



Systems Release Notes for North America IPT: IP Communications Systems Test Release 4.2

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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(3)SR2 RC3, Cisco Customer Response Solutions (IPCC Express) 4.0(2), Cisco MeetingPlace 5.3, and Cisco Unity 4.1(1). 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 Contact Center (IPCC) components have also been tested. For additional information, please refer to these documents at the following URL:

http://www.cisco.com/univercd/cc/td/doc/product/voice/ip_tele/gblink/system/gbst4x/index.htm

- *Systems Release Notes for IPCC Enterprise: IP Communications Systems Test Release 4.2*
- *Systems Test Architecture Reference Manual for IPCC Enterprise*

The tested systems comprise a suite of IPC solutions containing a validated set of the following components: Cisco CallManager, CRS (IPCC Express), Cisco Unity (Microsoft Exchange 2000/2003), Cisco MeetingPlace, Cisco Emergency Responder, Cisco Personal Assistant, Cisco Voice Gateways, Cisco Catalyst Voice Gateways, Cisco routers, and Cisco Catalyst switches.

What's New In This Test

This release of the IP Communications Systems Test includes the following new or upgraded significant components:

- Cisco Customer Response Solutions 4.0(2)
- Cisco Unity 4.1(1)
- MobilityManager 1.1(1)
- Unity Connection 1.1(1)

The following sections list the features of each new or upgraded component tested in this release.

Cisco Customer Response Solutions (IPCC Express)

The following new or changed features were tested as part of the IP Communications Systems Test Release 4.2:

- High availability with automatic failover
- Administration and serviceability enhancements
- Installation procedure enhancements
- Upgrade/conversion from CRS 3.5(3)SR1
- Increased maximum number of agents to 300
- Enable remote monitoring
- Support for desktop silent monitoring
- Desktop recording enhancements
- Support for High Availability and Fault Tolerance for Cisco Agent Desktop and Cisco Supervisor Desktop
- Support for up to 300 IVR ports (only prompt and collect ports used with IPCC Express)
- IP Phone Agent enhancements
- Support for consult transfer with ability to detect Busy/Ring No Answer
- Deployment configurations:
 - Single server, non-warm standby with database, VoIP/REC
 - Two boxes in warm standby, both with database, monitoring and recording
 - Two boxes in warm standby, both with monitoring and recording. Redundant databases on separate devices.
- IPCC Express in Secured Site

For a detailed description of new and enhanced features and functionality for Cisco Customer Response Solutions (IPCC Express) release 4.0(2), see the [Release Notes](#) on Cisco.com.

Cisco Unity

The following new or changed features were tested as part of the IP Communications Systems Test Release 4.2:

- Cisco Unity with Exchange: Alternate Greeting Notices
- Cisco Unity Administrator and ViewMail for Outlook No Longer Require Manual Update to Server Name in the Media Master When Failover or Failback Occur
- Cisco Unity with Exchange: Message Locator Searches Can Include Receipts
- Customizing the Cisco Unity Conversation: Enabling a Post-Greeting Recording

For a detailed description of new and enhanced features and functionality for Cisco Unity release 4.1(1), see the [Release Notes](#) on Cisco.com.

Cisco MobilityManager

The following new or changed features were tested as part of the IP Communications Systems Test Release 4.2:

- Single number reach
- Simultaneous desktop ringing
- Desktop call pickup
- Single enterprise voice mail box
- Enterprise dial tone
- Caller ID
- Call tracing
- Cisco Discovery Protocol (CDP) support
- Cell phone pickup

For a detailed description of new and enhanced features and functionality for Cisco MobilityManager release 1.1(1), see the [Release Notes](#) on Cisco.com.

