



Release Notes for Cisco Personal Assistant Release 1.3(4)

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These release notes contain requirements, important notes, installation and upgrade instructions, caveat and workaround information, and documentation updates for Cisco Personal Assistant Release 1.3(4).

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What's New in Personal Assistant

What's New—Version 1.3(4)

Personal Assistant version 1.3(4) includes the following major changes:

Support for Cisco CallManager Version 3.3 and Cisco Unity Version 4.0

Personal Assistant 1.3(4) works with Cisco CallManager 3.3 apart from Cisco CallManager 3.1 and Cisco CallManager 3.2. Personal Assistant 1.3(4) also works with Cisco Unity™ 4.0 with Microsoft Exchange apart from Cisco Unity 2.4(6), Cisco Unity 3.0, and Cisco Unity 3.1.

**Note**

Personal Assistant 1.3(4) is not supported for use with Cisco Unity 4.0 with IBM Lotus Domino.

If you are already running Personal Assistant version 1.3(1) or later, see the [“Upgrading to Personal Assistant 1.3\(4\) by Using the Patch Release File”](#) section on page 17.

Changes to Personal Address Book Synchronization

- Extension numbers in phone numbers of Microsoft Exchange contacts are now removed when synchronizing with Personal Address Book entries. This allows users to dial the contacts by name using Personal Assistant. Extension numbers are removed only when they are preceded by a standard delimiter (i.e. “x” or “ext” or “extrn”).
- While Personal Address Book synchronization is in progress, another synchronization will not be permitted for the same user.
- Contacts with only a first name or only a last name are also added to Personal Address Book now. Users can dial these contacts in Personal Assistant by speaking the name.

Changes to Octel Voice Messaging Integration

Personal Assistant 1.3(4) includes changes to the Octel voice messaging integration. Personal Assistant now uses a different method to identify which calls would be treated as internal calls (or external calls) by Octel. See the [“Octel Voice Messaging Integration”](#) section on page 15 for details.

Changes to System Administration GUI

Table 1 Changes Made to Personal Assistant System Administration GUI in Version 1.3(4)

Page	Changes
User Settings	<p>The administrator now needs to enter a new PIN when resetting a user's PIN. This prevents problems caused by an empty PIN.</p> <p>The User Settings page format changed to provide a better description of the tasks performed (for example, Reset PIN, Reset Spoken Name, and Delete PA Information).</p>
Messaging	<p>Earlier versions of Personal Assistant matched users in Corporate Directory and the Message Store by using fixed attributes (i.e. mail). Now the administrator can provide different attributes to match users (for example, uid in corporate directory could match sAMAccountName in Exchange directory).</p> <p>The administrator can also test the attributes by clicking the Test Attributes button and providing a sample attribute value. Personal Assistant queries both the corporate directory and message store by using the specified unique attribute names and the sample value, and displays the results. The unique attributes are used for Cisco Unity voice mail integration and Spoken Name synchronization.</p>
Miscellaneous Settings	<p>Personal Assistant can use paging when retrieving user information from corporate directory. The administrator can specify a page size to limit the number of results returned per page. Set the page size to zero to disable paging.</p> <p>Currently, only DC Directory and Active Directory support paging.</p>

Rotation of Log Files

The following log files are rotated when the Personal Assistant server is restarted if the current log file size exceeds 2 MB:

- CiscoAvvidPACal.log
- CiscoAvvidPAMapi.log
- CiscoAvvidPabSync.log
- pa.out.log
- pa_j.out.log
- paadmin.out.log
- paadmin_j.out.log

(When a file is rotated, it means that a file with the next number will be opened for writing. This allows for backup and removal of old logs.) A maximum of 10 versions of each file are kept. The files are numbered from 01 to 10.

The following log files continue to be rotated whenever they reach 2 MB:

- AudioProv.log
- CiscoAvvidPA.log
- CiscoAvvidPAAdmin.log
- NAudioProv.log

- PACallHistory.log
- PAGUILoginHistory.log
- PATUILoginHistory.log

A maximum of 99 versions are kept. The files are numbered from 01 to 99.

What's New—Version 1.3(3)

Personal Assistant version 1.3(3) includes the following major changes:

Allowing Callers to Go Directly to Voice Mail

Personal Assistant can give callers the option of leaving a voice message rather than waiting while Personal Assistant rings the different destinations configured in the called user's rules. Callers are given the choice of letting Personal Assistant continue to locate the called user or of leaving a voice message.

To enable the option, in the Personal Assistant administration interface, go to the **System > Miscellaneous Settings** page. Under Allow Callers to Transfer Directly to Voice Mail, set Caller Input Timeout to a value greater than 5000 milliseconds. This is the amount of time Personal Assistant waits to get a response from the caller. If the caller does not respond within the set time, Personal Assistant will try to locate the called user at the next destination. The timeout value may need to be adjusted, depending on the configured locales.

When the timeout parameter is set to zero, the option is disabled, and callers will be transferred to voice mail when the called user's rule explicitly includes the voice-mail destination. In addition, if the call is not accepted at any of the destinations, Personal Assistant transfers the call to the called user's work phone, and then Cisco CallManager may transfer the caller to voice mail, depending on the phone settings.

Pager as Part of Destination Group

Personal Assistant treats a Pager destination in a destination group in the same way as a Phone destination. When a pager is part of a destination group, a message is sent to the pager only after Personal Assistant has tried all the destinations before the pager in the destination group. If the user answers at a destination before the pager destination, no message will be sent to the pager. When there are other destinations after the pager, Personal Assistant tries the next destination after the message is sent to the pager.

Prior to this release, Personal Assistant always sent a message to the pager, even when the call was answered at a destination before the pager in the destination group.

E-mail Notification When a User PIN Is Changed

Personal Assistant sends an e-mail notification to a user when the user's PIN is changed. The notification is sent to the user's e-mail address in the following cases:

- The PIN is set from the work phone.
- The PIN is set or changed from the Personal Assistant user web interface.
- The administrator resets the user's PIN.

For e-mail notification to be sent, in the Personal Assistant administration interface, go to the **System > Messaging** page. In the E-mail Address of Administrator field Under E-mail Notification, specify a valid e-mail address. Personal Assistant uses the Paging Server Attributes on the Messaging page to send the e-mail notifications.

Recording the Spoken Names of Unknown Callers

When a called user has a rule specifying call screening, Personal Assistant plays a caller's spoken name during screening. Personal Assistant can be configured to ask an unknown caller to record a spoken name. Personal Assistant now provides more control to administrators on when to record and play the spoken names of unknown callers.

A caller is considered unknown when caller ID is not available, or when the caller ID phone number does not belong to a user in the corporate directory or is not in the called user's Personal Address Book.

To always record and play spoken names of unknown callers—even when caller ID is available—in the Personal Assistant administration interface, go to the **System > Miscellaneous Settings** page. Set Record and Play Spoken Name of Unknown Caller to **Always** instead of When Caller ID Is Not Available.

To turn off the recording of spoken names of unknown callers, set Record and Play Spoken Name of Unknown Caller to **Never**.

Disabling Daily Automatic Refresh

To disable the daily automatic refresh of user information from the corporate directory, in the Personal Assistant administration interface, go to the **System > Speech Services** page. In the Refresh User Information from Directory section, under Daily Automatic Refresh Schedule, click **Disable** in the Hours and Minutes lists.

When the daily automatic refresh is disabled, an administrator can still refresh the user information at any time by clicking **Refresh Now** on the Speech Services page.

Active Directory Attribute sAMAccountName Is Supported

Personal Assistant supports the Active Directory attribute sAMAccountName being configured as the Unique User Attribute Name in Corporate Directory Settings. This is valid only when the corporate directory is an Active Directory. If you use the attribute, enter **sAMAccountName** (the Unique User Attribute Name is case-sensitive).

