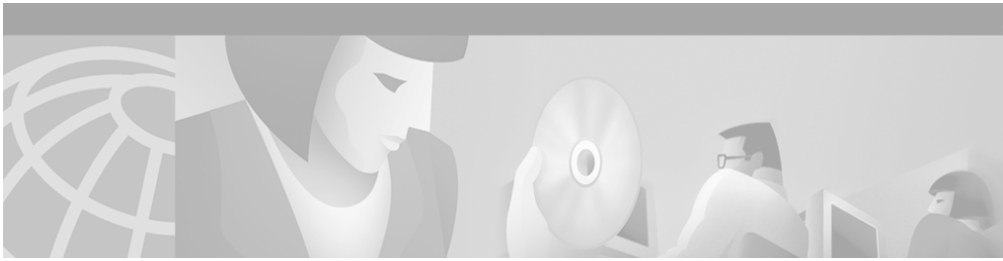

Release Notes for AV-Cisco TSP Release 1.0(0.36)

July 23, 2001

These release notes contain changed functionality, installation instructions, and open and resolved caveats for AV-Cisco TAPI service provider (TSP) Release 1.0(0.36).

The 1.0(0.36) 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 Combinations for AV-Cisco TSP 1.0(0.36)

Cisco Unity	AV-Cisco TSP	Cisco CallManager
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)

For all qualified product combinations of Cisco Unity™, the AV-Cisco TSP, and Cisco CallManager, see the "Qualified Product Combinations for 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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Contents

Requirements

- Upgrade to Cisco Unity version 2.4(6.135). Refer to *Release Notes for Cisco Unity Release 2.4(6.135)* on Cisco.com at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/2_46/rel_note/index.htm.
- An account with Local Administrator privileges must be used to upgrade the AV-Cisco TSP. Otherwise, no Cisco Unity ports will be available after the upgrade.
- 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 Cisco uOne ports in the Cisco CallManager Administration application and configure the AV-Cisco TSP to connect to those ports. Refer to the *Cisco CallManager 3.01 and Dual-Switch Integration Guide* (available as a PDF file on the Unity compact disc, in the folder Documentation\Manuals in Acrobat Format).

Installing AV-Cisco TSP Release 1.0(0.36)

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 **AvCiscoTSP1.0.0.36.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.

Adding Cisco Unity Ports in Cisco CallManager

Do the following procedures if the number of Cisco Unity ports is changing.

Add a uOne port to Cisco CallManager for each port that you are connecting to Cisco Unity.

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

To add uOne ports to Cisco CallManager

Step 1 In Cisco CallManager Administration, click **Device > Cisco uOne Port**.

Step 2 In the upper-right corner of the Cisco uOne Port Configuration page, click **Use the Cisco uOne Port Wizard**. The Cisco uOne Port Wizard appears.

Step 3 Click **Create a New Cisco uOne Server and Add Ports to It** and click **Next**.

Step 4 Accept the default name (recommended) for the Voice Mail server or enter a different name with no more than nine characters, then click **Next**.

The default name (even if you do not use it) becomes part of the name for ports: <the uOne port name>-VI. For example, the default uOne port name is CiscoUM1, and the device name prefix for ports is CiscoUM1-VI. The device name prefix is used by the AV-Cisco service provider.

Step 5 Enter the number of ports you want to add but not more than is enabled on the system key, then click **Next**.

Step 6 Enter the following uOne device settings, then click **Next**.

Table 2 Settings for the uOne Devices

Field	Setting
Description	Enter **Cisco uOne Port** or other description that you want.
Device Pool	Click **Default**.
Calling Search Space	Click the name of the calling search space that you have set up for the phones. Otherwise, the integration will not work.
Location	Accept the default of **None**.

Step 7 Enter the following uOne pilot number settings, then click **Next**.

Table 3 Settings for the uOne Pilot Number

Field	Setting
Pilot Number	Enter the pilot number (or the beginning number of the range) for the uOne ports.
Route Partition	If you set up a route partition as described in the *Cisco CallManager Installation Guide*, click the name you gave it. Otherwise, accept the default of **None**.

