



Release Notes for Cisco CallManager Release 3.2(1)

February 15, 2002

These release notes describe the new features and caveats for Cisco CallManager Release 3.2(1).

For a list of the open and resolved caveats for Cisco CallManager Release 3.2(1), see “[Resolved Caveats - Release 3.2\(1\)](#)” section on page 22 and “[Open Caveats](#)” section on page 25. These release notes are updated every maintenance and major release.

To access the documentation suite for voice products, refer to

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

Access the latest software upgrades and release notes for Cisco CallManager 3.2 on Cisco Connection Online (CCO) at

<http://www.cisco.com/kobayashi/sw-center/sw-voice.shtml>



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

Copyright © 2001. Cisco Systems, Inc. All rights reserved.

Contents

These release notes discuss the following topics:

- [Introduction, page 2](#)
- [System Requirements, page 3](#)
- [Compatibility Matrix, page 4](#)
- [New and Changed Information, page 12](#)
- [Important Notes, page 19](#)
- [Resolved Caveats, page 22](#)
- [Open Caveats, page 25](#)
- [Obtaining Documentation, page 53](#)
- [Obtaining Technical Assistance, page 55](#)

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 3.2 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 does 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 3.2*.

IBM xSeries 340 and 330 Server Recommendations

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 or later, and for the xSeries 330, the ASMP firmware load should be v1.04 dated 4/9/2001 or later. 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 3.2, 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

The compatibility matrix consists of the following three tables:

- Use [Table 1](#) to determine if you can successfully upgrade to Cisco CallManager Release 3.2(1).
- Use [Table 2](#) to determine the minimum versions with which Cisco CallManager Release 3.2(1) has been tested.
- Use [Table 3](#) to determine which component(s) work with Cisco CallManager 3.2(1).



Note

Be aware that the release of Cisco IP telephony products does not always coincide with Cisco CallManager releases. If a product proves to be incompatible with Cisco CallManager, you need to wait until a compatible version of the product becomes available before you upgrade to Cisco CallManager Release 3.2(1). For the most current compatibility combinations and defects, refer to the documentation distributed with the Cisco IP telephony products.

Supported Upgrades

[Table 1](#) lists versions with which a previous release of Cisco CallManager can be successfully upgraded to Cisco CallManager Release 3.2(1).

Table 1 *Supported Upgrades for Cisco CallManager Release 3.2(1)*

Version	Supported Upgrade
Cisco CallManager 3.0(12)	Y
Cisco CallManager 3.1(2c)	Y
Cisco CallManager 3.1(3a)	Y

Minimum Versions Tested

[Table 2](#) lists minimum versions with which Cisco CallManager Release 3.2(1) has been tested. Previous versions of Cisco CallManager do not work with the versions listed in the following table.



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 2 *Minimum Versions Tested for Cisco CallManager Release 3.2(1)*

Cisco CallManager 3.2(1)	Component/Application	Minimum Version(s) Tested
Firmware	Cisco IP Phone 7960	P00303020100
	Cisco IP Phone 7940	P00303020100
	Cisco IP Phone 7910	P00403020100
	Cisco IP Conference Station 7935	P005W301
	Cisco IP Phone Expansion Module 7914	S00103020002
	Cisco Access Digital Trunk Gateway DT-24+	D0030310028
	Cisco Access Digital Trunk Gateway DE-30+	D0030310028

Table 2 Minimum Versions Tested for Cisco CallManager Release 3.2(1)

Cisco CallManager 3.2(1)	Component/Application	Minimum Version(s) Tested
	Analog Access - AT	A001D031
	Analog Access - AS	A001D031
	Analog Access WS-X6624	A00203010035
	Digital Access WS-X6608	D00403010041
	Conference Bridge WS-X6608	C00103010004
	Media Termination Point WS-X6608	M00103010004
	Java Telephony Application Programming Interface (JTAPI) 12.2	1.3(1.6)
	Telecommunications Service Priority (TSP)	3.2(0.16)
IOS	Cisco VG200	12.2(6a) and 12.2(2)XN
	Cisco Catalyst 4224 Voice Gateway Switch	12.1(5)YE5
	WS-X4604-AGM Catalyst 4000 Access Gateway Module	12.1(5)YF3
	2600 and 3600	12.2(6a)
CAT OS	Cisco Catalyst 6000	6.2(3) and 7.1(1)
	Cisco Catalyst 4000	6.3(4)

Compatible Versions

Use [Table 3](#) to determine if component/application works with Cisco CallManager Release 3.2(1). Use the following list as a key:

N = Failed Test

Y = Passed test

NT = Not tested

NA = Not applicable for this release.

Table 3 *Compatible Version for Cisco CallManager Release 3.2(1)*

Component/Application	Version	Compatibility
Cisco CallManager Extended Services (including Cisco IP AutoAttendant and Extension Mobility)	2.0.1	N
	2.1.1a	N
	2.1.2	N
	2.2(2)	Y
	2.2(3a)	Y
Cisco Customer Response Application (including Cisco IP IVR, IPICD, AutoAttendant, and Extension Mobility)	2.0.1	N
	2.1.1a	N
	2.1.2	N
	2.2(2)	N

Table 3 *Compatible Version for Cisco CallManager Release 3.2(1)*

Component/Application	Version	Compatibility
	2.2(3a)	<p>N</p> <p>To achieve compatibility, you must wait until patches for JTAPI and DC Directory become available. When the patches become available, you can locate the JTAPI patch where Cisco CallManager patches normally reside on the web; you can locate the DC Directory patch where CRA patches normally reside on the web.</p>
Cisco Conference Connection	1.1(1)	N
	1.1(2)	<p>Y</p> <p>Refer to the Post Upgrade section in Upgrading Cisco CallManager Release 3.2(1) for additional steps.</p>
Cisco IP SoftPhone	1.1(1)	N
	1.2(1)	N

Table 3 *Compatible Version for Cisco CallManager Release 3.2(1)*

Component/Application	Version	Compatibility
	1.2(2)	Y Refer to the Post Upgrade section in Upgrading Cisco CallManager Release 3.2(1) for additional steps.
	1.2(3)	Y
Cisco Personal Assistant	1.1.1a	N
	1.2(1)	N
	1.2(3)	N
	1.3(1)	Y Be aware that the version of Cisco Personal Assistant currently available on the web is not compatible with Cisco CallManager Release 3.2(1). To achieve compatibility, you must wait until Cisco Personal Assistant 1.3(1) releases before you upgrade to Cisco CallManager Release 3.2(1).
Cisco IP Phone Productivity Services	1.1(1)	N
	1.2(3)	NT

Table 3 Compatible Version for Cisco CallManager Release 3.2(1)

Component/Application	Version	Compatibility
Cisco Unity	2.4.6.135	N
	2.4.6.161	N
	3.0(1)	Y
	3.0(2)	Y
	3.0(3)	Y
	3.0(4)	Y
	3.1(1)	Y
	3.1(2) and 3.1(2b)	Y
Cisco Unity TSP	1.0.0.27	N
	1.0.0.28	N
	1.0.0.39	N
	3.0(0.7)	NT
	3.0(1)	NT
	3.0(2)	NT
	3.0(3)	N
	3.0(4)	N
	3.1(1)	Y
	3.1(2)	Y
	6.0(1)	Y
Cisco IPCC/ICM	4.6.1	N
CDR Analysis and Reporting (CAR), formerly known as Administrative Reporting Tool (ART)	1.1(1)	Y

Table 3 *Compatible Version for Cisco CallManager Release 3.2(1)*

Component/Application	Version	Compatibility
Bulk Administration Tool (BAT)	4.2(1)	Y
Cisco DPA 7610	1.2(1)	Y
Cisco DPA 7630	1.2(1)	Y
Cisco VG 248 Analog Phone Gateway	1.0(2)	Y
	1.1(1)	Y
Cisco ATA 186	ata186-v2-12-ms-020124a.zup	Y Refer to the Post Upgrade section in Upgrading Cisco CallManager Release 3.2(1) for additional steps.

Related Documentation

The following list contain related documents for Cisco CallManager Release 3.2.

