



# Release Notes for Cisco Self-Service Phone Administration Version 1.0

---

These release notes contain important information and caveats for the Cisco Self-Service Phone Administration (Cisco SPA) Version 1.0. Information in this document supplements information in these sources:

- *Cisco Self-Service Phone Administration Installation and User Guide*
- *Cisco Self-Service Phone Administration* online help

For a complete list of supporting documents, see the [“Related Documentation”](#) section on page 4.

## Contents

- [Cisco SPA Server Requirements, page 2](#)
- [Cisco SPA Client Requirements, page 2](#)
- [Caveats, page 2](#)
- [Online Help Update, page 2](#)
- [Related Documentation, page 4](#)
- [Obtaining Documentation, page 4](#)
- [Documentation Feedback, page 5](#)
- [Obtaining Technical Assistance, page 5](#)
- [Obtaining Additional Publications and Information, page 6](#)



---

Corporate Headquarters:  
Cisco Systems, Inc., 170 West Tasman Drive, San Jose, CA 95134-1706 USA

Copyright © 2006 Cisco Systems, Inc. All rights reserved.

## Cisco SPA Server Requirements

- Cisco BTS 10200 EMS Server 4.1
- Sun V120 with a minimum of one 650 Mhz processor
- Solaris 8
- 2GB RAM (minimum)
- 18GB disk storage (minimum)

## Cisco SPA Client Requirements

- Microsoft Internet Explorer for Windows, version 5.5 or later.
- Netscape version 6.0 or later



### Note

- 
- If you attempt to access Cisco SPA with unsupported web browser versions, an error message is displayed.
  - If you have third-party add-on browser software installed on your system, Cisco SPA may not be displayed properly.
- 

## Caveats

None.

## Online Help Update

This section contains the following topics:

- [Description of the New Timezone Field, page 2](#)
- [Selecting a Timezone for New Users, page 3](#)
- [Changing the Timezone Setting for Existing Users, page 3](#)
- [Changing Your Personal Timezone Setting, page 3](#)

## Description of the New Timezone Field

A new timezone field has been added to the following Cisco SPA windows:

- Personal Information (service provider administrator, account administrator, group administrator, and end user)
- Add New User (service provider administrator, account administrator)
- Edit User (service provider administrator, account administrator)

---

When a user is created in Cisco SPA, the default timezone is that of the server on which Cisco SPA is installed. The timezone setting affects activity log entries.

If you set or change the timezone setting for a user in one Cisco SPA window, the new timezone setting appears in all windows for that user.

## Selecting a Timezone for New Users

Service provider administrators and account administrators can assign a timezone setting for new users by following this procedure:

- 
- Step 1** In the left pane, click **Users**.
  - Step 2** Click **Add New**.
  - Step 3** In the Add New User window, enter information as described in the Cisco SPA online help.
  - Step 4** Select a timezone from the drop-down menu.
  - Step 5** Click **Create**.

This timezone setting now appears in the Edit User and Personal Information windows for this user.

---

## Changing the Timezone Setting for Existing Users

Service provider administrators and account administrators can change the timezone setting for existing users by following this procedure:

- 
- Step 1** In the left pane, click **Users**.
  - Step 2** In the Edit User window, click a User ID.
  - Step 3** Select a timezone from the drop-down menu.
  - Step 4** Click **Update**.

This timezone setting now appears in the Personal Information window for this user.

---

## Changing Your Personal Timezone Setting

All Cisco SPA users can change their timezone setting by following this procedure.

- 
- Step 1** In the left pane, click **Information**.
  - Step 2** In the Personal Information window, select a timezone from the drop-down menu.
  - Step 3** Click **Update**.

This timezone setting now appears in the Edit User window for this user.

