



## **Systems Release Notes for IPCC Enterprise**

### **IP Communications Systems Test Release 3.0**

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## Systems Release Notes for IPCC Enterprise: IP Communications Systems Test Release 3.0

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# Contents

1	Overview .....	4
2	Install and Upgrade Documentation.....	5
3	Release Versions of Components.....	5
3.1	Software Version Matrix .....	5
3.2	Firmware Version Matrix .....	7
4	Limitations .....	7
4.1	Resolved Caveats for IP Communications Systems Release 3.0 – IPCC Enterprise .....	7
4.2	Open Caveats for IP Communications Systems Release 3.0 – IPCC Enterprise .....	8
5	Important Notes.....	10

# 1 Overview

This document comprises the IP Communications (IPC) Systems Test release notes for voice systems built upon Cisco CallManager 4.0(2a) and ICM 6.0. It is standard methodology for Cisco Systems 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 *Systems Test Architecture Reference Manual for IPCC Enterprise—IP Communications Systems Test Release 3.0*, is on the IP Contact Center (IPCC) component of these IPC Systems.

IP Telephony (IPT) components have also been tested. For IPT, please refer to *Systems Release Notes for North America and EMEA IPT: IP Communications Systems Test Release 3.0*, *Systems Test Architecture Reference Manual for North America IPT—IP Communications Systems Test Release 3.0*, and *Systems Test Architecture Reference Manual for EMEA IPT—IP Communications Systems Test Release 3.0*.

The tested systems comprise a suite of IPC solutions containing a validated software set of the following components: Cisco CallManager, Intelligent Contact Manager (ICM), Cisco Customer Response Solutions (CRS), Cisco Internet Service Node (ISN), Cisco Telephony Integration Option (CTI OS), Cisco Agent Desktop (CAD), Cisco Voice Gateways, Cisco Catalyst Voice Gateways, Cisco routers, and Cisco Catalyst switches.

## Related Documentation:

Access the documentation suite for voice products at:

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

Access the documentation suite for customer contact software products at:

<http://www.cisco.com/univercd/cc/td/doc/product/icm/index.htm>

Access the latest software upgrades and release notes for Cisco CallManager 4.0(2a)SR1 and Cisco Customer Response Solutions (CRS) 3.5(2)SR1 at:

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

Access the latest software upgrades and release notes for Cisco Intelligent Contact Manager (ICM) 6.0 at:

<http://www.cisco.com/kobayashi/sw-center/telephony/icm/icm60-planner.shtml>

Access the latest software upgrades and release notes for Cisco Agent Desktop (CAD) 6.0(1) at:

<http://209.46.83.138/sws/WebLicensingInitial/InitialLicensePage.html>

Access the latest software upgrades and release notes for CTI OS Agent Desktop 6.0.0 at:

<http://www.cisco.com/univercd/cc/td/doc/product/icm/icmentpr/icm60doc/icm6cti/ctios60/index.htm>

Access the latest software upgrades and release notes for Cisco Internet Service Node (ISN) 2.1 at:

<http://www.cisco.com/cgi-bin/tablebuild.pl/isn21?sort=filename>

Access the latest software upgrades and release notes for IOS 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 Install and Upgrade Documentation

The components of this solution, including the platforms tested, are discussed in the *Systems Test Architecture Reference Manual for IPCC Enterprise: IP Communications Systems Test Release 3.0*. Refer to “Chapter 3: Components Configuration” in this manual for the specific versions of the components tested and links to relevant documentation for installation and configuration procedures.

For additional information on specific hardware recommendations or bills of material for each product, refer to the links to product documentation mentioned above.

## 3 Release Versions of Components

This section provides information about the software versions of Cisco components and firmware release versions of Cisco IP phones used in systems-wide testing of IP Communications Systems Release 3.0 for IPCC Enterprise.

### 3.1 Software Version Matrix

Table 3.1 lists the recommended software releases of the system components.

