



# Release Notes for Cisco CallManager Release 3.1(3a)

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**January 30, 2002**

These release notes describe the new feature and caveats for Cisco CallManager Release 3.1(3a).

For a list of the open and resolved caveats for Cisco CallManager Release 3.1(3a), see “[Resolved Caveats - Release 3.1\(3a\)](#)” section on page 10 and “[Open Caveats for Cisco CallManager Release 3.1\(3a\)](#)” section on page 17. Updates to these release notes occur with every maintenance and major release.

To read the feature descriptions implemented in Cisco CallManager Release 3.1(2c), refer to

[http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_callmg/3\\_1/rel\\_note/](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/](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/kobayashi/sw-center/sw-voice.shtml>



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## 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**

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

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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 does **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(3a) has been tested. Previous versions of Cisco CallManager will not work with the versions listed in [Table 1](#).



**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(3a)*

| Component/Application  | Version Tested for 3.1(3a)                 |
|--|--|
| Cisco Unity  | 3.1(2)                                     |
| Cisco Unity TSP  | 3.0(2), 3.0(3), 3.0(4), 3.1(1), and 3.1(2) |
| Cisco CallManager Extended Services (including Cisco IP AutoAttendant and Extension Mobility)              | 2.2(2)                                     |
| Cisco Customer Response Application (including Cisco IP IVR, IPICD, AutoAttendant, and Extension Mobility) | 2.2(2)                                     |
| Cisco Conference Connection  | 1.1(1)                                     |
| Cisco IP SoftPhone   | 1.2(2)                                     |
| Cisco Personal Assistant   | 1.2(1)                                     |
| Cisco IP Phone Productivity Services   | 1.1(1)                                     |
| IPCC/ICM   | 4.6.1                                      |

**Table 1**     **Compatibility Matrix for Release 3.1(3a)**

| <b>Component/Application</b>                                | <b>Version Tested for 3.1(3a)</b> |
|---|-----------------------------------|
| Administrative Reporting Tool (ART)                         | 1.1(1)                            |
| 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)                            |
| Cisco VG248 Analog Phone Gateway                            | 1.0(2) and 1.1(1)                 |
| CAT OS: Cisco Catalyst 6000                                 | 6.2(3)                            |
| CAT OS: Cisco Catalyst 4000                                 | 6.3(4)                            |
| IOS: Cisco VG200  | 12.2(6a)                          |
| IOS: Cisco Catalyst 4224 Voice Gateway Switch               | 12.1(5)YE5                        |
| IOS: WS-X4604-AGM Cisco Catalyst 4000 Access Gateway Module | 12.1(5)YF3                        |
| IOS: 2600 and 3600  | 12.2(6a)                          |
| Firmware: Cisco IP Phone 7960                               | P00303010108                      |
| Firmware: Cisco IP Phone 7940                               | P00303010108                      |
| Firmware: Cisco IP Phone 7910                               | P00403010108                      |
| Firmware: Cisco IP Conference Station 7935                  | P005W301                          |
| Firmware: Cisco IP Phone Expansion Module 7914              | S00103010100                      |
| Cisco Access Digital Trunk Gateway DT-24+                   | D00303010023                      |
| Cisco Access Digital Trunk Gateway DE-30+                   | D00303010024                      |
| Analog Access - AT  | A001D031                          |
| Analog Access - AS  | A001D031                          |
| Analog Access WS-X6624                                      | A00203010027                      |
| Digital Access WS-X6608                                     | D00403010034                      |
| Conference Bridge WS-X6608                                  | C00103010004                      |
| Media Termination Point WS-X6608                            | M00103010004                      |

**Table 1**     *Compatibility Matrix for Release 3.1(3a)*

| <b>Component/Application</b>                             | <b>Version Tested for 3.1(3a)</b> |
|--|-----------------------------------|
| Java Telephony Application Programming Interface (JTAPI) | 1.2(1.14)                         |
| Telephony Service Provider (TSP)                         | 3.1(0.37)                         |

# Related Documentation

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

- [\*Cisco CallManager Document Locator for Release 3.1\(3a\)\*](#)
- [\*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 describes the new features for Cisco CallManager Release 3.1(3a).

**Tip**

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To view the feature descriptions that were implemented in Cisco CallManager Release 3.1(2c), refer to [http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_callmg/3\\_1/rel\\_note/](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/3_1/rel_note/)

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## MCDN Channel Extension Bit Enable Check Box

The MCDN Channel Extension Bit Enable check box has been added to the Gateway Configuration window for the Cisco Catalyst 6000 8 Port Voice T1/E1 Services Module gateways and IOS gateways with MGCP PRI backhaul.

To set the channel number extension bit to zero, check the checkbox. Unchecked represents the default value. To set the extension bit to 1, uncheck the check box. This setting only applies to the DMS100 protocol.

## 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(3a).

**Tip**

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To see the important notes written for Cisco CallManager Release 3.1(2c), refer to [http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_callmg/3\\_1/rel\\_note/](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/3_1/rel_note/)

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# Important Notes for Release 3.1(3a)

## 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 system is upgraded from Release 3.0(x) to Release 3.1(3a), the ringer on the phone resets to Chirp 1.

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

## Cisco WebAttendant Hunt Group

When adding a directory number to the hunt group, make sure this number is unique throughout the system (that is, it cannot be a shared-line appearance). This is true for Cisco CallManager Release 3.0(5a) and above.

# Resolved Caveats

## Resolved Caveats - Release 3.1(3a)

Table 2 lists and describes Caveats that were resolved in Cisco CallManager Release 3.1(3a).


**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(3a)*

| DDTS Number | Description   |
|-------------|---|
| CSCuk28702  | Defining a custom soft key in a CiscoIPPhoneInput object with a URL value of SoftKey:<< does not backspace when pressed.              |
| CSCdw54873  | The operating system cannot be upgraded on 7835 server from OS 2_5_5 to OS 2000.1.3.  |
| CSCdw35936  | New translation pattern is not functional until after update.   |
| CSCdw35936  | New translation pattern does not function until after an update occurs.   |
| CSCdw34631  | ICD calls are aborted because transfer failures (DDTS CSCdw30490).  |
| CSCdw31230  | Group pickup does not work.   |
| CSCdw31206  | Cisco IP Phone 7940/7960 does not register when added manually if Autoregistration is disabled.                                       |
| CSCdw28895  | Cisco IP Phone 7940 does not come up to service.  |
| CSCdw28865  | Cisco IP Phone 7960 does not reregister after associating a phone with device pool.   |
| CSCdw26390  | Last redirecting party is not correct for multiple call forward all.  |
| CSCdw25460  | On a Cisco CallManager subscriber install, the screen prompts you to reinstall if attempting to upgrade to Cisco CallManager 3.1(3a). |
| CSCdw25215  | User cannot get to the PA and FD web browsers.  |

**Table 2** *Resolved Caveats for Cisco CallManager Release 3.1(3a)*

| <b>DDTS Number</b> | <b>Description</b>  |
|--------------------|---|
| CSCdw23520         | Memory leak in EventReceiver class occurs.  |
| CSCdw22940         | Problem exists with calls using call park and transfers through an intercluster trunk.  |
| CSCdw22416         | Cisco IP Phone 7910 stays offhook after ending a call with a 24 digit number.   |
| CSCdw19996         | Cisco CallManager Administration cannot be accessed after a clean installation.   |
| CSCdw19770         | CCMUser does not authenticate user.   |
| CSCdw18181         | Cisco CallManager matches local pattern before translation pattern.   |
| CSCdw17660         | Cisco CallManager stops unexpectedly.   |
| CSCdw15895         | Enabling 'Run H225D On Every Node' fails with an anonymous device (gatekeeper).   |
| CSCdw15360         | Update web pages locale generates error message.  |
| CSCdw13363         | Call Detail Record (CDR) records engine name rather than gateway device name.   |
| CSCdw13261         | Phones remains in CFA state.  |
| CSCdw10670         | Allowing deletion of associated phones/users causes corruption.   |
| CSCdw09180         | Issues with retrieving call park through intercluster trunk.  |
| CSCdw08451         | An IP phone displays the calling party number of a call received through a H.323 gateway even when the presentation indicator field in the calling party is set to "not available due to interworking." |
| CSCdw07081         | Default MOHCodec parameter should be renamed to reflect true function.  |
| CSCdw05630         | Adelaide timezone is incorrect.   |
| CSCdw04776         | IP phone hangs during transfer.   |
| CSCdw02283         | Call forward no answer to voice mail on a redirected call causes open tree prompt.  |
| CSCdw00421         | Cisco VG248 ports will not autoregister on fresh install.   |
| CSCdw00007         | Administrator cannot access VGC Phone configuration screen of Cisco VG248 phone that autoregisters.   |
| CSCdv91027         | CTI port in offering even after CTINewCallAcceptTimeout occurs.   |
| CSCdv89708         | Administrator can disable DHCP and enable alternate TFTP at the same time.  |
| CSCdv88444         | Cisco WebAttendant redirects to voice mail contain wrong called party number.   |
| CSCdv88047         | Cisco CallManager does not negotiate Q.931 on a status message reporting an incompatible state.   |

