



# Release Notes for Cisco Unity-CM TSP Release 8.0(2)

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These release notes contain download and installation instructions, and caveats for Cisco Unity-CM TAPI service provider (TSP) Release 8.0(2).

The Cisco Unity-CM TSP is used only for the Cisco CallManager and Cisco CallManager Express integrations. Cisco Unity-CM TSP version 8.0(2) is automatically installed with Cisco Unity version 4.1(1).

[Table 1](#) lists the versions of Cisco CallManager, Cisco CallManager Express, and Cisco Unity that are supported with Cisco Unity-CM TSP 8.0(2).

**Table 1** *Supported Versions of Cisco CallManager, Cisco CallManager Express, and Cisco Unity with Cisco Unity-CM TSP 8.0(2)*

Phone System	Phone System Versions	Cisco Unity Versions	Cisco Unity-CM TSP
Cisco CallManager	4.1(3), 4.1(2), 4.0(2), 4.0(1), 3.3(5) 3.3(4), 3.3(3), 3.3(2), 3.3(1)	4.1(1), 4.0(5), 4.0(4), 4.0(3), 4.0(2), 4.0(1), 3.1(6), 3.1(5), 3.1(4), 3.1(3), 3.1(2c), 3.1(2b), 3.1(2), 3.1(1)	8.0(2)
Cisco CallManager Express	3.3, 3.2, 3.1	4.1(1), 4.0(5)	8.0(2)



**Note**

For the most current list of all qualified version combinations of the Cisco Unity-CM TSP with Cisco Unity, Cisco CallManager, and Cisco CallManager Express—including versions qualified since the release of Cisco Unity-CM TSP 8.0(2)—and for the version support policy for Cisco Unity and Cisco CallManager, refer to the applicable compatibility matrix at [http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products\\_device\\_support\\_tables\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_device_support_tables_list.html).

Cisco CallManager Support Patch (sp) releases are not listed in [Table 1](#) 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.



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Cisco Unity service releases (SR) are not listed in [Table 1](#) unless they affect compatibility with Cisco CallManager or the Cisco Unity-CM TSP. If not listed, a service release has the same compatibility as the base release.

Access the latest software upgrades for the Cisco Unity-CM TSP on the Cisco Unity-CM TSP Software Download page at <http://www.cisco.com/cgi-bin/tablebuild.pl/unity-cm-tsp>.

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## System Requirements

- A supported version of Cisco Unity running on the Cisco Unity server:
  - For an integration with Cisco CallManager, Cisco Unity 3.1(1) through 4.1(x).
  - For an integration with Cisco CallManager Express, Cisco Unity 4.0(5) or later.
- 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 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 at [http://www.cisco.com/en/US/products/sw/voicew/ps2237/products\\_installation\\_and\\_configuration\\_guides\\_list.html](http://www.cisco.com/en/US/products/sw/voicew/ps2237/products_installation_and_configuration_guides_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 at [http://www.cisco.com/en/US/products/sw/voicew/ps2237/products\\_installation\\_and\\_configuration\\_guides\\_list.html](http://www.cisco.com/en/US/products/sw/voicew/ps2237/products_installation_and_configuration_guides_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-CM TSP

### To Determine the Cisco Unity-CM TSP Version in Use by Using the Cisco Unity Telephony Integration Manager

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- Step 1** On the Windows Start menu of the Cisco Unity server, click **Programs > Cisco Unity > Manage Integrations**. The UTIM window appears.
- Step 2** In the left pane, click the Cisco CallManager integration.
- Step 3** In the right pane, click **Properties**. On the Integration tab, the Cisco Unity-CM TSP version is displayed in the TSP Version field.
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### To Determine the Cisco Unity-CM TSP Version in Use by Using the AvSkinny.tsp File

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

<b>Windows 2003</b>	Windows\System32 directory
<b>Other versions</b>	WinNT\System32

- 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.
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## Cisco Unity

### To Determine the Cisco Unity Version in Use by Using the Cisco Unity Administrator

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- 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.
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### To Determine the Cisco Unity Version in Use by Using the AvCsMgr.exe File

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- 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.
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## Downloading Cisco Unity-CM TSP Version 8.0(2)

Do the procedure in this section only if you are installing Cisco Unity-CM TSP 8.0(2) on a Cisco Unity version 4.0(5) or earlier system. (Version 8.0(2) is automatically installed with Cisco Unity 4.1(1).)