**Table 3.1: Software Recommendations for the IP Communications Systems Release 3.0 – IPCC Enterprise**

Component	Release Version
Cisco CallManager	4.0(2a) SR1a
Cisco CallManager - Cisco IP Telephony Operating System	2000.2.6 SR5
Cisco Customer Response Solutions (CRS) (IP IVR)	3.5(2) SR1

## Systems Release Notes for IPCC Enterprise: IP Communications Systems Test Release 3.0

Cisco Customer Response Solutions - Cisco IP Telephony Operating System	2000.2.6 SR5
Cisco Intelligent Contact Management (ICM)	6.0 SR1
Cisco Intelligent Contact Management (ICM) - Cisco IP Telephony Operating System	Win2000 SP4
Cisco Internet Service Node (ISN)	2.1HF16
Cisco Internet Service Node (ISN) - Cisco IP Telephony Operating System	Win2000 SP4
Cisco Telephony Integration Option (CTI OS)	6.0.0
Cisco Agent Desktop	6.0(1)
ScanSoft Open Speech Recognizer (OSR)	1.1.4
ScanSoft Open Speech MRCP Server (OSMS)	1.2
Cisco CSS 11501 Content Services Switch	WebNs 7.10.5.04
Cisco 1751 (ISN VXML voice gateway)	12.3(7)T3
Cisco 1760 (ISN VXML voice gateway)	12.3(7)T3
Cisco 3640A (ISN VXML voice gateway)	12.3(7)T3
Cisco 3660 (ISN VXML voice gateway)	12.3(7)T3
Cisco 3745 (ISN VXML voice gateway)	12.3(7)T3
Cisco AS5350 (ISN VXML voice gateway)	12.3(7)T3
Cisco AS5400HPX (ISN VXML voice gateway)	12.3(7)T3
Cisco 3660 (HSRP gatekeeper)	12.3(7)T3
Cisco 3660 (GUP gatekeeper )	12.3(8)T5
Cisco 3660 (voice/data gateway)	12.3(8)T5
Cisco 3745 (voice/data gateway)	12.3(8)T5
Cisco 2691 (core/WAN router)	12.3(6a)
Cisco 7206 (core/WAN router)	12.3(6a)
Cisco 7507 (Frame Relay switch)	12.0(28)S
Cisco Catalyst 3524 (access switch)	12.0(5)WC10
Cisco Catalyst 6506, 6509 (voice access switch)	Cat 8.3(3)
Cisco Catalyst 6506, 6509 (core switch)	Cat 7.6(9)
Cisco Catalyst 6506, 6509 (MSFC)	12.1(23)E1
Cisco Catalyst Communications Media Module (CMM)	12.3(8)XY
Cisco Security Agent Management Center	4.0.3 build 728
Cisco Security Agent Engine - Cisco CallManager	4.0.3 build 728
Cisco Security Agent Policy - Cisco CallManager	1.1.9
Cisco Security Agent Engine - Cisco Customer Response Solutions	4.0.3 build 728
Cisco Security Agent Policy - Cisco Customer Response Solutions	1.1.9
Cisco Security Agent Engine - Intelligent Contact Management	4.0.2 build 629
Cisco Security Agent Policy - Intelligent Contact Management	1.0.6
Cisco Security Agent Engine - Internet Service Node	4.0.2 build 629
Cisco Security Agent Policy - Internet Service Node	1.1.2
Anti-virus - McAfee	Enterprise 7.1.0
CiscoWorks 2000 ITEM	2.0
Cisco IP Phones models 7912G, 7940G, 7960G	Bundled with Cisco CallManager

## 3.2 Firmware Version Matrix

Table 3.2 lists the recommended firmware release versions of the Cisco IP Phones used in the IPCC test environment.

**Table 3.2: Firmware Release Versions of Cisco IP Phones for the IP Communications Systems Release 3.0 – IPCC Enterprise**

Component	Release Version
Cisco IP Phone 7912G	CP7912050000SCCP041022A
Cisco IP Phone 7940G	P00306000500
Cisco IP Phone 7960G	P00306000500

## 4 Limitations

This section includes the following topics:

**Resolved Caveats**—Severity 1, 2, and 3 defects that were resolved in this release of IP Communications Systems Test Release 3.0 for IPCC Enterprise.