**Table 2** *Resolved Caveats for Cisco CallManager Release 3.1(3a)*

| <b>DDTS Number</b> | <b>Description</b>  |
|--------------------|---|
| CSCdv86760         | Cisco IP Phone 7960 attempts to register with default gateway while registered to Cisco CallManager.      |
| CSCdv86713         | The restart bit for DMS-100 does not set correctly.   |
| CSCdv86713         | Restart bit for DMS-100 gets incorrectly set.   |
| CSCdv86219         | In DRQ, Cisco CallManager sends wrong time duration when call is disconnected even before call is set up. |
| CSCdv85020         | A PSTN call transferred to G.729 region keeps G.711 as RX codec.  |
| CSCdv84819         | Cisco CallManager sends incorrect information when forwarding calls to Unity.                             |
| CSCdv83352         | Retrieving a call on hold ends the conference call.   |
| CSCdv82844         | Cisco CallManager does not generate DRQs and call remains active in gatekeeper.                           |
| CSCdv80137         | Cisco VG248 ports cannot autoregister with Cisco CallManager.   |
| CSCdv78874         | Translation Pattern introduces question marks.  |
| CSCdv74960         | Phones cannot access Services/Directories.  |
| CSCdv72523         | CTI Route Point does not allow call forward all (CFA) when there is no partition set for a device.        |
| CSCdv72207         | MwiSearchSpace service parameter holds only 64 characters.  |
| CSCdv70331         | Caller cannot resume a call after initiating conferencing on a shared-line phone.                         |
| CSCdv67684         | User cannot disable the speaker phone locally.  |
| CSCdv66746         | MGCP gateway does not release the T1-CAS time slot after a call.  |
| CSCdv66602         | Calls redirected from IP ICD do not pass the correct called party number.                                 |
| CSCdv65105         | Device Configuration page does not update.  |
| CSCdv61666         | Caller gets 'Invalid Conference Participant' message when conferencing two outside calls.                 |
| CSCdv61425         | Cisco CallManager logic can cause CPU to spike when many CTI devices are registered.                      |
| CSCdv60419         | Cisco IP Phone 7960 reverts to the default ring type after a reset.                                       |
| CSCdv56488         | Pressing i-key three times on the firmware page resets the phone.   |
| CSCdv56387         | Cisco IP Phone 7940 does not allow a second line with extension mobility                                  |

**Table 2** *Resolved Caveats for Cisco CallManager Release 3.1(3a)*

| <b>DDTS Number</b> | <b>Description</b>  |
|--------------------|---|
| CSCdv55900         | Voice-mail ports are not handled correctly during a voice-mail port failure.            |
| CSCdv53855         | Call park does not work with partitions.  |
| CSCdv52074         | Because of an unchecked array in ProcessStationD, a crash occurred.                     |
| CSCdv50999         | When the CSS is not set on route point, redirect is unsuccessful.                       |
| CSCdv50261         | Audio cut through fails on 6624 ports.  |
| CSCdv48802         | 6608 T1-CAS cannot establish link using AMI zero suppression and D4 framing.            |
| CSCdv48453         | Cisco IP Phone 7960 loses the ability to request XML data after 8 hours                 |
| CSCdv48049         | Cisco CallManager stops during interaction with a CTI-associated device.                |
| CSCdv47205         | A need exists to add text to the Cisco IP Phone Expansion Module 7914 contrast graphic. |
| CSCdv46766         | Cisco CallManager service stops during trace statement write.                           |
| CSCdv44955         | Last two lines on Cisco IP Phone Expansion Module 7914 deleted after the upgrade.       |
| CSCdv44524         | 6608 port SNMP ifTable shows the wrong OperStatus for the T1 port.                      |
| CSCdv43128         | The voice-mail directory number under service parameters cannot be set.                 |
| CSCdv41946         | H.323 connect message contains incorrect bearer information.                            |
| CSCdv41597         | Caller gets fast busy signal when forwarding using wildcard directory numbers.          |
| CSCdv41148         | CCMUser authentication fails using Active Directory.                                    |
| CSCdv39872         | An application using TAPI cannot create multiparty conference calls.                    |
| CSCdv38664         | Gatekeeper rejects admission request.   |
| CSCdv37134         | A restart/reset on Cisco VG200 MGCP T1-CAS does not preserve calls.                     |
| CSCdv35634         | CTI registration causes Cisco CallManager to loop and the CPU usage to spike.           |
| CSCdv33549         | Call Forward Busy (CFB) and Call Forward No Answer (CFNA) stop working.                 |
| CSCdv32296         | The 24th channel in DT-24 T1 CAS never gets seized.                                     |
| CSCdv32185         | RTPEvents problems occur during Hold and Resume across Cisco CallManager clusters       |
| CSCdv31219         | MediaExchange timeout occurs when calling through intercluster trunk using gatekeeper.  |
| CSCdv30626         | Cisco CallManager does not select the longest match route pattern.                      |

**Table 2** *Resolved Caveats for Cisco CallManager Release 3.1(3a)*

| <b>DDTS Number</b> | <b>Description</b>  |
|--------------------|---|
| CSCdv27480         | For Cisco WebAttendant, configuring pilot number on subscriber Cisco CallManager does not work properly.  |
| CSCdv27287         | A call from a 6624 FSX port ending in ! fails if the call does not terminate with #.  |
| CSCdv26662         | ICS 77xx-ASI81 should not allow both loop and ground on VIC-2FXO.   |
| CSCdv25807         | MGCP end point is not reachable after failover occurs.  |
| CSCdv23520         | A transfer table corruption causes transfer to be ignored.  |
| CSCdv21885         | Performing a query in the Cisco WebAttendant User Directory field incorrectly dials a user directory number.  |
| CSCdv21884         | Cisco CallManager sends incorrect H.225 SETUP when calling party directory number is configured.  |
| CSCdv20676         | When a phone is in an idle state, a user presses NewCall button and line two goes off hook.   |
| CSCdv19795         | Call Park destination does not display on Cisco IP Phone 7910.  |
| CSCdv19745         | Audio level adjustments do not work on Cisco Access Digital Trunk Gateway DT-24+.   |
| CSCdv16837         | The display name does not appear on forwarded call from an unregistered device.   |
| CSCdv15701         | Phones are registering when autoregistration is disabled on primary Cisco CallManager and secondary Cisco CallManager has autoregistration enabled. |
| CSCdv15204         | Update Services button does not bring window to foreground.   |
| CSCdv13957         | Two phones with call forward all set to each other across intercluster trunk result in an endless loop.   |
| CSCdv13602         | Cisco IP Phone 7960 plays a loud sound on failover of primary Cisco CallManager.  |
| CSCdv13123         | Unable to restart devices using any expansion module templates.   |
| CSCdv08938         | CTI ports do not release on calls going through a Cisco Catalyst 6000 8 Port Voice T1 and Services Module to a Cisco IP Interactive Voice Response. |
| CSCdv07517         | Recall of a parked call does not reveal that it was a parked call.  |
| CSCdv05437         | Cisco CallManager deregisters Endpoint when RSIP/forced + RSIP/restart is sent.   |
| CSCdv02576         | Speakerphone works intermittently.  |
| CSCdv01308         | Default multicast MoH IP address should not be 239.0.0.X.   |

**Table 2** *Resolved Caveats for Cisco CallManager Release 3.1(3a)*

| <b>DDTS Number</b> | <b>Description</b>  |
|--------------------|---|
| CSCdv00313         | All user data in Global Directory (data stored in DC Directory) may not be present: Backup/Restore does not account for new/old schema differences. |
| CSCdv00255         | 6608 conference bridge using different send/receive port fails with NAT.  |
| CSCdu83145         | Cisco CallManager user cannot login if the LDAP is Netscape Directory Server.   |
| CSCdu81195         | Cisco Catalyst 6000 8 Port Voice E1 or T1 and Services Module country code does not get updated in XML.   |
| CSCdu79855         | Incorrect calling party voice mailbox number displays when skinny port goes offhook.  |
| CSCdu77983         | No proper ConferenceStateChanged occurs even if redirecting a conference call.  |
| CSCdu77512         | Cisco CallManager route filter clauses get ignored beyond the 1024 character limit  |
| CSCdu74383         | Long URL error message generates when speed dial is updated.  |
| CSCdu65117         | No ringback occurs when parked call reverts to parking party.   |
| CSCdu63128         | Update Speed Dial page does not have BAT online help available.   |
| CSCdu56211         | Incorrect logout by DB Layer Monitor occurs when enforcing login timeouts.  |
| CSCdu54476         | The directory number level of audio source assignment fails for AS-8 gateway.   |
| CSCdu52491         | File to install Tool for Autoregistered Phone Support (TAPS) includes incorrect documentation.  |
| CSCdu49504         | User gets an incorrect callForward Reason (0 instead of 2) on an H.323 call to an IP phone.   |
| CSCdu49106         | Software conference call count value is different: Conference screen versus service parameter screen.   |
| CSCdu44526         | Context-sensitive online help for Bulk Administration Tool differs from Cisco CallManager Administration.   |
| CSCdu43350         | Hardware conference bridge configuration has call count (max streams) option.   |
| CSCdu43111         | Speed-dial number and label fields interchange on Bulk Administration Tool excel template.  |
| CSCdu10146         | Location bandwidth does not get calculated correctly when the codec changes while using software conference bridge.                                 |
| CSCdu01732         | Administrator should be able to configure the duration of DTMF digits.  |

