



# System Release Notes for IP Telephony: Cisco Unified Communications System, Release 5.1(2)

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# Overview

It is standard methodology for Cisco Systems to perform system-wide testing of the Cisco Unified Communications family of products, supplementing the product-level testing performed on each Cisco Unified Communications product. This document provides release notes for the testing conducted on systems composed of Cisco voice gateways, routers, Catalyst switches, firewalls, IP phones and the following components:

- Cisco Unified CallManager and Cisco Unified CallManager Express
- Cisco Customer Response Solutions (Cisco Unified Contact Center Express)
- Cisco SIP Proxy Server
- Cisco Unified Presence Server
- Cisco Unified Survivable Remote Site Telephony (SRST)
- Cisco Unity (with Microsoft Exchange 2000/2003 and IBM/Lotus Domino), Cisco Unity Connection and Cisco Unity Express
- Cisco Unified MeetingPlace and Cisco Unified MeetingPlace Express
- Cisco Emergency Responder
- Cisco Fax Server
- Cisco Unified Videoconferencing multipoint control units (MCUs)
- Network management tools such as Cisco Unified Operations Manager and CiscoWorks Resource Manager Essentials

The focus of this document is on the IP telephony components of Cisco Unified Communications system testing. IP contact center components have also been tested. For additional information on contact center components, please see:

<http://www.cisco.com/iam/unified/ipcc3/index.htm>

A major deliverable of the System Release and Cisco Unified Communications testing is a recommendation of compatible software releases that have been verified by the test for customers. The recommendations are not exclusive and are in addition to interoperability recommendations for each of the individual voice application or voice infrastructure products. See [System Requirements, page 12](#) for more information.

## Tested Functionality

The focus of the Cisco Unified Communications Release 5.1(2) testing was on system maintenance and defect resolution. The features and functionality tested were the same as in Cisco Unified Communications Release 5.1(1), as described in the *System Release Notes for Contact Center Cisco Unified Communications System, Release 5.1(1)* available at:

<http://www.cisco.com/univercd/cc/td/doc/systems/unified/uc511/relnotes/rnipc511.htm>

The following main components were upgraded from Cisco Unified Communications Release 5.1(1) versions:

- Unified CallManager to Release 5.1(2)
- Unified CallManager Express 4.0.2/IOS 12.4(11)T2
- Unified IP Phones
- Unified MeetingPlace
- Unified MeetingPlace Express 1.2(1)
- Unified MeetingPlace Express VT
- Unified MobilityManager 1.2(3)
- Unified Personal Communicator
- Unified Presence Server
- Unified Survivable Remote Site Telephony
- Unified Video Advantage
- Unified Videoconferencing
- Unity
- Unity Connection
- Unity Express
- Cisco IP Communicator to Release 2.0(2)
- Cisco IOS to Release 12.4(11)T2

## New and Changed Features

Cisco Unified Communications Release 5.1(2) integrates telephony, conferencing (voice and web), messaging, and contact center products for enterprise IP customers in a variety of deployment models using SIP and SCCP endpoints over IP networks. The contact center system is a portion of the end-to-end system release for enterprise Cisco Unified Communications, which is centered on the latest Unified CallManager release.

Since the focus of the Cisco Unified Communications Release 5.1(2) testing was on system maintenance and defect resolution, the features and functionality tested were the same as in Cisco Unified Communications Release 5.1(1).

In the following sections, there are brief overviews of new and enhanced features for Cisco Unified Communications Release 5.1(2) and links to release note documentation:

- [Cisco Unified CallManager](#)
- [Cisco Unified CallManager Express](#)
- [Cisco Emergency Responder](#)
- [Cisco Unified Presence Server](#)
- [Cisco Unified MeetingPlace](#)
- [Cisco Unified MeetingPlace Express](#)
- [Cisco Unity Connection](#)
- [Cisco Unified Operations Manager](#)
- [Cisco Unified Service Monitor](#)
- [Cisco IP Communicator](#)
- [Cisco Unified Personal Communicator](#)
- [Cisco IOS](#)

### Cisco Unified CallManager

The following are the new features that are available with Unified CallManager Release 5.1(2):

- **AXL Field Enhancement**—Unified CallManager Release 5.1(2) now supports several new tags that have been added to the AXL APIs.
- **BAT Support for VG224 Gateways**—You can now provision analog phones parameters, that were previously provisioned from the Unified CallManager Administration, through the Bulk Administration Tool (BAT).
- **Database Backup**—In Unified CallManager Release 5.1(2) and later, when you perform a back up of the database, the database will no longer become Read Only.
- **Extension Mobility enhancements** to progress login indicator.
- **IMS caching changes.**

The documentation that supports Cisco Unified CallManager Release 5.1(2) comprises of existing Unified CallManager Releases 5.0(4) and 5.1(1) documentation.

The *Cisco Unified CallManager New and Changed Information Guide, Release 5.1(1)* is a document that is specific to Unified CallManager Release 5.1(1), but can be used for customers that have release 5.1(2). It is available at:

[http://www.cisco.com/en/US/products/sw/voicesw/ps556/products\\_administration\\_guide\\_book09186a0080731b6c.html](http://www.cisco.com/en/US/products/sw/voicesw/ps556/products_administration_guide_book09186a0080731b6c.html)

The *Release Notes for Cisco Unified CallManager Release 5.1(2)* is available at:

[http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod\\_release\\_note09186a008084221a.html](http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_release_note09186a008084221a.html)

## Cisco Unified CallManager Express

For a detailed description of these features and functionality, see *Cisco Unified CallManager Express New Features* at:

[http://www.cisco.com/en/US/products/sw/voicesw/ps4625/products\\_feature\\_guides\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps4625/products_feature_guides_list.html)

## Cisco Emergency Responder

For a detailed description of these features and functionality, see the *Release Notes for Cisco Emergency Responder 1.3(2)* available at:

[http://www.cisco.com/en/US/products/sw/voicesw/ps842/prod\\_release\\_note09186a008077aa78.html](http://www.cisco.com/en/US/products/sw/voicesw/ps842/prod_release_note09186a008077aa78.html)

## Cisco Unified Presence Server

For a detailed description of these features and functionality, see the *Release Notes for Cisco Unified Presence Server Release 1.0(3)* at:

[http://preview.cisco.com/en/US/docs/voice\\_ip\\_comm/cups/1\\_0\\_3/rel\\_notes/release/notes/cps103rn.pdf](http://preview.cisco.com/en/US/docs/voice_ip_comm/cups/1_0_3/rel_notes/release/notes/cps103rn.pdf)

## Cisco Unified MeetingPlace

For a detailed description of these features and functionality, see the Release Notes for various Unified MeetingPlace components available at:

[http://www.cisco.com/en/US/products/sw/ps5664/ps5669/prod\\_release\\_notes\\_list.html](http://www.cisco.com/en/US/products/sw/ps5664/ps5669/prod_release_notes_list.html)

## Cisco Unified MeetingPlace Express

For a detailed description of these new and enhanced features and functionality, see *Release Notes for Cisco Unified MeetingPlace Express Release 1.2(0)* at:

[http://www.cisco.com/en/US/products/ps6533/prod\\_release\\_note09186a008075557d.html](http://www.cisco.com/en/US/products/ps6533/prod_release_note09186a008075557d.html)

## Cisco Unity Connection

For a detailed description of these new and enhanced features and functionality, see *Release Notes for Cisco Unity Connection Release 1.2(1)* at:

[http://www.cisco.com/en/US/products/ps6509/prod\\_release\\_note09186a00806b7bfb.html](http://www.cisco.com/en/US/products/ps6509/prod_release_note09186a00806b7bfb.html)

## Cisco Unified Operations Manager

For a detailed description of these features and functionality, see the *Release Notes for Cisco Unified Operations Manager Release 2.0* at:

[http://www.cisco.com/en/US/products/ps6535/prod\\_release\\_note09186a008077a5d8.html](http://www.cisco.com/en/US/products/ps6535/prod_release_note09186a008077a5d8.html)

## Cisco Unified Service Monitor

For a detailed description of these features and functionality, see the *Release Notes for Cisco Unified Service Monitor Release 2.0* at:

[http://www.cisco.com/en/US/products/ps6536/prod\\_release\\_note09186a00807fb8fd.html](http://www.cisco.com/en/US/products/ps6536/prod_release_note09186a00807fb8fd.html)

## Cisco IP Communicator

For a detailed description of features and functionality specific to this release, see Release Notes for Cisco IP Communicator Release 2.0(2) at:

[http://www.cisco.com/en/US/products/sw/voicew/sw5475/prod\\_release\\_note09186a008073235c.html](http://www.cisco.com/en/US/products/sw/voicew/sw5475/prod_release_note09186a008073235c.html)

## Cisco Unified Personal Communicator

For a detailed description of these features and functionality, see the *Release Notes for Cisco Unified Personal Communicator 1.1* at:

[http://www.cisco.com/en/US/products/ps6844/prod\\_release\\_note09186a00805f6b3f.html](http://www.cisco.com/en/US/products/ps6844/prod_release_note09186a00805f6b3f.html)

## Cisco IOS

For a detailed description of these and other new and enhanced features and functionality, see *Cross-Platform Release Notes for Cisco IOS Release 12.4T, Part 3: New Feature Descriptions and Important Notes* at:

[http://www.cisco.com/en/US/products/ps6441/prod\\_release\\_note09186a00804a19ae.html](http://www.cisco.com/en/US/products/ps6441/prod_release_note09186a00804a19ae.html)

# System Requirements

This section provides information about the software versions of the Cisco and third-party components and the firmware versions of the Cisco Unified IP phones used in system-wide testing of Cisco Unified Communications Release 5.1(2). This section contains the following information:

- [End-of-Sale Components, page 12](#)
- [Deployment Considerations, page 13](#)
- [Software Version Matrix, page 14](#)
- [Firmware Version Matrix, page 16](#)

## End-of-Sale Components

The following components have reached end-of-sale (EOS) status but are still supported, and since they may be present in existing customer deployments, remained installed in the test bed sites for this Cisco Unified Communications release:

- Cisco MCS-7825-H1
- Cisco MCS-7825I-3000
- Cisco MCS-7845H-2400
- Cisco 2611
- Cisco 2621
- Cisco 2651
- Cisco switch/router modules:
  - WS-X6624-FXS Analog Interface Module
  - NM-HDV High Density Voice Network Module
  - NM-1V/2V Low-Density Analog Interface Module
  - VIC-2FXO/2FXS Low Density Voice/Fax Network Module
- Analog Telephone Adaptor models ATA186-I1/I2 and ATA188-I1/I2
- Cisco VT Advantage (CVT-ADV-E1)
- Unified Videoconferencing 3526 PRI Videoconferencing Gateway
- Unified Videoconferencing Multipoint Control Unit 3511

The EOS date is the last date to order the product through Cisco point-of-sale mechanisms. The product is no longer for sale. There is also an end-of-life (EOL) cycle that is a process that guides the final business operations associated with the product life cycle.

The EOL process consists of a series of technical and business milestones and activities that, once completed, make a product obsolete. Once obsolete, the product is not sold, manufactured, improved, repaired, maintained, or supported.

For information about recommended replacements, see the comprehensive list of announcements at End-of-Life and End-of-Sale Products at the following URL:

[http://www.cisco.com/en/US/products/prod\\_end\\_of\\_life.html](http://www.cisco.com/en/US/products/prod_end_of_life.html)

For information on specific products, choose a product from the following URL:

[http://www.cisco.com/en/US/products/sw/voicesw/tsd\\_products\\_support\\_category\\_home.html](http://www.cisco.com/en/US/products/sw/voicesw/tsd_products_support_category_home.html). Then click on the End-of-Life and End-of-Sale Notices link in the Product Literature box.

For an overview of the Products and Services EOL policy, see the information at the following URL:

[http://www.cisco.com/en/US/products/products\\_end-of-life\\_policy.html](http://www.cisco.com/en/US/products/products_end-of-life_policy.html)

## Deployment Considerations

The tables in this section list the recommended software and firmware releases based on Cisco Unified Communications Release 5.1(2). Note that not every rebuild is tested as part of Cisco Unified Communications. 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](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl)
- In system upgrades, 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 lists the software release versions of both Cisco and third-party components used in the Cisco Unified Communications Release 5.1(2) system test.

**Table 1** Software Release Versions in Cisco Unified Communications Release 5.1(2) for IP Telephony

Component	Release Version
Cisco Unified CallManager	5.1(2)
Cisco Unified CallManager—Operating System	Bundled with Unified CallManager
Cisco Customer Response Solutions (Cisco Unified Contact Center Express)	4.5(2)
Cisco Customer Response Solutions—Operating System	2000.4.3aSR5
Cisco Emergency Responder	1.3(2)
Cisco Emergency Responder—Cisco IP Telephony Operating System	2000.4.4SR2
Cisco Unified Presence Server	1.0(3)
Cisco Unity, TSP	4.2(1) ES27, 8.1(2)
Cisco Unity—Microsoft Exchange	Microsoft Exchange 2003 SP3 (on Cisco Unity and partner Exchange servers), Microsoft Exchange 2003 (on other message store servers)
Cisco Unity—IBM Lotus Domino <sup>1</sup>	6.5 with DUC 1.2.3
Cisco Unified MeetingPlace Audio Server	5.4.1.3
Cisco Unified MeetingPlace IP Gateway	5.3.1.3
Cisco Unified MeetingPlace Web Conferencing	5.4.145
Cisco Unified MeetingPlace Gateway SIM	5.2.0.60
Cisco Unified MeetingPlace Video Integration	5.4.106.0
Cisco Unified MeetingPlace Video Administration Server	5.4.0.105

**Table 1** Software Release Versions in Cisco Unified Communications Release 5.1(2) for IP Telephony (continued)

Component	Release Version
Cisco Unified MeetingPlace for Outlook	5.4.119
Cisco Unified MeetingPlace MeetingTime	5.4.1
Cisco Unified CallManager Express	4.0(2)/IOS 12.4(11)T2
Cisco Unity Express	2.3(3)
Cisco Unity Connection	1.2(1)
Cisco Unified MeetingPlace Express	1.2(0)
Cisco Unified Survivable Remote Site Telephony (SRST)	4.0(2)/IOS 12.4(11)T2
Cisco Unified Videoconferencing 3515 MCU <sup>1</sup>	5.0.58
Cisco Unified Videoconferencing 3540 MCU	5.1.0.0.24
Cisco Unified Videoconferencing 3545 MCU	4.2.10
Cisco Unified Videoconferencing Enhanced Media Processor (EMP) Module	5.0.64
Cisco Unified Videoconferencing 3521 BRI Gateway <sup>1</sup>	5.0.22
Cisco Unified Videoconferencing 3526 PRI Gateway <sup>1</sup>	5.0.22
Cisco 1760 (voice/data gateway) <sup>1</sup>	12.4(11)T2
Cisco 2610XM, 2611XM, 2620XM, 2621XM, 2650XM, 2651XM, 2691 (router)	12.4(11)T2
Cisco 2801, 2821, 2851, 3825, 3845 (router, voice/data gateway)	12.4(11)T2
Cisco 3745 (gatekeeper)	12.4(11)T2
Cisco 3745 (IP-to-IP gateway) <sup>1</sup>	12.4(11)T2
Cisco 3725, 3745 (voice/data gateway)	12.4(11)T2
Cisco 3725, 3745, 3825 (SRTP <sup>2</sup> and Secure SRST gateways)	12.4(11)T2
Cisco 7206 (voice/data gateway)	12.4(11)T2
Cisco Catalyst 3500 XL Series (access switch)	12.0(5)WC16
Cisco Catalyst 3550 (access switch)	12.2(35)SE1
Cisco Catalyst 3560 (access switch)	12.2(35)SE1
Cisco Catalyst 3750 (data center switch)	12.2(35)SE1
Cisco Catalyst 4506 (access switch) <sup>1</sup>	12.2(25)EWA6
Cisco Catalyst 6506, 6509 (voice access switch, Supervisor Engine 2/MSFC2)	CatOS 8.5(8) / 12.2(18)SXF6
Cisco Catalyst 6506, 6509 (core switch, Supervisor Engine 720)	12.2(18)SXF6 (native-mode)
Cisco Catalyst Communications Media Module (CMM)	12.4(11)T2
Cisco Catalyst 6500 Series Firewall Services Module (FWSM)	3.1(4)
Cisco Catalyst 6608, 6624 (voice gateway)	Bundled with Unified CallManager See <a href="#">Firmware Version Matrix, page 16</a>
Cisco VG224 (analog voice gateway)	12.4(11)T2
Cisco VG248 (analog voice gateway)	1.3(2)
Cisco ATA 186,188 (analog telephony adaptor)	Bundled with Unified CallManager See <a href="#">Firmware Version Matrix, page 16</a>
Cisco Security Agent—Unified CallManager	Bundled with Unified CallManager

