



Release Notes for Cisco Unified Provisioning Manager 1.2

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

These release notes provide:

- [SUPPLEMENTAL LICENSE AGREEMENT, page 2](#)
- [New Features, page 2](#)
- [Product Documentation, page 3](#)
- [Known Problems, page 4](#)
- [Resolved Problems, page 10](#)
- [Obtaining Documentation and Submitting a Service Request, page 11](#)



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New Features

Cisco Unified Provisioning Manager adds the following:

- Support for Cisco Unified Communications Manager 6.1.
- Support for Cisco Unified Communications Manager Express 4.2.
- Support for Cisco Unity Connection 2.1.
- Support for Cisco Unity Express 3.1.
- Line Group as a provisioning attribute on a line.
- The ability to change the attributes of a Line.
- Support for the Cisco Unified Communications Manager Auto-Register Phone Tool in Cisco Unified Communications Manager.
- CTI Route Point as a new configuration template.
- Support for alternate extensions in Cisco Unity voicemail.

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 1.2</i>	On Cisco.com at the following URL: http://www.cisco.com/en/US/products/ps7125/products_device_support_tables_list.html
<i>Release Notes for Cisco Unified Provisioning Manager 1.2</i>	<ul style="list-style-type: none"> • In PDF on the product CD-ROM • On Cisco.com at the following URL: http://www.cisco.com/en/US/products/ps7125/prod_release_notes_list.html
<i>Installation Guide for Cisco Unified Provisioning Manager 1.2</i>	<ul style="list-style-type: none"> • In PDF on the product CD-ROM • On Cisco.com at the following URL: http://www.cisco.com/en/US/products/ps7125/prod_installation_guides_list.html
<i>User Guide for Cisco Unified Provisioning Manager 1.2</i>	<ul style="list-style-type: none"> • In PDF on the product CD-ROM • On Cisco.com at the following URL: http://www.cisco.com/en/US/products/ps7125/products_user_guide_list.html

Known Problems

Table 2 describes problems known to exist in this release.

Table 2 *Known Problems in Provisioning Manager*

Bug ID	Summary	Explanation
CSCs155634	Line on a shared phone on Cisco Unified Communications Manager Express breaks after performing a synchronization.	<p>When you place an order for a line on a shared phone (for the second user) and then perform a subscriber and Domain synchronization on Cisco Unified Communications Manager Express, the following occurs:</p> <ul style="list-style-type: none"> • All products are removed from the second user's subscriber record. • The shared phone icon is removed from the first user's phone. <p>Workaround:</p> <p>If a user has at least one ephone (or an ephone with a dummy username and MAC address) configured in the device, the Line on a Shared Phone product will not be removed from that users' subscriber record, and the shared phone, with the shared phone icon, will appear in both of the users' subscriber records.</p>

Provisioning Manager synchronizes the data in Cisco Unified Communications Manager with Call Processors in Provisioning Manager. Problems can occur while obtaining the data from Cisco Unified Communications Manager, due to known problems in certain versions of Cisco Unified Communications Manager.

Table 3 lists the known problems and the related Cisco Unified Communications Manager 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>Ordering Phone Service with Extension Mobility enabled results in an error.</p>	<p>When using batch ordering to order a Phone Service (or Unified Messaging Service) with Extension Mobility enabled, a recoverable error occurs. The following error message appears:</p> <p>You cannot add a line to an extension mobility enabled phone while a user is logged on to that phone.</p> <p>This problem applies to Cisco Unified Communications Manager 5.1(2) and 5.1(3). The related Cisco Unified Communications Manager bug ID is CSCsk41840.</p> <p>Workaround:</p> <p>In Provisioning Manager, do the following:</p> <ol style="list-style-type: none"> 1. Go to Infrastructure Configuration > Set Up Devices > Call Processors > View Call Processor. 2. Select the Call Processor on which the order was placed, and perform a subscriber synchronize. 3. Go to Provisioning Dashboard > Manage Activities > My Activities > All Activities. 4. Select the Handle Recoverable Error Activity for the failed order and continue the order.
<p>A Change Line order cannot unset some provisioning attributes.</p>	<p>The following provisioning attributes cannot be unset (clear the value of an attribute or set the value to its default) in a Change Line order:</p> <ul style="list-style-type: none"> • Busy Trigger • Maximum Number of Calls <p>Also, all call forwarding provisioning attributes can be unset to <i>false</i>.</p> <p>This problem applies to all supported versions of Cisco Unified Communications Manager. The related Cisco Unified Communications Manager bug IDs are CSCsi93796 and CSCsj55139.</p> <p>Workaround: None.</p>
<p>For CTI Route Points, infrastructure synchronization does not synchronize the Common Device Config value.</p>	<p>After adding a CTI Route Point in a Call Processor and performing an infrastructure synchronization, the Common Device Config value set in Cisco Unified Communications Manager is not synchronized with Provisioning Manager.</p> <p>This problem applies to Cisco Unified Communications Manager 6.0(1). The related Cisco Unified Communications Manager bug ID is CSCsj24568.</p> <p>Workaround: None.</p>

