



Cisco Unified Communications Operating System Release Notes, Version 2003.1.1

These release notes provide information for Cisco-provided operating system version 2003.1.1, which supports Cisco Unified CallManager, Cisco Personal Assistant, Cisco Emergency Responder, Cisco Unified Contact Center Express, Cisco Unified IP-IVR, Cisco Unified IP Queue Manager, Cisco Conference Connection, Cisco Unified Customer Voice Portal, and Cisco Unified MeetingPlace Express.

Contents

This release notes document contains information on the following topics:

- [Related Documentation, page 2](#)
- [Hardware Requirements, page 2](#)
- [What Is New in Release 2003.1.1, page 3](#)
- [Using Bug Toolkit, page 3](#)
- [Known Issues, page 4](#)
- [Obtaining Documentation, page 4](#)
- [Documentation Feedback, page 5](#)
- [Cisco Product Security Overview, page 5](#)
- [Product Alerts and Field Notices, page 6](#)
- [Obtaining Technical Assistance, page 7](#)
- [Obtaining Additional Publications and Information, page 8](#)



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Related Documentation

Use these release notes in conjunction with the following documents:

- *Installing the Operating System on the Cisco Unified Communications Server*

This document provides information on installing the operating system.

- *Cisco IP Telephony Operating System, SQL Server, Security Updates*

This document provides information for tracking Cisco-supported operating system, SQL Server, and security files that are available for web download.

To obtain these documents, click the following URL:

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

Hardware Requirements

This Cisco Unified Communications operating system supports new installations for the Cisco Media Convergence Servers (MCS) and Cisco-approved, customer-provided servers that are listed in [Table 1](#). For information about supported upgrades, see the [“What Is New in Release 2003.1.1” section on page 3](#).



Note

Cisco-approved, customer-provided servers must meet exact server configurations.



Note

This operating system does not support servers with only “ECS” appended to the end of the model number.

Table 1 Supported Hardware Platform for New Installations

Cisco MCS	Cisco-Approved Servers
MCS-7815-I1	IBM x206
MCS-7815I-3000	IBM x206
MCS-7815-I2	IBM x206m
MCS-7825-I1	IBM x306
MCS-7825I-3000	IBM x306
MCS-7825-I2	IBM x306m
MCS-7835I-2400	IBM x345
MCS-7835I-3000	IBM x345
MCS-7845I-2400	IBM x345
MCS-7845I-3000	IBM x345
MCS-7835-I1	IBM x346 or IBM x346r
MCS-7845-I1	IBM x346 or IBM x346r
MCS-7835-I2	IBM x3650
MCS-7845-I2	IBM x3650

Table 1 Supported Hardware Platform for New Installations (continued)

Cisco MCS	Cisco-Approved Servers
MCS-7825H-2266	HP DL320-G2
MCS-7825H-3000	HP DL320-G2
MCS-7825-H1	HP DL320-G3
MCS-7835H-2400	HP DL320-G3
MCS-7835H-3000	HP DL320-G3
MCS-7845H-2400	HP DL320-G3
MCS-7845H-3000	HP DL320-G3
MCS-7825-H2	HP DL320-G4
MCS-7835-H1	HP DL380-G4
MCS-7845-H1	HP DL380-G4
MCS-7835-H2	HP DL380-G5
MCS-7845-H2	HP DL380-G5

What Is New in Release 2003.1.1

Cisco Unified Communications operating system version 2003.1.1 contain the following changes:

- Updates to Compaq/HP and IBM firmware, drivers, and software
- Inclusion of additional security settings
- Upgrade of Microsoft services and components for Microsoft Windows 2003 implementation
- Support for ILo2 (Integrated Lights Out 2) on HP DL380-G5 (MCS-7835-H2, MCS-7845-H2) servers
- Support for RSA-II (Remote Server Assistance) on the IBM x3650 series servers (MCS-7835-I2, MCS-7845-I2)

Using Bug Toolkit

You can find the latest open and resolved caveat information by using Bug Toolkit, which is an online tool that allows you to view the details of a bug. To access Bug Toolkit, you need the following items:

- Internet connection
- Web browser
- Cisco.com user ID and password

To enter a specific bug ID in Bug Toolkit, perform the following procedure:

Procedure

-
- Step 1 Click http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl.
 - Step 2 Log on with your Cisco.com user ID and password.

- Step 3** Click the **Launch Bug Toolkit** hyperlink.
- Step 4** Enter the bug ID number in the Enter known bug ID: field; click **Search**.

Known Issues

[Table 2](#) provides a list of known issues. To access information on a specific bug, click the URL in the Headline column.

Table 2 Known Issues

Identifier	Headline
CSCsf12976	In Microsoft Internet Explorer, the default value of the Automatic Detect Setting for the LAN option does not equal “on”. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsf12976
CSCsh37254	Microsoft Windows error message indicates that the service/driver failed to start after upgrade. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsh37254
CSCsh42071	Time set one hour early after the Windows 2003 operating system installation. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsh42071

Obtaining Documentation

Cisco documentation and additional literature are available on Cisco.com. This section explains the product documentation resources that Cisco offers.

