



Release Notes for Cisco CallManager Release 3.1(4a)

July 17, 2002

These release notes describe the new feature and caveats for Cisco CallManager Release 3.1(4a).

For a list of the open and resolved caveats for Cisco CallManager Release 3.1(4a), see “[Resolved Caveats for Cisco CallManager Release 3.1\(4a\)](#)” section on page 11 and “[Open Caveats for Cisco CallManager Release 3.1\(4a\)](#)” section on page 27. These release notes get updated every maintenance and major release.

To read the feature descriptions implemented in Cisco CallManager Release 3.1(3a), refer to

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

To access the Cisco CallManager documentation suite, refer to

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

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

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

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Introduction

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

System Requirements

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

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

**Caution**

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

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

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

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

IBM xSeries 340 and 330 Server Recommendations

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

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

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

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

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

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

Determining the Software Version

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

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

Upgrading to 3.1(4a)

Cisco recommends that you upgrade to Cisco CallManager 3.1(4a) from the latest Cisco CallManager version 3.0(12) or any version of 3.1.

SQL Service Pack 4

Before upgrading to Cisco CallManager 3.1(4a), you should install SQL Service Pack 4. Refer to *Upgrading Cisco CallManager Release 3.1(4a)* for more information.

Compatibility Matrix

You can find the minimum versions with which Cisco CallManager Release 3.1(4a) has been tested at

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



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 Cisco CallManager.

Related Documentation

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

- [*Cisco CallManager Document Locator for Release 3.1\(4a\)*](#)
- [*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*](#)
- [*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(4a).



Tip

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

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(4a).

Important Notes for Release 3.1(4a)

Restore Procedure

In the unlikely event of a catastrophic multiserver failure, you must restore every server in the Cisco CallManager cluster. Consider the following guidelines before you restore the cluster.

Step 1 Restore the publisher database server first.



Note

Cisco requires that you restore the server to the version of the last successful Cisco CallManager database backup.

Step 2 Restore the Cisco CallManager database.

Step 3 Install Cisco CallManager on all subscribers in the cluster.

Enabling Microsoft Performance Monitor for troubleshooting

Microsoft Performance Monitor is an application that monitors and logs resource counters from the Cisco CallManager nodes in the network and displays the system activities and status information in real time.

**Tip**

Use the following procedure to collect and display system and device statistics for any Cisco CallManager installation. The collected information enables Cisco TAC to help you with potential installation problems.

Procedure

- Step 1** Access Performance Monitor by choosing **Start > Programs > Administration Tools > Performance**.
- Step 2** Choose **Action > New log settings** and enter a name for the counter log.
- Step 3** Click **Counters**.
- Step 4** Click **Add**.
- Step 5** Click **Performance Object**.
- Step 6** Click **Process**.
- Step 7** In **Select Counters from List** and **Select Instances from List**, choose the following counters and associated instances:
 - % Processor Time/_Total
 - % Processor Time/ccm
 - % Processor Time/AudioTranslator
 - % Processor Time/Aupair
 - % Processor Time/CiscoMessagingI
 - % Processor Time/ctftp
 - % Processor Time/CTIManager
 - % Processor Time/DLLHOST
 - % Processor Time/sqlservr
 - % Processor Time/TcdSrv

- % Processor Time/RisDC
- % Processor Time/snmp
- % Processor Time/CallBackService
- % Processor Time/LogoutService
- % Processor Time/InsertCDR
- Virtual Bytes/_Total
- Virtual Bytes/AudioTranslator
- Virtual Bytes/Aupair
- Virtual Bytes/ccm
- Virtual Bytes/CiscoMessagingI
- Virtual Bytes/ctftp
- Virtual Bytes/CTIManager
- Virtual Bytes/DLLHOST
- Virtual Bytes/sqlservr
- Virtual Bytes/TcdSrv
- Virtual Bytes/RisDC
- Virtual Bytes/snmp
- Virtual Bytes/CallBackService
- Virtual Bytes/LogoutService
- Virtual Bytes/InsertCDR
- Private Bytes/_Total
- Private Bytes/ccm
- Private Bytes/AudioTranslator
- Private Bytes/Aupair
- Private Bytes/CiscoMessagingI
- Private Bytes/ctftp
- Private Bytes/CTIManager
- Private Bytes/DLLHOST
- Private Bytes/sqlservr

- Private Bytes/TcdSrv
- Private Bytes/RisDC
- Private Bytes/snmp
- Private Bytes/CallBackService
- Private Bytes/LogoutService
- Private Bytes/InsertCDR

Step 8 Click the General tab.

Step 9 Enter the collection interval of **60** and for Units choose **seconds** so that the data is averaged and collected over 60-second intervals.

Step 10 Click **Apply**.

Step 11 Click the Schedule tab.

Step 12 Choose the **At** option for Start log and enter the current time and date.
This will enable the logging to continue after a reboot.

Step 13 Click **Save** to save your settings, such as the Objects you selected.
This allows you to load the same data again, if necessary.

**Note**

The log files will expand in size. Manually purge the log files to maintain optimal disk space.

Performance Monitor can simultaneously collect data from multiple installed systems and store the information in a single log file. You can export the log file into a Tab Separated Value (TSV) file or a Comma Separated Value (CSV) file. View the TSV file or CSV file in a spreadsheet application.

**Note**

You must enable Statistics in the Cisco CallManager Administration for the Performance Monitor to collect data.

Cisco CallManager directly updates Microsoft Performance Monitor counters. The call perfmon counters are call-processing-related counters, which contain simple, useful counts such as number of registered phones, number of active calls, and number of available conference bridge resources.

The following list identifies the Cisco CallManager performance counters:

- Cisco CallManager
- Cisco Phones
- Cisco Lines
- Cisco H323
- Cisco MGCP Gateways
- Cisco MOH Device
- Cisco Analog Access
- Cisco MGCP FXS Device
- Cisco MGCP FXO Device
- Cisco MGCP T1CAS Device
- Cisco MGCP PRI Device

Customize Performance Monitor to view the Cisco CallManager-related parameters that you want to monitor by choosing the object, counter, and the instance.

Resolved Caveats for Cisco CallManager Release 3.1(4a)

[Table 1](#) lists and describes caveats that were resolved in Cisco CallManager Release 3.1(4a).



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 1 *Resolved Caveats for Cisco CallManager Release 3.1(4a)*

DDTS Number	Description
CSCdr41623	A feedback loop gets created when a port on a Cisco Unicast Conference Bridge is conferenced back to itself.
CSCds88657	Gatekeeper calls cause memory loss on a Cisco CallManager server.
CSCds89957	Wave installation does not have the correct path to install avaudio.dll.
CSCdt24024	Calls from CTI ports that are redirected to a busy destination fail.
CSCdt28379	CallerID does not display correctly.
CSCdt34467	Two skinny protocol messages should be deleted from Cisco CallManager.
CSCdt37112	User does not get sent progress tones on intercluster trunk transfers.
CSCdt42334	Conference function key remains active upon reaching the maximum conference participants.
CSCdt53938	Binary files do not get placed in non-default TFTP_PATH during an upgrade.
CSCdt71376	WS-X6608 E1 does not establish D-channel with Cisco CallManager server.
CSCdt82549	Every MaxForwardsToDn call on a phone in a call pickup group gets sent a reorder tone.
CSCdt85519	Bandwidth does not get returned when the location is updated before a call ends.
CSCdt91655	STI backup utilities need to run at a low priority.
CSCdu10765	Unity cannot identify AS-8 port when the voice message field is used.

Table 1 *Resolved Caveats for Cisco CallManager Release 3.1(4a)*

DDTS Number	Description
CSCdu17718	A call forwarded with no answer reason gets busy greeting.
CSCdu21141	A lineAnswer returns SUCCESS, but state does not change.
CSCdu21191	An anonymous device can be configured but not selected or used from the route pattern page.
CSCdu28942	Real time transport protocol (RTP) packets are dropped when using Cisco Catalyst 6000 24 Port FXS Analog Interface Module or Cisco Catalyst 6000 8 Port Voice and Services Module and Cisco CallManager has a failover.
CSCdu29953	Ad hoc conference fails when H.323gateway has a matching destination Pattern in VOIP Dial-peer.
CSCdu31336	Call gets dropped when the CTI port is reset.
CSCdu52785	External calls through a MGCP gateway do not have a distinctive ring.
CSCdu60691	Phone connected to H323 does not get ringback after a blind transfer.
CSCdu61027	Cisco CallManager has problems in the initialization code for gateways.
CSCdu70546	DT24 needs to be removed from the database and from the device default table.
CSCdu77516	Failure response occurs from lineUnHold when consult call is offering.
CSCdu77983	CTI redirect of a party in a conference causes an erroneous conference state.
CSCdu78398	When the phone goes off hook, it uses the shared line appearance instead of the primary line.
CSCdu86461	Caller gets incorrect voice mailbox when the DN is not registered.
CSCdv02729	Cisco CallManager sent an ICMP Unreachable (IU) event to the gateway.
CSCdv05069	Administrator gets an error when an administrator is upgrading Cisco CallManager if the server is not part of the Active Directory domain.
CSCdv12935	Performance Monitor and Administrator Servicability Tool reports incorrect values for active calls.
CSCdv20206	Call through H.323 gateway that is using G729 code gets dropped when the call is put on hold.
CSCdv35147	Call gets disconnected due to having the same timeout value for MGCP and MediaExchange.
CSCdv53855	Call park does not work with partitions.