---

## Related Documentation

In addition to these release notes, the listed documents also contain information that is pertinent to Cisco SPA:

- *Cisco Self-Service Phone Administration Installation and User Guide*
- Cisco Self-Service Phone Administration online help
- *Cisco Self-Service Phone Administration Online Help Customizing and Localizing Procedures*
- *Cisco BTS 10200 Softswitch Release Notes for Release 4.1*
- *Cisco BTS 10200 Softswitch Operations, Maintenance, and Troubleshooting*
- *Cisco BTS 10200 Softswitch Release 4.1 Provisioning Guide*
- *Cisco BTS 10200 Softswitch Release 4.1 Command Line Interface Reference Guide*
- *Cisco BTS 10200 Softswitch CORBA Programmer's Specification*
- *Cisco BTS 10200 Softswitch System Description*

Cisco Self-Service Phone and Cisco BTS 10200 Softswitch Documentation is available at the following URL:

<http://www.cisco.com/univercd/cc/td/doc/product/voice/bts10200/index.htm>

## Obtaining Documentation

Cisco documentation and additional literature are available on Cisco.com. Cisco also provides several ways to obtain technical assistance and other technical resources. These sections explain how to obtain technical information from Cisco Systems.

### Cisco.com

You can access the most current Cisco documentation on the World Wide Web at this URL:

<http://www.cisco.com/univercd/home/home.htm>

You can access the Cisco website at this URL:

<http://www.cisco.com>

International Cisco websites can be accessed from this URL:

[http://www.cisco.com/public/countries\\_languages.shtml](http://www.cisco.com/public/countries_languages.shtml)

## Ordering Documentation

You can find instructions for ordering documentation at this URL:

[http://www.cisco.com/univercd/cc/td/doc/es\\_inpck/pdi.htm](http://www.cisco.com/univercd/cc/td/doc/es_inpck/pdi.htm)

You can order Cisco documentation in these ways:

- Registered Cisco.com users (Cisco direct customers) can order Cisco product documentation from the Ordering tool:

<http://www.cisco.com/en/US/partner/ordering/index.shtml>

- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco Systems Corporate Headquarters (California, USA) at 408 526-7208 or, elsewhere in North America, by calling 800 553-NETS (6387).

## Documentation Feedback

You can submit e-mail comments about technical documentation to [bug-doc@cisco.com](mailto:bug-doc@cisco.com).

You can submit comments by using the response card (if present) behind the front cover of your document or by writing to the following address:

Cisco Systems  
Attn: Customer Document Ordering  
170 West Tasman Drive  
San Jose, CA 95134-9883

We appreciate your comments.

## Obtaining Technical Assistance

For all customers, partners, resellers, and distributors who hold valid Cisco service contracts, the Cisco Technical Assistance Center (TAC) provides 24-hour-a-day, award-winning technical support services, online and over the phone. Cisco.com features the Cisco TAC website as an online starting point for technical assistance. If you do not hold a valid Cisco service contract, please contact your reseller.

## Cisco TAC Website

The Cisco TAC website provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The Cisco TAC website is available 24 hours a day, 365 days a year. The Cisco TAC website is located at this URL:

<http://www.cisco.com/tac>

Accessing all the tools on the Cisco TAC website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a login ID or password, register at this URL:

<http://tools.cisco.com/RPF/register/register.do>

## Opening a TAC Case

Using the online TAC Case Open Tool is the fastest way to open P3 and P4 cases. (P3 and P4 cases are those in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Case Open Tool automatically recommends resources for an immediate solution. If your issue is not resolved using the recommended resources, your case will be assigned to a Cisco TAC engineer. The online TAC Case Open Tool is located at this URL:

<http://www.cisco.com/tac/caseopen>

For P1 or P2 cases (P1 and P2 cases are those in which your production network is down or severely degraded) or if you do not have Internet access, contact Cisco TAC by telephone. Cisco TAC engineers are assigned immediately to P1 and P2 cases to help keep your business operations running smoothly.

