Release Notes for Cisco CallManager Release 3.2(2c)

July 10, 2002

These release notes describe the new features and caveats for Cisco CallManager Release 3.2(2c).

For a list of the open and resolved caveats for Cisco CallManager Release 3.2(2c), see "Resolved Caveats for Cisco CallManager - Release 3.2(2c)" section on page 9 and "Open Caveats for Cisco CallManager - Release 3.2(2c)" section on page 23. Updates for these release notes occur for every maintenance and major release.

If you are running Cisco CallManager 3.2(2a), you may need to reset the SQLSvc account password. See"Upgrading from Cisco CallManager Release 3.2(2a) to 3.2(2c)" section on page 6 to determine if this applies to you.

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

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Contents

These release notes discuss the following topics:

Introduction

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

System Requirements

Make sure that 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 330, 340 and 342 Server Recommendations

Cisco recommends that if you are deploying an xSeries 340 or 342 server with a 20/40 GB DDS/4 4-mm tape drive (IBM part number for tape drive 00N7991), update your tape drive firmware to a minimum version 8.160 with a release date of 2/19/01 or later. This upgrade improves the performance of your tape drive.

Cisco recommends that if you are deploying the IBM xSeries 330, 340, or 342 servers, update your Advanced Systems Management Processor (ASMP) firmware, if necessary.

Table 2 lists the ASMP firmware version that should be on the various IBM servers.The firmware upgrade ensures UM Services compatibility

Table 1 ASMP firmware versions

Server	ASMP firmware version
330	v1.04 dated 4/9/2001 or later

Server	ASMP firmware version
340	v1.15 dated 4/16/2001 or later
342	v1.04 dated 3/28/02 or later

Contact IBM directly to obtain recommended firmware versions. To view supported IBM server configurations, go to 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

Supported Upgrades

Table 2 lists versions that allow a previous release of Cisco CallManager to be successfully upgraded to Cisco CallManager Release 3.2(2c)

Table 2 Supported Upgrades for Cisco CallManager Release 3.2(2c)

Version	Supported Upgrade
Cisco CallManager 3.0(12)	Y
Cisco CallManager 3.1(2c)	Y
Cisco CallManager 3.1(3a)	Y
Cisco CallManager 3.2(1)	Y

Compatibility Matrix

You can find the minimum versions with which Cisco CallManager Release 3.2(2c) has been tested at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/ccmcomp.htm

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 Release3.2(2c). For the most current compatibility combinations and defects, refer to the documentation distributed with the Cisco IP telephony products.

Related Documentation

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

- *Cisco CallManager Document Locator for Release 3.2(2c)*
- *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*
- *Cisco CallManager Serviceability Administration Guide*
- *Cisco CallManager Serviceability System Guide*
- *Personal Directory Configuration Guide*
- *Cisco WebAttendant User Guide, Release 3.2*
- *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*
- *Cisco CallManager Extended Services Administrator's Guide.* Refer to

http://www.cisco.com/univercd/cc/td/doc/product/voice/serv_fea/ext_serv/index.htm

- *Release Notes for Cisco CallManager Extended Services.* Refer to

http://www.cisco.com/univercd/cc/td/doc/product/voice/serv_fea/rel_note/index.htm

New and Changed Information

This section describes any new features and or changes pertinent to this release of Cisco CallManager.

Cisco CallManager Release 3.2(2c)

Cisco CallManager Release 3.2(2c), a maintenance release, adds no new features. This release resolves caveats, and this document provides workarounds for open caveats.

Tip To see the feature descriptions that were added to Cisco CallManager Release 3.2(1), refer to http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/3_2/rel_note/

Upgrading from Cisco CallManager Release 3.2(2a) to 3.2(2c)

If you are running Cisco CallManager Release 3.2(2a), you do not need to upgrade to Cisco CallManager Release 3.2(2c).

The Cisco CallManager 3.2(2a) installation program resets a background account password that is used for database replication and other Cisco CallManager communication processes. Cisco design specifications require that the installation

process provides a unique encrypted password for each Cisco CallManager cluster. After you upgrade to Cisco CallManager Release 3.2(2a), replication and/or services that rely on the SQLSvc account may not work correctly.

To ensure that replication occurs and services function properly with Cisco CallManager Release 3.2(2a), you must enter an identical SQLSvc account password on all servers in the cluster and for all services that use the SQLSvc account. For information on how to perform these tasks, refer to *Upgrading Cisco CallManager Release 3.2(2a)*.

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(2c).

Restoring the Cisco CallManager Cluster

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.

Cisco Communication Media Module

The Communication Media Module is referenced as Cisco Catalyst 6000 AVVID Services Module in the Cisco CallManager Administration, documentation and online help.

Resolved Caveats for Cisco CallManager - Release 3.2(2c)

Table 3 lists and describes caveats that were resolved in Cisco CallManager Release 3.2(2c).

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 3 Resolved Caveats for Cisco CallManager Release 3.2(2c)

Identifier	Summary
The following defect was resolved in Cisco CallManager release 3.2(2c).	
CSCdx88146	The SQLSvc default password gets changed when upgrading to Cisco CallManager Release 3.2.
The following defects were resolved in Cisco CallManager Release 3.2(2a).	
CSCdr18336	User cannot forward calls to lines that use wild characters for DNs.
CSCds89957	Wave installation does not have the correct path to install avaudio.dll.
CSCdt91655	STI backup utilities need to run at a low priority.
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.
CSCdu77516	Failure response occurs from lineUnHold when consult call is offering.
CSCdu77983	Computer Telephony Interface (CTI) redirect of a party in a conference causes an erroneous conference state.
CSCdv05069	DC Directory (DCD) errors occur when upgrading to Cisco CallManager Release 3.1 or higher if the server is part of an Active Directory (AD) domain.
CSCdv13266	Software conference bridge uses different RTP send/recv port, which results in RTP packet failures when network address translation (NAT) is used.

Table 3 Resolved Caveats for Cisco CallManager Release 3.2(2c) (continued)

Identifier	Summary
CSCdv16259	Long URL causes phone bootup problems.
CSCdv17901	XML services can take up to 60 seconds to display after an URL redirect.
CSCdv19766	A "forward" event gets returned twice via Telephony Application Programming Interface (TAPI) on forward all.
CSCdv20870	Database Layer Monitor and Cisco CTI Manager do not install on upgrade to Cisco CallManager Release 3.2.
CSCdv44544	No method exists to set the Simple Network Management Protocol (SNMP) community string for an SNMP stack on WS-6608.
CSCdv53855	Call park does not work with partitions.
CSCdv55021	CDR Analysis and Reporting (CAR) does not work if Cisco CallManager is integrated with Active Directory or Netscape Directory
CSCdv63426	The CtiDeviceList library needs to automatically chase the referrals.
CSCdv76818	T1-CAS groundstart initialized state is not correct.
CSCdv80693	ToneOnHold Service Parameter does not affect calls through a 6608.
CSCdv80913	Fax relay negotiation fails when using an IOS gateway.
CSCdv80919	Fax relay negotiation fails when using an IOS gateway.
CSCdv81050	Overlap fails when a call originates from analog phones.
CSCdv87269	AVVID XML Layer (AXL) Simple Object Access Protocol (SOAP) Application Programming Interface (API) has a memory leak.
CSCdv87587	DeviceCloseEvent does not send PHONE_CLOSE or LINE_CLOSE to applications.
CSCdv87710	CCMuser does not display subscribed services.
CSCdv88047	Cisco CallManager does not negotiate Q.931 on a status message that is reporting an incompatible state.
CSCdw00007	The user cannot configure the phone after a VGC phone autoregistered.
CSCdw02285	User directory service crashes when one of its fields is empty.
CSCdw05097	Calls transferred from Octel fail when progress gets returned.
CSCdw08627	Phantom call occurs when an H.323 call disconnects from Cisco IP Integrated Contact Distribution (Cisco IP ICD) at the same time that the call gets redirected from the route point to the agent.

Table 3 Resolved Caveats for Cisco CallManager Release 3.2(2c) (continued)

Identifier	Summary
CSCdw09069	Dialing problems occur when a phone that is configured with non-sequential line-appearances is used.
CSCdw10287	You cannot upgrade subscribers to Cisco CallManager 3.2(0.92).
CSCdw11103	Application ports lock up after the CTI ports fail to CFwdAll.
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.
CSCdw15937	User cannot log on with extended characters in the name field.
CSCdw16348	The LastRedirected Party does not get updated when route point (RP) redirects calls to the port.
CSCdw16745	External calling mask does not get applied when phone is unregistered.
CSCdw18273	Cisco CallManager intermittently unregisters with its gatekeeper.
CSCdw18831	Cisco CallManager registers with a previously configured zone.
CSCdw19697	The call leg from the PSTN to the transcoder does not release the transcoding session when a call completes.
CSCdw20658	Message Waiting Indicator does not work after an upgrade from Cisco CallManager 3.0 or 3.1 to 3.2 if a partition is in use.
CSCdw24494	Phone resets itself when log in occurs using French Locale.
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	Line in use does not display on a phone with shareline enabled.
CSCdw28382	A consult call does not get cleared from the CTI port at the end of the first call.
CSCdw29074	Cisco CallManager relays DTMF from a device on network hold.
CSCdw30018	The personal address book allows duplicate entries.
CSCdw30233	Cisco CallManager requests 20 KB of bandwidth for G.729 instead of 16 KB.
CSCdw30417	Application fails to create JTAPI provider.
CSCdw30636	Calls to Cisco interactive voice response (IVR) fail after a failover.
CSCdw33098	User cannot enter Russian text in Cisco CallManager Administration.