Table 1 *Resolved Caveats for Cisco CallManager Release 3.1(4a)*

DDTS Number	Description
CSCdv54109	Personal Directory does not work if Cisco CallManager server is integrated with Active Directory.
CSCdv58628	Cisco SoftPhone displays error message when it is integrated with Microsoft Outlook.
CSCdv61425	Cisco CallManager logic can cause CPU to spike when many CTI devices are registered.
CSCdv61666	User gets invalid conference participant message when user is conferencing two outside calls.
CSCdv64729	Wave ID for a CTI port changes after a failover.
CSCdv65210	Some parameters do not get added to the ProcessConfigDefaults table after a Cisco CallManager upgrade.
CSCdv65358	Intercluster trunks advertise wrong codecs.
CSCdv66602	Calls that are redirected from Cisco IP ICD do not pass the correct called party number.
CSCdv73539	Hookflash transfer from a MGCP gateway to a H.323 gateway fails.
CSCdv79972	You cannot delete a personal address book entry from a Cisco IP Phones.
CSCdv80693	ToneOnHold Service Parameter does not affect calls through a WS-6608.
CSCdv82985	Translation pattern changes do not take effect until Cisco CallManager restarts.
CSCdv84016	Cisco CallManager forwards calls as CFNA when extension mobility user is not logged in.
CSCdv84097	Administrators cannot modify existing Active Directory user in Cisco CallManager Administration.
CSCdv84631	Telephony Call Dispatcher (TCD) service stops.
CSCdv87213	Error message gets written in Cisco CallManager event logs for call busy condition.
CSCdv87998	When a gateway call is cleared, Cisco CallManager side sends a Release Complete message before receiving an EndSessionCommand message.
CSCdv89329	Cisco Softphone displays unknown string when it is joining a meet me conference.
CSCdw00421	VGC device default profile is missing in the Cisco CallManager after a new installation.
CSCdw02285	User directory service crashes when one of its fields is empty.

Table 1 *Resolved Caveats for Cisco CallManager Release 3.1(4a)*

DDTS Number	Description
CSCdw05097	Calls transferred from Octel fail when progress gets returned.
CSCdw05630	Changing the timezone to the Adelaide Date/Time group (GMT +9:30) does not work for IP Phones.
CSCdw05993	Backup and restore does not work properly on a secondary Cisco CallManager.
CSCdw08627	An ICD agent displays a phantom call when an H.323 call disconnects at the same time that the call is redirected from the route point to the agent.
CSCdw14079	CPU usage goes high when TAPI application attempts to call provideropen on 2500 controlled devices.
CSCdw15247	The assistant's attended time does not get charged if the call is diverted.
CSCdw16745	External calling mask does not get applied when phone is unregistered.
CSCdw19697	The call leg from the PSTN to the transcoder does not release the transcoding session when a call completes.
CSCdw25967	No LINE_REPLY gets returned on lineDrop on a conferenced call state.
CSCdw22250	A call redirected with a CALLDEFLECTION reason does not get the proper greeting.
CSCdw23235	LineGetInfoReq to CTI does not return all call handles.
CSCdw24078	TAPS application sends a message that the phone is already configured.
CSCdw26569	Handle timeout is needed for DeviceLineInfoFetchReq so as not to remove lines.
CSCdw27029	H.323 call to a shared line between H.323 client and Cisco IP Phone 7960 fails.
CSCdw27828	A call disconnects when it is redirected to a busy CTI port.
CSCdw27971	User cannot answer an offering conference call on a CTI port.
CSCdw28309	Phones with shared lines do not display line in use message.
CSCdw28469	An IP phone device fail due to missing in service event.
CSCdw28382	A consult call does not get cleared from the CTI port at the end of the first call.
CSCdw28981	Phones with call forward all enable cannot receive calls from a MGCP T1-CAS.
CSCdw30417	Application fails to create JTAPI provider.
CSCdw31284	CiscoAddrInServiceEv does not get sent to applications.
CSCdw31525	Cisco CallManager does not send the correct ISDN disconnect message.
CSCdw32515	Translation pattern does not get updated properly.

Table 1 *Resolved Caveats for Cisco CallManager Release 3.1(4a)*

DDTS Number	Description
CSCdw34190	JTAPI returns an error after a successful call transfer.
CSCdw34631	Cisco IP ICD calls are aborted due to transfer failure.
CSCdw34847	CiscoTransferStartEv has consultCall and finalCallIDs reversed.
CSCdw34925	Only one TermConnDropped gets received in certain scenario when two are expected.
CSCdw35123	LineOpen returns with a resource unavailable error.
CSCdw35875	Cisco CallManager restarts during router verifications.
CSCdw36247	TermconnDropped does not get sent to agent when a consult call is held.
CSCdw36848	A leak occurs in the lineInitializeEx, and Shutdown handles.
CSCdw36906	A CTI message with out of bounds index causes Cisco CallManager to restart.
CSCdw38412	Call transfer fails during Cisco IP ICD load test.
CSCdw38150	Three call handles get created on a two-party conference call.
CSCdw38206	Disconnect event does not occur when a call is dropped on unplugged phone.
CSCdw39225	Cisco CallManager does not send the caller ID time correctly when the call is made over the MGCP gateway.
CSCdw42053	Cisco CallManager restarts due to an out of bounds index in the locations array.
CSCdw42138	Race condition causes phantom call.
CSCdw42229	Cisco CallManager restarts due an out of bounds index array in StationD.
CSCdw42358	The CTI port does not get released after a transferred call goes idle.
CSCdw43706	Phones that are added with extension mobility enabled generate event log error messages.
CSCdw44070	Ipvmsapp.exe crashed with a kDeviceMgrThreadException error.
CSCdw46019	Hookflash transfer to the webattendant pilot point fails.
CSCdw47724	Requested Heartbeat Interval of 300 seconds causes TSP connection to fail.
CSCdw47748	Uninstall program for TSP has an incorrect option.
CSCdw47868	Redirect reason code is received for normal disconnect.
CSCdx49380	CiscoTransferStart message is received before an agent answers a call.
CSCdw49964	Provider Open for a TAPI application needs to be optimized.

Table 1 *Resolved Caveats for Cisco CallManager Release 3.1(4a)*

DDTS Number	Description
CSCdw50179	Phone does not ring when a Call Forward No Answer (CFNA) is enabled from a shared line to a primary line.
CSCdw50721	An out-of-bounds stimulus causes Cisco CallManager to reset.
CSCdw55276	CTI manager becomes unresponsive under 25000 BHCC after 31 hours.
CSCdw55611	Incorrect called address displays for calls made from an observed device.
CSCdw55631	Cisco CallManager has a memory leak when it is under high call load, and many uncompleted calls occur.
CSCdw56095	Snapshot talking events are received late when you are observing a call in progress.
CSCdw57062	The redirecting and Redirection ID do not get returned to the TAPI application when the call is forwarded with No Answer.
CSCdw57393	Call.getCalledAddress returns the CTI port address instead of the RP address.
CSCdw57571	Message waiting is not enable if it is sent before the application starts.
CSCdw57815	Transfer failures occur during Cisco IP Integrated Contact Distribution (Cisco IP ICD) load test.
CSCdw63219	The CTI Manager process increases CPU utilization over time.
CSCdw60938	Timer creations get removed when no delay for DbDnQuery is requested.
CSCdw61917	Cisco CallManager service stops after a failover.
CSCdw63622	Cisco CallManager crashes intermittently when it is using the EURO protocol.
CSCdw64526	Calls through the gatekeeper stop working after the gateway resets.
CSCdw64810	Call failure occurs when Cisco CallManager encounters IE error messages during setup.
CSCdw65106	User cannot transfer or hold a call on line 2. Line1 goes off hook when line 2 is answered.
CSCdw65946	LowPriorityQueueThrottlingFlag does not always work correctly.
CSCdw66164	LineGetAddressStatus() does not provide existing forwarding status.
CSCdw66560	Cisco CallManager Administration takes a long time to display user information.
CSCdw66759	NullPointer gets thrown in JTAPI Provider and Cisco CallManager classes.
CSCdw69311	QBEHelper Support does not handle error conditions.

Table 1 Resolved Caveats for Cisco CallManager Release 3.1(4a)

DDTS Number	Description
CSCdw69929	Digital signal processor (DSP) memory corruption causes entire port to reset.
CSCdw71833	Residential Gateway (RGW)/Line Side Gateway calls fails when VoAL2 is used as the voice bearer.
CSCdw72636	Cisco Catalyst 6000 sends TFTP requests at a very high rate when it fails to receive the XML file from the TFTP server.
CSCdw72645	Call Pickup stops working.
CSCdw72865	Svchost.exe crashed under load.
CSCdw73031	CallPark reversion does not display if Call Forward Busy and Call Forward no Answer are enabled on the phone.
CSCdw75522	CTI route points are unavailable after a failover.
CSCdw77135	Cisco CallManager does not send a restart_ack.
CSCdw77358	MaxForwardtoDN does not allow sequential calls.
CSCdw77924	MSGWAIT is missing on dwDevStausFlags when the lamp is enabled on the phone.
CSCdw78066	Back button does not work in the Destination Location window.
CSCdw79042	No TermConnDropped message gets received in a chained-transfer scenario.
CSCdw79075	Svchost crashed.
CSCdw79147	Dllhost.exe has high memory usage over a period of time.
CSCdw80332	No LINE_REPLY gets sent on a lineUnHold request on ONHOLDPENDCONF.
CSCdw80824	Cisco CallManager does not respond to IRQ.
CSCdw81189	Cisco CallManager had an access violation while it is decoding Setup UUIE.
CSCdw81294	The firmware for Cisco IP Phone models 7940 and 7960 cannot be upgraded from version P003AM30 to P00303010106.
CSCdw82990	T305/HangupTimeout value does not get set correctly.
CSCdw84396	Cisco CallManager does not send a NOTIFY message immediately.
CSCdw87026	DCD subscriber does not have indexing.
CSCdw88178	Calls get stuck in the CTI port after a redirect failure.
CSCdw88191	CallCtlConnEstablishedEv does not get received in an ICD blind conference call.
CSCdw88290	Cisco CallManager does not support CanMapAlias.

