



IP Communications Systems Test Release 2.0

IPT Release Notes

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1 Overview

This document comprises the IP Communications (IPC) Systems Test Release 2.0 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 interoperability recommendations for each of the individual voice application or voice infrastructure products.

The primary focus in this document—and in the companion document *Solution Architecture Reference Manual for IPT: IP Communications Systems Test Release 2.0*—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 2.0: 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 (MS Exchange and IBM/Lotus Domino), 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. In addition, the EMEA solution includes some third-party partner validations, including attendant console, management services, VoIP recording, and billing/accounting.

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) SR4, Unity 4.0(3), Cisco IPCC Express Edition 3.1(2) SR2 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 / Install and Upgrade Documentation

The components of this solution, including the platforms tested, are discussed in *Solution Architecture Reference Manual for IPT: IP Communications Systems Test Release 2.0*. That manual includes the specific versions of the components tested and links to relevant documentation for installation and configuration procedures.

3 Software Version Matrixes

The following tables list recommended software releases of the system components for IP Communications System Release 2.0 for IPT.

Table 3.1: Software Recommendations for the IP Telephony Components

Component	Release Version
CallManager, OS, JTAPI	3.3(3) SR4a ¹ , 2000-2-5SR4, 1.4(3.19)
CM Cisco Security Agent (CSA)	4.0.1.539-1.1.3
Cisco Emergence Responder (CER)	1.2(1)
Cisco IP Phone 7902G	CP7902010202SCCP031217B
Cisco IP Phone 7905G	CP7905010202SCCP031217B
Cisco IP Phone 7910	CP00405000400
Cisco IP Phone 7912G	CP7912010202SCCP031217B
Cisco IP Phone 7920	7920.3.3-01-05
Cisco IP Phone 7960/7940	P00305000400
Cisco IP Phone 7935	P00503010400
IPCC Express (IP-ICD/IP-IVR)	3.1(2) SR2
Unity, TSP, bridge	4.0(3), 7.0(3), 3.0(1)
Unity Cisco Security Agent	4.0.0.119-1.1.1
Personal Assistant	1.4(2)
Anti Virus	McAfee 4.2.60, Norton 8.1.0.825

¹ Cisco CallManager 3.3(3) SR4 rebuilt due to CSCed45596

Table 3.2: Software Recommendations for the IP Telephony Infrastructure Components

Component	Description	Release Version
CS7206	Gateway (NM-HDV)	12.2(15)T9
CS3725/45	Gateway (NM-HDV)	12.2(15)T9
CS3660	Gateway (NM-HDV)	12.2(15)T9
CS2691	Gateway (NM-HDV)	12.2(15)T9
CS2650/51XM	Gateway (NM-HDV)	12.2(15)T9
CS2620/21XM	Gateway (NM-HDV)	12.2(15)T9
CS2610/11XM	Gateway (NM-HDV)	12.2(15)T9
CS26,37xx	Gateway (NM-HD2V)	12.2(15)ZJ3
VG248	Gateway	1.2(1)

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ATA 186/8	Gateway	2.16
CS1760	Gateway (H.323)	12.2(15)T9
CS1760	Gateway (MGCP)	12.3(2)XC
CAT6K CMM	Gateway	12.2(13)ZP1 (12.2(13)ZP3 (EMEA) for bug CSCuk48059)
CAT4K AGM	Gateway	12.2(15)T9
CAT6608	Gateway	D00404000007
CAT6624	Gateway	A00204000006
CAT6506/09	Core Switch/MSFC	8.1(1)/12.1(19)E1
CAT4506	Access Switch	12.1(19)EW1
CAT3524	Access Switch	12.0(5)WC5
Aironet 1200	Wireless AP	12.2(13)JA1
CS26,36,37xx	Core Routers	12.2(15)T9
ITEM	Network Management	2.0

Table 3.3: Software Recommendations for EMEA IPT Third-Party Components

Component	Release Version
Unity – IBM/Lotus Domino	Domino 5.0.11, DUCS 1.21 build8 (aka 1.2)

4 Limitations

4.1 Open Caveats for IP Communications Systems Release 2.0 - IPT

This section lists and describes open caveats related to the testing of the IP Communications Systems Release 2.0 – IPT that were not resolved at the time of this recommendation.

For additional caveats and fixes, go to the product-specific pages on the Cisco website and view the product Maintenance Releases and Service Releases that have been released since the versions tested and listed in Table 3.1 and Table 3.2.

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 this URL:

http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl.

Defect Number: CSCec69138

Component: cat6000-cmm-voice

Severity: 2

Headline: vtsp open fail and DIM DSP errors occurred on bulk calls overnight

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Symptom: dspmgr_open: Err, vtsp open fail and DIM DSP ERROR will appear on CMM console during T1PRI stress calls, call successful rate may be affected due to the DSP errors.

Condition: Cisco CallManager 3.3(3), CMM version wscmm-i6s-mz.zp1Oct9, 92 T1PRI calls with 1.2 calls per second after 10 hours.

Workaround: None.