New Log Files for Tracking User Authentication

Personal Assistant has two new log files that track user authentication:

User interface authentication log	Tracks authentications when users log on to the Personal Assistant user web interface by using the Cisco CallManager password.
Telephone interface authentication log	Tracks authentications when users use the Cisco CallManager PIN in the Personal Assistant phone interface.

Changes to user PINs are also logged.

What's New—Version 1.3(2)

Personal Assistant version 1.3(2) includes the following major changes to address prevention of toll fraud:

Restricting Personal Assistant Access to Only Cisco CallManager Users

The Personal Assistant administrator can specify whether Personal Assistant users are authenticated against only the Cisco CallManager directory or against the entire corporate directory (of which the Cisco CallManager directory is a part). With the Cisco CallManager-only option, employees in the corporate directory who are not Cisco CallManager users cannot access Personal Assistant.

To set authentication against only the Cisco CallManager directory, in the Personal Assistant administration interface, go to the **System > Miscellaneous Settings** page, and check the **Allow CallManager Users Only** check box. (To set authentication against the entire corporate directory, uncheck the **Allow CallManager Users Only** check box.)

Restricting Personal Assistant Access to Only Registered Phones

The Personal Assistant administrator can configure the system to accept calls only from registered phones. Registered phones are work, home, and mobile numbers of all users in the corporate directory and any personal destinations set by Personal Assistant users. With the registered-phone-only option, when Personal Assistant receives a call from an unregistered phone, it transfers the call to the operator.

To disallow calls from unknown phones, in the Personal Assistant administration interface, go to the **System > Miscellaneous Settings** page, and uncheck the **Allow Calls from Unregistered Phones** check box.

Enforcing PIN Authentication

The Personal Assistant administrator can override user settings to bypass PIN authentication from personal destinations. With the enforce-authentication option, Personal Assistant enforces PIN authentication from any destination except a user's work phone as listed in the corporate directory.

To enforce authentication, go to **System > Miscellaneous Settings** and check the **Enforce Authentication by PIN from Personal Destinations** check box.

Setting the PIN

Users can set their PINs only from their work phones or in the Personal Assistant user web interface.

To set a PIN in the Personal Assistant user web interface, go to the **Preferences > Change PIN** page, reset the PIN, and click **Update**.

What's New—Version 1.3(1)

Personal Assistant version 1.3(1) includes the following major change:

Support for Multiple Locales

Personal Assistant 1.3(1) supports users and outside callers who speak different languages. For users, Personal Assistant uses the language they select through the user web interface. When you create a Personal Assistant automated attendant, outside callers can switch between languages that are included in the supported locales.

Supported Hardware and Software

Hardware

The following platforms are supported for single-language use and multiple-language use of Personal Assistant version 1.3(4)

- Cisco Media Convergence Server (MCS) 7835-1266—Features a 1.26-GHz Intel Pentium III CPU, 1 GB of 133-MHz registered SDRAM, and dual 18.2-GB Ultra3 SCSI hot-plug hard disks with RAID support.
- Cisco Media Convergence Server (MCS) 7825-1133—Features a 1133-MHz Intel Pentium III CPU, 1 GB of SDRAM, and a single 20-GB Ultra ATA hard disk.
- Compaq ProLiant DL380G2
- Compaq ProLiant DL320

You can find descriptions of these platforms on Cisco.com at <http://www.cisco.com/go/swonly>.

The following platforms are also supported for single-language use of Personal Assistant version 1.3(4):

- Cisco Media Convergence Server (MCS) 7835-1000
- Cisco Media Convergence Server (MCS) 7825-800
- Compaq ProLiant DL380

These platforms are described in the release notes for Cisco Personal Assistant 1.2(3) on Cisco.com at <http://www.cisco.com/univercd/cc/td/doc/product/voice/assist/assist2/parel12.htm>.

Software

Personal Assistant version 1.3(4) works with the following software:

- Cisco CallManager versions 3.1, 3.2, and 3.3



Caution

Personal Assistant 1.3(4) is not compatible with versions of Cisco CallManager earlier than 3.1.

- Cisco Unity versions 2.4(6), 3.0, 3.1, and 4.0 (with Microsoft Exchange only)
- Microsoft Exchange 5.5 and Exchange 2000 (for calendar scheduling and for Cisco Unity)
- Microsoft Internet Explorer 5.x
- Netscape 4.7x (Netscape 6.0 is not supported)



Note

If you have a CiscoWorks 2000 server in your network, Personal Assistant error messages can be sent to Syslog for collection and analysis. The supported version for Personal Assistant is CiscoWorks 2000 RME 3.3.

Optional Software

The following optional software has been qualified by Cisco for use with Personal Assistant:

- Cisco Intrusion Detection System (IDS) Host Sensor
- McAfee NetShield version 4.0
- NetIQ VoIP Manager version 2.0 (install only the agent on the Personal Assistant server)

Support Policy for Optional Software

Cisco support policy is that customers can deploy software for backup, monitoring, and security on the Personal Assistant server. However, Cisco expects that customers (or their systems integration partner) will have tested the interoperability of such products with Personal Assistant before the products are deployed, to mitigate the risk of problems being discovered within the production environment between Personal Assistant and the optional products loaded on the Personal Assistant server.

If a customer calls Cisco TAC with a problem, a Cisco TAC engineer may require that such optional software be turned off or even removed from the Personal Assistant server during the course of troubleshooting. If it is determined that the interoperability between the optional software and Personal Assistant was the root cause of the problem, then the optional software will be required to be disabled or removed from the Personal Assistant server until such time that the interoperability issue is addressed, so that the customer can continue to have a functional Personal Assistant system.

Important Notes

The following sections provide important information about using Personal Assistant versions 1.3(4), 1.3(3), 1.3(2), and 1.3(1):

- [Estimating Simultaneous Sessions and User Capacity for Personal Assistant Servers, page 9](#)
- [Installation Notes, page 11](#)
- [Installing the Latest JTAPI Files, page 13](#)
- [Directory Issues, page 13](#)
- [Personal Assistant and Cisco Unity, page 14](#)
- [Octel Voice Messaging Integration, page 15](#)
- [Rule-Based Routing to Voice Mail, page 16](#)
- [Canceling a Call When Dialing by Name, page 16](#)
- [Increasing the Call Pickup Timeout for a Cell Phone, page 16](#)
- [Adding and Removing Supported Locales, page 17](#)
- [Preventing Toll Fraud, page 17](#)

Estimating Simultaneous Sessions and User Capacity for Personal Assistant Servers

The *Cisco Personal Assistant Administration Guide* includes information on estimating the number of simultaneous sessions a server can support for Personal Assistant, and on how to use the estimates to determine the number of servers you need. This section includes the most current estimates and changes in how to estimate usage based on call interception (interceptor ports). Use the numbers in this section instead of the examples in the administration guide.



Note

The number of media ports you can configure is determined by the speech-recognition license you purchase for Personal Assistant. If you purchase a 20-session license, you can configure only up to 20 media ports, even if a server platform supports more than 20 ports.

The *Cisco Personal Assistant Administration Guide* describes how to estimate simultaneous-session support for two types of Personal Assistant usage:

- Call-interception session—Personal Assistant intercepts an incoming call and applies call-routing rules. (Based on interceptor ports.)
- Speech-recognition session—A user calls Personal Assistant, for example, to dial a user by name or to set up a conference call. (Based on media ports.)

The administration guide explains how to calculate the number of required simultaneous sessions for each of these usage types to help you estimate the number of users you can support on a single server.