Table 1 *Resolved Caveats for Cisco CallManager Release 3.1(4a)*

DDTS Number	Description
CSCdw89859	Call Park stops working for some call park extensions.
CSCdw90402	Resetting route groups causes high CPU usage.
CSCdw90846	Redirect ORIGINATOR_ABANDONED call should mapped to INVALIDCALLSTATE.
CSCdw92874	The method call.connect() throws an exception when a call is made to a phone behind H.323 gateway.
CSCdw93017	Cisco IP Phone model 7940 speakerphone does not operate in full duplex.
CSCdw93403	Redirect occurs even though LineRedirect request line reply returns LINEERR_INVALLINESTATE.
CSCdw93592	Two applications monitoring the same CTI route point causes route errors.
CSCdw94897	Call gets dropped when it is redirected to a nonestablished MeetMe extension.
CSCdx00431	CTI ignores indicator and displays number instead of displaying Private.
CSCdx00851	FXO port on Cisco VG200 running MGCP locks up when phone sets call forward all (CFA) to a H.323 device.
CSCdx02228	CCMCIP process causes high CPU usage when directory searches are done from an IP phone.
CSCdx02301	Redirected calls fail when the caller redirects the call.
CSCdx03070	The original caller gets dropped when a user transfers a call to the phone's second line.
CSCdx04595	Directory search on an IP phone does not allow both upper-case and lower-case letters.
CSCdx04903	Phone continues to ring after a call is answered.
CSCdx04968	Cisco CallManager does not send MDCX to 6608 port. The phone gets a reorder tone.
CSCdx06472	Cisco CallManager does not send MGCP notification request (RQNT) after receiving a 401 (Already offhook) message.
CSCdx07018	Call Park fails where there are other active park sessions.
CSCdx07448	Creating DBLException from COM Error causes an exception.
CSCdx07563	Phones with shared lines do not ring when there is an incoming call.

Table 1 *Resolved Caveats for Cisco CallManager Release 3.1(4a)*

DDTS Number	Description
CSCdx09121	IP phones should display "Too Much Traffic Try Again Later" error message when the IP phones request dial tone on a Cisco CallManager with a congested event queue.
CSCdx10078	The subscriber Cisco CallManager sends registration request (RRQ) messages every 3 seconds when the primary Cisco CallManager goes down.
CSCdx10416	Phone cannot boot up if the URL has special characters.
CSCdx11296	Cisco SoftPhone did not receive a LINE_GENERATE event.
CSCdx11616	Cisco WebAttendant gets missing JTAPI class error.
CSCdx13166	Cisco CallManager only supports 12 G729 calls when Cisco Catalyst 6000 is used as a MTP.
CSCdx14064	IP phone does not display calling party number in the status line.
CSCdx15306	JTAPI throws an exception when parking and the parked party are not in the same provider.
CSCdx15510	User gets an error when an expansion module is added.
CSCdx15755	Cisco CallManager drops the call when it receives an IZCT token in the ACF message.
CSCdx15818	Overlap sending does not work for phones registered to back up Cisco CallManager servers.
CSCdx16259	You get an error when you try to use the 7914 template after upgrading Cisco CallManager from version 3.0(11) to 3.1(3a).
CSCdx16935	The performance counter displays the wrong number of conference resources for SW Conf bridge.
CSCdx17788	GetConsultingTerminalConnection returns incorrect value.
CSCdx18236	The Cisco CallManager process monitor trace level should be set to ARBITRARY.
CSCdx20355	The route plan wizard creates a incorrect route filter.
CSCdx20377	Cisco CallManager has disk I/O contention issues with SDI tracing and logging.
CSCdx20568	Invalid Connected ID gets displayed after a consult-transfer of a conference call.
CSCdx24175	You cannot update the routelist after removal of a routegroup that was created by the route plan wizard.
CSCdx24497	Directory change notification fails.

Table 1 *Resolved Caveats for Cisco CallManager Release 3.1(4a)*

DDTS Number	Description
CSCdx24602	User gets an error when user tries to view line details for a Cisco VG248 with Cisco CallManager 3.1(3a).
CSCdx24931	A connection clear event does not get sent when a gateway call is dropped from a conference.
CSCdx25239	You cannot add or delete a device in the user pages after adding a device that is not registered with Cisco CallManager.
CSCdx25581	Cisco CallManager sends a Display IE in a NOTIFY message when the "Display IE Delivery" is disabled.
CSCdx25593	H.323 ICT calls fail due to Q931 Cause Codes AF.
CSCdx25986	StationD with StationOutputSetLamp access out of bound array.
CSCdx26023	Problems occur when an active call exists on a non-CTI-controlled line and the CTI application sends a "Change Line Filter" request to the CTI application for the CTI-controlled line.
CSCdx26254	JTAPI sends a bogus conference event and missing AlertingEv when a device redirects a conference call.
CSCdx26294	User does not display when the first or last name is missing in Active Directory or Netscape Directory.
CSCdx26300	JTAPI sends a bogus conference event and missing AlertingEv when a device redirects a connected call.
CSCdx26394	Backup utility does not install properly.
CSCdx28101	IP phone does not register to the subscriber Cisco CallManager.
CSCdx28149	Cisco CallManager does not allow a mask for a caller ID in service parameter.
CSCdx28501	CtiLineClosed alarms do not get sent when a TAPI or JTAPI application shuts down.
CSCdx29157	Cisco CallManager has high CPU usage when there are a large number of calls forwarded to a voicemail system with a high number of ports.
CSCdx29508	Perfmon counter displays the incorrect available bandwidth for remote locations.
CSCdx29677	Cisco CallManager does not apply external phone mask to calls on phones with CFA enabled.
CSCdx31771	CDR pruning process causes high CPU usage.
CSCdx31790	The database maintenance task needs to clear the sysreplicationalerts table.

Table 1 Resolved Caveats for Cisco CallManager Release 3.1(4a)

DDTS Number	Description
CSCdx31959	Origspan field of the CallDetailRecord in CDR gets set to 0 for incoming calls.
CSCdx31981	You cannot associate a device to a user if Cisco CallManager is integrated with Active Directory.
CSCdx32407	Cisco CallManager server does not initialize when there are more than 100 locations.
CSCdx33171	All digits for a call with RDNIS information does not get forwarded to the MGCP gateway.
CSCdx33982	A hold event does not get sent in a TAPI/soft-key transfer conference scenario.
CSCdx34358	Aupair logs on Cisco CallManager servers display*ERROR* tableName is empty message.
CSCdx35058	ASP error gets displayed when the all button is chosen on the Route Plan Report.
CSCdx35252	Removing RIS from the database causes an error to be recorded in the event log.
CSCdx35254	Updating IP Phone Services subscription freezes the screen temporarily.
CSCdx35637	Service Parameter modifications do not appear after a support patch installation.
CSCdx35688	CFA set on IP phone should check the CFA CSS.
CSCdx35838	JTAPI sends wrong CallCtlTermConnTalkingEv when a device redirect a held call.
CSCdx35964	The Caller ID does not display correctly on phone load 00303010400.
CSCdx36263	An extra CallConferenceStateChangedEvent gets sent when a party drops from a conference call.
CSCdx36275	Svchost crashes because device.m_WaveList pointer is null.
CSCdx36718	JTAPI call processing gets errors when CTI passes empty calling party.
CSCdx36721	Classpath for DCD Change Notification does not get set when upgrading Cisco CallManager.
CSCdx36953	Cisco CallManager does not write Call Management Records (CMR) correctly for MGCP gateway.
CSCdx37137	JTAPI needs to have a clearCall method.
CSCdx37672	Ringback gets played after the transfer completes.
CSCdx38050	A caller using PSTN receives ringback after a transfer while the person who is answering can hear the caller.

