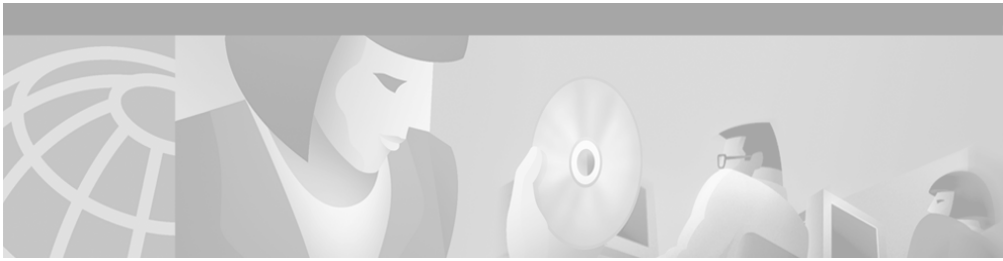

Release Notes for Cisco CallManager Release 3.1(2c)

October 2, 2001

These release notes describe the new features and caveats for Cisco CallManager Release 3.1(2c).

For a list of the open and resolved caveats for Cisco CallManager Release 3.1(2c), see "Resolved Caveats - Release 3.1(2c)" section on page 9 and "Open Caveats" section on page 12. These release notes are updated every maintenance and major release.

To read the feature descriptions implemented in Cisco CallManager Release 3.1(1), refer to

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/3_1/rel_note/

To access the Cisco CallManager documentation suite, refer to

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/

Access the latest software upgrades and release notes for Cisco CallManager 3.1 on Cisco Connection Online (CCO) at

http://www.cisco.com/cgi-bin/tablebuild.pl/callmgr

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Contents

These release notes discuss the following topics:

Introduction

Cisco CallManager, a network business communication system, provides high-quality telephony over IP networks. Cisco CallManager enables the conversion of conventional, proprietary, circuit-switched PBXs to multiservice, open LAN systems.

System Requirements

Make sure you install and configure Cisco CallManager Release 3.1 on a Cisco Media Convergence Server.

You may also install Cisco CallManager on a Cisco-approved Compaq server configuration or a Cisco-approved IBM server configuration.

Caution The installation will not complete if you do not follow the exact configuration.

Access the correct Cisco-approved server configuration for IBM server or Compaq server at

http://www.cisco.com/go/swonly

For system hardware component information and system requirements, refer to *Installing Cisco CallManager Release 3.1*.

IBM xSeries 340 and 330 Server Recommendations

For xSeries 340 servers that have the ServerRAID-4Lx Ultra 160 (part number 06P5740), you must upgrade the RAID controller BIOS/firmware to a minimum level of 4.80.26. Without this BIOS/firmware load, CD 1 will **not** install.

Cisco recommends that if you are deploying an xSeries 340 server with a 20/40 GB DDS/4 4-mm tape drive (marketing part number for tape drive 00N7991), update your tape drive firmware to the latest version 8.160 with a release date of 2/19/01. This upgrade improves the performance of your tape drive.

Cisco recommends that if you are deploying the IBM xSeries 330 or 340 servers, update your Advanced Systems Management Processor (ASMP) firmware if necessary.

For the xSeries 340, the ASMP firmware load should be v1.15 dated 4/16/2001, and for the xSeries 330, the ASMP firmware load should be v1.04 dated 4/9/2001. The firmware upgrade ensures UM Services compatibility.

Access the correct server configuration and firmware location for IBM server or Compaq server at

http://www.cisco.com/go/swonly

Determining the Software Version

To determine the software version of Cisco CallManager 3.1, open Cisco CallManager Administration; then, click **Details** on the main Cisco CallManager Administration page. The following information displays:

- Cisco CallManager System version
- Cisco CallManager Administration version
- Database information and database DLL versions

Compatibility Matrix

Table 1 lists minimum versions with which Cisco CallManager Release 3.1(2c) has been tested. Previous versions of Cisco CallManager will not work with the versions listed below.

Note Please review the product-specific release notes to make sure that no known defects exist that will prevent the component or application from working with the Cisco CallManager.

Table 1 Compatibility Matrix for Release 3.1(2c)

Component/Application	Version Tested for 3.1(2c)
Cisco Unity	2.4.6.135, 3.0(1), 3.0(2)
Cisco Unity TSP	3.0(2)
Cisco CallManager Extended Services (including Cisco IP AutoAttendant and Extension Mobility)	2.2(1), 2.2(2)
Cisco Customer Response Application (including Cisco IP IVR, IPICD, AutoAttendant, and Extension Mobility)	2.2(1), 2.2(2)
Cisco Conference Connection	1.1(1)
Cisco IP SoftPhone	1.2(1)
Cisco Personal Assistant	1.2(1)
Cisco IP Phone Productivity Services	1.1(1)

Table 1 Compatibility Matrix for Release 3.1(2c)