**Table 2** *Resolved Caveats for Cisco CallManager Release 3.1(3a)*

| <b>DDTS Number</b> | <b>Description</b>   |
|--------------------|--|
| CSCdt75404         | Cisco IP Phone 7910 displays incorrect Caller ID instead of Unknown Caller.                            |
| CSCdt70393         | BAT does not allow user to set external data locations for Cisco IP Phone 7940.                        |
| CSCdt62890         | Deleted phone extensions still exist in SQL database.  |
| CSCdt62292         | A call from PSTN to an undefined DN records '0' in Call Detail Record (CDR).                           |
| CSCdt62091         | DN entries do not get in SQL database.   |
| CSCdt53870         | FXS Catalyst 6000 ports need to be reset after a Cisco CallManager failure during a hookflash transfer |
| CSCdt45862         | Using Netscape Navigator 4.7, updating a gateway does not work.  |
| CSCdt28640         | Cisco IP Phone 7960 has intermittent delayed dialtone when going off-hook.                             |
| CSCdt18455         | Conference calls do not work when there are two outgoing calls through a Cisco VG200 gateway.          |
| CSCds83391         | In Updating Phones section of BAT, administrator cannot set description value.                         |
| CSCds80198         | Call Pick Up does not pick up a call when a line is set to call forward all (CFA).                     |
| CSCds58409         | BAT points to older database if Cisco CallManager upgrade changes database.                            |
| CSCds52965         | BAT no longer allows association of multiphones to a user.   |
| CSCds52646         | BAT does not associate a CTI Port to a user.   |
| CSCds50448         | A need exists for TAPS to provide another opportunity to dial if user makes a mistake.                 |
| CSCds41838         | Cisco IP SoftPhones are added with SEP when they should only be associated with CTI ports.             |
| CSCds34177         | Reinstall fails with existing installation.  |
| CSCds31380         | Administrator cannot insert users with last names containing numbers.                                  |
| CSCds18997         | A need exists for the web interface to be more secure.   |
| CSCdr79073         | Call fails using T1-CAS when AVVID:DisplayIEDeliveryFlag=True in Service Parameters.                   |

# Open Caveats

## Open Caveats for Cisco CallManager Release 3.1(3a)

Table 3 describes possible unexpected behaviors by Cisco CallManager Release 3.1(3a). Unless otherwise noted, these caveats apply to all Cisco CallManager 3.0 releases up to and including Cisco CallManager Release 3.1(3a)


**Tip**

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(3a)

| DDTS       | HEADLINE  | SUMMARY  |
|------------|---|--|
| CSCin01193 | Help screen on Cisco WebAttendant server configuration screen displays incorrectly.                                   | Online help on the service parameter configuration screen for the TCD server does not show help for the new parameters added in Cisco CallManager 3.1(3a) maintenance release.<br><br><b>Workaround:</b> None exists.  |
| CSCin01190 | On Cisco WebAttendant, after searching in the directory area, the column header should restore but it does not.       | <b>Workaround:</b> Click on another header in the directory area to get rid of the text box.   |
| CSCdw54919 | Changes to the service parameters causes an error on the service parameter configuration window in Cisco CallManager. | When updating Cisco CallManager service parameter “CallparkReversionTimeout,” the following error displays:<br><br>Object does not support this action (-2146827843)<br><br>This occurs only on automation test machines.<br><br><b>Workaround:</b> None exists. |

**Table 3** Open Caveats for Cisco CallManager Release 3.1(3a)

| DDTS       | HEADLINE   | SUMMARY   |
|------------|--|---|
| CSCdw53665 | OS upgrade CD 2 fails on IP telephony servers.                   | <p><b>Workaround:</b> Before the upgrade, you must disable all Cisco-approved McAfee antivirus services through the Control Panel (Start &gt; Settings &gt; Control Panel...). You can enable all antivirus services after you complete the upgrade.</p> <p>If you have Cisco IDS Host Sensor installed on the server, you must set the IDS Agent to On Warning mode instead of Protecting mode. You can change the mode after you complete the upgrade. For information on how to perform these tasks, click the following URL:</p> <p><a href="http://www.cisco.com/warp/public/788/AVV_ID/ids_host_sensor_cm.html">http://www.cisco.com/warp/public/788/AVV_ID/ids_host_sensor_cm.html</a></p> |
| CSCdw42491 | Connected call handle remains in conference call.                | <p><b>Workaround:</b> None exists.</p>  |
| CSCdw42229 | Cisco CallManager fails due to array out of bounds at StationD.  | <p>Cisco CallManager process fails due to array out of bounds at StationD.</p> <p><b>Workaround:</b> None exists.</p>   |
| CSCdw42138 | Race Condition causes phantom call                               | <p>Call comes into a Cisco WebAttendant agent phone and there is already an active call on the phone. Cisco WebAttendant tries to put existing call on hold but has trouble answering incoming call. Twenty seconds later another call comes in from the same DN but Cisco WebAttendant is unable to answer the call.</p> <p><b>Workaround:</b> None exists.</p>  |
| CSCdw42053 | Cisco CallManager fails due to array out of bounds at locations. | <p>Cisco CallManager process restarts.</p> <p><b>Workaround:</b> Turn off locations bandwidth feature.</p>  |

**Table 3** Open Caveats for Cisco CallManager Release 3.1(3a)

| DDTS       | HEADLINE  | SUMMARY  |
|------------|---|--|
| CSCdw41723 | Cisco CallManager sends IRR with conference ID as null.   | <b>Workaround:</b> None exists.  |
| CSCdw40620 | Cisco CallManager experiences problems with extension mobility login upon Active Directory integration. | When you create a user in the AD server and you want to use it with extension mobility, you get an authentication error after you enter your userid.<br><b>Workaround:</b> None exists.  |
| CSCdw39982 | Cisco WebAttendant directory at the bottom of Cisco WebAttendant console disappears.                    | User directory screen at the bottom of the page goes blank at random. If user logs out and logs back in, the directory listing reappears.<br><b>Workaround:</b> Log out and log back in to the Cisco WebAttendant console; copy the directory entries to the client host (instead of connecting to the share on the server host).            |
| CSCdw39949 | SDL router services are dead, and it may cause Cisco CallManager or CTIManager to stop.                 | <b>Workaround:</b> Set runtime priority on StiView.exe to low using task manager. This will prevent the Cisco CallManager from stopping and restarting.  |
| CSCdw39657 | Incoming call to one IP phone failed intermittently.  | <b>Workaround:</b> If a phone cannot receive a call, make a call from this phone, and it will solve this problem.  |
| CSCdw39547 | No DTMF relay passes to IVR when IVR is first in conference.  | DTMF digits do not pass to IP-IVR when it is conferenced in with a third party.<br>This may occur when an active call to IP-IVR gets conferenced in with a third party using software or hardware conferencing.<br><b>Workarounds:</b> If the IP-IVR is the second call in the conference instead of being the first call, DTMF relay works. |

**Table 3** Open Caveats for Cisco CallManager Release 3.1(3a)

| DDTS       | HEADLINE   | SUMMARY  |
|------------|--|--|
| CSCdw38665 | Drop event for simultaneous drop of two lines on same terminal does not occur. | <p>Observe a terminal corresponding to IP phone with multiple line appearances. If one line appearance is in a call with the other, and both lines are dropped simultaneously, only one drop event gets reported on the terminal.</p> <p><b>Workaround:</b> Observe each address independently.</p>  |
| CSCdw38596 | “lineInitialize” takes a long time to return for 1200 devices.                 | <p><b>Workaround:</b> None exists.</p>   |
| CSCdw38206 | Disconnect event does not occur when a call is dropped on unplugged phone.     | <p>This occurs in the following scenario:</p> <p>TAPI controls phones A,B,C.</p> <p>A calls B. Disconnect C from the network. B performs consult transfer to C -&gt; consult call does not receive disconnect. C drops the call Out of service message that is received for C. At this point, phone B shows it is connected to C on-screen, as well as via TAPI.</p> <p>This situation occurs when phone C is disconnected from the network immediately prior to the test.</p> <p><b>Workaround:</b> Manually end the call on B.</p> |
| CSCdw38025 | Service parameters disappear in Cisco CallManager Administration.              | <p>After an upgrade, or engineering special application, various service parameters do not appear in Cisco CallManager Administration.</p> <p><b>Workaround:</b> On the publisher, go to C:\Program Files\Cisco\bin\Xmltemp and run installxml.vbs, which restores the service parameters.</p>   |

**Table 3** Open Caveats for Cisco CallManager Release 3.1(3a)

| DDTS       | HEADLINE   | SUMMARY  |
|------------|--|--|
| CSCdw37919 | Front page server extension can be a security issue. | <p>Running the ISS Host Scanner tool reports the FrontPage Server Extensions security vulnerability on a Cisco CallManager 3.1(2c) server.</p> <p>This situation occurs because FrontPage Server Extensions are installed on Cisco CallManager servers by default. Cisco CallManager servers do not use FrontPage Server Extensions installed to function in a production environment.</p> <p><b>Workaround:</b> FrontPage Server Extensions will be removed from future Cisco CallManager OS installations. Until a new version of the OS is released, you can manually remove FrontPage Server Extensions with the following procedure: 1. Click Start   Settings   Control Panel   Add/Remove Programs   Add/Remove Windows Components. 2. Click Internet Information Services (IIS) then Details. 3. Uncheck FrontPage 2000 Server Extensions. 4. Click OK. 5. Click Next. 6. Click Next. 7. Click Finish.</p> |

