



# Release Notes for Cisco Unified Mobility Advantage Release 3.0.9

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**Revised: October 12, 2007, OL-14755-02**

These release notes describe the features and caveats for all versions of Cisco Unified Mobility Advantage release 3.0.9.

To view the release notes for related versions of Cisco Unified Mobility Advantage, go to:

[http://www.cisco.com/en/US/products/ps7270/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/ps7270/tsd_products_support_series_home.html)

## Contents

These release notes provide the following information. You might need to notify your users about some of the information provided in this document.

- [Overview of Cisco Unified Mobility Advantage, page 2](#)
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# Overview of Cisco Unified Mobility Advantage

Cisco Unified Mobility Advantage is part of the Cisco Unified Communications family of products.

Cisco Unified Mobility Advantage is the server in the enterprise that Cisco Unified Mobile Communicator clients connect to, via a Proxy Server. Cisco Unified Mobility Advantage is deployed behind the enterprise firewall and serves as the integration point for all enterprise services.

Cisco Unified Mobility Advantage consists of two servers:

- Cisco Unified Mobility Advantage Enterprise Server
- Cisco Unified Mobility Advantage Proxy Server

See the *Cisco Unified Mobility Advantage Installation Guide* for more information.

## System Requirements

This section describes the system requirements for a new installation. See the *Cisco Unified Mobility Advantage Installation Guide* for more information.

- [Hardware Requirements, page 2](#)
- [Software Requirements, page 2](#)
- [Browser Requirements, page 3](#)
- [Enterprise Services Requirements, page 3](#)
- [Cisco Unified Mobile Communicator Requirements, page 4](#)

## Hardware Requirements

The Cisco Unified Mobility Advantage Enterprise Server must be installed on this platform:

- Cisco MCS 7845-H2 Media Convergence Server

The Cisco Unified Mobility Advantage Proxy Server must be installed on this platform:

- Cisco MCS 7825-H2 Media Convergence Server

**Note**

Both servers are required. The servers must be installed on a one-to-one basis (for each Cisco Unified Mobility Advantage Enterprise Server installed, one Cisco Unified Mobility Advantage Proxy Server must be installed).

## Software Requirements

Install Red Hat Enterprise Linux AS 4 Update 3 Server on each Media Convergence Server hosting Cisco Unified Mobility Advantage. Use the settings listed in [Table 1 on page 3](#).

**Table 1** *Recommended Settings for Red Hat Enterprise Linux*

Parameter/Field	Recommended Setting
Installation Mode	Graphical mode
Disk Partitioning Setup	Automatic partitioning
Network Configuration	<ul style="list-style-type: none"> <li>Deselect DHCP and enter a static IP address</li> <li>Configure the first Ethernet interface (eth0) to activate on boot</li> </ul>
Firewall Configuration	<ul style="list-style-type: none"> <li>Disable firewall</li> </ul>
SE Linux Configuration	Choose <b>disable</b> or <b>warn</b>
Package Group Selection	<p>Choose to customize the software packages, and choose the minimal package group. Be sure to include the X-Windows interface by selecting <b>X Windows System</b>.</p> <p>It is also recommended that you select the <b>GNOME Desktop Environment</b> package.</p>

After the Media Convergence Servers are installed, verify that:

- Each Media Convergence Server has a static IP address
- The Media Convergence Server hosting the Cisco Unified Mobility Advantage Proxy Server has an Internet hostname that can be resolved by an external DNS server

## Browser Requirements

The computer that will be used to configure Cisco Unified Mobility Advantage after installation must have one of these browser versions:

- Microsoft Internet Explorer 6.0 or later
- Mozilla Firefox 1.5 or later

The browser must have Macromedia Flash plug-in version 8.0 or later.

## Enterprise Services Requirements

The enterprise services in your network must meet the requirements in [Table 2](#).

**Table 2** *Enterprise Services*

Enterprise Service	Requirement
Corporate Directory	Active Directory 2000 or 2003
E-mail/Groupware	Microsoft Exchange 2000 or 2003
Corporate IP PBX	Cisco Unified Communications Manager version 6.0 or 5.1, or Cisco Unified CallManager version 4.x
Voicemail System	Cisco Unity version 4.x or 5.x

**Table 2**      **Enterprise Services**

Enterprise Service	Requirement
Conferencing System	Cisco MeetingPlace Express version 1.2
BlackBerry Enterprise Server	For systems supporting BlackBerry devices, BlackBerry Enterprise Server version 4.1 with these items configured for use with Cisco Unified Mobility Advantage: <ul style="list-style-type: none"> <li>• IT Policies</li> <li>• Software Configuration Policies</li> </ul> See the <i>Cisco Unified Mobility Advantage Installation Guide</i> for more information.

