



Release Notes for AV-Cisco TSP Release 3.0(2)

August 31, 2001

These release notes contain installation instructions and resolved caveats for AV-Cisco TAPI service provider (TSP) Release 3.0(2).

The 3.0(2) release of the AV-Cisco TSP has been qualified for the following product combinations only. No other product combinations are supported.

Table 1 **Qualified Product Combination for AV-Cisco TSP 3.0(2)**

Cisco Unity	AV-Cisco TSP	Cisco CallManager
3.0(2)	3.0(2)	3.1(2)
3.0(2)	3.0(2)	3.1(1)
3.0(1)	3.0(2)	3.1(2)
3.0(1)	3.0(2)	3.1(1)
2.4(6.135)	3.0(2)	3.1(2)
2.4(6.135)	3.0(2)	3.1(1)



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For all qualified product combinations of Cisco Unity™, the AV-Cisco TSP, and Cisco CallManager, see the “[Qualified Product Combinations for Cisco Unity, Cisco CallManager, and the AV-Cisco TSP](#)” section on page 11.

Access the latest software upgrades for the AV-Cisco TSP at <http://www.cisco.com/cgi-bin/tablebuild.pl/unity>.

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System Requirements

- The Cisco Unity server must be running Cisco Unity version 2.4(6.135), 3.0(1), or 3.0(2).
- An account with Local Administrator privileges must be used to upgrade or install the AV-Cisco TSP. Otherwise, no Cisco Unity ports will be available after the upgrade or installation.
- Microsoft® Windows® 2000 Service Pack 1 or Service Pack 2 must already be installed on the Cisco Unity server, if it is running Windows 2000. Otherwise, the AV-Cisco TSP cannot be installed.

- If you are installing the AV-Cisco TSP for the first time, you need to add Voice Mail ports in Cisco CallManager Administration, then configure the AV-Cisco TSP to connect to those ports. Refer to the *Cisco CallManager 3.1 Integration Guide* (available on the Cisco Unity Documentation compact disc and on Cisco.com at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/unity30/integuid/callma31/index.htm).

Determining the Software Version

To determine the AV-Cisco TSP version in use

- Step 1** Browse to the WinNT\System32 directory.
 - Step 2** Right-click the **Avskinny.tsp** file, and click **Properties**.
 - Step 3** In the Properties window, click the **Version** tab. The AV-Cisco TSP version number is displayed in the File Version setting.
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To determine the Cisco Unity version in use

- Step 1** Browse to the Commserver directory.
 - Step 2** Right-click the **AvCsMgr.exe** file, and click **Properties**.
 - Step 3** In the Properties window, click the **Version** tab.
 - Step 4** In the Item Name list, click **Product Version**. The Cisco Unity version number is displayed in the Value window.
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Downloading the AV-Cisco TSP

To download the AV-Cisco TSP

- Step 1** On the Cisco Software Center website at <http://www.cisco.com/cgi-bin/tablebuild.pl/unity>, click **AvCiscoTSP3.0.2.exe**.
- Step 2** In the File Download dialog box, click **Save This Program to Disk**, then click **OK**.
- Step 3** Browse to the location where you want the file downloaded, then click **Save**.
- Step 4** When the file has downloaded, navigate to the file and double-click it.
- Step 5** Accept the directory to which the file will be unzipped, or indicate the directory of your choice.
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Installing the AV-Cisco TSP

The following three sections apply to installation of the AV-Cisco TSP. However, the first two sections apply only in certain situations:

- Do the “[Adding Cisco Unity Ports in Cisco CallManager](#)” section only if the number of Cisco Unity ports is changing.
- Do the “[Removing Call Routing Rules That Were Changed or Added as a Workaround](#)” section only if the Cisco Unity server is running AV-Cisco TSP version 1.0(0.28) and if you used a workaround for caveat number CSCae08089.