Table 1 Resolved Caveats for Cisco CallManager Release 3.1(4a)

DDTS Number	Description
CSCdx38723	The restart devices for changes to take effect window does not pop up when the directory number is added for the second line on a Cisco IP phone 7960 or 7940.
CSCdx39255	Calls from IP phone to another IP phone receives the reorder tone when 60+ regions exist.
CSCdx39416	Applications do not recover following a JTAPI provider Out-Of-Service Event.
CSCdx39942	Multiple transfer failures cause the agent desktop to go repeatedly from the Ready state to the Reserved state and then back to the Ready state again.
CSCdx40962	Phones continuously request xml file because of conflicting <vendorConfig> tag.
CSCdx41461	The UnknownCallerID Field allows the user to enter nonnumeric characters.
CSCdx41601	SNMP Data Collector service does not get removed when upgrading from Cisco CallManager release 3.1 to 3.2 occurs.
CSCdx42085	Intermittently, a user cannot answer calls on a Cisco IP Phone model 7960 with a Cisco IP phone 7914 Expansion Module with shared lines.
CSCdx42412	JTAPI throws an exception when a call generates DTMF.
CSCdx42891	Origin field should default to internal rather than external on the redirected destination.
CSCdx43160	Consult call request causes a conference call.
CSCdx44401	Callers on hold do not receive music after a period of time.
CSCdx46281	Cisco CallManager servers need an alarm for applications that failed to handle calls in time.
CSCdx46742	Calls skip first shared line on the phone.
CSCdx46753	Some phones show the shared line as being in use remotely after a call has cleared.
CSCdx46809	Inbound calls with an IE in Codeset 7 get dropped.
CSCdx47142	Svchost.exe crashed.
CSCdx47150	User does not get displayed when the last name field is empty on Active Directory.
CSCdx48097	MGCP Caller ID Timestamp has an incorrect format.
CSCdx48500	A handle leak occurs when clients close sockets.
CSCdx50661	Associating a non-CTI devices with a CTI user causes a LINE_CREATE message to be sent.

Table 1 *Resolved Caveats for Cisco CallManager Release 3.1(4a)*

DDTS Number	Description
CSCdx51032	Calling lineDevSpecific with CCiscoLineDevSpecificRedirectResetOrigCalled request always succeeds even when the redirect is not successful.
CSCdx51077	Reconnect to TSP does not work if CTI Manager is stopped and restarted during ProviderOpen.
CSCdx51278	Presentation restricted does not get preserved when a call is tandem switched.
CSCdx51423	Agent login fails when the user ID is greater than 11 characters or password is greater than 15 characters.
CSCdx52074	Cisco CallManager does not forward access or accounting code after the 1-digit (long distance) number has been sent to MGCP gateway.
CSCdx52173	Cisco CallManager has a memory leak when heavy traffic exists.
CSCdx52691	User cannot delete the entry for the email field in the personal address book.
CSCdx53797	Incorrect calling party information gets sent in existing CallEvent for unparked calls.
CSCdx53931	Cisco CallManager resets when more than 130 regions exist.
CSCdx54081	Media Streaming Application does not notify the Cisco CallManager server when it detects ICMP messages.
CSCdx54678	The back button on the user information page does not work properly.
CSCdx55658	RIS data collector uses a large amount of memory.
CSCdx57227	Cisco CallManager incorrectly lists the directory number assigned to a CTI route point as the originalcalledparty on calls forwarded from the CTI route point.
CSCdx57258	CPU usage goes to 100 percent when calls to the attendant occur.
CSCdx57679	Blind transfers to a MGCP FXS does not work.
CSCdx58041	No Redirecting or RedirectionID information on a caller displays under a forward all scenario.
CSCdx58440	Incorrect called party number gets displayed on the phone.
CSCdx58956	A gateway call in a conference does not get preserved when the primary Cisco CallManager server goes down.
CSCdx59603	Cisco CallManager does not identify consult transfer or conference calls.
CSCdx59819	Calls routed directly to a registered available device fail with a awaitingCallResponse_SsExtendCallErr. ErrorCode= 2.

Table 1 Resolved Caveats for Cisco CallManager Release 3.1(4a)

DDTS Number	Description
CSCdx60233	User cannot hear the dialtone after pressing either the transfer or new call softkey.
CSCdx60789	Application experiences long delay for login and logout requests.
CSCdx60790	The owner field does not get populated when a user is created with Active Directory or Netscape console and updated with Cisco CallManager Administration.
CSCdx61068	CPU usage goes to 100 percent during call clearing.
CSCdx61476	Svchost.exe crashed after a configuration change when Cisco CallManager server experienced a heavy call volume.
CSCdx61771	JTAPI does not receive AddressInService events after the failover.
CSCdx61918	Out of bounds index array causes Cisco CallManager to restart.
CSCdx62770	Unicast music-on-hold stream RTP packets do not get marked with the appropriate TOS/DSCP bits.
CSCdx63899	Cdcc has a memory leak caused by late CRCX Ack messages.
CSCdx65311	Cisco CallManager has high CPU and memory usage after four days of heavy traffic.
CSCdx65821	The OrigSpan and DestSpan fields in the Cisco CallManager Call Detail Record (CDR) database table have negative values.
CSCdx66813	ProviderOPen fails
CSCdx69086	Conference request fails when a spurious held event is received for a active call.
CSCdx69088	CTI based conference request fails when there is a missing disconnect event during conference tear down.
CSCdx70302	JTAPI fails to send a CallCtlConnAlertingEv for target device when redirectinga held call.
CSCdx70714	Service parameters do not appear on Cisco CallManager Administration.
CSCdx72592	Updating or inserting regions on a Cisco CallManager with a large number of regions cause high CPU usage.
CSCdx73384	Cisco CallManager has a handle leak.
CSCdx75623	TAPI does not clean up a consult call when a blind transfer failure occurs.
CSCdx77648	User cannot make intercluster calls.
CSCdx76826	CDRBackup registry key does not get inserted when upgrading backup and restore utility.

Table 1 Resolved Caveats for Cisco CallManager Release 3.1(4a)

DDTS Number	Description
CSCdx77387	JTAPI subsystems have partial service. Route points get a fastbusy signal after network failures.
CSCdx80054	Cisco CallManager and CTI Manager stopped when the LP queue is extremely high.
CSCdx80060	Cisco CallManager and CTI Manager stopped when the LP queue is extremely high.
CSCdx80842	Cisco CallManager adds a 0 to the enterprise ID trap.
CSCdx81203	A held call gets partially torn down when it is retrieved.
CSCdx82991	JTAPI passes unknown destination handle in the proceeding event.
CSCdx83662	A CTI route point got stuck after a Cisco CallManager failover.
CSCdx84099	Cisco CallManager has high CPU usage when LP queues are backing up.
CSCdx84796	You cannot add or delete 96 voice ports using the voice mail wizard.
CSCdx85997	The Cancel Changes button does not work for Route List.
CSCdx86548	Restarting the devices from the Region page does not work after updating the Region Field.
CSCdx86588	Cisco CallManager does not support a true blind transfer when a phone connected to a MGCP gateway does a hookflash transfer.
CSCdx86770	HeldConferenceController is null when configuring a transferred consult call.
CSCdx89263	Upgrades fail when there are apostrophes in the PhoneButton Table.
CSCdy00431	JTAPI subsystems have partial service. Route points get a fastbusy signal after network failures.
CSCdy01278	The cdrbackup registry key does not get updated when performing a CD upgrade.
CSCin07380	Address remains out of service when CallObserver is added.
CSCin08805	Dialing an invalid DN causes Cisco CallManager to play an improper tone.
CSCuk32907	A call forwarded to a busy number does not get a busy tone.
This release also resolves the following firmware caveats.	
CSCdu27127	Devices do not use the TFTP server when DNS cannot resolve the Cisco CallManager server name.
CSCdv05279	You receive an echo on handset calls when the volume is set to over 75 percent.
CSCdv17901	XML services can take up to 60 seconds to display after an URL redirect.

Table 1 *Resolved Caveats for Cisco CallManager Release 3.1(4a)*

DDTS Number	Description
CSCdv82750	User cannot answer a call when the directory number is highlighted in the directory menu.
CSCdv86760	Cisco IP Phone model 7960 continues to try and register with default gateway while it is registered with a Cisco CallManager server.
CSCdv90113	Voice quality and volume get reduced when Cisco IP phone 7960 speakerphone is used.
CSCdw01273	Directory button displays host not found when a URL is wrong.
CSCdw05779	Cisco CallManager has high CPU usage when it gets over 1200 off hook requests from a phone in less than 3 seconds.
CSCdw08972	Cisco IP Phone models 7940 and 7960 reset after XML services are accessed.
CSCdw12609	Uninstall shield does not exist for Cisco WebAttendant on Windows 98 or Windows NT platform.
CSCdw16720	Illegally fragmented packets reboot phones.
CSCdw33151	Rehomings fails on IP phones if multiple occurrences of failover/failback happen.
CSCdw46312	An incoming call that causes the MWI light to flash is not obvious to the user.
CSCdw48094	Cisco IP Phone model 7960 does not complete configuration download when extension mobility user logs in or logs out while the speaker is disabled.
CSCdw50535	Cisco CallManager displays an error message when you try to add a Cisco 3600 as a Media Gateway Control Protocol (MGCP) gateway.
CSCdw51824	Cisco IP phone model 7960 emits a popping noise when the speaker is used after a long idle time.
CSCdw53320	Cisco IP Phone 7960 speakerphone does not operate properly.
CSCdw55207	User receives beeps on a phone with a shared line that has call forward all enabled.
CSCdw62847	Two IP phones on a switch experience one-way delay.
CSCdw64263	Cisco IPPhone model 7960 does not register to the local gateway when WAN access to the Cisco CallManager server goes down.
CSCdw70535	Cisco IP phone 7910 does not display fallback during Survivable Remote Site Telephony (SRST).
CSCdw70601	The timer appears in the settings menu.
CSCdw76866	DSP Keepalive Timeout message gets displayed on the phone.

