



Release Notes for Cisco Unified Provisioning Manager 1.3

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Introduction

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 1.3</i> | On Cisco.com at the following URL: http://www.cisco.com/en/US/products/ps7125/products_device_supported_tables_list.html |
| <i>Release Notes for Cisco Unified Provisioning Manager 1.3</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 |

Table 1 Product Documentation (continued)

| Document Title | Available Formats |
|--|--|
| <i>Installation Guide for Cisco Unified Provisioning Manager 1.3</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 1.3</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.



Note

To obtain more information about known problems, access the Cisco Software Bug Toolkit at <http://tools.cisco.com/Support/BugToolkit/action.do?hdnAction=searchBugs>. (You will be prompted to log into Cisco.com).

Table 2 Known Problems in Provisioning Manager

| Bug ID | Summary | Explanation |
|------------|--|--|
| CSCso79103 | Cannot configure transformation CSS for outbound calls in H323 gateways. | <p>Provisioning Manager does not provision the following H323 gateway fields in Cisco Unified Communications Manager:</p> <ul style="list-style-type: none"> Called Party Transformation CSS Use Device Pool Called Party Transformation CSS Calling Party Transformation CSS Use Device Pool Calling Party Transformation CSS <p>This problem applies to all versions of Cisco Unified Communications Manager.</p> <p>Workaround: None.</p> |
| CSCso79201 | Cannot specify a codec when outbound fast start is enabled on H323 gateways. | <p>When configuring an H323 gateway in Cisco Unified Communications Manager, you can enable fast start for outbound calls (by selecting the Enable Outbound FastStart field), and then you can select a codec for the outbound fast start in Cisco Unified Communications Manager.</p> <p>But in the Provisioning Manager Template Configuration page, if you select the Enable Outbound FastStart field, you cannot choose a codec for outbound fast start.</p> <p>This problem applies to all versions of Cisco Unified Communications Manager.</p> <p>Workaround: None.</p> |

Table 2 Known Problems in Provisioning Manager (continued)

| Bug ID | Summary | Explanation |
|------------|--|--|
| CSCsq88154 | Searches do not recognize the underscore character. | The underscore (_) character is not recognized by the search tool. For example, if you perform a search using User or User_, the results will be the same. Workaround: None. |
| CSCsr13259 | Provisioning attributes are not set for the new owner after performing a change owner operation. | If you use the keyword \${USERID}, \${FIRSTNAME}, or \${LASTNAME} in a provisioning attribute at the Service Area level, when you perform a change owner operation the new user ID, first name, or last name (respectively) is not set for the new owner. Workaround: After a change owner operation, perform either a change phone or a change line operation, in which you configure the keyword in the provisioning attribute through the Advanced Order Option button. |
| CSCsr14246 | The number of characters allowed in the provisioning attributes fields may not be sufficient when keywords are used. | The number of characters allowed in the provisioning attribute fields does not account for keywords. The actual word that replaces the keyword maybe shorter than the keyword itself. Workaround: None. |
| CSCsr68344 | After running a Domain synchronization, Extension Mobility Access for SCCP phones may appear in a SIP Service Area. | Sometimes after a Domain synchronization is run, Extension Mobility Access products appear in SIP Service Areas. Device profiles are suppose to be discovered based on the protocol type configured on the Service Area. Workaround: None. |

In Provisioning Manager, you create Call Processors and Unified Message Processors. Call Processors are proxies for each instance of a Cisco Unified Communications Manager or Cisco Unified Communications Manager Express. Unified Message Processors are proxies for each instance of Cisco Unity, Cisco Unity Express, or Cisco Unity Connection.

Problems can occur while obtaining the data from these devices, due to known problems in certain versions of these devices.

[Table 3](#) lists the known problems and the related device bug IDs. When a related bug is fixed, the problem will no longer exist in Provisioning Manager.