Adding Cisco Unity Ports in Cisco CallManager

If the number of Cisco Unity ports is changing, you need to add a Voice Mail port to Cisco CallManager for each port that you are connecting to Cisco Unity.

Refer to the three procedures in the “Setting Up Cisco CallManager” section in the “Cisco CallManager 3.1 Integration” chapter of the *Cisco CallManager 3.1 Integration Guide* (available on the Cisco Unity Documentation compact disc and

on Cisco.com at

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/unity30/integuid/callma31/index.htm).

**Caution**

Voice Mail ports and phones must be in the same calling search space, or the integration will not work.

Removing Call Routing Rules That Were Changed or Added as a Workaround

Do the procedures in this section if the Cisco Unity server is running AV-Cisco TSP version 1.0(0.28) and if you used one of the following workarounds for caveat number CSCae08089 (subscribers hear the opening greeting instead of the logon conversation if the first voice messaging port is in use):

- Changed the default routing rules with AvRulerEditor.exe. This workaround was posted to Cisco Unity Online Support Forums, at <http://avforums.isomedia.com/cgi-bin/wwwthreads.pl>.
- Added one or more routing rules that applied to calls forwarded from voice messaging ports and that sent forwarded calls to the subscriber logon conversation.

The routing rules must be reset to their default values (which deletes any non-default routing rules).

To locate valid routing rules

- Step 1** In the Cisco Unity Administrator, go to Call Management > Call Routing > Forwarded Calls.
- Step 2** Write down the settings for each non-default routing rule. (The default routing rules are Attempt Forward to Greeting and Default Call Handler.) If a routing rule has the following values in the Forwarding Station and Send Call To columns, it was added for the workaround and should not be recreated after you reset routing rules to their default values:

- Forwarding Station** One or more of the ports assigned to Cisco Unity. This value may include the * (star) wildcard character.
- Send Call To** Attempt Sign-In.
-

To reset routing rules to their default values and to delete non-default routing rules

- Step 1** Browse to the Commsserver directory, and double-click **ConfigMgr.exe**.
- Step 2** In the ConfigMgr dialog box, click **Browse**, and browse to Commsserver\Localize\DefaultConfiguration\<Language folder>.
- Step 3** Double-click the file **DefaultRules.dcs**.
- Step 4** Click **Run Rules Configuration DCS Script**.
- Step 5** Click **Run**.
- Step 6** When the message “Default rules configured successfully” appears, close the ConfigMgr dialog box. If any errors appeared while ConfigMgr.exe was running, call Cisco TAC.
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To recreate valid routing rules

- Step 1** In the Cisco Unity Administrator, go to Call Management > Call Routing > Forwarded Calls.
- Step 2** Recreate the routing rules by using the values that you wrote down in the [“To locate valid routing rules”](#) procedure. For more information, see the Cisco Unity Administrator Online Documentation.
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Installing AV-Cisco TSP Release 3.0(2)

Before you install AV-Cisco TSP Release 3.0(2) on the Cisco Unity server, you must remove any existing version of the TSP.

You can keep the previous Voice Mail ports, and the AV-Cisco TSP configuration is automatically retained.

To remove the existing AV-Cisco TSP

- Step 1** Stop Cisco Unity (right-click the **Cisco Unity** icon in the system tray, then click **Stop Cisco Unity**).
 - Step 2** On the Windows Start menu, click **Settings > Control Panel > Add/Remove Programs**.
 - Step 3** In the list, click **AV-Cisco TSP**.
 - Step 4** In Windows 2000, click **Remove**.
or
In Windows NT, click **Add/Remove**.
 - Step 5** In Windows 2000, click **Yes**.
or
In Windows NT, follow the on-screen instructions to remove the AV-Cisco TSP.
 - Step 6** Close Control Panel.
-

To install the AV-Cisco TSP

- Step 1** Stop Cisco Unity (right-click the **Cisco Unity** icon in the system tray, then click **Stop Cisco Unity**).
- Step 2** Browse to the directory in which you saved the extracted AV-Cisco TSP files in the [“Downloading the AV-Cisco TSP”](#) section on page 4, and double-click **Setup.exe**.
- Step 3** Follow the on-screen instructions.
- Step 4** Restart the Cisco Unity server. The AV-Cisco Service Provider dialog box appears.