Component/Application	Version Tested for 3.1(2c)
IPCC/ICM	Do **NOT** upgrade. Known incompatibilities exist for this release.
Cisco Administrative Reporting Tool (ART)	1.1(1)
Cisco Bulk Administration Tool (BAT)	4.2(1)
Cisco DPA 7610 Voice Mail Gateway	1.2(1)
Cisco DPA 7630 Voice Mail Gateway	1.2(1)
CAT OS: Cisco Catalyst 6000	6.1(1b), 6.2(1), 6.2(2), 6.3(1), 6.3(2)
CAT OS: Cisco Catalyst 4000	12.2(6a), 12.1(5)YF3
IOS: Cisco VG200	12.2(4)T
IOS: Cisco Catalyst 4224 Voice Gateway Switch	12.1(5)YE4
Firmware: Cisco IP Phone 7960	P00303010102
Firmware: Cisco IP Phone 7940	P00303010102
Firmware: Cisco IP Phone 7910	P00403010102
Cisco IP Conference Station 7935	P005S301
Cisco IP Phone Expansion Module 7914	S00103010009
Cisco Access Digital Trunk Gateway DT-24+	D00303010019
Cisco Access Digital Trunk Gateway DE-30+	D00303010019
Analog Access - AT	A001C031
Analog Access - AS	A001C031
Analog Access WS-X6624	A00203010018
Digital Access WS-X6608	D00403010025
Conference Bridge WS-X6608	C00103010004
Media Termination Point WS-X6608	M00103010004
Java Telephony Application Programming Interface (JTAPI)	1.2(1.3)
Telephony Service Provider (TSP)	3.1(0.25)

Related Documentation

The following list contains related documents for Cisco CallManager Release 3.1.

- *Cisco CallManager Document Locator for Release 3.1(2c)*
- *Quick Start Guide for Cisco CallManager Release 3.1*
- *Installing Cisco CallManager Release 3.1*
- *Rack-Mount Conversion Kit Installation*
- *Upgrading Cisco CallManager Release 3.1*
- *Backing Up and Restoring Cisco CallManager Release 3.1*
- *Cisco CallManager Administration Guide*
- *Cisco CallManager System Guide*
- *Cisco IP Phone Administration Guide for Cisco CallManager*
- *Serviceability Administration Guide*
- *Personal Directory Configuration Guide*
- *Cisco WebAttendant User Guide, Release 3.1*
- *Cisco CallManager 3.1 JTAPI Developer's Guide*
- *Cisco CallManager 3.1 TAPI Developer's Guide*
- *Cisco CallManager 3.1 Extension Mobility API Developer's Guide*
- *System Error Message*
- *Software License Agreement*

New and Changed Information

The following sections contain new and changed software features for Cisco CallManager Release 3.1(2c).

Tip To see the feature descriptions that were new for Cisco CallManager Release 3.1(1), refer to http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/3_1/rel_note/

New Software Features for Release 3.1(2c)

The following section contains new features for Cisco CallManager Release 3.1(2c).

Supports Cisco ICS-7750 T1-CAS, T1-PRI and E1-PRI

This release supports the Cisco ICS 7750. This gateway delivers data, voice, and video in a single chassis—multiservice router/voice gateway cards based on Cisco IOS software, application server cards running core voice applications, call processing software, and integrated web-based system management software, a data switching interface card for connectivity to Catalyst 3524-PWR XL switches, and a card that monitors system health.

Supports Cisco IP Phone 7914 Expansion Module

This release supports the Cisco IP Phone 7914 Expansion Module. This device physically attaches to your Cisco IP Phone 7960 and adds 14 line appearances and/or speed-dial numbers. You can add two devices to one device. When two Cisco IP Phone Expansion Modules are used, you have 28 additional line appearances and/or speed-dial numbers, or a total of 34 line appearances and/or speed-dial numbers.

Supports Cisco VG248 Analog Phone Gateway

This release supports the Cisco VG248 Analog Phone Gateway (VG248). This gateway enables you to integrate analog telephones, modems, and fax machines with the Cisco CallManager IP telephony system.

Important Notes

The following section contains important information that may have been unavailable upon the initial release of documentation for Cisco CallManager Release 3.1(2c).

Tip To see the important notes written for Cisco CallManager Release 3.1(1), refer to http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/3_1/rel_note/

Important Notes for Release 3.1(2c)

Cisco RISData Incorporates Cisco SNMP Data Collector

The Cisco SNMP Data Collector serves a part of the Cisco RISData Collector. After an upgrade or installation, users need to verify that the Cisco RIS Data Collector is running.

Ringer Defaults to Chirp 1

When upgrading from Release 3.0(x) to Release 3.1(2c), the ringer on the phone resets to Chirp 1.

You must manually reset the ringer on the Cisco IP phone to the desired state.

Resolved Caveats

Resolved Caveats - Release 3.1(2c)

Table 2 lists and describes Caveats that were resolved in Cisco CallManager Release 3.1(2c).

Note If you have an account with Cisco.com (Cisco Connection Online), you can use the Bug Toolkit to find caveats of any severity for any release.