## Cisco Unified Mobile Communicator Requirements

See the *Release Notes for Cisco Unified Mobile Communicator for BlackBerry Devices Release 3.1.4* and the *Release Notes for Cisco Unified Mobile Communicator for Symbian OS Phones Release 3.0* for the list of supported devices and phones, and for installation instructions.

## Related Documentation

### Cisco Unified Mobility Advantage Documentation

These publications are available at the following URL:

[http://www.cisco.com/en/US/products/ps7270/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/ps7270/tsd_products_support_series_home.html)

- *Cisco Unified Mobility Advantage Installation Guide*
- *Cisco Unified Mobility Advantage Administration Guide*
- *Release Notes for Cisco Unified Mobility Advantage*
- *Release Notes for Cisco Unified Mobile Communicator for BlackBerry Devices*
- *Release Notes for Cisco Unified Mobile Communicator for Symbian OS Phones*

### Cisco Unified Mobile Communicator Documentation

These publications are available at the following URL:

[http://www.cisco.com/en/US/products/ps7271/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/ps7271/tsd_products_support_series_home.html)

- *Cisco Unified Mobile Communicator Quick Start Guide for BlackBerry Devices*
- *Cisco Unified Mobile Communicator User Guide for BlackBerry Devices*
- *Cisco Unified Mobile Communicator Quick Start Guide for Symbian OS Phones*
- *Cisco Unified Mobile Communicator User Guide for Symbian OS Phones*
- *Cisco Unified Mobile Communicator User Portal Guide*

## Cisco Unified Communications Solution Reference Network Design (SRND) Documentation

The latest Unified Communications SRND publication is available at the following URL:

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

# Installation Notes

- [How to Upgrade Cisco Unified Mobility Advantage, page 5](#)
- [Installing Red Hat Enterprise Linux, page 7](#)
- [Running the Installation Wizard, page 8](#)
- [How to Change the Cisco Unified Mobility Advantage Server IP Address After Installation, page 8](#)
- [Starting Cisco Unified Mobility Advantage Database, page 9](#)
- [Installing Cisco Unified Mobile Communicator on BlackBerry Devices, page 9](#)

## How to Upgrade Cisco Unified Mobility Advantage



### Note

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For new installations, see the *Cisco Unified Mobility Advantage Installation Guide*.

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To upgrade Cisco Unified Mobility Advantage from a previous release to release 3.0.9, follow these steps in this section:

- [Completing Preinstallation Steps](#)
- [Installing the Server](#)
- [Applying Changes](#)
- [Completing Upgrade Tasks](#)

## Completing Preinstallation Steps

### Procedure

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- Step 1** Log in as root on the machine where Cisco Unified Mobility Advantage is installed.
- Step 2** Open a command terminal.
- Step 3** Log in as an "informix" user and create a backup directory for the database export:
- ```
su - informix
mkdir /tmp/cumabk
```
- Step 4** As root, stop the Cisco Unified Mobility Advantage servers (Proxy Server, Enterprise Server, Node Manager Server, and Managed Server):
- ```
/sbin/service cuma_proxy stop
/sbin/service cuma_cuma stop
/sbin/service cuma_nm stop
/sbin/service cuma_admin stop
```

- Step 5** Back up the configuration files located under `$CUMAROOT/conf/admin/` directory.  
The default `$CUMAROOT` is `/opt/cuma`. The following examples use `/opt/cuma`, Replace `/opt/cuma` with your install directory.
- ```
cd /opt/cuma/conf
cp -R admin /tmp/cumabk/
```
- Step 6** Back up the database startup script file `/etc/init.d/cuma_db`:
- ```
cp /etc/init.d/cuma_db /tmp/cumabk/
```
- Step 7** Stop the Cisco Unified Mobility Advantage servers and take an export dump of the database by executing the following commands as an "informix" user on the server where the database is installed:
- ```
su - informix
export INFORMIXDIR=/opt/cuma/informix
export INFORMIXSERVER=mcs
export PATH=$PATH:/opt/cuma/informix/bin
cd $INFORMIXDIR/bin
dbexport cumcsdb -ss -o /tmp/cumabk
```
- Step 8** Back up the orative.keystore file on the Managed Server to a temporary location:
- ```
cp /opt/cuma/conf/orative.keystore /tmp/cumabk/
```
- 