Table 1 Resolved Caveats for Cisco CallManager Release 3.1(4a)

DDTS Number	Description
CSCdw93296	A malformed GET HTTP request reboots IP phones.
CSCdw95128	Illegally fragmented packets reboot phones.
CSCdx02003	Redirecting/RedirectionID for a a caller is unknown when the call is forwarded.
CSCdx04574	The default behavior for incoming phone calls has been changed.
CSCdx09787	Speaker phone does not work when you dial using directories.
CSCdx10319	CFNA does not work with extension mobility when the user is logged off.
CSCdx10451	Host and DSP fail under high load.
CSCdx18237	WS-6608 does not send all DTMF digits in T1 CAS mode.
CSCdx21102	Cisco IP Phones are vulnerable to unchecked query strings.
CSCdx32891	Phones do not send random keepalive messages.
CSCdx38520	Phones do not come up when alternate TFTP is set to yes.
CSCdx48480	Cisco CallManager displays negative numbers for Cisco IP Phone model 7940 port 1 and port 3.
CSCdx50102	Phones do not display internal caller ID when a call is put on hold
CSCdx61481	Phone loads firmware twice during an upgrade.

Open Caveats for Cisco CallManager Release 3.1(4a)

Table 2 describes possible unexpected behaviors by Cisco CallManager Release 3.1(4a). Unless otherwise noted, these caveats apply to all Cisco CallManager 3.0 releases up to and including Cisco CallManager Release 3.1(4a)



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 2 Open Caveats for Cisco CallManager Release 3.1(4a)

DDTS	HEADLINE	SUMMARY
CSCdr53384	Memory leak (svchost/tapisrv) occurs during lineInit/Shutdown	Memory leak occurs in TSP. This situation occurs when an application starts up, opens devices and lines, and then shuts down. Workaround: None exists.
CSCds80172	Undefined service parameters generate error messages.	Workaround: Upgrade to Cisco CallManager release 3.1.
CSCdt50538	Shared line inconsistencies occur when one of the phones resets.	Workaround: None exists.
CSCdt54310	Digit manipulation on the route list causes incorrect CDR record.	Workaround: Perform digit manipulation on the route pattern. This causes the placed call directory on the IP phone to display the incorrect number.
CSCdt81688	Cisco CallManager needs a search tool for finding Media Resource Group List (MRGL).	Workaround: None exists.
CSCdt89091	The PreDot IntlTollBypass Discard Digits option fails.	All non-international dialing sequences fail the PreDot IntlTollBypass Discard Digits option for route patterns. Workaround: None exists.
CSCdt95739	Caller ID overwrites the call parked number when a call comes in.	If a high volume of calls occurs, the new call info overwrites the call park number screen when a new call comes in. Workaround: None exists.
CSCdt95771	Using the maximum number of digits for the directory number (DN) on a Cisco IP Phone model 7960 causes calling problems.	Workaround: Do not enter the maximum numbers of digits for the DN.
CSCdu34874	The number does not get displayed on an associated IP phone when you dial using Cisco Softphone.	Workaround: Dial all digits on either the Cisco IP Phone or on Cisco SoftPhone.

Table 2 Open Caveats for Cisco CallManager Release 3.1(4a)

DDTS	HEADLINE	SUMMARY
CSCdu38419	H.245 packet precedence does not get properly set.	Workaround: None exists.
CSCdu43682	The second line on a Cisco IP Phone model 30 VIP does not go off hook correctly when the user chooses voice mail or speed dial.	User does not receive a dial tone on the second line for Cisco IP Phone model 30 VIP. Two phones (A and B) share the first line. Phone A is a Cisco IP Phone model 30 VIP and has two lines. An active call exists on the shared line with phone B. The user presses the speed-dial or voice-mail button on phone A. The phone ignores the pressed button because first line is in use by other phone. After that, phone A does not get dial tone when it goes off hook to initiate a new call on second line. Workaround: Go on hook and press the line button for the second line to get a dial tone.
CSCdu75566	Change notification messages that are generated by LDAP slow down the delete phone operations in BAT.	Workaround: None exists.
CSCdu81814	CTI does not send an error code for an out-of-service phone.	Workaround: None exists.
CSCdu84665	Pipe truncation error causes a device to be logged out at the wrong time.	Workaround: Restart the Cisco Extension Mobility Logout Service.
CSCdv25972	The primary extension that is associated with a user does not get updated correctly.	If a device that is associated with a user and is chosen as a primary extension is deleted, the user personal information still shows the DN of the device. Workaround: Change the primary extension manually.
CSCdv42169	Cisco CallManager Administration Serviceability Tool stops working.	Workaround: Restart IIS service.

Table 2 Open Caveats for Cisco CallManager Release 3.1(4a)

DDTS	HEADLINE	SUMMARY
CSCdv49164	Subscriber installation fails when special characters are used in the password field.	<p>Workaround: Change the administrator and sa passwords to not contain special characters on the publisher by following this procedure:</p> <p>To change the administrator password:</p> <ul style="list-style-type: none"> - Go to Computer Management -> Users and Groups and right click on Administrator. - Choose Change password and change the password. Choose a password without special characters. - Go to services. - Right click the stiBack service (if installed) and go to properties. - Click the Log On tab. - Enter and confirm the new password and click ok. <p>To change the sa password:</p> <ul style="list-style-type: none"> - Go to SQL 7.0 Enterprise Manager. - Choose Microsoft SQL Servers. - Choose SQL Server Group. - Choose the publisher name. - Open the security folder and choose Logins. - Right Click on sa and go to properties. - Enter the new password in the password box and click ok. - Confirm the password.
CSCdv66617	The private DN on an IP phone does not ring if the shared line is set to no ring.	Workaround: None exists.

Table 2 Open Caveats for Cisco CallManager Release 3.1(4a)

DDTS	HEADLINE	SUMMARY
CSCdv66773	Cisco CallManager should pass more than 24 digits to digit analysis.	Cisco CallManager currently does not accept more than 24 dialed digits for placing a call. This situation presents an issue if an account or authorization code must be dialed in conjunction with an international call that uses 15 digits. Workaround: Rearchitect your dial plan, so you never have more than 24 digits in the dial string.
CSCdv81295	The second Cisco WebAttendant hunt group line does not ring after the first line goes on hook.	Workaround: Specify line 1 of the DN as the last member of the hunt group (below the user lines). If Cisco Webattendant logs out, then the lines ring.
CSCdw05993	Backup and restore does not work properly for users on a secondary Cisco CallManager	Workaround: Add one user on a primary Cisco CallManager server. This updates users on the secondary Cisco CallManager server as well as other Cisco CallManager clusters. Delete the user if it is not necessary.
CSCdw18485	Cisco CallManager does not have a tool for reporting users within a pickup group.	Workaround: Use SQL queries to obtain the information.
CSCdw35620	Pilot points do not work with the third Cisco CallManager after a failover.	Three Cisco WebAttendant Clients home to the primary Cisco CallManager server CM1 with two other Cisco CallManager servers CM2 and CM3. When CM1 fails, the Cisco WebAttendant homes to CM2. Both Cisco WebAttendant and the Pilot Points work. When CM2 fails, Cisco WebAttendant works with CM3, but the Pilot Points do not. Workaround: None exists.
CSCdw38025	Service parameters disappear from Cisco CallManager Administration after upgrading occurs.	Workaround: Go to C:\Program Files\Cisco\bin\Xmltemp and run installxml.vbs. This restores the service parameters.

Table 2 Open Caveats for Cisco CallManager Release 3.1(4a)

DDTS	HEADLINE	SUMMARY
CSCdw50752	Nickname in Personal Address Book field should only accept 32 characters.	When the nickname field in personal address book is empty, it accepts the full first name and last name of the person as the default nickname. If the first and last names are 32 characters long, this results in a nickname that is 64 characters long. This causes xml errors when a user does a search on the phone by using the PAB service. Workaround: Delete the 64-character nickname.
CSCdw57219	TAPI fails under load after an OPERATIONFAILED error.	After processing around 12,000 calls during stress tests, TAPI function call returns a LINEERR_OPERATIONFAILED. When the application immediately tries the same function again, the call does not return, and the application gets blocked. If the application process is killed, and TAPI browser is run, the first TAPI request that requires CTI call control also blocks. Workaround: Have the application close the call.
CSCdw58057	When you search for route pattern by using brackets (contains '[' or ']') as the search criteria, the search always fails.	Workaround: None exists.
CSCdw59921	Voice packets gets generated after a call terminates when Media Termination Point (MTP) is used.	Workaround: None exists.
CSCdw60587	WebAttendant clients get randomly logged out	WebAttendant clients installed on Windows 98 PCs that are plugged into the PC port of Cisco IP Phone 7960, get randomly logged out several times a day. Workaround: None exists.
CSCdw63252	First 2 seconds of a phone call get clipped because of 100 ms WAN delays.	Workaround: None exists.