Cisco Unity Connection

The following new or changed features were tested as part of the IP Communications Systems Test Release 4.2:

- Simplified installation
- Support for Cisco Unity Assistant
- Integration with Cisco Personal Communications Assistant
- Support for Unity VoiceMail without Microsoft Exchange or Active Directory
- Voice-enabled messaging
- Personalized call-routing rules
- Support for alternate greeting
- Support for broadcast messaging
- Support for private and secure messaging
- Filter-based message locator
- Support for Internet Mail Access Protocol (IMAP) for checking e-mail messages in Unity
- Enhanced scalability up to 96 port / 10,000 user capacity
- New report generation platform

For a detailed description of new and enhanced features and functionality for Cisco Unity Connection release 1.1(1), see the [Release Notes](#) on Cisco.com.

Related Documentation

Access the documentation suite for voice products at:

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

Access the latest software upgrades and release notes for Cisco CallManager 4.1(3)SR2 RC3, Cisco Unity 4.1, Cisco MeetingPlace 5.3, CRS (IPCC Express) 4.0(2), Cisco Emergency Responder 1.2(3a)SR2, and Cisco Personal Assistant 1.4(5)

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

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 North America IPT* at this URL:

http://www.cisco.com/univercd/cc/td/doc/product/voice/ip_tele/gblink/system/gbtst4x/index.htm

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 “[Related Documentation](#)” section on page 5.

Release Versions of Components

[Table 1](#) lists the recommended software release versions. [Table 2](#) lists the recommended software versions for Third Party Applications and Components. [Table 3](#) lists the firmware versions for Cisco IP Phones in IP Communications Systems Test Release 4.2 for North America IPT.

Deployment Considerations

The tables in this section list the recommended software and firmware releases based on the IP Communications Systems Test Release 4.2 for North America IPT. Note that not every rebuild is tested as part of the IP Communications Systems Test. Therefore, additional regression testing in a customer or Cisco-specific certification lab is recommended before deployment.

When deploying IP Communications in a customer environment, please remember the following:

- At the minimum, customers should deploy the software release recommended in these tables.
- For CSA, customers should use the latest engine and policy release. CSA software is available at:
<http://www.cisco.com/cgi-bin/tablebuild.pl/csa>
- For other software components, customers should use the most current rebuild of a maintenance release. For IOS, information about the latest releases, including deferral advisories, is available at:
<http://www.cisco.com/kobayashi/sw-center/sw-ios.shtml>
- If the recommended release has been deferred to a subsequent release, customers should use the subsequent release.
- Before deploying a release, examine the open caveats in the chosen release to determine if any will impact your implementation. Open caveats can be viewed through the Bug Toolkit, located at:
http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl
- Deploy the chosen release in a lab environment that uses the same product components as the customer's product components before moving it to a production environment.

Software Version Matrix

Table 1 *Software Release Versions for IP Communications Systems Test Release 4.2 for North America IPT*

Component	Release Version
Cisco CallManager	4.1(3)SR2
Cisco CallManager—Cisco IP Telephony Operating System	2000.2.7SR8
Cisco Customer Response Solutions (IPCC Express)	4.0(2)
Cisco Customer Response Solutions—Cisco IP Telephony Operating System	2000.2.7SR8
Cisco Emergency Responder	1.2(3)SR2

Table 1 *Software Release Versions for IP Communications Systems Test Release 4.2 for North America IPT (continued)*