Table 3 Known Problems in Call Processor and Unified Message Processor Devices

| Summary | Explanation |
|--|--|
| A duplicate MAC address error may occur. | Sometimes when placing an order for a phone service, you will get a duplicate MAC address error. This happens when a phone is ordered, cancelled, and then reordered. This problem applies to Cisco Unified Communications Manager 4.x and 5.x. The related Cisco Unified Communications Manager bug ID is CSCsq69085. Workaround: None. |

Table 3 Known Problems in Call Processor and Unified Message Processor Devices (continued)

| Summary | Explanation |
|--|---|
| Orders fail if the phone description field contains UTF-8 characters. | <p>If you enter UTF-8 characters (for example, Danish or German characters) in the phone description field when adding a phone, the order fails. This occurs because Cisco Unified Communications Manager does not support these special characters in the phone description field.</p> <p>This problem applies to all versions of Cisco Unified Communications Manager. The related Cisco Unified Communications Manager bug ID is CSCsr69414.</p> <p>Workaround: Do not use special characters in the phone description field.</p> |
| Extension Mobility Access, Extension Mobility Access with Line, and Phone Service with Extension Mobility enabled orders fail. | <p>The following orders placed on Cisco Unified Communications Manager fail:</p> <ul style="list-style-type: none"> • Extension Mobility Access • Extension Mobility Access with Line • Phone Service with Extension Mobility enabled <p>This problem applies to Cisco Unified Communications Manager 4.3(2). The related Cisco Unified Communications Manager bug ID is CSCsq52523.</p> <p>Workaround: This problem is fixed in an interim Cisco Unified Communications Manager 4.3 build. To get the interim build, contact Cisco TAC (http://www.cisco.com/warp/public/687/Directory/DirTAC.shtml).</p> |
| Subscribers and their associated products do not appear in Provisioning Manager after a subscriber synchronization if Extension Mobility is enabled. | <p>The products; Extension Mobility Access, Extension Mobility Access with Line, and Phone Service with Extension Mobility enabled are not synchronized during a subscriber synchronization on Cisco Unified Communications Manager.</p> <p>This problem applies to Cisco Unified Communications Manager 4.3(2). The related Cisco Unified Communications Manager bug ID is CSCsq52523.</p> <p>Workaround: This problem is fixed in an interim Cisco Unified Communications Manager 4.3 build. To get the interim build, contact Cisco TAC (http://www.cisco.com/warp/public/687/Directory/DirTAC.shtml).</p> |
| Cannot retrieve a subscriber from Cisco Unity Connection if the subscriber's ID contains uppercase characters. | <p>If a subscriber ID with uppercase characters is created in Provisioning Manager, and then Provisioning Manager creates the same subscriber in a Cisco Unity Connection device, the subscriber cannot be retrieved from the Cisco Unity Connection device when Provisioning Manager queries for the subscriber.</p> <p>Cisco Unity Connection converts mixed case subscriber IDs into all lower case before saving to its database. Retrieved subscriber IDs will not match the original subscriber IDs that contain uppercase characters.</p> <p>This problem applies to Cisco Unity Connection 7.0. The related Cisco Unity Connection bug ID is CSCsr05155.</p> <p>Workaround: To provision Email, Voicemail, or Unified Messaging Services in Cisco Unity Connection 7.0, you must use all lowercase letters when creating the subscriber's ID in Provisioning Manager.</p> |

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

| Summary | Explanation |
|--|--|
| <p>The description for Call Pickup Group is not displayed in Cisco Unified Communications Manager.</p> | <p>When configuring the Call Pickup Group in Cisco Unified Communications Manager through Provisioning Manager, the description field for the Call Pickup group cannot be set in the device.</p> <p>This problem applies to Cisco Unified Communications Manager 4.3(2). The related Cisco Unified Communications Manager bug ID is CSCsq88429.</p> <p>Workaround: None.</p> |
| <p>The MLPP Domain field does not accept alphabetic characters.</p> | <p>When configuring Cisco Unified Communications Manager devices, you can enter alphabetic characters in the MLPP Domain field for common device configuration or device pool. But if you configure the common device configuration or device pool through Provisioning Manager, the MLPP Domain field cannot contain alphabetic characters.</p> <p>This problem applies to Cisco Unified Communications Manager 6.0(1). The related Cisco Unified Communications Manager bug ID is CSCsl01858.</p> <p>Workaround: None.</p> |
| <p>AAR Group is a required field in H323 gateways for Cisco Unified Communications Manager.</p> | <p>If the AAR Group field is set to None, H323 gateways cannot be configured in Cisco Unified Communications Manager. This occurs even though the AAR Group is not a mandatory field in Cisco Unified Communications Manager.</p> <p>This problem applies to Cisco Unified Communications Manager 4.3(2). The related Cisco Unified Communications Manager bug ID is CSCsm90656.</p> <p>Workaround: None.</p> |
| <p>Ordering Phone Service with Extension Mobility enabled results in an error.</p> | <p>When using batch ordering to order 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 synchronization. 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. |