Cisco recommendations on calculating these estimates have been changed:

- Call-interception session—The calculation method described in the administration guide is no longer used. Instead, Cisco recommends that you calculate the number of users per server based on the number of busy hour call attempts (BHCA) for the server platform. This figure estimates the number of calls that can be processed during an hour in the busy part of the day (that is, during regular business hours). To calculate the number of users, divide the BHCA by the expected average number of calls made to a person per hour. Cisco recommends that you estimate 6 calls per person per hour. Thus, if a server supports 15,000 BHCA, $15,000/6$ is 2,500 users.

When you determine the number of users per server that you can support for call interception, configure the interceptor ports based on that number. Assign each Personal Assistant server a collection of interceptor port patterns that matches the number of users. For example, interceptor port 1XXX applies to 1,000 possible interceptor ports (1000 to 1999). Thus, if you want to support 2,500 users on a server, configuring these seven interceptor ports would accomplish the task (assuming the underlying phone numbers are all assigned to users): 1XXX, 2XXX, 31XX, 32XX, 33XX, 34XX, 35XX.

- Speech-recognition session—No changes. Continue to multiply the media port figures shown in [Table 2](#) or [Table 3](#) by the number of simultaneous calls to Personal Assistant that you want to support. Cisco recommends that you estimate 50 sessions per media port. For example, on an MCS-7835-1266 server where the Personal Assistant server and speech-recognition server are both installed, and the corporate directory has approximately 20,000 names or fewer, multiply 48 media ports by 50 sessions for a total of 2,400 users.

Or, in a reverse calculation, if you need to support 4,500 users, you need a total of 90 media ports. Because no single-server configuration can support as many as 90 media ports, you would require at least two servers, depending on the server platform you select.

Table 2 and Table 3 show the estimated number of sessions and users based on server type, speech-recognition package version, and the size of your corporate directory. Personal Assistant determines the best speech-recognition package to use during installation based on the server. Although not recommended, you can change this setting by modifying the `\program files\cisco systems\personal assistant\etc\PABootstrap.properties` file. The file includes instructions for updating the `SPEECH_PACKAGE` property.

The default speech packages are:

- **English.America.1**—For MCS-7825 servers. This package works well for phones on wires, but not for wireless phones or speaker phones. It also supports smaller corporate directories (up to 20,000 names). It requires significantly less processing power than English.America.3. You can also use this package on MCS-7835 servers. See Table 2.
- **English.America.3**—For MCS-7835 servers. This package offers the best speech recognition, and it supports large corporate directories (up to 45,000 names). However, it requires significant processing power. You cannot use this package on MCS-7825 servers. See Table 3.

For acoustic models other than American English, expect a performance capacity range of the following:

- Approximately the same performance capacity for other locales with a similar acoustic model (plus or minus 5%).
- Approximately 5-10% reduced performance capacity for each additional locale running on the same Personal Assistant speech server.

Table 2 Server System Capacity Using Acoustic Model English.America.1 (10,000 Names in Corporate Directory)

Server Installation	MCS-7825-1133		MCS-7835-1266	
	Personal Assistant Users (Interceptor Port Load) ¹	Simultaneous Speech Sessions (Media Ports) ²	Personal Assistant Users (Interceptor Port Load) ¹	Simultaneous Speech Sessions (Media Ports) ²
Personal Assistant server and speech-recognition server installed on <i>different</i> systems of the same type	15,000 BHCA	60	15,000 BHCA	88
Personal Assistant server and speech-recognition server installed on the <i>same</i> system	15,000 BHCA	48	15,000 BHCA	52

1. Divide the busy hour call attempts (BHCA) by the expected number of calls per person per hour to arrive at the number of users a Personal Assistant server will support for call interception. Cisco suggests that you estimate 6 calls per person per hour.
2. Cisco suggests that you estimate approximately 50 users per media port.

Table 3 Server System Capacity Using Acoustic Model English.America.3

Server Installation	Approximately 20,000 Names in Corporate Directory		Approximately 45,000 Names in Corporate Directory	
	Personal Assistant Users (Interceptor Port Load) ¹	Simultaneous Speech Sessions (Media Ports) ²	Personal Assistant Users (Interceptor Port Load) ¹	Simultaneous Speech Sessions (Media Ports) ²
Personal Assistant server and speech-recognition server installed on <i>different</i> MCS-7835-1266 systems	15,000 BHCA	88	15,000 BHCA	72
Personal Assistant server and speech-recognition server installed on the <i>same</i> MCS-7835-1266 system	15,000 BHCA	48	15,000 BHCA	40

1. Divide the busy hour call attempts (BHCA) by the expected number of calls per person per hour to arrive at the number of users a Personal Assistant server will support will support for call interception. Cisco suggests that you estimate 6 calls per person per hour.
2. Cisco suggests that you estimate approximately 50 users per media port.

Installation Notes

Issues

- When you install Personal Assistant, you must select the languages you want to support.
- Personal Assistant cannot be installed on a system that is a domain controller. A domain controller system will not let you log on as a local administrator.
- If the Personal Assistant server belongs to a domain that has no administrator password, the Personal Assistant administration interface allows the administrator to log on by using any password.

Disabling McAfee NetShield Services

If McAfee NetShield is installed on the Personal Assistant server, the virus-scan services must be disabled while you install or upgrade Personal Assistant. In addition, NetShield services must be disabled during the initial refresh of user information from the corporate directory. NetShield services can be re-enabled after the installation or upgrade is complete and the refresh has finished successfully.

To disable McAfee NetShield services

-
- Step 1** On the Windows Start menu, click **Programs > Administrative Tools > Services**.

- Step 2** In the right pane, double-click each of the following three services, and on the General tab, click **Stop**, then click **Disabled** in the Startup Type list, and click **OK**:
- Network Associates Alert Manager
 - Network Associates McShield
 - Network Associates Task Manager
- Step 3** Close the Services MMC.
-

Configuring Personal Assistant with Multiple Cisco CallManager Clusters

When you install a Personal Assistant server or a Personal Assistant speech-recognition server, you associate that server with a specified Cisco CallManager server database. The Cisco CallManager server that you specify must be a publisher. There is only one Cisco CallManager publisher for each Cisco CallManager cluster. The other Cisco CallManager servers in the cluster are subscribers.



Note The *Cisco Personal Assistant Administration Guide* uses the term “primary CallManager” instead of “publisher” in the section about how to install Personal Assistant.

If you did not associate each Personal Assistant server and speech-recognition server in the Personal Assistant cluster with the same Cisco CallManager publisher database, your Personal Assistant servers in that cluster do not point to the same Cisco CallManager cluster. We refer to this setup as “multiple Cisco CallManager clusters.”

To install Personal Assistant 1.3(x) with multiple Cisco CallManager clusters, you must do some additional configuration steps for speech recognition to work correctly. These steps ensure that the ODBC data sources on all server systems in a Personal Assistant cluster point to the same publisher database.

Do the following procedure on each Personal Assistant server and each speech-recognition server in a Personal Assistant cluster.

To configure Personal Assistant with multiple Cisco CallManager clusters

- Step 1** On the Windows Start menu, click **Settings > Control Panel > Administrative Tools > Data Sources (ODBC)**.
- Step 2** Click the **System DSN** tab.
- Step 3** Double-click **PACCMDB**.
- Step 4** In the Which SQL Server Do You Want to Connect To field, enter the IP address or hostname of the Cisco CallManager publisher database to which you want all of your Personal Assistant servers in the cluster to point. Personal Assistant will store all dynamic grammars (such as rule-set names) there.



Note The ODBC sources on all systems in the Personal Assistant cluster must use the same publisher database hostname.

- Step 5** Click **Next**.
- Step 6** Click **Client Configuration**, and in the Network Libraries section, select **TCP/IP**.

- Step 7** Click **Next** until you get to the last page, then Click **Finish**. In the dialog box that appears, click **Test Data Source**. Confirm that you see “TESTS COMPLETED SUCCESSFULLY!” on the results page.
- Step 8** Click **OK** to complete the configuration.
-

Configuring Personal Assistant Interceptor Route Points

When you configure the Personal Assistant interceptor route point, set the line Calling Search Space to the device Calling Search Space. Do not leave the line Calling Search Space as <None>.