Table 2 Open Caveats for Cisco CallManager Release 3.1(4a)

DDTS	HEADLINE	SUMMARY
CSCdw87876	Calls from voice mail to IPCC get dropped.	Workaround: None exists.
CSCdw91617	A phone that is connected to Cisco Catalyst FXS module does not receive ringback on call transfers.	Workaround: None exists.
CSCdw92451	An IP phone that is configured with CFNA that gets a call through a PSTN receives dead air when the call goes in and out of the same gateway.	Workaround: Use the softkey to configure the CFNA on the IP phone.
CSCdw92574	Cisco CallManager CPU usage goes to 100 percent when the user views or updates filters with multiple clauses.	Workaround: Do not use more than two clauses in a route filter.
CSCdw94888	After enabling or disabling CFwdAll, the user experiences a delay before the calls are forwarded.	Workaround: Reboot Cisco CallManagers to get immediate response when enabling CFwdAll.
CSCdw95193	MWI fails for users who have DN starting with zero.	Workaround: None exists.
CSCdx01373	User cannot see the call pickup group members in a report.	Workaround: The administrator can use the 'View Query Results' feature in BAT to view all t DNs that satisfy the query. This provides the administrator with the capability to look up call pickup group members.
CSCdx02982	CMI.dll has a handle leak.	Workaround: Stop perfmon and use Prognosis to stop and start the Remote Registry Service to release the handles.
CSCdx05609	Line control buttons do not display properly on a phone with multiple shared lines.	Workaround: None exists.

Table 2 Open Caveats for Cisco CallManager Release 3.1(4a)

DDTS	HEADLINE	SUMMARY
CSCdx09509	Cisco CallManager does not always use the translation pattern.	Workaround: None exists.
CSCdx16543	Transferring agent receives a busy tone before the call completes a network transfer.	<p>IP phones have different behavior when calls are network transferred from one agent to another by using CTIRoute point. The first network transfer gets successfully established. During the second network transfer, the transferring IP phone receives a busy tone for a short time because the first call has not been pulled back.</p> <p>When the network transfer is configured as a dialed number plan in IPCC, this problem does not occur. IP phones uses CTI route points to initiate network transfers.</p> <p>Workaround: None exists.</p>
CSCdx18162	Calls fail across the WAN connection due to insufficient bandwidth.	<p>The first incoming call to a central site across the WAN consumes approximately 750 - 850 kbps of bandwidth. The WAN connection is Frame-Relay 768K CIR. Successive calls consume 24 kbps as expected. The bandwidth does not get relinquished when the calls terminate.</p> <p>Workaround: Set the value of the bandwidth to 2000 kbps. You must update the location in Cisco CallManager Administration to make Max Available Bandwidth = Current Available. Because of leaks, you will still need to reset the location every two weeks in Cisco CallManager Administration.</p>
CSCdx31604	A phantom Cisco CallManager server was created after upgrading a Cisco CallManager server from release 3.0(11) to release 3.1(3).	<p>Deleting the phantom Cisco CallManager cause problems with messages button not functioning, the cluster to stop receiving incoming calls from PSTN, and traces to stop working.</p> <p>Workaround: None exists.</p>

Table 2 Open Caveats for Cisco CallManager Release 3.1(4a)

DDTS	HEADLINE	SUMMARY
CSCdx36515	Cisco CallManager returned an error because too many arguments were supplied to the procedure dbCallDetailRecordInsert.	Cisco CallManager returned "CdrWriteError - Unable to write CDR records to database" in the application event log when call detail records were written to the CDR database. Workaround: None exists.
CSCdx39114	First call to voice mail using SMDI to Octel fails. Subsequent SMDI calls succeed.	This happens when the phone DN has 4 or 5 digits and the voice mail box that is configured has 10 digits. Workaround: None exists.
CSCdx40494	Installing and upgrading without the Media Streaming Application configured causes the CPU usage to go to 100 percent when the Media Streaming Application service is started.	Workaround: Stop the Media Streaming App service and change the startup settings to disabled or manual. Use the Serviceability Control Center tool to activate Media Streaming if required.
CSCdx42855	The transfer button fails intermittently.	Workaround: None exists.
CSCdx43063	User could not transfer conference call.	This occurs in the following scenario: A calls B, B answers. B consult conferences C; C answers, but B does not complete the conference. A consult transfers to D. D answers the call. B completes the conference call. When A tries to complete the transfer, JTAPIException gets generated. Workaround: Push the TRANSFER button twice to complete the transfer.

Table 2 Open Caveats for Cisco CallManager Release 3.1(4a)

DDTS	HEADLINE	SUMMARY
CSCdx45315	Secondary Cisco CallManager server does not accept calls from Netmeeting.	<p>Calls from an H.323 endpoint (Netmeeting)</p> <ul style="list-style-type: none"> • Are accepted if it is pointing to the primary server. • Are refused if it is pointing to the secondary Cisco CallManager server and the primary server is up. • Are accepted if it is pointing to the secondary Cisco CallManager server and the primary server is down.
CSCdx47317	Cisco CallManager needs a service parameter to assign digits to private calls.	<p>Octel does not answer a private call (Calling Party Number i = 0x00A3) because Cisco CallManager does not send a calling party number passed from the DPA to Octel AA.</p> <p>Workaround: None exists.</p>
CSCdx48750	User authentication fails when Active Directory is used.	Workaround: None exists.
CSCdx50129	Calls to an IP phone fail after a period of time when a user logs on with extension mobility device profile.	Workaround: None exists.
CSCdx50469	JTAPI client sends connected events to the CTI port even though the call is not connected at the agent end.	Workaround: None exists.
CSCdx56910	Users get a "No conference bridge available" message when they press the conference button on their phone during a call.	Workaround: Restart the Cisco IP Voice Media Streaming App service.
CSCdx57450	Making or answering a call with an application on a Windows XP pro machine causes Explorer to display a network error message.	Workaround: None exists.

Table 2 Open Caveats for Cisco CallManager Release 3.1(4a)

DDTS	HEADLINE	SUMMARY
CSCdx59165	User cannot retrieve a CTI call that was placed on hold.	Workaround: Restart the Cisco IP Phone.
CSCdx60267	TFTP fails when a large number of phones are registering.	Workaround: None exists.
CSCdx62001	Users do not have a restore option with STI.	Workaround: From Explorer, run stirestore.exe.
CSCdx62480	The MOH files do not get copied to MOH directory if the "DefaultMOHTFTPIPAddress" service parameter is changed to the subscriber server.	Workaround: None exists.
CSCdx62626	Software conference bridge resources do not get released on Cisco CallManager switchback.	Workaround: None exists.
CSCdx62981	ICD agents get stuck In-Session after they terminate an ICD call because no TermConnDropped message is received at the agent device for a consult call.	Workaround: Log out the affected agents and log them back in.
CSCdx63645	Upgrade should prompt for Backup/Restore settings that were ignored during the initial install.	Cancel the prompt for Backup/Restore settings during the first clean install of a Cisco CallManager server. At this point, you will not be able to configure these settings when upgrading. Workaround: Execute the local file _stibacksetup.exe to configure the settings.

Table 2 Open Caveats for Cisco CallManager Release 3.1(4a)

DDTS	HEADLINE	SUMMARY
CSCdx63794	CFwAll does not work with extension mobility when the user is logged in.	<p>IP phone A specifies to CFwdAll to an external mobile phone. The user logs in to extension mobility. A call from the telco to the IP phone A (IP phone set to forward to mobile) causes the mobile phone to ring once, and then the call disconnects.</p> <p>A call from another IP phone forwards correctly.</p> <p>If the user has logged out of extension mobility, calls forward to the mobile phone.</p> <p>Workaround: None exists.</p>
CSCdx65345	The corporate directory gets lost after upgrading to release 3.1(3a) occurs.	<p>Workaround: Change the System > Enterprise Parameters for URL Directories to the following format: <code>http://IPAddress_CCM/CCMCIP/xmldirectory.asp</code>.</p>
CSCdx66408	The SQL Server Agent Service does not restart when you use the restart option.	<p>Workaround: Stop and restart the service.</p>
CSCdx67644	Inbound setup message from the PBX that does not contain a 'Channel IE' gets rejected.	<p>Workaround: Two workarounds exist. Configure the PBX as “Network side” and Cisco CallManager as “User side.” If you are using an IOS-MGCP-controlled-gateway, you can use H323 instead of MGCP. To configure the router as Network side requires no special configuration.</p>
CSCdx68447	A user on a conference call on a Cisco IP Phone 7960 cannot add another call from a PSTN to the conference.	<p>Workaround: None exists.</p>
CSCdx68759	You cannot delete a Personal Address Book (PAB) entry from the Cisco IP Phone.	<p>Workaround: Use the Cisco CallManager User page to delete the PAB entry.</p>

Table 2 Open Caveats for Cisco CallManager Release 3.1(4a)

DDTS	HEADLINE	SUMMARY
CSCdx68775	Cisco IP phone allows users to add special characters in the First, Last and Nick Name fields.	Workaround: None exists.
CSCdx69048	The database has a memory leak.	In a cluster of five call managers, Simclient registered 1500 phones on all the subscribers. Calls were made for 24 hours on subscriber1. The Private Bytes for the DllHost.exe on subscriber1 increased from 4.6MB to 6.4MB in 12 hours. After completing the test, SimClient was reset. The Private bytes for DllHost.exe on Publisher increased from 4.6 MB to 10.3 MB. Workaround: None exists.
CSCdx69288	You cannot share lines between three or more analog devices.	Workaround: Delete all but one instances of the extension and then added it again.
CSCdx70150	You can subscribe to the same service multiple times when extension mobility is enabled on the phone configuration page.	Workaround: None exists.
CSCdx70747	User receives the reorder tone when pressing the MeetMe softkey and dialing a conference number.	Workaround: Meet-me conferences require an external scheduling mechanism. New members should join the MeetMe conference by dialing the meetme number directly.
CSCdx70830	The phone does not ring when an incoming call comes in while a user is modifying the ring type.	Workaround: None exists.
CSCdx72208	You cannot assign static IP Address on the IBM 342 servers.	Workaround: Reinstall the OS and choose DHCP during the installation process. After the OS installation, manually set the IP address, DNS, and WINS info.
CSCdx72427	Users cannot see fast dials on the Cisco IP Phone after it has been set to Null in the Cisco CallManager user page.	Workaround: None exists.