**Table 3** Open Caveats for Cisco CallManager Release 3.1(3a)

| DDTS       | HEADLINE  | SUMMARY   |
|------------|---|---|
| CSCdw36170 | Incorrect dwNumActiveCalls displays after failover with a call surviving. | <p>dwNumActiveCalls shows an active call after specific failover and lineOpen/Close sequence.</p> <p>Condition may occur under following conditions:</p> <p>Primary CTI Manager - Cisco CallManager<br/>                     Secondary CTI Manager - Cisco CallManager 31</p> <ol style="list-style-type: none"> <li>1. lineOpen (1005).</li> <li>2. Call arrives at (1005).</li> <li>3. The call gets answered manually.</li> <li>4. Service Stop CTI Manager of Cisco CallManager and Cisco CallManager31. (OUT_OF_SERVICE event for 1005 is received.)</li> <li>5. lineClose (1005).</li> <li>6. Service Start of ciscocm31 (Backup CTI Manager).</li> <li>7. lineOpen (1005):<br/>                     LINEDEVSTATUS-&gt;dwNumActiveCalls=x1 (CORRECT).</li> <li>8. lineClose(1005)</li> <li>9. The call terminates (physically).</li> <li>10. lineOpen (1005):<br/>                     LINEDEVSTATUS-&gt;dwNumActiveCalls=x1 (INCORRECT).</li> </ol> <p><b>Workaround:</b> Do not perform close/reopen during failover, but instead respond to the in/out- of-service events.</p> |

**Table 3** Open Caveats for Cisco CallManager Release 3.1(3a)

| DDTS       | HEADLINE   | SUMMARY   |
|------------|--|---|
| CSCdw35921 | The IP address information does not get propagated for H.323 devices | <b>Workaround:</b> Restart Cisco CallManager service on publisher Cisco CallManager.  |
| CSCdw35730 | Bracket wildcard breaks overlapped dial pattern matching.            | <p>A bracketed wildcard statement in overlapped patterns causes incorrect pattern matching:<br/>9.0[12]XXXXXXXXXX 9.01XXXXXXXXXX</p> <p>Now, if an 11-digit number is dialed, the number matches the 10-digit pattern and the last digit gets discarded, and the call fails.</p> <p>This only occurs if the longer pattern has the bracket wildcard in it.</p> <p><b>Workaround:</b> Replace the pattern with more specific patterns to eliminate the bracket wildcard.</p> |
| CSCdw35540 | Strange characters display for calling party name on IP phone.       | <p>Various noncoherent characters display to the 79xx phone when an incoming ISDN call is made from an H.323 gateway to an IP phone.<br/>Example characters: ÷*%j.</p> <p><b>Workaround:</b> None exists.</p>   |

**Table 3** Open Caveats for Cisco CallManager Release 3.1(3a)

| DDTS       | HEADLINE   | SUMMARY   |
|------------|--|---|
| CSCdw35123 | Intermittently, lineOpen returns with a resource unavailable error; from then on, the device cannot be opened. | <p>When an application opens a line (CTI port line), the device gets registered to CTI (DeviceRegisterDeviceRequest sent to CTI). This indicates a synchronous request, and TSP waits until it receives the DeviceRegisterDeviceResponse. In the problem case, after several iterations, the synchronous request times out. OpenDevice returns failure. Once the OpenDevice fails, the line will remain in OutOfService. From CTI point of view, the line gets registered (CTI does not have a notification that the TSP has timed out). CTI then sends DeviceRegisterDeviceResponse and DeviceInService events, but all get ignored because no valid request is waiting for the response, and no valid deviceHandle exists for which to look.</p> <p><b>Workaround:</b> None exists.</p> |
| CSCdw35043 | User cannot bring up Cisco IP Phone 7960 if you enable Extension Mobility feature.                             | <b>Workaround:</b> None exists.   |
| CSCdw34984 | "lineOpen" may fail with BadDeviceID intermittently.   | <b>Workaround:</b> Re-open it after a failure.  |
| CSCdw34925 | Only one TermConnDropped gets received in certain scenario (2 expected).                                       | <p>Apps gets TermConnDropped only for call 1 or call 2. Apps needs TermConnDropped both both calls, otherwise agent is stuck In-Session.</p> <p><b>Workaround:</b> None exists.</p>   |
| CSCdw33339 | Assigning a phone to a calling search space causes it to not reregister.                                       | <p>Adding a CSS to a Cisco IP Phone 7960 causes phone not to reregister.</p> <p><b>Workaround:</b> You must delete the phone and let it auto-register with a new DN for the phone to come up again.</p>   |

**Table 3** Open Caveats for Cisco CallManager Release 3.1(3a)

| DDTS       | HEADLINE   | SUMMARY  |
|------------|--|--|
| CSCdw33099 | Cisco CallManager does not retry ARQ according to H.225 spec.                                      | Cisco CallManager does not retry ARQs that go unanswered from the gatekeeper.<br><b>Workaround:</b> None exists.   |
| CSCdw33029 | The Cisco IP Phone 30 VIP does not play multicast external audio files.                            | If CD player is used as external source for multicast audio file and Cisco IP Phone 7960 puts another Cisco IP Phone 7960 on hold, it plays multicast audio file. If Cisco IP Phone 7960 puts a Cisco IP Phone 30 VIP on hold, it displays streaming, but Cisco IP Phone 30 VIP will not play music on hold.<br><b>Workaround:</b> None exists.  |
| CSCdw32382 | After redirect, incorrect “dwReason” occurs and “dwRedirectionIDFlags” are unknown after redirect. | After the following redirect sequence, call information reflects dwReason as 'Direct' and dwRedirectingIDFlags as 'Unknown'. These indications should show 'Redirect' and 'Address', with dwRedirectingID not null: IP Phones 1100, 1101, and 1102. TAPI monitors devices 1101 and 1102 - Device 1101 dials 1100. - Device 1100 answers the call. - Device 1101 uses lineRedirect() to transfer the call to 1102. After LINE_CALLINFO message, lineGetCallInfo returns 'Direct' and 'Unknown' as above.<br><b>Workaround:</b> None exists. |

**Table 3** Open Caveats for Cisco CallManager Release 3.1(3a)

| DDTS       | HEADLINE   | SUMMARY   |
|------------|--|---|
| CSCdw32279 | A single-step transfer to Cisco IP Interactive Voice Response fails. | <p>Transfer to IP IVR fails, and the CTI application stops receiving any CTI events for the transferring phone.</p> <p><b>Workarounds:</b> For CTI applications, use redirect instead of single-step transfer via the CTI interface because the redirect function is more reliable.</p> <p>For customer use, add a 1-second delay step to the IP IVR script to ensure that the Cisco CallManager can complete the transfer before the IVR can redirect the call.</p>  |
| CSCdw30135 | Cisco CallManager failed to install.                                 | <p>After roughly 28 minutes, Cisco CallManager installation fails while in the "Copying Files" stage. Errors: An "StiStage.err" file was generated and contains: "CallManager failed to install (see c:\winnt\sticm31.log)" "sticm31.log" is: "[InstallShield Silent] Version=v6.00.000 File=Log File [ResponseResult] ResultCode=-3 [Application] Name=CallManager Version=3.0 Company=Cisco Systems, Inc. Lang=0009" In "CCMDBSetup" there are multiple "Return Code = 7 DB_APPLICATION_ERROR" messages.</p> <p><b>Workaround:</b> None exists.</p> |
| CSCdw29074 | Cisco CallManager relays DTMF from device on network hold.           | <p>Calls to Unity Auto Attendant that are transferred using supervised transfer get transferred by the calling party pressing 1 and accepting the call while on hold.</p> <p>This may occur when the call was from a skinny or MGCP device.</p> <p><b>Workaround:</b> None exists.</p>  |

**Table 3** Open Caveats for Cisco CallManager Release 3.1(3a)

| <b>DDTS</b> | <b>HEADLINE</b>  | <b>SUMMARY</b>   |
|-------------|--|--|
| CSCdw28469  | A phone may fail to come in service.   | Occasionally a working IP phone line device will fail to come in service when the TAPI provider (lineInitialize) is opened.<br><b>Workaround:</b> None exists.   |
| CSCdw28309  | Line in use does not show in the share phones.                                       | Line in use does not show in the phone with shareline is enabled.<br><b>Workaround:</b> None exists.   |
| CSCdw28274  | Deleting users with Netscape directory consumes more time.                           | Deleting user from Netscape takes a long time.<br>This occurs when Cisco CallManager is configured to Netscape plugin:<br>For Cisco CallManager 3.1(2.221), configure Cisco CallManager to Netscape Directory and add 100 users. Now try to delete one user. It takes approximately 12-14 seconds to delete user.<br><b>Workaround:</b> Wait for some more time. |
| CSCdw27828  | Call disconnects when it is redirected to busy CTI port.                             | Call disconnects when the call is redirected to busy CTI port destination.<br><b>Workaround:</b> None exists.  |
| CSCdw27029  | H.323 call to shared line between H.323 client and Cisco IP Phone 7960 may fails.    | H.323 client call to another H.323 client, which shares a line appearance with an IP phone, does not work.<br><b>Workaround:</b> None exists.  |
| CSCdw26569  | A need exists to handle timeout for DeviceLineInfoFetchReq, so no lines are removed. | AddressRemovedEv for few devices during failover.<br>This happens intermittently when Application provides two CTI Managers to JTAPI and one of the CTIManagers is shut down.<br><b>Workaround:</b> Reset or reregister the device.  |

