



# Release Notes for Cisco Unified Mobility Advantage Release 3.1.2

---

**Revised: January 24, 2008, OL-15683-01**

These release notes describe the features and caveats for all versions of Cisco Unified Mobility Advantage Release 3.1.2.

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](#)
- [System Requirements, page 2](#)
- [Related Documentation, page 4](#)
- [Installation Notes, page 4](#)
- [Caveats, page 7](#)
- [Obtaining Documentation, Obtaining Support, and Security Guidelines, page 9](#)



---

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

© 2008 Cisco Systems, Inc. All rights reserved.

# 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 and Upgrade Guide* for more information.

## System Requirements

This section describes the system requirements for a new installation. See the *Cisco Unified Mobility Advantage Installation and Upgrade Guide* for complete installation instructions.

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

## Hardware Requirements

Install Cisco Unified Mobility Advantage Enterprise Server on one of these platforms:

- Cisco MCS 7845-H2 Media Convergence Server
- Cisco MCS 7845-I2 Media Convergence Server

Install Cisco Unified Mobility Advantage Proxy Server on one of these platforms:

- Cisco MCS 7825-H2 Media Convergence Server
- Cisco MCS 7825-H3 Media Convergence Server
- Cisco MCS 7825-I2 Media Convergence Server
- Cisco MCS 7825-I3 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 the Cisco Unified Mobility Advantage Operating System on each Media Convergence Server hosting Cisco Unified Mobility Advantage.

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 1](#).

**Table 1**      **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
Conferencing System	Cisco MeetingPlace Express version 1.2
BlackBerry Enterprise Server	<p>For systems supporting BlackBerry devices, BlackBerry Enterprise Server version 4.1 with these items configured for use with Cisco Unified Mobility Advantage:</p> <ul style="list-style-type: none"> <li>• IT Policies</li> <li>• Software Configuration Policies</li> </ul> <p>See the <i>Cisco Unified Mobility Advantage Installation and Upgrade Guide</i> for more information.</p>

## Cisco Unified Mobile Communicator Requirements

See the *Release Notes for Cisco Unified Mobile Communicator for BlackBerry Devices* and the *Release Notes for Cisco Unified Mobile Communicator for Symbian OS Phones* 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 and Upgrade 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

- [Upgrading Cisco Unified Mobility Advantage, page 5](#)
- [How to Change the Cisco Unified Mobility Advantage Server IP Address After Installation, page 5](#)
- [Starting Cisco Unified Mobility Advantage Database, page 6](#)
- [Installing Cisco Unified Mobile Communicator on BlackBerry Devices, page 6](#)

## Upgrading Cisco Unified Mobility Advantage

To upgrade Cisco Unified Mobility Advantage, upgrade the Cisco Unified Mobility Advantage Enterprise Server and Cisco Unified Mobility Advantage Proxy Server applications only. Do not upgrade the operating system.

See the *Cisco Unified Mobility Advantage Installation and Upgrade Guide* for instructions.

## 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, page 5](#)
- [Changing Cisco Unified Mobility Advantage Proxy Server IP Address, page 6](#)

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

#### Procedure

- 
- 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`.

---

- Step 3** Restart the Cisco Unified Mobility Advantage database and servers.
- Use these commands to restart the database and servers:
- `/sbin/service cuma_db restart`
  - `/sbin/service cuma_admin restart`
  - `/sbin/service cuma_nm restart`
  - `/sbin/service cuma_cuma restart`
- 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:

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

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

### Procedure

- 
- 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)
- 

## 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 7](#)
- [Open Caveats, page 7](#)
- [Resolved Caveats, page 8](#)

## 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

- 
- |               |                                                                                                                                                                                |
|---------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Step 1</b> | To access the Bug Toolkit, go to <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl</a> . |
| <b>Step 2</b> | Log on with your Cisco.com user ID and password.                                                                                                                               |
| <b>Step 3</b> | Click the <b>Launch Bug Toolkit</b> hyperlink.                                                                                                                                 |
| <b>Step 4</b> | To look for information about a specific problem, enter the bug ID number in the “Enter known bug ID” field and click <b>Search</b> .                                          |
- 

## Open Caveats

[Table 2 on page 8](#) lists Severity 1, 2 and 3 defects that are open for Cisco Unified Mobility Advantage Release 3.1.2.