Installing the Latest JTAPI Files

If you upgrade to Cisco CallManager version 3.2 or 3.3 after you have installed Personal Assistant, you must update the JTAPI files on each Personal Assistant server. Personal Assistant includes the latest JTAPI files for each supported version of Cisco CallManager. You can run a script to install the latest JTAPI files corresponding to your Cisco CallManager version.

If you are running—or if you upgrade to—Cisco CallManager version 3.3, run the Pa-ccm33.bat script from the Program files\Cisco systems\Personal assistant\Lib folder.

If you are running—or if you upgrade to—Cisco CallManager version 3.2, run the Pa-ccm32.bat script from the Program files\Cisco systems\Personal assistant\Lib folder.

If you are running Cisco CallManager version 3.1, run the Pa-ccm31.bat script from the Program files\Cisco systems\Personal assistant\Lib folder.



Note

Running a script stops and restarts the Personal Assistant services, so you should plan to run the script when the suspension of these services will have the least impact.

Alternatively, you can reinstall Personal Assistant 1.3(4) on each server. The installation process checks your Cisco CallManager version and installs the appropriate JTAPI files.

Directory Issues

Corporate Directory Issues

If your Cisco CallManager is integrated with the corporate directory, and the user search base is set to the root node or domain, you must append **!(description=ciscoPABUser)** to the Directory Search Filter—for example, (&(objectclass=person)!(description=ciscoPABUser))). This enables Personal Assistant to distinguish between users in the corporate directory and users in the Personal Address Book.

With Personal Assistant version 1.3(3) or later, the description field of Personal Address Book entries is set to ciscoPABUser. Contact Cisco TAC for information on how to update the description for existing Personal Address Book entries.

Whenever you change the corporate directory information on the Corporate Directory Settings page, go to the Speech Services page and click **Refresh Now**.

Netscape Directory Issues

If you use the Netscape Directory for your corporate directory, on the Corporate Directory Settings page of the Personal Assistant administration interface, change the entry in the Directory Search Filter field from **(objectclass=person)** to **(objectclass=inetorgperson)**.

Personal Assistant supports using both **cn** and **uid** as the Unique User Attribute Name in Corporate Directory Settings.

Active Directory Issues

Personal Assistant supports **sAMAccountName** as the unique attribute name for corporate directory users.

If you use Active Directory for your corporate directory and specify **cn** as the Unique User Attribute Name, Personal Assistant uses the autogenerated Firstname-Lastname pair as the unique ID. This requires users to use a first and last name to log on to the Personal Assistant user web interface rather than a shorter user ID.

When using Active Directory as the corporate directory, you should use the Global Catalog server if you have users defined in multiple domains. When using the Global Catalog server as the source for user information, you should make sure that the attributes used by Personal Assistant (for example, telephoneNumber, mobile, homephone, pager) are present in the Global Catalog schema.

In addition, if you want to create Directory Hierarchies using other attributes, these attributes also must be present in the Global Catalog. If these attributes are not present, they must be added to the Global Catalog schema.

Personal Assistant and Cisco Unity

Before you use Cisco Unity for voice-message browsing with Personal Assistant, make sure that the Personal Assistant server has been added to the Cisco Unity server's domain.

When you configure Cisco Unity on the Messaging Configuration page of the Personal Assistant administration interface, the Name field in the Voicemail Server Attributes section says "Unity Messaging" by default. The online documentation incorrectly says "Unity Messaging System." If you have only one Cisco Unity server, use the default mailbox name, "Unity Messaging."

If you have multiple Cisco Unity servers with Exchange, there will be multiple accounts called "Unity Messaging" with the server name as the suffix. In this case, Personal Assistant is not able to disambiguate the mailbox name, and logon to Cisco Unity fails.

To work around the problem, use one of the following solutions to fill in the Cisco Unity mailbox name field:

- "Unity Messaging System - *unity_server1*" where *unity_server1* is the Cisco Unity server's host name (for example, your server's host name is E2KUTY1 so your Cisco Unity mailbox name is Unity Messaging System - E2KUTY1).
- Specify the e-mail address of the Cisco Unity mailbox with the prefix SMTP (for example, SMTP:unity_server1@unitydomainname.companyname.com).
- Specify the alias name of the Unity Messaging account (for example, unity_server1@unitydomainname.companyname.com).

For browsing voice messages by using Personal Assistant, a user's corporate directory e-mail address should be the same as the user's Exchange alias in Cisco Unity.

To use Personal Assistant with Cisco Unity and Exchange 2000, you must configure Exchange so that the Exchange administrator can access all of the Exchange user mailboxes. Otherwise, Personal Assistant will not be able to access the Exchange user mailboxes.

To configure Exchange to allow the administrator access to all Exchange user mailboxes

-
- Step 1** On the Windows Start menu, click **Programs > Microsoft Exchange > System Manager** to bring up the Exchange System Manager window.
 - Step 2** On the Exchange System Manager form, under <Your organization>, select **Servers**. <Your Exchange Server> displays.
 - Step 3** Right-click <**Your Exchange Server**>.
 - Step 4** On the Properties form, click the **Security** tab. The Form displays Name and Permissions boxes.
 - Step 5** In the Name box, select the Administrator user (*domain-name\Administrator*).
 - Step 6** In the Permissions box, enable the Allow field for Receive As and Send As fields.
 - Step 7** Click **OK**.
-

Octel Voice Messaging Integration

When Personal Assistant is integrated with Octel voice messaging systems, Personal Assistant allows users to forward incoming calls to their Octel mailboxes by using rules. Personal Assistant distinguishes which calls Octel would treat as internal calls (calls from callers who have an Octel mailbox on the same Octel system as the people called), and which calls Octel would treat as external calls (calls from callers who do not have Octel mailboxes). Based on this determination, Personal Assistant sends a DTMF redirection sequence to the Octel server when forwarding the call.

In earlier releases, Personal Assistant used heuristics to determine how Octel would treat a call. Now the MailboxInfo.txt file allows administrators to map phone extension numbers with Octel mailbox numbers. (The file also allows the use of wildcard characters to specify phone extension numbers.) The MailboxInfo.txt file in the Program files\Cisco systems\Personal assistant\Etc directory contains such a mapping.

A Sample MailboxInfo.txt File

```
# MailboxInfo.txt
# Contains information about valid Octel mailbox numbers.
# Comment lines begin with '#'.
#
# Patterns may include digits 0-9, 'X' to match any digit, or a range, as in "[2-4]".
# Mailbox mask may include digits and 'X' only and will
# be used along with calling number to find the mailbox number.
#
# Format
# include : number-pattern to include : voicemail-pilot # : mailbox-mask
# exclude : number pattern to exclude
#
include : 251XX : 28000 : XXXXX
exclude : 2512[3-8]
exclude : 25130
```

The sample MailboxInfo.txt file shows that all 5-digit phone extensions starting with 251 (matching 251XX) have a matching Octel mailbox (mask XXXXX) on an Octel server with pilot number 28000, except for extensions 25123 to 25128 and extension 25130.

Determining Internal And External Calls

The following heuristic procedure is used to determine if an incoming call is internal or external. If the mapping file is not present to map caller and called numbers to Octel mailbox numbers, Personal Assistant tries to identify the caller user and called user, and then tries to look for the mailbox and pilot# information in the Personal Assistant settings for these users.

A call is considered internal to Octel only if all of the following conditions are true:

- The caller ID is known.
- The caller ID length does not exceed 7 digits.
- The caller and called numbers map to Octel mailboxes on the same Octel server.

See CSCin10866 for more details.