- [Cisco CallManager Document Locator for Release 3.2\(1\)](#)
- [Quick Start Guide for Cisco CallManager Release 3.2](#)
- [Installing Cisco CallManager Release 3.2](#)
- [Rack-Mount Conversion Kit Installation](#)
- [Upgrading Cisco CallManager Release 3.2](#)
- [Backing Up and Restoring Cisco CallManager Release 3.2](#)
- [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 3.2*
- *Cisco CallManager Extended Services Administrator's Guide*
- *Cisco CallManager 3.2 JTAPI Developer's Guide*
- *Cisco CallManager 3.2 TAPI Developer's Guide*
- *Cisco CallManager 3.2 Extension Mobility API Developer's Guide*
- *System Error Message*
- *Software License Agreement*

New and Changed Information

Cisco CallManager Release 3.2(1)

The following sections contain new and changed software features for Cisco CallManager Release 3.2(1).

Client User Interface Localization

Client-facing audio user interfaces (AUI) and graphical user interfaces (GUI) provide users with the following ten additional languages:

- French — France
- German — Germany, Switzerland, Austria
- Italian — Italy
- Spanish — Spain
- Russian — Russia
- Danish — Denmark

- Portuguese — Portugal
- Swedish — Sweden
- Norwegian — Norway
- Dutch — The Netherlands

Language Support Extends to the Following Client Applications

Cisco IP Phone 7960 — Softkeys, call displays, line displays, status messages, tones, and cadences appear in the preferred language

Cisco IP Phone 7940 — Softkeys, call displays, line displays, status messages, tones, and cadences appear in the preferred language

Cisco IP Phone User Option GUI

Cisco WebAttendant GUI — except for Russian and Dutch

TAPS - Tool for Auto-Registered Phones AUI

Language Support Does Not Extend to the Following Client Applications

Personal Address Book

CDR Analysis and Reporting (CAR)

Cisco CallManager Extended Services

Hands-Free Auto-Answer to Speakerphone

Assigning this feature to a line appearance allows an administrator to build a hands-free intercom function on an IP phone.

Cisco Intrusion Detection System (IDS) Host Sensor Product Certification

Cisco IDS Host Sensor agent and console software has been certified for co-resident installation and operation on Cisco CallManager servers. This software detects and defends against worm attacks on the host operating system, web server, and Cisco CallManager.

McAfee NetShield Virus Protection Certification

McAfee Netshield Version 4.0 virus protection software has been certified for co-resident installation and operation on Cisco CallManager servers. This software detects and defends against virus attacks on the host operating system.

H.323 Call-Scalability Improvement

Each Cisco CallManager can handle 1,000 H.323 calls (up from 500 in Release 3.1). For a cluster with four active Cisco CallManager servers, a MCS-7835-1000 can sustain 4,000 simultaneous H.323 calls (1,000 H.323 calls per Cisco CallManager).

ATA-186 Skinny Client Control Protocol Support

Cisco CallManager Release 3.2 support the ATA-186, a dual-port FXS gateway with an Ethernet interface to the upstream data switch. Skinny client control protocol (SCCP) firmware exists for this product. You must have Cisco CallManager user licenses to register the ATA-186 SCCP device.

In Cisco CallManager Release 3.2, Cisco ATA-186 will upgrade to Cisco CallManager Release 3.2 as Cisco IP Phone 7960. However, Cisco CallManager Release 3.2 contains a new phone model type "ATA186." You may want to associate Cisco ATA-186 as an ATA186 rather than a Cisco IP Phone 7960.

You can get a new version of ATA software on CCO for support of MGCP and SCCP.

Drop Last Ad Hoc Conference Party

On Cisco IP Phones 7910, 7940 and 7960 models, a conference creator can remove the last party added to any ad hoc conference call.

Cisco WebAttendant Consult Transfer

Cisco WebAttendant users can make a consultative transfer, much like the function in earlier IP phone versions. A new softkey/button exists on the Cisco WebAttendant GUI that allows users to initiate this feature. This feature adds to the existing blind transfer feature.

Voice-Mail Integration Enhancements

Administrators can configure the MWI light behavior to come on for mailboxes associated with any or all lines on the IP phone. Further, users can access multiple voice-mail systems by pressing the **messages** button on the IP phone.

Cisco CallManager Administration contains new voice-mail menus and features. Many of the voice-mail settings that used to be in the service parameter list are now on new voice-mail menus. In this release, you configure Message Waiting Indicator (MWI), Pilot Number and Messages Button differently.

New voice-mail items include:

- A menu item displays **Features > Voice Mail**
 - In the **Voice Mail** submenu, **Voice Mail ports**, **MWI On/Off**, **Voice Mail Pilot** display
- In previous releases, you set Message Waiting Indicator On/Off as a service parameters. In the current release, the MWI On/Off indicators work as directory numbers with Calling Search Spaces (CSS) and Partitions. MWI may not work on your phones unless you set the CSS and partition correctly.
- In previous releases, you set the number dialed when a user presses the **messages** button using a service parameter. In this release, you set the voice-mail directory number on the Voice-Mail Pilot window (**Features > Voice Mail > Voice Mail Pilot**).
- In previous releases, you entered the voice-mail directory number for each line. In the current release, you can configure a voice-mail profile.

For details about the new features consult the *Cisco CallManager Administration Guide* and *Cisco CallManager System Guide*.

Cisco uOne Specific Voice Mail Settings

In addition to the changes mentioned for voice mail, Cisco uOne users may need to make additional changes. Cisco uOne VoiceMail uses a Cisco MWI voice port usually called "CiscoMWI-VII." You may need to modify the voice port in order for it function properly after the Cisco CallManager is upgraded.

Cisco VG248 FxS Gateway Skinny Client Control Protocol Support

The Cisco VG248, a new 48-port FXS gateway, can register 48 IP phones to the Cisco CallManager. The connected POTS phones have traditional telephony features associated with them, which are accessible to the user through configurable feature codes. These features include blind transfer, hold/resume, MWI (stutter dial tone), Calling Line ID, ad hoc conferencing, call waiting, and call park. The Cisco VG248 represents an alternative to IP phones for simple POTS phone users who also require extended telephony features.

Cisco VG248 Analog Phone Gateway (VG248) Support

Cisco VG248 Analog Phone Gateway (VG248) enables you to integrate analog telephones, modems, and fax machines with the Cisco CallManager IP telephony system. Using version 1.1(1) or later of the VG248 software, you can now integrate legacy voice mail and PBX systems with Cisco CallManager using Simplified Message Desk Interface (SMDI).

For more information, refer to [“Documentation Updates” section on page 52](#).

Cisco 7914 Line Extender Support

Cisco CallManager Release 3.2 supports the Cisco 7914 line extender module. Up to two 7914 devices may be attached and associated with a Cisco IP Phone 7960. Each device contains 14 buttons and a large display. Administrators can assign any of the 14 buttons as either a line appearance or speed dial. The Cisco 7914 provides solutions for the administrative assistant.

Serviceability Enhancements

The CDR Analysis and Reporting (CAR) tool replaces the Administrative Reporting Tool (ART) in form and function. The following section describes the tool.

CDR Analysis and Reporting Release 3.2(0.10)

With the default release of Cisco CallManager Release 3.2(1), you can install CDR Analysis and Reporting (CAR) from the Cisco CallManager plugin site (**Applications > Install Plugins**). Formerly known as the Administrative Reporting Tool (ART), CAR retains the existing functionality of ART, which is QOS reporting and simple-call billing.

For more information, refer to the *Serviceability Administration Guide*, located on CCO at

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/3_2/service/

MGCP Protocol Support Extension

MGCP protocol support extends to several new gateways and TDM signaling protocols: T1-CAS, T1-PRI and E1-PRI to the Cisco 2600 and 3600-series multiservice routers, the VG200 VoIP gateway, and the Catalyst 4224 multiservice switch/router. In addition, T1-CAS support over MGCP extends to the Catalyst 6000-series voice services card (WS-6608-T1). MGCP protocol support provides for centralized-gateway administration, as well as call preservation in the event of host Cisco CallManager service disruption.

Barge

Cisco CallManager Release 3.2 adds an additional feature to Cisco IP Phones.

Barge adds a user to a call that is in progress. The barge feature supports shared lines only. Pressing the barge soft key automatically adds the user (initiator) to the shared line call (target), and the users currently on the call receive a tone.



Note

Barge only appears in English. The Barge feature, which only displays the English language, only exists in US markets. You enable this feature by setting a parameter within Cisco CallManager Administration. Cisco CallManager

ships with the Barge parameter set to disable.

If you are using the Cisco CallManager 3.2(1) where you require languages in addition to English, make sure the parameter is set to disable, which is the default setting. Otherwise, the Barge softkey displays non-standard characters.

