



Systems Release Notes for North America and EMEA IPT

IP Communications Systems Test Release 3.0

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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.

IP Contact Center (IPCC) components have also been tested. For additional information, refer to *Systems Release Notes for IPCC Enterprise: IP Communications Systems Test Release 3.0* and *Systems Test Architecture Reference Manual for IPCC Enterprise —IP Communications Systems Test Release 3.0*.

The tested systems comprise a suite of IPC solutions containing a validated software set of these components: Cisco CallManager, Cisco CallManager Express, Cisco Unity (MS Exchange), Cisco Unity Express, Cisco MeetingPlace, Cisco IPCC Express Edition (ICD and IVR), Cisco Voice Gateways, Cisco Catalyst Voice Gateways, Cisco VG248 analog phone gateways, Cisco IPVC 3540 (MCU), Cisco VG224, Cisco gatekeepers, Cisco routers, Cisco Catalyst switches, Cisco IP Phones, Cisco Video Telephony Advantage, and Cisco IP Communicator.

In addition, the EMEA tested systems include these components: Cisco CallManager, Cisco Unity (MS Exchange), Cisco MeetingPlace, Cisco IPCC Express Edition (ICD and IVR), Cisco Video Telephony Advantage, integrated video telephony working across the WAN, and interworking with existing PSTN (H.320) video terminals, and PBX interworking with DPNSS via the Cisco EGW2200

Related Documentation:

Access the documentation suite for Cisco voice products at:
<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, Cisco MeetingPlace, Cisco EGW 2200, and related products 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 Install and Upgrade Documentation

The components of this solution, including the platforms tested, are discussed in the following manuals. These manuals include the specific versions of the components tested and links to relevant documentation for installation and configuration procedures.

Systems Test Architecture Reference Manual for North America IPT: IP Communications Systems Test Release 3.0

Systems Test Architecture Reference Manual for EMEA IPT: IP Communications Systems Test Release 3.0

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

Table 3.1 lists the recommended software releases of the system components. Table 3.2 lists the recommended software releases that apply to EMEA IPT only. Table 3.3 lists the firmware versions for Cisco IP Phones in IP Communications Systems Release 3.0.

Table 3.1: Software Recommendations for IP Communications Systems Release 3.0–IPT

Component	Release Version
Cisco CallManager	4.0(2a) SR1a
Cisco CallManager–Cisco IP Telephony Operating System	2000.2.6SR5
Cisco Customer Response Solutions (IPCC Express / IP IVR)	3.5(2) SR1
Cisco Customer Response Solutions–Cisco IP Telephony Operating System	2000.2.6SR5
Cisco Emergency Responder	1.2(2)
Cisco Unity, TSP	4.0(4) SR1, 7.0(4)
Cisco Unity–Microsoft Exchange	Exchange 2000 SP4
Cisco MeetingPlace MP8112	5.2.1.7
Cisco CallManager Express	3.1
Cisco Unity Express	1.1(2)
Cisco Personal Assistant	1.4(3)
Cisco IP Manager Assistant	1.3(4)

IP/VC (3511 MCU)	3.2.113
IP/VC (3521 BRI video gateway)	1.2.0.9.4
IP/VC (3526 PRI video gateway)	2.0.1.13
IP/VC (3540 MCU)	3.2.113
Cisco 3660 (gatekeeper)	12.3(8)T5
Cisco 3725, 3745 (gatekeeper)	12.3(8)T5
Cisco 1760 (voice/data gateway)	12.3(8)T5
Cisco 2610XM, 2611XM, 2620XM, 2621XM, 2650XM, 2651XM, 2691 (voice/data gateway)	12.3(8)T5
Cisco 3660 (voice/data gateway)	12.3(8)T5
Cisco 3725, 3745 (voice/data gateway)	12.3(8)T5
Cisco 7206 (voice/data gateway)	12.3(8)T5
Cisco Catalyst 3524 (access switch)	12.0(5)WC5
Cisco Catalyst 3550 (access switch)	12.1(19)EA1c
Cisco Catalyst 4506 (access switch)	12.1(19)EW1
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 Catalyst 6608, 6624 (voice gateway)	Bundled with CatOS
Cisco VG224 (analog voice gateway)	12.3(8)T5
Cisco VG248 (analog voice gateway)	1.3(1)
Cisco ATA 186, 188 (analog telephony adaptor)	3.1(0)
Cisco Security Agent Management Center	4.0.2.629 with security policy 1.0.6
Cisco Security Agent Management Policy- Cisco CallManager	1.1(9)
Cisco Security Agent Management Policy - Cisco Customer Response Solutions	1.1(9)
Cisco Security Agent Management Policy - Cisco Personal Assistant	1.1(2)
Cisco Security Agent Management Policy - Cisco Unity	1.1(4)
Anti-virus - McAfee	Enterprise 7.1.0
CiscoWorks 2000 ITEM	2.0(2)
Cisco IP Phones models 7902G, 7905G, 7910, 7912G, 7920, 7935, 7936G, 7940G, 7960G, 7970G	Bundled with Cisco CallManager
Cisco IP Communicator	1.1(2)
Tandberg T550, T1000 (SCCP)	11.3
Cisco VT Advantage	1.0(2)
Cisco Aironet Access Point (AP) 1100/1200	12.2(13)JA1

