



Release Notes for Cisco Unity-CM TSP Release 7.0(1)

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These release notes contain installation instructions, new and changed support and functionality, and open and resolved caveats for Cisco Unity-CM TAPI service provider (TSP) Release 7.0(1).

The Cisco Unity-CM TSP is used only for the Cisco CallManager integration. Cisco Unity-CM TSP version 7.0(1) has been qualified for the following version combinations with Cisco Unity™ and Cisco CallManager.



Note

Note that Cisco CallManager Support Patch (sp) releases are not listed in the table unless they affect compatibility with Cisco Unity or the Cisco Unity-CM TSP. If not listed, a support patch has the same compatibility as the base release. In addition, rereleased versions—for example, 3.x(xa) rereleased as 3.x(xb)—are assumed to have the same compatibility unless noted.

Table 1 Supported Version Combinations for Cisco Unity-CM TSP 7.0(1), Cisco Unity, and Cisco CallManager

Cisco Unity-CM TSP	Cisco Unity	Cisco CallManager
7.0(1)	4.0(1), 3.1(5), 3.1(4), 3.1(3), 3.1(2c), 3.1(2b), 3.1(2), 3.1(1), 3.0(4), 3.0(3), 3.0(2), 3.0(1), 2.4(6.161), 2.4(6.135)	3.3(2), 3.3(1), 3.2(2), 3.2(1), 3.1(4), 3.1(3), 3.1(2), 3.1(1), 3.0(12), 3.0(11), 3.0(10), 3.0(9)



Note

For the most current list of all qualified version combinations of the Cisco Unity-CM TSP, Cisco Unity, and Cisco CallManager—including combinations qualified since the release of Cisco Unity-CM TSP version 7.0(1)—refer to *Compatibility Matrix: Cisco Unity, the Cisco Unity-CM TSP, and Cisco CallManager* on Cisco.com at

http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_pre_installation_guides_list.html

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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Contents

- [System Requirements, page 2](#)
- [Determining the Software Version, page 3](#)
- [Downloading the Cisco Unity-CM TSP for a Cisco Unity 3.x or 2.4\(6\) System, page 3](#)
- [Installing the Cisco Unity-CM TSP on a Cisco Unity 3.x or 2.4\(6\) System, page 4](#)
- [New and Changed Functionality, page 6](#)
- [Installation and Upgrade Notes, page 6](#)
- [Caveats, page 6](#)
- [Troubleshooting, page 7](#)
- [Cisco Unity Documentation, page 7](#)
- [Obtaining Documentation, page 7](#)
- [Obtaining Technical Assistance, page 8](#)

System Requirements

- The Cisco Unity server must be running a version of Cisco Unity from 2.4(6.135) through 4.0(1).
- An account with Local Administrator privileges must be used to upgrade the Cisco Unity-CM TSP. Otherwise, no Cisco Unity ports will be available after the upgrade.
- On a Cisco Unity 3.x or earlier server running Microsoft Windows 2000, Windows 2000 Service Pack 2 must already be installed before you install the Cisco Unity-CM TSP.
- 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 Messaging Ports” section in the applicable version of the Cisco CallManager integration guide. Cisco CallManager integration guides are available on Cisco.com at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_configuration_guides_list.html and http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_configuration_guides_books_list.html.
- 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/en/US/products/sw/voicesw/ps2237/prod_configuration_guides_list.html and http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_configuration_guides_books_list.html.

Determining the Software Version

To determine the Cisco Unity-CM TSP version in use by using the Cisco Unity Telephony Integration Manager

In the Cisco Unity Telephony Integration Manager, go to the **Cisco CallManager > Properties** page. The Cisco Unity-CM TSP version is displayed in the TSP Version field.

To determine the Cisco Unity-CM TSP version in use by using the Avskinny.tsp file

- Step 1** Browse to the **WinNT\System32** directory.
 - Step 2** Right-click **Avskinny.tsp**, 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-CM TSP version is displayed in the Value window.
-

To determine the Cisco Unity version in use by using the Cisco Unity Administrator

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

To determine the Cisco Unity version in use by using the AvCsMgr.exe file (version 3.0(4) and later only)

- Step 1** Browse to the **CommServer** directory.
 - Step 2** Right-click **AvCsMgr.exe**, 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 is displayed in the Value window.
-

Downloading the Cisco Unity-CM TSP for a Cisco Unity 3.x or 2.4(6) System

**Note**

Version 7.0(1) of the Cisco Unity-CM TSP is automatically installed with Cisco Unity version 4.0(x). Use the following procedure only if you are installing Cisco Unity-CM TSP 7.0(1) on a Cisco Unity version 3.x or 2.4(6) system.

To download the Cisco Unity-CM TSP (for a Cisco Unity version 3.x or 2.4(6) system only)

-
- 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 **CiscoUnityCMTSP7.0.1.exe** to the directory of your choice.
- Step 4** Unzip the file **CiscoUnityCMTSP7.0.1.exe** to the default directory or to the directory of your choice.
- Step 5** Delete the file **CiscoUnityCMTSP7.0.1.exe** to free hard disk space.
-

Installing the Cisco Unity-CM TSP on a Cisco Unity 3.x or 2.4(6) System

Version 7.0(1) of the Cisco Unity-CM TSP is automatically installed with Cisco Unity version 4.0(x), and the Cisco Unity Telephony Integration Manager Add Wizard is used to configure Cisco Unity ports. Use the procedure below only if you are installing Cisco Unity-CM TSP 7.0(1) on a Cisco Unity version 3.x or 2.4(6) system.