**Open Caveats**—Severity 1, 2, and selected 3 defects in this release of IP Communications Systems Test Release 3.0 for IPCC Enterprise.

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, perform either of these actions:

Go to this URL: [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl)

Log in to Cisco.com, click Technical Support, click Tools & Utilities, and then click Software Bug Toolkit under Troubleshooting Tools.

### 4.1 Resolved Caveats for IP Communications Systems Release 3.0 – IPCC Enterprise

Table 4.1 lists caveats relating to the testing of IP Communications Systems Release 3.0 — IPCC Enterprise, which were resolved at the time of this recommendation.

**Table 4.1: Resolved Caveats for the IP Communications Systems Release 3.0 – IPCC Enterprise**

Identifier	Headline and Bug Toolkit Link
<b>12.3(7)T3 Caveats</b>	
CSCed25804	IVR script did not abort with invalid argument for media play
<b>12.3(8)T5 Caveats</b>	
CSCed33044	Routes connected via /31 network are ARPed improperly
<b>12.3(8)XY Communications Media Module (CMM) Caveats</b>	
CSCee71901	CMM failed to come online after power cycled with diagL complete
CSCef33292	No audio when invoking CMM's Conference resource
CSCef52918	CMM get bogus counters with show port, show counters, etc.

CSCef92634	DSPware 4.4.304 for C5441 DSPs on CMM
CSCef93564	Device Type for Transcoder is incorrect
<b>Cisco CallManager Caveats</b>	
CSCee54571	Transcoder not invoked for SIP Calls after applying SR2
<b>Intelligent Content Management (ICM) Caveats</b>	
CSCma22442	AW database falls behind with simultaneous script updates during call load
CSCsa24855	Internet Script Editor Updates Failing
CSCsa25745	Fix predictive dialing for multiple Dialers
CSCsa26829	OPC exits when invalid ECC variable size is detected for a call
CSCsa30058	Outbound Option Campaign Manager stops writing Dialer TCD records
CSCsa32808	IP Dialer in infinite HandleErrorEvent() loop - takes 35% of CPU
CSCsa35830	Agent assigned random skill group while taking random non-routed calls

## 4.2 Open Caveats for IP Communications Systems Release 3.0 – IPCC Enterprise

Table 4.2 lists caveats related to the testing of IP Communications Systems Release 3.0 — IPCC Enterprise, which were not resolved at the time of this recommendation.

**Table 4.2: Open Caveats for the IP Communications Systems Release 3.0 – IPCC Enterprise**

Identifier	Headline and Bug Toolkit Link
<b>12.3(7)T3 Caveats</b>	
CSCef88319	DTMF tones being heard when DTMF relay is configured <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCef88319">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCef88319</a>
CSCef82858	FTP client sessions time out during 1711 synflood DoS attack testing <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCef82858">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCef82858</a>
CSCeg11068	cpmDS0BusyoutStatus populates incorrect values for voice calls <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCeg11068">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCeg11068</a>
CSCin81000	DSP crash observed while testing transcoding of G.711a-law, G.711 u-law, or G.729r8 <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCin81000">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCin81000</a>
<b>12.3(8)T5 Caveats</b>	
CSCed70525	T1 CAS Gateway returns 510 on RONT(S:DT/rel, R:DT/rlc) <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCed70525">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCed70525</a>
CSCef61987	Malloc lite memory leak coming from CEF process <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCef61987">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCef61987</a>
CSCin83547	Trace backs seen at hc_poll on 3660 during OIR test <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCin83547">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCin83547</a>
<b>12.3(8)XY Communications Media Module (CMM) Caveats</b>	
CSCef65757	CMM in “no faulty” state after fpga upgrade and power cycled <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCef65757">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCef65757</a>
CSCef88201	ISDN Q931 turned off after gateway receives NOTIFY message <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCef88201">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCef88201</a>
CSCef90499	Channel was closed improperly <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCef90499">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCef90499</a>
CSCeg11941	After Catalyst upgrade, some CMM spans were not registered <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCeg11941">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCeg11941</a>
<b>Cisco CallManager Caveats</b>	
CSCea44028	Write Cisco CallManager trace to another hard drive to sustain 200 agents load <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCea44028">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCea44028</a>
CSCec21319	cqmghost.exe crash: Cisco CallManager crashes when Perfmon runs locally on the server <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCec21319">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCec21319</a>