Table 3 Settings for the uOne Pilot Number

Calling Search Space	If a route partition is selected, click the name of the calling search space that includes the route partition. The calling search space must include the phones or the integration will not work.
Display	Accept the default of **Voicemail**.

Step 8 Enter the operator number or the number you want the last port to forward to when busy, if appropriate, and click **Next**.

Step 9 The settings for the new ports appear. Click **Finish**.

Step 10 To exit the Cisco uOne Port Wizard, click **Go to Cisco uOne Ports** page.

Step 11 Continue with the next procedure.

To specify MWI and voice mail extensions

Step 1 In Cisco CallManager Administration, click **Service > Service Parameters**.

Step 2 In the Server list on the Service Parameters Configuration page, click the server that you created in the preceding procedure. Then click **Next**.

Step 3 In the Services list, click **Cisco CallManager**. The list of parameters appears.

Step 4 Click one of the parameters shown in the following table.

Table 4 Settings for the Service Parameters

Service Parameter to Configure	Setting
AdvancedCallForwardHopFlag	Set to **True**.
MessageWaitingOffDN	The unique extension that turns MWIs off.
MessageWaitingOnDN	The unique extension that turns MWIs on.

Table 4 Settings for the Service Parameters

Service Parameter to Configure	Setting
VoiceMail	The extension that users call to access Cisco Unity. This is typically the extension number (Directory Number, in Cisco CallManager Administration) of the first Voice Mail port. If you specify an extension for VoiceMail, then users can call Cisco Unity by pressing the Messages button on their Cisco phones.
VoiceMailMaximumHopCount	Used together with "AdvancedCallForwardHopFlag," the maximum number of Voice Mail ports skipped to find the next available Voice Mail port. Specify a value that is twice the number of Cisco CallManager ports that are connected to the Cisco Unity server. For example, if you have a 48-port Cisco Unity system, enter **96** for this setting.

Step 5 Change or enter a setting, as appropriate.

Step 6 Click **Update** to save the setting.

Step 7 Repeat Steps 4 through 6 to specify the setting for the remaining parameters.

Step 8 Shut down and restart the Cisco CallManager server.

If the Cisco Unity server services multiple clusters of Cisco CallManager, perform the following procedure to enable MWIs to be activated on extensions in each cluster.

To set up MWI ports for multiple clusters of Cisco CallManager

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Step 1 In the Cisco Unity Administrator, dedicate at least one port to send MWIs to each cluster.

Step 2 In the Cisco CallManager Administration, click **Device > Cisco Voice Mail Port**.

Step 3 In the Cisco Voice Mail Ports list, click the name of the port before the first dedicated MWI port.

Step 4 Under Call Forwarding Information, change the extensions to the number of the first VoiceMail port or of the operator.

Step 5 Click **Update**.

Step 6 In the Cisco Voice Mail Ports list, click the name of a dedicated MWI port.

Step 7 Disable call forwarding for this port.

Step 8 Click **Update**.

Step 9 Repeat Steps 6 through 8 for all remaining dedicated MWI ports.

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

Do the procedures in this section if you are currently 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).

If you did the procedures during the installation of AV-Cisco TSP version 1.0(0.32), you can skip this section.

To locate valid routing rules

Step 1 In the Cisco Unity Administrator, go to Call Management > Call Routing > Forwarded Calls.

Step 2 Make a note of the settings for each non-default routing rule. If a routing rule has the following values, 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 * wildcard character.
Send Call To	Attempt Sign-In.

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

Step 1 Run <drive>:\CommServer\ConfigMgr.exe.

Step 2 In the ConfigMgr dialog box, click **Browse** and select the file CommServer\Localize\Default Configuration\<language folder>\DefaultRules.dcs.

Step 3 Click **Run Rules Configuration DCS Script**.

Step 4 Click **Run**.

Step 5 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.

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 noted in the first procedure. For more information, see the Cisco Unity Administrator Online Documentation.