Table 3 Resolved Caveats for Cisco CallManager Release 3.2(2c) (continued)

Identifier	Summary
Cscdw33151	Rehoming fails on IP phones if multiple occurrences of failover/failback happen.
CSCdw33998	Telephony Service Provider (TSP) crashed during regression test.
CSCdw34083	Registration, Admission, and Status Protocol (RAS) messages fail when the sequence number exceeds the maximum sequence number.
CSCdw34190	JTAPI returns an error after a successful call transfer.
CSCdw34925	Only one TermConnDropped gets received in certain scenario when two are expected.
CSCdw35721	Gateway sends 0.0.0.0 as the destination IP address.
CSCdw35875	Cisco CallManager restarts during router verifications.
CSCdw35921	The IP address information does not get propagated for H.323 devices
CSCdw36160	The dialing timing delay for WS-X6608 is too short.
CSCdw36247	TermconnDropped does not get sent to agent when a consult call is held.
CSCdw36848	A leak occurs in the lineInitializeEx, and Shutdown handles.
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.
CSCdw38353	Phone button template incorrectly shows no phones using that particular phone button template.
CSCdw39225	CallerID time displays incorrect time if the call is made using a Media Gateway Control Protocol (MGCP) gateway.
CSCdw39229	New address displays when a parked conference reminder call is answered.
CSCdw39285	The TSP configuration UI does not display.
CSCdw40699	Cisco CallManager server crashes after the phone is reset for a speed-dial change.
CSCdw42138	Race condition causes phantom call.
CSCdw42358	The CTI port does not get released after a transferred call goes idle.
CSCdw42491	CONNECTED call handle remains in a conference call when third party has timed out.
CSCdw43767	Cisco Callmanager needs instruction on resetting the gateway from the MGCP configuration page.
CSCdw43891	User cannot log in with extended characters in the name or password field.

Table 3 Resolved Caveats for Cisco CallManager Release 3.2(2c) (continued)

Identifier	Summary
CSCdw43898	User cannot log in with extended characters in the name or password field.
CSCdw44070	The Cisco IP Voice Media Streaming Application service crashes with a kDeviceMgrThreadException.
CSCdw44839	Cisco CallManager does not queue the STATUS message when it is waiting for a DLCX ACK message.
CSCdw45621	Run-time error occurs when Phone Button Template is created or modified for Cisco IP Phone 12SP+.
CSCdw46094	The locale for a phone does not get updated when user performs updates using Cisco CallManager Administration.
CSCdw47956	Cisco CallManager crashes when an IP phone has CFwAll configured to a DN with more than 20 digits.
CSCdw48070	The Cisco IP Phone model 30 VIP will not play multicast external audio files.
CSCdw48491	An unregistered phone does not forward to voice mail if the Forward to VoiceMail check box is enabled.
CSCdw48892	UserLocaleList.FindByName() method fails when “english united states” is entered as the locale (case sensitive).
CSCdw49744	The wrong IP address for alarm gets sent when a gatekeeper registers.
CSCdw49964	Provider Open for a TAPI application needs to be optimized.
CSCdw50179	Phone does not ring when a Call Forward No Answer (CFNA) is enabled from a shared line to a primary line.
CSCdw50434	You cannot use special ASCII characters (0x7F, 0xA0 and 0xFF) as part of the userid.
CSCdw50721	An out-of-bounds stimulus causes Cisco CallManager to reset.
CSCdw50732	Cisco CallManager reports that a mandatory information element (IE) is missing in the RELEASE message.
CSCdw51185	You cannot delete a user from the global directory if the userid contains an apostrophe.
CSCdw51210	Users can incorrectly answer a call coming in on the first line by pressing the second line when using call waiting.
CSCdw52121	Cisco CallManager service stopped on a CTILineopen request.
CSCdw52826	Scheduler does not auto-generate the RouteListUtilization report.

Table 3 Resolved Caveats for Cisco CallManager Release 3.2(2c) (continued)

Identifier	Summary
CSCdw53041	Voice-mail icon on Cisco IP Phone 7914 does not flash after registration.
CSCdw55276	CTI manager becomes unresponsive under 25000 BHCC after 31 hours.
CSCdw55611	Incorrect called address displays for calls that are made from an observed device.
CSCdw55631	Cisco CallManager has a memory leak when it is under high call load, and many uncompleted calls occur.
CSCdw57062	The redirecting and Redirection ID does not get returned to the TAPI application when the call is forwarded with No Answer.
CSCdw57337	Reason field stays as parked when it should be reminded.
CSCdw57382	Wrong versions display on the component versions page.
CSCdw57383	You must use an outside access code to subscribe to services in the address book.
CSCdw57393	Call.getCalledAddress returns the CTI port address instead of the RP address.
CSCdw57409	User information does not migrate to Cisco CallManager Administration.
CSCdw57571	Message waiting is not enable if it is sent before the application starts.
CSCdw57619	The default CTI Manager service parameter settings need to be changed.
CSCdw57815	Transfer failures occur during an Cisco IP Integrated Contact Distribution (Cisco IP ICD) load test.
CSCdw58558	No TermConnDropped event gets received for one call during a stress test.
CSCdw59256	Caller gets stuck on Music On Hold (MOH) when MGCP Foreign Exchange Station (FXS) transfers to a busy IP phone.
CSCdw60938	Timer creations get removed when no delay for DbDnQuery is requested.
CSCdw61254	The system specifies much higher memory requirements for CTI ports than for an IP phone.
CSCdw62061	Voice path does not get set up on a G726 call.
CSCdw63219	The CTI Manager process increases CPU utilization over time.
CSCdw64279	Call Detail Record (CDR) records for ad hoc conference do not get written as designed.
CSCdw64360	An error gets generated if the user name field contains an ampersand (&).
CSCdw64727	Only one existing call event exists for multiple calls on a line.

Table 3 Resolved Caveats for Cisco CallManager Release 3.2(2c) (continued)

Identifier	Summary
CSCdw64810	Call failure occurs when Cisco CallManager encounters IE error messages during setup.
CSCdw64929	Cisco IP Phone gets out of synchronization when agent desktop transfers a call to a bad DN.
CSCdw65946	LowPriorityQueueThrottlingFlag does not always work correctly.
CSCdw66091	AVVID XML Layer (AXL) hangs when attempt to add an existing user occurs.
CSCdw66231	Call 2 remains active after a conference call between call 1 and call 2 completes.
CSCdw66260	AXL addCTIRoutePoint function does not work correctly.
CSCdw66285	AXL function addRoutePattern fails when the pattern contains a period.
CSCdw66759	NullPointer gets thrown in JTAPI Provider and Cisco CallManager classes.
CSCdw67890	Deleting 2000 users from Cisco CallManager server that is integrated with Active Directory (AD) fails.
CSCdw67960	High CPU usage occurs on a Cisco CallManager server when it sends network specific facilities (NSF) messages during PriEuroSetup.
CSCdw68094	CiscoConferenceStart/End events are missing when one party is observed.
CSCdw68105	Incorrect quick buffer encoding (QBE) version displays in Perfmon.
CSCdw68185	The User page should have <None> selection when no user locale is assigned.
CSCdw68702	Two connect ACKs get received for overlap sending/receiving enable.
CSCdw68905	The addCallPickupGroup function does not work in AXL.
CSCdw69311	QBEHelper Support does not handle error conditions.
CSCdw69929	Digital signal processor (DSP) memory corruption causes entire port to reset.
CSCdw70110	Cisco CallManager does not re-send disengage request (DRQ).
CSCdw70740	Successive generateDtmf() request causes an exception.
CSCdw70912	Forward on failure does not work when only voice mail is configured on a line.
CSCdw71166	Cisco CallManager tries to use B-channels that are not available (UNPROVISIONED).
CSCdw71833	Residential Gateway (RGW)/Line Side Gateway calls fails when VoAL2 is used as the voice bearer.

Table 3 Resolved Caveats for Cisco CallManager Release 3.2(2c) (continued)

Identifier	Summary
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.
CSCdw73585	The JTAPI test tool crashed in one conference scenario.
CSCdw75522	CTI route points are unavailable after a failover.
CSCdw76070	Application did not receive a CallCtlConnFailed Event when the application placed a call to a busy extension.
CSCdw77019	The bridge type reported by the conference bridge utility is incorrect.
CSCdw77135	Cisco CallManager does not send a restart_ack.
CSCdw77298	User cannot subscribe to phone services without filling in optional fields.
CSCdw77358	MaxForwardtoDN does not allow sequential calls.
CSCdw77924	MSGWAIT is missing on dwDevStausFlags when the lamp is enabled on the phone.
CSCdw77927	Devices and lines get closed when socket connection fails during reinit.
CSCdw78066	Back button does not work in the Destination Location window.
CSCdw78458	XML file for CiscoICS7700 ASI81 gateway does not display up-to-date data in Cisco CallManager Release 3.2(1).
CSCdw78560	AXL getUser function does not return phone profile information.
CSCdw78624	Cisco CallManager does not respond to interrupt request (IRQ) from the gatekeeper.
CSCdw79042	No TermConnDropped message gets received in a chained-transfer scenario.
CSCdw79075	Svchost crashed.
CSCdw79315	TSP continues to reconnect after detecting a qbe protocol version mismatch.
CSCdw79689	CDR records do not appear in a third-party billing software.
CSCdw80332	No LINE_REPLY gets sent on a lineUnHold request on ONHOLDPENDCONF.
CSCdw80824	Cisco CallManager does not respond to IRQ.
CSCdw81189	Cisco CallManager gets an access violation decoding UserUser IE setup.