Bulk Administration Tool 4.3(0.6)

With the default release of Cisco CallManager Release 3.2(1), you can install the Bulk Administration Tool (BAT) from the Cisco CallManager plugin site (**Applications > Install Plugins**) on the system running the Publisher database. With this release of BAT, you can update and delete users in bulk, and bulk update and delete user device profiles.



Note

Bulk Administration Tool User Guide and Online Help refer to BAT 4.3(0.6) as BAT 4.3(1). This is an error in the documentation. The two release numbers refer to the same build.

TAPS Prompts in Multiple Languages

The Tool for Auto-Registered Phone Support (TAPS) now prompts the user to enter a preferred language. TAPS then continues the phone setup process in the user-defined language.

For more information, refer to the *Bulk Administration Tool User Guide for Release 4.3(1)* document, located on Cisco Connection Online (CCO) at

http://www.cisco.com/univercd/cc/td/doc/product/voice/sw_ap_to/admin/bulk_admin/index.htm

Important Notes

The following section contains important information that may have been unavailable upon the initial release of documentation for Cisco CallManager Release 3.2(1).

Upgrade Defect



Caution

The Cisco CallManager 3.2 upgrade procedure has significantly changed because call-processing signaling changed from Cisco CallManager Release 3.1 to Cisco CallManager 3.2. If you do not perform the procedure as instructed in *Upgrading Cisco CallManager Release 3.2(1)*, call processing can stop, causing calls to drop for three to five minutes. If you run Cisco CallManager Release 3.1, Cisco strongly recommends that you review *Upgrading Cisco CallManager Release 3.2(1)* before you perform the upgrade.

You should notify your users that telephone service will be interrupted during the upgrade; to minimize call-processing interruptions, Cisco strongly recommends that you perform the upgrade during off-peak hours.

If you run Cisco CallManager Release 3.1, Cisco strongly recommends that you review Upgrading Cisco CallManager Release 3.2(1) section in the *Upgrading Cisco CallManager Release 3.2(1)* document before you perform the upgrade, and use the table that most closely resembles your cluster during the upgrade procedure.

You can access *Upgrading Cisco CallManager Release 3.2(1)* at

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/3_2/install/upgrade/index.htm

The Upgrading Cisco CallManager Release 3.2(1) section in the *Upgrading Cisco CallManager Release 3.2(1)* document addresses CSCdw10287. CSCdw10287 states that CPU usage on subscribers running the Cisco CallManager 3.1 service reaches 100 percent when you run Cisco CallManager Release 3.1 and Cisco CallManager Release 3.2 in the cluster at the same time. This event occurs because call-processing signaling changed from Cisco CallManager Release 3.1 to Cisco CallManager Release 3.2. Performing the

additional steps correctly from Table 5 and Table 6 in the *Upgrading Cisco CallManager Release 3.2(1)* document ensures that you experience minimal call-processing interruptions.

You should notify your users that telephone service will be interrupted during the upgrade, and to minimize call-processing interruptions, Cisco strongly recommends that you perform the upgrade during off-peak hours.

Localization

Language Caveat

The Cisco WebAttendant automated installation process does not copy the localized character set onto your machine. To use Cisco WebAttendant with a language other than English, you must copy the localized character set from C:\ProgramFiles\Cisco\WebAttendant\XML\[LocaleName]\WAClientCatalog.xml to C:\Program Files\Cisco\WebAttendant\XML directory.



Note

Cisco WebAttendant does not support the Russian character set. For more information, refer to CSCdw39530 in the [“Open Caveats” section on page 25](#).

Local Ringback

For Cisco CallManager Release 3.2(1), users receive local ringback when calling into a foreign country. For example, a user in United States calling Germany receives the United States ringback tone instead of the German version. In future releases, Cisco CallManager will support multiple ringback tones.

Gateway Tones

Cisco CallManager 3.2(1) supports the following non-IOS gateway tones:

- United States
- France
- Germany
- Russia Federation
- Switzerland
- United Kingdom
- Austria
- Canada

This release does **NOT** support the following non-IOS gateway tones:

- Denmark
- Italy
- Spain
- Norway
- Netherlands
- Sweden
- Portugal

JTAPI

If you are running Cisco Customer Response Applications (CRA) on a dedicated server, make sure that the CRA server is running the same version of the JTAPI client software as the Cisco CallManager server.

Resolved Caveats

Resolved Caveats - Release 3.2(1)

Table 4 lists and describes caveats that remained open in Cisco CallManager Release 3.1(3a) but got resolved in Cisco CallManager Release 3.2(1).


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/cgi-bin/Support/Bugtool/launch_bugtool.pl

Table 4 *Resolved Caveats for Cisco CallManager Release 3.2(1)*

Identifier	Summary
CSCdt53938	Upgrade does not put BINs in nondefault TFTP PATH.
CSCdu49504	User gets an incorrect callForward Reason (0 instead of 2) on an H.323 call to an IP phone.
CSCdu54196	For Simple Network Management Protocol (SNMP), you cannot set cdpInterfaceEnable to true or false.
CSCdu86461	No translation occurs when DN is unregistered (gets wrong mailbox).
CSCdv17918	A need exists to increase number of all trace files.
CSCdv20229	Phone remains in connected state even after other party disconnects.
CSCdv20676	Phone idle user presses New Call button and line two goes off hook.
CSCdv31219	MediaExchange timeout occurs when calling through intercluster trunk using gatekeeper.
CSCdv33549	Call Forward Busy (CFB) and Call Forward No Answer (CFNA) stop working.
CSCdv38664	Gatekeeper rejects admission request.
CSCdv41597	Caller gets fast busy signal when forwarding using wildcard directory numbers.
CSCdv43654	Cisco CallManager sends Restart with no reason.

Table 4 *Resolved Caveats for Cisco CallManager Release 3.2(1)*

Identifier	Summary
CSCdv46766	Cisco CallManager service stops during trace statement write.
CSCdv48049	Cisco CallManager stops during interaction with a CTI-associated device.
CSCdv52074	Because of an unchecked array in ProcessStationD, a crash occurred.
CSCdv53855	Call park does not work with partitions.
CSCdv58628	An error occurs when integrating MS Outlook and Cisco IP SoftPhone.
CSCdv61425	Cisco CallManager logic can cause CPU to spike when many CTI devices are registered.
CSCdv61666	Caller gets 'Invalid Conference Participant' message when conferencing two outside calls.
CSCdv65358	Intercluster trunks advertise wrong codecs.
CSCdv66602	Calls redirected from IP ICD do not pass the correct called party number.
CSCdv67141	CTI port line does not reopen when second Cisco CallManager is down while failover occurs.
CSCdv71354	Strange characters display on IP phone.
CSCdv72207	MwiSearchSpace service parameter holds only 64 characters.
CSCdv79974	User can enter duplicate entries in the personal address book.
CSCdv80076	Two different ad hoc conferences become joined.
CSCdv82533	Cisco CallManager crashed while processing call transfer.
CSCdv82694	Calls transferred from Cisco WebAttendant into Cisco Unity that are marked as direct instead of forward.
CSCdv84064	After you search for a user, that user may appear multiple times in the global directory and personal directory.
CSCdv85020	A PSTN call transferred to G.729 region keeps G.711 as RX codec.
CSCdv86344	"lineDeallocateCall" response is more than second under 100% CPU load.
CSCdv86713	The restart bit for DMS-100 does not set correctly.
CSCdv88047	Cisco CallManager does not negotiate Q931 on status message incompatible state.
CSCdv88444	Cisco WebAttendant redirects to voice mail contain wrong called party number.

