



## **IP Communications Systems Test Release 1.2**

### **IPT Release Notes**

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*IP Communications Systems Test Release 1.2: IPT Release Notes*  
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## Table of Contents

|     |  |    |
|-----|--|----|
| 1   | Overview .....   | 2  |
| 2   | System Requirements .....  | 3  |
| 2.1 | Cisco CallManager .....  | 3  |
| 2.2 | Cisco Unity .....  | 3  |
| 2.3 | Cisco IPCC Express Edition .....                                   | 4  |
| 2.4 | Cisco Emergency Responder (CER) .....                              | 4  |
| 2.5 | Cisco Security Agent (CSA) .....                                   | 4  |
| 2.6 | Cisco Routers and Voice Gateways .....                             | 5  |
| 2.7 | Cisco Gatekeeper .....   | 6  |
| 2.8 | Cisco Catalyst Switches and Voice Gateways .....                   | 6  |
| 3   | Install and Upgrade Documentation and Links .....                  | 6  |
| 4   | Software Version Matrix .....                                      | 7  |
| 5   | Limitations .....  | 8  |
| 5.1 | Open Caveats for IP Communications Systems Release 1.2 - IPT ..... | 8  |
| 5.2 | Important Notes .....  | 10 |

# 1 Overview

This document comprises the IP Communications (IPC) Systems Test Release 1.2 release notes for voice systems built upon Cisco CallManager 3.3(3) and Cisco Unity 4.0(3). It is standard methodology for Cisco to perform systems-wide testing of IP Communications, supplementing the systems test performed on each IPC product.

A major deliverable of the IPC Systems test is a recommendation of compatible software releases, verified through the test. Customers that have deployed or are planning to deploy multiple voice application and voice infrastructure products in their network can adopt these recommendations. These recommendations are not exclusive, and are in addition to inter-operability recommendations for each of the individual voice application or voice infrastructure products.

The primary focus in this document is on the IP telephony (IPT) component of these IP Communication systems. Centralized IPCC (with 2 remote branches), one of five deployment models, has also been tested. For the release notes for IPCC, refer to *IPC Systems Test Release 1.2: IPCC Release Notes*.

The tested systems comprise a suite of IPC solutions containing a validated software set of the following components: Cisco CallManager, Cisco Unity, Cisco IPCC Express Edition( ICD and IVR), Cisco Voice Gateways, Cisco Catalyst Voice Gateways, Cisco VG248 analog phone gateways, Cisco gatekeepers, Cisco routers, and Cisco Catalyst switches.

To access the documentation suite for Cisco voice products, refer to:

<http://www.cisco.com/univercd/cc/td/doc/product/voice/>

Access the latest software upgrades and release notes for Cisco CallManager 3.3(3), Unity 4.0(3), Cisco IPCC Express Edition 3.1(1) on Cisco Connection Online (CCO) at:

<http://www.cisco.com/kobayashi/sw-center/sw-voice.shtml>

Access the latest software upgrades and release notes for Cisco routers and gateways on Cisco Connection Online (CCO) at :

<http://www.cisco.com/kobayashi/sw-center/sw-ios.shtml>

Access the latest software upgrades and release notes for Catalyst switches on Cisco Connection Online (CCO) at:

<http://www.cisco.com/kobayashi/sw-center/sw-lan.shtml>

## 2 System Requirements

The components of this solution are discussed in the following sections.

These sections contain information on the platforms tested as part of this program. For additional information on specific hardware recommendations or bills of material for each product, refer to the links to product documentation in each subsection.

### 2.1 Cisco CallManager

Make sure that you install and configure Cisco CallManager Release 3.3(3) on a Cisco Media Convergence Server (MCS).

