



Release Notes for Cisco Unity-CM TSP Release 6.0(1)

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These release notes contain installation instructions and resolved caveats for Cisco Unity-CM TAPI service provider (TSP) Release 6.0(1).



Note

The version number has been changed to avoid confusion with Cisco Unity and Cisco CallManager version numbers. The Cisco Unity-CM TSP 6.0(1) release does not contain major features or functionality changes. Software fixes in the release are listed in the [“Resolved Caveats—Release 6.0\(1\)”](#) section on page 9.

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The Cisco Unity-CM TSP is used only for the Cisco CallManager integration. Cisco Unity-CM TSP version 6.0(1) has been qualified for the following product combinations with Cisco Unity and Cisco CallManager.

Table 1 Supported Product Combinations

Cisco Unity	Cisco Unity-CM TSP	Cisco CallManager
3.1(2b), 3.1(2), 3.1(1)	6.0(1)	3.2(1), 3.1(3), 3.1(2), 3.0(12), 3.0(11)
3.0(4), 3.0(3), 3.0(2), 3.0(1)	6.0(1)	3.2(1), 3.1(3), 3.1(2), 3.1(1), 3.0(12), 3.0(11), 3.0(10), 3.0(9)
2.4(6.161), 2.4(6.135)	6.0(1)	3.2(1), 3.1(3), 3.1(2), 3.1(1), 3.0(12), 3.0(11), 3.0(10), 3.0(9)

For the most current list of all qualified product combinations of the Cisco Unity-CM TSP, Cisco Unity, and Cisco CallManager—including combinations qualified since the release of Cisco Unity-CM TSP version 6.0(1)—refer to the “Supported Product Combinations for Cisco Unity, the Cisco Unity-CM TSP, and Cisco CallManager” section in *Cisco Unity System Requirements, and Supported Hardware and Software* on Cisco.com at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/sysreq/index.htm.

Access the latest software upgrades for the Cisco Unity-CM TSP on the Cisco Software Center website at <http://www.cisco.com/kobayashi/sw-center/sw-voice.shtml>.

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System Requirements

- The Cisco Unity server must be running a version of Cisco Unity from version 2.4(6.135) through 3.1(2).
- An account with Local Administrator privileges must be used to upgrade or install the Cisco Unity-CM TSP. Otherwise, no Cisco Unity ports will be available after the upgrade or installation.
- On a Cisco Unity server running Microsoft Windows 2000, Windows 2000 Service Pack 2 must already be installed. Otherwise, the Cisco Unity-CM TSP cannot be installed.
- If you are changing the number of voice messaging ports on the Cisco Unity system, you must adjust the ports in Cisco CallManager before installing the Cisco Unity-CM TSP. Refer to the “Changing the Number of Voice Mail Ports” section in the “Cisco CallManager 3.x Integration” chapter of the applicable version of the Cisco CallManager integration guide. Because you are replacing the existing TSP, ignore the last procedure (“To change the number of voice mail ports specified for the TSP”) in the section. Cisco CallManager integration guides are available on Cisco.com at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/index.htm.
- If you are setting up a Cisco CallManager integration for the first time, refer to the applicable version of the Cisco CallManager integration guide, instead of using the instructions in these release notes. Cisco CallManager integration guides are available on Cisco.com at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/index.htm.

Determining the Software Version

To determine the Cisco Unity-CM 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 Cisco Unity-CM TSP version number is displayed in the File Version setting.
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To determine the Cisco Unity version in use

In the Cisco Unity Administrator, go to the **System > Configuration > Software Versions** page. The Cisco Unity version number is displayed in the Cisco Unity Version field.

New and Changed Functionality

New and Changed Functionality—Release 6.0(1)

There is no new functionality in release 6.0(1). See the [“Resolved Caveats—Release 6.0\(1\)”](#) section on page 9 for software fixes in this release.

New and Changed Functionality—Release 3.1(2)

Obtaining TSP Traces

Cisco Unity versions 3.1(1) and later use the Cisco Unity Diagnostic Tool, rather than Maestro Tools, to obtain TSP traces.