Defect Number: CSCuk48059

Component: cat6000-cmm-voice

Severity: 2

Headline: RESET from REGION web page shuts down CAT CCM ports

Symptom: Performing a reset on the REGION web page causes the Catalyst 6k CMM card E1 ports to shutdown.

Workaround: Perform another reset from the DEVICE > Gateway web page for the specific gateway.

Defect Number: CSCec50278

Component: core

Severity: 2

Headline: AvArbiter.cpp IsCallRejected method logic flawed

Symptom: The logic used to determine if an incoming call is from another port on the same Unity system was changed in the 4.0(1) release. It was done so to handle situations where the call is a release transfer that gets forwarded back to Unity prior to completion however the new logic is flawed.

The flaw in the new logic is that Unity does not have a way to handle a situation where a port is configured to both answer calls and push notifications. In that case Unity will continue to call itself over and over.

Condition: The logic was updated for the 4.0(1) release.

Workaround: Configure any port that will be used for notifications to not answer calls. This can be configured using the UTIM (Manage Integrations) tool.

Defect Number: CSCed14125

Component: csa

Severity: 2

Headline: CSA causes Unity server to Blue Screen

Symptom: Cisco CSA agent running on Unity causes a Blue Screen. After the system has been running for some time (varies from a couple of days to several weeks), the server will Blue Screen.

Condition: Unity 4.0.3 system with Windows 2000 Advanced server running with the /3GB switch. This also has been tested without the /3GB switch with the same results.

Workaround: None - Disable CSA.

Defect Number: CSCec55242

Component: cp-pri

Severity: 2

Headline: ChannelID is missing in CALL PROCEEDING when potential matches exist

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Symptom: When potential matches exist, Channel ID is missing in CALL PROCEEDING. ISDN Se1/0:23 Q931: TX > SETUP pd = 8 callref = 0x0008 Bearer Capability i = 0x9090A2 Standard = CCITT Transer Capability = 3.1kHz Audio Transfer Mode = Circuit Transfer Rate = 64 kbit/s Channel ID i = 0xA98381 Exclusive, Channel 1 Progress Ind i = 0x8183 - Origination address is non-ISDN Called Party Number i = 0x81, '3416' Plan:ISDN, Type:Unknown ISDN Se1/0:23 Q931: RX <- CALL_PROC pd = 8 callref = 0x8008 ISDN Se1/0:23 Q931: TX > STATUS pd = 8 callref = 0x0008.

Condition: CallManager 3.3(3) SR1, IOS 12.3(1a), Signaling between CallManager and IOS GW: MGCP .

Workaround: 1. Change the service parameter "Overlap Receiving Flag for PRI" to FALSE; or 2. Change the dial plan to prevent PotentialMatch.

Defect Number: CSCed09180

Component: cp-supplementaryservices

Severity: 2

Headline: Conference key not usable after conferencing with parked number

Symptom: Conference key does not work after conferencing with a parked number.

Condition: Configure conference and park number.

Workaround: - Restart the Phone to use confm key.

Defect Number: CSCed31103

Component: cp-supplementaryservices

Severity: 2

Headline: Hairpinned call to PSTN with CFx fails with overlap sending

Symptom: Hairpinned call from PSTN to PSTN via CFx with overlap sending fails.

Condition: CCM configured for Overlap sending.

Workaround: - use en-bloc - add '#' to the CFx number.

Defect Number: CSCed26619

Component: cp-system

Severity: 2

Headline: CFwdALL operations from phone fail during high periods of SsDbChange

Symptom: Phones display CallForward All information. However the calls are not forwarded to the CFwdALL destination. Likewise CFwdALL can not be turned off.

Condition: This has been observed with CallManager version 3.3(3)SR3. The condition exists when there is a SsDbChange storm taking place, for example, a restart of a lot of devices.

Workaround: Use CCMUser pages to set the forwarding options.

Defect Number: CSCec34450

Component: hardware

Severity: 2

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Headline: Platform Configuration fails to set ip address on MCS-7815i

Symptom: After the Platform Configuration Disks image the box and it reboots, the Windows installer takes over. It never prompts to set the IP address. When the box boots after installation is finished, the IP address comes up as 169.x.x.x. The IP address can be set manually in the TCP/IP properties, and it sticks, but every time the TCP/IP properties are accessed, it says the system is configured for DHCP. This is similar to CSCeb52578 for Cisco CallManager on the MCS-7815i. The bug ID for Cisco CallManager does not apply to Unity server.

Workaround: Download the Broadcom driver per URL

<http://www-3.ibm.com/pc/support/site.wss/document.do?lnocid=MIGR-52785>

1. Open the NIC properties and remove all of the entries tcp/ip, windows networking, etc.
2. Open the hardware manager and remove the NIC entry from the hardware manager.
3. Re-boot and when the machine comes back up it will find the NIC and re-install it.
4. Go through hardware manager and update its driver to the latest version from the IBM website.
5. After updating the driver, add back in the services and protocols for the NIC and re-assign it a static IP.
6. Reboot the machine and verify IP assigned before the reboot. Or, re-install the OS using a regular Windows 2000 Server CD. Select DHCP during the network setup. After the system boots for the first time after installation, manually set the IP address.