Table 3.2: Software Recommendations for IP Communications Systems Release 3.0–EMEA IPT

Component	Release Version
Cisco EGW 2200 (enterprise gateway)	1.1(2)P4
Cisco 3725 (voice gateway used with EGW)	12.3(8)T5
Cisco 2691 (voice gateway used with EGW)	12.3(8)T5
Cisco Unity interworking with EGW	4.0(4)SR1 + ES39
Cisco Unity–IBM/Lotus Domino	6.0.x with DUC 1.2.2
Cisco IP Telephony Locale Installer	40010

Table 3.3: Firmware Versions for Cisco IP Phones in IP Communications Systems Release 3.0

Phone Model	Firmware Version
Cisco IP Phone 7902G	CP7902050000SCCP041007A
Cisco IP Phone 7905G	CP7905050000SCCP041022A
Cisco IP Phone 7910	P00405000600
Cisco IP Phone 7912G	CP7912050000SCCP041022A
Cisco IP Phone 7920	cmterm_7920.3.3-01-03
Cisco IP Phone 7935	P00503010800
Cisco IP Phone 7936G	cmterm_7936.3-3-2-0
Cisco IP Phone 7940G	P00306000500
Cisco IP Phone 7960G	P00306000500
Cisco IP Phone 7970G	TERM70.6-0-1-0sr1s

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 North America IPT.

Open Caveats—Severity 1, 2, and selected 3 defects in this release of IP Communications Systems Test Release 3.0 for North America IPT.

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

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

Table 4.1 lists caveats relating to the testing of IP Communications Systems Release 3.0 — IPT that were resolved at the time of this recommendation.

Table 4.1: Resolved Caveats for IP Communications Systems Release 3.0 – IPT

Identifier	Headline
CSCef47647	C3745 Cisco CallManager Express crashed during 640 BHCA test run
CSCef88629	PC slows down when coming out of hibernate mode
CSCeg31788	6608 inbound call mistaken for hookflash

Table 4.2 lists additional caveats relating to the testing of IP Communications Systems Release 3.0 — EMEA IPT that were resolved at the time of this recommendation.

Table 4.2: Additional Resolved Caveats for IP Communications Systems Release 3.0 – EMEA IPT

Identifier	Headline
CSCuk52174	IPMA assistant console does not uninstall properly
CSCuk54460	Italian dial tone amended in ITU spec

4.2 Open Caveats for IP Communications Systems Release 3.0

Table 4.3 lists caveats related to the testing of IP Communications Systems Release 3.0 — IPT that were not resolved at the time of this recommendation.

Table 4.3: Open Caveats for IP Communications Systems Release 3.0 – IPT

Identifier	Headline and Bug Toolkit Link
CSCea44028	Write Cisco CallManager trace to another hard drive to sustain 200 agents load http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCea44028
CSCec16597	c37xx MGCP GW GUI page should support fax mode configuration http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCec16597
CSCec21319	cqmghost.exe crash: Cisco CallManager crashes when Perfmon runs locally on the server http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCec21319
CSCed76614	Got error Aupair.exe pop up during Cisco CallManager installation http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCed76614
CSCee37526	Unable to update/delete phones using BAT http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCee37526
CSCee40115	3745 crashes when doing a write at times http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCee40115
CSCee42288	Fellowship: PRI calls hang if reloading terminating router using MC http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCee42288
CSCee57022	Phones to be more ambitious towards updating firmware http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCee57022
CSCee71960	DATimeout errors cause negative end-user experience http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCee71960
CSCee77079	Memory leak and router hang after NM-HDV fw not responding http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCee77079
CSCee94307	Update CMM Install and Config Note document http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCee94307
CSCee94318	CMM CLI add t.38 fax and rfc2833 DTMF as codecs to configure http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCee94318
CSCef00113	Unresponsive events for admin down interfaces http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCef00113
CSCef05398	CCME SIP MWI status should remain across reboot, sub expiry and re-sub http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCef05398