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

Summary	Explanation
<p><i>Not set</i> is displayed in Provisioning Manager for Phone provisioning attributes set through Provisioning Manager.</p>	<p>After synchronization, Phones provisioned through Provisioning Manager have their provisioning attributes set to <i>Not set</i>.</p> <p>Following are the affected provisioning attributes.</p> <ul style="list-style-type: none"> • Auto Line Select • Gratuitous ARP • PC Port • PC Voice VLAN Access • Settings Access • Video Capabilities • Web Access <p>This problem applies to all supported versions of Cisco Unified Communications Manager. The related Cisco Unified Communications Manager bug ID is CSCsl02501.</p> <p>Workaround: None.</p>
<p>The MLPP Domain provisioning attribute does not accept special characters.</p>	<p>The MLPP Domain provisioning attribute does not accept special characters (a-z, A-Z, 0-9, -, _).</p> <p>Cisco Unified Communications Manager 5.x and later allow you to use special characters when configuring the MLPP Domain. Cisco Unified Communications Manager 4.x only allows hexadecimal values (A-F and 0-9). Provisioning Manager also only allows hexadecimal values.</p> <p>This problem applies to Cisco Unified Communications Manager 5.x and later. The related Cisco Unified Communications Manager bug ID is CSCsl01858.</p> <p>Workaround: None.</p>
<p>Canceling a line does not set the telephone number to a blank (empty) value on Cisco Unified Communications Manager, when the directory number of the line is set as the phone number for the user.</p>	<p>When canceling a line, where the phone number and primary extension number are set for a user, the phone number and primary extension number of the user are not set to an empty value on Cisco Unified Communications Manager.</p> <p>This problem applies to Cisco Unified Communications Manager 5.1(2). The related Cisco Unified Communications Manager bug ID is CSCsl09935.</p> <p>Workaround: None.</p>
<p>You cannot unset the No Answer Ring Duration provisioning attributes.</p>	<p>You cannot unset some Line provisioning attributes either through batch provisioning (using the keyword CUPM_BLANK) or through the Provisioning Manager user interface.</p> <p>You cannot set the following Line provisioning attributes to the default value (no value):</p> <ul style="list-style-type: none"> • No Answer Ring Duration • MLPP No Answer Ring Duration <p>This problem applies to Cisco Unified Communications Manager 4.1(3) and 4.2(3). The related Cisco Unified Communications Manager bug ID is CSCsj55139.</p> <p>Workaround: None.</p>