**Table 1** Software Release Versions in Cisco Unified Communications Release 5.1(2) for IP Telephony (continued)

Component	Release Version
Cisco Security Agent—Cisco Emergency Responder	5.0.0.194-3.0.2
Cisco Security Agent—Cisco Customer Response Solutions	5.0.0.194-3.0.2
Cisco Security Agent—Cisco Unity	4.5.1.639-2.0.3
Cisco Fax Server	9.0
Cisco PIX 535 Security Appliance	7.2.2.10
Cisco SIP Proxy Server	2.2.1.11
Cisco Unified MobilityManager	1.2(3)
Cisco Unified Operations Manager	2.0.(0)
Cisco Unified Service Monitor	2.0
Cisco Resource Management Essentials (RME)	4.0.3
Cisco Unified IP Phones models 7905G, 7911G, 7912G, 7920, 7935, 7940G, 7941G 7960G, 7961G, 7970G, 7971G, 7985	Bundled with Unified CallManager See <a href="#">Firmware Version Matrix, page 16</a>
Cisco Unified Video Advantage	2.0(2)
Cisco Aironet Access Point (AP) 1200G	12.3(8)JA2
Cisco IP Communicator	2.0(2)
Cisco Unified Personal Communicator	1.1(2)
Berbee Informacast Overhead Paging System (OHPS)	5.0.4
McAfee Anti-virus <sup>3</sup>	Enterprise 8.0.0 Patch Version: 11
Berbee Informacast Overhead Paging System (OHPS)	5.0.4

1. Tested in EUEM site models only during Cisco Unified Communications Release 5.1(2) system testing.
2. SRTP supported for MGCP and H.323 gateways only (not on SIP gateways).
3. Applies to Windows-based servers such as MeetingPlace Gateways (all MP servers except the Audio Server and Express), Unity (including Windows Exchange servers and Domain Controllers), CUOM, CUSM, RME, and CER. Does not apply to non-Windows appliances such as Unified CallManager.

## Firmware Version Matrix

[Table 2](#) lists the firmware versions of the Cisco Unified IP Phones, analog adaptors, voice gateways and conference bridges used in the Cisco Unified Communications Release 5.1(2) system test.

**Table 2** Firmware Versions for Cisco Devices in Cisco Unified Communications Release 5.1(2) for IP Telephony

Component	SCCP Firmware Version	SIP Firmware Version
Cisco Unified IP Phone 7902G <sup>1</sup>	CP7902080002SCCP060817A	—
Cisco Unified IP Phone 7905G <sup>2</sup>	CP7905080002SCCP060817A	CP7905080001SIP060412A
Cisco Unified IP Phone 7911G <sup>2</sup>	SCCP11.8-2-2SR2S	SIP11.8-2-2SR2S
Cisco Unified IP Phone 7912G <sup>2</sup>	CP7912080002SCCP060817A	CP7912080001SIP060412A
Cisco Unified IP Phone 7920 <sup>2</sup>	CMTERM_7920.4.0-03-01	—
Cisco Unified IP Phone 7935 <sup>2</sup>	P00503021600	—
Cisco Unified IP Phone 7936 <sup>2</sup>	CMTERM_7936.3-3-13-0	—

**Table 2** *Firmware Versions for Cisco Devices in Cisco Unified Communications Release 5.1(2) for IP Telephony*

Component	SCCP Firmware Version	SIP Firmware Version
Cisco Unified IP Phone 7940G	P00308000500	P0S3-08-6-02
Cisco Unified IP Phone 7941G-GE <sup>3</sup>	SCCP41.8-2-2SR2S	SIP41.8-2-2SR2S
Cisco Unified IP Phone 7960G	P00308000500	P0S3-08-6-02
Cisco Unified IP Phone 7961G-GE	SCCP41.8-2-2SR2S	SIP41.8-2-2SR2S
Cisco Unified IP Phone 7970G	SCCP70.8-2-2SR2S	SIP70.8-2-2SR2S
Cisco Unified IP Phone 7971G-GE	SCCP70.8-2-0-55S	SIP70.8-2-0-55S
Cisco Unified IP Phone 7985G	CMTERM_7985.4-1-4-0	—
Cisco ATA 186, 188 (analog telephony adaptor) <sup>2</sup>	ATA030203SCCP051201A	—
Cisco Catalyst 6608 (voice gateway) <sup>2</sup>	D00404000029 <sup>4</sup>	
Cisco Conference Bridge WS-X6608 <sup>2</sup>	C00104000001 <sup>4</sup>	

1. Phone model tested in EUEM site models only during Cisco Unified Communications Release 5.1(2) system testing.
2. Device not tested for SRST failover during Cisco Unified Communications Release 5.1(2) system testing.
3. SRST failover tested on phone model with SIP firmware load installed only, not with SCCP firmware load.
4. Only endpoints such as IP phones and analog telephone adaptors have separate firmware loads to support SCCP or SIP protocols; gateways and conference bridges do not.

## Related Documentation

The following URLs provide access to documentation for related products:

- Cisco Unified Communications:  
<http://www.cisco.com/go/unified-techinfo>
- Voice documentation:  
[http://www.cisco.com/en/US/products/sw/voicesw/tsd\\_products\\_support\\_category\\_home.html](http://www.cisco.com/en/US/products/sw/voicesw/tsd_products_support_category_home.html)
- Cisco Unified CallManager:  
[http://www.cisco.com/en/US/products/sw/voicesw/ps556/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/sw/voicesw/ps556/tsd_products_support_series_home.html)
- Cisco Unified CallManager Express:  
[http://www.cisco.com/en/US/products/sw/voicesw/ps4625/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/sw/voicesw/ps4625/tsd_products_support_series_home.html)
- Cisco Customer Response Solutions (Cisco Unified Contact Center Express Edition):  
[http://www.cisco.com/en/US/products/sw/custcosw/ps1846/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/sw/custcosw/ps1846/tsd_products_support_series_home.html)
- Cisco Unified MobilityManager:  
[http://www.cisco.com/en/US/products/ps6567/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/ps6567/tsd_products_support_series_home.html)
- Cisco Unified Presence Server  
[http://www.cisco.com/en/US/products/ps6837/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/ps6837/tsd_products_support_series_home.html)
- Cisco Unified Survivable Remote Site Telephony (SRST):  
[http://www.cisco.com/en/US/products/sw/voicesw/ps2169/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2169/tsd_products_support_series_home.html)
- Cisco Emergency Responder:  
[http://www.cisco.com/en/US/products/sw/voicesw/ps842/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/sw/voicesw/ps842/tsd_products_support_series_home.html)