Table 3 Resolved Caveats for Cisco CallManager Release 3.2(2c) (continued)

Identifier	Summary
CSCdw82323	Intercluster calls through a Cisco PIX Firewall with display defined on a line fails.
CSCdw82740	UserInfoList.GetCurrentItem() throws an unknown exception.
CSCdw83264	No voice path exists for Cisco CallManager transfers from one IP phone to another IP phone followed by a transfer to FXS phone.
CSCdw83897	Status alarm does not get sent for the stopped remote Cisco CallManager service.
CSCdw84396	Cisco CallManager does not send a NOTIFY message immediately.
CSCdw84722	A call redirected from the originator causes a timeout exception.
CSCdw85684	The AXL listRoutePlanByType with type of Device function returns an error.
CSCdw86252	User lose association with device in device association page.
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.
CSCdw89031	An update of win-SQLservicepack3.1-0-2.exe (SQL SP3) from CCO fails.
CSCdw90402	Resetting route groups causes high CPU usage.
CSCdw90707	IP precedence bit does not get used.
CSCdw91106	Cisco CallManager service stopped unexpectedly with Error Result on Handle Accept.
CSCdw92380	The phone index in the SNMP ccmPhoneStatusUpdate table is incorrect
CSCdw92857	Display is incorrect in DisplayChangedEvent after a CallParkRequest.
CSCdw92908	Transfer method throws an exception if the consult leg of a transfer is put on hold follow by an unhold.
CSCdw93403	Redirect occurs even though LineRedirect request line reply returns LINEERR_INVALLINESTATE.
CSCdw93460	You cannot create users with special characters in the user fields with Netscape Directory.
CSCdw93592	Two applications monitoring the same CTI route point causes route errors.
CSCdx00397	Upgrading Cisco CallManager does not delete the unnecessary SQL replication jobs.

Table 3 Resolved Caveats for Cisco CallManager Release 3.2(2c) (continued)

Identifier	Summary
CSCdx00851	FXO port on Cisco VG200 that is running MGCP locks up when phone sets call forward all (CFA) to a H.323 device.
CSCdx02301	Redirected calls fail when the caller redirects the call.
CSCdx02304	Software call forward busy (CFB) issue exists with G729 intercluster conferencing.
CSCdx03070	The original caller gets dropped when a user transfers a call to the phone's second line.
CSCdx03229	The time duration calculation reported to Gatekeeper for billing purpose is incorrect when a call has been put on hold or is transferred.
CSCdx04466	Java Naming and Directory Interface (JNDI) components are missing, and CDR Analysis and Reporting **(**CAR) does not install.
CSCdx04753	Inserting CDR records into the database takes too long.
CSCdx04903	Phone continues to ring after a call is answered.
CSCdx05651	CDR files do not get generated after an upgrade.
CSCdx10078	The subscriber Cisco CallManager sends registration request (RRQ) messages every 3 seconds when the primary Cisco CallManager goes down.
CSCdx10745	Cisco WebAttendant department field does not appear on console when Active Directory plugin is installed.
CSCdx11601	Hunt group member does not ring when calling PilotPoint rings after the Cisco WebAttendant logs out.
CSCdx12906	Personal address book web pages fail to load from Active Directory after Microsoft Internet Information Server session times out.
CSCdx14064	IP phone does not display calling party number in the status line.
CSCdx14589	Calls fail when the codec region for CM1 is configured for G729, and the codec region for CM2 is configured for G711.
CSCdx15068	Transcoder Resources do not get released if the Cisco IP Phone 7960 is put in a G.723 region.
CSCdx15755	Cisco CallManager drops the call when it receives Interzone Clear Token (IZCT) in an Admission Confirm (ACF) message.
CSCdx15818	Overlap sending does not work for phones that are registered to back up Cisco CallManager servers.

Table 3 Resolved Caveats for Cisco CallManager Release 3.2(2c) (continued)

Identifier	Summary
CSCdx16353	Perfmon displays an incorrect value for the number of transcoder resources that are used in a Netmeeting call.
CSCdx16488	User cannot use all the software MTP resources.
CSCdx18211	The administrator cannot add a new route group with members who are using AXL.
CSCdx18236	The Cisco CallManager process monitor trace level should be set to ARBITRARY.
CSCdx19472	Svchost has 100-percent CPU usage when lineOpen() with dwPrivileges gets set to NONE.
CSCdx20417	Only the phones in the same device pool as the gatekeeper can make intercluster calls through the gatekeeper.
CSCdx20568	Invalid connected ID gets displayed after a consult transfer of a conference call.
CSCdx23600	Calls going across a H.323 gateway that is using PRI trunks fail.
CSCdx24011	Calls from a PBX phone to an IP phone fail.
CSCdx25107	TransferEnd event lists incorrect number of connections.
CSCdx25122	CTI manager does not stop after a failover.
CSCdx25581	Cisco CallManager sends a Display IE in a NOTIFY message when the "Display IE Delivery" is disabled.
CSCdx25593	H.323 Intercluster Trunks (ICT) calls fail due to Q931 AF cause code.
CSCdx25986	StationD with StationOutputSetLamp access out of bound array occurs.
CSCdx26023	StationD access out of bound array occurs during CTI ExistingCallEvent Request.
CSCdx26254	JTAPI sends a false CiscoConferenceStart/CiscoConferenceEnd when a device redirects a conference call.
CSCdx26300	JTAPI sends a false CiscoConferenceStart/CiscoConferenceEnd and does not send a CallCtlConnAlertingEv when a device redirects a call.
CSCdx26356	InsertCDR service stops inserting when a corrupt CDR file exists.
CSCdx26394	Backup Utility does not install properly.
CSCdx27799	Cisco CallManager project needs a link to the new LDAP SDK library.
CSCdx29508	Perfmon counter displays the incorrect available bandwidth for remote locations.
CSCdx32184	The stiBack application does not allow the administrator to configure no backups in a schedule.

Table 3 Resolved Caveats for Cisco CallManager Release 3.2(2c) (continued)

Identifier	Summary
CSCdx32407	Cisco CallManager does not initialize when there are more than 100 locations specified.
CSCdx33982	LINECALLSTATE of ONHOLD is missing after a swap-hold.
CSCdx34449	Tone On Hold does not work.
CSCdx33363	The administrator gets Internet Explorer errors when trying to find phones.
CSCdx35058	The user gets an ASP error when user chooses all in the route plan report.
CSCdx35252	Error gets written to the event log when Real-Time Information Server (RIS) is removed from the database.
CSCdx35254	Updating IP phone services subscription causes the screen to lock up.
CSCdx35905	Cisco CallManager does not recognize DTMF digits immediately at a H.323 faststart call.
CSCdx36275	Svchost crashed when the device.m_WaveList pointer is null.
CSCdx37671	Users can not make calls out of the PSTN.
CSCdx37672	Ringback gets played after a transfer completes.
CSCdx38050	A caller who is using PSTN receives ringback after a transfer while the person answering can hear the caller.
CSCdx38773	Svchost(TSP) causes CPU usage to go to 100 percent when the CTI Manager has not been configured.
CSCdx39441	The updateRouteGroup method of AXL returns an error in response.
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.
CSCdx41601	SNMP Data Collector service does not get removed when upgrading from Cisco CallManager Release 3.1 to 3.2 occurs.
CSCdx42891	Origin field should default to Internal rather than external on the redirected destination.
CSCdx44061	CDR insert has memory leak.
CSCdx44899	Faststart incorrectly sends FS element when connecting non-faststart H.323 call.
CSCdx46456	Cisco CallManager crashed under heavy traffic load.
CSCdx46809	Inbound cals with an IE in Codeset 7 gets dropped.
CSCdx47142	Svchost.exe crashed.
CSCdx47922	Cisco CallManager SDI trace contains XML headers.

Table 3 Resolved Caveats for Cisco CallManager Release 3.2(2c) (continued)

Identifier	Summary
CSCdx48034	Voice mail profiles do not get transferred when upgrading to Cisco CallManager 3.2.
CSCdx48500	A handle leak occurs when clients close sockets.
CSCdx51507	The administrator cannot add more than 39 four-character partitions to a CSS.
CSCdx52173	A memory leak occurs with heavy traffic.
CSCdx53931	Cisco CallManager resets when more than 130 regions exist .
CSCdx55541	InsertCDR does not remain running, and inserts into CDR database fails.
CSCdx57258	CPU usage goes to 100 percent when calls to the attendant exists.
CSCdx61068	CPU usage goes to 100 percent during call clearing.
CSCdx65311	Cisco CallManager has high CPU and memory usage after 4 days of heavy traffic.
CSCdx73384	Cisco CallManager has a handle leak.
CSCin02368	The Cisco WebAttendant console does not always show correct line status.
CSCin07380	Address remains out of service when CallObserver is added.
This release also resolves the following firmware caveats.	
CSCdt02828	Mute button on Cisco IP Phone 7960 enables voice activity detection(VAD) even when VAD is disabled systemwide.
CSCdu45576	After booting up, a Cisco IP Phone 7960 does not display the answer softkey.
CSCdv13613	User receives noise on a held call that is going through a T1 Primary Rate Interface (PRI) gateway.
CSCdv16259	Long URL causes bootup problems for Cisco IP Phones.
CSCdv17294	Cisco IP Phone continues to ring after going on hook in specific scenario.
CSCdv17901	XML services do not display for 60 seconds after URL redirect.
CSCdv44544	A way to set SNMP community string for SNMP stack on a WS-6608 is needed.
CSCdw01273	Directory button displays host not found message when the URL is wrong.
CSCdw05779	Cisco CallManager has high CPU usage when it gets over 1200 offhook requests from a phone in less than 3 seconds.
CSCdw07621	The test tones on the WS-6624 are not correct.
CSCdw07681	The cptone for the WS-6624 is not correct on Cisco CallManager 3.2.
CSCdw08187	The hold tone for WS-6624 is not correct.