**Table 3** Open Caveats for Cisco CallManager Release 3.1(3a)

| DDTS       | HEADLINE   | SUMMARY  |
|------------|--|--|
| CSCdw26404 | “dwNumDevs” does decrease in number by serviceability events.                        | <p>“pdwNumDevs,” filled by lineInitialize, will increment to reflect addition of new lines to the user profile, extension mobility logins, etc. However, removal of lines or extension mobility logouts do no decrement this value.</p> <p><b>Workaround:</b> Restart TAPISRV (reboot).</p>  |
| CSCdw26266 | Only the number needed to access the trunk appears in the Call Detail Records (CDR). | <p>In the CDR, you do not see the complete called party number.</p> <p>This occurs from Cisco CallManager---Cat6000 E1. (MGCP does overlap sending.)</p> <p><b>Workaround:</b> Do not use overlap sending.</p>   |
| CSCdw25967 | No LINE_REPLY occurs on lineDrop on conferenced call state.                          | <p>No LINE_REPLY gets returned on lineDrop on "Conferenced" call state</p> <p><b>Workaround:</b> None exists.</p>  |
| CSCdw24925 | MWISearchSpace parameter help screen description is inaccurate                       | <p>Message waiting indicator does not turn lights on and off on a phone. Partitions and CSS are being used</p> <p>The MwiSearchSpace field in CMI requires listing partitions and not Calling Search Spaces</p> <p><b>Workaround:</b> Use partitions names in the MwiSearchSpace instead of Calling Search Spaces. Ensure the partitions are in a colon-delineated list.</p> |
| CSCdw22175 | A separate extension cannot retrieve a parked call.                                  | <p>An IP phone parks an incoming call. Another IP phone cannot retrieve the parked call. Parked call continues to ring in the original IP phone after parking timeout.</p> <p><b>Workaround:</b> Restart the Cisco CallManager service.</p>  |

**Table 3** Open Caveats for Cisco CallManager Release 3.1(3a)

| DDTS       | HEADLINE  | SUMMARY  |
|------------|---|--|
| CSCdw21347 | LINE_REPLY is missing when two-party conference parent is taken off hold.   | <p>After lineSetupConference, the call in OnHoldPendingConference state remains not held. No LINE_REPLY for lineUnhold shows up.</p> <p><b>Workaround:</b> None exists.</p>  |
| CSCdw19730 | Cisco CallManger sends lampwink rather than lampoff when tearing down call. | <p>Cisco CallManger sends lampMode=3(LampWink) rather than lampMode=1(LampOff) when tearing down a call intermittently.</p> <p>When CallManager is tearing down the call, it sends: SetLamp stimulus=9(Line) stimulusInstance=1 lampMode=3(LampWink). It should send this message: SetLamp stimulus=9(Line) stimulusInstance=1 lampMode=1(LampOff). Because the Unity TSP waits for a LampOff before it does a StationInit for OnHook it never send an OnHook to the Cisco CallManger. The result is the Cisco CallManger acts as if the port is busy and therefore does not extend the call.</p> <p><b>Workaround:</b> None exists.</p> |
| CSCdw19697 | Transcoding sessions do not release when call completes.                    | <p>The call leg from the PSTN to the transcoder does not release this transcoding session when the call completes.</p> <p>This situation occurs on inbound calls to an IP phone that are then transferred out to the PSTN through the (AGM) with (MTP) required.</p> <p><b>Workaround:</b> Deselect the MTP requirement, if possible.</p>  |

**Table 3** Open Caveats for Cisco CallManager Release 3.1(3a)

| DDTS       | HEADLINE  | SUMMARY  |
|------------|---|--|
| CSCdw18642 | Multicast Music On Hold does not work across intercluster trunks. | <p>Users on hold may not receive Music On Hold even if it is configured.</p> <p>This situation occurs if the held device and holding device are registered to different Cisco CallManager clusters, and the call was placed via Intercluster Trunk. Also this will only happen when the holding Cisco CallManager is using Multicast Music On Hold.</p> <p><b>Workaround:</b> Use Unicast Music On Hold for Intercluster Trunk gateway devices.</p>  |
| CSCdw17094 | Cisco CallManager service fails to start.                         | <p>Cisco CallManager service stopped with no explanation.</p> <p>Rebooting server does not help. Error message occur when attempting to start Cisco CallManger service: Error 1067: process terminated unexpectedly All COM objects will be missing in Component Services.</p> <p><b>Workaround:</b> Delete the c:\winnt\~clbcatq.dll file</p> <p>Then re-run COM+ setup. To do this, follow these steps:</p> <p>In Control Panel, click Add/Remove Programs. Click Add/Remove Windows Components. Click Next several times, and then click Finish. When you click Finish, Windows Optional Component Manager checks whether COM+ has been set up correctly. If not, Windows Optional Component Manager reattempts COM+ setup.</p> |

**Table 3** Open Caveats for Cisco CallManager Release 3.1(3a)

| DDTS       | HEADLINE   | SUMMARY   |
|------------|--|---|
| CSCdw16745 | External calling mask is not applied when phone is unregistered.   | <b>Workaround:</b> None exists.   |
| CSCdw14029 | Phones and gateways randomly unregister and reregister.            | Random phones and gateways unregister and reregister throughout the day without any user intervention.<br><b>Workaround:</b> None exists.   |
| CSCdw13984 | Transfers fail on calls from PSTN through Cisco VG200.             | Cisco WebAttendant transfers get dropped in the middle of the transfer.<br><br>This may occur when running Cisco CallManager 3.1(2c) or earlier, and attempting a blind transfer using Cisco WebAttendant, and the Cisco WebAttendant user answers an incoming call on another line before the blind transfer completes.<br><b>Workaround:</b> Do not answer incoming calls until the blind transfer completes. |
| CSCdw13937 | The placed calls directory includes calls made from other devices. | Users can see what numbers other people have called from their own placed calls directory.<br><br>This happens when a user has a shared line appearance on their phone. If one of the other appearances of that shared line places a call, the placed calls directory gets updated on all phones sharing that line appearance.<br><b>Workaround:</b> None exists.   |

**Table 3** Open Caveats for Cisco CallManager Release 3.1(3a)

| DDTS       | HEADLINE   | SUMMARY   |
|------------|--|---|
| CSCdw12609 | No uninstall shield exists for Cisco WebAttendant on Windows 98 or Windows NT platforms. | <p>When you install Cisco WebAttendant on Windows 98 or Windows NT client, no uninstall shield displays.</p> <p>Also, if you go to Add/Remove programs, Cisco WebAttendant does appear on the list.</p> <p><b>Workaround:</b> Manually delete the C:\program files\cisco\WebAttendant folder, the Cisco WebAttendant folder in the Start Menu and the following registry keys located in<br/>HKEY_LOCAL_MACHINE\Software\Cisco Systems, Inc: AC AC GUI Cisco Line State Cisco Third Party Cisco WebAttendant WebAttendant</p> |
| CSCdw12294 | MWI appears for both first and second line appearances when IP phone resets.             | <p>MWI lights up for wrong line.</p> <p>In the case when the same directory number is used by 2 devices but one of them is in None partition and the other in some defined partition, if a voice mail is left for the number in none partition then the voice lamp of even the device in a defined partition lights up after the device is reset.</p> <p><b>Workaround:</b> None exists.</p>  |

**Table 3** Open Caveats for Cisco CallManager Release 3.1(3a)

| DDTS       | HEADLINE  | SUMMARY  |
|------------|---|--|
| CSCdw11594 | Music on Hold does not play on calls through the PSTN when AGM has MTP required and no software MTP is available. | <p>PSTN users do not receive MoH when a call is placed on hold with an IP phone that is in a G.711 region and the requirement for MTP is chosen on the AGM.</p> <p>This situation occurs when no software MTP resources are available within a device's MediaResourceGroup and the AGM is providing transcoding resources.</p> <p><b>Workaround:</b> The device must have a software MTP available in its MediaResource GroupList.</p> |
| CSCdw09069 | A problem exists when call is dialed from non-sequential line-appearance.   | <p><b>Workaround:</b> Ensure there are no orphan line appearances configured for CTI-controlled phone.s</p>  |
| CSCdw08442 | Music on Hold with fixed audio memory leak and exceptions are encountered.  | <p>Cisco CallManager Music on Hold live audio source may keep repeating 1-2 seconds of audio like a broken record.</p> <p>This occurs when a live audio source is being played from a sound card (does not happen with fixed audio sources).</p> <p><b>Workaround:</b> Restart the IP Voice Media Streaming Application service.</p>   |

**Table 3** Open Caveats for Cisco CallManager Release 3.1(3a)

| DDTS       | HEADLINE  | SUMMARY  |
|------------|---|--|
| CSCdw07981 | Some phones do not forward properly after calling search space is modified.   | <p>Some phones will not forward properly to voice mail after the defined number of rings set by the service parameter ForwardNoAnswerTimeout. When the phone is called, it will continuously ring and never forward to voice mail.</p> <p>This condition can occur after a modification is made to the calling search space on a phone. For example, after a calling search space is added to a phone and the phone is reset, you cannot reach voice mail even when the proper CSS and partition configurations have been made. The phone will ring continuously and never go to voice mail.</p> <p><b>Workaround:</b> Stop/Start the Cisco CallManager Service from the Cisco CallManager Administration.</p> |
| CSCdw05779 | Phone sends more than 1200 off hook requests, and the Cisco CallManager CPU usage escalates to 100% in less than 3 seconds. | <p>Phone sends excessive number of off hooks.</p> <p><b>Workaround:</b> Set the LowPriorityQueueThrottlingFlag to "true" and then set the value of "LowPriorityQueueThrottlingMaxCount" to the value you choose (12 is a good value).</p>  |
| CSCdv90550 | For extension mobility, mixed environment exists for one- and two-line profiles for Cisco IP Phone 7940.                    | <p>When the parameter "Use 2-Line Template For 7940 Login*" is set to TRUE, always use a two-line template for the Cisco IP Phone 7940. If you have different profiles, such as some with two lines and others with one line and one speed dial, you will lose the speed dial when the parameter is set to true.</p> <p><b>Workaround:</b> None exists.</p>  |