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 2](#) 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 7](#).

**Table 2** Open Caveats for Cisco Unified Mobility Advantage Release 3.1.2

| Identifier                 | Severity | Component     | Headline                                                                                     |
|----------------------------|----------|---------------|----------------------------------------------------------------------------------------------|
| <a href="#">CSCsI85890</a> | 3        | core          | Mark/delete/modify fails when more than six voicemail attachments are present                |
| <a href="#">CSCsm11225</a> | 3        | application   | Error “voicemail not found” when playing a forwarded voicemail that contains six attachments |
| <a href="#">CSCsI17335</a> | 3        | documentation | Documentation may specify an application user for CTI link                                   |
| <a href="#">CSCsi27813</a> | 3        | installer     | It can take up to five minutes for Cisco Unified Mobility Advantage to launch from the CD    |
| <a href="#">CSCsi43786</a> | 3        | admin-portal  | Logging level does not change                                                                |
| <a href="#">CSCsi58395</a> | 3        | core          | Status not updated when changing devices                                                     |
| <a href="#">CSCsi96658</a> | 3        | admin-portal  | Unable to configure non-US dial plan                                                         |
| <a href="#">CSCsj01671</a> | 3        | admin-portal  | Hostname and Name fields are not accepting double-byte characters                            |
| <a href="#">CSCsj04076</a> | 3        | core          | Server sends default call log expiration even though the preference is 1 day                 |
| <a href="#">CSCsj07673</a> | 3        | core          | Redirect message from Exchange is not handled by server                                      |
| <a href="#">CSCsj10630</a> | 3        | admin-portal  | Displayed JavaScript error while adding Call Manager adapter                                 |
| <a href="#">CSCsj11131</a> | 3        | core          | Call Logs fail if work phone (DID) does not match extension regular expression               |
| <a href="#">CSCsj23811</a> | 3        | core          | After ending an all-day event meeting, the status of the user stays Busy                     |
| <a href="#">CSCsj75090</a> | 3        | admin-portal  | Deleting an adapter disables voicemail                                                       |
| <a href="#">CSCsj89429</a> | 2        | admin-portal  | Adding users through the Admin Portal could take as long as 45 minutes                       |
| <a href="#">CSCsk48708</a> | 3        | core          | CTI part - pub inaccessible and services not responding on the IP phone                      |

## Resolved Caveats

[Table 3](#) lists the caveats that are resolved in Cisco Unified Mobility Advantage Release 3.1.2.

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 7](#)

**Table 3** Resolved Caveats for Cisco Unified Mobility Advantage Release 3.1.2

| Identifier                 | Severity | Component     | Headline and Bug Toolkit Link                                                       |
|----------------------------|----------|---------------|-------------------------------------------------------------------------------------|
| <a href="#">CSCsi55335</a> | 3        | documentation | Documentation: how to change the Cisco Unified Mobility Advantage server IP address |
| <a href="#">CSCsj24495</a> | 2        | core          | Missing + when receiving international calls on desk phone                          |
| <a href="#">CSCsi55206</a> | 3        | documentation | Documentation: Active Directory configuration — need more explanation               |