- Step 5** In the Select Cisco CallManager list, click the Cisco CallManager server that Cisco Unity is connected to.
- If the Select Cisco CallManager list is empty, click **Add**, enter the IP address of the Cisco CallManager server that Cisco Unity is connected to, then click **OK**.
- Step 6** Click **Settings**.
- Step 7** In the AV-Cisco Service Provider Settings dialog box, verify the information in the following fields:
- Primary CallManager IP Address
 - Number of Voice Ports
 - Device Name Prefix (the prefix must match the prefix for the Voice Mail ports)
- Step 8** In the MessageWaitingOffDN and MessageWaitingOnDN fields, confirm that the dial numbers match the Cisco CallManager service parameters. (If they are not there, enter them.)
- Step 9** Confirm that the Cisco CallManager Device list displays the correct number of Cisco Unity ports and that the port names match the names of the Voice Mail ports.
- Step 10** Click **OK**.
- Step 11** In the AV-Cisco Service Provider dialog box, click **Test**.
- Step 12** In the Test Configuration and Connection dialog box, click **OK**.
- Step 13** If the configuration is correct, the Test Succeeded dialog box appears. Click **OK**, then skip to Step 15.
- If incorrect information was entered during configuration, the Error dialog box appears. Errors can be caused by:
- Entering the wrong IP address for the Cisco CallManager server during configuration.
 - Entering the wrong device name prefix during configuration.
- Step 14** Correct errors in the AV-Cisco Service Provider dialog box.
- In Windows 2000, on the Start menu, click **Settings > Control Panel > Phone and Modem Options > Advanced > AV-Cisco Service Provider > Settings**.
- or

In Windows NT, on the Start menu, click **Settings > Control Panel > Telephony > Telephony Drivers > AV-Cisco Service Provider > Settings**.

Step 15 Restart the Cisco Unity server.

Caveats

This section describes only Severity 1 and 2 caveats.

If you have an account with Cisco.com, you can use Bug Navigator II to find caveats of any severity for any release. Bug Navigator II is available at the website <http://www.cisco.com/support/bugtools/bugtool.shtml>.

Open Caveats—Release 3.0(2)

There are no open caveats for the AV-Cisco TSP 3.0(2) release.

Resolved Caveats—Release 3.0(2)

Table 2 Release 3.0(2) Resolved Caveats

Caveat Number	Description
CSCdu66816	<p>During Cisco Unity startup, not all ports register with Cisco CallManager.</p> <p>Conditions:</p> <p>A sniffer trace captured that Cisco CallManager terminates a TCP connection that was established between Cisco Unity and Cisco CallManager. Because the current AV-Cisco TSP cannot retry initializing the ports upon failure, the Cisco Unity server will come up with fewer voice messaging ports than the number for which it is configured.</p>
CSCdv03145	<p>MWIs fail to light due to socket connection problems. These socket connection problems prevent all ports from recovering, reregistering, and reconnecting to Cisco CallManager.</p> <p>Conditions:</p> <p>If Cisco Unity loses the socket connection, and Cisco CallManager notices that the connection is lost, when Cisco Unity reregisters after the network connection comes back, everything works fine.</p> <p>However, if Cisco CallManager does not notice that the socket connection is lost, Cisco Unity will not recover correctly. In this case, when the network connection comes back and Cisco Unity reregisters, Cisco CallManager notes that the Cisco Unity port is reregistering on a different link, tries to register, and fails.</p>
CSCdv17898	<p>The AV-Cisco TSP does not support sending and receiving fourth-column DTMF tones (ABCD).</p> <p>Conditions: These are required for AMIS.</p>
CSCdv19281	<p>Call forward from a Pilot Point on Cisco CallManager does not integrate.</p> <p>Conditions: When a forwarded call comes from a Pilot Point on Cisco CallManager, the TAPI reason currently is Direct. The TAPI reason should be Forward Unconditional.</p>

Resolved Caveats—Release 3.0(0.7)

All fixes from AV-Cisco TSP versions 1.0(0.36) and earlier were applied to the 3.0(0.7) release.