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CSCef05544	Cisco CallManager Express Cisco IP Phone 7936 conference call one way speech path and Cisco IP Phone 7936 reboots http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCef05544
CSCef06635	Unity IP Fax Configuration Wizard prompted wrong error message http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCef06635
CSCef21482	STARTUP: Display fails to initialize when the Flash folder is erased http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCef21482
CSCef32713	6608 with G729B can cause choppy voice quality due to jitter http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCef32713
CSCef32838	Cisco CallManager Express IVR script announcing incorrect call state for T1 CAS calls http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCef32838
CSCef32927	Code Yellow and DATimeouts occur when Cisco CallManager runs out of disk space http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCef32927
CSCef33818	cme-aa-2.0.1.0.tar audio file volumes are either too high or too low http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCef33818
CSCef51994	7912 internal switch forwards packets from data port to voice port http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCef51994
CSCef75697	%SYS-2-LINKED: Bad enqueue... in VTSP for incoming call from ISDN http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCef75697
CSCef75998	Ephemeral / Dynamic port ranges for the MCS Platform http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCef75998
CSCef78883	CFwdALL fails during sustained call volume http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCef78883
CSCef78913	2600 crashes - %DSM-3-DSP_TIMEOUT http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCef78913
CSCef82535	7936 QoS should mark RTP packets Cos=5 DSCP=EF instead of besteffort http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCef82535
CSCef82541	C26xx MGCP GW GUI page should support fax mode configuration http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCef82541
CSCef82542	c17xx MGCP GW GUI page should support fax mode configuration http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCef82542
CSCef82545	c36xx MGCP GW GUI page should support fax mode configuration http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCef82545
CSCef82548	Cisco CallManager configuration page for VG224 MGCP GW should have setting for fax mode http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCef82548
CSCef82587	Cisco CallManager configuration page for c26xx MGCP GW should have setting for fax mode http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCef82587
CSCef82606	Cisco CallManager configuration page for c17xx MGCP GW should have setting for fax mode http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCef82606
CSCef82611	Cisco CallManager configuration page for c36xx MGCP GW should have setting for fax mode http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCef82611
CSCef82841	DialedNumberAnalyzer.exe gets copied in Bin on Upgrade to SR02 http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCef82841
CSCef94792	DC directory crashes http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCef94792
CSCef94870	Cisco CallManager: SMDI Base Port is set to 1, default is 0 in GW configuration http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCef94870
CSCef96210	MWI sent even if MWI is disabled for that subscriber http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCef96210
CSCeg00503	BARS missing launch conditions for min OS/operational requirements http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCeg00503
CSCeg05021	SR does not Init Database on replication failure detected scenario http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCeg05021
CSCeg11422	Cisco CallManager terminates when trace files cant be written due to low disk space http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCeg11422

CSCeg23366	CTI Route Points and CTI ports are un-registering from Cisco CallManager http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCeg23366
CSCeg25834	StationD does not handle SdlProcessNE correctly http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCeg25834
CSCeg29218	Cisco CallManager services fail to start after rebooting server http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCeg29218
CSCeg31502	Cisco CallManager crash with EXCEPTION_ACCESS_VIOLATION http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCeg31502
CSCin81765	Web browser giving 404 error http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCin81765
CSCin83776	Fresh install of Cisco Emergency Responder 1.2.1 crashes after all inputs given http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCin83776

Table 4.4 lists additional caveats related to the testing of IP Communications Systems Release 3.0 — EMEA IPT that were not resolved at the time of this recommendation.