Rule-Based Routing to Voice Mail

When you use rule-based routing to voice mail, the messages you receive from callers in your corporate directory may be marked from an “outside caller.” To ensure that they are marked with the sender’s name, use the Cisco CallManager Administration interface to set the Voice Message box to blank for all Personal Assistant media ports and route points. To blank the media ports, go to **Media Port > Phone Configuration > Line 1 > Voice Message box**. To blank the route points, go to **Route Point > CTI Route Point Configuration > Line 1 > Voice Message box**.

If you have multiple Cisco Unity servers, your users should set their voice-mail destination to the pilot number of the Cisco Unity server to which they are homed.



Note

Make sure that you do not have any special handlers for the mailboxes on your voice messaging system. If you have set up special handlers, a caller may not be able to leave you a message after Personal Assistant has redirected the call to your voice-mail box.

When you use Personal Assistant with Cisco CallManager 3.2, set the Voice Mail Profile to NoVoiceMail on Line 1 of the Interceptor Route Point and the media ports configured for Personal Assistant.

Canceling a Call When Dialing by Name

When a Personal Assistant user places a call using dial-by-name, Personal Assistant says the name of the called party just before placing the call, for example, “Calling John Doe.” To stop the call to this party, the user can say, “Cancel” right after the party’s name is said.

Increasing the Call Pickup Timeout for a Cell Phone

The call pickup timeout feature controls how many seconds Personal Assistant rings each destination in a destination group before moving on to the next destination.

The default setting for the timeout feature is 8 seconds. Because each ring takes about 3 seconds, the 8-second default setting means that Personal Assistant allows approximately two to three rings at each destination before trying the next destination in the group.

A cell phone company's call setup time may take longer than Personal Assistant's default timeout of 8 seconds. If you have a call-forwarding rule with a destination group that includes a cell phone, you may want to increase your call pickup timeout value.

Adding and Removing Supported Locales

When you install Personal Assistant, you select the locales you want to load onto your system. When you configure Personal Assistant, you select the locales you want to enable for users.

Later, you can change the locales that are available to users by adding or removing installed locales from the Speech Service page in the Personal Assistant administration interface. Newly added locales are available to users after the next system refresh.

Users whose preferred locale has been removed by the Personal Assistant system administrator must reset their preferred locale to another supported locale from their Settings page.

Preventing Toll Fraud

To prevent or limit name-dialing transfers from Personal Assistant to external numbers, use one of the following solutions:

- Configure your Cisco CallManager route plans, partitions, and calling search spaces to disable Personal Assistant from making long-distance calls.
- Configure Personal Assistant to operate in speech-enabled Auto Attendant mode so that callers and employees can access names in the corporate directory only from an external or internal route point.
- Configure an internal (non-DID) route point for Personal Assistant so that employees can access all Personal Assistant functionality only from the office.

In addition, administrators can customize Personal Assistant to use the restriction settings described in the [“What's New—Version 1.3\(2\)”](#) section on page 6.

Upgrading to Personal Assistant 1.3(4) by Using the Patch Release File

Personal Assistant version 1.3(4) is available as a patch release that you download from the Cisco Software Center website at <http://www.cisco.com/kobayashi/sw-center/sw-voice.shtml>. To use the patch, you must have Personal Assistant version 1.3(3), 1.3(2), or 1.3(1) installed.

On the Voice Software page of the Software Center website, click **Cisco Personal Assistant**. The patch release file is Pa-fmu.1-3-4.exe. The file must be installed on each Personal Assistant server.

Refer to the accompanying Pa-fmu.1-3-4.README.txt file for detailed instructions on upgrading to Personal Assistant 1.3(4).



Note

If you are using compact discs to install or to upgrade to Personal Assistant 1.3(4), see the [“Installing or Upgrading to Personal Assistant 1.3\(4\) by Using the Compact Discs”](#) section on page 18.

Installing or Upgrading to Personal Assistant 1.3(4) by Using the Compact Discs

This section contains the most current procedures for installing or upgrading to Personal Assistant version 1.3(4). Use the following procedures instead of the procedures in the *Cisco Personal Assistant Administration Guide*:

- Installing—See the [“Installing Personal Assistant 1.3\(4\) on a New System by Using the Compact Discs”](#) section on page 18.
- Upgrading—See the [“Upgrading to Personal Assistant Version 1.3\(4\) by Using the Compact Discs”](#) section on page 20.

For information about supported hardware and software for Personal Assistant 1.3(4), see the [“Supported Hardware and Software”](#) section on page 7.



Note

If you are using the patch release to upgrade to Personal Assistant 1.3(4), see the [“Upgrading to Personal Assistant 1.3\(4\) by Using the Patch Release File”](#) section on page 17.

Installing Personal Assistant 1.3(4) on a New System by Using the Compact Discs

This section describes how to install Personal Assistant on a system that is not running a previous version of Personal Assistant. Because the Personal Assistant 1.3(4) compact discs contain the complete image of the Personal Assistant product, you can install Personal Assistant 1.3(4) without installing an earlier version first.

Before You Begin

You cannot install Personal Assistant on the same system as any other Cisco IP Telephony application, such as Cisco CallManager, Cisco Interactive Voice Response (IVR), or Cisco Auto Attendant. The installation program will terminate if it detects any such applications on the system.

You cannot install Personal Assistant on a Windows domain controller.

You must log on to the system from which you are running the Personal Assistant Installation program as the local administrator.

If you are integrating Personal Assistant with Cisco Unity or with Exchange in a Windows 2000 domain, you cannot use the same product code to install Windows 2000 and Personal Assistant. You must first install Windows 2000, restart the system, and join the domain before proceeding with the Personal Assistant installation.

If the installation of Personal Assistant reports errors about connecting to the Cisco CallManager database, see the [“Adding a System Data Source”](#) section on page 21.

To install Personal Assistant 1.3(4) on a new system by using the compact discs

-
- Step 1** Log on to the computer from which you are running the Personal Assistant Installation program as a local administrator.
- Step 2** Insert the Personal Assistant Installation compact disc in the CD-ROM drive. The Personal Assistant installation program automatically launches.

- Step 3** If prompted, enter the product key.
- Step 4** Click **OK**. The welcome window appears.
- Step 5** Click **Next**. The End-User License Agreement window appears.
- Step 6** Read the agreement, and click **I Agree** to accept the terms and continue. Or click **Exit** to cancel the installation.
- Step 7** In the Cisco Personal Assistant Components window, choose the Personal Assistant components to install:

Cisco Personal Assistant Server	Manages the interaction between the user and Personal Assistant, processes call routing and dial rules, and manages the overall configuration of the Personal Assistant system.
Cisco Personal Assistant Speech Recognition Server	Processes speech commands.
Cisco Personal Assistant Web Administration	Used to administer and access Personal Assistant by using a web browser.

During installation, the selected components install on the same system. If you want to install components on different systems, choose only those components you want installed together at this time. You must do subsequent installations to install the remaining components on different systems.

- Step 8** If you are installing Personal Assistant in a Windows 2000 domain, click **Use a Domain Account** and enter values for the following fields:
- | | |
|-----------------|--|
| Account | The domain administrator account. |
| Password | The password for the domain administrator account. |
| Domain | The domain in which you are installing Personal Assistant. |

If you are installing multiple Personal Assistant servers, you must install them in the same Windows 2000 domain.

- Step 9** Click **Next**.
- Step 10** In the Cisco Personal Assistant Locales window, choose the locales to install.
The locales you choose during installation are the ones from which you choose to enable for users when you configure Personal Assistant.
If you chose to install only the Cisco Personal Assistant Speech-Recognition Server, skip to [Step 14](#). Otherwise, continue with the next step.
- Step 11** Click **Next**.