Table 3 Resolved Caveats for Cisco CallManager Release 3.2(2c) (continued)

Identifier	Summary
CSCdw14223	User cannot make any calls through a registered DT24+ T1-CAS.
CSCdw46312	An incoming call that causes the MWI light to flash is not obvious to the user.
CSCdw51824	Cisco IP Phone model 7960 emits a popping noise when the speaker is used after a long idle time.
CSCdw62847	Two IP phones on a switch experience one-way delay.
CSCdw68995	All the non-IOS gateways do not switchover properly.
CSCdw70535	Cisco IP Phone 7910 does not display fallback during Survivable Remote Site Telephony (SRST).
CSCdw70601	The timer appears in the settings menu.
CSCdw71496	Audio gets dropped on an analog phone that is connected to a WS-6624.
CSCdw76866	DSP Keepalive Timeout displays on the phone.
CSCdw93726	Upgrading Cisco IP Phone model 7910 to firmware P00403010107 lowers the ring volume on the phone.
CSCdx04574	The default behavior for incoming phone calls changed.
CSCdx05274	A Cisco IP Phone model 7910 displays only 10 digits of Caller ID on a forwarded call.
CSCdx07201	Cisco IP Phone resets when a user does a directory search in Russian with an empty string.

Open Caveats for Cisco CallManager - Release 3.2(2c)

Table 4 describes possible unexpected behaviors by Cisco CallManager Release 3.2(2c). Unless otherwise noted, these caveats apply to all Cisco CallManager 3.0 releases up to and including Cisco CallManager Release 3.2(2c).

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 Open Caveats for Cisco CallManager Release 3.2(2c)

Identifier	Headline	Summary
CSCdr53384	Minor 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.
CSCdt95739	Caller ID writes over call parked number.	This happens where a high volume of calls occurs. The CallPark number screen gets overwritten when a new call comes in with the new call info. **Workaround**: None exists.
CSCdu16524	You cannot delete external route plan on the subscriber server.	**Workaround**: Delete the external route plan on the publisher server.

Table 4 Open Caveats for Cisco CallManager Release 3.2(2c) (continued)

Identifier	Headline	Summary
CSCdu43682	Cisco IP Phone model 30 VIP second line does not go off hook correctly when user presses voice mail or speed dial.	User does not receive dial tone on second line for Cisco IP Phone model 30 VIP. A scenario: Two phones (A and B) have the first line shared on both phones. One phone (A), Cisco IP Phone model 30 VIP, has two lines. An active call exists on the shared line with phone B. Now, speed-dial or voice mail button gets pressed on phone A. Phone ignores this button press because first line is in use by other phone. After that, if phone A goes off hook to initiate a new call on second line, it does not get dial tone. **Workaround**: Go on hook and press line button for second line to get dial tone.
CSCdu61183	The response time is slow for a lineAnswer() request for a CTI port.	**Workaround**: None exists.
CSCdv12935	Performance Monitor and Administrator Serviceability Tool reports incorrect values for active calls.	Performance Monitor and Administrator Serviceability Tool counters for active calls provide incorrect data. **Workaround**: None exists.
CSCdv20852	The hold and unhold arrow keys do not work on Cisco WebAttendant console.	**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 by using the mouse.
CSCdv61425	Cisco CallManager logic can cause CPU to spike when many CTI devices are registered.	**Workaround**: None exists.
CSCdv61666	Caller gets 'Invalid Conference Participant' message when conferencing two outside calls.	**Workaround**: None exists.

Table 4 Open Caveats for Cisco CallManager Release 3.2(2c) (continued)

Identifier	Headline	Summary
CSCdv62352	Cisco CallManager SNMP agent does not generate ccmGatewayFailed Trap for a gateway that is not in the database.	**Workaround**: None exists.
CSCdv66617	IP phone does not ring private DN if the shared line is set to no ring.	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. **Workaround**: None exists.
CSCdv66773	A need exists for the ability to 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 in some patterns where an account or authorization code must be dialed in conjunction with an international call that is 15 digits. **Workaround**: Redesign your dial plan, so you never have more than 24 digits in the dial string.
CSCdv74465	Service Configuration Tool gives timeout error.	Cisco Configuration manager (service install/remove) functionality acts intermittently. Executing config.exe is problematic (it works some times, and it is hard to maintain). **Workaround**: Use install CD or web download to add services. (In future release, this function will be added to a separate web page.)
CSCdv79972	User cannot delete personal address book entry from Cisco IP Phone 7960.	You cannot delete the entry in the personal address book (LDAP) from the Cisco IP Phone 7960. **Workaround**: Delete the entry from the Cisco CallManager user page.
CSCdv81333	Load tests with SimClient fail using MGCP on Cisco Catalyst T1-CAS module.	**Workaround**: None exists.

Table 4 Open Caveats for Cisco CallManager Release 3.2(2c) (continued)

Identifier	Headline	Summary
CSCdv89522	If a transcoder is used, no audio path exists.	With the G.729 bandwidth established between IP-1 and Symbol phone, IP-1 calls Symbol phone, and the transcoder is allocated, but no audio path exists. 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), and 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). **Workaround**: None exists.
CSCdw05993	Backup and restore does not work properly on a secondary Cisco CallManager.	**Workaround**: Add one user on the primary Cisco CallManager; this will update the user on the secondary and other cluster of Cisco CallManagers. Delete this user if it is not required.
CSCdw20584	RTP parameters in CallAnswerRequest do not get used.	**Workaround**: None exists
CSCdw27029	H.323 call to a shared line between H.323 client and Cisco IP Phone 7960 fails.	H.323 client call to another H.323 client that shares a line appearance with an IP phone does not work. **Workaround**: None exists.
CSCdw28185	The 6624 line card cannot perform a blind transfer off net.	The 6624 cannot blind transfer calls outside to the PSTN/PBX. The 6624 can transfer internal IP phones. **Workaround**: Create lines on the IP phones that will forward to the desired PSTN destination.
CSCdw35962	No error message appears when Propagate Selected is chosen without the check box.	**Workaround**: None exists.

Table 4 Open Caveats for Cisco CallManager Release 3.2(2c) (continued)

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.
CSCdw39982	Cisco WebAttendant directory at the bottom of Cisco WebAttendant console disappears.	User directory screen at the bottom of the page goes blank at random. If user logs out and logs back in, the directory listing reappears. **Workaround**: Log out and log back in to the Cisco WebAttendant console; copy the directory entries to the client host (instead of connecting to the share on the server host).
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.
CSCdw51672	UserPrefs Admin Pages do not support Russian language with US English locale.	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. **Workaround**: Choose the Russian language from the drop-down list of languages at the bottom of the Cisco CallManager User Preferences Administration. The names will display properly.

Table 4 Open Caveats for Cisco CallManager Release 3.2(2c) (continued)

Identifier	Headline	Summary
CSCdw54907	Speed-dial entries get removed after Cisco WebAttendant is upgraded.	Upgrading Cisco WebAttendant removed speed-dial entries. **Workaround**: Reenter speed-dial entries after an upgrade.
CSCdw57219	TAPI fails under load after an LINEERR_OPERATIONFAILED error.	After processing around 12,000 calls during stress tests, TAPI function call (examples of lineSetupTransfer and lineMakeCall have been seen) will return a LINEERR_OPERATIONFAILED. When the application immediately retries the same function, the call does not return, and the application is blocked. If the application process is killed, and TAPI browser is run, the first TAPI request that requires CTI call control also blocks; i.e., lineInitialize, lineOpen are OK; lineMakeCall hangs. **Workaround**: Applications need to close the calls.
CSCdw59259	Fast busy tone plays instead of an engaged tone on a phone that is connected to Cisco Catalyst 6000 24 Port FXS Analog Interface Module.	**Workaround**: None exists.
CSCdw59921	Voice packets generate after a call terminates when MTP is used.	**Workaround**: None exists.
CSCdw61496	DC Directory (DCD) service fails to start if DCD is in recovery mode during a Cisco CallManager upgrade.	**Workaround**: Save the backup file that is generated during the upgrade. Run a clean install of previous DCD build. Restore the backup file
CSCdw62407	Incorrect dwCallerID on called party occurs when the called party parks the call.	**Workaround**: None exists.

Table 4 Open Caveats for Cisco CallManager Release 3.2(2c) (continued)

Identifier	Headline	Summary
CSCdw62893	DCD: DC Directory does not start on upgrade to Cisco CallManager 3.2(1) with Cisco Conference Connection running.	DC Directory service starts and functions for 2 minutes and then stops by itself. No indication of the service stopping appears in the event log, and the service remains stopped until it is manually restarted. The following error may display in the DCD log files: A MetaLink module has encountered a communications error with its connection to a remote system. Name of Module: C:\dcdsrvr\mlkmod\DCMODBS.DLL Agreement Identifier: 102361 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. **Workaround**: Rename C:\dcdsrvr\lib\ConvEmail.dll and start DC Directory Service.
CSCdw63628	Upgrading to OS 2000 1.3 erases the CD Player and Sound Recorder multimedia components.	**Workaround**: Use Windows 2000 Server to re-install the multimedia components.
CSCdw64044	Portuguese user locale displays partial caller ID.	When a phone is changed to Portuguese user locale, the caller ID information is incorrect. It does not display the "from" number. It only displays "De " with no DN. **Workaround**: None exists.

