



Systems Release Notes for IPCC Enterprise: IP Communications Systems Test Release 4.0

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Overview

This document comprises the IP Communications (IPC) Systems Test release notes for voice systems built upon Cisco CallManager 4.1(2)SR1 and ICM 6.0(0)SR1, CRS 3.5(3) and ISN 2.1HF19. 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 by 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.

IP Telephony (IPT) components have also been tested. For IPT, please refer to:

- *Systems Release Notes for North America IPT: IP Communications Systems Test Release 4.0*
- *Systems Release Notes for EMEA IPT: IP Communications Systems Test Release 4.0*
- *Systems Test Architecture Reference Manual for North America IPT: IP Communications Systems Test Release 4.0*
- *Systems Test Architecture Reference Manual for EMEA IPT: IP Communications Systems Test Release 4.0*

The primary focus in this document, and in the companion document *Systems Test Architecture Reference Manual for IPCC Enterprise: IP Communications Systems Test Release 4.0*, is on the IP Contact Center (IPCC) component of these IPC Systems.

The tested systems comprise a suite of IPC solutions containing a validated software set of these components: Cisco CallManager, Intelligent Contact Manager (ICM), Cisco Customer Response Solutions (CRS), Cisco Internet Service Node (ISN), Computer Telephony Integration Object Server (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 4.1(2)SR1 and Cisco Customer Response Solutions (CRS) 3.5(3) 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(0)SR1 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)SR2 at:

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

Access the latest documentation for Computer Telephony Integration Object Server 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 readme files for Cisco Internet Service Node (ISN) 2.1HF19 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>

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 4.0*

Refer to 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.

Release Versions of Components

This section provides information about the software versions of Cisco components and firmware versions of Cisco IP phones used in systems-wide testing of IP Communications Systems Test Release 4.0 for IPCC Enterprise.

Software Version Matrix

[Table 1](#) lists the recommended software release versions of the system components.

Table 1 *Software Versions for the IP Communications Systems Test Release 4.0 – IPCC Enterprise*

Component	Release Version
Cisco CallManager	4.1(2)SR1
Cisco CallManager—Cisco IP Telephony Operating System	2000.2.7
Cisco Customer Response Solutions (IP IVR)	3.5(3)
Cisco Customer Response Solutions (IP IVR)—Cisco IP Telephony Operating System	2000.2.7
Cisco Intelligent Contact Management (ICM)	6.0(0)SR1

Table 1 *Software Versions for the IP Communications Systems Test Release 4.0 – IPCC Enterprise (continued)*

Component	Release Version
Cisco Intelligent Contact Management (ICM)—Cisco IP Telephony Operating System	Win2000 SP4 or 2000.2.7
Cisco Internet Service Node (ISN)	2.1HF19
Cisco Internet Service Node (ISN)—Cisco IP Telephony Operating System	Win2000 SP4 or 2000.2.7
Computer Telephony Integration Object Server (CTI OS)	6.0(0)
Cisco Agent Desktop	6.0(1)SR2
ScanSoft Open Speech Recognizer (OSR)	1.1.4
ScanSoft Open Speech MRCP Server (OSMS)	1.1.1
Cisco CSS 11500 Content Services Switch	WebNs 7.10.5.04
Cisco 3660 (ISN VXML voice gateway)	12.3(11)T2
Cisco 3725 (ISN VXML voice gateway)	12.3(11)T2
Cisco 3745 (ISN VXML voice gateway)	12.3(11)T2
Cisco AS5400HPX (ISN VXML voice gateway)	12.3(11)T2
Cisco AS5400HPX (PSTN gateway)	12.3(11)T2
Cisco AS5850 (PSTN gateway)	12.3(8)T6
Cisco 3745 (HSRP gatekeeper)	12.3(10b)
Cisco 26xx, 37xx (core/access routers)	12.3(11)T2
Cisco 3660 (voice/data gateway)	12.3(11)T2
Cisco 3745 (voice/data gateway)	12.3(11)T2
Cisco 2691 (core/WAN router)	12.3(10b)
Cisco 7206 (core/WAN router)	12.3(11)T2
Cisco Catalyst 3550 (access switch)	12.1(20)EA1
Cisco Catalyst 6506, 6509 (core switch, Supervisor 2)	CatOS 7.6(9)
Cisco Catalyst 6506, 6509 (MSFC, Supervisor 2)	12.1(26)E
Cisco Catalyst Communications Media Module (CMM)	CatOS 8.3(3) / 12.3(8)XY2

Table 1 *Software Versions for the IP Communications Systems Test Release 4.0 – IPCC Enterprise (continued)*

Component	Release Version
Cisco Security Agent Policy—Cisco CallManager	1.1(9)
Cisco Security Agent Policy—Cisco Customer Response Solutions	1.1(9)
Cisco Security Agent Policy—Intelligent Contact Management	1.0(6)
Cisco Security Agent Policy—Internet Service Node	1.1(3)
Anti-virus—McAfee	4.4.00/4421
CiscoWorks 2000 ITEM	2.0(5)
Cisco IP Phones models 7912G, 7940G and 7960G	Bundled with Cisco CallManager

Firmware Version Matrix

[Table 2](#) lists the recommended firmware versions of the Cisco IP Phones used in the IPCC Enterprise test environment.

Table 2 *Firmware Versions of Cisco IP Phones for the IP Communications Systems Release 4.0 – IPCC Enterprise*

Component	Firmware Version
Cisco IP Phone 7912G	CP7912050000SCCP 041115A
Cisco IP Phone 7940G	P00307010100
Cisco IP Phone 7960G	P00307010100

Limitations

This section includes the following topics:

- Resolved Caveats—Severity 1, 2, and 3 defects which are resolved now but the fix is not included in the recommended component versions of IP Communications Systems Test Release 4.0 for IPCC Enterprise.
- Open Caveats—Severity 1, 2, and selected 3 defects in this release of IP Communications Systems Test Release 4.0 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

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

Resolved Caveats

[Table 3](#) lists caveats related to the testing of IP Communications Systems Test Release 4.0 for IPCC Enterprise, which are resolved now but the fix is not included in the recommended component versions.