To open a case by telephone, use one of the following numbers:

Asia-Pacific: +61 2 8446 7411 (Australia: 1 800 805 227)

EMEA: +32 2 704 55 55

USA: 1 800 553-2447

For a complete listing of Cisco TAC contacts, go to this URL:

<http://www.cisco.com/warp/public/687/Directory/DirTAC.shtml>

## TAC Case Priority Definitions

To ensure that all cases are reported in a standard format, Cisco has established case priority definitions.

Priority 1 (P1)—Your network is “down” or there is a critical impact to your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation.

Priority 2 (P2)—Operation of an existing network is severely degraded, or significant aspects of your business operation are negatively affected by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.

Priority 3 (P3)—Operational performance of your network is impaired, but most business operations remain functional. You and Cisco will commit resources during normal business hours to restore service to satisfactory levels.

Priority 4 (P4)—You require information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on your business operations.

## Obtaining Additional Publications and Information

Information about Cisco products, technologies, and network solutions is available from various online and printed sources.

- Cisco Marketplace provides a variety of Cisco books, reference guides, and logo merchandise. Go to this URL to visit the company store:

<http://www.cisco.com/go/marketplace/>

- The *Cisco Product Catalog* describes the networking products offered by Cisco Systems, as well as ordering and customer support services. Access the Cisco Product Catalog at this URL:

<http://cisco.com/univercd/cc/td/doc/pcat/>

- *Cisco Press* publishes a wide range of general networking, training and certification titles. Both new and experienced users will benefit from these publications. For current Cisco Press titles and other information, go to Cisco Press online at this URL:

<http://www.ciscopress.com>

- *Packet* magazine is the Cisco quarterly publication that provides the latest networking trends, technology breakthroughs, and Cisco products and solutions to help industry professionals get the most from their networking investment. Included are networking deployment and troubleshooting tips, configuration examples, customer case studies, tutorials and training, certification information, and links to numerous in-depth online resources. You can access Packet magazine at this URL:

<http://www.cisco.com/packet>

- *iQ Magazine* is the Cisco bimonthly publication that delivers the latest information about Internet business strategies for executives. You can access iQ Magazine at this URL:

<http://www.cisco.com/go/iqmagazine>

- *Internet Protocol Journal* is a quarterly journal published by Cisco Systems for engineering professionals involved in designing, developing, and operating public and private internets and intranets. You can access the Internet Protocol Journal at this URL:

<http://www.cisco.com/ipj>


- Training—Cisco offers world-class networking training. Current offerings in network training are listed at this URL:

<http://www.cisco.com/en/US/learning/index.html>

CCVP, the Cisco Logo, and the Cisco Square Bridge logo are trademarks of Cisco Systems, Inc.; Changing the Way We Work, Live, Play, and Learn is a service mark of Cisco Systems, Inc.; and Access Registrar, Aironet, BPX, Catalyst, CCDA, CCDP, CCIE, CCIP, CCNA, CCNP, CCSP, Cisco, the Cisco Certified Internetwork Expert logo, Cisco IOS, Cisco Press, Cisco Systems, Cisco Systems Capital, the Cisco Systems logo, Cisco Unity, Enterprise/Solver, EtherChannel, EtherFast, EtherSwitch, Fast Step, Follow Me Browsing, FormShare, GigaDrive, GigaStack, HomeLink, Internet Quotient, IOS, IP/TV, iQ Expertise, the iQ logo, iQ Net Readiness Scorecard, iQuick Study, LightStream, Linksys, MeetingPlace, MGX, Networking Academy, Network Registrar, *Packet*, PIX, ProConnect, RateMUX, ScriptShare, SlideCast, SMARTnet, StackWise, The Fastest Way to Increase Your Internet Quotient, and TransPath are registered trademarks of Cisco Systems, Inc. and/or its affiliates in the United States and certain other countries.

All other trademarks mentioned in this document or Website are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (0609R)

Copyright © 2006 Cisco Systems, Inc. All rights reserved.

 Printed in the USA on recycled paper containing 10% postconsumer waste.

