



# Release Notes for Cisco Unified Provisioning Manager 1.0

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These release notes are for use with Cisco Unified Provisioning Manager (Provisioning Manager).

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# Product Documentation


**Note**

The originally published printed and electronic documentation is included with your product. Any changes after original publication are reflected on Cisco.com, where you will find the most up-to-date documentation.

[Table 1](#) describes the product documentation that is available.

**Table 1**      **Product Documentation**

Document Title	Available Formats
<i>Supported Devices Table for Cisco Unified Provisioning Manager 1.0</i>	On Cisco.com at the following URL: <a href="http://www.cisco.com/en/US/products/ps7125/products_device_support_table09186a00807db1c1.html">http://www.cisco.com/en/US/products/ps7125/products_device_support_table09186a00807db1c1.html</a>
<i>Release Notes for Cisco Unified Provisioning Manager 1.0</i>	<ul style="list-style-type: none"> <li>• In PDF on the product CD-ROM</li> <li>• On Cisco.com at the following URL: <a href="http://www.cisco.com/en/US/products/ps7125/prod_release_note09186a00807db225.html">http://www.cisco.com/en/US/products/ps7125/prod_release_note09186a00807db225.html</a></li> </ul>
<i>Installation Guide for Cisco Unified Provisioning Manager 1.0</i>	<ul style="list-style-type: none"> <li>• In PDF on the product CD-ROM</li> <li>• On Cisco.com at the following URL: <a href="http://www.cisco.com/en/US/products/ps7125/product_s_installation_guide_book09186a00807bd201.html">http://www.cisco.com/en/US/products/ps7125/product_s_installation_guide_book09186a00807bd201.html</a></li> </ul>
<i>User Guide for Cisco Unified Provisioning Manager 1.0</i>	<ul style="list-style-type: none"> <li>• In PDF on the product CD-ROM</li> <li>• On Cisco.com at the following URL: <a href="http://www.cisco.com/en/US/products/ps7125/product_s_user_guide_book09186a00807bd204.html">http://www.cisco.com/en/US/products/ps7125/product_s_user_guide_book09186a00807bd204.html</a></li> </ul>

# Known Problems

Table 2 describes problems known to exist in this release.

**Table 2**      *Known Problems in Provisioning Manager*

<b>Bug ID</b>	<b>Summary</b>	<b>Explanation</b>
CSCsg24674 CSCsg59272	A batch order that contains duplicate MAC addresses fails.	<p>If you placed a phone batch order that contains MAC addresses that already exists on the Cisco Unified CallManager, the order fails.</p> <p>Workaround:</p> <p>Make sure your batch file does not contain MAC addresses that have been provisioned in Provisioning Manager or are duplicated in the file.</p>
CSCsh01500	An order on a dependent product should be blocked if the parent product is processing an order.	<p>When a product has an outstanding running order, any orders on its child product fail.</p> <p>For example, if a change phone order is running, canceling a line on the phone fails.</p> <p>Workaround:</p> <p>Abort the failed order. After the order against the parent product completes, place the order on the child product again.</p>
CSCsh86065	Searching for a deleted subscriber by directory number after a Domain synchronization displays an error.	<p>If a subscriber is deleted from Cisco Unified CallManager and then a synchronization is performed, Provisioning Manager does not delete the subscriber. Provisioning Manager only deletes the subscriber's associated products.</p> <p>Because the products do not exist for subscribers that have been deleted in Cisco Unified CallManager or Cisco Unity, when you search using their telephone number an error occurs.</p> <p>Workaround:</p> <p>Search using the subscriber's ID or name.</p>