**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 Messaging Ports” section in the applicable version of the Cisco CallManager integration guide. Cisco CallManager integration guides are available on Cisco.com at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_configuration_guides_list.html and http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_configuration_guides_books_list.html.

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

To install the Cisco Unity-CM TSP (on a Cisco Unity version 3.x or 2.4(6) system only)

-
- 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 for a Cisco Unity 3.x or 2.4\(6\) System](#)” section on page 3, and double-click **SkinnySetup.exe**.
- Step 3** Follow the on-screen prompts.
- Step 4** In the Cisco Unity-CM TSP 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** In the Cisco Unity-CM TSP Settings dialog box, verify the information in the following three fields:
- Primary CallManager IP Address
 - Number of Voice Ports
 - Device Name Prefix (The prefix must match the prefix for the Voice Mail ports. Note that the device name prefix is case-sensitive.)
- Step 6** Confirm that the dial numbers in the MessageWaitingOffDN and MessageWaitingOnDN fields match the Cisco CallManager settings on the applicable Cisco CallManager Administration page:
- | | |
|---|---|
| Cisco CallManager version 3.2(1) and later | Settings are on the Features > Voice Mail > Message Waiting page in Cisco CallManager Administration. |
| Cisco CallManager version 3.1(4) and earlier | Settings are on the Service > Service Parameters page in Cisco CallManager Administration |
- If the dial numbers are not in the MessageWaiting fields of the Cisco Unity-CM TSP Settings dialog box, enter them.
- Step 7** 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 8** Click **OK**.
- Step 9** In the Cisco Unity-CM Service Provider dialog box, click **Test**.
- Step 10** In the Test Configuration and Connection dialog box, click **OK**.
- Step 11** If the configuration is correct, the Test Succeeded dialog box appears. Click **OK**, then skip to Step 13. 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 12** 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 13** Restart the Cisco Unity server.
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New and Changed Functionality

New and Changed Functionality—Release 7.0(1)

Cisco Unity-CM TSP Is Automatically Installed with Cisco Unity 4.0(x)

The Cisco Unity-CM TSP is automatically installed by the Cisco Unity Installation and Configuration Assistant in version 4.0(1) and later.

New Utility Replaces Cisco Unity-CM TSP Configuration Dialog Box in Cisco Unity 4.0(x)

In Cisco Unity version 4.0(1) and later, the Cisco Unity-CM TSP Configuration dialog box is replaced by the Cisco Unity Telephony Integration Manager (UTIM). The utility has a graphical user interface and wizard to aid in creating, modifying, and deleting integrations with phone systems.

Cisco Unity versions 3.x and 2.4(6.x) still use the Cisco Unity-CM TSP Configuration dialog box.

To access either the UTIM or the Cisco Unity-CM TSP Configuration dialog box, on the Windows Start menu, click **Settings > Control Panel > Phone and Modem Options**, and click the **Advanced** tab.

Installation and Upgrade Notes

Uninstalling the Cisco Unity-CM TSP

It is not necessary to uninstall an earlier version of the Cisco Unity-CM TSP before installing version 6.0(2) or later. The installation process automatically removes the older Cisco Unity-CM TSP.

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 more information on the caveats in this section, in addition to 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 7.0(1)

There are no open severity 1 or 2 caveats for this release.

Resolved Caveats—Release 7.0(1)

Table 2 Cisco Unity-CM TSP Release 7.0(1) Resolved Caveats

Caveat Number	Description
CSCdx29695	In a dual phone system integration, each phone system uses the wrong Cisco Unity voice messaging ports. The situation occurs when Dialogic drivers are installed after installing the Cisco Unity-CM TSP.
CSCdy10803	The Cisco Unity-CM TSP disables port registration if Cisco Unity starts while Cisco CallManager is off line.

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/en/US/products/sw/voicesw/ps2237/prod_configuration_guides_list.html and http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_configuration_guides_books_list.html.

Cisco Unity Documentation

For descriptions and the URLs of Cisco Unity documentation on Cisco.com, refer to *About Cisco Unity Documentation*. The document is shipped with Cisco Unity and is available on Cisco.com at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_pre_installation_guides_list.html.

Obtaining Documentation

These 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 this URL:

<http://www.cisco.com>

Translated documentation is available at this 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

You can order Cisco documentation in these ways:

- Registered Cisco.com users (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 Systems Corporate Headquarters (California, U.S.A.) at 408 526-7208 or, elsewhere in North America, by calling 800 553-NETS (6387).

Documentation Feedback

You can submit comments electronically on Cisco.com. In the Cisco Documentation home page, click the **Fax** or **Email** option in the “Leave Feedback” section at the bottom of the page.

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

You can submit your comments by mail by writing 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 online 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 Technical Assistance Center (TAC) is available to all customers who need technical assistance with a Cisco product, technology, or solution. Two levels of support are available: the Cisco TAC Web Site and the Cisco TAC Escalation Center.

Cisco TAC inquiries 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.

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

Cisco TAC Web Site

You can use the Cisco TAC Web Site 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 this URL:

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

All customers, partners, and resellers who have a valid Cisco service 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 this URL to register:

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

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

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

If you have Internet access, we recommend that you open P3 and P4 cases through the Cisco TAC Web Site.

Cisco TAC Escalation Center

The Cisco TAC Escalation Center addresses priority level 1 or priority level 2 issues. 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 automatically opens a case.

To obtain a directory of toll-free Cisco TAC telephone numbers for your country, go to this 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). When you call the center, please have available your service agreement number and your product serial number.

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