To access the Bug Toolkit, log on to http://www.cisco.com/support/bugtools

Table 2 Resolved Caveats for Cisco CallManager Release 3.1(2c)

DDTS Number	Description
CSCds48756	Cisco IP Phone 7910 speaker light does not turn off when returning to hold state.
CSCds63434	User cannot successfully place international calls.
CSCds65137	No option appears for the subscriber for the called and calling party; i.e., number type.
CSCdt31650	Cisco CallManager sends H.225 NOTIFY in forward direction when transfer completes.
CSCdu01246	The dial tone continues even after a key is entered on Cisco IP Softphone.
CSCdu13391	Mobile Office Network GSM phone cannot call through 2600 gateway to POTS.
CSCdu18892	Call forward at the phone can be done while the publisher is down.
CSCdu33935	Two CallStateChanged dialing events for arbitrary call occurs.
CSCdu44827	Cisco CallManager sends incorrect group restart response across 6608 port.
CSCdu47838	Cisco CallManager does not apply the calling party transform mask when a call is forwarded out to a gateway, and the gateway Calling Party Selection field is set to last or first redirected number. The calling party number presented to the PSTN is therefore the local IP phone extension number.
CSCdu49686	Forward no answer occurs even after call is redirected.

Table 2 Resolved Caveats for Cisco CallManager Release 3.1(2c)

DDTS Number	Description
CSCdu51644	CTI LastRedirectingParty sets incorrectly when call forwards to TAPI voice mail.
CSCdu52215	No distinctive ring occurs on calls through H.323 gateway.
CSCdu52785	No distinctive ring occurs on calls through an MGCP gateway.
CSCdu55383	Dialing from PC keyboard returns address as unavailable.
CSCdu58207	CTI Manager CPU reaches 100 percent during second failover and failback.
CSCdu58919	MOH logs errors about TFTP.
CSCdu59711	AdHoc blind conference call displays as an unknown number.
CSCdu60692	A missed call does not display when the originator is NetMeeting.
CSCdu63638	A memory leak occurs whenever a consult call during a blind transfer.
CSCdu63731	A CTI timeout during a transfer does not clean up CTI port.
CSCdu66413	User receives a busy signal after forwarding through more than 8 voice-mail hops.
CSCdu67281	TSP exits at startup if the computer is on a network that cannot access the Cisco CallManager.
CSCdu68134	Audio translator produces garbled G.729 audio when converting from .mp3 files.
CSCdu68370	Completing a transfer call fails when it is setup manually.
CSCdu69900	Call park is not removed from digit analysis correctly until stop and start occurs.
CSCdu71047	Consult Tx to a CTIRP, GCID change has incorrect reason.
CSCdu72189	The callingPartyNumber is not written to CDR record with Netmeeting.
CSCdu73278	Exception (access violation) occurs on svchost.exe when extension mobility user logs out.
CSCdu74713	Voice path does not cut through after progress occurs with PI = 1.
CSCdu76580	Forwarding will not occur if a phone has two calls while one is on hold.
CSCdu77670	Cisco CallManager sends status with 0x80E2, causing calls to disconnect.
CSCdu78298	Music on Hold ignores Locations call admission control, which leads to voice quality degradation.
CSCdu78704	Hunt group does not work after Cisco CallManager failover when Cisco CallManager is stopped.
CSCdu78732	No way exists to put media resources - CFB/MOH - into location

Table 2 Resolved Caveats for Cisco CallManager Release 3.1(2c)

DDTS Number	Description
CSCdu82852	Cisco WebAttendant hunt group does not work on new installation.
CSCdu86431	Cisco CallManager stackwalk is generated during CTI line assignment.
CSCdu88813	Cisco WebAttendant fails to register DLL if not installed to default directory.
CSCdu89342	Uninstall appears to leave jtapi.jar, and it is not detected on reinstall.
CSCdv00701	The file, dllhost.exe, leaks memory while loading device profile with expansion module.
CSCdv04270	RDINS check box should control treatment of inbound RDNIS
CSCdv05437	A Cisco CallManager deregisters endpoint when RSIP/forced and RSIP/restart are received.
CSCdv05525	First login attempt on Cisco WebAttendant fails on server startup.
CSCdv12674	The response XML generated by AXL uses an undeclared namespace.
CSCdv18017	User cannot insert T1 CAS on Cisco ICS77XX-ASI81.
CSCdv22483	User pages reload after attempting to log in.
CSCdv43128	User cannot set the voice-mail directory number under service parameters.

Open Caveats

Open Caveats for Release 3.1(2c)

Table 3 describes possible unexpected behaviors by Cisco CallManager Release 3.1(2c). Unless otherwise noted, these caveats apply to all Cisco CallManager 3.1 releases up to and including Cisco CallManager Release 3.1(2c).

Note If you have an account with Cisco.com (Cisco Connection Online), you can use the Bug Toolkit to find caveats of any severity for any release.

To access the Bug Toolkit, log on to http://www.cisco.com/support/bugtools.

Table 3 Open Caveats for Cisco CallManager Release 3.1(2c)

DDTS number	Description
CSCds67777	Blind transfer cannot complete successfully. **Workaround**: None exists.
CSCds75317	Redirecting a call to calling party causes problems. **Workaround**: Do not redirect the call to the caller.
CSCdt26108	User cannot open two lines on one computer telephony integration (CTI) port. The TSP does not support the Cisco CallManager configuration of two more lines per CTI port device. **Workaround**: Configure the Cisco CallManager to have only one line per CTI port device.
CSCdt86546	Redirect to busy route point succeeds, but the caller receives a busy tone. **Workaround**: None exists.
CSCdt95739	Caller ID overwrites call parked number. In a site where incoming number of calls is high, if a call is placed on park and an incoming call comes in immediately, the call park number gets overwritten, and the user cannot see the number. **Workaround**: None exists.