Platforms tested in this recommendation are :

[MCS-7835-1266](#)

[MCS-7825-1133](#)

[MCS-7815-1000](#)

For MCS platform information, refer to:

<http://www.cisco.com/en/US/products/hw/voiceapp/ps378/index.html>

For system hardware component information and system requirements, refer to Installing Cisco CallManager Release 3.3:

[http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_callmg/3\\_3/install/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/3_3/install/index.htm)

The Release Notes for Cisco CallManager 3.3(3) are at:

[http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_callmg/3\\_3/rel\\_note/333cmrn.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/3_3/rel_note/333cmrn.htm)

Cisco CallManager Security and Virus Protection Guides are at:

[http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_callmg/sec\\_vir/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/sec_vir/index.htm)

### 2.2 Cisco Unity

Make sure that you install and configure Cisco Unity 4.0(3) on a Cisco MCS server.

Platforms tested in this recommendation are:

MCS-7847

MCS-7837

MCS-7827

For Cisco Unity 4.0 System Requirements, and Supported Hardware and Software, refer to:

[http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod\\_pre\\_installation\\_guide09186a0080117617.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_pre_installation_guide09186a0080117617.html)

Release Notes for Cisco Unity 4.0(3) are accessible at:  
<http://www.cisco.com/cgi-bin/tablebuild.pl/unity-40>

## 2.3 Cisco IPCC Express Edition

Make sure that you install and configure Cisco IPCC Express Edition 3.1(1) on a Cisco MCS server.

Platforms tested in this recommendation are:

[MCS-7835-1266](#)

For IPCC Express Edition 3.1(1) system requirements and supported hardware and software, refer to:

[http://www.cisco.com/univercd/cc/td/doc/product/voice/sw\\_ap\\_to/apps\\_3\\_1/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/sw_ap_to/apps_3_1/index.htm)

Release Notes for IPCC Express Edition 3.1(1) are accessible at:

[http://www.cisco.com/univercd/cc/td/doc/product/voice/sw\\_ap\\_to/apps\\_3\\_1/english/admn\\_app/elnote/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/sw_ap_to/apps_3_1/english/admn_app/elnote/index.htm)

## 2.4 Cisco Emergency Responder (CER)

Make sure that you install and configure CER on a Cisco MCS.

Platforms tested in this recommendation are:

[MCS-7835-1266](#)

For CER 1.1(4) system requirements and supported hardware, refer to:

[http://www.cisco.com/univercd/cc/td/doc/product/voice/respond/res\\_1\\_1/cer114rn.htm-1036048](http://www.cisco.com/univercd/cc/td/doc/product/voice/respond/res_1_1/cer114rn.htm-1036048)

## 2.5 Cisco Security Agent (CSA)

CSA 4.0.1.539-1.1(3) was tested for Cisco IPCC Express Edition and for Cisco CallManager. CSA 4.0 build 19 was tested with Cisco Unity. CSA had no effect on system performance.

## 2.6 Cisco Routers and Voice Gateways

Platforms tested in this recommendation are:

- Cisco 7206 (router only)
- Cisco 3745 (MGCP and H.323 gateways)
- Cisco 3725 (router, MGCP and H.323 gateways)
- Cisco 3660 (MGCP and H.323 gateways)
- Cisco 2691 (MGCP and H.323 gateways)
- Cisco 2620XM (router and MGCP with SRST gateway)
- Cisco VG200 (MGCP gateway only)
- Cisco VG248 analog phone gateway
- Cisco 1760 (router and H.323 with SRST gateway)

Cisco 7206, 3745, 3725, 3660, 2691, and 2620XM were tested with **is-mz** software. Cisco VG200 was tested with **vg200-i6s-mz** software. Cisco 1760 was tested with **c1700-sv8y-mz** software.