Table 4 Open Caveats for Cisco CallManager Release 3.2(2c) (continued)

Identifier	Headline	Summary
CSCdw64608	The directory installation script does not handle some special characters.	When the user enters special characters such as "^" in the password for the Directory Manager user, the UserPrefs Admin pages and CCMAdmin->User->Global Directory/Add a New User do not work. Furthermore, you cannot log on to the DCD Admin. **Workaround**: Do not use special characters like "^" in the password for the Directory Manager user.
CSCdw66560	Displaying user information on Cisco CallManager Administration takes more time.	**Workaround**: None exists.
CSCdw68020	Cisco CallManager User cannot get associated phone from Active Directory referral.	This problem happens when you have Active Directory with multiple domains. **Workaround**: None exists.
CSCdw68190	RTMT - You cannot monitor the Perfmon counters of a recovered node.	**Workaround**: 1. When this problem occurs, shut down all related browsers including both the AST applet window and Cisco CallManager Administration parent browser. Then, bring up a new AST applet window. This works 70 percent of the time. 2. The second way to solve this problem is to restart the IIS service.

Table 4 Open Caveats for Cisco CallManager Release 3.2(2c) (continued)

Identifier	Headline	Summary
CSCdw68981	Voice mail box number does not always get migrated after upgrading from 3.1 to 3.2.	After an upgrade from Cisco CallManager Version 3.1 to Version 3.2, all voice mail mask numbers do not get migrated, as in example: Line 1000 with voice mail mask 9728131000 Line 2000 with voice mail mask 32000 After upgrading to Cisco CallManager 3.2, the voice mail mask numbers default to 1000 and 2000 (their DN number). **Workaround**: Two ways to address this issue exist: 1. Create two voice mail profiles with voice mail mask of 9728131000 and 3200. Use Cisco CallManager Administration and associate a profile to each line. 2. Use the Cisco Bulk Administration Tool (BAT).
CSCdw69064	PAB (XML services) cannot delete entries from the phone.	**Workaround**: Delete from the Cisco CallManager User window.
CSCdw71816	Transfer info does not get sent to shared lines when barge is enabled.	A user who is monitoring another user's phone line will see to/from whom the monitored user is calling; however, if the monitored user gets transferred to another number, the monitoring user will not see the updated name/number information for the transferred-to party when the BargeEnabled flag in Cisco CallManager is set to True. **Workaround**: None exists.
CSCdw78342	Searching the phone directory with an empty parameter in the name field causes an error.	**Workaround**: None exists.
CSCdw78899	DC Directory does not start after Cisco CallManager is upgraded with the ChangeLog enabled.	Upgrade Cisco CallManager from 3.1(1) to 3.2(1). **Workaround**: None exists.

Table 4 Open Caveats for Cisco CallManager Release 3.2(2c) (continued)

Identifier	Headline	Summary
CSCdw81135	XML does not download after Cisco VG200-1/0/0 is removed in Cisco CallManager.	**Workaround**: 1. In the VG200/config mode, "set no ccm con then ccm con," the XML file gets downloaded, and VG200 is configured successfully. The running configuration shows 1/0/0 dial-peer is added successfully. 2. Restart the Cisco CallManager service.
CSCdw81248	Description for the MAC Address field is incorrect for IOS MTPs.	The MAC Address field description when a transcoder is added is not accurate for an IOS gateway. The statement "(Use Host Name for IOS gateway)" is incorrect. The hostname of the VG200 is not used. The MAC address used is the same format as any other MTP (MTPXXXXXXXXXXX). **Workaround**: None exists.
CSCdw81838	Disaster recovery changes the password in DC Directory.	This happens under the following circumstances: 1. Back up a working Cisco CallManager system. 2. Reinstall the Cisco CallManager. During reinstallation, change the DC Directory password. 3. Restore the Cisco CallManager backup. 4. After the backup, Directory access code like DirUser.dll does not work because authentication fails. **Workaround**: Do not change the DC Directory password if you are planning to restore Cisco CallManager from backup after installation.
CSCdw83657	Cisco CallManager should support Cisco fax relay in SW MTP.	**Workaround**: None exists.

Table 4 Open Caveats for Cisco CallManager Release 3.2(2c) (continued)

Identifier	Headline	Summary
CSCdw86717	Cisco CallManager does not start if no LAN connectivity exists during bootup.	Cisco CallManager does not start if no LAN connectivity exists during bootup. Even if the LAN link comes up later, the Cisco CallManager service stays in "Starting." If it is the subscriber server, it does not synchronize with the publisher. If it is the publisher server, the devices stay in "Registering." **Workaround**: Manually reboot the system.
CSCdw87026	DCD subscriber does not have indexing.	**Workaround**: None exists.
CSCdw87650	User cannot resume a hold call using Cisco WebAttendant after a supervised transfer is performed.	**Workaround**: Unhold the consult call from the phone.
CSCdw88062	Cisco CallManager service crashes.	Cisco CallManager services crashed. The server was sluggish in starting services or viewing files. User cannot use terminal services or map a drive from a remote PC. After that, the server rebooted. **Workaround**: None exists.
CSCdw89859	Call Park stops working for some call park extensions.	Some call park extensions stop, and this allows calls to be retrieved after an undetermined time. Other call park extensions continue functioning despite the failure. The only way to retrieve a call from a failed extension is to wait for the call reversion timer to expire and have it ring the phone that parked the call. **Workaround**: Rebooting the Cisco CallManager brings all failed call park extensions back. The problem, however, may return.

Table 4 Open Caveats for Cisco CallManager Release 3.2(2c) (continued)

Identifier	Headline	Summary
CSCdw89932	Consult request succeeds, but the user gets a CTI response timeout error.	When JTAPI Application calls the Call.consultWithoutMedia() method, it gets a PlatformException with an error code 0x8ccc0001 (CTIERR_TIMEOUT). Afterward, when the application tries to unhold the original call that was put on hold by the consult method, it gets a PlatformException with an error code 0x8ccc0007 (CALL_ALREADY_EXISTS). At this point, the CTI port shows two connections: one for the original call and the other for a consult call unknown to the application. It appears that the consult request succeeds even though it reported a timeout error. **Workaround**: The CRA 3.0 (IP ICD) implements some defensive codes to recover from this error.
CSCdw91617	No ringback occurs on call transfers to a phone attached to a FXS module.	**Workaround**: None exists.
CSCdw92451	User gets dead air on a phone call made to a Cisco IP phone with CFNA configured back to the phone through the same gateway.	A call goes from the PSTN (phone A) in an AS5300 (H323) to a Cisco IP Phone, and the Cisco IP Phone has CallForwardNo Answer (CFNA) configured back to the PSTN (phone B) out the same gateway. Phone A receives ringback, and phone B rings. When phone B answers the call, only dead air exists. Phone A continues to receive ringback even though phone B hung up. **Workaround**: Configure the CFNA on the IP phone by using the softkey.
CSCdw92514	You cannot create a user when the login comprises special characters.	**Workaround**: Do not use special characters as the user ID.

Table 4 Open Caveats for Cisco CallManager Release 3.2(2c) (continued)

Identifier	Headline	Summary
CSCdw93070	D-Channel does not come back up after Cisco CallManager sends a reset to the 6608 E1.	**Workaround:** Physically remove the E1 connector and plug it back to allow for the link to come back up again.
CSCdw93219	After upgrading from 3.1 (x) to 3.2(1), the only remaining ring types are chirp1 and chirp2 for the 79xx phones.	**Workaround**: From Cisco CallManager Administration, choose services, and choose Cisco TFTP. Choose the TFTP server and click on the "Advanced" button. Find the service parameter for file caching. Set this parameter to false. Retry the same TFTP command for ringlist.xml.
CSCdw93951	Ciscobase and Userbase do not support special character in Netscape Directory.	Directory did not get installed properly when Userbase and Ciscobase use special characters in Netscape Directory. **Workaround**: None exists.
CSCdx00177	DCD crashes when the MetaLink process had an access violation with Cisco Conference Connection.	**Workaround**: None exists.
CSCdx00194	Users mail database stays empty when Cisco CallManager 3.2(1) is used with Netscape Directory.	The Directory Area in Cisco WebAttendant GUI becomes empty because Users mdb is empty when Cisco CallManager 3.2(1) integrates with Netscape Directory and User Search Attribute is set to mail, which is the default setting. **Workaround:** Using the Netscape Directory Administration tool, manually populate the UID field for the existing users and change the search attribute to UID by using ND administration tool. It will automatically display existing users and new users in the Cisco WebAttendant directory area.

Table 4 Open Caveats for Cisco CallManager Release 3.2(2c) (continued)

Identifier	Headline	Summary
CSCdx00231	Cisco CallManager cannot handle a STATUS with two cause information element (IE) messages.	**Workaround:** 1. Find the CgpnScreeningIndicator, a Cisco CallManager service parameter in the Service Parameter page. Set the CgpnScreeningIndicator to value 1 (User-provided, verified, and passed). 2. Second cause IE indicates IE is Not implemented. You can also turn this off in the gateway page where the check box name is Redirecting Number IE Delivery - Outbound. You can disable the delivery of redirecting number IE by disabling the check box and resetting the gateway.
CSCdx00431	CTI ignores indicator and displays number instead of displaying Private.	An incoming call with blocked caller ID will show the calling number instead of a null value or a descriptive value such as Private. **Workaround**: None exists.
CSCdx00875	CARadmin group does not get created in AD for existing users.	If a user is not created by using Cisco CallManager Administration in Active Directory and is subsequently added to CAR Admin group (CiscoAdminRepToolAdminGroupUsers), the group is not created. **Workaround**: None exists.
CSCdx02003	The information for Redirecting/RedirectionID for a a caller is unknown when the call is forwarded.	**Workaround**: None exists.