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

Summary	Explanation
Subscriber synchronization and batch ordering for Cisco Unified Communications Manager 6.0(1) takes a long time to process when compared to the Provisioning Manager-supported versions of Cisco Unified Communications Manager 4.x and 5.x.	<p>The time it takes for subscriber synchronization and batch order processing for a large number of users is longer for 6.0(1) when compared to the Provisioning Manager supported versions of Cisco Unified Communications Manager 4.x and 5.x. This is due to the reduced AXL performance on Cisco Unified Communications Manager 6.0(1) when compared to the Provisioning Manager supported versions of Cisco Unified Communications Manager 4.x and 5.x.</p> <p>This problem applies to Cisco Unified Communications Manager 6.0(1). The related Cisco Unified Communications Manager bug ID is CSCsi41499.</p> <p>Workaround: None.</p>
When a phone has two lines and line 1 is canceled and recreated using a new number, the new number is not applied.	<p>This problem occurs on a phone with two lines. If line 1 is canceled and then recreated with a different number, the first number for line 1 is still listed as the telephone number in the user information.</p> <p>This problem applies to Cisco Unified Communications Manager 5.1(1) and 6.0(1). The related Cisco Unified Communications Manager bug ID is CSCs93796.</p> <p>Workaround: None.</p>
SIP phones provisioned through Provisioning Manager cannot register to Cisco Unified Communications Manager.	<p>SIP phones cannot be provisioned by Provisioning Manager.</p> <p>This problem applies to Cisco Unified Communications Manager 5.0(4) and 5.1(1). The related Cisco Unified Communications Manager bug ID is CSCsi28204.</p> <p>Workaround:</p> <p>To register with Cisco Unified Communications Manager, you must go to the Cisco Unified Communications Manager interface and set the SIP profile field.</p>
In the Voice Region Configuration Template, for Cisco Unified Communications Manager 5.1(1) and 6.0(1), the Default Codec cannot be set with the values Use System Default or Keep Current Setting.	<p>When creating a Voice Region Configuration Template, the default Codec field does not list Use System Default or Keep Current Setting. These selections are available on Cisco Unified Communications Manager 5.1(1) and 6.0(1), but are not supported in Provisioning Manager.</p> <p>This problem applies to Cisco Unified Communications Manager 5.1(1) and 6.0(1). The related Cisco Unified Communications Manager bug ID is CSCsi82847.</p> <p>Workaround:</p> <p>After the voice region is created, make updates to the voice region using the Cisco Unified Communications Manager user interface.</p>
A blank Translation Pattern cannot be created for Cisco Unified Communications Manager 5.0(4) and 5.1(1).	<p>A Translation Pattern with a blank pattern cannot be created using the Configuration Templates. If you try to create a blank translation pattern you will get an error message similar to the following:</p> <p>Dial Plan is required for non-SIP Route and Translation Patterns that have @ in the pattern.</p> <p>This problem applies to Cisco Unified Communications Manager 5.0(4) and 5.1(1). The related Cisco Unified Communications Manager bug ID is CSCsi59634.</p> <p>Workaround: None.</p>

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

Summary	Explanation
Removing the number from the Contact Number field on the subscriber wizard does not remove the number from the Cisco Unified Communications Manager End User Telephone Number field.	<p>When updating a subscriber's information, if you remove the number from the Contact Number field on the subscriber wizard, the Cisco Unified Communications Manager End User Telephone Number field displays the previous value. The expected behavior would be for the End User Telephone Number field to be blank.</p> <p>This problem applies to Cisco Unified Communications Manager 5.1(1) and 6.0(1). The related Cisco Unified Communications Manager bug ID is CSCsi93796.</p> <p>Workaround: None.</p>
MLPP Domain objects are created on Cisco Unified Communications Manager if a nonexistent MLPP Domain ID is specified when creating a Common Device Configuration.	<p>If you specify a nonexistent MLPP Domain ID when adding a Common Device Configuration object from Provisioning Manager using the Configuration Templates, the Cisco Unified Communications Manager creates a new MLPP Domain object using the provided ID instead of returning an error message stating that the MLPP Domain does not exist.</p> <p>This problem applies to Cisco Unified Communications Manager versions 5.0.4 and 5.1.1. The related Cisco Unified Communications Manager bug ID is CSCsj10137.</p> <p>Workaround:</p> <p>Specify the correct MLPP Domain ID in Provisioning Manager.</p> <p>The MLPP Domain ID is considered a hexadecimal value on Cisco Unified Communications Manager, whereas it is considered a decimal value in Provisioning Manager. You can convert the hexadecimal MLPP Domain ID in Cisco Unified Communications Manager to a decimal value and use that value in Provisioning Manager.</p>
Members of the CallPickupGroup and the LineGroup are not saved in the Provisioning Manager database.	<p>Provisioning Manager cannot obtain values for the members of the CallPickupGroup and LineGroup objects during synchronization with Cisco Unified Communications Manager. However, these objects can be configured on Cisco Unified Communications Manager using Provisioning Manager.</p> <p>This problem applies to Cisco Unified Communications Manager 4.1(3), 4.2(1), and 5.0(4). The related Cisco Unified Communications Manager bug IDs are CSCsf07468 and CSCsf07560.</p> <p>Workaround: None.</p>
Synchronizing Cisco Unified Communications Manager 5.0(4) is sometimes unsuccessful.	<p>There are two issues causing this problem:</p> <ul style="list-style-type: none"> • Provisioning Manager cannot support Route Patterns that are configured to use a gateway as the destination. The related Cisco Unified Communications Manager bug ID is CSCsh36013. • Provisioning Manager cannot support Route Patterns whose configured Route Lists are deleted manually from Cisco Unified Communications Manager. The related Cisco Unified Communications Manager bug ID is CSCsh29825. <p>This problem applies to Cisco Unified Communications Manager 5.0(4).</p> <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 Communications Manager.</p>	<p>When performing a change phone order, a phone load name is set on the phone. This problem occurs if the phone load name was originally not set (which means that Cisco Unified Communications Manager is using the default phone load).</p> <p>Also, the problem results in different situations for the Provisioning Manager supported versions of Cisco Unified Communications Manager 4.x and 5.x:</p> <ul style="list-style-type: none"> • In the Provisioning Manager supported versions of Cisco Unified Communications Manager 4.x, a change phone order sets the phone load name with the default phone load name. • In the Provisioning Manager supported versions of Cisco Unified Communications Manager 5.x, only when a module load name is present does performing a change phone order set the phone's load name with the module load name. <p>This problem applies to all supported versions of Cisco Unified Communications Manager 4.x and 5.x.</p> <p>The related Cisco Unified Communications Manager bug IDs are CSCsh26744 and CSCsh58736.</p> <p>Workaround: None.</p>
<p>Canceling a shared phone for a subscriber does not disassociate the phone in Cisco Unified Communications Manager.</p>	<p>A canceled shared phone remains associated in the user's account on the Cisco Unified Communications Manager, if the subscriber has only one phone in Cisco Unified Communications Manager.</p> <p>This problem applies to Cisco Unified Communications Manager 5.0(4) and 5.1(1). The related Cisco Unified Communications Manager bug ID is CSCsh48876.</p> <p>Workaround: None.</p>
<p>Change phone orders fail on Cisco Unified Communications Manager 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 keep the same MAC address, the order fails.</p> <p>This occurs because Cisco Unified Communications Manager does not delete the autogenerated profile on Cisco Unified Communications Manager. Therefore it is attempting to regenerate the same autogenerated profile.</p> <p>This problem applies to Cisco Unified Communications Manager 4.2(1) and 5.0(4). The related Cisco Unified Communications Manager bug ID is CSCsd60519.</p> <p>Workaround:</p> <p>Before placing the change order, remove the autogenerated device profile from Cisco Unified Communications Manager.</p>