## Systems Release Notes for IPCC Enterprise: IP Communications Systems Test Release 3.0

CSCed76614	Got error Aupair.exe pop up during Cisco CallManager installation <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCed76614">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCed76614</a>
CSCee57022	Phones to be more ambitious towards updating firmware <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCee57022">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCee57022</a>
CSCee71960	DATimeout errors cause negative end-user experience <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCee71960">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCee71960</a>
CSCef32713	6608 with G729B can cause choppy voice quality due to jitter <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCef32713">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCef32713</a>
CSCef32927	Code Yellow and DATimeouts occur when Cisco CallManager runs out of disk space <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCef32927">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCef32927</a>
CSCef51994	7912 internal switch forwards packets from data port to voice port <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCef51994">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCef51994</a>
CSCef75998	Ephemeral / Dynamic port ranges for the MCS Platform <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCef75998">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCef75998</a>
CSCef78883	CFwdALL fails during sustained call volume <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCef78883">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCef78883</a>
CSCef82841	DialedNumberAnalyzer.exe gets copied in Bin on Upgrade to SR02 <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCef82841">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCef82841</a>
CSCeg00503	BARS missing launch conditions for min OS/operational requirements <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCeg00503">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCeg00503</a>
CSCeg05021	SR does not Init Database on replication failure detected scenario <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCeg05021">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCeg05021</a>
CSCeg23366	CTI Route Points and CTI ports are un-registering from Cisco CallManager <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCeg23366">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCeg23366</a>
CSCeg29218	Cisco CallManager services fail to start after rebooting server <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCeg29218">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCeg29218</a>
<b>Intelligent Content Management (ICM) Caveats</b>	
CSCsa28864	Duplicate rows existing in HDS database after upgrade <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsa28864">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsa28864</a>
CSCsa30831	WebView users lose database access after reboot in a partitioned system <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsa30831">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsa30831</a>
CSCsa33895	NAM Router unexpectedly exits with no default route available trace <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsa33895">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsa33895</a>
CSCsa34016	Persistent variables not existent after Routers' bouncing <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsa34016">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsa34016</a>
CSCsa34871	After upgrade to SQL2k, cannot UpgradeALL from local ICM setup <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsa34871">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsa34871</a>
CSCsa37132	Abandon calls are counted as error and abandoned in Call Type Reports <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsa37132">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsa37132</a>
CSCsa40166	Replication process can't find index on t_Physical_Controller_Half_Hour <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsa40166">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsa40166</a>
<b>Internet Service Node (ISN) Caveats</b>	
CSCef92188	ISN Application Server should put up a warning in Comprehensive mode <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCef92188">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCef92188</a>
CSCeg04296	JScript runtime error for ISN Application Server Administrator web application <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCeg04296">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCeg04296</a>
CSCsa43630	Configuration of gatekeeper could be misinterpreted <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsa43630">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsa43630</a>
<b>CAD Caveats</b>	
CSCee81343	Incorrect CAD agent login error when agent is not in any team <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCee81343">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCee81343</a>
CSCee96040	Incorrect value listed for ANI on CAD Agent Desktop <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCee96040">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCee96040</a>
CSCee96071	Incorrect value of customer number in Callback Screen on CAD Agent Desktop

	<a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCee96071">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCee96071</a>
<b>CTI OS Caveats</b>	
CSCsa38286	CTIOS server/driver processes restart during test <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsa38286">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsa38286</a>
CSCsa40784	C++ CILTest does not always send Hold Request under load <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsa40784">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsa40784</a>

## 5 Important Notes

In addition to this section, refer to “Chapter 6: Troubleshooting and Technical Tips” in the *Systems Test Architecture Reference Manual for IPCC Enterprise: IP Communications Systems Test Release 3.0*.