Table 4 Open Caveats for Cisco CallManager Release 3.2(2c) (continued)

Identifier	Headline	Summary
CSCdx04452	You cannot create ASP object on Cisco CallManager 3.2 when McAfee Netshield is installed.	**Workaround**: Several workarounds exist for this problem: - Disable ASP file checking in McAfee. - Disable Mcafee Netshield. - Stop and restart Mcafee Netshield I **Note** If IIS is restarted, the problem will reoccur.
CSCdx05014	Special users listed in the directory also show up in a Corporate Directory search from an IP phone.	**Workaround**: Go into DC Directory Administration GUI and remove the Given Name field for these special users.
CSCdx05739	Shared line fails after Cisco CallManager is upgraded.	**Workaround**: Restart the Cisco CallManager after the upgrade. **Note** A 5-minute window exists for any database changes during system upgrade. After 5 minutes, manually reset the phone through the web administration.
CSCdx07215	The services streaming icon appears during a barged call and remains after the call terminates.	**Workaround**: Press the settings button twice. This will update the display prompt and the service streaming icon.
CSCdx07400	DBLX does not parse some non-English characters properly.	Unlike DC Directory, Active Directory can store non-English characters in the first and last name field for users. When Cisco CallManager is integrated with Active directory by using AD plugin, the corporate directory search returns "?" for some non-English (single byte) characters on the XML pages. **Workaround**: None exists.
CSCdx09725	Transcoder (MTP Hardware) does not register.	**Workaround**: None exists.

Table 4 Open Caveats for Cisco CallManager Release 3.2(2c) (continued)

Identifier	Headline	Summary
CSCdx11189	AD plugin installation fails when the schema master does not have C$ share configured.	**Workaround**: Go to the Active Directory schema master server, choose the system drive, and add a new share called "C$." Install the plugin.
CSCdx12257	The user cannot troubleshoot overlapping patterns, delayed outside dial tone, partitioning issues, MWI overlaps, etc., from a centralized page in Cisco CallManager Administration.	**Workaround**: Each issue requires a manual search within the device types or features.
CSCdx15136	CPU usage goes to 100 percent when many route patterns exist. Some simclient phone calls fail.	**Workaround**: None exists.
CSCdx16543	Transferring agent receives a busy tone before the call can be network transferred.	IP phones do not have the same behavior when calls are network transferred from one agent to another by using CTI route point. The first network transfer gets sucessfully 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. When the network transfer is configured as a dialed number plan in IPCC, this problem does not occur; however, you cannot initiate network transfer from IP phones, which can only be done using CTI route point. **Workaround**: None exists.
CSCdx16619	Database update operations cannot be performed from the subscriber server if an extended outage of DNS server occurs.	**Workaround**: Stop and restart the SQL server.

Table 4 Open Caveats for Cisco CallManager Release 3.2(2c) (continued)

Identifier	Headline	Summary
CSCdx18003	Cisco WebAttendant does not display the department field when Active Directory plugin is installed.	CCMuser page displays the information correctly, but Department field is blank in Cisco WebAttendant console. The Active Directory server displays the users and computer in the department.
CSCdx18162	Calls fail across the WAN connection due to insufficient bandwidth.	The first Incoming call to central site across the WAN consumes approximately 750 - 850 kbps of bandwidth. WAN connection is Frame-Relay 768K CIR. Successive calls consume 24 kbps as expected. When the calls terminate, the consumed bandwidth is not relinquished. **Workaround**: Set the value of the bandwidth to 2000 kbps. When zero calls occur across the WAN, update the location in Cisco CallManager Administration to make Max Available Bandwidth = Current Available.
CSCdx18240	For the same service, two different names exist in the administration pages - My Address Book and Personal Address Book.	**Workaround**: None exists.
CSCdx18548	The MOH does not play when the audio source gets deleted during a call.	**Workaround**: None exists.
CSCdx20488	Primary DN does not ring when the incoming call enters on a shared secondary line with a disabled ringer.	**Workaround**: None exists.
CSCdx21420	Calls get busy tone at route point after a Cisco CallManager failback.	**Workaround**: None exists.
CSCdx22118	The conference bridge resource does not get released when the network goes down.	**Workaround**: Reset the port on the Cisco Catalyst 6000 to release the resource.

Table 4 Open Caveats for Cisco CallManager Release 3.2(2c) (continued)

Identifier	Headline	Summary
CSCdx24091	The definition for MwiSearchSpace Cisco Messaging Interface (CMI) service in Cisco CallManager Administration is incorrect.	The definition for the Cisco Messaging Interface service parameter: MwiSearchSpace given in the "I" help file appears below: "The search space to use when determining the device to be affected by the MWI lamp." The correct definition for this service parameter should be "The ordered list of partitions that Cisco CallManager will search through for the directory number that has been specified for MWI on/off operation. " **Workaround**: None exists.
CSCdx24114	Definition for BaudRate and DataBits in CMI service needs to be modified.	The definition for Cisco Messaging Interface Parameters indicates that Databits and BaudRate are defined as the same. Baudrate usually refers to speed whereas DataBits also refers to size. **Workaround**: None exists.
CSCdx25319	Restore does not stop the SQL service.	**Workaround**: None exists.
CSCdx25587	TSP on Cisco CallManager Release 3.2 does not interoperate with Microsoft Outlook 2000 Dialer.	**Workaround**: None exists.
CSCdx26411	The SQL server driver sends a timeout error when updating or deleting a large number of devices.	**Workaround**: Start the update or delete procedure when the CPU usage is less than 10 percent or Reboot the Cisco CallManager machines.

Table 4 Open Caveats for Cisco CallManager Release 3.2(2c) (continued)

Identifier	Headline	Summary
CSCdx26414	User gets an error when choosing a submenu on the search page.	From Cisco CallManager Administration, go to a Find and List such as Voice Mail Profiles. Choose the menu that has submenu (Device Settings, Voice Mail and Media Resource). Error dialog box pops up. **Workaround**: Choose no and ignore the error. It does not impact the configuration.
CSCdx28267	Gateways and IP phones cannot register after Cisco CallManager services are stopped and restarted.	**Workaround**: Use the restart option or manually stop, wait 5- 6 seconds and then restart the services.
CSCdx28844	The TFTP server does not send MOH file update.	**Workaround**: Disable bin file caching.
CSCdx29114	E1-PRI TS014 L3 does not reject unknown message.	When Cisco Catalyst 6000 receives an unknown message with message type not implemented, it accepts and ignores it instead of rejecting it with a "STATUS" message with cause of message type unknown. **Workaround**: None exists.
CSCdx29132	E1-PRI TS014 L3 does not reject PROGRESS message.	Tester sends a PROGRESS message after sending call proceeding and alerting message. UUT should reject the message with a STATUS message that this is not a valid message for this state. Instead, it accepts and ignores it. **Workaround**: None exists.
CSCdx29398	Cisco CallManager user page displays the incorrect Call Forward All status.	On the directory number configuration page, set forward all to voice mail. The phone correctly displays the forwarded status, but the user pages do not. **Workaround**: None exists.

Table 4 Open Caveats for Cisco CallManager Release 3.2(2c) (continued)

Identifier	Headline	Summary
CSCdx29426	Cisco WebAttendant displays a new call window that is not active.	When a user has other Windows applications running and a call comes in, the Cisco WebAttendant application pops up with an inactive window. The user must choose it to pick up the call.
CSCdx30424	Application did not receive device in service message for an agent's phone after a failback.	**Workaround**: None exists.
CSCdx30853	The dllhosts.exe causes high CPU usage.	**Workaround**: None exists.
CSCdx31464	A phone forwarded to itself causes the trunk to go down.	Cisco CallManager halts when a user accidentally configures routing loop. The same call gets sent back and forth through intercluster trunk. **Workaround**: Identify the misconfiguration and avoid routing loop.
CSCdx33171	All digits for a call with RDNIS information do not get forwarded to the MGCP gateway.	**Workaround**: Configure the gateway as an H.323 device.
CSCdx34854	Calling party display name gets garbled.	When a consult conference call initiates to a route point, the calling party displayed garbled characters. The consult call that was initiated comes from a conference with three or more users. The route point not converting the localized representation to English causes this anomaly. **Workaround**: None exists.
CSCdx35688	The Call Forward All (CFA) Calling Search Space (CSS) does not get checked when CFA is enabled on an IP phone.	Calls made to this IP phone receive the reorder tone. **Workaround**: None exists.
CSCdx35872	The CDR documentation refers to TFTP parameters instead of Database Layer Monitor (DBL) Service Parameters.	**Workaround**: None exists.