**Table 3** Open Caveats for Cisco CallManager Release 3.1(3a)

| DDTS       | HEADLINE  | SUMMARY   |
|------------|---|---|
| CSCdv89871 | Cisco CallManager may randomly fail after upgrade to Cisco CallManager 3.1(2c). | <p>Cisco CallManager first loses the ability to provide outside dial tone and shortly thereafter begins dropping all inbound calls upon pickup. After these symptoms appear, Cisco CallManager stops and restarts.</p> <p>This situation occurred on Cisco CallManager 3.1(2c) with a two node cluster.</p> <p><b>Workaround:</b> None exists.</p>  |
| CSCdv87998 | Cisco CallManager sends a response message before receiving end session.        | <p>When a gateway call is cleared from the Cisco CallManager side, Cisco CallManager sends an EndSessionCommand message and a Release Complete message together instead of sending an EndSessionCommand message, waiting to receive an EndSessionCommand message and then sending a Release Complete message.</p> <p><b>Workaround:</b> None exists.</p>  |
| CSCdv85754 | A consult conference scenario failed.   | <p>In Consult Conference, A(20000) and B(20001) are in same provider. C(30000) is in another provider:</p> <p style="padding-left: 40px;">Call 1: A calls B; B answers</p> <p style="padding-left: 40px;">Call 2: Set Conference to enable B.</p> <p>Consult call to C, C answers.</p> <p style="padding-left: 40px;">B Complete Call 1. Conference. Call 2 Exception gets thrown: Conference Controller is not set and cannot find a suitable Terminal</p> <p>Connection@com.cisco.jtapi.CallImple.Conference</p> <p><b>Workaround:</b> None exists.</p> |

**Table 3** *Open Caveats for Cisco CallManager Release 3.1(3a)*

| DDTS       | HEADLINE   | SUMMARY  |
|------------|--|--|
| CSCdv84064 | After you search for a user, that user may appear multiple times in the global directory and personal directory. | <p>This situation may occur using Microsoft's Active Directory as the LDAP database. When using the personal address book as an additional index for users, a problem occurs when searches are performed for users located in global directory and personal directory. When you perform a search for a user located in both directories, the search results return multiple instances of the same user.</p> <p>This may occur in a release that integrated with Microsoft Windows 2000 Active Directory, and the Active Directory configuration contains multiple organizational units in multiple trees.</p> <p><b>Workaround:</b> None exists.</p> |

**Table 3** Open Caveats for Cisco CallManager Release 3.1(3a)

| DDTS       | HEADLINE  | SUMMARY  |
|------------|---|--|
| CSCdv80693 | ToneOnHold service parameter does not affect calls through 6608.                      | <p>ToneOnHold beeps occur every 10 seconds even when the ToneOnHold service parameter is set to any other value. The problem only occurs when PSTN users are put on hold from an IP phone. The ToneOnHold beep behaves correctly for IP phone-to-IP phone calls that are put on hold.</p> <p>ToneOnHold beeps occur every 10 seconds regardless of the value that has been configured for this service parameter. When a PSTN user is put on hold by an IP phone, the user receives a beep once every 10 seconds, even when the parameter is set to "0", which should cause a beep to occur only once every 100,000 seconds. This problem occurs with calls being put on hold through a 6608 with both T1 and PRI. This problem does not occur when IP phone-to-IP phone calls are put on hold.</p> <p>Also, this problem did not occur when an analog ATA H.323 gateway is used.</p> <p><b>Workaround:</b> None exists.</p> |
| CSCdv75710 | A blind transfer from Cisco WebAttendant to ICD rings back, but it is never answered. | <p>The route point rings forever, and ICD never answers.</p> <p><b>Workaround:</b> Use supervised transfers (only available in Cisco WebAttendant engineering special).</p>  |
| CSCdv73987 | Audio streams remain active in IPVMSAPP service.                                      | <p>Conferences are created, but no audio occurs. This issue occurs after prolonged use of the conference bridge.</p> <p><b>Workaround:</b> Reset IPVMSAPP service.</p>   |

**Table 3** Open Caveats for Cisco CallManager Release 3.1(3a)

| DDTS       | HEADLINE   | SUMMARY   |
|------------|--|---|
| CSCdv73539 | Hookflash from MGCP to H.323 gateway FXS fails to complete.                                | <p>A call takes place from the IP phone to the analog off the MGCP gateway. When a call is answered, hookflash occurs to the number of the analog off the H.323 gateway. The phone rings. If call is answered before the phone off the MGCP gateway hangs up, the call goes through. If the MGCP analog hangs up before the call is answered, the call does not transfer. The H.323 phone stops ringing and the IP phone call also does not hang up.</p> <p>This problem happens because the H.323 gateway never sent H225Alerting and H225Connect message back to Cisco CallManager. The H.323 gateway only sends H225CallProceeding, H225Progress to Cisco CallManager. So, Cisco CallManager can initiate HookFlash transfer at that situation.</p> <p><b>Workaround:</b> None exists.</p> |
| CSCdv72856 | IP phones stay in connected state after ISN is restarted.                                  | <p>IP phones stays in "Connected" state when CISCO ISN process is restarted by Node Manager.</p> <p>Cisco ISN is an IVR platform, which acts like a H.323 gateway and routes all the H.323 signalling and H.245 control. The call would stay connected as it will wait for the TCP layer to disconnect.</p> <p><b>Workaround:</b> Turn the flag StatusEnqPoll to True.</p>  |
| CSCdv67141 | CTI port line does not reopen when second Cisco CallManager is down while failover occurs. | <p><b>Workaround:</b> None exists.</p>  |

**Table 3** Open Caveats for Cisco CallManager Release 3.1(3a)

| DDTS       | HEADLINE   | SUMMARY   |
|------------|--|---|
| CSCdv66773 | A need exists for the ability to pass more than 24-digits to digit analysis. | <p>Cisco CallManager currently does not accept more than 24 dialed digits when placing a call. This situation presents an issue if some patterns where an account or authorization code must be dialed in conjunction with an international call that is 15 digits are used.</p> <p><b>Workaround:</b> Rearchitect your dial plan so you never have more than 24 digits in the dial string.</p>   |
| CSCdv66617 | IP phone does not ring private DN if shared line is set to no ring.          | <p>If the call is going to "Ring Disabled" line first and the call has not been answered, ring is disabled on all the calls to the same phone.</p> <p><b>Workaround:</b> None exists.</p>   |
| CSCdv65358 | Intercluster trunks advertise wrong codecs.                                  | <p>Calls over G.729 intercluster trunks to G.711-only endpoints receive reorder/fast busy regardless of the presence of transcoding resources.</p> <p>This occurs because the intercluster trunk is advertising the receiveAudioCapability as only G.711 in the H.245 negotiation messages even though there are transcoding resources available.</p> <p><b>Workaround:</b> If the problem is found when a user calls across an intercluster trunk to a Unity G.729, codec will allow the call to complete. If this is to a system that only supports G.711, no workaround exists. This can possibly affect CRA and PA because they only support G.711.</p> |

**Table 3** Open Caveats for Cisco CallManager Release 3.1(3a)

| DDTS       | HEADLINE  | SUMMARY  |
|------------|---|--|
| CSCdv63433 | Cisco CallManager should not send null IP and media address in OLC for Music on Hold. | <p>When an IP phone user places a PSTN caller on hold, the PSTN caller does not receive the MOH stream even though the stream is delivered to the IP interface of the router.</p> <p>Problem breakdown: Cisco CallManager has an active gateway to IP phone call up. The IP phone places the gateway on hold. Cisco CallManager then sends an EmptyCapabilitySet to the gateway. Cisco CallManager then connects to MOH. Cisco CallManager sends an OpenLogicalChannel on behalf of the IP phone; meanwhile, the gateway sends an OpenLogicalChannel to the Cisco CallManager. The gateway sends an OpenLogicalChannelAck to the Cisco CallManager with a valid RTP address. Cisco CallManager sends an OpenLogicalChannelAck to the GW with IP=0.0.0.0, Port=0. Because Cisco CallManager cannot (by design) open an in-bound stream on the MOH, it just reports back a null RTP address. The gateway user does not here music.</p> <p>This occurs on all Cisco Gateway with Cisco IOS rel 12.1(5)YD3 code as well as on XB branch. This problem does not occur in mainline rel Cisco IOS rel 12.2(3).</p> <p><b>Workaround:</b> None exists, if SRST functionality is required. Otherwise use release Cisco IOS release 12.2(3).</p> |