Defect Number: CSCed31607

Component: ip_phone_service

Severity: 2

Headline: FastDial can not validate user, login in not sent to AD

Symptom: User selects Services from the IP phone and receives a list of Services, then selects FastDials, and then receives the following error:

Error -7ffbfef: User (XXXXXX) was unable to validated. (49)

It does not look as if the Cisco CallManager/IIS is passing the authentication data to the AD server.

Conditions: CallManager: 3.3(3)ES20 Active Directory Integrated.

Workaround: None.

Defect Number: CSCec12689

Component: isdn

Severity: 2

Headline: CCM MGCP PRI does not re-establish layer 2 when router reload

Symptom: ISDN PRI doesn't re-establish layer 2 state to MULTIPLE_FRAME_ESTABLISH when router is reloaded.

Condition: Router communicating with CCM (Cisco Call Manager) version 3.3(2) spC using MGCP protocol. When router is reloaded, the ISDN Layer 2 state is stuck in TEI_ASSIGNED state until user issue "no mgcp" / "mgcp" CLI in the global command line mode or issue a "shut" / "no shut" to the d-channel. Router registered to CCM fine and the PRI backhaul tcp session is established and OPEN.

Workaround: Issue "no mgcp" and "mgcp" CLI in the global configuration mode, or issue "shut" and "no shut" to the ISDN d-channel (interface Serial X/Y:23)

Defect Number: CSCea43353

Component: software

Severity: 2

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Headline: VG248 sets IP TTL to 32 resulting in one-way audio for large hopcnt

Symptom: One-way audio heard when calling into a phone attached to the VG248. The VG248 phone hears the other side, but the other side does not hear the VG248 phone.

Condition: The VG248 is separated from the other endpoint by more than 32 router hops.

Workaround: Try to place the VG248 in such a place so there are no more than 32 router hops between the VG248 and the other endpoint.

Defect Number: CSCec53351

Component: statusmonitor

Severity: 2

Headline: StatusMonitor does not work with SSL Enabled

Symptom: Unity version 4.0(3) and you followed the documentation on CCO for enabling SSL Authentication for use with the Unity web pages, you will get an error when attempting to look at the web version of StatusMonitor, which will seem like SM cannot connect to Unity. (Not Connected). There are no error reported in the Event Viewer, or in IE. This problem is present in both Exchange and Domino integrations, but has no effect on the functionality of Unity, only the web version of SM is broken.

Workaround: Disable SSL for the web pages on the Unity server or Use the GUI version of StatusMonitor
X:\CommServer\TechTools\StatusMonitor.exe

Defect Number: CSCec53646

Component: tsp

Severity: 2

Headline: While failing to secondary, secondary may not answer calls

Symptom: On the Primary the TSP started indicating calls were now going to be answered by the Secondary including warnings about ports the TSP was not able to release so they might not be able to answer calls anymore.

On the Secondary in the Application Event log you can see Port 1 answers the call. Within few seconds another call comes in to the next port is not answered. The reason given is that the Secondary was not configured to answer calls when inactive even though it was. Within a few seconds another call came to the next port and it also does not answer the call for the same reason. Another call comes in to a random port but is dropped because it was less than 1 second long.

There are no events in the Event Log for calls coming into ports between the last sequential port to receive a call and the call that came into the random port.

Condition: The secondary is configured to answer calls when inactive should a call come to it. While the Primary was active it failed to answer a call so it went to the Secondary on Port 1. On the Primary the TSP started indicating calls were now going to be answered by the Secondary including warnings about ports the TSP was not able to release so they might not be able to answer calls anymore.

Secondary was not answering calls when this happened.

Workaround: Perform a manual failback to the Primary and restart the Secondary.

Defect Number: CSCec55872

Component: viewmail

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Severity: 2

Headline: VMO pauses randomly when recording and stops recording after 3 minutes

Symptom: 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.

Condition: VMO versions 3.1.3, 4.x Recording playback device is the PC's soundcard. Cisco Unity versions 3.1(5) and 4.0(3).

Workaround: Upgrade to the latest version of VMO to address the issue of it pausing and stopping recording at random.

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.

Option 2: Change the default setting for 'AutoSave unsent messages every __ minutes' in Outlook. Choose **Tools > Options > Preferences > 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. You may notice that the AutoSave starts anywhere between 2.5 mins and 3.5 mins and you will see a copy of your auto-saved message in the Drafts folder.

Defect Number: CSCeb18705

Component: voicemail

Severity: 2

Headline: PA should preserve redirect reason code when forwarding to voicemail

Symptom: Voicemail plays Busy greeting instead of no answer greeting.

Condition: A calls B, B's call is intercepted by PA, PA redirects the call to C, C does not answer. Call is forwarded to VoiceMail.

Workaround: None

4.2 Important Notes

For important troubleshooting information and tips, refer to the "Troubleshooting" chapter in *Solution Architecture Reference Manual for IPT: IP Communications Systems Test Release 2.0*.