To obtain Cisco Unity-CM TSP traces by using the Cisco Unity Diagnostic Tool

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- Step 1** Confirm that the clocks on Cisco Unity and Cisco CallManager are synchronized.
- Step 2** Enable tracing on the Cisco CallManager system.
- Step 3** On the Windows Start menu, click **Programs > Cisco Unity > Cisco Unity Diagnostic Tool**.
- Step 4** On the Cisco Unity Diagnostic Viewer screen, click the **Configure Micro Traces** icon.
- Step 5** Check the check boxes for all SkinnyTSP traces except 23–KeepAlive Messages.
- Step 6** On the Cisco Unity Diagnostic Viewer screen, click **Start New Log Files**.
- Step 7** Reproduce the problem.
- Step 8** To view the log files, click **Processes > AvSkinnyTsp**, and click the **Current** log file.
The selected log file is formatted and displayed in the right pane.
- Step 9** To save a copy of the log file, click **Action > Export List**.
- Step 10** Name the file, and save it to the location of your choice in TXT or CSV format.
- Step 11** To turn off the traces set in [Step 5](#), on the Cisco Unity Diagnostic Viewer screen, click the **Disable All Traces** icon.
- Step 12** On the Disable All Traces Wizard screen, check the **Disable All Traces** check box, and click **Finish**.
- Step 13** Send a copy of the TSP log files to Cisco TAC, along with the MIU diagnostic log and the Cisco CallManager trace file.
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Cisco Unity versions 3.0(x) and 2.4(6.x) use Maestro Tools for TSP traces. Traces created by using Maestro Tools go to the files listed in [Table 2](#), depending on the version of Cisco Unity.

Table 2 *Maestro Tools Diagnostic Trace Files*

Trace File	Cisco Unity
diag_AvSkinnyTSP_XXXXXX_YYYYYY.txt	3.0(3)

Table 2 *Maestro Tools Diagnostic Trace Files (continued)*

Trace File	Cisco Unity
diag_svchost_XXXXXX_YYYYYY.txt	3.0(2) or 3.0(1)
AvCsMgr diag files	2.4(6.x)

Downloading the Cisco Unity-CM TSP

To download the Cisco Unity-CM TSP

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- Step 1** Confirm that the Cisco Unity server has at least 6 MB of hard disk space available for the download file and the extracted files.
 - Step 2** On a computer with a high-speed Internet connection, go to the Software Center website at <http://www.cisco.com/kobayashi/sw-center/sw-voice.shtml>, and click **Cisco Unity-CM TSP** under “Cisco Unity Software.”
 - Step 3** Download the file **CiscoUnityCMTSP6.0.1.exe** to the directory of your choice.
 - Step 4** Unzip the CiscoUnityCMTSP6.0.1.exe file to the default directory or to the directory of your choice.
 - Step 5** Delete the file CiscoUnityCMTSP6.0.1.exe to free hard disk space.
-

Installing the Cisco Unity-CM TSP



Note

If you are changing the number of voice messaging ports on the Cisco Unity system, you must add a voice messaging port to Cisco CallManager for each port that you are connecting to Cisco Unity before you install the Cisco Unity-CM TSP. Refer to the “Changing the Number of Voice Mail Ports” section in the “Cisco CallManager 3.x Integration” chapter of the applicable version of the Cisco CallManager integration guide. Because you are replacing the existing TSP, ignore the last procedure (“To change the number of voice mail ports specified for

the TSP”) in the section. Cisco CallManager integration guides are available on Cisco.com at

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

Before you install Cisco Unity-CM TSP Release 6.0(1) on the Cisco Unity server, you must remove any existing version of the TSP.

You can keep the previous voice messaging ports, and the Cisco Unity-CM TSP configuration is automatically retained.

To remove the existing Cisco Unity-CM 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 **Cisco Unity-CM TSP** or **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 prompts to remove the Cisco Unity-CM TSP.
 - Step 6** Close Control Panel.
-

To install the Cisco Unity-CM 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 Cisco Unity-CM TSP files in the “[Downloading the Cisco Unity-CM TSP](#)” section on page 6, and double-click **Setup.exe**.

- Step 3** Follow the on-screen instructions.
- Step 4** In the Cisco Unity-CM Service Provider dialog box, in the Select Cisco CallManager list, click the Cisco CallManager server to which Cisco Unity is connected.
- If the Select Cisco CallManager list is empty, click **Add**, enter the IP address of the Cisco CallManager server to which Cisco Unity is connected, then click **OK**.
- Step 5** Click **Settings**.
- Step 6** In the Cisco Unity-CM 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 7** 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 8** 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 9** Click **OK**.
- Step 10** In the Cisco Unity-CM Service Provider dialog box, click **Test**.
- Step 11** In the Test Configuration and Connection dialog box, click **OK**.
- Step 12** If the configuration is correct, the Test Succeeded dialog box appears. Click **OK**, then skip to Step 14.
- 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 13** Correct errors in the Service Provider dialog box.
- In Windows 2000, on the Start menu, click **Settings > Control Panel > Phone and Modem Options > Advanced > Cisco Unity-CM Service Provider > Settings**.

or

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

Step 14 Restart the Cisco Unity server.

