wizard, select **Microsoft Exchange, POP3, IMAP or HTTP** as the email service, then select **Next**.
- Step 5** Enter user information:
- a) In the Your Name field, enter a display name for the account. This typically is the full name of the user.
 - b) In the Email Address field, enter the Connection SMTP address of the user.
The address is available in the SMTP Address field on the User Basics page in Connection Administration, and typically uses the following format:
<username>@<SMTP domain name of the Unity Connection server or cluster>
 - c) In the Password field, enter the user's Cisco PCA password (also known as the web application password).
 - d) In the Retype Password field, enter the Cisco PCA password again.
- Step 6** Select **Next**.
- Step 7** If you see the Problem Connecting to Server message about an unavailable encrypted connection: Select **Next** to use an unencrypted connection.
- Step 8** When the email-account configuration is complete, select **Finish**.
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Downloading ViewMail for Outlook 12.0(2)

To Download ViewMail for Outlook 12.0(2)

Procedure

- Step 1** On a computer with a high-speed Internet connection, go to the Voice and Unified Communications download 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 download page, expand **Products > Unified Communications > Unified Communications Applications > Messaging > Unity Connection**, and select **Unity Connection ViewMail for Microsoft Outlook Version 12.0(2)**.
- Step 3** In the Latest Releases folder, select **VMO 12.0(2)**.
- Step 4** On the right side of the page, select **Download Now**, and follow the on-screen prompts to complete the download.
-

Customizing ViewMail for Outlook Setup

The file AdminConfig.xml is available in the ViewMail for Outlook installation folder. Use the file to prepopulate user and voicemail server information when the ViewMail for Outlook installation or upgrade is being pushed out to users.

After entering information in AdminConfig.xml, leave the file in the ViewMail installation folder when you make it available to users.

Installing or Upgrading to ViewMail for Outlook 12.0(2)

By default, ViewMail for Outlook files are installed in the directory C:\Program Files\Cisco Systems\ViewMail for Outlook. You can specify a different directory during the software installation.

Do the procedure in this section to install or upgrade ViewMail for Outlook on user workstations. You can also install ViewMail for multiple users who share a workstation.

To Install or Upgrade to ViewMail for Outlook 12.0(2)

Procedure

Step 1 If Microsoft Outlook is running, exit the application.

Step 2 In the ViewMail folder, double-click the applicable file:

Setup.exe	Use this file for new installations and for upgrades from versions earlier than 12.0(2). It installs prerequisite software, as needed; places the AdminConfig.xml file in the correct location; and uninstalls older versions during upgrades. This folder consists of two sub folders: <ul style="list-style-type: none">• Win32: If you need to install 32-bit ViewMail for Outlook.• x64: If you need to install 64-bit ViewMail for Outlook. Note For silent installation of ViewMail for Outlook, in AdminConfig.xml file, the user id should be the login name of the system whereas the username and password should be the user name and password of Cisco Unity Connection.
ViewMail.msi	Use this file for quick minor upgrades for ViewMail 32-bit with versions 12.0(2) and later.
ViewMail_64.msi	Use this file for quick minor upgrades for ViewMail 64-bit with versions 12.0(2) and later.

Note For successful installation and upgrade of ViewMail for Outlook 12.0(2), you must download and run the setup.exe.

Step 3 Follow the on-screen prompts to complete the installation.

Step 4 Restart Outlook.

Installing ViewMail for Outlook 12.0(2) Using Command Line Switches

To install ViewMail for Outlook 12.0(2) through command line switches:

Procedure

Step 1 Run the following command on command prompt:
<Path of the VMO setup directory>setup.exe /i /qb /logfile <File Name>

Note <File Name> is the name of the log file.

Step 2 Restart Outlook.

Associating the Applicable Email Account with the Voicemail Server



Note If you are upgrading ViewMail for Outlook from 8.5(x) to a later version, skip this task as the existing email account and ViewMail settings remain unchanged during an upgrade.

You must link the applicable IMAP account or Exchange account with the voicemail server. This ensures that messages composed by using ViewMail for Outlook are sent to the voicemail server.

Do the following procedure on each user workstation.

To Associate an Email Account with a Voicemail Server

Procedure

Step 1 In Outlook, open the ViewMail Settings or Options dialog:

Outlook 2010 and above	On the ViewMail tab, select Settings.
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Step 2 Select **Add**, then select the account to associate with a voicemail server.