Table 3 Open Caveats for Cisco CallManager Release 3.1(2c)

DDTS number	Description
CSCdu06412	Incorrect interpretation of the disconnect cause occurs. A route list consists of two route group. One route group uses local gateway (local call), and the other route group uses remote gateway (long distance call). One route group that uses local gateway fails due to User Busy on the called side. **Workaround**: Use the route group that chooses local gateway.
CSCdu12232	Multicast functionality fails for music on hold. **Workaround**: None exists.
CSCdu14950	Out call voice-mail ports are locking up after a few hours of reset. **Workaround**: Reset gateway.
CSCdu29151	Cisco CallManager upgrade resets directory security on IIS virtual webs. This happens whenever a user performs a Cisco CallManager upgrade, the directory security for the IIS virtual webs is reset to the default. **Workaround**: Go into Internet Services Manager (under Administrative Tools) and set the directory security to the desired settings.
CSCdu31271	User cannot add G.729 call to a software conference bridge. **Workaround**: None exists. This works as designed. Software conference bridge only supports G.711.
CSCdu32362	CPU runs at 100 percent with svchost.exe consuming most of the CPU time. This occurred under a heavy call load. Application was unable to accept calls within 4 seconds. **Workaround**: None exists.
CSCdu34488	User cannot complete call over H.323 gateway when in 729 region. **Workaround**: None exists.
CSCdu38120	Counter does not appear to function properly during a conference call. **Workaround**: None exists.
CSCdu38419	H.245 packet precedence is not getting set properly. **Workaround**: None exists.

Table 3 Open Caveats for Cisco CallManager Release 3.1(2c)

DDTS number	Description
CSCdu43682	30VIP second line does not go off hook correctly when VM/SD is pressed. **Workaround**: Go on hook and press line button for second line to get dial tone.
CSCdu47183	The delay before dialing timer for groundstart CAS is always set to 80-90 ms. **Workaround**: No need exists to set this timer. It is always set to use 80-90 ms in the hardware to meet the EIA464 requirement.
CSCdu47196	A call through a PSTN on Cisco CallManager 3.0(X) cluster will be dropped if Cisco IP phone on Cisco CallManager 3.1(1) puts the call on hold. The called dropped because of interoperability between Cisco CallManager 3.1(1) and Cisco CallManager 3.0(X) when Music on Hold occurs between clusters. The held call drops immediately when MOH is attached. Cisco CallManager drops the held call due to StartMediaTransmission with zero IP address and port number to the gateway when one-way streaming is established by MOH. **Workaround**: Enable MTP check box in the H.323 intercluster trunk configuration page at cluster running Cisco CallManager 3.1(1).
CSCdu48051	Cisco CallManager sends RST for TCP SYN when queue is full. **Workaround**: None exists.
CSCdu53300	The device pool and Cisco CallManager group information in CTI Manager is inconsistent. If device pool, Cisco CallManager group, or Cisco CallManagers in a Cisco CallManager group are modified when no CTI application is logged on, CTI Manager will not have the recently modified Device Pool and Call Manager Group information. **Workaround**: When the CTI application is logged on, reset the devices that are affected by the change in device pool, User hears no distinctive ring on calls that route through H.323 gateway or Cisco CallManagers.

Table 3 Open Caveats for Cisco CallManager Release 3.1(2c)

DDTS number	Description
CSCdu54196	For Simple Network Management Protocol (SNMP), you cannot set cdpInterfaceEnable to true or false. **Workaround**: Alternatively, Enable/disable cdp via the Win2k Device Manager as follows: **Step 1** In Windows 2000 Control Panel Menu, double click "System" and choose **Hardware > Device Manager**. **Step 2** Go to "View" and choose both "Devices by connection" and "Show hidden devices." **Step 3** Double click "Cisco Discovery Protocol;" then, choose "Driver" tab. **Step 4** Choose "stop" to disable the cdp or "start" to enable the cdp. Make sure CDP is enabled at all times for CiscoWorks2000 to discover the CCM server.
CSCdu56651	Call from Mobile Office Network phone through Cisco Access Digital Trunk Gateway DT24+ fails to establish. **Workaround**: None exists.
CSCdu58609	Modifying route list parameter within existing route pattern fails. **Workaround**: Restart the Cisco CallManager service.

Table 3 Open Caveats for Cisco CallManager Release 3.1(2c)

DDTS number	Description
CSCdu61559	Cisco CallManager install fails due to integrated install and/or install shield issues. A combination of factors caused this problem: • The extracted InstallShield setup files from a previous incomplete/aborted install exist in the %TEMP% folder. • InstallShield Engine, C:\Program Files\Common Files\InstallShield\Engine\IKernel.exe, version mismatch exists: **Workaround**: **Step 1** Delete all the files from the folder pointed to by the environment variable %TEMP%; typically, C:\Documents and Settings\Administrator\Local Settings\Temp. **Step 2** Delete the folder C:\Program Files\Common Files\InstallShield\Engine. **Step 3** Rerun the install.
CSCdu63020	Stopping the CMI service causes a call to go to open tree for voice-mail number. **Workaround**: None exists.
CSCdu64779	A 1-second delay occurs on request to the OLC with call forward all through an H.323 gateway. An issue exists in the H.245 negotiation between the IOS gateway and Cisco CallManager: the Cisco CallManager is waiting 1 second (after receiving the H.245 OLC request from GW) before sending the H.245 OLC request. **Workaround**: None exists.
CSCdu65117	No ringback occurs when parked call reverts to parking party. When a call is parked, the parked user will receive Music on Hold or Tone on Hold. If the parked call is not retrieved within the CallParkReversionTimeout, the phone that parked the call will begin to ring. At this point, the parked party will not receive Music or Tone on Hold any more and will not receive ringback, leading the parked party to think the call has been dropped. **Workaround**: None exists.