Table 4 *Resolved Caveats for Cisco CallManager Release 3.2(1)*

Identifier	Summary
CSCdw02283	Call forward no answer to voice mail on a redirected call causes open tree prompt.
CSCdw06440	RTMT (AST) cannot query Performance Monitor counters.
CSCdw12294	MWI appears for both first and second line appearances when IP phone resets.
CSCdw13261	Phones remains in CFA state.
CSCdw17660	Cisco CallManager stops when user enters 9911.
CSCdw23520	Memory leak in EventReceiver class occurs.
CSCdw25967	No LINE_REPLY occurs on lineDrop on conferenced call state.
CSCdw26390	The lastRedirectingParty sent via JTAPI to the MIVR is not correct if there are multiple CFWall legs involved in the call.
CSCdw26569	A need exists to handle timeout for DeviceLineInfoFetchReq, so no lines are removed.
CSCdw28469	A phone may fail to come in service.
CSCdw29074	Cisco CallManager relays DTMF from device on network hold.
CSCdw33099	Cisco CallManager does not retry ARQ according to H.225 spec.
CSCdw34631	ICD calls are aborted because transfer failures (DDTS CSCdw30490).
CSCdw34925	Only one TermConnDropped gets received in certain scenario (two expected).
CSCdw35123	Intermittently, lineOpen returns with a resource unavailable error; from then on, the device cannot be opened.
CSCdw36848	Memory leak occurs when a line is initialized and shutdown.
CSCdw36906	A Cisco CallManager restart occurs because a CTI message with index out of bounds occurs.
CSCdw38206	Disconnect event does not occur when a call is dropped on unplugged phone.
CSCdw39547	No DTMF relay passes to IVR when IVR is first in conference.
CSCdw40620	Cisco CallManager experiences problems with login upon Active Directory integration.
CSCdw41723	Cisco CallManager sends IRR with conference ID as null.
CSCdw42053	Cisco CallManager fails due to array out of bounds at locations.
CSCdw42229	Cisco CallManager fails due to array out of bounds at StationD.

Table 4 Resolved Caveats for Cisco CallManager Release 3.2(1)

Identifier	Summary
CSCdw50179	CFNA from shared line to primary line does not invoke ring on phone.
CSCdw60977	Audio stops on analog phone.
CSCdw61917	Cisco CallManager stopped unexpectedly when devices failed over.
CSCdw63622	Cisco CallManager may crash intermittently when using the EURO protocol.

Open Caveats

Open Caveats for Cisco CallManager Release 3.2(1)

Table 5 describes possible unexpected behaviors by Cisco CallManager Release 3.2(1). Unless otherwise noted, these caveats apply to all Cisco CallManager 3.0 releases up to and including Cisco CallManager Release 3.2(1).



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/cgi-bin/Support/Bugtool/launch_bugtool.pl.

Table 5 Open Caveats for Cisco CallManager Release 3.2(1)

Identifier	Headline	Summary
CSCdr18336	User cannot forward calls to lines that use wild characters for directory numbers.	Call forward fails to occur when wild characters are used for DN. Workaround: None exists.
CSCdr53384	Memory leak occurs in Telephony Service Provider (TSP).	A memory leak occurs in TSP when an application starts up, opens devices and lines, and then shuts down. Workaround: None exists.

Table 5 Open Caveats for Cisco CallManager Release 3.2(1)

Identifier	Headline	Summary
CSCdu43682	Cisco IP Phone 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 30 VIP.</p> <p>Workaround: Go on hook and press line button for second line to get dial tone.</p>
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>Workaround: 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>Workaround: Manually reboot or power cycle the devices.</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>Workaround: Remove MTP.</p>

Table 5 Open Caveats for Cisco CallManager Release 3.2(1)

Identifier	Headline	Summary
CSCdv12935	Performance Monitor and Administrator Servicability Tool reports incorrect values for active calls.	Performance Monitor and Administrator Servicability Tool counters for active calls provide incorrect data. Workaround: None exists.
CSCdv17783	With shared-line appearance, user cannot resume call placed on hold from another phone.	Workaround: Hit resume before picking up the handset.
CSCdv19766	A “forward” event gets returned twice via TAPI on forward all.	Two “forward” events get returned when monitoring an address using TAPI. When a device has Forward All configured, monitoring that device for the LINEADDRESSSTATE event produces two events rather than one. Workaround: None exists.
CSCdv20656	When no hardware MTP port is available, the call needs to go a secondary route.	A call to a gateway completes with no audio path. 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. Cisco CallManager is configured to use hardware MTPs before software MTPs. Workaround: None exists.
CSCdv20852	Using hold and unhold arrow keys does not work on Cisco WebAttendant console.	Cisco WebAttendant holding a call or unholding a call using the left or right arrow keys does not work on this load. Workaround: 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.

Table 5 Open Caveats for Cisco CallManager Release 3.2(1)

Identifier	Headline	Summary
CSCdv24095	Performance Monitor and Serviceability Tool displays an incorrect value for TranscoderRsourceActive. These tools may show resources being used when, in reality, zero resources are being used.	Workaround: None exists.
CSCdv32130	Call through Cisco VG200 gateway drops for Java Telephony Application Programming Interface routing-application scenario.	A call coming across Cisco VG200 gateway gets dropped if routing application waits beyond JTAPI Route select timeout before invoking "routeselect." Workaround: None exists.
CSCdv38284	Call forward expansion fails to send 10-digit mailbox directory number.	Phone fails to display correct forwarded directory number. Workaround: None exists.
CSCdv43117	Line control process gets stuck with call waiting on voice mail.	Under certain conditions, the CPU utilization of a Cisco CallManager server may spike to 100 percent for several seconds. During this time, a delay occurs in obtaining dialtone for phones registered to that server. Restarting the Cisco CallManager service temporarily resolves the problem. Workaround: Stopping and restarting the Cisco CallManager service fixes this problem.
CSCdv46861	Meetme conference does not end after a call gets transferred into it from Unity.	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. Workaround: None exists.

Table 5 Open Caveats for Cisco CallManager Release 3.2(1)

Identifier	Headline	Summary
CSCdv53571	Cleanup of lines and devices needs to occur independent of events from Cisco CallManager.	Cleanup of lines and devices needs to occur independent from events like LineCloseNotify/DeviceCloseNotify from the Cisco CallManager\.. This prevents problems due to race conditions in scenarios like failover or failback. Workaround: None exists.
CSCdv54488	Transfer button does not work intermittently.	When the user pushes the Transfer, it does not give secondary dial tone, and you can still hear the user on the line. This occurs when AlwaysUsePrimeLine service parameter is set to True. Workaround: Change service parameter AlwaysUsePrimeLine to false.
CSCdv56987	User cannot update calling search space when changing selected partitions.	Workaround: Delete the calling search space and insert a new one.
CSCdv58154	CTI Route Points are not found.	When trying to make a call to AutoAttendant or ICD, Cisco CallManager reports that there are no Route Points found. Workaround: Install Apps 2.2(2).
CSCdv58814	6624 cannot blind transfer off net.	The 6624 cannot blind transfer calls outside to the PSTN/PBX . The 6624 can only transfer to internal IP phones. Workaround: Create lines on the IP phones that forward out to the desired PSTN destination.

Table 5 Open Caveats for Cisco CallManager Release 3.2(1)

Identifier	Headline	Summary
CSCdv61446	Cisco CallManager install should check for primary DNS suffix before the install.	<p>On a Cisco CallManager, if you right-click My Computer, click Network Identification tab, click Properties, click more.... The Primary DNS suffix of this computer should be blank. Having anything in this space could cause install problems.</p> <p>Workaround: Remove anything in the Primary DNS suffix prior to installing Cisco CallManager.</p>
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 up to IP phone call. 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 a null RTP address. The gateway user does not receive music.</p> <p>This occurs on all Cisco gateways 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>Workaround: None exists, if SRST functionality is required. Otherwise, use release Cisco IOS release 12.2(3).</p>

Table 5 *Open Caveats for Cisco CallManager Release 3.2(1)*

Identifier	Headline	Summary
CSCdv66617	IP phone does not ring private DN if the shared line is set to no ring.	<p>If the call is going to a “Ring Disabled” line first and the call has not been answered, ring gets disabled on all the calls to the same phone.</p> <p>Workaround: None exists.</p>
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 for 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>Workaround: Rearchitect your dial plan, so you never have more than 24 digits in the dial string.</p>
CSCdv68338	Shared line stuck in use after missing phone keepalive/socket gets broken.	<p>Shared line appearance remains stuck in use.</p> <p>This occurs after a keepalive on one of the phones is missed and then the socket is broken, thus leaving the extension stuck in use.</p> <p>Workaround: Reset all phones with shared line.</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>Workaround: Turn the flag StatusEnqPoll to True.</p>

Table 5 Open Caveats for Cisco CallManager Release 3.2(1)

Identifier	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 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>Workaround: None exists.</p>
CSCdv73987	Audio streams remain active in IPVMSAPP service.	<p>Conferences get created, but no audio occurs. This issue occurs after prolonged use of the conference bridge.</p> <p>Workaround: Reset IPVMSAPP service.</p>
CSCdv74262	When subscriber servers are reinstalled, they “lock up” and do not complete installation.	<p>The installation process “locks up” approximately 1:30 into the installation.</p> <p>Workaround: To stop DCD service hanging in "starting" on the subscribers, go to registry HKEY_LOCAL_MACHINE\System\CurrentControlSet\Services\DCDirectory\[Start], change the value of [Start] to 3, and reboot the machine.</p> <p>To make DCD work again on subscriber,</p> <ol style="list-style-type: none"> 1. Uninstall DCD on the subscriber 2. Reboot machine 3. Rerun directory install on the subscriber.