**Table 3** Open Caveats for Cisco CallManager Release 3.1(3a)

| DDTS       | HEADLINE  | SUMMARY  |
|------------|---|--|
| CSCdv62720 | Cisco WebAttendant display does not release call information.   | <p>Display does not release call information. A second call can be taken, however, and original call information remains, so you cannot see new call information.</p> <p>This only happens when user chooses Netscape as default browser, even though Cisco WebAttendant opens in Internet Explorer. The call information will occasionally “hang.”</p> <p><b>Workaround:</b> Remove Netscape and Cisco WebAttendant from PC. Reload the Cisco WebAttendant plugin.</p>  |
| CSCdv61446 | A need exists for Cisco CallManager install to check for primary DNS suffix before installation begins. | <p>On a Cisco CallManager, if you right click <b>My Computer</b>, click <b>Network Identification tab</b>, click <b>Properties</b>, Click <b>more...</b>, the <b>Primary DNS suffix</b> of this computer should displays as blank.</p> <p>Having anything in this space could cause installation problems. The install wrapper should check this field before allowing Cisco CallManager to be installed.</p> <p><b>Workaround:</b> Remove anything in the Primary DNS suffix prior to installing Cisco CallManager.</p> |
| CSCdv58814 | 6624 cannot perform a blind transfer off net.   | <p>The 6624 cannot blind transfer calls outside to the PSTN/PBX. It can only transfer to internal IP phones.</p> <p><b>Workaround:</b> Create lines on the IP phones that will forward to the desired PSTN destination.</p>  |

**Table 3** Open Caveats for Cisco CallManager Release 3.1(3a)

| DDTS       | HEADLINE  | SUMMARY  |
|------------|---|--|
| CSCdv55387 | Call forward no answer/Call forward back may fail on nongateway calls.      | <p>CFNA/CFB stops working. Internal calls within the same Cisco CallManager cluster forward to a fast busy instead of voice mail.</p> <p>This may occur after additions/changes is made to partitions and calling search space.</p> <p><b>Workaround:</b> Resetting all the Cisco CallManagers in a cluster may solve the problem.</p>               |
| CSCdv53723 | Hunt group longest idle routing needs the Cisco CallManager to restart.     | <p>Longest idle call-routing operation does not work on newly added hunt groups. Calls route as if the hunt group was configured for first available member routing until the Cisco CallManager service is restarted. Restarting the TCD service has no effect.</p> <p><b>Workaround:</b> Stop and restart the Cisco CallManager service.</p>        |
| CSCdv53571 | Cleanup needs to occur independent from Cisco CallManager events.           | <p>Cleanup of lines and devices needs to take place independent of events such as LineCloseNotify/DeviceCloseNotify from the Cisco CallManager. This action could prevent problems due to race conditions in scenarios such as failover failback.</p> <p><b>Workaround:</b> None exists.</p>   |
| CSCdv46861 | Meetme conference does not end after a call transferred into it from Unity. | <p>A call, whether from the PSTN or internal, that joins a Meetme conference by being transferred from a Unity Call Handler prevents the MeetMe conference from closing when all parties have left the conference. The bridge remains up, and anybody can call the bridge number and join the conference.</p> <p><b>Workaround:</b> None exists.</p> |

**Table 3** Open Caveats for Cisco CallManager Release 3.1(3a)

| DDTS       | HEADLINE  | SUMMARY  |
|------------|---|--|
| CSCdv43117 | Line control process gets stuck with call waiting on voice mail.  | <p>Under certain conditions, the CPU utilization of a Cisco CallManager server may spike to 100% for several seconds.</p> <p>During this time, a delay occurs in obtaining dialtone for phones registered to that server. Restarting the Cisco CallManager service temporarily resolves the problem.</p> <p><b>Workaround:</b> Stopping and restarting the Cisco CallManager service cures this problem.</p> |
| CSCdv42169 | AST stops working.  | <b>Workaround:</b> Restart IIS service.  |
| CSCdv35323 | Cisco IP Phone Expansion Module 7914 loses four directory number after you change a Cisco IP Phone 7960 template to six lines.  | <b>Workaround:</b> Manually re-number the directory numbers.   |
| CSCdv32130 | Call through Cisco VG200 gateway drops for Java Telephony Application Programming Interface routing-application scenario.   | <p>A call coming across Cisco VG200 gateway gets dropped if routing application waits beyond JTAPI Route select timeout before invoking "routeselect."</p> <p><b>Workaround:</b> None exists.</p>  |
| CSCdv24136 | Ringback tone does not occur with Cisco CallManager setup.  | <b>Workaround:</b> None exists.  |
| 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. | <b>Workaround:</b> None exists.  |

**Table 3** Open Caveats for Cisco CallManager Release 3.1(3a)

| DDTS       | HEADLINE  | SUMMARY   |
|------------|---|---|
| CSCdv24095 | Performance Monitor and Administrator Serviceability Tool displays wrong values for TranscodingResourcesActive. | <p>Performance Monitor and Administrator Serviceability Tool displays an incorrect value for TranscoderRsourceActive.</p> <p>These tools may display that resources are being used when in reality zero resources are being used.</p> <p><b>Workaround:</b> None exists.</p>  |
| CSCdv20852 | Using hold and unhold arrow keys will not work on Cisco WebAttendant console.                                   | <p>Cisco WebAttendant holding a call or unholding a call using the left or right arrow keys does not work on this load.</p> <p><b>Workaround:</b> Use either the hold button or the mouse to put the call on hold. Take the call off hold by using the unhold button or using the mouse.</p>  |
| CSCdv20656 | When no hardware MTP port is available, call should go to secondary route.                                      | <p>A call to a gateway completes with no audio path.</p> <p>This was discovered while placing calls requiring a transcoder to an AS5300 gateway. The gateway resources are either maxed out or down before the call is placed. CallManager is configured to use hardware MTPs before software MTPs.</p> <p><b>Workaround:</b> Other than having enough MTP resources to prevent maxing out, no workaround exists.</p> |
| CSCdv19766 | Forward event returned twice via TAPI application on forward all.   | <p>Two forward events get returned when an address is monitored using TAPI.</p> <p>When a device has Forward All configured, monitoring that device for the LINEADDRESSSTATE event will produce two events rather than one.</p> <p><b>Workaround:</b> None exists.</p>  |

**Table 3** Open Caveats for Cisco CallManager Release 3.1(3a)

| DDTS       | HEADLINE  | SUMMARY   |
|------------|---|---|
| CSCdv17918 | A need exists to increase number of all trace files.  | <p>Cisco CallManager Release 3.1 and higher do not support as many trace files as in Cisco CallManager Release 3.0 supported. Within a large environment, this situation proves detrimental to support groups. Some cases take from 1 to 3 days before a senior-level support person is asked to assist in resolving the case. By this time, and actually within a couple of hours, the trace files have already been overwritten.</p> <p><b>Workaround:</b> Request the TRACE.ASP file fix, and, for all servers used to administer the cluster, place in the folder:<br/>C:\CiscoWebs\Service\includes.</p> |
| CSCdv17783 | With shared line appearance, user cannot resume call placed on hold from another phone.             | <b>Workaround:</b> Hit resume before picking up the handset.  |
| CSCdv15124 | Media_SilenceSuppression value gets sent to phone.  | <p>Silence suppression starts in calls when it is disabled.</p> <p><b>Workaround:</b> None exists.</p>  |
| CSCdv12935 | Performance Monitor and AST report incorrect values for active calls.                               | <b>Workaround:</b> None exists.   |
| CSCdv12935 | Performance Monitor and Administrator Servicability Tool reports incorrect values for active calls. | <p>Performance Monitor and Administrator Servicability Tool counters for active calls provide incorrect data.</p> <p><b>Workaround:</b> None exists.</p>  |
| CSCdv10611 | Only one-way audio exists on outbound calls when MTP is enabled.                                    | <p>When hardware MTP is used, outbound calls from IP phone have one-way audio.</p> <p><b>Workaround:</b> Remove MTP.</p>  |
| CSCdu86461 | No translation occurs when DN is unregistered (gets wrong mailbox).                                 | <b>Workaround:</b> None exists.   |

**Table 3** Open Caveats for Cisco CallManager Release 3.1(3a)

| DDTS       | HEADLINE  | SUMMARY  |
|------------|---|--|
| CSCdu86461 | No translation occurs when DN is unregistered (gets wrong mailbox).             | <p>PSTN caller gets incorrect voice-mailbox.</p> <p>This occurs when called IP phone DN is unregistered, and the translation pattern to that DN exists.</p> <p><b>Workaround:</b> None exists.</p>   |
| CSCdu83844 | Devices do not register correctly after quick cluster reboot.                   | <p>From a Catalyst switch perspective, Cisco Catalyst 6000 8 Port Voice E1 or T1 and Services Module devices CFB and MTP are in an "Unknown" state or will not stay registered. Cisco Catalyst 6000 24 Port FXS Analog Interface Module would not register. Phones are assumed to be in an inoperative state.</p> <p>This occurs when you reboot all the servers with this definition in less than 5 minutes: 8 Node cluster (6 Cisco CallManagers, Dedicated Publisher and Dedicated TFTP) 7250 phones 12 Conference Bridges (Cisco Catalyst 6000 8 Port Voice E1 or T1 and Services Module) 51 Analog Access gateways (Cisco Catalyst 6000 24 Port FXS Analog Interface Module) 35 Digital Access gateways (Cisco Catalyst 6000 8 Port Voice E1 or T1 and Services Module) 6 Transcoders (Cisco Catalyst 6000 8 Port Voice E1 or T1 and Services Module)</p> <p><b>Workaround:</b> Manually reboot or power cycle the devices.</p> |
| CSCdu77516 | User receives a failure response from lineUnHold when consult call is offering. | <p><b>Workaround:</b> None exists.</p>   |