**Table 2**      **Known Problems in Provisioning Manager (continued)**

Bug ID	Summary	Explanation
CSCsh94693	<p>You cannot place an order for a phone if the phone's MAC address is already registered to Cisco Unified CallManager Express but it is not configured in Cisco Unified CallManager Express.</p>	<p>If you try to provision a phone through Provisioning Manager with the same MAC address as one that is already registered but not configured in Cisco Unified CallManager Express, the order fails.</p> <p>Phones that are registered with Cisco Unified CallManager Express but not configured, occupy slots (ephone-x). A list of registered phones with corresponding MAC addresses can be seen with the show ephone registered command.</p> <p>This issue occurs with Cisco Unified CallManager Express 3.3, 3.4, and 4.0.</p> <p>Workaround:</p> <p>For phones on Cisco Unified CallManager Express 3.3 and 3.4, you will have to disconnect the phones from the network, so that the registration of the phones is lost. A new Phone order can then be placed with the same MAC address.</p> <p>For phones on Cisco Unified CallManager Express 4.0, auto registration of the phones should be turned off. So, for phones already registered but not configured, a <code>reset &lt;mac-address of phone&gt;</code> command must be issued from the telephony service before ordering a phone with the same MAC address.</p>

**Table 2**      *Known Problems in Provisioning Manager (continued)*

Bug ID	Summary	Explanation
CSCsh95213	On partially failed orders, the Cancel Service button is not present.	<p>When part of an order with more than one product produces an error, the products which were successfully provisioned as part of this failed order cannot be canceled from the Subscriber Record (the Cancel Service button is not present). Once this order is aborted by the administrator, the order goes to the Hold state and the Cancel Service button is visible for the products.</p> <p>The problem is that this affects all the previous products added through partially failed orders. Even if there is one failed order in the system, all the products that were earlier provisioned through orders that are in the Hold state cannot be canceled.</p> <p>Workaround:</p> <p>Make sure all the orders for a subscriber, that produce an error, are aborted by the administrator.</p>
CSCsh96288	Unable to place change phone orders (new phone type, new MAC address) through batch provisioning.	<p>Batch orders fail in the following instances:</p> <ul style="list-style-type: none"> <li>• If you do not use upper case letters for all MAC addresses.</li> <li>• If you are entering a change phone order for changing phone type and you do not list the new phone button template.</li> </ul> <p>Workaround:</p> <p>Make sure that the remainder of the failed order is aborted by the administrator.</p> <p>When entering batch orders, remember the following:</p> <ul style="list-style-type: none"> <li>• For all operations in the batch file, always use upper case letters when entering a MAC address.</li> <li>• To change the phone type, you must provide the new phone button template in the batch file.</li> </ul>

**Table 2**      **Known Problems in Provisioning Manager (continued)**

<b>Bug ID</b>	<b>Summary</b>	<b>Explanation</b>
CSCsh98606	The DNAutoReservation rule does not work correctly.	Do not use the DNAutoReservation rule. Workaround: None.
CSCsh99061	The DNReservationTimeout rule does not work correctly.	The DNReservationTimeout rule cannot be configured at the Domain level. The DNReservationTimeout rule is a global rule that is only set in the Customer Domain Template. Also, the value for the DNReservationTimeout rule is specified in days and minutes (not days and hours). Workaround: None
CSCsi01071	Users not assigned the Advanced Assignment authorization role can specify MAC addresses when ordering products.	Only users assigned the Advanced Assignment role are suppose to be able to assign MAC addresses during order entry for a phone product. Currently other authorization roles are also able to assign MAC addresses. Workaround: None.
CSCsi06355	You cannot cancel a phone that has a line on a shared phone.	Canceling a phone order fails if the phone is shared and the phone has a line, that is the first line for the subscriber. Workaround: <ol style="list-style-type: none"> <li>1. Make sure that the remainder of the failed order is aborted by the administrator.</li> <li>2. Restart the Provisioning Manager server.</li> <li>3. Perform a subscriber synchronize for the subscriber.</li> <li>4. Cancel the phone again.</li> </ol>

Provisioning Manager synchronizes the data in Cisco Unified CallManagers with Call Processors in Provisioning Manager. There can be problems obtaining the data from Cisco Unified CallManagers data due to known problems in certain versions of Cisco Unified CallManagers.