Table 3 Known Problems in Call Processor and Unified Message Processor Devices (continued)

| Summary | Explanation |
|---|--|
| A Change Line order cannot unset some provisioning attributes. | <p>The following provisioning attributes cannot be unset (clearing the value of an attribute or setting 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 false.</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> |
| For CTI Route Points, infrastructure synchronization does not synchronize the Common Device Config value. | <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> |
| <i>Not set</i> is displayed in Provisioning Manager for Phone provisioning attributes set through Provisioning Manager. | <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> |
| The MLPP Domain provisioning attribute does not accept special characters. | <p>The MLPP Domain provisioning attribute setting in Provisioning Manager only supports hexadecimal values (0-9 and A - F), as originally supported in Cisco Unified Communications Manager 4.x. Cisco Unified Communications Manager 5.x and later supports ASCII characters. Provisioning Manager 1.3 does not allow ASCII characters in the attribute setting.</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> |

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

| Summary | Explanation |
|--|---|
| 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>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 CSCs109935.</p> <p>Workaround: None.</p> |
| You cannot unset the No Answer Ring Duration provisioning attributes. | <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> |
| 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> |

Table 3 Known Problems in Call Processor and Unified Message Processor Devices (continued)

| Summary | Explanation |
|---|---|
| SIP phones provisioned through Provisioning Manager cannot register to Cisco Unified Communications Manager. | <p>Cisco Unified Communications Manager does not provide sufficient support to provision SIP phones from an external provisioning tool (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> <pre>Dial Plan is required for non-SIP Route and Translation Patterns that have @ in the pattern.</pre> <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> |
| 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> |

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

| Summary | Explanation |
|--|---|
| <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> | <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> |
| <p>Members of the CallPickupGroup and the LineGroup are not saved in the Provisioning Manager database.</p> | <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> |
| <p>Synchronizing Cisco Unified Communications Manager 5.0(4) is sometimes unsuccessful.</p> | <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 and Unified Message 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 and Unified Message Processor Devices (continued)*

| Summary | Explanation |
|---|---|
| <p>When ordering Phone Service, the primary extension is set to None.</p> | <p>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.</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 CSCsh77973.</p> <p>Workaround: None.</p> |
| <p>The default value is not set to True for the following:</p> <ul style="list-style-type: none"> • Forwarded Call Info - Caller Name • Forwarded Call Info - Dialed Number <p>Because of this, call forwarding does not occur.</p> | <p>In Cisco Unified Communications Manager, the following provisioning attributes are set to False:</p> <ul style="list-style-type: none"> • Forwarded Call Information - Caller Name • Forwarded Call Information - Dialed Number <p>These attributes must be set to True for call forwarding to occur.</p> <p>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.</p> <p>Workaround:</p> <p>After creating a Service Area, set these provisioning attributes to True.</p> |
| <p>The MLPP Domain ID is not set on the Cisco Unified Communications Manager when an H323 gateway is created through Configuration Templates.</p> | <p>The MLPP Domain ID is not set for Cisco Unified Communications Manager.</p> <p>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.</p> <p>Workaround: None</p> |

Resolved Problems

Table 4 describes problems that were fixed in this release.



Note

To obtain more information about resolved problems, access the Cisco Software Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/action.do?hdnAction=searchBugs>. (You will be prompted to log into Cisco.com).

Table 4 Problems Resolved in Provisioning Manager 1.3

| Bug ID | Summary | Explanation |
|------------|--|---|
| CSCso14050 | Advanced installation may have failed on a distributed setup. | For advanced installations, where the PostgreSQL database was on a separate platform, Provisioning Manager would pass the test for a successful connection between the application and the database, but the installation would later fail when the connection failed. This has been fixed. |
| CSCso28160 | Synchronization failed for Cisco Unity Connection if the @ character was used in the password. | If the administrative password for Cisco Unity Connection contained an @ symbol, Provisioning Manager could not perform an infrastructure synchronization on the device. Now the symbol can be used in the password. |

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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