Component	Release Version
Cisco Unity, TSP	4.1(1), 8.0(2)
Cisco Unity—Microsoft Exchange	Exchange 2000 SP3
Cisco Unity Bridge	3.0(6)
Cisco MeetingPlace	5.3
Cisco CallManager Express	3.3 / 12.4(3b)
Cisco Unity Express	2.1.2
Cisco Unity Connection	1.1(1)
Cisco Personal Assistant	1.4(5)
Survivable Remote Site Telephony (SRST)	3.3 / 12.4(3b)
IP/VC (3540 Multimedia Control Unit)	4.0.31
Cisco 3745 (gatekeeper)	12.4(3b)
Cisco 1751 (voice/data gateway)	12.4(3b)
Cisco 1760 (voice/data gateway)	12.4(3b)
Cisco 2610XM, 2611XM, 2620XM, 2621XM, 2650XM, 2651XM, 2691 (voice/data gateway)	12.4(3b)
Cisco 28xx, 38xx (voice/data gateway)	12.4(3b)
Cisco 3660 (voice/data gateway)	12.4(3b)
Cisco 3725, 3745(voice/data gateway)	12.4(3b)
Cisco 7206 (voice/data gateway)	12.4(3b)
Cisco 3725, 3745, 3825 (SRTP and Secure SRST gateways)	12.4(3b), Advanced Enterprise Services package
Cisco Catalyst 3500XL (access switch)	12.0(5)WC12
Cisco Catalyst 3550 (access switch)	12.1.(25)SEC
Cisco Catalyst 4506 (access switch)	12.2(25)EWA2
Cisco Catalyst 6506, 6509 (voice access switch, supervisor 2 / MSFC2)	8.4(4) / 12.1(26)E3
Cisco Catalyst 6506, 6509 (core switch, supervisor 720)	12.2(18)SXE4

Table 1 *Software Release Versions for IP Communications Systems Test Release 4.2 for North America IPT (continued)*

Component	Release Version
Cisco Catalyst Communications Media Module (CMM)	12.4(3b)
Cisco Catalyst 6608, 6624 (voice gateway)	Bundled with Cisco CallManager See “Firmware Version Matrix”
Cisco VG224 (analog voice gateway)	12.4(3b)
Cisco VG248 (analog voice gateway)	1.3(1)
Cisco ATA 186,188 (analog telephony adaptor)	3.2(1)
Cisco Security Agent Policy—Cisco CallManager	4.5.1.639/ 2.0(3) or later
Cisco Security Agent Policy—Cisco Customer Response Solutions	4.5.1.639/ 2.0(3) or later
Cisco Security Agent Policy—Cisco Emergency Responder	4.5.1.639/ 2.0(3) or later
Cisco Security Agent Policy—Cisco Personal Assistant	4.0.1.539 / 1.1.3 or later
Cisco Security Agent Policy—Cisco Unity	4.0.3.720 / 1.1.5 or later
CiscoWorks 2000 ITEM	2.0(6)
Cisco IP Phones models 7902G, 7905G, 7910G, 7912G, 7920, 7935, 7936, 7940G, 7960G, 7970G	Bundled with Cisco CallManager See “Firmware Version Matrix”
Cisco VT Advantage	1.0(2)
Cisco IP Softphone	1.3.(4a)
Cisco IP Communicator	1.1.(4)
Cisco Aironet Access Point (AP) 1200G	12.3(4)JA
Cisco MobilityManager	1.1(1)

Software Version Matrix for Third Party Components

Table 2 *Software Release Versions for Third Party Applications and Components for IP Communications Systems Test Release 4.2 for North America IPT*

Component	Release Version
Tandberg T1000 (SCCP)	I2.0 NTSC
Tandberg T1000 (H.323)	E4.2 NTSC H323
Polycom (H.323, model VSX7000)	7.5.2
Anti-virus—McAfee	7.1.0 engine 4.4.00

Firmware Version Matrix

Table 3 *Firmware Versions for Cisco IP Phones for the IP Communications Systems Test Release 4.2 for North America IPT*

Component	Firmware Version
Cisco IP Phone 7902G	CP7902060101SCCP050506A
Cisco IP Phone 7905G	CP7905060101SCCP050429A
Cisco IP Phone 7910G	P00405000700
Cisco IP Phone 7912G	CP7912060101SCCP050429B
Cisco IP Phone 7920	CMTERM_7920.4.0-02-00
Cisco IP Phone 7935	P00503011100
Cisco IP Phone 7936	CMTERM_7936.3-3-8-0
Cisco IP Phone 7940G	P00307020300
Cisco IP Phone 7960G	P00307020300
Cisco IP Phone 7970G	TERM70.7-0-2-0S
Cisco Catalyst 6608 (voice gateway)	D00404000021
Cisco Catalyst 6624 (voice gateway)	A00204000011
Cisco ATA 18x	ATA030201SCCP050429A
Cisco Conference Bridge WS-X6608 Load	C00104000001

