



# Release Notes for Cisco CallManager Multilevel Administration Access, Release 1.2(4a)

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## Introduction

These release notes provide important compatibility specifications, bug and workaround information, and documentation details for Cisco CallManager Multilevel Administration Access (MLA) 1.2(4a) software.



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# Hardware Supported

The Cisco Media Convergence platforms that are used for installing the Cisco CallManager software support MLA 1.2(4a) release:

- Cisco Media Convergence Server (MCS) 7835
- Cisco Media Convergence Server (MCS) 7830
- Cisco Media Convergence Server (MCS) 7825

# Software Compatibility

MLA 1.2(4a) works with Cisco CallManager 3.3(5) release.

# Important Notes

The following sections provide important notes about installing, configuring, and using MLA 1.2(4a) software.

## Installation Issues

The following installation issues exist for installing Cisco CallManager Multilevel Administration Access.

### Install on Publisher First

You should install Multilevel Administration Access (MLA) on the Cisco CallManager Publisher system first before installing it on the other Cisco CallManager nodes. You may install on one more Cisco CallManager Subscriber system when failover support is wanted for Multilevel Administration Access.

### Stop Antivirus Programs Before Installing MLA

You must stop all antivirus programs before you begin to install MLA 1.2(4a) software. Refer to the “Installing Multilevel Administration Access” chapter of the *Cisco CallManager Multilevel Administration Access Guide* for details.

### No Remote Installation

You can install MLA only at the server’s console or VNC. MLA does not support Terminal Service remote installation.

## Logging In to Cisco CallManager Administration Web Interface

After installing MLA 1.2(4a) software, NT Administrator account and its password can no longer log in to Cisco CallManager Administration and Serviceability. When you first log in, use CCMAAdministrator user ID along with the corresponding password, which you entered while installing Multilevel Administration Access. You can change the password from the user interface: **User > Access Rights > Change CCMAAdministrator Password**.

## Upgrading Cisco CallManager Software

When you upgrade Cisco CallManager software (to a major release or a maintenance release), you must reinstall MLA software that is compatible with your new Cisco CallManager version. Also, when installing Support Patches and Engineering Specials for Cisco CallManager, you must install a corresponding Support Patch or Engineering Special for Multilevel Administration Access.

## Caveats

The following open caveats remain for Release 1.2(4a) of Multilevel Administration Access software. For each caveat, the table specifies the DDTS number and text, a description of the symptom, and an explanation and workaround.

**Table 1** Release 1.2(4a) Open Caveats

DDTS Number	Symptom/Description	Explanation/Workaround
CSCeg51348 Can't move to Application > Cisco CallManager Serviceability.	From Cisco CallManager Administration, you cannot move to <b>Application &gt; Cisco CallManager Serviceability</b> , or vice versa.	This happens occasionally, particularly after you use the browser Back button. If so, close the current browser and log in to the page again with a new browser.
CSCsb05652 While logged in to MLA, CCMAAdmin user gets logged out automatically.	After you install MLA and log in, the CCMAAdmin user (either read only or full access) gets logged out automatically after performing approximately 100 add or update operations.	The user must close the browser and log in again using a new browser window.
CSCsb13927 Trace Analysis List Files icon does not display properly.	After you install MLA, log in as CCMAAdministrator. If you execute <b>Application &gt; Cisco Serviceability &gt; Trace &gt; Trace Analysis</b> , the List Files icon does not display correctly.	None
CSCsb13893 Full-access user cannot access Real Time Monitoring Tool window.	After you install MLA, log in as CCMAAdministrator. If you execute <b>Application &gt; Cisco Serviceability &gt; Tools &gt; Real Time Monitoring Tool</b> , the popup window that displays does not accept a valid user name and password combination.	None

## Related Documentation

The following documentation provides related information about Cisco CallManager Multilevel Administration Access:

- *Cisco CallManager Multilevel Administration Access Guide, Release 1.2(4a)*
- Cisco CallManager Multilevel Administration Troubleshooting Guide, Release 1.2(4a)

## 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 at this URL:

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

You can access the Cisco website at this URL:

<http://www.cisco.com>

You can access international Cisco websites at this URL:

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

### Documentation DVD

Cisco documentation and additional literature are available in a Documentation DVD package, which may have shipped with your product. The Documentation DVD is updated regularly and may be more current than printed documentation. The Documentation DVD package is available as a single unit.

Registered Cisco.com users (Cisco direct customers) can order a Cisco Documentation DVD (product number DOC-DOCDVD=) from the Ordering tool or Cisco Marketplace.

Cisco Ordering tool:

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

Cisco Marketplace:

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

### Ordering Documentation

You can find instructions for ordering documentation at this URL:

[http://www.cisco.com/univercd/cc/td/doc/es\\_inpk/pdi.htm](http://www.cisco.com/univercd/cc/td/doc/es_inpk/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/>
- 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 1 800 553-NETS (6387).

## Documentation Feedback

You can send 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.