Cisco.com

You can access the most current Cisco documentation at this URL:

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

You can access the Cisco website at this URL:

<http://www.cisco.com>

You can access international Cisco websites at this URL:

http://www.cisco.com/public/countries_languages.shtml

Product Documentation DVD

The Product Documentation DVD is a library of technical product documentation on a portable medium. The DVD enables you to access installation, configuration, and command guides for Cisco hardware and software products. With the DVD, you have access to the HTML documentation and some of the PDF files found on the Cisco website at this URL:

<http://www.cisco.com/univercd/home/home.htm>

The Product Documentation DVD is created and released regularly. DVDs are available singly or by subscription. Registered Cisco.com users can order a Product Documentation DVD (product number DOC-DOCDVD= or DOC-DOCDVD=SUB) from Cisco Marketplace at the Product Documentation Store at this URL:

<http://www.cisco.com/go/marketplace/docstore>

Ordering Documentation

You must be a registered Cisco.com user to access Cisco Marketplace. Registered users may order Cisco documentation at the Product Documentation Store at this URL:

<http://www.cisco.com/go/marketplace/docstore>

If you do not have a user ID or password, you can register at this URL:

<http://tools.cisco.com/RPF/register/register.do>

Documentation Feedback

You can provide feedback about Cisco technical documentation on the Cisco Technical Support & Documentation site area by entering your comments in the feedback form available in every online document.

Cisco Product Security Overview

This product contains cryptographic features and is subject to United States and local country laws governing import, export, transfer and use. Delivery of Cisco cryptographic products does not imply third-party authority to import, export, distribute or use encryption. Importers, exporters, distributors and users are responsible for compliance with U.S. and local country laws. By using this product you agree to comply with applicable laws and regulations. If you are unable to comply with U.S. and local laws, return this product immediately.

A summary of U.S. laws governing Cisco cryptographic products may be found at:

<http://www.cisco.com/wwl/export/crypto/tool/stqrg.html>. If you require further assistance please contact us by sending email to export@cisco.com.

Cisco provides a free online Security Vulnerability Policy portal at this URL:

http://www.cisco.com/en/US/products/products_security_vulnerability_policy.html

From this site, you will find information about how to do the following:

- Report security vulnerabilities in Cisco products
- Obtain assistance with security incidents that involve Cisco products

- Register to receive security information from Cisco

A current list of security advisories, security notices, and security responses for Cisco products is available at this URL:

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

To see security advisories, security notices, and security responses as they are updated in real time, you can subscribe to the Product Security Incident Response Team Really Simple Syndication (PSIRT RSS) feed. Information about how to subscribe to the PSIRT RSS feed is found at this URL:

http://www.cisco.com/en/US/products/products_psirt_rss_feed.html

Reporting Security Problems in Cisco Products

Cisco is committed to delivering secure products. We test our products internally before we release them, and we strive to correct all vulnerabilities quickly. If you think that you have identified a vulnerability in a Cisco product, contact PSIRT:

- For emergencies only — security-alert@cisco.com

An emergency is either a condition in which a system is under active attack or a condition for which a severe and urgent security vulnerability should be reported. All other conditions are considered nonemergencies.

- For nonemergencies — psirt@cisco.com

In an emergency, you can also reach PSIRT by telephone:

- 1 877 228-7302
- 1 408 525-6532



Tip

We encourage you to use Pretty Good Privacy (PGP) or a compatible product (for example, GnuPG) to encrypt any sensitive information that you send to Cisco. PSIRT can work with information that has been encrypted with PGP versions 2.x through 9.x.

Never use a revoked encryption key or an expired encryption key. The correct public key to use in your correspondence with PSIRT is the one linked in the Contact Summary section of the Security Vulnerability Policy page at this URL:

http://www.cisco.com/en/US/products/products_security_vulnerability_policy.html

The link on this page has the current PGP key ID in use.

If you do not have or use PGP, contact PSIRT to find other means of encrypting the data before sending any sensitive material.

Product Alerts and Field Notices

Modifications to or updates about Cisco products are announced in Cisco Product Alerts and Cisco Field Notices. You can receive Cisco Product Alerts and Cisco Field Notices by using the Product Alert Tool on Cisco.com. This tool enables you to create a profile and choose those products for which you want to receive information.

To access the Product Alert Tool, you must be a registered Cisco.com user. (To register as a Cisco.com user, go to this URL: <http://tools.cisco.com/RPF/register/register.do>) Registered users can access the tool at this URL: <http://tools.cisco.com/Support/PAT/do/ViewMyProfiles.do?local=en>

Obtaining Technical Assistance

Cisco Technical Support provides 24-hour-a-day award-winning technical assistance. The Cisco Technical Support & Documentation website on Cisco.com features extensive online support resources. In addition, if you have a valid Cisco service contract, Cisco Technical Assistance Center (TAC) engineers provide telephone support. If you do not have a valid Cisco service contract, contact your reseller.