For Cisco 3745 and Cisco 3725 System Requirements, refer to:

<http://www.cisco.com/univercd/cc/td/doc/product/software/ios122/122relnt/xprn122t/122tfeat.htm - 118326>

For Cisco 3660 System Requirements, refer to:

<http://www.cisco.com/univercd/cc/td/doc/product/software/ios122/122relnt/xprn122t/122tfeat.htm - 1003904>

For Cisco 2691 System Requirements, refer to:

<http://www.cisco.com/univercd/cc/td/doc/product/software/ios122/122relnt/xprn122t/122tfeat.htm - 54895>

For Cisco VG200 System Requirements, refer to:

<http://www.cisco.com/univercd/cc/td/doc/product/software/ios122/122relnt/xprn122t/122tfeat.htm - 56813>

For Cisco VG248 System Requirements, refer to:

[http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_access/apg/vg248/v1\\_2/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_access/apg/vg248/v1_2/index.htm)

For Cisco 1760 System Requirements, refer to:

<http://www.cisco.com/univercd/cc/td/doc/product/software/ios122/122relnt/xprn122t/122tfeat.htm - 41419>

## 2.7 Cisco Gatekeeper

Platforms tested in this recommendation are:

Cisco 3660

This gatekeeper was tested with **ix-mz** software.

For Cisco 3660 system requirements, refer to:

<http://www.cisco.com/univercd/cc/td/doc/product/software/ios122/122relnt/xprn122t/122tfeat.htm - 1003904>

## 2.8 Cisco Catalyst Switches and Voice Gateways

Platforms tested in this recommendation are:

Catalyst 6608 T1 digital gateway

Catalyst 6608 T1 conference, media termination point and transcoding resource

Catalyst 6624 analog gateway

Catalyst 6506 (distribution switch)

Catalyst 3524XL

For Cisco Catalyst 6500 system requirements, refer to:

<http://www.cisco.com/univercd/cc/td/doc/product/lan/cat6000>

For Catalyst 3524XL system requirements, refer to:

[http://www.cisco.com/univercd/cc/td/doc/product/lan/c2900x1/29\\_35wc5/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/lan/c2900x1/29_35wc5/index.htm)

## 3 Install and Upgrade Documentation and Links

For Cisco CallManager, refer to:

[http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_callmg/3\\_3/install/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/3_3/install/index.htm)

For Cisco Unity, refer to:

[http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_unity/inst/inst402/ex/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/inst/inst402/ex/index.htm)

For Cisco IPCC Express Edition, refer to:

[http://www.cisco.com/univercd/cc/td/doc/product/voice/sw\\_ap\\_to/apps\\_3\\_1/english/admn\\_app/get\\_str/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/sw_ap_to/apps_3_1/english/admn_app/get_str/index.htm)

For Cisco Emergency Responder, refer to:

[http://www.cisco.com/univercd/cc/td/doc/product/voice/respond/res\\_1\\_1/cer114rn.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/respond/res_1_1/cer114rn.htm)

## 4 Software Version Matrix

Table 4.1 lists the recommended software releases of the system components.

**Table 4.1: Software Recommendations for the IP Communications Systems Release 1.2 - IPT**

| Component                       | Release Version   |
|---------------------------------|---|
| CallManager                     | 3.3(3) sr1  |
| 7910 (phone sets)               | P00405000101  |
| 7940/60 (phone sets)            | P00305000101  |
| 7935 (phone sets)               | P00503010300  |
| Cisco Emergency Responder       | 1.1(4)  |
| IPCC Express Edition and IP IVR | 3.1(1) sr2  |
| Unity                           | 4.0(3)  |
| Unity TSP                       | 7.0.2.38  |
| CS3745 (gateway)                | 12.2(15)T8  |
| CS3725 (gateway)                | 12.2(15)T8  |
| CS3660 (gateway)                | 12.2(15)T8  |
| CS2691 (gateway)                | 12.2(15)T8  |
| CS2620XM (gateway)              | 12.2(15)T8  |
| VG200 (gateway)                 | 12.2(15)T8  |
| VG248 (gateway)                 | 1.2(1)  |
| CAT6608 (gateway)               | D00403030020  |
| CAT6624 (gateway)               | A00203030020  |
| CAT6506 (core switch)           | 6.4(1)  |
| CAT4006 (access switch)         | 6.3(5)  |
| CAT3524 (access switch)         | 12.0(5)WC8  |
| CS7206 (core router)            | 12.2(15)T8  |
| CS3725 (core router)            | 12.2(15)T8  |
| CS2620 (core router)            | 12.2(15)T8  |
| CS1760 (core router)            | 12.2(15)T8  |
| Cisco Security Agent            | 4.0.1.539-1.1(3) for Cisco IPCC Express Edition and for Cisco CallManager<br>CSA 4.0 build 19 for Cisco Unity |