- Cisco Unity:  
[http://www.cisco.com/en/US/products/sw/voicesw/ps2237/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/tsd_products_support_series_home.html)
- Cisco Unity Express:  
[http://www.cisco.com/en/US/products/sw/voicesw/ps5520/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/sw/voicesw/ps5520/tsd_products_support_series_home.html)
- Cisco Unity Connection:  
[http://www.cisco.com/en/US/products/ps6509/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/ps6509/tsd_products_support_series_home.html)
- Cisco Unified MeetingPlace:  
[http://www.cisco.com/en/US/products/sw/ps5664/ps5669/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/sw/ps5664/ps5669/tsd_products_support_series_home.html)
- Cisco Unified MeetingPlace Express:  
[http://www.cisco.com/en/US/products/ps6533/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/ps6533/tsd_products_support_series_home.html)
- Cisco Security Agents:  
[http://www.cisco.com/en/US/products/sw/secursw/ps5057/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/sw/secursw/ps5057/tsd_products_support_series_home.html)
- Cisco Unified Operations Manager:  
[http://www.cisco.com/en/US/products/ps6535/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/ps6535/tsd_products_support_series_home.html)
- Cisco Unified Service Monitor:  
[http://www.cisco.com/en/US/products/ps6536/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/ps6536/tsd_products_support_series_home.html)
- CiscoWorks Remote Management Essentials:  
[http://www.cisco.com/en/US/products/sw/cscowork/ps2073/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/sw/cscowork/ps2073/tsd_products_support_series_home.html)
- Cisco Fax Server:  
[http://www.cisco.com/en/US/products/ps6178/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/ps6178/tsd_products_support_series_home.html)
- Cisco Secure PIX Firewall Servers:  
[http://www.cisco.com/en/US/products/hw/vpndevc/ps2030/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/hw/vpndevc/ps2030/tsd_products_support_series_home.html)
- Cisco SIP Proxy Server:  
[http://www.cisco.com/en/US/products/sw/voicesw/ps2157/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2157/tsd_products_support_series_home.html)
- Cisco Unified Videoconferencing products:  
[http://www.cisco.com/en/US/products/hw/video/ps1870/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/hw/video/ps1870/tsd_products_support_series_home.html)
- Cisco 2600 Series Routers:  
[http://www.cisco.com/en/US/products/hw/routers/ps259/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/hw/routers/ps259/tsd_products_support_series_home.html)
- Cisco 2800 Series Routers/Voice Gateways:  
[http://www.cisco.com/en/US/products/ps5854/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/ps5854/tsd_products_support_series_home.html)
- Cisco 3700 Series Voice Gateways/Gatekeepers:  
[http://www.cisco.com/en/US/products/hw/routers/ps282/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/hw/routers/ps282/tsd_products_support_series_home.html)
- Cisco 7200 Series Voice Gateways:  
[http://www.cisco.com/en/US/products/hw/routers/ps341/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/hw/routers/ps341/tsd_products_support_series_home.html)
- Cisco Catalyst 3550 Series Access Switches:  
[http://www.cisco.com/en/US/products/hw/switches/ps646/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/hw/switches/ps646/tsd_products_support_series_home.html)
- Cisco Catalyst 3560 Series Access Switches:  
[http://www.cisco.com/en/US/products/hw/switches/ps5528/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/hw/switches/ps5528/tsd_products_support_series_home.html)

- Cisco Catalyst 3750 Series Data Center Switches:  
[http://www.cisco.com/en/US/products/hw/switches/ps5023/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/hw/switches/ps5023/tsd_products_support_series_home.html)
- Cisco Catalyst 6500 Series Switches:  
[http://www.cisco.com/en/US/products/hw/switches/ps708/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/hw/switches/ps708/tsd_products_support_series_home.html)
- Cisco Catalyst 6600 Series Voice Gateways:  
[http://www.cisco.com/en/US/products/hw/switches/ps700/tsd\\_products\\_support\\_eol\\_series\\_home.html](http://www.cisco.com/en/US/products/hw/switches/ps700/tsd_products_support_eol_series_home.html)
- Cisco VG224/248 Analog Voice Gateways:  
[http://www.cisco.com/en/US/products/hw/gatecont/ps2250/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/hw/gatecont/ps2250/tsd_products_support_series_home.html)
- Cisco ATA 186/188 Analog Telephone Adaptors:  
[http://www.cisco.com/en/US/products/hw/gatecont/ps514/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/hw/gatecont/ps514/tsd_products_support_series_home.html)
- Cisco Unified IP Phone 7900 Series:  
[http://www.cisco.com/en/US/products/hw/phones/ps379/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/hw/phones/ps379/tsd_products_support_series_home.html)
- Cisco Aironet 1200 Series Access Points:  
[http://www.cisco.com/en/US/products/hw/wireless/ps430/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/hw/wireless/ps430/tsd_products_support_series_home.html)
- Cisco IP Communicator:  
[http://www.cisco.com/en/US/products/sw/voicesw/ps5475/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/sw/voicesw/ps5475/tsd_products_support_series_home.html)
- Cisco Unified Personal Communicator:  
[http://www.cisco.com/en/US/products/ps6844/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/ps6844/tsd_products_support_series_home.html)
- Cisco Unified Video Advantage:  
[http://www.cisco.com/en/US/products/sw/voicesw/ps5662/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/sw/voicesw/ps5662/tsd_products_support_series_home.html)
- Cisco IOS Software Release 12.4 T:  
[http://www.cisco.com/en/US/products/ps6441/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/ps6441/tsd_products_support_series_home.html)

## Install and Upgrade Notes

The features and functionality tested in Cisco Unified Communications System Release 5.1(2) were the same as in Cisco Unified Communications System Release 5.1(1),

The components in these release notes, including the platforms tested, are discussed in the Technical Information site at:

[http://www.cisco.com/iam/unified/ipt3/Install\\_and\\_Configure\\_System\\_Components.htm](http://www.cisco.com/iam/unified/ipt3/Install_and_Configure_System_Components.htm)

See this content for the specific versions of the components tested and links to relevant documentation for installation and configuration procedures.

Upgrade information for components that have been tested and verified during system testing is discussed in the *System Upgrade Manual* at:

<http://www.cisco.com/univercd/cc/td/doc/systems/unified/uc511/sum/su511.pdf>

For additional information on specific hardware recommendations or bills of material for each product, see the [System Requirements](#) section.

## Latest Software Upgrades and Licenses

The following are links to the latest software upgrades and licenses for Cisco Unified Communications Release 5.1(2) components:

- Go to <http://www.cisco.com/kobayashi/sw-center/sw-voice.shtml> to download the software for the following products:
  - Cisco Unified CallManager and Cisco Unified CallManager Express
  - Cisco Unified Presence Server
  - Unified Survivable Remote Site Telephony (SRST)
  - Cisco Customer Response Solutions (Cisco Unified Contact Center Express Edition)
  - Cisco Emergency Responder
  - Cisco Unified MeetingPlace and Cisco Unified MeetingPlace Express
  - Cisco Unity, Cisco Unity Connection and Cisco Unity Express
  - Cisco Unified MobilityManager
  - Voice/video endpoints such as Unified IP Phones, Analog Telephone Adaptors (ATAs), Cisco IP Communicator, Cisco Unified Personal Communicator and Cisco Unified Video Advantage
- Cisco IOS routers and gateways: <http://www.cisco.com/kobayashi/sw-center/sw-ios.shtml>
- Catalyst switches: <http://tools.cisco.com/support/downloads/go/MDFTree.x?butype=switches>
- Wireless products: <http://www.cisco.com/kobayashi/sw-center/sw-wireless.shtml>
- Firewalls and security modules: <http://www.cisco.com/kobayashi/sw-center/sw-ciscosecure.shtml>
- Network management software: <http://www.cisco.com/kobayashi/sw-center/cw2000/lan-planner.shtml>
- Cisco Agent Desktop Web Licensing Site: <http://209.46.83.138/sws/WebLicensingInitial/InitialLicensePage.html>
- Cisco Unity Connection License Files: [http://www.cisco.com/en/US/products/ps6509/products\\_installation\\_guide\\_chapter09186a008055e1f6.html#wp1041859](http://www.cisco.com/en/US/products/ps6509/products_installation_guide_chapter09186a008055e1f6.html#wp1041859)
- Product Upgrade Tool (for ordering CD's of new major/minor releases): <http://tools.cisco.com/gct/Upgrade/jsp/index.jsp>

## Limitations and Restrictions

This section includes the following topics:

- [Important Notes, page 20](#)
- [Resolved Caveats, page 34](#)
- [Open Caveats, page 35](#)

If you are a Cisco partner or a registered Cisco.com user with a Cisco service contract, 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/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl).

