



Release Notes for Cisco Unity-CM TSP Release 8.2(1)

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These release notes contain requirements, information on new and changed functionality, download and installation instructions, and caveats for Cisco Unity-CM TAPI service provider (TSP) Release 8.2(1).

The Cisco Unity-CM TSP is used only for Cisco Unified Communications Manager SCCP integrations and Cisco Unified Communications Manager Express SCCP integrations.

Cisco Unity-CM TSP version 8.2(1) is automatically installed with Cisco Unity version 5.0(1). To use Cisco Unity-CM TSP 8.2(1) with other supported versions of Cisco Unity and Cisco Unity Connection, download it from the Cisco Unity-CM TSP Software Download page on Cisco.com (see the [“Downloading Cisco Unity-CM TSP Version 8.2\(1\)”](#) section on page 5).

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Introduction

The Cisco Unity-CM TSP enables the Skinny Call Control Protocol (SCCP) connection between Cisco Unity and Cisco Unified CM or between Cisco Unity and Cisco Unified CM Express.



Americas Headquarters:
Cisco Systems, Inc., 170 West Tasman Drive, San Jose, CA 95134-1706 USA

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System Requirements

See the applicable requirements section, depending on the product:

- [System Requirements—Cisco Unity, page 2](#)
- [System Requirements—Cisco Unity Connection, page 2](#)

The following information is also available in this section:

- [Compatibility Information, page 2](#)
- [Determining the Software Version, page 3](#)

System Requirements—Cisco Unity

- A supported version of Cisco Unity running on the Cisco Unity server:
 - For an integration with Cisco Unified CM, Cisco Unity 4.0(1) through 5.0(x).
 - For an integration with Cisco Unified CM Express, Cisco Unity 4.0(5) through 5.0(x).
- 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.
- If you are setting up a Cisco Unified CM integration for the first time, see the applicable version of the Cisco Unified CM integration guide for Cisco Unity, instead of using the instructions in these release notes. Cisco Unified CM integration guides for Cisco Unity are available at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_installation_and_configuration_guides_list.html.

System Requirements—Cisco Unity Connection

- A supported version of Cisco Unity Connection 1.x running on the Connection server.



Note Cisco Unity Connection 2.0 does not use the Cisco Unity-CM TSP.

- An account with local administrator privileges must be used to upgrade the Cisco Unity-CM TSP. Otherwise, no Cisco Unity Connection ports will be available after the upgrade.
- If you are setting up a Cisco Unified CM integration for the first time, see the applicable version of the Cisco Unified CM integration guide for Cisco Unity Connection, instead of using the instructions in these release notes. Cisco Unified CM integration guides for Cisco Unity Connection are available at http://www.cisco.com/en/US/products/ps6509/products_installation_and_configuration_guides_list.html.

Compatibility Information

For a list of qualified version combinations of the Cisco Unity-CM TSP with Cisco Unified CM, Cisco Unified CM Express, and Cisco Unity or Cisco Unity Connection, see the applicable compatibility matrix:

- For a Cisco Unity system, see *SCCP Compatibility Matrix: Cisco Unity, the Cisco Unity-CM TSP, Cisco Unified Communications Manager, and Cisco Unified Communications Manager Express* at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_device_support_tables_list.html.
- For a Cisco Unity Connection system, see *SCCP Compatibility Matrix: Cisco Unity Connection, the Cisco Unity-CM TSP, Cisco Unified Communications Manager, and Cisco Unified Communications Manager Express* at http://www.cisco.com/en/US/products/ps6509/products_device_support_tables_list.html.

Determining the Software Version

This section contains procedures for determining the version in use for the following software:

- [Cisco Unity-CM TSP, page 3](#)
- [Cisco Unity, page 3](#)
- [Cisco Unity Connection \(1.x Only\), page 4](#)

Cisco Unity-CM TSP

To Determine the Cisco Unity-CM TSP Version

Step 1 Browse to the applicable directory, depending on the Windows version:

Windows 2003	Windows\System32 directory
Other versions	WinNT\System32

Step 2 Right-click **AvSkinny.tsp**, and click **Properties**.

In the Properties window, click the **Version** tab.

Step 3 In the Item Name list, click **Product Version**. The Cisco Unity-CM TSP version is displayed in the Value window.