## Installing the Server

### Procedure

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- Step 1** Log in as root and uninstall the Cisco Unified Mobility Advantage Server version 3.0.4 without uninstalling the underlying database by invoking the uninstaller program using the following command:
- ```
/opt/cuma/Uninstall/uninstall -DIDS=false -i silent
```
- Step 2** As root, install the Cisco Unified Mobility Advantage Server version 3.0.9 without reinstalling the database:



**Caution** You must be running an X-client if you are installing remotely. If you need an X-client, use WRQ Reflection.

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- ```
cd $cd_image_root/Disk1
./install.bin -DIDS=false
```
- Step 3** Restore the backed up configuration files to the new install location:
- ```
cd /tmp/cumabk
cp -R admin /opt/cuma/conf/
cp orative.keystore /opt/cuma/conf
cp cuma_db /etc/init.d/
```

- Step 4** Register the database so that it starts automatically, and then restart the database if it has not already been started:

```
/sbin/chkconfig -add cuma_db
```

```
/sbin/service cuma_db start
```

---

## Applying Changes

### Procedure

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- Step 1** Copy the **jtapi jar** file that corresponds to the version of Cisco Unified Communications Manager (CallManager) installed in your system to the lib directory on the Managed Server.
- The following example is for Cisco Unified Communications Manager version 6.0:
- ```
cp /opt/cuma/var/jtapi/6/cisco_jtapi-6.jar /opt/cuma/jboss-4.0.1sp1/server/cuma/lib/
```
- Step 2** Start the Cisco Unified Mobility Advantage Admin Server and Node Manager Server. See the *Cisco Unified Mobility Advantage Installation Guide* for more information.
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## Completing Upgrade Tasks

### Procedure

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- Step 1** Log in to the Cisco Unified Mobility Advantage Admin Portal.
- For example, <http://mycompany.com:7080/adminportal>.
- Step 2** Upload the orative.keystore file that you backed up earlier to the server.
- You may need to download this file to your desktop machine first before uploading it to the server.
- Step 3** Upload the Cisco Unified Mobile Communicator .OAR files in the Admin Portal. This must be done even if there are no new .OAR files.
- Step 4** Start the Managed Server.
- Step 5** Uninstall Cisco Unified Mobility Advantage 3.0.4 from the Proxy Server, and then install version 3.0.9. Use the old SSL keystore file and ports that you originally used for the Proxy Server installation.
- Step 6** Make sure the Managed Server is running, and then start the Proxy Server.
- 

## Installing Red Hat Enterprise Linux

Localized versions of Red Hat Enterprise Linux are not supported. You must install Red Hat Enterprise Linux in US-English language.

See [Software Requirements, page 2](#) for more information.

## Running the Installation Wizard

When you invoke the **install.sh** file from the Cisco Unified Mobility Advantage CD to begin the installation, you must wait for the Installation Wizard to start. This process may take up to five minutes.

## How to Change the Cisco Unified Mobility Advantage Server IP Address After Installation

If you need to change the Cisco Unified Mobility Advantage Enterprise Server or Cisco Unified Mobility Advantage Proxy Server IP address after installation, follow the steps in this section.

### Changing Cisco Unified Mobility Advantage Enterprise Server IP Address

#### Procedure

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- Step 1** Stop all Cisco Unified Mobility Advantage servers. See the *Cisco Unified Mobility Advantage Administration Guide* for more information.
- Step 2** Open the `$cuma_root/informix/etc/sqlhosts` file (where `$cuma_root` is the Cisco Unified Mobility Advantage installation directory) and change the IP address of the second uncomment line.

For example, the line appears as follows:

```
mcs1  onsoctcp  192.168.1.100  1526
```




---

**Note** The default `$cuma_root` installation directory is `/opt/cuma`.

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- Step 3** Restart the Cisco Unified Mobility Advantage Admin Server and the Cisco Unified Mobility Advantage Node Manager server. See the *Cisco Unified Mobility Advantage Administration Guide* for more information.
- Step 4** Log in to the Cisco Unified Mobility Advantage Admin Portal and change the follow settings to match the new IP address or server host name:
- **Network Properties > Server to Server SSL Properties > Virtual Host**
  - **Proxy Configuration > Managed Server > Host Name / IP Address**
- 

### Changing Cisco Unified Mobility Advantage Proxy Server IP Address

#### Procedure

- 
- Step 1** Stop the Cisco Unified Mobility Advantage Proxy Server and Cisco Unified Mobility Advantage Managed Server. See the *Cisco Unified Mobility Advantage Administration Guide* for more information.
- Step 2** Log in to the Cisco Unified Mobility Advantage Admin Portal and change the follow settings to match the new IP address or server host name:
- **Network Properties > Client/Server SSL Properties > Virtual Host**
  - **Network Properties > Client/Server Non-SSL Properties > Virtual Host**

- Step 3** Start the Managed Server and then the Proxy Server. See the *Cisco Unified Mobility Advantage Administration Guide* for more information.
- 

## Starting Cisco Unified Mobility Advantage Database

To start the Cisco Unified Mobility Advantage database, use this command:

```
#{CUMAHOME}/bin/cuma_db.sh.start
```

If the Cisco Unified Mobility Advantage database does not start, follow these steps:

### Procedure

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- Step 1** Check the database status by executing the following command:

```
onstat -
```

This command displays the database version, status, and up time. If the status section in the displayed string does not contain the string “On-Line,” the database server is not running.

- Step 2** If the database server is not running, go to the **\$INFORMIXDIR/logs** directory (where **\$INFORMIXDIR** is **\$CUMAHOME/informix**) and check the **online\_mcs.log** file.

Locate the error message from the database log. For more information about the error message, see the IBM documentation at the following URL:

[http://publib.boulder.ibm.com/infocenter/idshelp/v10/index.jsp?topic=/com.ibm.em.doc/errors\\_ids100.html](http://publib.boulder.ibm.com/infocenter/idshelp/v10/index.jsp?topic=/com.ibm.em.doc/errors_ids100.html)

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## Installing Cisco Unified Mobile Communicator on BlackBerry Devices

If you are supporting Cisco Unified Mobile Communicator on BlackBerry devices, you must install the following:

- BlackBerry Enterprise Server (BES) version 4.1.3.16 or later
- Mobile Data Service (MDS) component be installed as part of the BES installation
- Latest BES patches and upgrades

## Caveats

This section contains these topics:

- [Using Bug Toolkit, page 10](#)
- [Open Caveats, page 10](#)
- [Resolved Caveats, page 11](#)

## Using Bug Toolkit

Known problems (bugs) are graded according to severity level. These release notes contain descriptions of:

- All severity level 1 or 2 bugs.
- Significant severity level 3 bugs.

You can search for problems by using the Cisco Software Bug Toolkit.

To access Bug Toolkit, you need the following items:

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

To use the Software Bug Toolkit, follow these steps:

### Procedure

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- Step 1** To access the Bug Toolkit, go to [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](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** To look for information about a specific problem, enter the bug ID number in the “Enter known bug ID” field and click **Search**.
- 

## Open Caveats

[Table 3](#) lists Severity 1, 2 and 3 defects that are open for Cisco Unified Mobility Advantage release 3.0.9.

For more information about an individual defect, you can access the online record for the defect by accessing the Bug Toolkit. You must be a registered Cisco.com user to access this online information.

Because defect status continually changes, be aware that [Table 3](#) reflects a snapshot of the defects that were resolved at the time this report was compiled. For an updated view of resolved defects, access Bug Toolkit as described in the [“Using Bug Toolkit”](#) section on [page 10](#).

**Table 3** *Open Caveats for Cisco Unified Mobility Advantage Release 3.0.9*

Identifier	Headline and Bug Toolkit Link
<a href="#">CSCsi27813</a>	It can take up to five minutes for Cisco Unified Mobility Advantage to launch from the CD
<a href="#">CSCsi43786</a>	Logging level does not change
<a href="#">CSCs58395</a>	Status not updated when changing devices
<a href="#">CSCsi86579</a>	Desktop client gets logged out with Error code 468
<a href="#">CSCsi96658</a>	Unable to configure non-US dial plan
<a href="#">CSCsj01671</a>	Hostname and Name fields are not accepting double-byte characters
<a href="#">CSCsj04076</a>	Server sends default call log expiration even though the preference is 1 day

**Table 3** Open Caveats for Cisco Unified Mobility Advantage Release 3.0.9

Identifier	Headline and Bug Toolkit Link
<a href="#">CSCsj07673</a>	Redirect message from Exchange is not handled by server
<a href="#">CSCsj10630</a>	Displayed JavaScript error while adding Call Manager adapter
<a href="#">CSCsj11131</a>	Call Logs fail if work phone (DID) does not match extension regular expression
<a href="#">CSCsj23811</a>	After ending an all-day event meeting, the status of the user stays Busy
<a href="#">CSCsj75090</a>	Deleting an adapter disables voicemail
<a href="#">CSCsj89429</a>	Adding users through the Admin Portal could take as long as 45 minutes
<a href="#">CSCsk02776</a>	An error displays when personal contacts are not available for a user
<a href="#">CSCsk48708</a>	CTI part - pub inaccessible and services not responding on the IP phone

## Resolved Caveats

Table 4 lists the caveats that are resolved in Cisco Unified Mobility Advantage Release 3.0.9.

Only severity 1, severity 2, and select severity 3 resolved caveats are provided in this document. For more information about an individual defect, go to the Bug Toolkit to access the online record for that defect.

Because defect status continually changes, be aware that these tables reflect a snapshot of the defects that were resolved at the time this report was compiled. For an updated view of resolved defects, access Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/action.do?hdnAction=searchBugs>. Bug Toolkit requires that you have an account with Cisco.com (Cisco Connection Online).

For more information about the Bug Toolkit, see [Using Bug Toolkit, page 10](#)

**Table 4** Resolved Caveats for Cisco Unified Mobility Advantage Release 3.0.9

Identifier	Headline and Bug Toolkit Link
<a href="#">CSCzf08671</a>	BlackBerry does not sync with native profiles
<a href="#">CSCzf09459</a>	Conference Appointment: Incorrect matching for phone_uri
<a href="#">CSCsi55335</a>	Documentation: how to change the Cisco Unified Mobility Advantage server IP address
<a href="#">CSCsj24495</a>	Missing + when receiving international calls on desk phone
<a href="#">CSCsi55206</a>	Documentation: Active Directory configuration — need more explanation
<a href="#">CSCsi55186</a>	Documentation: how to start the installation
<a href="#">CSCsi55666</a>	Entering password on BlackBerry device: first character is uppercase
<a href="#">CSCsi27830</a>	Documentation missing Redhat installation details
<a href="#">CSCsi27869</a>	Not enough information on SSL certificates in documentation
<a href="#">CSCsi28357</a>	Documentation missing steps for configuring Cisco Unified Mobile Communicator on BlackBerry devices
<a href="#">CSCsi55179</a>	Port number section needs more information
<a href="#">CSCsi30543</a>	Proxy Server private address was sent as part of the provisioning mail
<a href="#">CSCzf09948</a>	Forwarded voice mail message does not play the introduction
<a href="#">CSCsi55397</a>	Missing BlackBerry Enterprise Server configuration notes for Cisco Unified Mobility Advantage

**Table 4 Resolved Caveats for Cisco Unified Mobility Advantage Release 3.0.9**

Identifier	Headline and Bug Toolkit Link
<a href="#">CSCsi19598</a>	Dialed calls log contains multiple entries
<a href="#">CSCsj75154</a>	Voice mail no longer syncs
<a href="#">CSCsi96678</a>	Documentation error: RegEx example
<a href="#">CSCsj83273</a>	Unknown calls displays +w
<a href="#">CSCsj82851</a>	Voice mail downloads not working
<a href="#">CSCsj74736</a>	Voice mail notifications not working
<a href="#">CSCzf09544</a>	Too many file descriptors during characterization
<a href="#">CSCsj77395</a>	Server throws exception if home number or mobile fields in Active Directory have blank entries
<a href="#">CSCsj24818</a>	Cisco Unified Mobility Advantage Server source subclasses off of an LGPL Library
<a href="#">CSCzf10040</a>	Connection to Cisco Unified Communications Manager (Call Manager) is not re-established if Cisco Unified Communications Manager (Call Manager) is restarted
<a href="#">CSCsi60445</a>	Deleted voice mail messages still appear in Cisco Unified Mobile Communicator

## Obtaining Documentation, Obtaining Support, and Security Guidelines

For information on obtaining documentation, obtaining support, providing documentation feedback, security guidelines, and also recommended aliases and general Cisco documents, see the monthly *What's New* in Cisco Product Documentation, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

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