Table 4.4: Additional Open Caveats for IP Communications Systems Release 3.0 – EMEA IPT

Identifier	Headline and Bug Toolkit Link
CSCef34553	Unable to provision CTI Manager GUI page (version issue) http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCef34553
CSCef91029	Unable to access EGW GUI http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=SCef91029
CSCeg27080	MGCP IOCC takes 4 minutes to switch over to standby Ethernet Interface http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCeg27080
CSCeg29435	Unstable callback behavior when Publisher is down http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCeg29435
CSCuk50196	Install log shows errors http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCuk50196
CSCuk52256	VG248 should use NU tone for unavailable numbers with UK locale http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCuk52256
CSCuk52284	Temporary failure on disconnect from H.320 to SCCP video endpoints http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCuk52284
CSCuk52305	Connected name not shown on basic call between Cisco CallManager and PBX endpoint http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCuk52305
CSCuk52498	EGW rtrv-tc:All shows active calls, believed to be hung calls http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCuk52498
CSCuk52799	EGW callback request not rejected when attempted to a 6624 FXS http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCuk52799
CSCuk52867	CUSPA, FRA W2k SP installation error http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCuk52867
CSCuk52870	FRA –IP Phone softkey SupDerC should be SupDerA http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCuk52870
CSCuk53241	Spanish locale shows English message when missed call http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCuk53241
CSCuk53403	FRA : unity SA/Integration is not localized http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCuk53403
CSCuk53465	Music on hold not heard on IP Phone when using call waiting with PBX endpoints http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCuk53465
CSCuk53523	Change to US English user locale misses Abbr Dial softkey http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCuk53523
CSCuk53567	Softkey DND in English for Italy user locale http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCuk53567

CSCuk54795	SDP trigger set to answer causes wrong call progress tones on Cisco CallManager http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCuk54795
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4.3 Important Notes

This section includes important notes related to the testing of IP Communications Systems Release 3.0. For additional information, refer to the “Troubleshooting and Technical Tips” chapter in these documents:

Systems Test Architecture Reference Manual for North America IPT: IP Communications Systems Test Release 3.0.

Systems Test Architecture Reference Manual for EMEA IPT: IP Communications Systems Test Release 3.0.

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.

Call Forward to Cisco Unity 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 easy message deposit.

For example:

E.164: +6563177021

PBX-Ext: 7021

Unity-Ext: 6577021

Cisco recommends that you do not deploy distributed Cisco CallManager Express systems with centralized Unity with overlapping extension numbers on 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

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

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.

Packets Dropped if Switchport is configured to “trust DWCP”

Packets may be dropped during periods of heavy load if the switchport to which the H.323 gateway is connected is configured to “trust DSCP”.

To avoid this issue, configure the switchport to remark the packets based on some classification scheme such as destination UDP port number. Note that the classification scheme should be generic enough to identify all packets that should given priority treatment.

Error Message when Logging Into the Cisco Agent Desktop

Users may see the message "A licensing error has occurred, please try again in five minutes"3 when attempting to log in to the Cisco Agent Desktop. This issue can occur if the agent is on the outside network of a PIX firewall and the Cisco CRS server is on the inside network with a private address.

Call Routing Issue after Network Outage

While running Cisco CallManager 4.0(2a)SR1.rc2.1, a network outage can cause problems with call routing such that calls no longer complete, even though the phones, route lists, and gateways all show as registered.

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.

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.

Camp-on Unsuccessful (applies to EMEA IPT only)

Camp-on from a PBX centralized operator endpoint will not succeed when issued against a busy Cisco CallManager endpoint.

Call Cleared Unexpectedly (applies to EMEA IPT only)

The following scenario may occur if the original calling party is on the same PBX as the centralized operator:

1. A user calls the centralized operator through a legacy DPNSS PBX.
2. The call goes via the EGW.
3. The operator then makes a call to a Cisco CallManager endpoint.
4. The operator then transfers the call.
5. If the Cisco CallManager endpoint is not answered, the call is not redirected back to the centralized operator, and the call is cleared.

Supporting Call Forward on No Answer for Certain Calls (applies to EMEA IPT only)

If you require full support for call forwarding when a call is not answered and support for tandeming calls between the PSTN and Cisco CallManager through the PBX, the PBX must be set to not allow in-band information from the PSTN to pass through to the DPNSS network.