Cisco Unity

To Determine the Cisco Unity Version

Step 1 In the Cisco Unity Administrator, go to the **System > Configuration > Software Versions** page. The Cisco Unity version is displayed in the Cisco Unity Build Number field.

Cisco Unity Connection (1.x Only)

**Note**

This section applies only to Cisco Unity Connection 1.x.

To Determine the Cisco Unity Connection Version by Using Cisco Unity Connection Administration

- Step 1** In Cisco Unity Connection Administration, scroll to the bottom of the navigation bar.
- Step 2** Click **About**. The Connection version is displayed below “Cisco Unity Connection.”
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You can also use the Cisco Unity Connection Server Status utility to determine the version. This is useful when Connection is not running.

To Determine the Cisco Unity Connection Version by Using the Cisco Unity Connection Server Status Utility

- Step 1** In the Cisco Unity Connection Server Status utility, click the **Server Status** tab. The Connection version is displayed in the Version field.
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Related Documentation

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

For descriptions and URLs of Cisco Unity Connection documentation on Cisco.com, see the *Cisco Unity Connection Documentation Guide*. The document is shipped with Cisco Unity Connection and is available at http://www.cisco.com/en/US/products/ps6509/products_documentation_roadmaps_list.html.

New and Changed Requirements and Support—Release 8.2(1)

There are no new or changed requirements with Cisco Unity-CM TSP Release 8.2(1).

See the applicable release notes for information on new and changed requirements and support in earlier versions of the Cisco Unity-CM TSP. Release notes for all versions of the Cisco Unity-CM TSP are available at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_release_notes_list.html.

New and Changed Functionality—Release 8.2(1)

This section contains information about new and changed functionality for Cisco Unity-CM TSP Release 8.2(1) only. See the applicable release notes for information on new and changed functionality in earlier versions of the Cisco Unity-CM TSP. Release notes for all versions of the Cisco Unity-CM TSP are available at

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

Cisco Unified Communications Manager 6.0 Security (Encryption Features)

For integrations with Cisco Unified Communications Manager 6.0, the following Cisco Unified CM encryption features do not function:

- Signaling encryption—the process that encrypts SCCP signaling messages sent between the Cisco Unity voice messaging ports and Cisco Unified CM.
- Media encryption—the process that uses Secure Real Time Protocol (SRTP) for the media streams between Cisco Unity voice messaging ports and the endpoint (for example, a phone or gateway).

Cisco Unified CM 6.0 authentication features (signaling authentication and device authentication) function normally.

Cisco Unity-CM TSP Enables Cisco Unity Phone View Features

Cisco Unity-CM TSP provides information for Cisco Unity Phone View features such as Visual Message Locator and Message Monitor.

Installation and Upgrade Information

- [Downloading Cisco Unity-CM TSP Version 8.2\(1\), page 5](#)
- [Installing the Cisco Unity-CM TSP, page 6](#)
- [Uninstalling the Cisco Unity-CM TSP, page 7](#)

Downloading Cisco Unity-CM TSP Version 8.2(1)

Version 8.2(1) is automatically installed with Cisco Unity 5.0(1). Do the procedure in this section only if you are installing Cisco Unity-CM TSP 8.2(1) for use with a system running another supported version of Cisco Unity or Cisco Unity Connection.

To Download the Cisco Unity-CM TSP

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- Step 1** Confirm that the Cisco Unity server or the Cisco Unity Connection 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 Cisco Unity-CM TSP Software Download page at <http://www.cisco.com/cgi-bin/tablebuild.pl/unity-cm-tsp-8x>.



Note To access the software download page, you must be logged on to Cisco.com as a registered user.

- Step 3** Download the file **CiscoUnityCMTSP8.2.1.exe** to the directory of your choice.
- Step 4** Unzip the file **CiscoUnityCMTSP8.2.1.exe** to the default directory or to the directory of your choice.
- Step 5** Delete the file **CiscoUnityCMTSP8.2.1.exe** to free hard disk space.
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Installing the Cisco Unity-CM TSP

See the applicable section, depending on the product and version:

- [Installing the Cisco Unity-CM TSP on a Cisco Unity System, page 6](#)
- [Installing the Cisco Unity-CM TSP on a Cisco Unity Connection 1.x System, page 6](#)

(Note that version Cisco Unity-CM TSP 8.2(1) is automatically installed with Cisco Unity 5.0(1).)