Table 5 Open Caveats for Cisco CallManager Release 3.2(1)

Identifier	Headline	Summary
CSCdv74465	Service Configuration Tool gives timeout error.	<p>Cisco Configuration manager (service install/remove) functionality acts intermittently. Executing config.exe is problematic (it works some times, and it is hard to maintain).</p> <p>Workaround: Use install CD or web download to add services. (In future release this function will be added to a separate web page.)</p>
CSCdv75754	When you change a phone locale, you must click update twice.	<p>From CCMUser User Option menu, there is Change the Locale for this phone, where the phone refreshes itself, but no change occurs. Click update again</p> <p>Workaround: Click update twice when changing phone locale from Cisco CallManager User page.</p>
CSCdv76838	CallCtlConnQueuedEv gets received in park reminder scenario.	<p>A(20000) and B (20001) are in same Cisco CallManager. A calls B, B answers and parks the call. B gets park reminder call.</p> <p>In Jtrace of B, following three events occur: ConnCreatedEv, ConnInProgressEv, CallCtlConnQueuedEv. Those three events get sent only if a call is parked. They should not appear in park reminder scenario.</p> <p>Workaround: None exists.</p>
CSCdv76884	When CTINewCallAcceptTimeout timed out, call gets forwarded to forward busy destination.	<p>A call being offered on CTI port or Route Point is forwarded to FWD Busy destination when the call is timed out.</p> <p>Workaround: None exists.</p>
CSCdv79972	User cannot delete personal address book entry from Cisco IP Phone 7960.	<p>You cannot delete the entry in the personal address book (LDAP) from the Cisco IP Phone 7960.</p> <p>Workaround: Delete the entry from the Cisco CallManager user page.</p>

Table 5 Open Caveats for Cisco CallManager Release 3.2(1)

Identifier	Headline	Summary
CSCdv80013	Cisco CallManager User page does not show update to phones.	<p>If you remove fast dial entry using the Cisco IP phone, the Cisco CallManager User page does not show the change.</p> <p>The web page uses a copy of the phone settings. Changes made on the phone after logging on to the user web page and displaying the Personal Address Book page do not get reflected in the copy.</p> <p>Workaround: Do not edit Fast Dials on the phone and the web pages at the same time, or, if changes are made on the phone, log off from the User web page and log on again. The settings refresh automatically when the Personal Address Book is accessed.</p>
CSCdv80033	Silence suppression does not work on Cisco Catalyst 6000 8 Port Voice E1 and Services Module/Cisco Access Digital Trunk Gateway DT-24+(XML not updated).	<p>Silence suppression does not work with non-IOS gateways.</p> <p>Even when there is silence, a constant RTP stream exists. This occurs when you enable silence suppression on non-IOS gateways.</p> <p>Workaround: None exists.</p>
CSCdv81421	User can disable speakerphone but can still set autoanswer with speaker.	<p>Phones configured with autoanswer with speakerphone may not answer calls placed to that line. Phone will ring twice, and the calling party will receive reorder.</p> <p>Workaround: Verify that speakerphone has not been disabled on the phone device configuration.</p>
CSCdv82849	CallCompleted Perfmon counter increments when you place a call on hold.	<p>When a call is put on hold, the CallsCompleted perfmon counter increments. If the call is resumed and put on hold again, the CallCompleted counter will continue to increment each time.</p> <p>Workaround: None exists.</p>

Table 5 Open Caveats for Cisco CallManager Release 3.2(1)

Identifier	Headline	Summary
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>Workaround: None exists.</p>
CSCdv89444	The audio files assigned on DN level are not used for MOH.	<p>Workaround: None exists.</p>
CSCdv89522	If a transcoder is used, no audio path exists.	<p>The G.729 bandwidth is established between IP-1 and Symbol phone. IP-1 calls Symbol phone, the transcoder is allocated, but no audio path exists.</p> <p>This occurs when you assign MRGL-1 to IP-1 and MRGL-3 to Symbol phone. MRGL-1 has MRG-1 (which has MOH-1, Transcoder-1), MRGL-3 has MRG-3 (which has MOH-3, Transcoder-3). Assign G.729 bandwidth between IP-1 and Symbol phone (between regions in which these devices are located).</p> <p>Workaround: None exists.</p>
CSCdv89916	Transcoder fails to support regions with different bandwidth.	<p>Workaround: None exists.</p>
CSCdw00726	Calling search space and partition do not get upgraded for MWI lamp on/off.	<p>Because no calling search space and partition for MWI on/off number exists in Cisco CallManager 3.1, blank CSS and partition will be added for those numbers. Blank CSS may cause MWI light to not work correctly.</p> <p>Upgrade Cisco CallManager from 3.1 to 3.2.</p> <p>Workaround: When doing this upgrade, administrator needs to manually add CSS and partition for MWI on/off number(s).</p>

Table 5 Open Caveats for Cisco CallManager Release 3.2(1)

Identifier	Headline	Summary
CSCdw02974	Cisco Configuration manager (service install/remove) functionality acts intermittently.	<p>This occurs because executing config.exe is problematic (it works some times, and it is hard to maintain).</p> <p>Workaround: Use install CD or web download to add services. (In future release, this function will be added to a separate web page.)</p>
CSCdw02995	CSC-error exists when adding and deleting IP media streaming application.	<p>Cisco Configuration manager (service install/remove) functionality acts intermittently.</p> <p>This occurs because executing config.exe is problematic (it works some times and it is hard to maintain).</p> <p>Workaround: Use install CD or web download to add services. (In future release, this function will be added to a separate web page.)</p>
CSCdw03350	Apps received extra TermConnRinging event, and the agent gets stuck in session.	<p>Apps sometimes receives two termConnRinging events for an agent -- one for the original call and one for the consult call. Because of this, agent gets left stuck "In Session" even after the Apps gets TermConnDropped event. This is because the Apps treats both the above calls as "Primary Consult Calls."</p> <p>In normal scenario the Apps receives only one TermConnRinging event, which is for the original call only, because of which, the call gets treated as an ICD call.</p> <p>Workaround: Apps can handle/ignore the extra termConnRinging event.</p>

Table 5 Open Caveats for Cisco CallManager Release 3.2(1)

Identifier	Headline	Summary
CSCdw05097	Calls transferred from Octel fail when progress gets returned.	<p>Calls going through an Octel Voice system through a DPA fail to complete if the far end sends Progress instead of alerting.</p> <p>This situation may occur on any Cisco CallManager version with this specific setup (Octel VM with a DPA system).</p> <p>Workaround: None exists.</p>
CSCdw09069	A problem exists when call is dialed from non-sequential line-appearance.	<p>Workaround: Ensure no orphan line appearances are configured for CTI-controlled phone.s</p>
CSCdw10182	A need exists so that a user can provide a customized error messages on Service Parameters page.	<p>Go to Service parameters. Select Cisco IP Manager Assistant. Enter in out of range value for the IP address. (ex: akdjfalksdjflsd)</p> <p>The error message that pops up needs to be cleaned up a little. A lot of extraneous junk appears with the message CTI --(IP Address does not match with the pattern....</p> <p>Workaround: Do not enter out of value ranges.</p>
CSCdw10287	Administrator cannot upgrade subscribers to Cisco CallManager 3.2(1).	<p>After upgrading the publisher from Cisco CallManager 3.1(2c) to Cisco CallManager 3.2 (1), upgrading a subscriber to Cisco CallManager 3.2(1) did not work. The timer, during installation was updating itself; however, the progress bar never updated, and installation never completed.</p> <p>Workaround: Stop the Cisco CallManager Service on the subscriber before upgrading it.</p> <p>Refer to <i>Upgrading Cisco CallManager Release 3.2(1)</i> document on CCO for workaround instructions.</p>

Table 5 Open Caveats for Cisco CallManager Release 3.2(1)