**Table 3** Resolved Caveats for Cisco Unified Mobility Advantage Release 3.1.2

| Identifier                 | Severity | Component           | Headline and Bug Toolkit Link                                                                                                                               |
|----------------------------|----------|---------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">CSCsi55186</a> | 3        | documentation       | Documentation: how to start the installation                                                                                                                |
| <a href="#">CSCsi55666</a> | 3        | documentation       | Entering password on BlackBerry device: first character is uppercase                                                                                        |
| <a href="#">CSCsi27830</a> | 3        | documentation       | Documentation missing Redhat installation details                                                                                                           |
| <a href="#">CSCsi27869</a> | 3        | documentation       | Not enough information on SSL certificates in documentation                                                                                                 |
| <a href="#">CSCsi28357</a> | 3        | documentation       | Documentation missing steps for configuring Cisco Unified Mobile Communicator on BlackBerry devices                                                         |
| <a href="#">CSCsi55179</a> | 3        | documentation       | Port number section needs more information                                                                                                                  |
| <a href="#">CSCsi30543</a> | 3        | documentation       | Proxy Server private address was sent as part of the provisioning mail                                                                                      |
| <a href="#">CSCzf09948</a> | 3        | core                | Forwarded voice mail message does not play the introduction                                                                                                 |
| <a href="#">CSCsi55397</a> | 3        | documentation       | Missing BlackBerry Enterprise Server configuration notes for Cisco Unified Mobility Advantage                                                               |
| <a href="#">CSCsi19598</a> | 2        | core                | Dialed calls log contains multiple entries                                                                                                                  |
| <a href="#">CSCsj75154</a> | 2        | cont-adaptr-ex 2003 | Voice mail no longer syncs                                                                                                                                  |
| <a href="#">CSCsi96678</a> | 3        | documentation       | Documentation error: RegEx example                                                                                                                          |
| <a href="#">CSCsj83273</a> | 2        | core                | Unknown calls displays +w                                                                                                                                   |
| <a href="#">CSCsj82851</a> | 2        | core                | Voice mail downloads not working                                                                                                                            |
| <a href="#">CSCsj74736</a> | 2        | core                | Voice mail notifications not working                                                                                                                        |
| <a href="#">CSCzf09544</a> | 3        | core                | Too many file descriptors during characterization                                                                                                           |
| <a href="#">CSCsj77395</a> | 2        | admin-portal        | Server throws exception if home number or mobile fields in Active Directory have blank entries                                                              |
| <a href="#">CSCsj24818</a> | 3        | core                | Cisco Unified Mobility Advantage Server source subclasses off of an LGPL Library                                                                            |
| <a href="#">CSCzf10040</a> | 3        | core                | 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> | 3        | core                | 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>

---

CCVP, the Cisco logo, and Welcome to the Human Network are trademarks of Cisco Systems, Inc.; Changing the Way We Work, Live, Play, and Learn is a service mark of Cisco Systems, Inc.; and Access Registrar, Aironet, Catalyst, CCDA, CCDP, CCIE, CCIP, CCNA, CCNP, CCSF, Cisco, the Cisco Certified Internetwork Expert logo, Cisco IOS, Cisco Press, Cisco Systems, Cisco Systems Capital, the Cisco Systems logo, Cisco Unity, Enterprise/Solver, EtherChannel, EtherFast, EtherSwitch, Fast Step, Follow Me Browsing, FormShare, GigaDrive, HomeLink, Internet Quotient, IOS, iPhone, IP/TV, iQ Expertise, the iQ logo, iQ Net Readiness Scorecard, iQuick Study, LightStream, Linksys, MeetingPlace, MGX, Networkers, Networking Academy, Network Registrar, PIX, ProConnect, ScriptShare, SMARTnet, StackWise, The Fastest Way to Increase Your Internet Quotient, and TransPath are registered trademarks of Cisco Systems, Inc. and/or its affiliates in the United States and certain other countries.

All other trademarks mentioned in this document or Website are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (0711R)

Any Internet Protocol (IP) addresses used in this document are not intended to be actual addresses. Any examples, command display output, and figures included in the document are shown for illustrative purposes only. Any use of actual IP addresses in illustrative content is unintentional and coincidental.

© 2008 Cisco Systems, Inc. All rights reserved.