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

Summary	Explanation
When ordering Phone Service, the primary extension is set to None.	When ordering Phone Service for a new subscriber (which creates a user, phone, and line in Cisco Unified Communications Manager), the user's primary extension should be set as the line's directory number. Instead, the primary extension is set to None. This problem applies to Cisco Unified Communications Manager 5.0(4) and 5.1(1). The related Cisco Unified Communications Manager bug ID is CSCsh77973. Workaround: None.
The default value is not set to True for the following: <ul style="list-style-type: none"> Forwarded Call Info - Caller Name Forwarded Call Info - Dialed Number Because of this, call forwarding does not occur.	In Cisco Unified Communications Manager, the following provisioning attributes are set to False: <ul style="list-style-type: none"> Forwarded Call Information - Caller Name Forwarded Call Information - Dialed Number These attributes must be set to True for call forwarding to occur. This problem applies to all Provisioning Manager supported versions of Cisco Unified Communications Manager 4.x The related Cisco Unified Communications Manager bug ID is CSCsg37872. Workaround: After creating a Service Area, set these provisioning attributes to True.
The MLPP Domain ID is not set on the Cisco Unified Communications Manager when an H323 gateway is created through Configuration Templates.	The MLPP Domain ID is not set for Cisco Unified Communications Manager. This problem applies to all Provisioning Manager supported versions of Cisco Unified Communications Manager 4.x. The related Cisco Unified Communications Manager bug ID is CSCsh56843. Workaround: None

Resolved Problems

[Table 4](#) describes problems that were fixed in this release.

Table 4 *Problems Resolved in Provisioning Manager 1.1*

Bug ID	Summary	Explanation
CSCsh01500	An order on a dependent product was not blocked when the parent product was processing an order.	When a product has an outstanding running order, any orders on its child product are now blocked.
CSCsj29442	Extension Mobility Line Orders failed when the Call Pickup group provisioning attribute was specified in a batch order.	When Line products (Line Upgrade, Phone Service, Phone Service with Extra Line, Extension Mobility Line, Extension Mobility Access with Line) are ordered through batch ordering and have a value specified for the Call Pickup Group provisioning attribute, the batch order now proceeds correctly.

Table 4 *Problems Resolved in Provisioning Manager 1.1 (continued)*

Bug ID	Summary	Explanation
CSCsj41086	You could not cancel a Cisco Analog Telephone Adapter 186 through batch ordering.	You can now use batch ordering to cancel a Cisco Analog Telephone Adapter 186.

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:

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