Limitations

This section includes the following topics:

- Resolved Caveats—Severity 1, 2, and 3 defects, which are resolved now but the fix *may* not be included in the recommended component versions of IP Communications Systems Test Release 4.2 for North America IPT. Use the link provided with each resolved caveat to determine the version of the software in which the fix is included (in the First Fixed-In Version field).
- Open Caveats—Severity 1, 2, and selected 3 defects in this release of IP Communications Systems Test Release 4.2 and previous releases for 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.

Resolved Caveats

Table 4 lists caveats, which are resolved now but the fix *may* not be included in the recommended component versions of IP Communications Systems Test Release 4.2 for North America IPT. To determine the version of the software in which the fix is included (in the First Fixed-In Version field), click on the Identifier of each resolved caveat. You will be taken to the Bug Toolkit information for that caveat.

Table 4 *Resolved Caveats for the IP Communications Systems Test Release 4.2 for North America IPT*

Identifier	Summary
CSCef71775	Cisco CallManager ARQs for wrong E.164 address when calling the H.323 client
CSCeg27056	Cannot add more than 39 devices in Media Resource group
CSCeg49502	Agent and Supervisor desktops report incorrect call information after barge

Table 4 *Resolved Caveats for the IP Communications Systems Test Release 4.2 for North America IPT (continued)*

Identifier	Summary
CSCeg69101	Oldstack: Cisco 3725 access router DSPfarm transcoder problem with ICT call put on-hold
CSCeg71254	Cannot update after selecting 'No Primary Extension'
CSCei84558	H.323 calls to an SCCP phone through the Firewall Service Module work only when debug is turned on
CSCsa41131	Gatekeeper sends incoming ARQ back to the same gateway
CSCsa45373	ITM does not monitor code yellow and code red alarms from the Cisco CallManager
CSCsa71113	On the VG248, one or more FXS ports may get to a state in which no outgoing calls can be made, but incoming calls can be received
CSCsa87766	Unable to update ELIN information on Cisco Emergency Responder (CER), database error while writing information
CSCsa99604	Cisco CallManager inter-cluster trunk Wait for Far-end H.245 Terminal option has no effect on TCS sending behavior
CSCsb05153	Global Catalog Monitor fails to monitor changes if Global Catalog Server moves
CSCsb07204	Mobile connect feature won't work with MOH turned on in CCM
CSCsb07972	Cisco IP Phones 7905 and 7912 do not correctly handle ICMP redirect
CSCsb25699	Max CDRs exceeded if SQL Agent service is not ready during initialization
CSCsb41226	TUI Passwords longer than 15 digits cannot be used
CSCsb53977	Call Forward No Answer on a hunt group pilot point does not work for transferred calls
CSCsb69904	Cisco CRS upgrade from 3.x to 4.0(1) fails to complete or returns with an error after trying to migrate CTI ports.
CSCsb73699	CallManager nodes reach 100% CPU and ccm.exe is the process consuming the CPU
CSCsb79823	In CRS 4.0(1)SR1, backup and restore hangs on a multi-node cluster if all nodes are not running
CSCsb82494	With CCM 4.1(3)sr1 with CCM-CSA 2.0(1) installed, if CSA service is disabled the TFTP server stops building Device configuration files

Table 4 *Resolved Caveats for the IP Communications Systems Test Release 4.2 for North America IPT (continued)*