## Important Notes

This section includes important notes related to the testing of Cisco Unified Communications System Release 5.1(2) for IP telephony and includes the following defects:

- [Unified CallManager TFTP issues in large scale Cisco Unified IP Phones 7900 Series deployments \(CSCdv21481\)](#)
- [Unified CallManager in call throttling mode still accepts incoming calls \(CSCea82559\)](#)
- [Archive .tar command from FTP/TFTP server gives a directory error message \(CSCek63178\)](#)
- [Unified 7970 IP Phone interface dead-ends after Call Me \(CSCsa59830\)](#)
- [Cisco Unified CallManager does not support static codec G.726r32 on a SIP trunk \(CSCsb92419\)](#)
- [BAT.xlt Device and Line fields should match the Cisco Unified CallManager phone fields \(CSCsb96065\)](#)
- [Job Configuration Page does not automatically update \(CSCsb96526\)](#)
- [Real-Time Monitoring Tool Graphs do not have the capability to highlight nodes and counters \(CSCsc12008\)](#)
- [Multicast Music-On-Hold not supported by SIP gateway \(CSCsc30731\)](#)
- [Migration of Cisco Unified IP 7960 Phones from SCCP to SIP requires phone power cycle \(CSCsc67031\)](#)
- [Default number of ports do not override maximum number of ports for Reservationless meeting \(CSCsc82982\)](#)
- [Unified MeetingPlace Express will not register to a specific zone in gatekeeper \(CSCsc97966\)](#)
- [Cisco Emergency Responder does not display phone protocol information under Phone Type \(CSCsc99954\)](#)
- [Support SIP video pass through with audio transcoder \(CSCsd27125\)](#)
- [No email notification when disconnecting standby Cisco Emergency Responder from network \(CSCsd33512\)](#)
- [Stopping meeting room music when using Cisco Unified MeetingPlace Express with SIP Integration to Cisco Unified CallManager \(CSCsd35417\)](#)
- [Cisco Unified CallManager/Cisco Unified CallManager Express calls via IP-to-IP Gateway with/without ECS support \(CSCsd42645\)](#)
- [No hold tone returned to SIP phone across QSIG inter-cluster trunk when call is put on hold \(CSCsd43480\)](#)
- [Resetting CFwdALL on Cisco Unified IP Phones does not produce correct tone \(CSCsd56104\)](#)
- [Certificate Authority Proxy Function \(CAPF\) logging requires service restart \(CSCsd62658\)](#)
- [Bulk Administration Tool \(BAT\) should support more than 12,000 records per transaction \(CSCsd64029\)](#)
- [No protection for limiting number of active nailed up callers \(CSCse06753\)](#)
- [Large scale phone unregistrations leads to Unified CallManager Code Yellow entry \(CSCse26225\)](#)
- [No counters to track call throttling over an H.323 trunk \(CSCsf10917\)](#)
- [Real-Time Monitoring Tool Performance Log Viewer does not display sorted remote log files \(CSCsf20296\)](#)
- [Disaster Recovery restore attempt on a first node fails \(CSCsf28239\)](#)

- Default view should be given the option to enable or disable (CSCsg14500)
- When a PIX firewall is operating in transparent mode, explicit routing configuration is required to support VoIP calls (CSCsg28343)
- SMTP Server Configuration Not Populated After a Fresh Unified MeetingPlace Express Install (CSCsg62534)
- Unified MeetingPlace IP Gateway does not support G.722 codec (CSCsg73799)
- Unified Operations Manager fails to properly alert on Unified CallManager related service outage (CSCsg96469)
- Issuing a Show Cluster command displays the initial subsequent node in the cluster as a first node (CSCsh81228)

### Unified CallManager TFTP issues in large scale Cisco Unified IP Phones 7900 Series deployments (CSCdv21481)

**Symptom:**

If a large number of Cisco Unified IP Phones 7900 Series endpoints simultaneously request configuration files, their TFTP server may return a DISKFULL, RETRY, or other TFTP error. Some errors cause phones to continue to boot and log the error, while others cause phones to constantly reset. The current implementation defaults to the last saved settings if there is a TFTP timeout. Since Cisco Unified IP phones rely heavily on the TFTP configuration files received for configuration, softkeys, dial plans, and so forth, there is a possibility for the phones to be out of date with the TFTP server.

**Conditions:**

This issue can occur when all Cisco Unified IP Phones 7900 Series phones in a cluster are upgraded or restarted following a power outage. This problem may also occur on SIP phones after a complete Unified CallManager cluster restart on a medium size cluster when the phones lose connection to all Unified CallManager nodes and try to re-register on an interval. While the cluster is restarting, the Unified CallManager service may initialize faster than TFTP service can rebuild all the configuration files and return to service. This leads to a problem with SIP TNP phones that must download their Softkey template files. If the TFTP service is not ready, their attempts to download these files time out but they continue to register with the Unified CallManager node. In this case, the SIP TNP phones no longer support KPML events and only send enbloc SIP Invite messages to their Unified CallManager node.

**Workaround:**

None.

### Unified CallManager in call throttling mode still accepts incoming calls (CSCea82559)

**Symptom:**

If an IP phone is registered with a Unified CallManager that is operating in call throttling mode, and a second IP phone registered with another Unified CallManager dials that first phone, the call is successfully established. The same scenario applies for any call destined for the first IP phone and placed through MGCP gateways or intercluster trunks (ICTs).

**Condition:**

Normal Unified CallManager operation.

**Workaround:**

None.

## Archive .tar command from FTP/TFTP server gives a directory error message (CSCek63178)

### Symptom:

When extracting a .tar file via the command line from a TFTP or FTP server the following error may occur: *Router#archive tar /xtract ftp://X.X.X.X/XXXX.tar flash:*  
 %Error, "ftp://X.X.X.X/XXXX.tar" is a directory.

### Condition:

This problem is seen when executing the command: *<CmdBold>archive <CmdArg>tar /xtract<noCmdArg><noCmdBold>*

When the source .tar file comes from an TFTP or FTP serve, it results in an error message indicating that the source file is a directory.

### Workaround:

None.

### Symptom

"Cancel" button causes HTTP error in certain conditions.

## Unified 7970 IP Phone interface dead-ends after Call Me (CSCsa59830)

### Symptom

"Cancel" button causes HTTP error in certain conditions.

### Condition

Using the 7970 phone:

Invoke MP

Create Immediate Meeting (id=21213) [Submit]

Click [Exit]

Click "Find My Meeting"

Select the meeting just created.

{Note title says Join Meeting}

Click "Call Me" but DON'T ANSWER

Click "Cancel" - Get "HTTP Error" but "Back" takes to main menu.

Click "Find my Meeting" (takes a LONG time)

Select the Meeting and Click "Call Me"

ANSWER the phone with the speaker phone button.

Switch back to the services plane...

ext says "Joining Meeting... If you phone does not ring..."

Only option is "Retry" (which retries the call). Need an exit / cancel.

NOTE: "Back" and "Exit" seem to do the same thing.