Upgrading the AV-Cisco TSP

Before you install AV-Cisco TSP Release 1.0(0.36) on the Cisco Unity server, you must remove the existing version of the TSP.

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

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 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 NT, click **Add/Remove**.

or

In Windows 2000, click **Remove**.

Step 5 In Windows NT, follow the on-screen instructions to remove the AV-Cisco TSP.

or

In Windows 2000, click **Yes**.

Step 6 Close Control Panel.

To install the AV-Cisco TSP upgrade

Step 1 Stop Cisco Unity (right-click the **Cisco Unity** icon in the system tray, then click **Stop Unity**).

Step 2 Browse to the directory in which you saved the extracted AV-Cisco TSP files, and run **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 Cisco uOne 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 Cisco uOne 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 NT, on the Start menu, click **Settings > Control Panel > Telephony > Telephony Drivers > AV-Cisco Service Provider > Settings**.

or

In Windows 2000, on the Start menu, click **Settings > Control Panel > Phone and Modem Options > Advanced > AV-Cisco Service Provider > Settings**.

Step 15 Restart the Cisco Unity server.

Testing Ports and MWIs

To test ports

Step 1 Dial the directory number for a Cisco Unity port. The Cisco Unity system should answer.

Step 2 If you hear a fast-busy signal or a number-unobtainable signal and the programming is complete, restart the Cisco Unity server.

If you do not hear any signal, restart the Cisco Unity server.

Step 3 Repeat Steps 1 and 2 for each additional port.

To test MWIs

Step 1 Dial the MessageWaitingOnDN number from a Cisco IP phone.

Step 2 The MWI should turn on.

Otherwise, verify the MessageWaitingOnDN setting in the Service Parameters section of the Cisco CallManager Administration application, then restart the Cisco CallManager service.

Step 3 Dial the MessageWaitingOffDN number.

Step 4 The MWI should turn off.

Otherwise, verify the MessageWaitingOffDN setting in the Service Parameters section of the Cisco CallManager Administration application, then restart the Cisco CallManager service.

Qualified Product Combinations for the AV-Cisco TSP

Releases of the AV-Cisco TSP have been qualified for the following product combinations only.

Table 5 Qualified Product Combinations

Cisco Unity	AV-Cisco TSP	Cisco CallManager
2.4(6.135)	3.0(0.7)	3.1(1)
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)

Caveats

Open Caveats—Release 1.0(0.36)

There are no open caveats for the AV-Cisco TSP 1.0(0.36) release.

Resolved Caveats—Release 1.0(0.36)

Table 6 Release 1.0(0.36) Resolved Caveats

Caveat Number	Description
CSCae07641	Voice packets and other network packets have equal priority on sites with a lot of traffic. This can result in poor voice quality on systems running Microsoft Windows 2000.
CSCdu28067	Caller hears dead air when attempting a transfer to an invalid extension.
CSCdu29480	Timeout waiting for transfer to an invalid extension.
CSCdu30170	Supervised transfers fail intermittently, and the following error is logged in the Event Log: failure in Method CAvMiuLine::TransferComplete (eMIU_XFER COMPLETE_ REJECTED).
CSCdu46097	Timeout waiting for idle state on a supervised transfer.
CSCdu46310	MWI collision issues with the AV-Cisco TSP. If ports are not dedicated to MWIs, then collisions may occur, and sometimes they will not be handled correctly by the AV-Cisco TSP and/or the MIU. See the "Avoiding Collisions Between MWIs and Incoming Calls" section on page 15 for related information.
CSCdu57510	Intermittent errors in the event log from AvMiu_MC: Timed-out waiting for LINECALLSTATE_CONNECTED after lineAnswer.
CSCdu63559	Under heavy call load, an MWI notification sent to Cisco CallManager may not be processed in a timely fashion.
CSCdu68598	Supervised transfer takes about 1 minute to complete, resulting in about 30 seconds of dead air before the subscriber greeting is played.

