Release Notes for Cisco ViewMail for Microsoft Outlook Release 11.0(1)

Publised July, 2015

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 11.0(1).

ViewMail for Outlook 11.0(1) 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	• 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 not required with the single-inbox feature. Without it, however, users can only play voice messages; they cannot compose, reply to, or forward them.
	• ViewMail for Outlook is required for users to play secure messages in the Exchange mailbox.
IMAP users	• 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.

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 "ViewMail with Unity Connection 11.x and Cisco Business Edition 6000/7000" section of *Compatibility Matrix for Cisco Unity Connection* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/compatibility/matrix/cucclient mtx.html.
- The following software installed on the user workstation:
  - Microsoft DirectX 9.0
  - Microsoft .NET Framework 3.5
  - 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 10 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 on page 5 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 http://www.cisco.com/en/US/docs/voice_ip_comm/connection/compatibility/matrix/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 11.x* at http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/11x/requirements/11xcucsysreq s.html.

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 2013	On the ViewMail tab, select **About Cisco ViewMail**.
Outlook 2007 and 2003	From the Help menu, select **Cisco ViewMail for Outlook > About Cisco ViewMail**.

Related Documentation

For descriptions and URLs of Cisco Unity Connection documentation on Cisco.com, see the *Documentation Guide for Cisco Unity Connection Release 11.x*. The document is shipped with Unity Connection and is available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/11x/roadmap/11xcucdg.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 11.0(1)

This section contains information about new and changed and requirements and support in the 11.0(1) 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 are released for ViewMail for Outlook 11.0(1) 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 11.x* at
http://www.cisco.com/en/US/docs/voice_ip_comm/connection/11x/requirements/11xcucsysreqs.html.

New and Changed Functionality—Release 11.0(1)

There is no new and changed and functionality in the 11.0(1) release.

(For information on new and changed requirements and support in earlier versions of Cisco Unity Connection ViewMail for Microsoft Outlook, see the applicable release notes at
http://www.cisco.com/en/US/products/ps6509/prod_release_notes_list.html.)

Installation and Upgrade Information

- Task List for Installing ViewMail for Outlook 11.0(1) for the First Time, page 4
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- Associating the Applicable Email Account with the Voicemail Server, page 10

Task List for Installing ViewMail for Outlook 11.0(1) 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 on page 2 and the "Prerequisites" section on page 5.

2. Download ViewMail for Outlook from the Cisco Download Software website. See the "Downloading ViewMail for Outlook 11.0(1)" section on page 8.

3. *Optional:* Customize ViewMail for Outlook setup. See the "Customizing ViewMail for Outlook Setup" section on page 8.

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 11.0(1)" section on page 9.

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 11.0(1) Using Command Line Switches" section on page 10.

Task List for Upgrading to ViewMail for Outlook 11.0(1)

Note If you are upgrading from a ViewMail for Outlook version earlier than 11.0(1), see the "Task List for Installing ViewMail for Outlook 11.0(1) for the First Time" section on page 4 instead. The older version is uninstalled automatically, and installing 11.0(1) is considered a new installation.

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" section on page 2 and the "Prerequisites" section on page 5.

2. Download ViewMail for Outlook from the Cisco Download Software website. See the "Downloading ViewMail for Outlook 11.0(1)" section on page 8.

3. *Optional:* Customize ViewMail for Outlook setup for the upgrade, if applicable. See the "Customizing ViewMail for Outlook Setup" section on page 8.

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 11.0(1)" section on page 9.

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, page 6
- Prerequisites for Using ViewMail for Outlook with IMAP, page 6
- Creating and Configuring an Account in Outlook to Access Voice Messages (IMAP Users Only), page 6

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 11.x* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/11x/unified_messaging/guide/11xcucumgx.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 chapter of the *System Administration Guide for Cisco Unity Connection Release 11.x* at http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/11x/administration/guide/11xcucsagx.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 11.x*.)

- The Unity Connection server is configured to allow SMTP connections from IMAP clients.

  (See the *Unified Messaging Guide for Cisco Unity Connection Release 11.x* at http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/11x/unified_messaging/guide/11xcucumgx.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 11.x* at http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/11x/security/guide/11xcucsecx.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 or 2013 to Access Voice Messages (IMAP Users), page 7
- To Create and Configure an Account in Outlook 2007 to Access Voice Messages (IMAP Users), page 7

- To Create and Configure an Account in Outlook 2003 to Access Voice Messages (IMAP Users), page 8

To Create and Configure an Account in Outlook 2010 or 2013 to Access Voice Messages (IMAP Users)

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:

    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 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)

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**.