Table 3 Open Caveats for Cisco CallManager Release 3.1(2c)

DDTS number	Description
CSCdu68370	Completing a transfer call fails when it is set up manually. **Workaround**: None exists.
CSCdu73294	TSP crashes when Cisco IP SoftPhone tries to conference in the Cisco Conference Connection. **Workaround**: None exists.
CSCdu75418	MWI does not light for new partition without restarting Cisco CallManager service. **Workaround**: Stop and start the MWI service.
CSCdu77097	The pilot number does not process the order of the hunt group correctly in an intercluster environment. **Workaround**: Turn off/on servers or stop/start CTI and TCD services.
CSCdu77512	Cisco CallManager route filter clauses are ignored beyond 1024 character limit. **Workaround**: Stop clauses for the first route filter before the 1024 character limit. Create a second route filter that contains the rest of the clauses. Create two duplicate route patterns and assign one route filter to each route pattern.
CSCdu77516	User receives a failure response from lineUnHold when consult call is offering. **Workaround**: None exists.
CSCdu79855	cgpnVoiceMailBox is incorrect when skinny port goes off hook with cgpn. **Workaround**: A partial workaround is to blank the PA port Voice Message Box on the Directory Number Configuration page.
CSCdu81246	Speed dial configuration display text field does not reflect real space. **Workaround**: None exists. The length of the speed-dial fields shown on the administration pages differs from the amount of space for any device. This works as designed. Different devices can display different lengths of text. For instance, the speed-dial length of a Cisco IP Phone 7960 differs from Cisco IP Phone 7935 length. Because the lengths of devices that are being developed will undoubtedly be different, we chose to support longer lengths that may be used in the future.
CSCdu84212	Modem connections on C6624 FXS are a low speed or unreliable. **Workaround**: None exists.

Table 3 Open Caveats for Cisco CallManager Release 3.1(2c)

DDTS number	Description
CSCdu86461	No translation occurs when DN is unregistered (gets wrong mailbox). **Workaround**: None exists.
CSCdu88835	AST application can be launched by any user in the same domain as the server. **Workaround**: After changing AST file security settings to "Administrators" and removing "Everyone," the IIS Web server can block user domain accounts and accepts only Administrator accounts.
CSCdv00313	Backup and restore does not account for new and old oid schema differences. This can occur if the user upgrades to Cisco CallManager 3.1 and performs an MCS Backup, then reinstalls the server from scratch using CallManager 3.1 software and performs the MCS Restore. **Workaround**: Install the DC Directory schema with the "oldoid" structure, compile it, and restart the DC Directory service and IIS Admin service. To compile DC Directory schema (with oldoid), perform the following instructions: **Step 1** Go to C:\dcdsrvr\bin from command line **Step 2** Run "dcschema <dcd schema with full path> RELOAD -j jview"
CSCdv05069	The DC directory may fail on upgrade from Cisco CallManager 3.0 to Cisco CallManager 3.1. This failure occurred when an upgrade from Cisco CallManager 3.0 to Cisco CallManager 3.1 is performed and the account lockout policy is set to true. In one instance, the Cisco CallManager server was part of a Windows 2000 Active Directory Domain. **Workaround**: Reset the administrator account password to "" (blank). If your current domain password policy does not allow blank passwords, you may have to temporarily remove the server from the domain to be able to set a blank password. Reboot the system. Redo the upgrade once you are successfully able to log in as the administrator.

Table 3 Open Caveats for Cisco CallManager Release 3.1(2c)

DDTS number	Description
CSCdv05335	Hold, transfer, and conference drop call when MOH codec is not enabled for MOH region. **Workaround**: Enable the MOH server to stream the codec for the configured MOH region. Example: If the MOH server is a g729 region, enable the MOH server to stream g729.
CSCdv07391	An attempt to forward all calls to voice mail does not work for Cisco IP SoftPhone. **Workaround**: Open Cisco CallManager administration. Choose **Device > Phone** to set the Forward All Destination of the Cisco IP Softphone directory number to the Voice Mail Port directory number.
CSCdv07517	Recall of a parked call does not reveal it was a parked call **Workaround**: None exists.
CSCdv08938	External calls made through a PSTN to a Cisco IP Interactive Voice Response system fail intermittently. After an upgrade to Cisco CallManager 3.1(1) and Cisco Customer Response Applications 2.2.1, users experience a fast busy during these failed calls. Internally, calls from IP phones to the IVR system work each time. **Workaround**: Make sure that both ends of the T1 span are not configured for bottom-up or top-down operation.
CSCdv09251	Garbage characters appear in Cisco CallManager trace. **Workaround**: None exists.
CSCdv09969	Analog ports may not function on Cisco Catalyst 6000 24 Port FXS Analog Interface Module gateway. **Workaround**: None exists.
CSCdv10288	When you try to log in to the Cisco WebAttendant, an error message displays: “Phone device was found. However the device is not read.” **Workaround**: Check that the DeviceAuthorithzationRequired field is set to false for CtiFw profile in the DCD setting. The flag should be automatically set for CtiFw when you do the DCD install/upgrade in Cisco CallManager Release 3.1.
CSCdv12935	Perfmon and AST report incorrect values for active calls. **Workaround**: None exists.