Installing the Cisco Unity-CM TSP on a Cisco Unity System

Do the procedure in this section only if you are installing Cisco Unity-CM TSP 8.2(1) on a Cisco Unity system.

To Install the Cisco Unity-CM TSP on a Cisco Unity 4.x System

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- 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 Cisco Unity-CM TSP Version 8.2\(1\)](#)” section on page 5, and double-click **SkinnySetup.exe**.
- Step 3** Follow the on-screen prompts.
- Step 4** Restart the Cisco Unity server.
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Installing the Cisco Unity-CM TSP on a Cisco Unity Connection 1.x System

Do the procedure in this section only if you are installing Cisco Unity-CM TSP 8.2(1) on a Cisco Unity Connection 1.x system.

To Install the Cisco Unity-CM TSP on a Cisco Unity Connection 1.x System

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- Step 1** Stop Cisco Unity Connection (right-click the **Cisco Unity Connection** icon in the system tray, then click **Stop > Cisco Unity Connection**).
- Step 2** Browse to the directory in which you saved the extracted Cisco Unity-CM TSP files in the “[Downloading Cisco Unity-CM TSP Version 8.2\(1\)](#)” section on page 5, and double-click **SkinnySetup.exe**.
- Step 3** Follow the on-screen prompts.

Step 4 Restart the Cisco Unity Connection server.

Uninstalling the Cisco Unity-CM TSP

It is not necessary to uninstall an earlier version of the Cisco Unity-CM TSP before installing version 8.2(1). The installation process automatically removes the older Cisco Unity-CM TSP.

Caveats

This section lists only Severity 1, 2, and 3 caveats.

You can find the latest caveat information for Cisco Unity-CM TSP version 8.2(1)—in addition to caveats of any severity for any release—by using Bug Toolkit, an online tool available for customers to query defects according to their own needs. Bug Toolkit is available at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl.



Note

To access Bug Toolkit, you must be logged on to Cisco.com as a registered user.

Note that this section contains caveat information for Cisco Unity-CM TSP Release 8.2(1) only. For caveat information for earlier versions of the Cisco Unity-CM TSP, see the applicable release notes. Release notes for all versions of the Cisco Unity-CM TSP are available at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_release_notes_list.html.

Open Caveats—Release 8.2(1)



Note

[Table 1](#) lists the caveat for the Cisco Unity and Cisco Unity Connection products.

Click a link in the Caveat Number column to view the latest information on the caveat in Bug Toolkit.

Table 1 *Cisco Unity-CM TSP Release 8.2(1) Open Caveats*

Caveat Number	Component	Severity	Description
CSCsf99966	telephony	3	Unity TSP should not attempt to transfer a call on hold

Resolved Caveats—Release 8.2(1)



Note

[Table 2](#) lists caveats for the Cisco Unity and Cisco Unity Connection products.

Click a link in the Caveat Number column to view the latest information on the caveat in Bug Toolkit. (Caveats are listed in order by severity, then by component, then by caveat number.)

Table 2 Cisco Unity-CM TSP Release 8.2(1) Resolved Caveats

Caveat Number	Component	Severity	Description
CSCse76319	telephony	2	Unity sends 3rd Transfer if Connected received after 2nd Transfer
CSCsg97844	telephony	2	Unity 4.2(1) server crashed - bugcheck analysis shows avaudio.sys
CSCsa65954	telephony	3	Greeting is intermittently played as no audio or hum - one way audio
CSCsc91977	core	3	Unity does not log an event if call presented to MIU but not answered
CSCsh35344	telephony	3	Failed xfer initiate may cause delay in clearing port
CSCsh94113	telephony	3	After reboot, CCM ports not registered (secure ports only)
CSCsh97318	telephony	3	No disconnect if caller puts Unity on hold during supervised transfer

Troubleshooting

For information on troubleshooting the Cisco Unity-CM TSP and the phone system integration, see the applicable documentation:

- *Troubleshooting Guide for Cisco Unity* at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_troubleshooting_guides_list.html.
- *Cisco Unity Connection Troubleshooting Guide* at http://www.cisco.com/en/US/products/ps6509/prod_troubleshooting_guides_list.html.

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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