Caveats

This section describes only severity 1, 2, and select severity 3 caveats.

If you have an account with Cisco.com, you can use Bug Toolkit to find caveats of any severity for any release. Bug Toolkit is available at the website http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl.

Open Caveats—Release 6.0(1)

There are no open severity 1, 2, or customer-found severity 3 caveats for this release.

Resolved Caveats—Release 6.0(1)

Table 3 *Cisco Unity-CM TSP Release 6.0(1) Resolved Caveats*

Caveat Number	Description
CSCdw00496	Enhancement request: Do not transfer while Cisco Unity is on hold.
CSCdw32651	TSP traces cannot be turned off when using Cisco Unity 2.4(6.135) with AV-Cisco TSP 3.0(3). The Maestro Tools Open Next button for diag files does not work for AV-Cisco TSP 3.0(3) traces.
CSCdw39160	Cisco CallManager ports are not always unregistered on an inactive primary server.
CSCdw46147	Update TSP to recognize new size of Cisco CallManager StationCallState Packet field.
CSCdw47533	TSP upgrade does not enter a default IP port setting.

Resolved Caveats—Release 3.1(2)

All fixes from Cisco Unity-CM TSP versions 3.1(1) and earlier were applied to version 3.1(2). Resolved caveats in [Table 4](#) are limited to those resolved between Cisco Unity-CM TSP versions 3.1(1) and 3.1(2).

Table 4 *Cisco Unity-CM TSP Release 3.1(2) Resolved Caveats*

Caveat Number	Description
CSCdv57185	Dr. Watson error in TapiSrv.exe after shutting down Cisco Unity.
CSCdv67214	The TSP install does not register SelsiusNTWave.dll, which causes Cisco Unity initialization to fail.
CSCdv90854	Intermittent failures rejecting Ring-No-Answer supervised transfers.
CSCdw19807	<p>After failover, calls take too long to get answered by the backup server.</p> <p>Note Cisco Unity version 3.1(2) is also required for resolution of this caveat.</p>

Troubleshooting

For information on troubleshooting the Cisco Unity-CM TSP and the phone system integration, refer to the applicable version of the Cisco CallManager integration guide, available on Cisco.com at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/index.htm.

Cisco Unity Documentation

Table 5 *Cisco Unity Documentation Set*

Document	Location
<i>Cisco Unity System Requirements, and Supported Hardware and Software</i>	Available on Cisco.com at http://www.cisco.com/univercd/cc/td/doc/product/voic/e/c_unity/sysreq/index.htm and on the Cisco Documentation CD-ROM.
<i>Cisco Unity Customization Worksheets</i>	Available on Cisco.com at http://www.cisco.com/univercd/cc/td/doc/product/voic/e/c_unity/index.htm .
<i>Cisco Unity Release Notes</i>	Available on Cisco.com at http://www.cisco.com/univercd/cc/td/doc/product/voic/e/c_unity/index.htm and on the Cisco Documentation CD-ROM. Also available on the Cisco Software Center website at http://www.cisco.com/kobayashi/sw-center/sw-voice.shtml .
<i>Cisco Unity-CM TSP Release Notes</i>	Available on Cisco.com at http://www.cisco.com/univercd/cc/td/doc/product/voic/e/c_unity/tsp/index.htm and on the Cisco Documentation CD-ROM. Also available on the Cisco Software Center website at http://www.cisco.com/kobayashi/sw-center/sw-voice.shtml .
<i>Cisco Unity Installation Guide</i>	Available in print, on Cisco.com at http://www.cisco.com/univercd/cc/td/doc/product/voic/e/c_unity/index.htm , and on the Cisco Documentation CD-ROM.
Cisco Unity integration guides for various phone systems	Available on Cisco.com at http://www.cisco.com/univercd/cc/td/doc/product/voic/e/c_unity/index.htm and on the Cisco Documentation CD-ROM.