## 5 Limitations

### 5.1 Open Caveats for IP Communications Systems Release 1.2 - IPT

Table 5.1 lists and describes open caveats related to the testing of the IP Communications Systems Release 1.2 – IPT that were not resolved at the time of this recommendation.

For additional caveats and fixes, go to [www.cisco.com](http://www.cisco.com) and view the product Maintenance Releases and Service Releases that have been released since the versions tested and listed in Table 4.1.

Tip: If you have an account with Cisco.com (Cisco Connection Online), you can use the Bug Toolkit to find caveats of any severity for any release.

To access the Bug Toolkit, go to [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl).

**Table 5.1: Open Caveats for IP Communications Systems Release 1.2 - IPT**

| Identifier | Headline  | Summary   |
|------------|---|---|
| CSCea81542 | Incorrect CRA Engine status displayed                               | <p><b>Symptom:</b> After stopping the engine and verifying it's status is 'stopped' attempted to start the engine again. The following message was displayed: "Engine is already running. Please stop the Engine in order to start it."</p> <p><b>Condition:</b> It happens if you immediately try to Start it.</p> <p><b>Workaround:</b> Wait approximately 20 seconds before trying to start it again.</p>  |
| CSCec12718 | Modifying greeting then browse away and back before saving disables | <p><b>Symptom:</b> From within the SA, if a change is made to any greeting which is enabled and that change is not saved before browsing away from the greeting and then browsing back to it the greeting will be set to disabled in the GUI and the error "Bad value to Cdate()" is displayed. If the Administrator then clicks save, the disabled setting in the GUI is committed to the database and the greeting effectively becomes disabled. The value placed in the database is 12/31/90.</p> <p><b>Condition:</b> All versions of Unity.</p> <p><b>Workaround:</b> If you see the error 'Bad value to Cdate()' close the SA without saving. If you have already saved and the greeting disabled was other than the Standard Greeting, re-enable it through the SA. If the Standard Greeting was disabled (which is not considered valid) download the latest version of DBWalker from <a href="http://www.ciscounitytools.com">http://www.ciscounitytools.com</a> and run it. DBWalker automatically enables the Standard Greeting if it finds that is it disabled.</p> |
| CSCec12739 | Xfer string not updated in the directory when transfer not exabled  | <p><b>Symptom:</b> If the DTMF Access ID for a subscriber with call transfer set to 'No (send directly to subscriber's greeting)' is changed the new value is never pushed to the directory. The result is that all other Unity servers never learn the updated extension and continue to transfer callers to the outdated DTMF Access ID.</p> <p><b>Condition:</b> Unity 3.0(1) and later.</p> <p><b>Workaround:</b> To resolve the issue click 'Yes, ring subscriber's extension:' then save and then 'No (send directly to subscriber's greeting)' and save again.</p>   |