To Create and Configure an Account in Outlook 2003 to Access Voice Messages (IMAP Users)

Step 1 Start Outlook.

Step 2 From the Outlook Tools menu, select **Email Accounts**.

Step 3 In the Email Accounts wizard, under Email, select **Add a New Email Account**, then select **Next**.

Step 4 Under Server Type, select **IMAP** as the email service, then select **Next**.

Step 5 On the Internet Email Settings (POP 3) dialog, enter the applicable information in the User, Server, and Logon sections, then select **Next**.

Step 6 When the email-account configuration is complete, select **Finish**.

Downloading ViewMail for Outlook 11.0(1)

To Download ViewMail for Outlook 11.0(1)

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> Cisco Unity Connection**, and select **Cisco ViewMail for Microsoft Outlook Version 11.0**.

Step 3 In the Latest Releases folder, select **VMO 11.0(1)**.

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 11.0(1)

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 11.0(1)

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 11.0(1) 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:
	• **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 11.0(1) and later
ViewMail_64.msi	Use this file for quick minor upgrades for ViewMail 64-bit with versions 11.0(1) and later.

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

Step 4   Restart Outlook.

Installing ViewMail for Outlook 11.0(1) Using Command Line Switches

To install ViewMail for Outlook 11.0(1) through command line switches:

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. 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

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

Outlook 2013 and 2010	On the **ViewMail** tab, select **Settings**.
Outlook 2007	From the Tools menu, select **Options**, then the **ViewMail** tab.
Outlook 2003	From the Tools menu, select **Options**, then the **ViewMail** tab.

Step 2 Select **Add**, then select the account to associate with a voicemail server.

Step 3 Enter the applicable information in each field:

Table 1 *ViewMail for Outlook Settings*

Field	Setting
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

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Incompatibility with Exchange System Management Tools

ViewMail for Outlook version 11.0(1) does not work correctly when it is installed on a computer that also has Microsoft Exchange System Management Tools installed.

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 11.0(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.

To Compose Voice Messages, Unity Connection Server Must Be Available

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 11.0(1) Limitations Regarding Reply and Forward Cisco Unity Voice Messages

In Unity Connection, users cannot reply to, or forward Cisco Unity voice messages or .wav files by using ViewMail for Outlook version 11.0(1).

ViewMail for Outlook 11.0(1) 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 11.0(1), the state of voice mail Icon is not updated regardless of the Microsoft Outlook version.

ViewMail for Outlook 11.0(1) 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.

ViewMail for Outlook Limitation Regarding Secured Voice Message Play with OpenAM SSO

If OpenAM Single Sign-On for Cisco PCA is enabled in ViewMail for Outlook, we recommend not to play the secure messages. If you still play the secure messages after enabling OpenAM Single Sign-On, VMO displays the "Loading Audio" prompt and never plays the audio message.

To play secure messages using ViewMail for Outlook with OpenAM SSO configuration, perform the following steps:

1. In Cisco Unity Connection OS Administration, disable SSO for REST API.

2. Create a rule that puts "/ciscopca/unitymessageserver/ums.do?*" in the "Not Enforced URI" rule section of OpenAM.

Note The limitation of secured voice message play with OpenAM Single Sign-On is not applicable for Cisco Unity Connection Release 11.x.

Caveats

You can find the latest caveat information for Cisco Unity Connection ViewMail for Microsoft Outlook version 11.0(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.

✎

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 11.0(1)

There is no list of open caveats for this release.

Resolved Caveats—Release 11.0(1)

This section lists the resolved caveats that includes resolved CFDs (Severity 1, 2, 3, 4, and 5) and IFDs (Severity 1, 2, and 3) when ViewMail for Outlook version 11.0(1) was released. Select a link in the Caveat Number column to view the latest information of the caveat in Bug Toolkit. (Caveats are listed in order by severity, then by component, then by caveat number.)

Table 2   *Unity Connection ViewMail for Outlook Release 11.0(1) Resolved Caveats*

Caveat Number	Component	Severity	Description
CSCuo65305	ViewMail for Outlook	4	With ViewMail 10.0(1), user has to manually cancel the Prompt after updation.
CSCup07068	ViewMail for Outlook	4	ViewMail Icon feature does not work for SIB users.
CSCus90997	ViewMail for Outlook	5	Unable to add phone number / extension number which contains # in ViewMail.

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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