Table 3 Open Caveats for Cisco CallManager Release 3.1(2c)

DDTS number	Description
CSCdv13266	Software conference bridge uses different RTP send/receive port breaks using NAT/PAT. **Workaround**: None exists.
CSCdv15122	The Cisco IP Phone 7960 and 7940 will not request the idle URL after the idle timer, configured in enterprise parameters, expires. This occurs because the idle timer value at the phone level will not accept a null value. It will always update to 0 second. This value overrides the idle timer value at the enterprise parameter level. **Workaround**: Configure the desired idle timer value on each phone that needs to request the idle URL.
CSCdv15124	Invalid Media_SilenceSuppression value is sent to phone. **Workaround**: None exists.
CSCdv16837	The name display of the person whose phone is forwarded will not show up on the forwarded-to phone. This can happen if the line where the call forward is located has no devices registered to a Cisco CallManager that has line appearance. **Workaround**: Register a phone to the Cisco CallManager that has the line that is forwarding to the target line, and the name display will show up.
CSCdv17695	Redirect reason code for call forward is set incorrectly from hunt group route points. Calls forwarding to voice mail from a hunt group route point fail to integrate with the proper voice-mail box. **Workaround**: None exists.
CSCdv17901	XML services take 60 seconds to display after URL redirect occurs. **Workaround**: Change the services URL to point to the URL, which is being pointed to by the redirected URL. This skips the redirecting step.
CSCdv18662	Cisco WebAttendant fails to install in Windows 2000 and Windows 98SE. **Workaround**: Install Cisco WebAttendant. After rebooting, run Regsvr32.exe on the dll files in C:\Program Files\Cisco\WebAttendant\dll.

Table 3 Open Caveats for Cisco CallManager Release 3.1(2c)

DDTS number	Description
CSCdv19260	A dual-boot from Cisco CallManager 3.1 to a SIP/MGCP image does not work. **Workaround**: Use a unix2dos conversion on the OS79XX.TXT file or use a Windows TFTP server. The Linux/Unix TFTP servers add the linefeed when VI is used to edit the file.
CSCdv20147	Route-list fails over to the next route when called party is busy. Cisco CallManager does not recognize the "User Busy," "Number out of Order," or "Number not Configured" as a valid reason to stop searching for alternative routes. This problem occurred when an extension matching a route-pattern associated with a route-list containing multiple routes to the destination is called. **Workaround**: None exists.
CSCdv20163	A need exists to assign a primary extension from a virtual template. **Workaround**: Configure a nonexisting phone and configure the primary extension to be its primary line; then, associate that phone (device) to the mobile user.
CSCdv20206	Call drops when put on hold through H.323 gateway using G729 codec. **Workaround**: None exists.
CSCdv20870	Database Layer Monitor and CTI Manager do not install on upgrade to Cisco CallManager 3.1. **Workaround**: If the services are missing, enter the following commands to add the service that is *missing*: **Caution** Only enter the commands for the services that are missing. Entering the commands from the DOS command line for existing services will delete that service. Enter the following commands into a command prompt window: • If missing the Cisco Database Layer Monitor, enter **aupair.exe -service** • If missing the CTI Manager, enter **ctimanager.exe -service** • If missing the Cisco Messaging Interface, enter **ciscomessaginginterface.exe -service** • If missing the Cisco CallManager service, enter **ccm.exe -service**

Table 3 Open Caveats for Cisco CallManager Release 3.1(2c)

DDTS number	Description
CSCdv21155	An incorrect call forward reason is sent to CMI on a direct call. This problem occurred when voice mail is called directly using CMI. SMDI message reports a call forward all reason instead of a direct call reason (Cisco CallManager is sending an 'A' reason instead of a 'D' reason.) This affects voice mail users when they call voice mail to retrieve their messages. **Workaround**: Two possible workarounds exist: Option 1: Configure an empty voice-mail profile and assign it a CMI port DN. Option 2: Configure a route pattern to reach CMI ports.
CSCdv23361	JTAPI throws null pointer exception and fails to deliver. **Workaround**: The null pointer is noticed only when the external caller and the agent have the same directory number. To avoid this problem, configure agents with numbers that cannot be part of an external caller set.
CSCdv24095	Performance Monitor and Admin Serviceability Tool displays an incorrect value for TranscoderRsourceActive. These tools may display that resources are being used when, in reality, zero resources are being used. **Workaround**: None exists.
CSCdv24207	SNMP service on IBM330 does not load SnmpCcm and SnmpCdp agent. **Workaround**: A problem exists due to loading of a COM DLL if the IBM UMS service is loaded before the SnmpSysApp agent. To prevent this problem, open the registry using the command regedit. Goto HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\SNMP\Parameters\ExtensionAgents. Delete the string value for SOFTWARE\IBM\UMS\SNMP\CurrentVersion Create a new key "z16" below "SysApp" and assign it value "SOFTWARE\IBM\UMS\SNMP\CurrentVersion" Restart SNMP service.
CSCdv24332	Installing directory config plugin knocks the CCMLinkLine state to 1. **Workaround**: Use the DC Directory.