Identifier	Headline	Summary
CSCdw11594	MOH does not play to PSTN when AGM has MTP required and no software MTP is available.	PSTN users do not receive MOH when a call is placed on hold by an IP phone that is in a G.711 region, and the requirement for MTP is selected on the AGM. Workaround: The device must have a Software MTP available in its MediaResource GroupList.
CSCdw12142	User cannot access user page when BAT is adding/deleting users.	This situation occurs when BAT is running while accessing user page. Workaround: Stop BAT by stopping IIS ADMIN from services or wait until all your users are added.
CSCdw12574	T1 channels do not clear, so the calls get incorrectly joined.	Subsequent outbound PSTN calls incorrectly join to previous call. Workaround: The defect has three possible workarounds: <ul style="list-style-type: none"> • Wait for all the participants to drop off the original MeetingPlace conference call. • Reboot the gateway. • Reboot the cluster.
CSCdw14045	Flash Only Setting on Consecutive call does not work properly.	Consecutive call is set to flash only. When making a Call Waiting call, the ringer setting works as designed. When the user hangs up on the first phone call, the phone should use the line ringer setting and not continue using the consecutive call setting because it is no longer a call waiting call. Workaround: None exists.
CSCdw14771	A user cannot be added from CCM Admin, when BAT is running.	Workaround: Wait until BAT finishes.
CSCdw15746	Adding users with BAT uses almost 100 percent of total CPU resources.	Workaround: None exists.

Table 5 Open Caveats for Cisco CallManager Release 3.2(1)

Identifier	Headline	Summary
CSCdw16745	External calling mask does not get applied when phone is unregistered.	Workaround: None exists.
CSCdw17288	The dwCallFeatures do now show PARK	The dwCallFeatures do now show PARK Workaround: None exists.
CSCdw18241	Cisco CallManager and Cisco Unity integration fails if there is a failure on the first voice-mail port.	Users report that calls to the Unity voice-mail system not answered, and ring no answer is reported. Workaround: You must reboot the unity server.
CSCdw18354	The dialing pattern does not work properly for DT-24+.	The dialing sequence does not follow the route pattern restrictions. Workaround: None exists.
CSCdw18642	Multicast Music On Hold does not work across intercluster trunks.	Users on hold may not receive Music On Hold even if it is configured. 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. Workaround: Use Unicast Music On Hold for intercluster trunk gateway devices.
CSCdw19019	Performance Monitor does not display MOH resource consumption after resetting MOH.	PM displays no consumption of multicast resource when MOH server gets reset and resumes streaming to the previously held party. Workaround: None exists.

Table 5 Open Caveats for Cisco CallManager Release 3.2(1)

Identifier	Headline	Summary
CSCdw19697	Transcoding sessions do not release when call completes.	<p>The call leg from the PSTN to the transcoder does not release the transcoding session when the call completes.</p> <p>This situation occurs on calls inbound to an IP phone that are then transferred back to the PSTN through the AGM with MTP required.</p> <p>Workaround: Deselect the MTP requirement if possible.</p>
CSCdw21385	Call park DN specified in CallParkRequest is not used	<p>Call park DN specified in CallParkRequest is not used</p> <p>Workaround: None exists.</p>
CSCdw27029	H.323 call to shared line between H.323 client and Cisco IP Phone 7960 fails.	<p>H.323 client call to another H.323 client, which shares a line appearance with an IP phone, does not work.</p> <p>Workaround: None exists.</p>
CSCdw27828	Call disconnects when it is redirected to busy CTI port.	<p>Call disconnects when the call is redirected to busy CTI port destination.</p> <p>Workaround: None exists.</p>
CSCdw28185	The 6624 cannot perform a blind transfer off net.	<p>The 6624 cannot blind transfer calls outside to the PSTN/PBX. The 6624 can transfer internal IP phones.</p> <p>Workaround: Create lines on the IP phones that will forward to the desired PSTN destination.</p>
CSCdw28309	Line in use does not display in the phone with shareline enabled.	<p>Workaround: Enable the barge-in option.</p>
CSCdw35043	User cannot bring up Cisco IP Phone 7960 if you enable extension mobility feature.	<p>Workaround: None exists.</p>

Table 5 Open Caveats for Cisco CallManager Release 3.2(1)

Identifier	Headline	Summary
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. Example characters: ÷*%j.</p> <p>Workaround: None exists.</p>
CSCdw35730	Bracket wildcard breaks overlapped dial pattern matching.	<p>A bracketed wildcard statement in overlapped patterns causes incorrect pattern matching: 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>Workaround: Replace the pattern with more specific patterns to eliminate the bracket wildcard.</p>
CSCdw35962	No error message appears when choosing Propagate Selected without check box.	<p>Workaround: None exists.</p>
CSCdw38206	Disconnect event does not occur when a call is dropped on unplugged phone.	<p>This occurs in the following scenario: TAPI controls phones A, B, C.</p> <p>A calls B. Disconnect C from the network. B performs consult transfer to C -> consult call does not receive disconnect. C drops the call Out of service message is received for C. At this point, phone B shows that 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>Workaround: Manually end the call on B.</p>

Table 5 Open Caveats for Cisco CallManager Release 3.2(1)

Identifier	Headline	Summary
CSCdw39530	Russian language does not appear in Cisco WebAttendant correctly.	Feature button text in Cisco WebAttendant does not appear in Russian text as expected; it appears as question marks. Workaround: None exists.
CSCdw39657	Incoming call to one IP phone failed intermittently.	Workaround: If a phone cannot receive a call, make a call from this phone, and it will solve this problem.
CSCdw41660	User cannot add route group from Cisco CallManager Administration.	User cannot add route group from user interface because no available members (gateways) show in selection list, or users can search for it. Workaround: None exists.
CSCdw41729	Intercluster transfers cause phone using G.729 to fail	A capability mismatch triggers this problem when connecting to Music on Hold when Music on Hold is configured with only a single codec differing from the capabilities of the held device. Workaround: Enable all codecs on the Music on Hold server. Example: The held device specifies an IP phone in a G.729 region connecting to MOH that has only G.711 capabilities. This will trigger the problem. Set the MOH server to handle G.711 and G.729, and the problem does not occur.
CSCdw42138	Race condition causes phantom call.	Call comes into a Cisco WebAttendant agent phone, and an active call exists on the phone. Cisco WebAttendant tries to put existing call on hold but has trouble answering incoming call. In 20 seconds, another call comes in from the same DN, but Cisco WebAttendant cannot answer the call. Workaround: None exists.

Table 5 Open Caveats for Cisco CallManager Release 3.2(1)

Identifier	Headline	Summary
CSCdw42870	In Netscape, an administrator cannot insert users with non english character in User ID.	<p>By default, you cannot insert a user with non-English characters in the email attribute in Netscape/iPlanet Directory Server.</p> <p>A plugin 7-bit check in Netscape Directory checks that certain attributes are 7-bit clean. Checked attributes include are userId, Email, and userPassword.</p> <p>With this enabled by default plugin enabled, users with non-English characters in UserID cannot be added to the directory.</p> <p>Workaround: On the Directory Server Console, select the Configuration Tab. Double-click the Plugins folder in the navigation tree. Choose the plugin 7-bit Check. Clear the "Enabled" check box. Click Save. Restart the directory server.</p>
CSCdw44070	"ipvmsapp.exe" crash occurs with kDeviceMgrThreadException.	<p>The Cisco IP Voice Media Streaming Application service may stop unexpectedly and the following message may appear in the CMS traces:</p> <p>kDeviceMgrThreadException - Exception in device manager thread.</p> <p>All active music on hold streams get torn down, and all calls utilizing a software conference or MTP resource get torn down.</p> <p>The problem is associated with using sound card as audio source and software exceptions within DirectX (DirectSound) modules in the Operating System that result in memory leaks. Changes that were made greatly reduce times this occurs. However, take care to not reset the MOH device excessively. Each reset may result in a software exception that is caught/handled by MOH and 1-4K bytes of memory being left allocated.</p> <p>Workaround: None exists.</p>

Table 5 Open Caveats for Cisco CallManager Release 3.2(1)