Step 12 In the Cisco CallManager Database Location window, enter values from the Cisco CallManager publisher database in the following fields:

Host name	The DNS name or IP address of the server running Cisco CallManager.
Windows2000 username and password	The settings on the server running Cisco CallManager.
SQL Server username and password	The SQL server used by Cisco CallManager.

The settings must match those on the server running Cisco CallManager. For example, if on that server you do not have passwords set for Windows 2000 and SQL Server, do not enter them here. User names, however, are required.



Note You must be able to access the Cisco CallManager server from the computer on which you are installing Personal Assistant. When you click **Next**, the installer verifies connectivity to the Cisco CallManager server. If it cannot reach Cisco CallManager, it generates an error and installation cannot continue.

Step 13 Click **Next**. The Ready to Install Cisco Personal Assistant window appears.

Step 14 Click **Next**. The Personal Assistant components you selected are installed. Installation takes 10 to 15 minutes to complete. Once complete, the Cisco Product Activation window appears.

Step 15 Click **Yes** to restart the computer. Click **No** to continue installing other applications.

You must restart the computer before using Personal Assistant.

Step 16 Configure Cisco CallManager. Refer to the “Configuring Cisco CallManager for Personal Assistant” chapter of the *Cisco Personal Assistant Administration Guide*, available on Cisco.com at <http://www.cisco.com/univercd/cc/td/doc/product/voice/assist/assist3/index.htm>.

Step 17 Configure Personal Assistant. Refer to the “Configuring Personal Assistant” chapter of the *Cisco Personal Assistant Administration Guide*, available on Cisco.com at <http://www.cisco.com/univercd/cc/td/doc/product/voice/assist/assist3/index.htm>.

Upgrading to Personal Assistant Version 1.3(4) by Using the Compact Discs

This section describes how to upgrade to Personal Assistant version 1.3(4) on a system that is currently running any version of Personal Assistant 1.2 or 1.3. The procedure assumes that the currently installed Personal Assistant component was installed correctly and is functioning.



Note Upgrading from Personal Assistant 1.1 to Personal Assistant 1.3(4) is not supported.

Before You Begin

To upgrade Personal Assistant cleanly, you must disable the product on your telephony network. Plan to upgrade the product on a day and time when the elimination of the Personal Assistant service will have the least impact.

When you install Personal Assistant 1.3(4), the installation process checks your Cisco CallManager version and installs the appropriate JTAPI files. If you install Personal Assistant 1.3(4) before upgrading to Cisco CallManager, see the [“Installing the Latest JTAPI Files” section on page 13](#).


Caution

It is better to upgrade existing servers than to install a new server cluster. During upgrade, Personal Assistant preserves user and system settings, such as dialing rules, call routing rules, personal address books, and destinations. If you install a new server cluster to replace an existing cluster, these settings are not preserved, and users will have to recreate their configurations.

You cannot mix different versions of Personal Assistant components in the same cluster.

If the installation of Personal Assistant reports errors about connecting to the Cisco CallManager database, see the [“Adding a System Data Source” section on page 21](#).

To upgrade to Personal Assistant 1.3(4) by using the compact discs

-
- Step 1** To stop the Personal Assistant components and remove Personal Assistant services from the telephony network, in the Personal Assistant administration interface, click **System > Control Center**.
- Step 2** On the Control Center page, click **Stop All** in each of the three sections of the page to stop all Personal Assistant servers, license managers, and speech-recognition servers.
- Step 3** Upgrade the Personal Assistant components by doing Steps 1 through 15 of the [“To install Personal Assistant 1.3\(4\) on a new system by using the compact discs” section on page 18](#).
- Step 4** Click **System > Speech Services**, and click **Refresh** on the Speech Services Configuration page. Personal Assistant refreshes the server configuration and reloads directory and speech-recognition grammars. When the refresh is finished, Personal Assistant should be running correctly and be available for use.
-

Adding a System Data Source

If the installation of Personal Assistant reports errors about connecting to the Cisco CallManager database, do the following procedure to create a system data source in the ODBC Data Source Administrator to use TCP/IP to connect to the Cisco CallManager database. Do the procedure on each Personal Assistant server.

To add a system data source on a Personal Assistant server

-
- Step 1** On the Windows Start menu, click **Settings > Administrative Tools > Data Sources (ODBC)**.
- Step 2** Click the **System DSN** tab, and click **Add**.
- Step 3** In the Create New Data Source dialog box, select **SQL Server** and click **Finish**.
- Step 4** In the Create a New Data Source to SQL Server dialog box, do the following substeps:
- a. Enter a name (e.g. PACCMDB) and description for the data source in the applicable fields.
 - b. In the Server List box, enter the hostname/IP address of the primary Cisco CallManager server.
 - c. Click **Next**.

- Step 5** Click **Client Configuration**, and in the Edit Network Library Configuration dialog box, do the following substeps:
- In the Server Alias and Server Name fields, confirm that the correct Cisco CallManager hostname/IP address is displayed.
 - Under Network Libraries, click **TCP/IP**.
 - If required, update the Port Number field.
 - Click **OK**.
- Step 6** Click **With SQL Server Authentication Using a Login ID and Password Entered by the User**, and enter the Login ID and Password for the Cisco CallManager publisher database.
- Step 7** Click **Next** until you get to the last dialog box, then click **Finish**. In the dialog box that appears, click **Test Data Source**.
- Step 8** Confirm that **Tests Completed Successfully** is displayed on the results page.
- Step 9** Click **OK** to complete the configuration.
-

Caveats

Caveats are both expected behaviors and defects in software releases for a product.

If you have an account with Cisco.com, you can use Bug Toolkit to find more information on the caveats in this section, in addition to caveats of any severity for any release. Bug Toolkit is available at the website http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl.

Open Caveats—Release 1.3(4)

Table 4 Cisco Personal Assistant Release 1.3(4) Open Caveats

Caveat Number	Symptom	Explanation
CSCin26366	PA 1.3(4) Installation fails sometimes.	This happens when PA is unable to create the System DSN in ODBC Data Sources correctly. Workaround Manually create a System DSN to the CallManager database and retry installation.
CSCin27412	Directory Hierarchy does not work with Active Directory on port 3268.	If the corporate directory is Active Directory, and port 3268 is specified in the LDAP URL (i.e. the AD Global Catalog server), you need to ensure that attributes required to create the hierarchy are present in the Global Catalog schema. If not, the attributes should be added to the GC schema.

Table 4 Cisco Personal Assistant Release 1.3(4) Open Caveats (continued)

Caveat Number	Symptom	Explanation
CSCdz06857	PA unable to sync spoken name with Cisco Unity.	<p>PA currently assumes that Cisco Unity is installed on drive C on the Cisco Unity server.</p> <p>Workaround</p> <p>Change the PROMPTS_DIR property in the %paroot%\etc\VMBootstrapPropertiesX.properties file to refer to the appropriate drive where Cisco Unity is installed. Restart PA Services for the change to take effect.</p>
CSCdt58084	The Personal Assistant user web interface does not copy some selected entries from the corporate directory into the Personal Address Book.	<p>The Personal Assistant user web interface will not copy some selected entries from the corporate directory into the Personal Address Book if the selected entries span more than one page.</p> <p>A list of users that results from a search could span several interface pages, depending on the search string that is specified. If the user selects entries in several pages and adds them to the Personal Address Book, only those entries selected from the last interface page are added.</p> <p>Workaround</p> <p>Narrow the search string used to generate relevant entries from the corporate directory. If the generated entries span more than one page, select entries from one page only before initiating another search.</p>
CSCin06709	When callers whose destination numbers are the same as Personal Assistant registered CTI route points try to call each other, they get busy signals.	<p>Caller A has the destination number 2101, and caller B has the destination number 2105. Personal Assistant also has registered route points 2101 and 2105. When caller A tries to call caller B, Cisco CallManager is unable to transfer the call.</p> <p>Workaround</p> <p>Ensure that no phone destination number matches a Personal Assistant route point number by using a generic route point, such as 210X, rather than a specific number, such as 2101 or 2105. In addition, with Personal Assistant version 1.3(3) and later, you can use the [] wildcards in the route point (for example, 210[4]).</p>