**Workaround**

Go back to call plane to launch MP IP Phon service again.

**Cisco Unified CallManager does not support static codec G.726r32 on a SIP trunk (CSCsb92419)**

**Symptom:**

Calls made to Unified CallManager fail if the audio codec type selected is G.726r16, G.726r24, or G.726r32.

**Conditions:**

This can happen when G.726 is selected as the codec type in the *voip dial-peer* for the following gateways: H.323, SIP, or MGCP.

**Workaround:**

Select another codec type such as G.711ulaw, G.711alaw, G.729, or G.723.

**BAT.xlt Device and Line fields should match the Cisco Unified CallManager phone fields (CSCsb96065)**

**Symptom:**

*BAT.xlt* does not exactly match the Device and Line fields that are listed on the Cisco Unified CallManager Administration page.

**Conditions:**

This occurs when you have to add multiple phone devices using the Bulk Administration Tool (BAT).

**Workaround:**

When adding phones using BAT, check the Cisco Unified CallManager Administration page to verify that you are adding the correct data to the appropriate fields.

**Job Configuration Page does not automatically update (CSCsb96526)**

**Symptom:**

When verifying the status of a scheduled BAT job, the Job configuration status page does not automatically get updated.

**Conditions:**

Whenever the Bulk Administration Tool is used to schedule a BAT job.

**Workaround:**

Press the Refresh button on the web browser page.

**Real-Time Monitoring Tool Graphs do not have the capability to highlight nodes and counters (CSCsc12008)**

**Symptom:**

Real-Time Monitoring Tool (RTMT) graph line color codes are not easily distinguishable on large clusters with more than ten nodes, especially when some of them overlap with each other.

**Conditions:**

When using RTMT to monitor a Unified CallManager cluster or analyzing a performance log saved by the Alert Manager and Collector (AMC) or Real-Time information System Data Collector (RISDC), you cannot highlight a node or a counter to distinguish it clearly from other color-coded lines. This problem applies to all graphs that display multiple nodes or counters with color codes.

**Workaround:**

None.

**Multicast Music-On-Hold not supported by SIP gateway (CSCsc30731)****Symptom:**

In the current release of IOS, the SIP gateway does not support multicast music-on-hold (MOH). The SIP gateway cannot stream RTP traffic when MOH is configured to multicast. When examining the traffic, it is observed that the SIP gateway receives the pre-allocated MTP information, but does not create a new MediaConnect to connect with the MOH server.

**Conditions:**

Call Flow: PSTN > SIP Gateway (Multicast MOH and MTP enabled) > IP Phone > Hold

When the call flow is as above and:

1. Multicast MOH is enabled on the Unified CallManager and the call is placed on hold; after a period of silence, the call is terminated.
2. Media Termination Point (MTP) is enabled and the MTP receives an ICMP (port unreachable) error from the SIP gateway; the RTP stream is terminated on the MTP.

**Workaround:**

None. The multicast feature for IOS will be supported in a future release.

**Migration of Cisco Unified IP 7960 Phones from SCCP to SIP requires phone power cycle (CSCsc67031)****Symptom:**

When SCCP Unified 7960 IP Phones are converted to SIP, the phones do not register properly and migration from SCCP to SIP does not occur. The phones are unable to locate the SEPmac.CNF.XML file and get stuck in a loop and registration as SIP phones is rejected.

**Conditions:**

The SCCP Unified 7960 IP Phones are converted to SIP using the BAT and the Unified CallManager cluster is rebooted. The SCCP load on the phones prior to migration is 8.0(0.21).

**Workaround:**

Power down and then power up the SCCP Unified IP 7960 Phones. Once the phones are power cycled, they register as SIP phones successfully.

**Default number of ports do not override maximum number of ports for Reservationless meeting (CSCsc82982)****Symptom:**

The user is able to schedule Reservationless meetings with more users than specified in the "Maximum ports per meeting for Reservationless" parameter in the System Configuration > Meeting Configuration page in the Unified MeetingPlace Express Administration Center.

**Conditions:**

Even though the maximum number of ports for a Reservationless meeting are set to less than the default number of ports per meeting, the default number of ports are still available for use by the user.

**Workaround:**

The administrator should set the default number of ports per meeting to a value that will limit the maximum number of ports used for the Reservationless meeting.

**Unified MeetingPlace Express will not register to a specific zone in gatekeeper (CSCsc97966)**

**Symptom:**

MeetingPlace Express will not register to a specific zone in a gatekeeper. If there are multiple local zones defined, MeetingPlace Express will only register to the first local zone.

**Conditions:**

This issue is a concern only if there are multiple local zones defined on the gatekeeper.

**Workaround:**

Use the "no zone" command on all zones you do NOT want MeetingPlace Express to register with, forcing it to register with the desired zone

Example: (MP Express Sever is 10.20.110.50)

```
zone local mp2-gk1 mp2.com 10.20.105.50
```

```
zone local testzone2 mp2.com
```

```
no zone subnet mp2-gk1 10.20.110.50/32 enable
```

This example forces MP Express to register to testzone2

**Cisco Emergency Responder does not display phone protocol information under Phone Type (CSCsc99954)**

**Symptom:**

The phones being tracked in Cisco Emergency Responder do not display the phone protocol type under the Phone Type field in Switch Port Details under ERL Membership on the Cisco Emergency Responder Administration Page.

**Conditions:**

This happens when polling the phones being tracked in the Cisco Emergency Responder.

**Workaround:**

Check the phone type in the Unified CallManager Administration > Device > Phone Page.

**Support SIP video pass through with audio transcoder (CSCsd27125)**

**Symptom:**

A SIP video call does not receive video when an audio transcoder is allocated, even if the audio transcoder supports video pass through. Currently, video pass through is disabled for a SIP call if an audio transcoder is allocated.

**Conditions:**

Whenever a pass through-capable transcoder is allocated for a SIP video call.

**Workaround:**

None.

**No email notification when disconnecting standby Cisco Emergency Responder from network (CSCsd33512)****Symptom:**

When the standby Cisco Emergency Responder server is disconnected from the network; the primary Cisco Emergency Responder realizes this because of the heart-beat miss; but does not inform the network administrator of the disconnected status via an email.

**Conditions:**

The standby Cisco Emergency Responder is disconnected in the network.

**Workaround:**

Manually monitor the Event Viewer logs or system-generated logs for email to verify that the standby Cisco Emergency Responder is connected and operational in the network.

**Stopping meeting room music when using Cisco Unified MeetingPlace Express with SIP Integration to Cisco Unified CallManager (CSCsd35417)****Symptom:**

When dialing in via SIP integration with Unified CallManager and the first user in a meeting presses the star (\*) key once, the meeting room music restarts after stopping.

**Conditions:**

A user dials into a meeting using SIP integration with Unified MeetingPlace Express and Unified CallManager.

**Workaround:**

If the user happens to be the first user in the meeting, they must press the star (\*) key on the phone twice to stop the meeting room music.

**Cisco Unified CallManager/Cisco Unified CallManager Express calls via IP-to-IP Gateway with/without ECS support (CSCsd42645)****Symptom:**

When an IP-to-IP gateway is configured without ECS support, calls made from an Unified CallManager to an Unified CallManager Express via the IP-to-IP gateway, which are then forwarded or transferred to another Unified CallManager or Unified CallManager Express, are successful.

However, when a call from an Unified CallManager forwards or transfers via the IP-to-IP gateway to an Unified CallManager Express or another Unified CallManager, the call fails on transfer. If ECS support is turned on in the IP-to-IP gateway, the Unified CallManager forwarded or transferred call works; but the Unified CallManager Express forwarded or transferred call fails.

**Conditions:**

Unified CallManager in this case uses QSIG Path replacement after the call has been transferred or forwarded. H.450 is used between Unified CallManager Express and the IP-to-IP gateways.