Identifier	Headline	Summary
CSCdw45836	Cisco CallManager does not register call forward back and Xcode resources of Cisco VG200 without resetting Cisco VG200.	<p>Either the transcoding resource or conference bridge resource of the Cisco VG200 does not register with the Cisco CallManager. The first resource configured in Cisco CallManager does register, the second resource does not register.</p> <p>If the Cisco VG200 is configured first for conference and transcoding, then Cisco CallManager is configured second.</p> <p>The first resource configured in Cisco CallManager designates the resource that registers properly.</p> <p>Workaround: Always configure the Cisco CallManager first followed by the Cisco VG200.</p>
CSCdw47748	An upgrade option incorrectly gets included in the uninstall program.	<p>Workaround: Uninstall the current version and do a fresh install.</p>
CSCdw48070	The Cisco IP Phone 30 VIP phones do not play multicast external audio files.	<p>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.</p> <p>Workaround: None exists.</p>
CSCdw49406	Location based bandwidth calculation is incorrect for H.323 calls	<p>This situation may occur when an incoming call from a H.323 gateway is set to use G.729 codec to a IP phone in a different location. The call gets connected in G.729 mode but Cisco CallManager allocates 80KB of bandwidth between the location.</p> <p>Workaround: None exists.</p>
CSCdw49611	Transferring call to voice mail of an extension displays the wrong source name.	<p>Transferred call to voice mail shows wrong ID of the party that left the voice mail.</p> <p>Workaround: None exists.</p>

Table 5 Open Caveats for Cisco CallManager Release 3.2(1)

Identifier	Headline	Summary
CSCdw51210	User can incorrectly answer call from second line when using call waiting	<p>When a Cisco IP Phone 7940 or 7960 is configured with more than one line and call waiting is enabled, a second call coming in on the first line can be incorrectly answered by pressing the button for the second line.</p> <p>This problem can occur when more than one line is configured on a Cisco IP Phone 7940 or 7960 and call waiting is enabled. If the first line on the phone is in use and a second call comes in on the first line appearance, then this call can be incorrectly answered by pressing the button for the second line.</p> <p>Workaround: This workaround has three choices:</p> <ol style="list-style-type: none"> 1. Answer the call correctly by pressing the button beside the line that the call is actually hitting. 2. Press the "Answer" softkey. 3. Disable call waiting and configure a Call Forward Busy to the second line.
CSCdw51387	CalledID, ConnectedID incorrectly displayed in a conference transfer scenario.	<p>CalledID, ConnectedID incorrectly display when the conference controller dropped out of a two-party conference call.</p> <p>Workaround: None exists.</p>
CSCdw51509	A need exists to change URL if network cable is unplugged from publisher.	<p>Directory publisher and subscriber are configured and working. Remove the network cable. Adding User gives error. The problem happens only if the network cable is removed from system.</p> <p>Workaround: Restart the browser to access the user pages. Restart IIS Admin to force IIS Admin to reload the DirUser.dll/jar. This action reinitializes the various components that get affected as result of pulling out the network cable. Once this is done, you can perform all the operations on DC Directory publisher; i.e., global search/add/modify/delete.</p>

Table 5 Open Caveats for Cisco CallManager Release 3.2(1)

Identifier	Headline	Summary
CSCdw51672	UserPrefs Admin Pages do not support Russian language with US English locale.	<p>Attempting to view user names containing Russian characters with a non-Russian locale on the Cisco CallManager User Preferences Administration (CCMAdmin->User->Global Directory) does not work.</p> <p>Workaround: Select the Russian language from the drop down list of languages at the bottom of the Cisco CallManager User Preferences Administration. After performing this, the names display properly.</p>
CSCdw51836	W32Time gets set to Automatic after W2K SP2.	<p>W32TIME gets set to Automatic after Windows Service Pack 2. If the MCS server is joined into an Active Directory domain, this service conflicts with the XNTP service (Network Time Protocol) being loaded with Cisco CallManager.</p> <p>Workaround: Within Services, set W32Time to DISABLED and STOP the service.</p>
CSCdw52774	User Page encounters timeout error.	<p>Administrator cannot add user or do a basic search on the user pages because the pages throw an error: Session timed out.</p> <p>You cannot open User page via CCMAdmin with machine name having non-domain-name-supported characters.</p> <p>This situation can occur with browser version IE5.5 with SP2 and Q313675 patch, and the Cisco CallManager node name having special characters like underscore (non-domain-name-supported characters).</p> <p>Workaround: Do not use non-DNS characters in the Server Name, or, use the IP Address to browse the system if the Server Name has non-valid DNS characters, or, use Netscape browser or an IE browser that does not have the Q311675 patch.</p>

Table 5 Open Caveats for Cisco CallManager Release 3.2(1)

Identifier	Headline	Summary
CSCdw53665	OS upgrade CD 2 fails on IP telephony servers.	<p>Workaround: Before the upgrade, you must disable all Cisco-approved McAfee antivirus services through the Control Panel (Start > Settings > 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>http://www.cisco.com/warp/public/788/AVVID/ids_host_sensor_cm.html</p>
CSCdw54091	MOH stops sending packets after changing codec several times.	<p>A held phone does not receive Music on Hold (MOH), and the MOH server stops sending packets. This situation occurs after the codec in the device pool of phones, gateways, and the MOH server involved in the call switches back and forth between G711 and G729 several times before a call is placed.</p> <p>Workaround: Restart Cisco CallManager server, and the MOH server starts sending packets again, and held phone receives music.</p>
CSCdw54907	Speed-dial entries are removed after Cisco WebAttendant is upgraded.	<p>Upgrading Cisco WebAttendant removed speed-dial entries.</p> <p>Workaround: Reenter speed-dial entries after an upgrade</p>
CSCdw55276	CTI manager becomes unresponsive under 25000 BHCC after 31 hours	<p>Workaround: None exists.</p>

Table 5 Open Caveats for Cisco CallManager Release 3.2(1)

Identifier	Headline	Summary
CSCdw59613	English displays in Extension Mobility window even when other languages are chosen.	<p>From CCMAAdmin, go to User and Global Directory. Select a user to go to users personal information page; then, chose Extension Mobility. Change the view to other languages. After clicking Find, the text still appears in English.</p> <p>Workaround: None exists.</p>
CSCdw62893	DCD: DCDirectory does not start on upgrade to Cisco CallManager 3.2(1) with Cisco Conference Connection running.	<p>DC Directory service starts and functions for two minutes, and then it stops by itself. No indication of the service stopping appears in the event log and the service remains stopped until it is manually restarted.</p> <p>The following error may be found in the DCD log files:</p> <p>A MetaLink module has encountered a communications error with its connection to a remote system.</p> <p>Name of Module: C:\dcdsrvr\mlkmod\DCMODBS.DLL</p> <p>Agreement Identifier: 102361</p> <p>Error Reported: Error ODB0017: An ODBC connection error has occurred on ODBC data source 'DCMS', with SQL state 'IM002', native error code 0 and error text: [Microsoft][ODBC Driver Manager] Data source name not found and no default driver specified.</p> <p>Workaround: Rename C:\dcdsrvr\lib\ConvEmail.dll and start DC Directory Service.</p>
CSCin01719	Selecting a smart line on a Cisco IP Phone model 30 VIP will activate two smart lines.	<p>When a smart line other than SL1 is chosen on a Cisco IP Phone model 30 VIP used as Cisco WebAttendant, it will activate two smart lines.</p> <p>Workaround: None exists.</p>

Table 5 Open Caveats for Cisco CallManager Release 3.2(1)

Identifier	Headline	Summary
CSCin02107	The directory refresh interval setting does not work if the refresh interval is set to 1 hour.	Workaround: Set the refresh interval to something other than 1 hour.
CSCin02368	Line Status does not correctly display on Cisco WebAttendant console	When a phone goes from the registered to unregistered state and the TCD server is restarted, the phone displays an incorrect idle line state for DNs. Workaround: None exists.
CSCuk30746	Administrator cannot add PAB entry in Russian when using characters with ASCII encoding.	Administrator cannot add a user or PAB entry that contains characters with ASCII encoding 0x7F 0xA0 and 0xFF to DCDirectory (default Cisco CallManager directory). This occurred using the default Cisco CallManager directory (DCD) when trying to input a user or PAB entry that contains characters with ASCII encoding 0x7F, 0xA0 and 0xFF. Workaround: Do not use characters with ASCII encoding 0x7F, 0xA0 and 0xFF when adding a user or PAB entry to DCD (default CM directory)
FIRMWARE		
CSCdv05279	Echo occurs on handset calls if volume is set to over 75 percent.	When the volume is set to 75 percent or higher, an echo occurs on handset calls from one Cisco IP phone to another. Workaround: Reduce the volume to less than 75 percent.