Table 2 Open Caveats for Cisco CallManager Release 3.1(4a)

DDTS	HEADLINE	SUMMARY
CSCdx74857	Cisco CallManager service on a cluster with 800 translation patterns does not start.	Workaround: None exists.
CSCdx75658	LineBlindTransfer and lineCompleteTransfer Request may return a success even when the request has failed.	Workaround: None exists.
CSCdx75949	Cisco IP Phone fails to boot up when the length of the of enterprise parameter field in URL services is greater than 255 characters.	Workaround: None exists.
CSCdx75963	Cisco IP Phone reboots when the services button is pressed	When the enterprise parameter field in URL services exceeds 141 characters, and user presses the Services button, the phone reboots. Workaround: None exists.
CSCdx76169	Cisco CallManager service restarted because of corruption within a block of data after a destructor was sent.	Workaround: None exists.
CSCdx76433	The call forward all soft button takes up to 45 seconds to confirm.	Workaround: None exists.
CSCdx76806	User cannot forward all calls.	Users get a database unreachable error and receive a reorder tone after trying to enable call forward all from the phone. Workaround: Use Cisco CallManager user page to forward all calls.
CSCdx77037	Cisco CallManager restarts when there is a route pattern with !@.	Workaround: None exists.
CSCdx77101	WS-6608 does not reregister when the TFTP service is down.	Workaround: None exists.

Table 2 Open Caveats for Cisco CallManager Release 3.1(4a)

DDTS	HEADLINE	SUMMARY
CSCdx77312	Error message gets displayed when you complete a silent install of STIBackup.	Workaround: None exists.
CSCdx77354	Restore does not restore the installxml.ini file.	Workaround: Update the file c:\program files\cisco\bin\xmltemp\installxml.ini with the proper DB and reapply the engineering special or support patch. DATABASE=CCM03xx where xx equals the DB # that was restored.
CSCdx77465	STISYS.INF should be updated during backup.	Workaround: None exists.
CSCdx77505	User could not transfer a conference call.	This occurs in the following scenario: A calls B; B answers. B consult conferences C; C answers, but B does not complete the conference. A consult transfers to D. D answers the call. B completes the conference call. When A tries to complete the transfer, JTAPIException gets generated. Workaround: Push TRANSFER button twice to complete the transfer.

Table 2 Open Caveats for Cisco CallManager Release 3.1(4a)

DDTS	HEADLINE	SUMMARY
CSCdx77511	User could not transfer a conference call.	<p>This occurs in the following scenario:</p> <p>A calls B; B answers.</p> <p>B consult conferences C; C answers, but B does not complete the conference.</p> <p>A consult transfers to D.</p> <p>D answers the call.</p> <p>B completes the conference call.</p> <p>When A tries to complete the transfer, JTAPIException gets generated.</p> <p>Workaround: Push TRANSFER button twice to complete the transfer.</p>
CSCdx77810	Cisco IP Phone has erratic behavior when it has a inactive line with voice mail.	<p>A phone with an expansion module that was configured with lines on the expansion module and later changed to speed dials has inactive lines in Cisco CallManager Administration.</p> <p>Workaround: Delete inactive lines from the phones after changing the template for the expansion module.</p>
CSCdx78522	Cisco CallManager server does not start because of stack overflow.	Workaround: None exists.
CSCdx80060	Cisco CallManager stopped after 50-60 hours of run time with heavy traffic load.	Workaround: None exists.
CSCdx80610	The backup and restore utility stops working when you launch it again while it is running.	Workaround: Install Cisco CallManager to reinstall backup and restore utility.
CSCdx81111	Trace does not list the capabilities list for a station during registration.	Workaround: Use a sniffer with the ability to decode the Skinny station protocol messages that are seen in IP packets.

Table 2 Open Caveats for Cisco CallManager Release 3.1(4a)

DDTS	HEADLINE	SUMMARY
CSCdx81448	Phones do not display MWI, and users cannot get a dial tone when logged in with extension mobility.	Workaround: Reset the phones.
CSCdx82262	Installation of wave drivers on Windows XP is not supported.	Workaround: None exists.
CSCdx82537	TSP does not fetch all the lines that are configured for a device when there are more than 64 lines.	Workaround: None exists.
CSCdx82981	Caller remained on hold because connected message was not received.	Workaround: None exists.
CSCdx83381	TSP crashes when you search for users from a phone.	Workaround: None exists.
CSCdx83412	Cisco CallManager used the voice mail port as the originalcalledpartyname instead of using the user that is associated with the phone.	Calls from IP phone A to IP phone B gets transferred to the Unity voice-mail system. The subscriber who is using phone A does not get the personalize greeting of the subscriber who is associated with phone B but is asked to sign in instead. Workaround: None exists.
CSCdx84055	User cannot hear Cisco IP Auto-Attendant or Cisco IP Integrated Contact Distribution welcome prompt when a MGCP endpoint does a hookflash.	Workaround: None exists.
CSCdx84393	Changing your PIN in the Cisco Callmanager User page does not automatically update the user PIN for Personal Address Book and Fast Dials.	Workaround: Modify the User PIN for all subscribed services.

Table 2 Open Caveats for Cisco CallManager Release 3.1(4a)

DDTS	HEADLINE	SUMMARY
CSCdx84441	User cannot resume a held call on shared line when call comes in and the call is answered by the other line.	Workaround: None exists.
CSCdx84478	You cannot use BAT to activate Auto Answer for phones with Extension Mobility enabled.	Workaround: Use Cisco CallManager Administration.
CSCdy01282	User cannot backup configuration by running _stiBacksetup.	Workaround: None exists.
CSCCuk33478	Users get an error when they enter a reserved XML character in the fast dial.	Workaround: None exists.
The following firmware caveats apply to this release.		
CSCdv45313	Dt24+ PRI gateway resets during Simclient bulk calls (configured with solid audio).	Workaround: None exists.
CSCdv62352	Cisco CallManager SNMP agent does not generate ccmGatewayFailed Trap for a gateway that is not in the database	Workaround: None exists.
CSCdv80061	You get delays in the voice cut through when a user is using a headset.	Workaround: Use the handset or the speakerphone option.
CSCdw49501	Incoming calls that are going through a DT-24+ gateway that is using PRI protocol type DMS-100 fail on Cisco CallManager server 3.1(2c).	Workaround: None exists.

Table 2 Open Caveats for Cisco CallManager Release 3.1(4a)

DDTS	HEADLINE	SUMMARY
CSCdw63577	HTTP error [8]! displays on the phone when the user presses the services button.	<p>HTTP Error[8] occurs when an attempt is made to make an HTTP request on a phone that has only one Cisco CallManager defined.</p> <p>Workaround: Configure phones with a valid backup Cisco CallManager.</p>
CSCdw68020	Cisco CallManager User cannot get associated phone information from an Active Directory referral.	Workaround: None exists.
CSCdw78961	WS-6608 T1 CAS outbound calls get released with cause 0x8095.	<p>Calls receive a reorder tone (Fast busy) when calls originate on IP phones routed by Cisco CallManager to the T1 CAS port(s) on the 6608.</p> <p>The 6608 does not see the WINK signal with the 6000 ms default timer from the switch after the 6608 T1 CAS ports send a SEIZURE outbound.</p> <p>Dick Tracy reports E&M Timeout waiting for WINK signal</p> <p>The 6608 then sends a Release Complete message with a cause of 0x8095. The call gets rejected and is torn down.</p> <p>Workaround: Reset the 6608 card or set port disable <slot/port> and then set port enable <slot/port>.</p>
CSCdw89256	Call that originated from a T1 CAS gateway that is terminated by a 6608 T1 CAS gateway receives ringback but not the audio.	<p>The Audio in the backward direction only cuts through when Answer Supervision is provided by the called device.</p> <p>Workaround: None exists.</p>
CSCdw93070	D-Channel does not come back up after Cisco CallManager resets a WS-6608 E1.	Workaround: Physically remove the E1 connector and plug it back in.