## IP Communications Systems Test Release 1.2: IPT Release Notes

|            |  |   |
|------------|--|---|
| CSCec13000 | Schedule does not specify Morning or afternoon                       | <p><b>Symptom:</b> Under Schedules/Schedule Settings in FRA Unity 4.0.3 does not differentiate morning and afternoon when using the 12 hour clock.</p> <p><b>Condition:</b> This occurs in Cisco Unity 4.0.3 on French systems only.</p> <p><b>Workaround:</b> None.</p>  |
| CSCec36982 | Full MBX Check occurs even if greeting will not take a message       | <p><b>Symptom:</b> The Full Mailbox Check feature checks the size of a message recipient's mailbox prior to playing the greeting for the handler. This occurs even if the greeting is not configured to take a message afterwards which means that Unity is checking for no reason.</p> <p><b>Condition:</b> Given the fact that all Call Handlers have the Example Administrator set as the message recipient by default this can cause a significant quantity of unneeded MAPI calls to execute. Ultimately this can lead to delay, <a href="#">CSCea68581</a> and <a href="#">CSCdy70554</a>.</p> <p><b>Workaround:</b> Set the message recipient for all Call Handlers that will not take a message to a Public Distribution List rather than a subscriber. Since Public Distribution Lists don't have a mailbox the Full Mailbox Check feature is not called.</p>  |
| CSCec37670 | Return Receipts for READ and DELIVERY show up using CPCA             | <p><b>Symptom:</b> Return receipts for email (both READ AND DELIVERY) are showing up when checking voicemail using CPCA.</p> <p><b>Condition:</b> All versions of Cisco Unity (CPCA).</p> <p><b>Workaround:</b> None.</p>   |
| CSCec45687 | SQLConfigSyncSvr.dll: Deadlock with DirChangeWriter in large sync    | <p><b>Symptom:</b> The SQL to directory synchronization process stalls. This can occur during default database configuration during setup, during an import of many users with the bulk import utility (CUBI), or when the syncher is run manually.</p> <p><b>Condition:</b> This occurs in Cisco Unity 4.0(3), but may occur in earlier 4.X versions.</p> <p><b>Workaround:</b> A SQL deadlock may have occurred. Stop the AvDirChangeWriter service to try and free the lock. Be sure to restart the service after synchronization has finished.</p>  |
| CSCec55872 | VMO pauses randomly when recording & stops recording after 3 minutes | <p><b>Symptom:</b> When using VMO to record a message it will pause at random and for some versions it will stop recording at random while other versions it will stop recording after approximately 3 minutes.</p> <p><b>Conditions:</b><br/> VMO versions 3.1.3, 4.x<br/> Recording playback device is the PC's soundcard.<br/> Cisco Unity versions 3.1(5) and 4.0(3)</p> <p><b>Workaround :</b> Upgrade to the latest version of VMO to address the issue of it pausing and stopping recording at random.</p> <p>Option 1: When VMO stops recording after 3 minutes and the cursor moves back to the 0.0 mark, move the cursor to the far right. Then press the record button to continue recording. This way you can append to the existing recorded message.</p> <p>Option 2: Change the default setting for 'AutoSave unsent messages every ___ minutes' in Outlook. Go to: Tools &gt; Options &gt; Preferences &gt; E-mail Options. You can either uncheck 'Automatically save unsent messages' here or go to the Advanced E-mail Options screen and increase the default AutoSave time. Basically, when a message is saved, the MediaMaster closes the audio file, even if it is the middle of recording. That is why the recording aborts after about 3 minutes. I noticed that the AutoSave kicks in anywhere between 2.5 mins and 3.5 mins and you will see a copy of your auto-saved message in the Drafts folder.</p> |

## 5.2 Important Notes

Cisco recommends that every Ethernet interface in the solution be set to 100 Mbps/full duplex, including catalysts, routers, gateways and IP phones. Autodetection on MCS servers does not work well with Cisco Catalyst switches. This issue may cause dropped packets, and voice quality and performance issues.

When registering CAT6608 port(s), it is recommended that the port(s) be registered as a gateway(s) first, then reconfigured as hardware conference bridge(s) or transcoder(s) as needed.

The use of the parameter VoiceMailMaximumHopCount (Service Parameters→Call Manager→Cluster Wide Parameters) substantially reduces the amount of time required for Cisco CallManager to discover and utilize an available voice mail port in a large system. To configure this parameter, identify the number of voice mail ports within each Voice Mail Profile and subtract 3 from the maximum.

The AdvancedCallForwardHopFlag must be set to "True" to take advantage of this service parameter. If it is set to "False" the ForwardMaximumHopCount value will be used.

For the effects of this parameter to be realized, a system would have to have at least 75 voice mail ports in a single Voice Mail Profile. Otherwise, the default configuration should be sufficient.