**Workaround:**

In Unified CallManager, configure MTP as “required” on the H.225 trunk to the Gatekeeper and IP-to-IP gateway. In the IP-to-IP gateway, remove the “emptycapability” parameter.



**Note**

Use the above workaround if video calls are not used between Unified CallManager clusters via the IP-to-IP gateways.

If video calls between Unified CallManager clusters are required, implement the following procedures for each cluster in addition to the above workaround:

1. Add a second gatekeeper-controlled H.225 trunk to the gatekeeper and configure the second trunk the same identically to the first trunk.
2. Disable MTP on the second trunk and choose an alternate tech prefix.
3. Configure Unified CallManager to route all video calls through this second trunk.
4. Configure the gatekeeper to support the new tech prefix without routing the call via the IP-to-IP gateway. The gatekeeper should route all calls from remote zones to the new trunk using the new tech prefix.
5. Make sure that you perform the above procedures for each Unified CallManager cluster.
6. If RSVP is enabled between the Unified CallManager clusters, provide additional, similarly configured IP-to-IP gateways (include the “emptycapability” CLI parameter).
7. Configure the gatekeeper to route all video calls using the new tech prefix via the new IP-to-IP gateways.

**No hold tone returned to SIP phone across QSIG inter-cluster trunk when call is put on hold (CSCsd43480)**

**Symptom:**

During calls between SIP phones over QSIG inter-cluster trunks, the caller may only hear silence (no hold music) if the call is put on hold or a transferred by the called party.

**Conditions:**

The problem occurs when a SIP phone calls another SIP IP phone on another Cisco Unified CallManager cluster across a QSIG inter-cluster trunk, and the call is answered and put on hold. If there is no music on hold (MOH) configured on the incoming QSIG inter-cluster trunk itself or on the trunk’s device pool, the caller does not hear hold music.

**Workaround:**

Configure MOH on either the incoming QSIG inter-cluster trunk or the device pool that contains the trunk.

**Resetting CFwdALL on Cisco Unified IP Phones does not produce correct tone (CSCsd56104)****Symptom:**

When the CFwdALL setting on the Cisco Unified IP Phone is reset, the two short beeps that indicate that the redirected number has been released are not heard. However, the redirected number correctly disappears from the phone display.

**Conditions:**

This happens with the current release of SIP Cisco Unified IP Phones 7941, 7961, and 7971.

**Workaround:**

None.

**Certificate Authority Proxy Function (CAPF) logging requires service restart (CSCsd62658)****Symptom:**

CAPF detailed trace is not available.

**Conditions:**

Platform serviceability logging level is set to "Detailed" for troubleshooting purposes.

**Workaround:**

Stop and restart the CAPF service via the Platform Serviceability interface.

**Bulk Administration Tool (BAT) should support more than 12,000 records per transaction (CSCsd64029)****Symptom:**

The Bulk Administration Tool (BAT) recommends limiting any transaction for inserts/updates/deletes to a maximum of 12,000 records. This limit should be removed. BAT should support over 12,000 record changes reliably.

**Conditions:**

This limitation applies to BAT transactions with over 12,000 records only.

**Workaround:**

In the case of a query-based transaction, if the selected number of records exceed 12,000, then administrator should refine the query to select fewer records. In the case of comma-separated value (CSV) based transactions, the administrator must split records across CSV files such that each file contains less than 12,000 records and schedule multiple transactions.

**No protection for limiting number of active nailed up callers (CSCse06753)****Symptom:**

Cisco Unified CallManager service runs out of memory and unexpectedly restarts.

**Conditions:**

Under certain stress conditions when there are very large number of concurrent active calls present on a single call processing node, Unified CallManager service could run out of memory even on a Cisco MCS-7845-based Unified CallManager server equipped with 4 GB of RAM.

**Workaround:**

None.

**Large scale phone unregistrations leads to Unified CallManager Code Yellow entry (CSCse26225)**

**Symptom:**

Cisco Unified CallManager service goes in to Code Yellow state unexpectedly and starts rejecting new calls from all devices.

**Conditions:**

When a large number of phones unregister from their primary Unified CallManager node, that particular node could go in to Code Yellow state for a period of time. During this time, all new calls are rejected. This situation could occur in centralized call processing deployment models with large SRST remote sites. If the connectivity between the remote and central sites is lost, Unified CallManager servers in the central site could go into Code Yellow state.

**Workaround:**

None.

**No counters to track call throttling over an H.323 trunk (CSCsf10917)**

**Symptom:**

When inter-cluster trunk (ICT) call throttling occurs, Unified CallManager raises an alarm and logs it in the Unified CallManager traces; but does not display the number of H.323 calls being throttled.

**Conditions:**

Unified CallManager has an ICT call throttling mechanism that enables it to reject additional H.323 calls. However, there is no performance counter associated with the throttling mechanism that records and displays the number of calls it throttles.

**Workaround:**

None.

**Real-Time Monitoring Tool Performance Log Viewer does not display sorted remote log files (CSCsf20296)**

**Symptom:**

The Real-Time Monitoring Tool (RTMT) Performance Log Viewer does not display sorted remote log files.

**Conditions:**

When viewing remote performance log files (either Alert Manager and Collector (AMC) or Real-Time information System Data Collector (RISDC)) using RTMT Performance Log Viewer, the list of files displayed is not sorted.

**Workaround:**

Manually sort the listed files and choose the log file that you need.

### Disaster Recovery restore attempt on a first node fails (CSCsf28239)

**Symptom:**

Restoring data on a first node using the Disaster Recovery System (DRS) tool fails and an error in the Unified CallManager database displays.

**Conditions:**

The Unified CallManager multi-node cluster is running the same version as the DRS backup file. The restore attempt fails when trying to restore the first node or the Unified CallManager database to the previously saved version using the DRS tool. The DRS log files on the Unified CallManager database indicate the following error:

```
CCMDB Restore failed, installdb failed
425: Database is currently opened by another user
```

**Workaround:**

Shut down all the subsequent nodes in the Unified CallManager cluster and then attempt to restore the first node.

### Default view should be given the option to enable or disable (CSCsg14500)

**Symptom:**

In the Cisco Unified Operations Manager, users are allowed to define their own views, logical groupings of devices that appear in the Monitoring Dashboard displays. However, the All IP Communications Devices view is enabled by default and automatically included in the user's Service Level View, and there is no method for turning off this view.

**Conditions:**

In the Manage Views page, there is no option to disable the All IP Communications Devices view in the Service Level View. Users can select which customized views will appear in Service Level View by placing a checkmark next to each view name in the Topology column. However, the Service Level View display automatically includes the All IP Communications Devices view showing the entire network topology, in addition to the views selected by the user. Users may find this behavior unexpected.

**Workaround:**

None.

### When a PIX firewall is operating in transparent mode, explicit routing configuration is required to support VoIP calls (CSCsg28343)

**Symptom:**

Cisco PIX 500 series security appliances may fail to allow VoIP traffic or H.323, SIP, or SCCP signaling packets through to "arbitrary" hosts.

**Conditions:**

When the Cisco PIX 500 is operating in transparent firewall mode, and the hosts participating in a VoIP call are not directly connected to the firewall and there are no routes configured for them in the Cisco PIX 500.

**Workaround:**

Configure routes in the Cisco PIX 500 for hosts behind the firewall that are involved in VoIP calls.

### SMTP Server Configuration Not Populated After a Fresh Unified MeetingPlace Express Install (CSCsg62534)

**Symptom:**

During the operating system installation of Unified MeetingPlace Express, the user is asked to enter SMTP server information. However, this information does not appear on the System Configuration -> E-Mail Service Configuration -> SMTP Server Configuration page on the Administration page after the installation is complete.

**Conditions:**

When a user enters an SMTP server while installing Unified MeetingPlace Express Release 1.2(1).

**Workaround:**

User must re-enter the SMTP information in the System Configuration -> E-Mail Service Configuration -> SMTP Server Configuration page on the Administration page following the installation.