Table 2 Open Caveats for Cisco CallManager Release 3.1(4a)

DDTS	HEADLINE	SUMMARY
CSCdx19755	WS-6608 allows calls with MDCX packet size greater than 30 ms.	<p>If Cisco CallManager allows on open logical channel with a packetization of greater than 30 ms, this parameter gets passed down to the gateway. This causes voice_mode message to be sent to the DSP with an invalid packetization.</p> <p>A packetization of greater than 30 ms causes the DSP to crash.</p> <p>Workaround: Change devices negotiating packetization greater than 30 ms to request a packetization of less than or equal to 30 ms.</p>
CSCdx19959	A span of the WS-X6624-FXS does not capture RTP streams.	<p>Workaround: Choose another source port as the span port. If the span must include the Catalyst 6624 ports, no workaround exists.</p>
CSCdx29292	Calls do not go through WS-X6624 ports.	<p>Workaround: Reset the Catalyst 6624 blade.</p>
CSCdx37079	MDCX parameters does not get processed correctly.	<p>A MDCX packet with different parameters such as a different packetization size does not get used until the DSP channel is re-opened.</p> <p>Workaround: None exists.</p>
CSCdx37084	Incorrect packet size that is sent to the WS-6608 crashes the DSP.	<p>If the far end sends an incorrect packetsize in the OLC message, it does not get filtered by Cisco CallManager and gets forwarded to the 6608/6624. The 6608/6624 sends it to the DSP, which results in a DSP crash. The only supported packet sizes are 10/20/30 ms.</p> <p>Workaround: Prevent far end from sending OLC messages with sizes other than 10/20/30 ms.</p>

Table 2 Open Caveats for Cisco CallManager Release 3.1(4a)

DDTS	HEADLINE	SUMMARY
CSCdx37098	Incorrect packetization size that is sent to WS-6624 crashes the DSP.	<p>If the far end sends an incorrect packet size in the OLC message, it does not get filtered by Cisco CallManager and gets forwarded to the 6608/6624. The 6608/6624 sends it to the DSP, which results in a DSP crash. The only supported packet sizes are 10/20/30 ms.</p> <p>Workaround: Prevent far end from sending OLC messages with sizes other than 10/20/30 ms.</p>
CSCdx37102	MDCX parameters does not get processed correctly.	<p>A MDCX packet with different parameters such as a different packetization size does not get used until the DSP channel is re-opened.</p> <p>Workaround: None exists.</p>
CSCdx38209	DSP Poll interval causes jitter.	Workaround: None exists.
CSCdx40658	NetMeeting calls from a intercluster trunk to H.323 POT phone fail.	Workaround: None exists.
CSCdx41739	The RFC2198 PacketFill/Loss counters gets incremented when a jitter buffer overflow or underflow occurs during a modem call.	Workaround: None exists.
CSCdx41759	Early packet causes a jitter buffer flush for FAX/modem calls.	Workaround: None exists.
CSCdx41926	Pre-trigger causes jitter during modem calls.	Workaround: None exists.

Table 2 Open Caveats for Cisco CallManager Release 3.1(4a)

DDTS	HEADLINE	SUMMARY
CSCdx45242	A Foreign Exchange Office (FXO) disconnect configuration on a telephony voice gateway does not work when an IP phone is called.	<p>If calls are made from a Public Switched Telephone Network (PSTN) to the Foreign Exchange Station (FXS) and the PSTN is dropped before the FXS answers, the FXO disconnect code disconnects the call. If the PSTN calls the IP phone and the PSTN is dropped before the IP phone answers the call, the IP phone continues to ring and does not disconnect the call.</p> <p>Workaround: None exists.</p>
CSCdx46897	WS-6624 uses incorrect codec coefficients.	Workaround: None exists.
CSCdx51946	Audio level fluctuates during a phone call.	Workaround: None exists.
CSCdx59041	Cisco IP Phone 7960 does not clear the idle URL when a call is initiated from CTI call control and the headset key is active.	Workaround: None exists.
CSCdx63825	The fourth call between two Cisco IP Phones 7940 or 7960 that has two lines each does not complete when the fourth DN is dialed and the dial softkey is pressed.	<p>Workaround: The fourth call completes if</p> <ol style="list-style-type: none"> 1) You hold the third call. 2) You press NEW CALL softkey.
CSCdx64502	When Cisco CallManager receives a phone call, the audio connection gets delayed	<p>The MGCP gateway does not acknowledge a message during audio connection. This results in a timeout of 5 seconds before the audio stream cuts through.</p> <p>Workaround: Minimize the cut through delay by changing the MGCPTimeout Service Parameter to 1-2 seconds.</p>

Table 2 Open Caveats for Cisco CallManager Release 3.1(4a)

DDTS	HEADLINE	SUMMARY
CSCdx66956	Conference port resets when a disabled port resets.	Workaround: None exists.
CSCdx70486	Out-of-order packets cannot be reassembled.	Workaround: None exists.

Documentation Updates

The following section provides documentation changes that were unavailable when the Cisco CallManager Release 3.1(3a) 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(3), 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(3), 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.

T1-CAS connection reference removed

References for immediate start for T1-CAS connection (DT-24+) in the Cisco Access Digital Trunk Gateways DT-24+/DT30+ section of the *Cisco CallManager System Guide* were removed.

Procedure for Starting the Cisco Telephony Call Dispatcher

The following procedure is updated in the Cisco WebAttendant Configuration section of the *Cisco CallManager Administration Guide*.

Starting the Cisco Telephony Call Dispatcher

The Cisco Telephony Call Dispatcher (TCD) service starts running automatically when Cisco CallManager is started. The following procedure describes how to verify that the Cisco TCD service is running and how to start Cisco TCD if it is stopped.



Note

If you add new attendant console users or modify the user information or password for an existing user, you must wait approximately 6 minutes for the changes to take effect.

Procedure

- Step 1** Choose **Application > Cisco CallManager Serviceability**.
- Step 2** Choose **Tools > Control Center**.

- Step 3** Choose a Cisco CallManager server from the server list on the left side of the window. The window refreshes.
- The Service Name column lists all services that are configured on this server.
- Step 4** Look at the Service Status column for the Cisco Telephony Call Dispatcher:
- If an arrow icon displays, the Cisco TCD service is running.
 - If a square icon displays, the Cisco TCD service is stopped.
- Step 5** If the Cisco TCD service is not running, click the **Start** button in the Service Control column.

**Note**

The Cisco TCD service must have an Activation Status of Activated before you can start the service. For information on activating services, refer to the *Cisco CallManager Serviceability Administration Guide*.

Updated Service Parameters Configuration

The Service Parameters Configuration section of the *Cisco CallManager Administration Guide* updates the following procedure.

Service parameters for Cisco CallManager allow you to configure different services on selected servers. You can view a list of parameters and their descriptions, by clicking the **i** button in the upper, right corner of the Service Parameter Configuration window. You can view the list with a particular parameter at the top by clicking that parameter.

If you deactivate a service that is using Cisco CallManager Serviceability, Cisco CallManager deletes any updated service parameter values. If you start the service again, Cisco CallManager sets the service parameters to the default values.

**Note**

If you set a service parameter value to the suggested value that is displayed on the Service Parameters Configuration window and the suggested value changes in a subsequent Cisco CallManager release, the system automatically changes the parameter value to match the updated suggested value when you upgrade to that release. If you set a service parameter to a value other than the suggested value, the system does not change the parameter value when you upgrade.

Before You Begin

Ensure the following prerequisites are met before proceeding with the steps.

- Make sure servers are configured. See the "Server Configuration" section for more information.
- Make sure the service is activated. Refer to the *Cisco CallManager Serviceability Administration Guide* for more information.



Caution

Some changes to service parameters may cause system failure. Cisco recommends that you do not make any changes to service parameters unless you fully understand the feature that you are changing or unless the Cisco Technical Assistance Center (TAC) specifies the changes.

Procedure

- Step 1** Choose **Service > Service Parameters**.
- Step 2** From the Server drop-down list box, choose a server.
- Step 3** From the Services drop-down list box, choose the service that contains the parameter that you want to update.



Note If the service that you want to configure does not appear in the drop-down list box, you must activate the service on the server by using Cisco CallManager Serviceability.

- Step 4** Update the appropriate parameter value. To set all service parameters for this instance of the service to the default values, click the **Set to Default** button.
- To view a list of parameters and their descriptions, click the **i** button in the upper, right corner of the window. To view the list with a particular parameter at the top, click that parameter in the Service Parameter Configuration window.



Note Some services contain service parameters that should rarely be changed. The Cisco CallManager Administration does not automatically display these parameters when you access the Service Parameter Configuration window. To view all parameters, click **Advanced**. After all parameters are displayed, you can redisplay the basic parameters by clicking **Condensed**.

Step 5 Click **Update**.

The window refreshes, and Cisco CallManager updates the service parameter with your changes.

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(3), 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(3), the documentation that appears on CCO corrects this error, but the incorrect information remains in Online Help.

Obtaining Documentation

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

World Wide Web

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

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

Documentation CD-ROM

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

Ordering Documentation

Cisco documentation is available in the following ways:

- Registered Cisco Direct Customers can order Cisco Product documentation from the Networking Products MarketPlace:
http://www.cisco.com/cgi-bin/order/order_root.pl
- Registered Cisco.com users can order the Documentation CD-ROM through the online Subscription Store:
<http://www.cisco.com/go/subscription>
- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco corporate headquarters (California, USA) at 408 526-7208 or, in North America, by calling 800 553-NETS(6387).

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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.

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San Jose, CA 95134-9883

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Obtaining Technical Assistance

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

Cisco.com

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

<http://www.cisco.com>

Technical Assistance Center

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

Contacting TAC by Using the Cisco TAC Website

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

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

P3 and P4 level problems are defined as follows:

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

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

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

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

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

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

Contacting TAC by Telephone

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

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

P1 and P2 level problems are defined as follows:

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

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

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