Table 3 Open Caveats for Cisco CallManager Release 3.1(2c)

DDTS number	Description
CSCdv25862	Inconsistent off-hook behavior occurs with multiple shared lines. Holding call can get stranded when a new call is started on same line. **Workaround**: Manually select non-busy line appearance before picking up receiver.
CSCdv26206	Channel does not get released when phone disconnects. **Workaround**: Reset the Cisco Access Digital Trunk Gateway DE-30+ to release the channel.
CSCdv26305	User cannot use the “Enter” key to complete the call after the consult. **Workaround**: Use mouse to click transfer.
CSCdv27480	Setting up Cisco WebAttendant pilot number on the subscriber Cisco CallManager fails. **Workaround**: Configure the pilot point number on the primary Cisco CallManager.
CSCdv27650	Phone resets if multicasting is used for hold operation. This problem occurred when two MOH servers were used for multicasting. **Workaround**: Use less than five audio files for multicasting.
CSCdv27760	Upgrade from Cisco CallManager 3.0(11) to 3.1,DCDirectory service will not start. **Workaround**: Search for the files "ACSE.TPL" and "ACSE.xv2" on the server and copy to c:\dcdsrvr\run\dcx500 directory and then manually start the DCDirectory service.
CSCdv28088	When Cisco IP Softphone 1.2 connects to Cisco CallManager 3.1(1), lines only appear intermittently. **Workaround**: None exists.
CSCdv28472	A shared line may become stuck "In Use Remotely" on all but one of the phones with that line appearance. **Workaround**: Reset all phones sharing line that are showing false "In Use Remotely."

Table 3 Open Caveats for Cisco CallManager Release 3.1(2c)

DDTS number	Description
CSCdv33549	Call forward busy and call forward no answer stop working. When the subscriber restarts, Cisco CallManager may stop forwarding calls when a line is busy and may also stop forwarding calls when the call goes unanswered. The problem occurs when the SyncUpDBAfterLinkOOSFlag is set to true. **Workaround**: Do not set the SyncUpDBAfterLinkOOSFlag to true. The flag has been set to false under the Cisco CallManager service parameter window for this release.
Firmware	
CSCdu45576	First incoming call after power-cycle does not have “Answer” softkey. After first booting up, a Cisco IP Phone 7960 shows "Redial" and "End Call" instead of "Answer” when it receives a call. All subsequent calls have the correct "Answer" softkey. **Workaround**: Make one call to the Cisco IP Phone 7960 after it boots up, and all subsequent calls will be correct.
CSCdu64888	Because a call in progress will be lost, phone upgrades should be buffered. **Workaround**: None exists.
CSCdu67286	Ringer resets to Chirp 1 on 3.0(X) to 3.1(X) upgrade. **Workaround**: After the phone has been upgraded to CallManager 3.1, manually change the ring to the desired state.
CSCdv03757	Phone will not reconnect to Cisco CallManager if the Cisco CallManager is unreachable for more than 15 minutes. This can occur if the IP network between the Cisco CallManager and the IP phone is lost for more than 15 minutes. This will only occur when the Cisco CallManager servers are configured by name rather than IP address in the datatbase, and the phone is isolated from the DNS server during the same time. **Workaround**: Two possible workarounds exists: Option 1: Reset the IP phone. Option 2: Configure the database to use the IP addresses of the Cisco CallManagers instead of server names. To do this, open Cisco CallManager Administration, choose System/Server and change the DNS\IP address field to the IP address of the server.

Table 3 Open Caveats for Cisco CallManager Release 3.1(2c)

DDTS number	Description
CSCdv19795	Cisco IP Phone 7910 does not show CallPark destination. Call park button on Cisco IP Phone 7910 parks call but does not indicate to which extension the call is parked. This occurs although the CP-7910 IP phone does not have a predefined call park button; however, you can reassign a speed-dial button as call park. When doing so, it becomes possible to use the call park function; however, your display will not show you the call park extension on which your call was placed. This function works on Cisco IP Phone 7940 and 7960. **Workaround**: None exists.

Documentation Updates

The following section provides documentation changes that were unavailable when the Cisco CallManager Release 3.1(1) documentation suite was released.

Changes

Getting Started Title Changes

The *Cisco CallManager Administration Guide* and *Cisco CallManager System Guide* refer to the *Getting Started* publications provided with your phones.

Cisco IP Phone Models 7960 and 7940 User Guide replaces the *Getting Started with the Cisco IP Phone 7940/7960*. This document and the *Getting Started with the Cisco IP Phone 7910* do not ship with the phone but are available on CCO and can be ordered.

With Release 3.1(2c), the documentation that appears on CCO corrects this error, but the incorrect titles remain in Online Help.