Identifier	Summary
CSCsb86371	ICD Config does not show up in CRS Admin after the upgrade to 4.0 is completed
CSCsb88815	Disabling IIS and Tomcat on Cisco CallManager subscribers will cause CRS applications (IP IVR and IP QM) to fail
CSCsb92500	Subscriber names aren't recognized in the voice recognition interface when Cisco Unity Connection is configured to use a remote voice recognition server.
CSCsc10884	Team information does not show up in Cisco Desktop Administrator after creating a team in AppAdmin
CSCsc15027	When subscribers are created before the voice recognition server is configured, subscriber information is not propagated to remote voice recognition servers
CSCsc18283	Remote monitoring sessions are reported as abandoned
CSCsc28999	Access violation causing Cisco CallManager to shut down

Open Caveats

[Table 5](#) lists known caveats related to the testing of IP Communications Systems Test Release 4.2 and previous releases for IPT, which were not resolved at the time of this recommendation.

Table 5 *Open Caveats for IP Communications Systems Test Release 4.2 for North America IPT*

Identifier	Summary
CSCCeg22090	Cisco Unity SA: Changing Exchange Server clears fields
CSCCeg49681	Asymmetric Regions and call transfer of H.323 endpoints
CSCCeg56200	Video capability advertised after ARJ in gatekeeper inter-cluster trunk (ICT) Call Admission Control (CAC)
CSCCeg61174	Bridge License Wizard hangs in folder labeled 'My Documents'
CSCCeh08880	T.38 Fax fails between Cisco CallManager and CallManager Express over an intercluster trunking (ICT) when using the software Media Termination Point
CSCCeh69998	SCCP Video Phone VidMode change breaks voice activation

Table 5 *Open Caveats for IP Communications Systems Test Release 4.2 for North America IPT*

Identifier	Summary
CSCei58072	Cisco Catalyst Supervisor 32 running 8.4.3 is silently resetting.
CSCej20215	Handling of facility messages from QSIG is different between Cisco IOS release 12.3 and Cisco IOS release 12.4
CSCsa38569	Cisco MeetingPlace web console becomes unresponsive
CSCsa42770	Cisco Meeting Place Video reports 46 ports when MCU10A configured with 49 ports
CSCsa42943	In a Web Connect environment, recurring meetings do not roll over on Meeting ID conflict to the next available server
CSCsa45171	Cisco ITEM Multi-view does not synchronize with DNS hostname
CSCsa47128	ITM Multi-view Notification Group Error
CSCsa89625	Private/secured messaging through Cisco Personal Communications Assistant (CPCA) turns off Message Waiting Indicator (MWI) on error message indication
CSCsb12042	MeetingPlace for Outlook quits if the connection with the Exchange server is temporarily lost during backend processing
CSCsb19598	Unexpected reload of supervisor module
CSCsb21737	When using MeetingPlace for Outlook, rescheduling a recurring meeting series from Outlook can leave holes
CSCsb27682	Intermittently, when in an audio conference and the user presses #5 to mute, there is a delay before the user hears the prompts
CSCsb28092	When the Cisco Security Agent is running, questions recorded in the Unity Interview Handler cannot be saved
CSCsb40687	With TUI, the expected matches are not found when the user enters a blind address consisting of a Bridge delivery location Prefix + remote mailbox number
CSCsb43036	With IP Communicator, keepalive messages are being lost for 2 successive intervals(60secs) causing CM to unregister the IP Communicator
CSCsb47643	Unable to communicate with CallManager Data Connection Directory (DCD) when SSL is enabled
CSCsb50535	Media ports are returning Ring No Answer when a large number of calls is placed to the Personal Assistant

Table 5 Open Caveats for IP Communications Systems Test Release 4.2 for North America IPT