Table 4 Open Caveats for Cisco CallManager Release 3.2(2c) (continued)

Identifier	Headline	Summary
CSCdx36442	CallControl should have a new field "RedirectingParty" for tracking lastRedirectingParty in CTI.	**Workaround**: None exists.
CSCdx36718	JTAPI call processing gets an error when CTI passes empty calling party.	Calls transferred to a CTI route point from Octel. Customer then gets transferred back to Octel. Finally, the customer gets transferred back to IPCC. The ICM scripts times out at 3 minutes. **Workaround**: None exists.
CSCdx36787	Removing a subscriber from a cluster by using the Cisco CallManager Administration does not remove it from SQL or DC-Directory.	**Workaround**: Remove the server by using the SQL relocation manager.
CSCdx39723	Devices can register with an invalid Cisco Callmanager in a cluster.	**Workaround**: None exists.
CSCdx40494	The CPU usage goes to 100 percent when the Media Streaming App service is started without any configuration.	**Workaround**: Stop the Media Streaming Application service. Change the settings to disabled or manual. Use the Serviceability Administration to activate Media Streaming.
CSCdx40783	Transfer key does not display when dialed number is chosen from directory.	**Workaround**: Do not choose the number from the directory. Enter the called party again.
CSCdx41144	ConnectedID of a call becomes invalid after the conference call ends.	**Workaround**: None exists.
CSCdx41388	CMR records display no data even when Call Diagnostics is enabled.	**Workaround**: You can view the CMR data correctly in the SQL database under Databases---CDR---Tables---CallDetailRecordDiagnostic----Open Table---Return all rows. This displays the values in the CMR records.

Table 4 Open Caveats for Cisco CallManager Release 3.2(2c) (continued)

Identifier	Headline	Summary
CSCdx42243	Conferencing a device behind H323 gateway fails.	Attempting to complete a conference while the call is in a ringing state fails if the device is behind a H323 gateway. **Workaround**: None exists.
CSCdx42257	Consult transfers to a device behind gateway throws exception.	**Workaround**: None exists.
CSCdx42664	After a system is upgraded to Cisco CallManager Release 3.2, phones with no assigned DN fail to register with a Cisco CallManager.	**Workaround**: None exists.
CSCdx42868	The phone displays unknown for caller's redirection and redirecting ID when the call is redirected to the destination while the call is still in the ringing and accepted state.	**Workaround**: None exists.
CSCdx42987	Restore process aborts intermittently when a large database exists.	**Workaround**: None exists.
CSCdx44240	A case-insensitive password applies for the backup and restore program.	**Workaround**: None exists.
CSCdx44623	The CNF file does not contain vender information unless you restart the TFTP process.	**Workaround**: Restart TFTP, and the CNF file will be rebuilt with vendor information.
CSCdx45303	Cisco CallManager subscriber server logs Cisco MOH audio translator errors in the Win2K application event log.	**Workaround**: None exists.

Table 4 Open Caveats for Cisco CallManager Release 3.2(2c) (continued)

Identifier	Headline	Summary
CSCdx45315	Secondary Cisco CallManager does not accept calls from Netmeeting.	**Workaround**: Configure the primary Cisco CallManager in Netmeeting
CSCdx46954	Application does not get a TermConnActive event after a transfer.	**Workaround**: None exists.
CSCdx47317	Cisco CallManager needs a service parameter to assign digits to private calls.	**Workaround**: None exists.
CSCdx47950	The application received incorrect information for the receiving port on a RTP event.	**Workaround**: None exists.
CSCdx48281	Cisco IP Phone 7940 generated strange description during auto-registration.	The DN for the phone was 100004. The phone generated a description of "Auto100004, Auto100004, Auto100004, Auto100004." **Workaround**: None exists.

Table 4 Open Caveats for Cisco CallManager Release 3.2(2c) (continued)

Identifier	Headline	Summary
CSCdx48596	Spurious new call gets created after lineDrop/lineCompleteTransfer of a consult call.	This occurs in the following scenario: DN1 - Outside caller DN2 - 3801 (CTI port) DN3 - 3939 (IP Phone 7960) 1. DN1 calls DN2; DN2 answers and places consultation call (linesetuptransfer/ lineDial) to DN3. 2. DN3 answers (lineAnswer). 3. DN2 completes transfer (lineCompleteTransfer); function returns success. 4. DN2 calls lineDrop to disconnect the call between DN1 and DN2 (main call). It returns success 5. DN2 receives LINECALLSTATE_DISCONNECTED/IDLE for the main call (first call). 6. DN2 receives an extra LINECALLSTATE_ONHOLDPENDTRANSFER and a new call with the different call handle. It looks like DN2 is trying to make another consultation call. The DISCONNECTED/IDLE for the second call is missing. **Workaround**: Prevent lineDrop from being issued.
CSCdx48882	Manual purge of CDR data causes the CPU usage to increase to 100 percent.	**Workaround**: None exists.

Table 4 Open Caveats for Cisco CallManager Release 3.2(2c) (continued)

Identifier	Headline	Summary
CSCdx49192	Calls got lost when Cisco CallManager and Cisco Catalyst 6000 got out of synchronization.	**Workaround**: None exists.
CSCdx49341	Cisco CallManager should not allow auto-answer to be configured on a VGC phone.	**Workaround**: None exists.
CSCdx49380	The application receives a CiscoTransferStart before an agent answers.	**Workaround**: None exists.
CSCdx49590	FwdAll event does not get send if the route point line is closed and re-opened.	**Workaround**: None exists.
CSCdx49631	No OutOfService/Inservice event message gets sent to the application after a failover.	**Workaround**: None exists.
CSCdx50098	CallWaitingEnable parameter does not work as specified.	Cisco IP Phones display call waiting when the parameter has been disabled. **Workaround**: Restart Cisco CallManager.
CSCdx50305	Cisco CallManager should display an error message when the route list search is exhausted.	**Workaround**: None exists.
CSCdx50550	H323Stopped alarm gets generated even when the alarm is disabled.	**Workaround**: None exists.
CSCdx51032	Calling lineDevSpecific with the CCiscoLineDevSpecificRedirect ResetOrigCalled request always succeeds even when the redirect is not successful.	**Workaround**: None exists.
CSCdx51077	Reconnect to TSP does not work if CTI Manager is stopped and restarted during ProviderOpen.	**Workaround**: None exists.

Table 4 Open Caveats for Cisco CallManager Release 3.2(2c) (continued)

Identifier	Headline	Summary
CSCdx51278	Presentation restricted does not get preserved when a call is tandem switched.	Inbound calls with the presentation indicator set to restrict use the presentation indicator that is configured on the gateway when the call is tandem switched. **Workaround**: Set the presentation bit to restricted on the outbound gateway. **Note** This affects all calls, not just calls that are received with a restricted presentation bit.
CSCdx51519	Barge interferes with voice quality when the user does a blind transfer.	**Workaround**: Restart Cisco CallManager services on both the publisher and subscriber servers.
CSCdx51669	Parking a call through an intercluster gateway fails.	**Workaround**: None exists.
CSCdx51724	Cisco Catalyst 6000 does not switch over properly to the backup Cisco CallManager.	**Workaround**: None exists.
CSCdx51772	Calls to a device that is homed to another node fail with LineBusyTone.	**Workaround**: Restart the Cisco CallManager process on the node that the call originated.
CSCdx52691	The user cannot delete the entry for the email field in the personal address book.	**Workaround**: Delete the entry with the mobile phone number field present.
CSCdx52898	Answer does not work if the call is redirected by caller.	**Workaround**: None exists.
CSCdx52931	Redirecting & RedirectionID are incorrect in a consult transfer scenario.	**Workaround**: None exists.
CSCdx53242	CTI does not send provider closed alarm.	**Workaround**: None exists.

Table 4 Open Caveats for Cisco CallManager Release 3.2(2c) (continued)

Identifier	Headline	Summary
CSCdx53504	Extension Mobility does not work.	This occurs in the following scenario: 1. Build a cluster with a dedicated publisher or TFTP server. 2. Build the subscriber. 3. Configure the applications and Cisco CallManager for Extension Mobility (EM). 4. Log in as the Extension Mobility user. **Workaround**: By default, the extension mobility profile in DC Directory points to the publisher server. Because the publisher server is not running this service, you must modify the extension mobility profile in DC-Directory to point to the subscriber server that is running the EM service. **Note** The profile changes back to default when an upgrade occurs on the Cisco CallManager cluster.
CSCdx53984	AS5400 configured as an H323 gateway has one-way audio	**Workaround**: Use IOS release 12.2(2)XA3.
CSCdx54101	MOH does not work after Cisco CallManager is upgraded.	**Workaround**: None exists.
CSCdx54628	Using comma separated values (CSV) in a search with the Real-Time Monitoring (RTM) tool results in duplication of chosen devices.	**Workaround**: None exists.
CSCdx54871	The line reply from a lineRedirect request can take up to 5 minutes to return.	**Workaround**: Modify applications to handle long lineRedirect request completions.

Table 4 Open Caveats for Cisco CallManager Release 3.2(2c) (continued)

Identifier	Headline	Summary
CSCdx55263	The Cisco IP Phone model 30 VIP cannot terminate preserved call.	The Cisco IP Phone model 30 VIP makes a call to another Cisco IP Phone model 30 VIP through the loopback connection by using Cisco VG200 analog gateway. The Cisco IP Phone model 30 VIP and the gateway belong to device pool #1 with Cisco CallManager1 listed first. Stop and restart Cisco CallManager1. The Call between the two phones gets preserved. The originating Cisco IP Phone model 30 VIP goes on hook, but the call cannot terminate. **Workaround**: None exists.
CSCdx55266	Registration of CTI route points takes longer than phone registration.	**Workaround**: None exists.
CSCdx55484	The getLastRedirectAddress() method Call returns a null.	This occurs in the following scenario: Call 1: 20000 calls 20001; 20001 answers. Call 2: 20001 consult calls 20002 with conference enable. 20002 answers. 20001, completes Call 1, and conferences Call 2. Call 3: 20001 consult calls to 20003 with transfer enable. 20003 answers 20001 completes Call 1 and transfers Call 3. Invoking getLastRedirectAddress() method for Call 1 returns a null. **Workaround**: None exists.
CSCdx55641	User cannot change the password from the user page when Cisco CallManager is integrated with Active Directory.	**Workaround**: Change the user password by using Active Directory.
CSCdx55686	A new setting in the SDI/SDL Trace Configuration page does not take effect immediately after you choose the Update button.	**Workaround**: The new setting takes effect when Cisco CallManager service restarts.