Cisco IP Phone 7900 Family Administration Guide Title Changes

The *Cisco CallManager Administration Guid*e and *Cisco CallManager System Guide* also refer to the *Cisco IP Phone 7900 Family Administration Guide*. This document has been renamed to *Cisco IP Phone Administration Guide for Cisco CallManager.*

With Release 3.1(2c), the documentation that appears on CCO corrects this error, but the incorrect titles remain in Online Help.

Remote Serviceability and Troubleshooting Information Changes Book

Serviceability Administration Guide includes instructions to configure remote serviceability and to use the Cisco CallManager Trace for diagnostic traces.

Omissions

Maintaining Cisco IP Phone Services List

Using Cisco CallManager Administration, you define and maintain the list of Cisco IP Phone Services to which users can subscribe at their site. You can also create parameters for each service that require users to enter data in the Cisco IP Phone User Options application before subscribing to that service.

In the 3.1(1) release, you can mask entries in the Cisco IP Phone User Options application, so asterisks display rather than the actual user entry. You may want to do this for parameters such as passwords that you do not want others to be able to view. To mask a parameter entry, check the Parameter is a Password (mask contents) field on the Configure Cisco IP Phone Service Parameter window in CallManager Administration.

With Release 3.1(2c), the documentation that appears on CCO incorporates this information, but the information remains absent in Online Help.

Corrections

Cisco CallManager Release 3.1(1) supports Cisco Unity Version 2.4(6.135). The Cisco CallManager System Guide incorrectly states that Cisco CallManager Release 3.1(1) requires Cisco Unity Version 3.0(1).

With Release 3.1(2c), the documentation that appears on CCO corrects this error, but the incorrect information remains in Online Help.

Obtaining Documentation

The following sections provide sources for obtaining documentation from Cisco Systems.

World Wide Web

You can access the most current Cisco documentation on the World Wide Web at the following sites:

- http://www.cisco.com
- http://www-china.cisco.com
- http://www-europe.cisco.com

Documentation CD-ROM

Cisco documentation and additional literature are available in a CD-ROM package, which ships with your product. The Documentation CD-ROM is updated monthly and may be more current than printed documentation. The CD-ROM package is available as a single unit or as an annual subscription.

Ordering Documentation

Cisco documentation is available in the following ways:

- Registered Cisco Direct Customers can order Cisco Product documentation from the Networking Products MarketPlace:

  http://www.cisco.com/cgi-bin/order/order_root.pl

- Registered Cisco.com users can order the Documentation CD-ROM through the online Subscription Store:

  http://www.cisco.com/go/subscription

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

Documentation Feedback

If you are reading Cisco product documentation on the World Wide Web, you can submit technical comments electronically. Click **Feedback** in the toolbar and select **Documentation**. After you complete the form, click **Submit** to send it to Cisco.

You can e-mail your comments to bug-doc@cisco.com.

To submit your comments by mail, use the response card behind the front cover of your document, or write to the following address:

Attn: Document Resource Connection
Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-9883

We appreciate your comments.

Obtaining Technical Assistance

Cisco provides Cisco.com as a starting point for all technical assistance. Customers and partners can obtain documentation, troubleshooting tips, and sample configurations from online tools. For Cisco.com registered users, additional troubleshooting tools are available from the TAC website.

Cisco.com

Cisco.com is the foundation of a suite of interactive, networked services that provides immediate, open access to Cisco information and resources at anytime, from anywhere in the world. This highly integrated Internet application is a powerful, easy-to-use tool for doing business with Cisco.

Cisco.com provides a broad range of features and services to help customers and partners streamline business processes and improve productivity. Through Cisco.com, you can find information about Cisco and our networking solutions, services, and programs. In addition, you can resolve technical issues with online technical support, download and test software packages, and order Cisco learning materials and merchandise. Valuable online skill assessment, training, and certification programs are also available.

Customers and partners can self-register on Cisco.com to obtain additional personalized information and services. Registered users can order products, check on the status of an order, access technical support, and view benefits specific to their relationships with Cisco.

To access Cisco.com, go to the following website:

http://www.cisco.com

Technical Assistance Center

The Cisco TAC website is available to all customers who need technical assistance with a Cisco product or technology that is under warranty or covered by a maintenance contract.

Contacting TAC by Using the Cisco TAC Website

If you have a priority level 3 (P3) or priority level 4 (P4) problem, contact TAC by going to the TAC website:

http://www.cisco.com/tac

P3 and P4 level problems are defined as follows:

- P3—Your network performance is degraded. Network functionality is noticeably impaired, but most business operations continue.
- P4—You need information or assistance on Cisco product capabilities, product installation, or basic product configuration.

In each of the above cases, use the Cisco TAC website to quickly find answers to your questions.

To register for Cisco.com, go to the following website:

http://www.cisco.com/register/

If you cannot resolve your technical issue by using the TAC online resources, Cisco.com registered users can open a case online by using the TAC Case Open tool at the following website:

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

Contacting TAC by Telephone

If you have a priority level 1 (P1) or priority level 2 (P2) problem, contact TAC by telephone and immediately open a case. To obtain a directory of toll-free numbers for your country, go to the following website:

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

P1 and P2 level problems are defined as follows:

- P1—Your production network is down, causing a critical impact to business operations if service is not restored quickly. No workaround is available.
- P2—Your production network is severely degraded, affecting significant aspects of your business operations. No workaround is available.

This document is to be used in conjunction with the documents listed in the "Related Documentation" section.