Table 5 Open Caveats for Cisco CallManager Release 3.2(1)

Identifier	Headline	Summary
CSCdv17294	Cisco CallManager ignores call state changes when an info request is made to an invalid URL.	<p>If the Cisco IP phone has an invalid URL in the Info URL field, Cisco CallManager ignores changes to the call state while an info request is being made.</p> <p>For example, if the phone is ringing, then an info request is made, and the caller hangs up, the phone continues to ring until it is power cycled.</p> <p>Workaround: Specify a valid URL in the Cisco CallManager Admin pages for the Info URL.”</p>
CSCdv17901	XML services take 60 seconds to display after URL redirect.	<p>If the Services URL is a redirect, the phone displays “redirecting” instead of the requested page for 60 seconds.</p> <p>Workaround: To skip the redirecting step, change the services URL to point to the redirected URL.</p>
CSCdv80061	Voice delay occurs a headset is used	<p>A voice delay occurs in both directions when either of the Cisco IP phones on a call is using a headset.</p> <p>These symptoms only appear on Cisco IP Phone 7960 models that are using a Netcome MPA II (Multipurpose Amplifier) with Cisco CallManager 3.1.x phone load files and with the headset plugged into the Handset port of the phone.</p> <p>Workaround: Use the headset or the speakerphone.</p>
CSCdv90113	Reduced voice quality and volume occurs when the Cisco IP Phone 7960 speakerphone is used.	<p>If you go offhook, then press speakerphone, the volume and clarity of the Cisco IP phone output decreases.</p> <p>Workaround: Use the handset.</p>
CSCdw01273	The Directory button shows host not found if the URL is invalid.	<p>If the URL is invalid, the default menu items do not display. Instead, the phone displays “host not found.”</p>

Table 5 Open Caveats for Cisco CallManager Release 3.2(1)

Identifier	Headline	Summary
CSCdw05779	A large number of offhook requests cause the Cisco CallManager CPU usage to go to 100 percent.	<p>If a large number of offhook requests (more than 1200) are sent in a short time (under three seconds), the Cisco CallManager CPU goes to 100 percent usage.</p> <p>Workaround: Set the LowPriorityQueueThrottlingFlag to “true” and the LowPriorityQueueThrottlingMaxCount to 12.</p>
CSCdw08972	Cisco IP Phone 7960 crashes when accessing some XML services.	<p>Some XML services may cause a 7960/7940 phone to reset. The phone returns to normal operation after it resets. Any active call is lost.</p> <p>Workaround: None exists.</p>
CSCdw43898	You cannot log in with a User ID that contains non-English letters.	<p>If you configure a Cisco CallManager user with a User ID that contains non-English letters, you will not be able to log in. The following error appears: “The user name and password you entered did not match, or were invalid. Please try again.”</p> <p>Workaround: None exists.</p>
CSCdw53320	Cisco IP Phone 7960 speakerphone operates half duplex mode.	<p>If both callers on a call are using a Cisco IP Phone 7960 on speakerphone, only one person can speak at a time.</p> <p>Workaround: If one caller uses the handset, both parties can speak at the same time.</p>
CSCdw54810	Cisco IP Phone Expansion Module 7914 loses configuration.	<p>If you interrupt the power to the Cisco 7914 Expansion Module, it will light up and become unconnected.</p> <p>Workaround: Reset the Cisco IP phone.</p>
CSCdw62847	One way phone-to-phone delay equals 70-80 ms.	<p>Two Cisco IP phones on the same switch will experience a 70-80 ms one way delay.</p> <p>Workaround: None exists.</p>

Table 5 Open Caveats for Cisco CallManager Release 3.2(1)

Identifier	Headline	Summary
CSCdw63577	HTTP error [8]! occurs when Services button is pressed.	Rarely, after you press the Services button, the following error appears: "HTTP error [8]!" Workaround: None exists.
CSCdw64263	Phone does not register to gateway (GW).	Occasionally, the Cisco IP phone does not register to GW. Workaround: Power cycle the phone.

Documentation Updates

The following section provides documentation changes that were unavailable when the Cisco CallManager Release 3.2(1) documentation suite was released.

Changes

Cisco VG248 Analog Phone Gateway (VG248) Support

Cisco VG248 Analog Phone Gateway (VG248) enables you to integrate analog telephones, modems, and fax machines with the Cisco CallManager IP telephony system. Using version 1.1(1) or later of the VG248 software, you can now integrate legacy voice mail and PBX systems with Cisco CallManager using Simplified Message Desk Interface (SMDI).

When using the VG248 with Cisco CallManager 3.2, you have access to the following new features:

The addition of a VG248 gateway type, which allows you to add the device as a gateway to Cisco CallManager and configure each of the ports as VGC phone models. This consolidates each of the 48 analog or SMDI ports onto a single device. However, once you add the gateway and ports to Cisco CallManager, you still must configure these ports in the VG248 interface. An additional port, port 00[VMI], appears on the VG248 Gateway Configuration window. This port

appears regardless whether you are using the VG248 to integrate analog or SMDI devices. However, the VG248 uses this port only when setting or clearing MWIs on phones using SMDI.

For details about using the VG248 for SMDI integration, see Chapter 5, "Integrating Cisco CallManager with Voice Mail Systems Using SMDI" in the *Cisco VG248 Analog Phone Gateway Software Configuration Guide* for details:

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_access/apg/vg248/v1_1/sw_config/vg248smd.htm

To view the latest compatibility information about the VG248 and Cisco CallManager access the Cisco VG248 Analog Phone Gateway Version Release Notes at the following location on Cisco.com:

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_access/apg/vg248/v1_1/rel_note/index.htm

Omissions

You can temporarily change the language for the User Information window by choosing a different language in the "View page in" drop-down list box. However, doing so only changes the language displayed for the current web session. The next time that you log into Cisco CallManager Administration, the User Information window will display in English.

You can use the 6-port T1 and E1 interface modules of the Cisco Catalyst 6000 AVVID Services Module to connect to PBXs or to the PSTN.

Obtaining Documentation

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

World Wide Web

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

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

Documentation CD-ROM

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

Ordering Documentation

Cisco documentation is available in the following ways:

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

Documentation Feedback

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

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

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

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

We appreciate your comments.

Obtaining Technical Assistance

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

Cisco.com

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

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

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

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

<http://www.cisco.com>

Technical Assistance Center

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

Contacting TAC by Using the Cisco TAC Website

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

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

P3 and P4 level problems are defined as follows:

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

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

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

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

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

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

Contacting TAC by Telephone

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

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

P1 and P2 level problems are defined as follows:

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

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

AccessPath, AtmDirector, Browse with Me, CCIP, CCSI, CD-PAC, *CiscoLink*, the Cisco *Powered* Network logo, Cisco Systems Networking Academy, the Cisco Systems Networking Academy logo, Cisco Unity, Fast Step, Follow Me Browsing, FormShare, FrameShare, IGX, Internet Quotient, IP/VC, iQ Breakthrough, iQ Expertise, iQ FastTrack, the iQ Logo, iQ Net Readiness Scorecard, MGX, the Networkers logo, ScriptBuilder, ScriptShare, SMARTnet, TransPath, Voice LAN, Wavelength Router, and WebViewer are trademarks of Cisco Systems, Inc.; Changing the Way We Work, Live, Play, and Learn, and Discover All That’s Possible are service marks of Cisco Systems, Inc.; and Aironet, ASIST, BPX, Catalyst, CCDA, CCDP, CCIE, CCNA, CCNP, Cisco, the Cisco Certified Internetwork Expert logo, Cisco IOS, the Cisco IOS logo, Cisco Press, Cisco Systems, Cisco Systems Capital, the Cisco Systems logo, Empowering the Internet Generation, Enterprise/Solver, EtherChannel, EtherSwitch, FastHub, FastSwitch, GigaStack, IOS, IP/TV, LightStream, MICA, Network Registrar, *Packet*, PIX, Post-Routing, Pre-Routing, RateMUX, Registrar, SlideCast, StrataView Plus, Stratm, SwitchProbe, TeleRouter, and VCO are registered trademarks of Cisco Systems, Inc. and/or its affiliates in the U.S. and certain other countries.

All other trademarks mentioned in this document or Web site are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (0110R)

Copyright © 2002, Cisco Systems, Inc.
All rights reserved.