Table 4 Open Caveats for Cisco CallManager Release 3.2(2c) (continued)

Identifier	Headline	Summary
CSCdx55717	A new settings in the Alarm Configuration page for CDR Insert does not change notify.	**Workaround**: The new settings take effect when the service restarts.
CSCdx55770	You cannot resume calls that were placed on hold through a intercluster trunk with a gatekeeper.	This problem does not exist if the gatekeep does not control the intercluster trunk. **Workaround**: None exists.
CSCdx55835	An agent gets stuck in the talking state.	**Workaround**: The agent should close her agent desktop and log back in.
CSCdx56616	Errors get generated when a trace is running through the web/serviceability Q.931 translator tool.	**Workaround**: Use the Q.931 translator executable from the following path on the Cisco CallManager server: C:\Program Files\Cisco\bin\Q931translator.exe.
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 4 Open Caveats for Cisco CallManager Release 3.2(2c) (continued)

Identifier	Headline	Summary
CSCdy16418	Upgrading to Cisco CallManager Release 3.2(2c) fails when the SQLSvc NT account gets locked out due to a lockout policy on the domain controller.	A "Ikernel.exe - Application Error" message displays during a Cisco CallManager server upgrade. Click OK to terminate the program. **Workaround**: Set your domain security policy such that the Cisco CallManager servers will not lock out an account due to failed login attempts and then rerun the upgrade, preferably starting from a known good backup because, after Ikernel.exe crashes, the system remains in an unknown state. To ensure that the upgrade completes successfully, you must disable any security policies that cause the SQLSvc account to lock. If the Cisco CallManager server exists in a domain, you must disable the Domain Security Policies on the server that acts as the Domain Controller. You also must disable the Local Security Policies on the local Cisco CallManager server(s), even if the server does not exist in a domain. For detail information on how to perform these tasks, refer to *Upgrading Cisco CallManager Release 3.2(2c)*. ⚠ **Caution** Disabling the security policies makes any server in the domain vulnerable to attacks. Immediately after you upgrade every server in the cluster, re-enable security policies.
CSCin07558	Pilot points do not work when multiple servers go down.	**Workaround**: Bring all the Cisco CallManagers in the cluster up and restart the TCD service on all the servers.

Table 4 Open Caveats for Cisco CallManager Release 3.2(2c) (continued)

Identifier	Headline	Summary
CSCin07861	Perfmon does not display the correct number of transcoder resources.	When we have two phones, one Cisco IP Phone model 12SP and one Cisco IP Phone 7960, in a region(G.729), Perfmon shows only one resource being used. Cisco Catalyst 6000 internally takes two resources to convert from G.729-G.723. Perfmon should show two resources being used. **Workaround**: None exists.
CSCin08805	Dialing an invalid DN causes Cisco CallManager to play an improper tone.	Dialing an invalid DN with a matching route point enabled causes Cisco CallManager to play a busy tone. When there is no route point, Cisco CallManager plays the reorder tone. **Workaround**: None exists.
CSCuk30746	You cannot add a user or a PAB entry in Russian to DC-Directory.	**Workaround**: Do not use characters with ASCII encoding 0x7F, 0xA0, and 0xFF when adding a user or PAB entry to DCD (default Cisco CallManager directory).

Table 4 Open Caveats for Cisco CallManager Release 3.2(2c) (continued)

Identifier	Headline	Summary
CSCuk33294	Cisco CallManager sends odd message timings and orderings with intercluster calls.	The sequence of operations that causes the problem is as follows: 1) Dial a number on a different cluster. 2) Put the intercluster call on hold. 3) Choose "New Call" and establish another call on the same cluster. 4) Put the intracluster call on hold. 5) Resume the intercluster call. 6) Choose "End Call" for the intercluster call 7) Resume the intracluster call. A minimal gap exists between stages 6 and 7 because the VG248 is faster than a human. The resume soft key is pressed very soon after the "TsOnHook" state message arrives for the intercluster call. The resumption of the intracluster call happens very quickly. A CloseReceiveChannel and a StopMediaTransmission message displays as part of the teardown for the intercluster call. A StartMediaTransmission for the old call that contains the intercluster call recipient's IP address displays. **Workaround**: None exists.
CSCuk34207	Cisco CallManager does not support Japanese for Non-IOS gateways.	**Workaround**: Manually enter the country in the device table for the gateway.
The following firmware caveats apply to this release.		
CSCdv05279	You receive an echo on handset calls when the volume is set to over 75 percent.	**Workaround**: Reduce the volume to less than 75 percent.

Table 4 Open Caveats for Cisco CallManager Release 3.2(2c) (continued)

Identifier	Headline	Summary
CSCdv62352	Cisco CallManager does not generate ccmGatewayFailed traps.	**Workaround**: None exists.
CSCdv80061	Delays occur in the voice cut through when either user is using headset.	**Workaround**: Use the handset or the speakerphone option.
CSCdv90113	Voice quality and volume get reduced when Cisco IP Phone 7960 speakerphone is used.	When a caller go off hook on the phone and uses the speakerphone, the volume and clarity for the user on the other end decrease. **Workaround**: Use the handset.
CSCdw24899	The output from **sh port voice act** command does not display active calls on a WS-6608.	**Workaround**: 1) If you are running Cisco CallManager Release 3.1.1 or higher, use the browser to point to the 6608 to get channel statistics (http://<IP address of 6608 port>). 2) Use Windows 2000 Performance Monitor counters to look at active call statistics.
CSCdw53320	Cisco IP Phone 7960 speakerphone does not operate properly.	Communication occurs in half-duplex mode when both IP phone users use the speakerphone. Only one person can speak at a time. The speaking party cannot be interrupted. **Workaround**: If one user uses the handset on the phone and the other user uses the speakerphone, full-duplex operation occurs. Both parties can speak at the same time.
CSCdw63577	HTTP error [8]! displays on the phone when the Services button is pressed.	HTTP Error[8] occurs when an attempt is made to make an HTTP request when the phone only has one Cisco CallManager defined. **Workaround**: Configure phones with a valid backup Cisco CallManager.

Table 4 Open Caveats for Cisco CallManager Release 3.2(2c) (continued)

Identifier	Headline	Summary
CSCdw64263	Cisco IP Phone 7960 does not register to the local gateway when WAN access to the Cisco CallManager server goes down.	**Workaround:** Power cycle the Cisco IP Phone7960, and it will register with the gateway.
CSCdw70977	DT24+ boards fail under load.	**Workaround**: None exists.
CSCdw81294	You cannot upgrade the firmware for Cisco IP Phone models 7940 and 7960 from version P003AM30 to P00303010106.	**Workaround**: First, set the firmware default for Cisco IP Phone 7960 or 7940 to version P00303010102 or earlier. Then, upgrade the firmware to version P00303010106 or later.
CSCdw89193	IP phones reset after they are upgraded to Cisco CallManager 3.2.	**Workaround**: Downgrade the phone load to a 3.1 load.
CSCdw93017	Cisco IP Phone 7940 speakerphone does not operate in full-duplex modes.	A problem exists between two IP phones when one user is using a speakerphone and the other is using a handset. User speaking cannot hear the person on the other side. **Workaround**: Do not use the speakerphone.
CSCdw94507	Adding text labels to lines on a Cisco IP Phone 7960 phone causes it to reboot repeatedly.	**Workaround**: Remove the text label from the line appearance, and the phone stops rebooting.
CSCdx12651	Cisco Catalyst 6608 fails to register with a newly chosen Cisco CallManager.	**Workaround**: None exists.
CSCdx19959	A span of the WS-X6624-FXS does not capture RTP streams.	**Workaround**: Choose another source port as the span port. If the span must include the Cisco Catalyst 6624 ports, no workaround exists.
CSCdx32891	Phones do not send random keepalive messages.	**Workaround**: None exists.
CSCin08070	Configuring Silence Suppression on MGCP T1-CAS has no effect.	**Workaround**: None exists.

Documentation Updates

This section provides documentation changes that were unavailable when the Cisco CallManager Release 3.2(2c) documentation suite was released.

Changes

This section contains changes that have occurred since the original release of the *Cisco CallManager Administration Guide* Release 3.0. These changes do not currently appear in the Release 3.0 *Cisco CallManager Administration Guide* or the online help for the Cisco CallManager application.

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 by using Simplified Message Desk Interface (SMDI).

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

The addition of a VG248 gateway type allows you to add the device as a gateway to Cisco CallManager and to configure each port as VGC phone model. 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 you are setting or clearing MWIs on phones that are using SMDI.

For details about using the VG248 for SMDI integration, refer to 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_confg/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

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 Cisco WebAttendant Configuration section of the *Cisco CallManager Administration Guide* updates the following procedure.

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 From the server list on the left side of the window, choose a Cisco CallManager server. 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 by 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 that servers are configured. See the "Server Configuration" section for more information.
- Make sure that 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

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. Doing so only changes the language that is 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).

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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.

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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.