Table 5 Cisco Unity Documentation Set (continued)

Document	Location
<i>Cisco Unity System Administration Guide</i>	Available on Cisco.com at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/index.htm and on the Cisco Documentation CD-ROM.
<i>Networking in Cisco Unity</i>	Available on Cisco.com at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/index.htm and on the Cisco Documentation CD-ROM.
<i>Cisco Unity Troubleshooting Guide</i>	Available on Cisco.com at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/index.htm and on the Cisco Documentation CD-ROM.
<i>Cisco Unity User Guide</i>	Available in print, 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 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 1 card</i>	Available in print, and on Cisco.com at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/index.htm .
Online Help	Available in: <ul style="list-style-type: none"> • The Cisco Unity ActiveAssistant (context-sensitive) • The Cisco Unity Administrator (context-sensitive) • The Cisco Unity Visual Messaging Interface (context-sensitive) • ViewMail for Microsoft Outlook

Table 5 *Cisco Unity Documentation Set (continued)*

Document	Location
Cisco Unity white papers and application notes	Available on Cisco.com at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/whitpapr/index.htm and on the Cisco Documentation CD-ROM.
Translated Cisco Unity documentation	Pieces of the Cisco Unity documentation set are available in French and German on Cisco.com at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/trans/index.htm .

Obtaining Documentation

The following sections explain how to obtain documentation from Cisco Systems.

World Wide Web

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

<http://www.cisco.com>

Translated documentation is available at the following URL:

http://www.cisco.com/public/countries_languages.shtml

Documentation CD-ROM

Cisco documentation and additional literature are available in a Cisco Documentation CD-ROM package, which is shipped 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 through an annual subscription.

Ordering Documentation

Cisco documentation is available in the following ways:

- 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, elsewhere in North America, by calling 800 553-NETS (6387).

Documentation Feedback

If you are reading Cisco product documentation on Cisco.com, you can submit technical comments electronically. Click **Leave Feedback** at the bottom of the Cisco Documentation home page. After you complete the form, print it out and fax it to Cisco at 408 527-0730.

You can e-mail your comments to bug-doc@cisco.com.

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

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

We appreciate your comments.

Obtaining Technical Assistance

Cisco provides Cisco.com as a starting point for all technical assistance. Customers and partners can obtain documentation, troubleshooting tips, and sample configurations from online tools by using the Cisco Technical Assistance Center (TAC) Web Site. Cisco.com registered users have complete access to the technical support resources on the Cisco TAC Web Site.

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<http://www.cisco.com>

Technical Assistance Center

The Cisco TAC is available to all customers who need technical assistance with a Cisco product, technology, or solution. Two types of support are available through the Cisco TAC: the Cisco TAC Web Site and the Cisco TAC Escalation Center.

Inquiries to Cisco TAC are categorized according to the urgency of the issue:

- Priority level 4 (P4)—You need information or assistance concerning Cisco product capabilities, product installation, or basic product configuration.

- Priority level 3 (P3)—Your network performance is degraded. Network functionality is noticeably impaired, but most business operations continue.
- Priority level 2 (P2)—Your production network is severely degraded, affecting significant aspects of business operations. No workaround is available.
- Priority level 1 (P1)—Your production network is down, and a critical impact to business operations will occur if service is not restored quickly. No workaround is available.

Which Cisco TAC resource you choose is based on the priority of the problem and the conditions of service contracts, when applicable.

Cisco TAC Web Site

The Cisco TAC Web Site allows you to resolve P3 and P4 issues yourself, saving both cost and time. The site provides around-the-clock access to online tools, knowledge bases, and software. To access the Cisco TAC Web Site, go to the following URL:

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

All customers, partners, and resellers who have a valid Cisco services contract have complete access to the technical support resources on the Cisco TAC Web Site. The Cisco TAC Web Site requires a Cisco.com login ID and password. If you have a valid service contract but do not have a login ID or password, go to the following URL to register:

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

If you cannot resolve your technical issues by using the Cisco TAC Web Site, and you are a Cisco.com registered user, you can open a case online by using the TAC Case Open tool at the following URL:

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

If you have Internet access, it is recommended that you open P3 and P4 cases through the Cisco TAC Web Site.

Cisco TAC Escalation Center

The Cisco TAC Escalation Center addresses issues that are classified as priority level 1 or priority level 2; these classifications are assigned when severe network degradation significantly impacts business operations. When you contact the TAC Escalation Center with a P1 or P2 problem, a Cisco TAC engineer will automatically open a case.

To obtain a directory of toll-free Cisco TAC telephone numbers for your country, go to the following URL:

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

Before calling, please check with your network operations center to determine the level of Cisco support services to which your company is entitled; for example, SMARTnet, SMARTnet Onsite, or Network Supported Accounts (NSA). In addition, please have available your service agreement number and your product serial number.

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