Resolved Caveats—Release 1.0(0.32)

Table 7 Release 1.0(0.32) Resolved Caveats

Caveat Number	Description
CSCae07656	The AV-Cisco TSP needs configurable logging.
CSCae07923	Ring no answer may be reported as disconnect. Cisco Unity 2.4(6.102) using AV-Cisco TSP 1.0(0.28) to connect to Cisco CallManager version 3.0(x) does not properly report RNA conditions.
CSCae07925	An outgoing call through the gateway is set to connected while the call is still alerting. Message notification over an analog gateway to external phones, and supervised transfers in a dual phone system environment (including any call-hold or call-screening) display a connected state when no connection has been made.
CSCae07968	Pager notification fails to send all digits through an analog gateway. If you use subscriber message notification settings specifying additional digits for notification over an analog gateway, the last digit of a string of more than eight numbers may not be received by the notification device (for example, a pager or cell phone).
CSCae08050	Supervised transfers fail. When attempting a supervised transfer, Cisco Unity initiates the transfer, dials out to the extension, and after the specified wait-for rings, disconnects and goes idle, without connecting the calling party. The port remains locked until the calling party hangs up.
CSCae08086	The AV-Cisco TSP uses CalledParty instead of OriginalCalledParty. When Cisco CallManager forwards a Cisco Unity subscriber call to the next available uOne port, Cisco Unity may return an opening greeting rather than the expected subscriber sign-in prompt.
CSCae08089	Subscribers hear the opening greeting if the first voice messaging port is in use. When Cisco CallManager forwards a Cisco Unity subscriber call to the next available uOne port, Cisco Unity may return an opening greeting rather than the expected subscriber sign-in prompt.

Table 7 Release 1.0(0.32) Resolved Caveats

Caveat Number	Description
CSCae08090	Subscriber message notification settings are not recognized. If you use subscriber message notification settings specifying repeat notification, the minutes set to wait between notification calls are disregarded.
CSCae08152	Supervised transfers to busy extensions fail. When attempting a supervised transfer to a busy extension, Cisco Unity initiates the transfer, dials out to the extension, and after the specified wait-for rings, disconnects and goes idle, without connecting the calling party to the dialed party's voice mail. The port remains locked until the calling party hangs up.
CSCdu04699	Phone disconnection locks out Cisco Unity port. During a call, if the line from a phone is disconnected (either by disconnecting the network cable or power of the phone), the port that call was on is locked out. The port does not clear until the AV-Cisco TSP is reset or Cisco Unity is restarted.
CSCdu17234	Cisco Unity stops answering calls on a voice messaging port. This has been seen only on very high-traffic systems under extreme load. It occurs only when using AV-Cisco TSP versions 1.0(0.31) or 1.0(0.32) with Cisco Unity version 2.4(6.102).

Documentation Update

Change—Release 1.0(0.36)

Avoiding Collisions Between MWIs and Incoming Calls

Collisions between MWIs and incoming calls are not possible when ports are dedicated to handle only MWIs or incoming calls.

Although all known collision problems are fixed in AV-Cisco TSP Release 1.0(0.36), there may be other collision issues that have not yet been discovered. Therefore, we recommend dedicated MWI ports.

Related Documentation

Release Notes for Cisco Unity Release 2.4(6.135), on Cisco.com at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/2_46/rel_note/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.

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

Documentation Feedback

If you are reading Cisco product documentation on the World Wide Web, you can submit technical comments electronically. Click **Feedback** in the toolbar and select **Documentation**. After you complete the form, click **Submit** to send it to Cisco.

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

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

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. For Cisco.com registered users, additional troubleshooting tools are available from the TAC website.

Cisco.com

Cisco.com is the foundation of a suite of interactive, networked services that provides immediate, open access to Cisco information and resources at anytime, from anywhere in the world. This highly integrated Internet application is a powerful, easy-to-use tool for doing business with Cisco.

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Customers and partners can self-register on Cisco.com to obtain additional personalized information and services. Registered users can order products, check on the status of an order, access technical support, and view benefits specific to their relationships with Cisco.

To access Cisco.com, go to the following website:

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.