Table 3 *Resolved Caveats for the IP Communications Systems Release 4.0 – IPCC Enterprise*

Identifier	Summary
CSCed45002	Bulk Administration Tool (BAT) show status window disappeared when updating database
CSCee78501	Cisco CallManager 4.0(1)SR2 memory leak: risDC and regsvc processes
CSCef33842	SDL folder for Trace is not created automatically
CSCef80551	RIS service is not working after service activation
CSCeg09180	Cisco CallManager reports incorrect HWConferenceResourceAvailable after failover
CSCeg36292	Builtin Bridges are considered as registered devices

Table 3 *Resolved Caveats for the IP Communications Systems Release 4.0 – IPCC Enterprise (continued)*

Identifier	Summary
CSCeg58977	Cisco CallManager reports incorrect conference resources
CSCeg70235	The link to modify the keypad mapping is not visible on the Cisco CallManager pages
CSCeg78217	Cisco CallManager terminates with unknown exception, RaiseException
CSCma29379	Post-routed calls to ISN can experience one-way voice
CSCsa32808	IP Dialer in infinite HandleErrorEvent() loop consumes 35% of CPU
CSCsa33565	GQoS fails creating service flows when using other than the primary IP address on NIC card
CSCsa43366	*8 takeback in survivability tcl via wavfiles does not work consistently

Open Caveats

Table 4 lists caveats related to the testing of IP Communications Systems Test Release 4.0 for IPCC Enterprise, which were not resolved at the time of this recommendation.

Table 4 *Open Caveats for the IP Communications Systems Test Release 4.0 – IPCC Enterprise*

Identifier	Headline and Bug Toolkit Link
CSCee32899	Continuous messages to log server and high CPU when using ‘log debug’ and ‘debug ip packets’ commands http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCee32899
CSCef62960	Cisco Security Agent should not allow suspend/resume security changes by someone who is not an administrator http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCef62960
CSCeg60443	Bus error exception for process DSPFARM RTP Monitor http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCeg60443

Table 4 *Open Caveats for the IP Communications Systems Test Release 4.0 – IPCC Enterprise (continued)*

Identifier	Headline and Bug Toolkit Link
CSCeg69101	3725 Dspfarm transcoder problem with ICT call put on hold http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCeg69101
CSCeg71254	Can not update after selecting ‘No Primary Extension’ http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCeg71254
CSCeg76294	Cisco IOS does not open H.245 control channel when IP address is numerically higher than CVP http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCeg76294
CSCeg78586	Unable to access Database also Cisco CallManager Publisher runs out of disk space http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCeg78586
CSCsa31037	Memory leak in SoftPhone process, most likely MakeCall routines http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsa31037
CSCsa41555	PG Explorer receives SQL Server Error: 2627 creating new Peripheral http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsa41555
CSCsa50971	Access-list resequence command causes unexpected reload http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsa50971
CSCsa55974	Computer Telephony Integration Object Server (CTI OS) server crashes during call load test http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsa55974

Important Notes

For additional information, refer to the “Troubleshooting and Technical Tips” chapter in the *Systems Test Architecture Reference Manual for IPCC Enterprise: IP Communications Systems Test Release 4.0*

Memory Recommendations for Media Convergence Servers running Cisco CallManager

IP Communications Systems Test Release 4.0, recommends that all Media Convergence Servers running Cisco CallManager release 4.1(2)SR1 have a minimum of 1GB of physical memory installed. To avoid system problems such as dropped calls and Real Time Monitoring Tool alarms, such as ‘Low Available Memory’, physical memory should be upgraded to 2GB if the Media Convergence Server platform allows such upgrade. If you would rather upgrade your hardware, please visit:

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

then see your Cisco Systems account team.

Hard Drive Recommendations for Media Convergence Servers running Cisco CallManager

IP Communications Systems Test Release 4.0, recommends that MCS-7835-1266 servers with 18GB SCSI hard drives should be upgraded to 36GB drives to avoid running out of hard drive space under high call volumes. Having Cisco Administrative Reporting (CAR) tool installed and Call Detail Records enabled could increase the risk of running out of hard drive space with 18GB hard drives. If you would rather upgrade your hardware, please visit:

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

then see your Cisco Systems account team.

Call Detail and Call Management Records Dependency

Under Cisco CallManager Service Parameters, If you set the 'Call Diagnostics Enabled' parameter to TRUE make sure that you first set 'CDR Enabled Flag' to TRUE. If you leave the 'Call Diagnostics Enabled' parameter set to TRUE and the 'CDR Enabled Flag' parameter set to FALSE, the Call Management Records (CMR) will be generated without a matching CDR record. These CMR records without matching CDR records would then need to be deleted manually. If this configuration is not changed for an extended period of time, CMR records will not be purged from the Database and may consume free space on the server.

Cisco Dialed Number Analysis service impact during Cluster reboots

IP Communications Systems Test Release 4.0, recommends that Cisco Dialed Number Analyzer (DNA) service's startup type be changed to Manual. If DNA service's startup type is set to Automatic and the cluster is rebooted, Cisco CallManager Service and other dependent services on the Cisco CallManager Subscribers may not initialize properly. Failure to initialize properly could potentially cause delays in service recovery and may cause alarms in the system's event log. Once DNA service startup type is set to manual, it could be started manually using the DNA Administration web pages when needed for troubleshooting purposes.

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