### Unified MeetingPlace IP Gateway does not support G.722 codec (CSCsg73799)

**Symptom:**

The G.722 codec is not negotiated when it is configured in the Unified MeetingPlace Audio Server.

**Conditions:**

The G.722 codec is currently not supported by the Unified MeetingPlace IP Gateway.

**Workaround:**

Use another codec for Unified MeetingPlace conferences.

### Unified Operations Manager fails to properly alert on Unified CallManager related service outage (CSCsg96469)

**Symptom:**

Cisco Unified CallManager related service outages are not properly identified by the Unified Operations Manager.

**Conditions:**

This has been observed in normal operating conditions. Currently when a Unified CallManager service outage occurs the event generated by Unified Operations Manager indicates a HeartBeat Threshold value has been exceeded. This is the same event if the heart beat actually falls below the configured threshold of 24 ticks per minute. The event details do not specify that the heart beat actually dropped to 0.

**Workaround:**

None.

### Issuing a Show Cluster command displays the initial subsequent node in the cluster as a first node (CSCsh81228)

**Symptom:**

From the Unified CallManager Operating System CLI Administration web page issuing a Show Cluster command displays the initial subsequent node in the cluster as a first node.

**Conditions:**

This problem is observed on a freshly installed or upgraded Unified CallManager system.

**Workaround:**

None.

## Resolved Caveats

This section lists severity 1, 2, and selected 3 caveats that are resolved now but are *not* included in the recommended component versions of Cisco Unified Communications System Release 5.1(2) for IP telephony.

**Note**

For information on the caveats that were resolved in specific versions of each component, refer to the appropriate release notes for each component.

To determine the software version that includes the fix, click on the linked caveat number in the Identifier column in [Table 3](#) to go to the Bug Toolkit.

**Table 3** *Resolved Caveats Not Included in Cisco Unified Communications Release 5.1(2)*

Identifier	Headline
<a href="#">CSCej28100</a>	Outgoing call fails with error message: Ux_BadMsg:Invalid Mesg for call state 3, event 0x83
<a href="#">CSCsb99980</a>	Unified CallManager may try to insert extra unnecessary Media Termination Point (MTP) for DTMF due to Music on Hold (MoH) connection
<a href="#">CSCse23371</a>	Real-Time Monitoring Tool (RTMT) device search results timestamps do not match server logs if the servers are located in a different timezone
<a href="#">CSCsf26578</a>	Cisco Unified Video Advantage endpoint does not display remote video when calling into conference provided by Release 5.0 Unified Videoconferencing MCU
<a href="#">CSCsf27257</a>	Cisco Unified CallManager installation should not allow setting Network Interface Card (NIC) speed to 1000BaseT
<a href="#">CSCsg29465</a>	No video on Cisco Unified Personal Communicator on calls transferred from Cisco Unified IP Phone 7985
<a href="#">CSCsg36739</a>	Cisco AS5850 gateway crashes while querying ifDescr object
<a href="#">CSCsg39825</a>	Cisco Unified CallManager calls to registered SIP phones immediately generate reorder DMPidErr error message
<a href="#">CSCsg42281</a>	H.323 to SIP interworking on Unified Videoconferencing MCU only shows one-way video
<a href="#">CSCsg46679</a>	Cannot delete administrator-created folders in the Cisco Unified CallManager TFTP folder
<a href="#">CSCsg49814</a>	Video remains frozen on Cisco Unified Personal Communicator (without a camera) after holding and then resuming a call to Cisco Unified Video Advantage
<a href="#">CSCsg51225</a>	Video channel between Cisco Unified Personal Communicator and Cisco Unified Video Advantage is not re-established after both endpoints put the video call on hold and then resume the call
<a href="#">CSCsg67493</a>	Cisco Emergency Responder: Cisco IP Communicator movement generates e-mail report
<a href="#">CSCsg67610</a>	Unified CallManager auto configuration attempt does not fail when enough DSP resources are not available
<a href="#">CSCsg76544</a>	Cisco Unified Video Advantage displays a mix of multiple simultaneous video streams
<a href="#">CSCsg86540</a>	Unified Service Monitor backup operation continues indefinitely
<a href="#">CSCsg95361</a>	New Cisco Unified IP Phone 7936 fails to upgrade and register with proper server in Unified CallManager Release 5.x cluster
<a href="#">CSCsh84378</a>	Cisco Unified CallManager Express 2600XM Gateway: copy tftp: flash: command is broken or not working

## Open Caveats

This section lists known severity 1, 2, and selected 3 caveats related to the testing of IP telephony components in Cisco Unified Communications Release 5.1(2) and previous releases, which were not resolved at the time this document was written.

For additional information on each defect, click on the linked caveat number in the Identifier column in [Table 4](#) to go to the Bug Toolkit.

**Table 4** *Open Caveats in Cisco Unified Communications Release 5.1(2)*

Identifier	Headline
<a href="#">CSCsb27177</a>	Annotations and chat frozen temporarily
<a href="#">CSCsb46040</a>	Unified MeetingPlace IP gateway has a possible 1 MB memory leak
<a href="#">CSCsd05236</a>	Cisco Unity Domino: Message Store Configuration Wizard (MSCW) does not verify service account creation properly
<a href="#">CSCsd29723</a>	UserID search cannot find first user when scheduling a meeting via Unified MeetingPlaceWeb
<a href="#">CSCse95242</a>	Unified Videoconferencing Multipoint Control Unit (MCU) with four Enhanced Media Processor (EMP) modules cannot create a service prefix that shows the maximum 96 ports available
<a href="#">CSCsg07605</a>	Cisco Unified CallManager Disaster Recovery System (DRS) backup puts Cisco Unified CallManager database in read-only mode
<a href="#">CSCsg56910</a>	Unified Videoconferencing SCCP conference bridge runs out of resources after failover
<a href="#">CSCsg65683</a>	High CPU usage due to voice conferencing on Cisco 2600XM used as SIP gateway
<a href="#">CSCsg98070</a>	Cisco Unified CallManager service parameter Asynchronous SDL Logging Enabled must be left at default disabled setting

## Troubleshooting

The features and functionality tested in Cisco Unified Communications System Release 5.1(2) were the same as in Cisco Unified Communications System Release 5.1(1),

For important troubleshooting information, tips, and recommendations related to Cisco Unified Communications System Release 5.1(2) for IP telephony, see the troubleshooting information at: [http://www.cisco.com/iam/unified/ipt3/Introduction\\_to\\_Troubleshooting.htm](http://www.cisco.com/iam/unified/ipt3/Introduction_to_Troubleshooting.htm).

## Documentation Updates

- **Technical Information Sites**—The Unified Communications Technical Information Sites available by typing [www.cisco.com/go/unified-techinfo](http://www.cisco.com/go/unified-techinfo) are your one-stop location for all system-level documentation, resources, and training. These sites provide information on tested deployment models and sites, topology diagrams, and call flows.

The features and functionality tested in Cisco Unified Communications System Release 5.1(2) were the same as in Cisco Unified Communications System Release 5.1(1). The sites specific to IP telephony or contact center system applications for Unified Communications Release 5.1(2) are:

- Cisco Unified Communications System for IP Telephony Release 5.1(2): <http://www.cisco.com/iam/unified/ipt3/index.htm>

- Cisco Unified Communications System for Contact Center Release 5.1(2):  
<http://www.cisco.com/iam/unified/ipcc3/index.htm>
- *System Test Results for IP Telephony: Cisco Unified Communications Release 5.1(2)*—Test results of the IP telephony system testing are available at:  
<http://www.cisco.com/univercd/cc/td/doc/systems/unified/uc512/results/tript512.pdf>

## Obtaining Documentation, Obtaining Support, and Security Guidelines

For information on obtaining documentation, obtaining support, providing documentation feedback, security guidelines, and also recommended aliases and general Cisco documents, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

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