Identifier	Summary
CSCsb60583	When running a Cisco 2800 at a high CPU utilization, I/O Memory will begin to decrease until all memory is exhausted
CSCsb74782	After running the Failover Configuration Wizard (FCW), the owner of the SQL backup jobs (nightly and weekly) is reverted to the Install account
CSCsb91204	When new users are added in the Connection Administration tool, names for these new users are not recognized in the voice recognition interface
CSCsb93914	At times, using no auto qos on an interface may impact the auto qos configuration of other interfaces
CSCsb95148	26xx conference bridge does not mark DSCP as 'ef' when sending RTP/IP voice packets
CSCsc07507	Audio service shut down under heavy load (adding 1 audio attachment to meeting every 2 minutes)
CSCsc09520	CTI Port device pools are not maintained during migration from CRS 3.5(3) to CRS 4.0(1)
CSCsc11245	After fast repeating calling between two IP phones, CCM sent reorder message to calling party after called party hangup
CSCsc11833	Analog FXO port intermittently gets into a state where inbound and/or outbound calls through the port may no longer work
CSCsc13676	One or multiple WS-X6548-GE-TX ports not transmitting unicast or broadcast traffic of any size. Multicast traffic is transmitted as normal.
CSCsc22660	Barged phone remains in conference even when shared line is removed from conference
CSCsc23382	Users cannot reschedule MeetingPlace meetings through the Lotus Notes calendar
CSCsc31201	After upgrade MPNotes from 4.3 to 5.3, rescheduled meetings are not synchronized between Notes calendar and MeetingPlace server
CSCsc41854	Agent loses configuration after password is changed

Important Notes

This section includes important notes related to the testing of IP Communications Systems Test Release 4.2 for North America IPT. For additional information, refer to the “Troubleshooting and Technical Tips” chapter in the *Systems Test Architecture Reference Manual for North America IPT*.

Considerations when using IP-to-IP Gateways

When using IP-to-IP gateways, incoming dial peers must be configured to provide codec, Fax, and DTMF selection for incoming calls.

Considerations for using Call Park and Load Balancing

Load balancing of calls inbound to the Cisco CallManager cluster is done automatic by default because the gatekeeper randomly selects one of the subscribers registered within the zone. When using Call Park, ensure that the range of directory numbers is specified for all the servers in the cluster that are running the Cisco CallManager service.

Limitation on delivery of secured messages between Cisco Unity subscribers

Cisco Unity documentation does not specify that even if you are a Unity subscriber, you cannot deliver a secured message, unless you log into Unity.

If one Unity subscriber calls another Unity subscriber and the call is forwarded to the second subscriber’s voicemail, the option to deliver the message as a secured message does not exist currently as part of the standard subscriber’s conversation.

The first subscriber must log into Unity, then dial the other subscriber's extension to access the conversation option for secured message delivery.

Cisco CallManager Express Call Forwarding Problem

Currently in the IOS 12.3 version, the Call Forwarding feature works without the call-forward pattern parameter being configured under the telephony-service configuration mode.

When upgrading the IOS image on the Cisco CallManager Express (CME) from IOS 12.3 version to 12.3(12) or above, configure the following parameter under telephony-service to activate the Call Forwarding feature:

```
telephony-service
  call-forward pattern.T
```

where *.T* specifies the default of a wildcard match of any length or can be substituted by a string of digits with a specific desired pattern.

Use the Bug Toolkit to refer to related information (CSCeg07593), where the earlier IOS version used H.450.3 to forward the call in the absence of the above required configuration.

Changes to CER Administration Guide

On pages 2-3 through 2-13 in Chapter 2 of the *Cisco Emergency Responder Administration Guide*, substitute all occurrences of the words “publisher” with “primary server” and “subscriber” with “secondary server”.

Permissions on the Voice Connector Service in Cisco Unity Bridge

Permissions configured in the Domain Admin, Domain Users, and Exchange Administrator groups for the Cisco Unity Exchange Voice Connector can override similar permissions set at the local system account level.

For example, if explicit DENYs are configured in the above groups, they can prevent logging into the mailbox created for the AvExchangeIVC_<ServerName> object, even though no explicit DENYs are defined on the local system account.

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