Resolved Caveats—Release 1.3(4)

Table 5 Cisco Personal Assistant Release 1.3(4) Resolved Caveats

Caveat Number	Symptom	Explanation
CSCin19866	Callers are asked for their voice-mail password instead of being asked to leave a message.	This is because PA could not correctly identify internal/external calls when integrated with Octel voice messaging. This has been fixed using a mapping file that tells PA which extension numbers match which Octel mailbox numbers.
CSCdy36393	The message “The MAPI Spooler has shut down unexpectedly” is seen in the Event log. This also disables Cisco Unity voice mail access.	This is now resolved.
CSCin24165	Voice message attachments are played in the wrong order.	When a voice message was forwarded multiple times with an introduction, PA played the original voice message first and the introductions last. This is now resolved.
CSCdz23960	Incorrect section length in voice message header.	PA now creates voice messages with a proper header format.
CSCdz26197	PAB Sync button should be grayed out when processing.	A new PAB Synchronization is now not permitted while the previous one is still in progress.
CSCdz26225	PAB Sync should add entries with last name only.	Now contacts with only a first name or only a last name are added to PAB. The missing name is replaced by underscores (i.e. “_”).
CSCdz26252	PA should better handle extensions in PAB entries.	PA now removes extensions from phone numbers when synchronizing PAB with Exchange contacts.
CSCin25212	Follow Me destination not proper when set from an unknown number.	Now PA asks the caller for a Follow Me number when caller says “Follow me here” from an unknown number.

Resolved Caveats—Release 1.3(3)

Table 6 Cisco Personal Assistant Release 1.3(3) Resolved Caveats

Caveat Number	Symptom	Explanation
CSCdw04245	Calls forwarded from an extension not managed by Personal Assistant to an extension that is managed by Personal Assistant get a fast-busy tone.	<p>Extension A, which is not managed by Personal Assistant, is set up to forward all calls to Extension B, which is managed by Personal Assistant.</p> <p>A call to Extension A is not intercepted by Personal Assistant but forwarded by Cisco CallManager to Personal Assistant for Extension B. Cisco CallManager tells Personal Assistant that the call is for Extension A. Because Personal Assistant does not manage Extension A, it sends the call back to Extension A. Cisco CallManager again tries to forward the call to Extension B via Personal Assistant, etc.</p> <p>The caller hears a fast-busy tone as the call is stuck in this loop.</p> <p>This has been fixed using a new JTAPI interface method.</p>
CSCin08805	When you call an invalid destination number, you hear a busy signal instead of a reorder tone.	Personal Assistant plays a message indicating that an out-of-service number was dialed. If the invalid number was the result of a Personal Assistant rule, then the caller hears the message that the called user is not available.
CSCin09110	When you try to conference in a caller group whose work number entries are blank, Personal Assistant prompts you for the name of the person you want to conference in instead of asking if you want to add more people to the conference.	Personal Assistant uses the mobile number or the home number of the person if the work number is blank.
CSCin09552	Personal Assistant does not play the proper spoken name when multiple users share the same work number.	Personal Assistant supports a configuration where multiple users share the same work number.
CSCin10414	Users unable to access voice mail when Exchange mailbox is not in Recipients container. Personal Assistant earlier expected the user's Exchange mailbox DN to be in a standard format.	Personal Assistant queries the mailbox DN from the Global Catalog Server.
CSCin10418	Users unable to access voice mail when Exchange and AD are not on same server. Personal Assistant created a MAPI profile that incorrectly pointed to the AD server instead of the Exchange server.	Personal Assistant correctly creates the MAPI profile.
CSCin11829	PAB Sync assumes voice mail server as Exchange server.	Personal Assistant accesses the Exchange contact information from the Calendar server configured on System > Messaging page.

Table 6 Cisco Personal Assistant Release 1.3(3) Resolved Caveats (continued)

Caveat Number	Symptom	Explanation
CSCin12653	Personal Assistant does not play spoken name of unknown caller during call screening.	Personal Assistant correctly plays the recorded spoken name of the unknown caller.
CSCin13109	Some Personal Assistant users unable to access voice mail when Cisco CallManager and Cisco Unity Exchange directory are same. This problem was caused by Personal Assistant finding duplicate entries when searching for users when the search base is set to the root domain.	Personal Assistant finds the correct user entry when accessing voice mail.
CSCin13659	Voice-mail access is very slow when the number of e-mails is high. When Cisco Unity is used in Unified Messaging configuration, accessing voice mail using Personal Assistant was slow when the Inbox contained many e-mails.	This is resolved.
CSCin14737	Personal Assistant service does not restart when the Publisher Cisco CallManager is down.	When the Personal Assistant service starts up, if it does not find the Publisher Cisco CallManager, it uses a saved list of subscriber Cisco CallManagers to access the internal LDAP directory.
CSCin14739	Users in child domains of Active Directory are unable to log on to Personal Assistant user web interface. When the user search base is set to the parent domain of Active Directory, users in child domains received "Invalid Password" error when trying to log on.	This is fixed by correctly processing referrals returned by LDAP queries.
CSCin14971	New Personal Assistant users unable to use Personal Assistant until next refresh or restart of Personal Assistant.	Users can first log on to the Personal Assistant user web interface. This allows them to use other Personal Assistant services by populating the necessary information in the Personal Assistant server.
CSCin15488	Unable to configure certain wild-card route points in Personal Assistant.	Personal Assistant allows using the [] wild cards in Personal Assistant, Auto Attendant (AA), and interceptor route points.

Table 6 *Cisco Personal Assistant Release 1.3(3) Resolved Caveats (continued)*

Caveat Number	Symptom	Explanation
CSCin15679	Callers hear “Technical Difficulties” error message after refresh. When multiple locales are configured, callers into Personal Assistant using some locales get this error message due to incompatibility between the Personal Assistant server and the speech-recognition package.	This is resolved.
CSCin15681	Call gets dropped when user calls into Personal Assistant after synchronizing Spoken Name with Cisco Unity. With some versions of Cisco Unity, Personal Assistant was unable to read the spoken name from the Cisco Unity directory correctly.	Now Personal Assistant directly gets the spoken-name file from the Cisco Unity server.
CSCin15920	Personal Assistant unable to populate Caller Groups with Corporate Callers. Personal Assistant could not find the users when Active Directory’s root domain was set as the search base.	This is resolved.
CSCin16929	Personal Assistant does not process user’s rules when the called person is in some other user’s PAB. When the user search base is set to the root domain of Active Directory, and Cisco CallManager is integrated with the corporate Active Directory, searches for a user return both the corporate entries as well as PAB entries.	This is resolved by adding !(description=ciscoPABUser) to the Directory Search Filter.
CSCin17020	Directory hierarchy filters do not work in Auto Attendant (AA) mode.	Personal Assistant allows callers to the AA route point to use the configured department and location hierarchy filters.

Resolved Caveats—Release 1.3(2)

Table 7 Cisco Personal Assistant Release 1.3(2) Resolved Caveats

Caveat Number	Symptom	Explanation
CSCin06882	Media Ports unregister when a called user has activated a rule to redirect calls to a destination group with more than one destination and call screening is disabled.	If Personal Assistant tries to redirect a call to a destination group with more than one destination and call screening is disabled, the call does not get transferred to the first destination in the destination group. The call stays at the media port. All media ports unregister, and subsequent calls to the Personal Assistant route point fail. In addition, all subsequent calls to a destination number with an interceptor port configured fail, and a busy tone is generated. The media ports reregister only when the Personal Assistant server is restarted.
CSCin08516	Personal Assistant does not recognize users by their alternate last names.	Personal Assistant does not store alternate last names properly.
CSCin08797	When you try to delete a voice messaging server from the Messaging page of the Personal Assistant administration interface, sometimes the wrong server is deleted.	Personal Assistant always deletes the voice messaging server at the top of the list.