Troubleshooting

For information on troubleshooting the AV-Cisco TSP and the phone system integration, refer to the *Cisco CallManager 3.1 Integration Guide* (available on the Cisco Unity Documentation compact disc and on Cisco.com at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/unity30/integuid/callma31/index.htm).

Qualified Product Combinations for Cisco Unity, Cisco CallManager, and the AV-Cisco TSP

Versions of Cisco Unity and the AV-Cisco TSP have been qualified for the following product combinations only.

Table 3 **Qualified Product Combinations**

Cisco Unity	AV-Cisco TSP	Cisco CallManager
3.0(2)	3.0(2)	3.1(2)
3.0(2)	3.0(2)	3.1(1)
3.0(2)	1.0(0.39)	3.0(11)
3.0(1)	3.0(2)	3.1(2)
3.0(1)	3.0(2)	3.1(1)
3.0(1)	1.0(0.39)	3.0(11)
3.0(1)	3.0(1)	3.1(1)
3.0(1)	1.0(0.36)	3.0(11)
3.0(1)	1.0(0.36)	3.0(10)
3.0(1)	1.0(0.36)	3.0(9)

Table 3 *Qualified Product Combinations*

Cisco Unity	AV-Cisco TSP	Cisco CallManager
2.4(6.135)	3.0(2)	3.1(2)
2.4(6.135)	3.0(2)	3.1(1)
2.4(6.135)	3.0(0.7)	3.1(1)
2.4(6.135)	1.0(0.39)	3.0(11)
2.4(6.135)	1.0(0.36)	3.0(11)
2.4(6.135)	1.0(0.36)	3.0(10)
2.4(6.135)	1.0(0.36)	3.0(9)
2.4(6.126)	1.0(0.32)	3.0(11)
2.4(6.126)	1.0(0.32)	3.0(10)
2.4(6.126)	1.0(0.32)	3.0(9)
2.4(6.126)	1.0(0.32)	3.0(8)
2.4(6.102)	1.0(0.32)	3.0(9)
2.4(6.102)	1.0(0.32)	3.0(8)
2.4(6.102)	1.0(0.28)	3.0(11)
2.4(6.102)	1.0(0.28)	3.0(10)
2.4(6.102)	1.0(0.28)	3.0(9)
2.4(6.102)	1.0(0.28)	3.0(8)
2.4(6.102)	1.0(0.28)	3.0(7)
2.4(5.73)	1.0(0.28)	3.0(7)
2.4(5.xx)	1.0(0.24)	3.0(2d)

Cisco Unity Documentation

Table 4 Cisco Unity Documentation Set

Document	Location
<i>Cisco Unity Customization Worksheets</i>	Available in PDF format on the Cisco Unity Documentation compact disc and on Cisco.com at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/index.htm .
<i>Cisco Unity Release Notes</i>	Available in HTML and PDF formats on the Cisco Unity Documentation compact disc and on Cisco.com at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/index.htm . Also available on the Cisco Software Center website at http://www.cisco.com/cgi-bin/tablebuild.pl/unity .
<i>AV-Cisco TSP Release Notes</i>	Available in HTML and PDF formats on Cisco.com at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/tsp/index.htm . Also available on the Cisco Software Center website at http://www.cisco.com/cgi-bin/tablebuild.pl/unity .
<i>Cisco Unity Installation Guide</i>	Available in print, and in HTML and PDF formats on the Cisco Unity Documentation compact disc and on Cisco.com at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/index.htm .
Cisco Unity integration guides for various phone systems	Available in HTML and PDF formats on the Cisco Unity Documentation compact disc and on Cisco.com at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/index.htm .