**Table 3** Open Caveats for Cisco CallManager Release 3.1(3a)

| DDTS       | HEADLINE   | SUMMARY  |
|------------|--|--|
| CSCdu77516 | Failure response occurs from lineUnHold when consult call is offering.         | <p>“lineUnhold() “ returns a negative response after a lineSetupConference() and before the consultation call is answered, even though the call is successfully retrieved.</p> <p><b>Workaround:</b> None exists.</p>  |
| CSCdu64004 | Older versions of Cisco CallManager can be installed on top of newer versions. | <p>Installation of previous versions of Cisco CallManager occurs over higher Cisco CallManager version, which causes problems with database. Phones or other devices may on some occasions not work properly.</p> <p>This only happens if downgraded from higher version to lower version of Cisco CallManager. Major issues occur when system is downgraded from 3.1(1) to 3.0(x)</p> <p><b>Workaround:</b> When trying to downgrade to lower version, you must rebuild the Cisco IP telephony server and restore all data from backup. Cisco recommends to back-up your IP telephony server prior to any version upgrade. In case of failure, you can reinstall IP telephony server and restore all data with Cisco back-up utility. Cisco does not recommend restoring backup files created on higher version of Cisco CallManager to lower version of Cisco CallManager.</p> |

**Table 3** Open Caveats for Cisco CallManager Release 3.1(3a)

| DDTS       | HEADLINE   | SUMMARY   |
|------------|--|---|
| CSCdu54196 | For Simple Network Management Protocol (SNMP), you cannot set cdpInterfaceEnable to true or false. | <p><b>Workaround:</b> Alternatively, enable/disable Cisco Discovery Protocol (CDP) via the Win2k Device Manager as follows:</p> <p>In Windows 2000 Control Panel Menu, double click "System" and choose <b>Hardware &gt; Device Manager</b>.</p> <p>Go to "View" and choose both "Devices by connection" and "Show hidden devices."</p> <p>Double click "Cisco Discovery Protocol" then, choose "Driver" tab.</p> <p>Choose "stop" to disable the CDP or "start" to enable the CDP.</p> <p>Make sure CDP is enabled at all times for CiscoWorks2000 to discover the CCM server.</p> |

**Table 3**    *Open Caveats for Cisco CallManager Release 3.1(3a)*

| DDTS       | HEADLINE   | SUMMARY   |
|------------|--|---|
| CSCdu54196 | For Simple Network Management Protocol (SNMP): You cannot set cdpInterfaceEnable to true or false. | <p><b>Workaround:</b> Alternatively, Enable/disable cdp via the Win2k Device Manager as follows:</p> <p><b>Step 1</b>    In Windows 2000 Control Panel Menu, double click "System" and choose "Hardware"; then, choose "Device Manager."</p> <p><b>Step 2</b>    Go to "View" and choose both "Devices by connection" and "Show hidden devices."</p> <p><b>Step 3</b>    Double click "Cisco Discovery Protocol"; then, choose "Driver" tab.</p> <p><b>Step 4</b>    Choose "stop" to disable the CDP or "start" to enable the CDP.</p> <p>Make sure CDP is enabled at all times for CiscoWorks2000 to discover the CCM server.</p> |

**Table 3** Open Caveats for Cisco CallManager Release 3.1(3a)

| DDTS       | HEADLINE   | SUMMARY   |
|------------|--|---|
| CSCdu43682 | Cisco IP Phone model 30 VIP second line does not go off hook correctly when user presses voice mail or speed dial.   | <p>User does not receive dial tone on second line for Cisco IP Phone model 30 VIP.</p> <p>A scenario: Two phones (A and B) having first line shared on both the phones. One phone (A) is Cisco IP Phone model 30 VIP and has two lines. An active call exists on shared line on phone B. Now, speed-dial or voice-mail button gets pressed on phone A. Phone ignores this button press because first line is in use by other phone. After that, if phone A goes off hook to initiate a new call on second line, it does not get dial tone.</p> <p><b>Workaround:</b> Go on hook and press line button for second line to get dial tone.</p> |
| CSCdu38419 | Indications show H.245 packet precedence is not set properly.  | <p>This situation only occurs when the TCP connection is attempted. Once the TCP connection is established, the precedence bit is set properly on all H.245 messages.</p> <p><b>Workaround:</b> None exists.</p>  |
| CSCdt90453 | The Conference Bridge and the MTP do not run if the server does not have a device pool that points to the Cisco CallManager group that is configured as the highest priority in the Cisco CallManager. | <p>The online help for the Cisco CallManager Administration for the Conference Bridge and MTP incorrectly states that you can choose one of the available device pools or choose a device pool from the drop-down menu in the Device Pool field.</p> <p><b>Workaround:</b> The corrected documentation and online help read as follows: Choose a device pool having the highest priority within the Cisco CallManager group that you are using or choose Default.</p>   |

**Table 3** Open Caveats for Cisco CallManager Release 3.1(3a)

| DDTS       | HEADLINE   | SUMMARY  |
|------------|--|--|
| CSCdt53938 | Upgrade does not put BINs in nondefault TFTP PATH.   | <p><b>Workaround:</b> Two known workarounds exist:</p> <ol style="list-style-type: none"> <li>1) Upgrade the primary TFTP server first.</li> <li>2) Place the device loads on the primary TFTP server before upgrading any of the other clusters.</li> </ol> |
| CSCds20133 | Call forward back fails when Cisco CallManager attempts to use unavailable Catalyst 4000 Access Gateway Module call forward back resource. | <p><b>Workaround:</b> In the Admin/GUI page, under the conference bridge page, set the number of parties per ad hoc conference to the number of streams that a DSP on the Catalyst 4000 Access Gateway Module provided.</p>                                  |
| CSCdr53384 | Memory leak (svchost/tapisrv) occurs during lineInit/Shutdown.   | <p>Memory leak occurs in TSP.</p> <p>This situation occurs when an application starts up, opens devices and lines, and then shuts down.</p> <p><b>Workaround:</b> None exists.</p>   |

**Table 3** Open Caveats for Cisco CallManager Release 3.1(3a)

| DDTS       | HEADLINE  | SUMMARY   |
|------------|---|---|
| CSCdr26539 | A nested call forward no answer takes too much time to forward through a linear list. | <p>For large systems, Cisco CallManager can have up to 400 voice-mail ports. The situation here results from the delay imposed by 400 call forward hops. As a workaround until station hunt groups are available in a future release, minimize the number of hops. You can minimize the hops if the calls to voice mail can be spread more evenly over the ports. The voice-mail ports should all forward to each other and the last voice-mail port forwards back to the first port. The configuration parameter max number of hops will control the end of the search for an available port. With this setup, a search can start at any port in the list to find an available port. You can then configure the call forward all and busy DN to split the users into groups to spread the search load and increases the chances of finding an available port with fewer searches. Because the message button is a system parameter, the message button does not always start at the top of the list.</p> <p><b>Workaround:</b> The max number of hops configuration parameter will limit the number of hops.</p> |

**Table 3** Open Caveats for Cisco CallManager Release 3.1(3a)

| DDTS       | HEADLINE   | SUMMARY   |
|------------|--|---|
| CSCdr26521 | A nested call forward back drives Cisco CallManager CPU to 100%.     | <p>For large systems, Cisco CallManager can have up to 400 voice-mail ports. The situation here results from the delay imposed by 400 call forward hops. As a workaround until station hunt groups are available in a future release, minimize the number of hops. You can minimize the hops if the calls to voice mail can be spread more evenly over the ports. The voice-mail ports should all forward to each other and the last voice-mail port forwards back to the first port. The configuration parameter max number of hops will control the end of the search for an available port. With this setup, a search can start at any port in the list to find an available port. You can then configure the call forward all and busy DN to split the users into groups to spread the search load and increases the chances of finding an available port with fewer searches. Because the message button is a system parameter, the message button does not always start at the top of the list.</p> <p><b>Workaround:</b> The max number of hops configuration parameter will limit the number of hops.</p> |
| CSCdr18336 | User cannot forward calls to lines that use wild characters for DNs. | <p>Call forward fails to occur when wild characters are used for DN.</p> <p><b>Workaround:</b> None exists.</p>   |

# Documentation Updates

The following section provides documentation changes that were unavailable when the Cisco CallManager Release 3.1(2c) 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(3a), 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 Guide* 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(3a), 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(2c) 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(3a), the documentation that appears on CCO incorporates this information, but the information remains absent in Online Help.

## Corrections

Cisco CallManager Release 3.1(2c) supports Cisco Unity Version 2.4(6.135). The *Cisco CallManager System Guide* incorrectly states that Cisco CallManager Release 3.1(2c) requires Cisco Unity Version 3.0(1).

With Release 3.1(3a), 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](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](mailto: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](http://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](http://Cisco.com) registered users, additional troubleshooting tools are available from the TAC website.

### Cisco.com

[Cisco.com](http://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](http://Cisco.com) provides a broad range of features and services to help customers and partners streamline business processes and improve productivity. Through [Cisco.com](http://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.

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This document is to be used in conjunction with the documents listed in the “[Related Documentation](#)” section.

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