Step 3 Enter the applicable information in each field:

Voicemail Server Type	Select the voicemail server type to associate with the email account. Note In IMAP account, Cisco Unity Connection 7.x and 8.x versions support Unity Connection 7.x and 8.0.x voicemail server type and Cisco Unity Connection 8.5 and later versions support Unity Connection 8.5 (IMAP) voicemail server type.
Username	Enter the Cisco Unity Connection username (alias) of the user.
Password	Enter the user's Cisco PCA password (also known as the web application password).
Voicemail Server Name	Enter the name of the voicemail server.
Voicemail Server Status	Display only. (Possible values are "Connected," "Not Connected," "Invalid Credentials," and "Unknown.")
Phone Number	Enter the extension or a phone number for the user. This setting is required only if you want Unity Connection users to be able to record or play messages by using the phone.
Recording Device	Select the preferred device.
Playback Device	Select the preferred device.

Step 4 Select **Test Settings** to verify the information that was entered.

Step 5 Select **OK**.

Limitations and Restrictions

Installing a New Version of Outlook Requires Uninstalling ViewMail First

When installing a new version of Microsoft Outlook on user workstations, you must first uninstall ViewMail for Outlook. After you have installed Outlook, reinstall ViewMail.

Otherwise, ViewMail for Outlook will seem to be installed properly with the new version of Outlook, but it may not work.

Message Sensitivity Displays as Blank for Normal Sensitivity Messages Recorded in ViewMail

Users whose Outlook clients are configured to display the Sensitivity field in the message-list view may notice that messages recorded in ViewMail for Outlook with the Sensitivity set to Normal do not display any text in the Sensitivity field.

Messages recorded by using the Cisco Unity Connection phone interface (as well as email messages composed in Outlook) display "Normal" in the Sensitivity field.

Some Software on User Workstations Can Cause ViewMail to Fail

Some security and VPN software installed on user workstations may cause ViewMail for Outlook to fail. In particular, software that offers personal firewalls is problematic.

Exceptions may need to be added to the problematic software to allow ViewMail to work. Alternatively, you can set up ViewMail so that users can play messages with audio devices on their computers.



Note In ViewMail for Outlook 11.5(1) and later, if the user connects or disconnects the audio devices, it is recommended to restart Outlook, so that ViewMail for Outlook displays the status of currently attached recording and playback devices only.

Unity Connection Server Must Be Available to Compose Voice Messages

In order to compose voice messages by using ViewMail for Outlook with Cisco Unity Connection 8.5 and later, ViewMail must be able to contact the Unity Connection server. If the server is not available, users will see the following message: "The requested action could not be performed because the voicemail server was not available."

In earlier ViewMail versions, voice messages could be recorded while the Unity Connection server was unavailable and were sent when the server became available again.

ViewMail for Outlook 12.0(2) Limitations Regarding Icon Update when a Voice Message is read or unread

When a voice mail is marked read or unread using ViewMail for Outlook 12.0(2), the state of voice mail Icon is not updated regardless of the Microsoft Outlook version.

ViewMail for Outlook 12.0(2) Limitations Regarding Cisco Unity 5 Message Playback

When playing a Cisco Unity 5 message using ViewMail for Outlook with "VMO Play Attachment" feature, audio progress bar is not updated and time duration is not displayed on the ViewMail audio pane of the VoiceMail.

ViewMail for Outlook 64-Bit Limitation Regarding G.729

ViewMail for Outlook 64 bit version is not supported for G.729 codec.

Caveats

You can find the latest caveat information for Cisco Unity Connection ViewMail for Microsoft Outlook version 12.0(2) by using Bug Toolkit, an online tool available for customers to query defects according to their own needs.

Bug Toolkit is available at <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 signed in to Cisco.com as a registered user.

Release notes for all versions of ViewMail for Outlook are available at http://www.cisco.com/en/US/products/ps6509/prod_release_notes_list.html.

Open Caveats—Release 12.0(2)

There is no open caveat in ViewMail for Outlook version 12.0(2) release.

Resolved Caveats—Release 12.0(2)

Revised April, 2018

This section lists the resolved caveats for VMO 12.0(2) release. 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.)

Caveat Number	Component	Severity	Description
CSCvi26611	VMO	3	Unable to install VMO 11.5 once 12.0 is uninstalled due to Add-in Initialization getting failed
CSCvj00275	VMO	4	Cisco Viewmail 12.0, 'Stop' Playback on VMO causes outlook to crash and restart.
CSCvi26419	VMO	4	Outlook getting crashed in Offline mode with view mail installed for 12.0

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>

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