Cisco Technical Support & Documentation Website

The Cisco Technical Support & Documentation website provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The website is available 24 hours a day at this URL:

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

Access to all tools on the Cisco Technical Support & Documentation website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a user ID or password, you can register at this URL:

<http://tools.cisco.com/RPF/register/register.do>



Note

Use the **Cisco Product Identification Tool** to locate your product serial number before submitting a request for service online or by phone. You can access this tool from the Cisco Technical Support & Documentation website by clicking the **Tools & Resources** link, clicking the **All Tools (A-Z)** tab, and then choosing **Cisco Product Identification Tool** from the alphabetical list. This tool offers three search options: by product ID or model name; by tree view; or, for certain products, by copying and pasting **show** command output. Search results show an illustration of your product with the serial number label location highlighted. Locate the serial number label on your product and record the information before placing a service call.



Tip

Displaying and Searching on Cisco.com

If you suspect that the browser is not refreshing a web page, force the browser to update the web page by holding down the Ctrl key while pressing F5.

To find technical information, narrow your search to look in technical documentation, not the entire Cisco.com website. On the Cisco.com home page, click the **Advanced Search** link under the Search box and then click the **Technical Support & Documentation** radio button.

To provide feedback about the Cisco.com website or a particular technical document, click **Contacts & Feedback** at the top of any Cisco.com web page.

Submitting a Service Request

Using the online TAC Service Request Tool is the fastest way to open S3 and S4 service requests. (S3 and S4 service requests are those in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Service Request Tool provides recommended solutions. If your issue is not resolved using the recommended resources, your service request is assigned to a Cisco engineer. The TAC Service Request Tool is located at this URL:

<http://www.cisco.com/techsupport/servicerequest>

For S1 or S2 service requests, or if you do not have Internet access, contact the Cisco TAC by telephone. (S1 or S2 service requests are those in which your production network is down or severely degraded.) Cisco engineers are assigned immediately to S1 and S2 service requests to help keep your business operations running smoothly.

To open a service request by telephone, use one of the following numbers:

Asia-Pacific: +61 2 8446 7411

Australia: 1 800 805 227

EMEA: +32 2 704 55 55

USA: 1 800 553 2447

For a complete list of Cisco TAC contacts, go to this URL:

<http://www.cisco.com/techsupport/contacts>

Definitions of Service Request Severity

To ensure that all service requests are reported in a standard format, Cisco has established severity definitions.

Severity 1 (S1)—An existing network is “down” or there is a critical impact to your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation.

Severity 2 (S2)—Operation of an existing network is severely degraded, or significant aspects of your business operations are negatively affected by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.

Severity 3 (S3)—Operational performance of the network is impaired while most business operations remain functional. You and Cisco will commit resources during normal business hours to restore service to satisfactory levels.

Severity 4 (S4)—You require information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on your business operations.

Obtaining Additional Publications and Information

Information about Cisco products, technologies, and network solutions is available from various online and printed sources.

- The Cisco Online Subscription Center is the website where you can sign up for a variety of Cisco e-mail newsletters and other communications. Create a profile and then select the subscriptions that you would like to receive. To visit the Cisco Online Subscription Center, go to this URL:

<http://www.cisco.com/offer/subscribe>

- The *Cisco Product Quick Reference Guide* is a handy, compact reference tool that includes brief product overviews, key features, sample part numbers, and abbreviated technical specifications for many Cisco products that are sold through channel partners. It is updated twice a year and includes the latest Cisco channel product offerings. To order and find out more about the *Cisco Product Quick Reference Guide*, go to this URL:
<http://www.cisco.com/go/guide>
- Cisco Marketplace provides a variety of Cisco books, reference guides, documentation, and logo merchandise. Visit Cisco Marketplace, the company store, at this URL:
<http://www.cisco.com/go/marketplace/>
- Cisco Press publishes a wide range of general networking, training, and certification titles. Both new and experienced users will benefit from these publications. For current Cisco Press titles and other information, go to Cisco Press at this URL:
<http://www.ciscopress.com>
- *Internet Protocol Journal* is a quarterly journal published by Cisco Systems for engineering professionals involved in designing, developing, and operating public and private internets and intranets. You can access the *Internet Protocol Journal* at this URL:
<http://www.cisco.com/ipj>
- Networking products offered by Cisco Systems, as well as customer support services, can be obtained at this URL:
<http://www.cisco.com/en/US/products/index.html>
- Networking Professionals Connection is an interactive website where networking professionals share questions, suggestions, and information about networking products and technologies with Cisco experts and other networking professionals. Join a discussion at this URL:
<http://www.cisco.com/discuss/networking>
- “What’s New in Cisco Documentation” is an online publication that provides information about the latest documentation releases for Cisco products. Updated monthly, this online publication is organized by product category to direct you quickly to the documentation for your products. You can view the latest release of “What’s New in Cisco Documentation” at this URL:
<http://www.cisco.com/univercd/cc/td/doc/abtnicd/136957.htm>
- World-class networking training is available from Cisco. You can view current offerings at this URL:
<http://www.cisco.com/en/US/learning/index.html>

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