## Cisco Product Security Overview

Cisco provides a free online Security Vulnerability Policy portal at this URL:

[http://www.cisco.com/en/US/products/products\\_security\\_vulnerability\\_policy.html](http://www.cisco.com/en/US/products/products_security_vulnerability_policy.html)

From this site, you can perform these tasks:

- Report security vulnerabilities in Cisco products.
- Obtain assistance with security incidents that involve Cisco products.
- Register to receive security information from Cisco.

A current list of security advisories and notices for Cisco products is available at this URL:

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

If you prefer to see advisories and notices as they are updated in real time, you can access a Product Security Incident Response Team Really Simple Syndication (PSIRT RSS) feed from this URL:

[http://www.cisco.com/en/US/products/products\\_psirt\\_rss\\_feed.html](http://www.cisco.com/en/US/products/products_psirt_rss_feed.html)

## Reporting Security Problems in Cisco Products

Cisco is committed to delivering secure products. We test our products internally before we release them, and we strive to correct all vulnerabilities quickly. If you think that you might have identified a vulnerability in a Cisco product, contact PSIRT:

- Emergencies—[security-alert@cisco.com](mailto:security-alert@cisco.com)
- Nonemergencies—[psirt@cisco.com](mailto:psirt@cisco.com)



Tip

We encourage you to use Pretty Good Privacy (PGP) or a compatible product to encrypt any sensitive information that you send to Cisco. PSIRT can work from encrypted information that is compatible with PGP versions 2.x through 8.x.

Never use a revoked or an expired encryption key. The correct public key to use in your correspondence with PSIRT is the one that has the most recent creation date in this public key server list:

<http://pgp.mit.edu:11371/pks/lookup?search=psirt%40cisco.com&op=index&exact=on>

In an emergency, you can also reach PSIRT by telephone:

- 1 877 228-7302
- 1 408 525-6532

## Obtaining Technical Assistance

For all customers, partners, resellers, and distributors who hold valid Cisco service contracts, Cisco Technical Support provides 24-hour-a-day, award-winning technical assistance. The Cisco Technical Support Website on Cisco.com features extensive online support resources. In addition, Cisco Technical Assistance Center (TAC) engineers provide telephone support. If you do not hold a valid Cisco service contract, contact your reseller.

## Cisco Technical Support Website

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

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

Access to all tools on the Cisco Technical Support Website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a user ID or password, you can register at this URL:

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



Note

Use the Cisco Product Identification (CPI) tool to locate your product serial number before submitting a web or phone request for service. You can access the CPI tool from the Cisco Technical Support Website by clicking the **Tools & Resources** link under Documentation & Tools. Choose **Cisco Product Identification Tool** from the Alphabetical Index drop-down list, or click the **Cisco Product Identification Tool** link under Alerts & RMAs. The CPI tool offers three search options: by product ID or model name; by tree view; or for certain products, by copying and pasting **show** command output. Search results show an illustration of your product with the serial number label location highlighted. Locate the serial number label on your product and record the information before placing a service call.

## Submitting a Service Request

Using the online TAC Service Request Tool is the fastest way to open S3 and S4 service requests. (S3 and S4 service requests are those in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Service Request Tool provides recommended solutions. If your issue is not resolved using the recommended resources, your service request is assigned to a Cisco TAC engineer. The TAC Service Request Tool is located at this URL:

<http://www.cisco.com/techsupport/servicerequest>

For S1 or S2 service requests or if you do not have Internet access, contact the Cisco TAC by telephone. (S1 or S2 service requests are those in which your production network is down or severely degraded.) Cisco TAC engineers are assigned immediately to S1 and S2 service requests to help keep your business operations running smoothly.

To open a service request 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 list of Cisco TAC contacts, go to this URL:

<http://www.cisco.com/techsupport/contacts>

## Definitions of Service Request Severity

To ensure that all service requests are reported in a standard format, Cisco has established severity definitions.

Severity 1 (S1)—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.

Severity 2 (S2)—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.

Severity 3 (S3)—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.

Severity 4 (S4)—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. Visit Cisco Marketplace, the company store, at this URL:

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

- *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 at this URL:  
<http://www.ciscopress.com>
- *Packet* magazine is the Cisco Systems technical user magazine for maximizing Internet and networking investments. Each quarter, Packet delivers coverage of the latest industry trends, technology breakthroughs, and Cisco products and solutions, as well as network deployment and troubleshooting tips, configuration examples, customer case studies, certification and training information, and links to scores of in-depth online resources. You can access Packet magazine at this URL:  
<http://www.cisco.com/packet>
- *iQ Magazine* is the quarterly publication from Cisco Systems designed to help growing companies learn how they can use technology to increase revenue, streamline their business, and expand services. The publication identifies the challenges facing these companies and the technologies to help solve them, using real-world case studies and business strategies to help readers make sound technology investment decisions. 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>
- World-class networking training is available from Cisco. You can view current offerings at this URL:  
<http://www.cisco.com/en/US/learning/index.html>

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