Table 4 Cisco Unity Documentation Set

Document	Location
<i>Cisco Unity System Administration Guide</i>	Available in HTML and PDF formats on the Cisco Unity Documentation compact disc and on Cisco.com at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/index.htm . Also available as Online Documentation in the Cisco Unity Administrator.
<i>Cisco Unity Troubleshooting Guide</i>	Available in HTML and PDF formats on the Cisco Unity Documentation compact disc and on Cisco.com at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/index.htm . Also available as Online Documentation in the Cisco Unity Administrator.
<i>Cisco Unity User Guide</i>	Available in print, and in PDF format on the Cisco Unity Documentation compact disc and on Cisco.com at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/index.htm .
<i>Cisco Unity at a Glance for Standard Conversation card</i>	Available in print, and in PDF format on the Cisco Unity Documentation compact disc and on Cisco.com at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/index.htm .
<i>Cisco Unity at a Glance for Optional Conversation card</i>	Available in print, and in PDF format on the Cisco Unity Documentation compact disc and on Cisco.com at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/index.htm .

Obtaining Documentation

The following sections provide sources for obtaining documentation from Cisco Systems.

World Wide Web

You can access the most current Cisco documentation on the World Wide Web at the following site:

<http://www.cisco.com>

Documentation CD-ROM

Cisco documentation and additional literature are available in a CD-ROM package, which ships with your product. The Documentation CD-ROM is updated monthly and may be more current than printed documentation. The CD-ROM package is available as a single unit or as an annual subscription.

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- Registered Cisco Direct Customers can order Cisco Product documentation from the Networking Products MarketPlace:
http://www.cisco.com/cgi-bin/order/order_root.pl
- Registered Cisco.com users can order the Documentation CD-ROM through the online Subscription Store:
<http://www.cisco.com/go/subscription>
- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco corporate headquarters (California, USA) at 408 526-7208 or, in North America, by calling 800 553-NETS(6387).

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To submit your comments by mail, write to the following address:

Attn Document Resource Connection
Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-9883

We appreciate your comments.

Obtaining Technical Assistance

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<http://www.cisco.com>

Technical Assistance Center

The Cisco TAC website is available to all customers who need technical assistance with a Cisco product or technology that is under warranty or covered by a maintenance contract.

Contacting TAC by Using the Cisco TAC Website

If you have a priority level 3 (P3) or priority level 4 (P4) problem, contact TAC by going to the TAC website:

<http://www.cisco.com/tac>

P3 and P4 level problems are defined as follows:

- P3—Your network performance is degraded. Network functionality is noticeably impaired, but most business operations continue.
- P4—You need information or assistance on Cisco product capabilities, product installation, or basic product configuration.

In each of the above cases, use the Cisco TAC website to quickly find answers to your questions.

To register for Cisco.com, go to the following website:

<http://www.cisco.com/register/>

If you cannot resolve your technical issue by using the TAC online resources, Cisco.com registered users can open a case online by using the TAC Case Open tool at the following website:

<http://www.cisco.com/tac/caseopen>

Contacting TAC by Telephone

If you have a priority level 1 (P1) or priority level 2 (P2) problem, contact TAC by telephone and immediately open a case. To obtain a directory of toll-free numbers for your country, go to the following website:

<http://www.cisco.com/warp/public/687/Directory/DirTAC.shtml>

P1 and P2 level problems are defined as follows:

- P1—Your production network is down, causing a critical impact to business operations if service is not restored quickly. No workaround is available.
- P2—Your production network is severely degraded, affecting significant aspects of your business operations. No workaround is available.

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