### DSP Failures under Stress

Occasionally, under regular stress conditions, DSPs (in the range of slot#/24 to slot#/31) fail. When the DSPs, which recover automatically, are reinstated into service, a message appears indicating they have recovered.

Cisco CallManager functionality is not impacted. However, any existing calls on the DSPs at the time of the failure are terminated.

### Call Forward to Unity Voicemail Issue in Centralized Cisco Unity Deployment

In a centralized Cisco Unity deployment with distributed Cisco CallManager Express systems, if the Unity voicemail subscriber extensions are different from the PBX-styled extensions of the Cisco CallManager Express, and if the caller calls the forwarder using the PBX-styled extension, the caller will not hear the personal greeting of the forwarder.

For example:

E.164: +6563177021

PBX-Ext: 7021

Unity-Ext: 6577021

We recommend that you do not deploy distributed Cisco CallManager Express systems with centralized Unity with overlapping extension numbers on the Cisco CallManager Express.

### SIP MWI Issue in Centralized Cisco Unity Deployment

In a centralized Cisco Unity deployment with distributed Cisco CallManager Express systems, if the Unity voicemail subscriber extensions are different from the PBX-styled extensions of the Cisco CallManager Express, and if the PBX-styled extension is configured as the primary number for the *ephone-dn*, SIP MWI will not work.

For example:

E.164: +6563177021

PBX-Ext: 7021

Unity-Ext: 6577021

We recommend that you do not deploy distributed Cisco CallManager Express systems with centralized Unity with overlapping extension numbers on the Cisco CallManager Express.

### **MWI Issue in Centralized Cisco Unity Deployment**

In a centralized Cisco Unity deployment with distributed Cisco CallManager Express systems, the Cisco CallManager Express systems subscribe to the MWI relay router to obtain MWI status. If the MWI relay router reboots, it loses all MWI status for its clients.

Then, after a timeout period, message waiting indicators are turned off on all Cisco CallManager Express systems. After the reboot, **show mwi relay clients** on the MWI relay router shows the MWI status as OFF for all clients.

In addition, for SIP MWI clients whose subscriptions have expired (for example when the Cisco CallManager Express router goes offline for a period longer than the configured mwi expires period), the SIP MWI relay router will remove the MWI subscription from its database. (You can verify this situation using the **show mwi relay clients** command). When the SIP MWI clients re-subscribe (when the Cisco CallManager Express system comes back online), the MWI status will be OFF, even for clients that have new unread messages in Cisco Unity voicemail. This situation occurs because the SIP MWI router does not query Unity for MWI status of these clients.

To work around this MWI issue, resynchronize the MWI status from the Cisco Unity voice messaging system.

**Note:** The resynchronize process can take a long time to complete for a Cisco Unity system integrated with multiple Cisco CallManager and Cisco CallManager Express systems and with many subscribers.

### **MWI Issue after Failure of Router**

In a deployment with a centralized voice messaging system, a failure of the SIP MWI relay router can result in no MWI status for all Cisco CallManager Express systems that subscribe to the SIP MWI relay router.

### **Phones do not Respond to Multiple, Simultaneous Calls**

When multiple calls are placed simultaneously to the Cisco IP Phone 7970, the phone goes into an unresponsive (hung) state.

### **Phone Service Impact when MRGLs for Devices are Updated/Reset**

When a media resource group/list used by many devices (such as phones and gateways) is updated, these devices must be physically reset. On a large system, phone service can be disrupted during the database notification and device reset period. In this situation, restarting ccm.exe is quicker than waiting for Cisco CallManager to finish all database notifications.

### **Logger.exe Versions on ICM are not checked upon Service Startup**

This problem occurs on an ICM duplex (side A and Side B) system with the same Router versions but with different Logger versions. Always install the same version of Logger in an ICM duplex system.