Documentation Updates

Errors

This section lists errors in the current Personal Assistant documentation. The correct information will be incorporated in a future documentation release, or as otherwise noted.

Adding Media Ports: *Cisco Personal Assistant Administration Guide*

In Chapter 3, “Configuring Cisco CallManager for Personal Assistant,” in the procedure for adding media ports for Personal Assistant, Step 7 should read, “Enter the extension, such as 5001, assigned to this port in the Directory Number field.”

Creating Personal Assistant Interceptor Ports: *Cisco Personal Assistant Administration Guide*

In Chapter 3, “Configuring Cisco CallManager for Personal Assistant,” in the procedure for creating interceptor ports, the following statement is incorrect: “(However, you can configure route points to match extensions one-to-one if you prefer.)”

The statement should read “If you would like to create a route point to match a single extension, use the ‘[]’ wildcard (for example, route point with directory number ‘240[5]’ to match the extension 2405).”

Troubleshooting Personal Assistant: *Cisco Personal Assistant Administration Guide*

- In Chapter 6, “Troubleshooting Personal Assistant,” in the problems to check for when callers hear “We are experiencing technical difficulties, please call back later” under “Resolving Problems Using Personal Assistant,” the path for speech packages should read, “\speech\grammar\static\pa\<locale>\pa.”
- In Chapter 6, “Troubleshooting Personal Assistant,” in the “Users Cannot Log Into Voice Mail” section under “Resolving Problems Using Personal Assistant,” the last paragraph should read, “If it is not there, and you are running the Personal Assistant server, create it by using PA/bin/PAUnity.prf.”

Browsing Voice Mail: *Cisco Personal Assistant User’s Guide*

In Appendix A, “Common Questions About Using Personal Assistant,” the question “Why is Personal Assistant telling my callers that I am unavailable?” under “Browsing Voice Mail” should read: Why do callers hear that I am unavailable when they try to call me?

Q.) My callers hear that I am unavailable when they try to call me, even though I am available. What’s going on?

A.) Make sure your personal and corporate destinations are correct. If Personal Assistant tries to forward an incoming phone call to you at an invalid number, your caller hears a message that you are unavailable. For help with destinations, see the “What Are Destinations” section on Page 3-1.

Synchronizing Your Personal Address Book: *Cisco Personal Assistant User’s Guide*

In Chapter 4, “Setting Up Your Personal Address Book,” in the “Synchronizing the Address Book with Your Exchange Contacts List” section, the tip for the procedure should read: “A conflict occurs when you have an entry with the same first and last names in both your personal address book and your Microsoft Exchange Contacts list. To resolve this, Personal Assistant then looks at the e-mail address and phone number to determine if they are really the same record.”

Using the Touchtone Keys: *Cisco Personal Assistant User’s Guide*

In Chapter 2, “Using Personal Assistant to Make Calls, Forward Calls, and Access Voicemail,” in the “Using Personal Assistant Main Menu Options” section, the second paragraph should read: “Alternatively, you can use the touch-tone keys instead of the spoken commands.”

Related Documentation

These are the other documents available for Personal Assistant:

- *Cisco Personal Assistant Administration Guide*—Covers planning and administering Personal Assistant; also includes troubleshooting information. Designed for system administrators. Available only in English:
 - In the box—A copy of the manual ships with the product.
 - In the software—The administration interface online Help is based on the manual.
 - On Cisco.com—At <http://www.cisco.com/univercd/cc/td/doc/product/voice/assist/assist3/index.htm>.

- *Cisco Personal Assistant 1.3 Troubleshooting Guide*—Designed for system administrators. Available only in English:
 - On Cisco.com—At <http://www.cisco.com/cgi-bin/tablebuild.pl/assist>.
- *Cisco Personal Assistant User's Guide*—Covers using the Personal Assistant user web interface, as well as how to talk to Personal Assistant over the phone to dial users by name, access voice mail, and accomplish other phone-enabled tasks. Designed for end users. Available in English, French, and German:
 - In the software—The user web interface online Help is based on the manual.
 - On Cisco.com—At <http://www.cisco.com/univercd/cc/td/doc/product/voice/assist/assist3/index.htm>.

You can also access documentation for Cisco IP Phone Productivity Services at <http://www.cisco.com/univercd/cc/td/doc/product/voice/assist/assist3/index.htm>. Available only in English.

Obtaining Documentation

Cisco provides several ways to obtain documentation, technical assistance, and other technical resources. These sections explain how to obtain technical information from Cisco Systems.

Cisco.com

You can access the most current Cisco documentation on the World Wide Web at this URL:

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

You can access the Cisco website at this URL:

<http://www.cisco.com>

International Cisco web sites can be accessed from this URL:

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

Documentation CD-ROM

Cisco documentation and additional literature are available in a Cisco Documentation CD-ROM package, which may have shipped 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 through an annual subscription.

Registered Cisco.com users can order the Documentation CD-ROM (product number DOC-CONDOCCD=) through the online Subscription Store:

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

Ordering Documentation

You can find instructions for ordering documentation at this URL:

http://www.cisco.com/univercd/cc/td/doc/es_inpk/pdi.htm

You can order Cisco documentation in these ways:

- Registered Cisco.com users (Cisco direct customers) can order Cisco product documentation from the Networking Products MarketPlace:
<http://www.cisco.com/en/US/partner/ordering/index.shtml>
- Registered Cisco.com users can order the Documentation CD-ROM (Customer Order Number DOC-CONDOCCD=) through the online Subscription Store:
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Technical Assistance Center

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We categorize Cisco TAC inquiries according to urgency:

- Priority level 4 (P4)—You need information or assistance concerning Cisco product capabilities, product installation, or basic product configuration.
- Priority level 3 (P3)—Your network performance is degraded. Network functionality is noticeably impaired, but most business operations continue.
- Priority level 2 (P2)—Your production network is severely degraded, affecting significant aspects of business operations. No workaround is available.
- Priority level 1 (P1)—Your production network is down, and a critical impact to business operations will occur if service is not restored quickly. No workaround is available.

Cisco TAC Website

You can use the Cisco TAC website to resolve P3 and P4 issues yourself, saving both cost and time. The site provides around-the-clock access to online tools, knowledge bases, and software. To access the Cisco TAC website, go to this URL:

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All customers, partners, and resellers who have a valid Cisco service contract have complete access to the technical support resources on the Cisco TAC website. Some services on the Cisco TAC website require a Cisco.com login ID and password. If you have a valid service contract but do not have a login ID or password, go to this URL to register:

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

If you are a Cisco.com registered user, and you cannot resolve your technical issues by using the Cisco TAC website, you can open a case online at this URL:

<http://www.cisco.com/en/US/support/index.html>

If you have Internet access, we recommend that you open P3 and P4 cases through the Cisco TAC website so that you can describe the situation in your own words and attach any necessary files.

Cisco TAC Escalation Center

The Cisco TAC Escalation Center addresses priority level 1 or priority level 2 issues. These classifications are assigned when severe network degradation significantly impacts business operations. When you contact the TAC Escalation Center with a P1 or P2 problem, a Cisco TAC engineer automatically opens a case.

To obtain a directory of toll-free Cisco TAC telephone numbers for your country, go to this URL:

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Before calling, please check with your network operations center to determine the level of Cisco support services to which your company is entitled: for example, SMARTnet, SMARTnet Onsite, or Network Supported Accounts (NSA). When you call the center, please have available your service agreement number and your product serial number.

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