Table 3 lists the known problems and the related Cisco Unified CallManager bug ID. When a related bug is fixed, the problem will no longer exist in Provisioning Manager.

**Table 3** Known Problems in Call Processor Devices

Summary	Explanation
<p>Provisioning Manager cannot synchronize users that were created on Cisco Unified CallManager 5.0.4 and that have phones or device profiles associated to them.</p>	<p>If you create a user in Cisco Unified CallManager 5.0.4 with an associated phone or device profile, the user will not be added into Provisioning Manager when a subscriber synchronization is performed.</p> <p>This defect is present in Cisco Unified CallManager 5.0.4.</p> <p>The related Cisco Unified CallManager bug ID is CSCse43192.</p> <p>This issue is fixed in Cisco Unified CallManager 5.0.4.2103-1 and later.</p> <p>For more information regarding this issue, contact TAC. For information on contacting TAC, see the following:  <a href="http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html">http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html</a></p> <p>Workaround: None.</p>
<p>Members of the CallPickupGroup and the LineGroup are not saved in the Provisioning Manager database.</p>	<p>Provisioning Manager cannot obtain the values of the members for the CallPickupGroup and LineGroup objects during synchronization with Cisco Unified CallManager. However, these objects can be configured on Cisco Unified CallManager using Provisioning Manager.</p> <p>This applies to the following versions of Cisco Unified CallManager:</p> <ul style="list-style-type: none"> <li>• 4.0(2)</li> <li>• 4.1(3)</li> <li>• 4.2(1)</li> <li>• 5.0(4)</li> </ul> <p>The related Cisco Unified CallManager bug IDs are CSCsf07468 and CSCsf07560.</p> <p>Workaround: None.</p>

**Table 3**      **Known Problems in Call Processor Devices (continued)**

Summary	Explanation
<p>The default value is not set to True for the following:</p> <ul style="list-style-type: none"> <li>• Forwarded Call Info - Caller Name</li> <li>• Forwarded Call Info - Dialed Number</li> </ul> <p>Because of this, call forwarding will not occur.</p>	<p>In Cisco Unified CallManager [release 4.0(1), 4.1(3), 4.2(1), 5.0(2)] the following provisioning attribute are set to False:</p> <ul style="list-style-type: none"> <li>• Forwarded Call Information - Caller Name</li> <li>• Forwarded Call Information - Dialed Number</li> </ul> <p>These attributes should be set to True. They must be set to true for call forwarding to occur.</p> <p>The related Cisco Unified CallManager bug ID is CSCsg37872.</p> <p>Workaround:</p> <p>After creating a Service Area, set these provisioning attributes to True.</p>
<p>In some cases, synchronization is not successful when trying to synchronize Cisco Unified CallManager 5.0.</p>	<p>There are two issues causing this problem:</p> <ul style="list-style-type: none"> <li>• Provisioning Manager cannot support RoutePatterns that are configured to use a gateway as the destination. The related Cisco Unified CallManager bug ID is CSCsh36013.</li> <li>• Provisioning Manager cannot support RoutePatterns whose configured RouteLists are deleted manually from Cisco Unified CallManager. The related Cisco Unified CallManager bug ID is CSCsh29825.</li> </ul> <p>Workaround: None.</p>

**Table 3**      **Known Problems in Call Processor Devices (continued)**

Summary	Explanation
<p>In some cases, a change phone order changes the phone load name on Cisco Unified CallManager.</p>	<p>When performing a change phone order, a phone load name is set on the phone.</p> <p>This problem occurs if the phone load name was originally not set (which means that Cisco Unified CallManager is using the default phone load).</p> <p>Also, the problem results in different situations for Cisco Unified CallManager 4.x and 5.x.</p> <ul style="list-style-type: none"> <li>• In Cisco Unified CallManager 4.x, a change phone order sets the phone load name with the default phone load name.</li> <li>• In Cisco Unified CallManager 5.x, only when Module Load Name is present does performing a change phone order set the phone's load name with Module Load Name.</li> </ul> <p>The related Cisco Unified CallManager bug IDs are CSCsh26744 and CSCsh58736.</p> <p>Workaround: None.</p>
<p>The MLPP Domain ID is not set on the Cisco Unified CallManager when an H323 gateway is created through Configuration Templates.</p>	<p>The MLPP Domain ID is not set for all 4.x versions of Cisco Unified CallManager.</p> <p>The related Cisco Unified CallManager bug ID is CSCsh56843.</p> <p>This issue is fixed in Cisco Unified CallManager 5.0.x.</p> <p>Workaround: None</p>
<p>Performing a change order on a phone where networkLocale is set, deletes the phone in Cisco Unified CallManager.</p>	<p>When you run a change order on a phone, the phone is deleted if networkLocale is present in the phone. This defect is present in Cisco Unified CallManager 4.1(3)SR3.</p> <p>The related Cisco Unified CallManager bug ID is CSCsd82084.</p> <p>This issue is fixed in Cisco Unified CallManager 4.1(3)SR4.</p> <p>Workaround: None</p>

**Table 3**      **Known Problems in Call Processor Devices (continued)**

Summary	Explanation
<p>Change phone order sets the User Locale and Network Locale to <i>None</i>.</p>	<p>If after synchronizing a subscriber you perform a phone change order, the User Locale and Network locale are set to None. This occurs because the provisioning of Network Locale and User Locale through the AXL API is not supported on all versions of Cisco Unified CallManager.</p> <ul style="list-style-type: none"> <li>• User Locale is not supported on Cisco Unified CallManager 4.0 AXL API.</li> <li>• Network Locale is not supported on Cisco Unified CallManager 4.0 and 4.1 AXL API.</li> </ul> <p>The related Cisco Unified CallManager bug ID is CSCsd82084. Workaround: None.</p>
<p>Canceling a shared phone for a subscriber does not disassociate the phone in Cisco Unified CallManager.</p>	<p>A canceled shared phone remains associated in the users account on the Cisco Unified CallManager, if the subscriber has only one phone in the Cisco Unified CallManager.</p> <p>This defect is present in Cisco Unified CallManager 5.0.4. The related Cisco Unified CallManager bug ID is CSCsh48876. Workaround: None.</p>
<p>Change phone orders fail on Cisco Unified CallManager 5.0.4 when Extension Mobility is on and using the same MAC address.</p>	<p>If you perform a change phone order on a phone that has Extension Mobility set and keeping the same MAC address, the order fails.</p> <p>This occurs because Cisco Unified CallManager 5.0.4 does not delete the auto-generated profile on Cisco Unified CallManager. Therefore it is attempting to re-generate the same auto-generated profile.</p> <p>The related Cisco Unified CallManager bug ID is CSCsd60519. WorkAround: Before placing the change order, remove the auto-generated device profile from Cisco Unified CallManager.</p>

**Table 3**      **Known Problems in Call Processor Devices (continued)**

Summary	Explanation
<p>You cannot set the Cisco Unified CallManager PIN for subscribers on Cisco Unified CallManager 5.0.4.</p>	<p>When the Cisco Unified CallManager PIN is changed (or reset) in Provisioning Manager, it does not get changed in Cisco Unified CallManager.</p> <p>This problem is present in Cisco Unified CallManager 5.0.4.</p> <p>The related Cisco Unified CallManager bug ID is CSCsh88651.</p> <p>Workaround: None.</p>

# Obtaining Documentation, Obtaining Support, and Security Guidelines

For information on obtaining documentation, obtaining support, providing documentation feedback, security guidelines, and also recommended aliases and general Cisco documents, 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>

This document is to be used in conjunction with the documents listed in the “[Product Documentation](#)” section.

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