### To Download the Cisco Unity-CM TSP

- 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 Cisco Unity-CM TSP Software Download page at <http://www.cisco.com/cgi-bin/tablebuild.pl/unity-cm-tsp>.



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

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- Step 3** Download the file **CiscoUnityCMTSP8.0.2.exe** to the directory of your choice.
  - Step 4** Unzip the file **CiscoUnityCMTSP8.0.2.exe** to the default directory or to the directory of your choice.
  - Step 5** Delete the file **CiscoUnityCMTSP8.0.2.exe** to free hard disk space.
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## Installing the Cisco Unity-CM TSP

This section contains procedures for installing the Cisco Unity-CM TSP depending on the version of Cisco Unity:

- [For a Cisco Unity 4.x System, page 4](#)
- [For a Cisco Unity 3.1\(x\) System, page 5](#)

### For a Cisco Unity 4.x System

Do the procedure in this section only if you are installing Cisco Unity-CM TSP 8.0(2) on a Cisco Unity version 4.x system. (Note that version 8.0(2) is automatically installed with Cisco Unity 4.1(1).)

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 at

[http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products\\_installation\\_and\\_configuration\\_guides\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_installation_and_configuration_guides_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 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 8.0\(2\)](#)” section on page 4, and double-click **SkinnySetup.exe**.
- Step 3** Follow the on-screen prompts.
- Step 4** Restart the Cisco Unity server.
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## For a Cisco Unity 3.1(x) System

Do the procedure in this section only if you are installing Cisco Unity-CM TSP 8.0(2) on a Cisco Unity version 3.1(x) system.

Note that 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 at

[http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products\\_installation\\_and\\_configuration\\_guides\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_installation_and_configuration_guides_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 3.1(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 8.0\(2\)](#)” section on page 4, 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:

<b>Cisco CallManager version 3.2(1) and later</b>	Settings are on the Features > Voice Mail > Message Waiting page in Cisco CallManager Administration.
<b>Cisco CallManager version 3.1(4) and earlier</b>	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 or Windows 2003, 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.

## New and Changed Requirements and Support—Release 8.0(2)

There are no new or changed requirements in Cisco Unity-CM TSP Release 8.0(2).

## New and Changed Functionality—Release 8.0(2)

There is no new functionality in Cisco Unity-CM TSP Release 8.0(2). See the [“Resolved Caveat—Release 8.0\(2\)”](#) section on page 8 for software fixes in this release.

Refer to 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](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_release_notes_list.html).

# 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 8.0(2). 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](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl).


Note that this section contains caveat information for Cisco Unity-CM TSP Release 8.0(2) only. For caveat information for earlier versions of the Cisco Unity-CM TSP, refer to 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](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_release_notes_list.html).

## Open Caveats—Release 8.0(2)

**Table 2** *Cisco Unity-CM TSP Release 8.0(2) Open Caveats*

Caveat Number	Severity	Component	Description
CSCsa79169	2	telephony	<p>Transfers from Cisco Unity 4.x will be dropped if the destination DN is out of bandwidth and the DN has call waiting enabled.</p> <p>This problem occurs with Cisco Unity 4.x and Cisco CallManager 4.x, when locations and call waiting are enabled.</p> <p><b>Workaround</b></p> <p>Disable call waiting on the extensions that Cisco Unity needs to transfer calls to.</p>

Table 2 Cisco Unity-CM TSP Release 8.0(2) Open Caveats (continued)

Caveat Number	Severity	Component	Description
CSCsb33436	3	telephony	<p>For the G.729a codec, the packet immediately preceding the comfort noise packet is not always transmitted. After a careful review of audio captures on calls missing some of these preceding packets, it does not appear that this causes audio quality problems. However, network monitoring applications such as a sniffer will detect this packet loss and flag it as a problem. The IP phone will also report back to Cisco CallManager that packets were lost during the call.</p> <p>This problem occurs only with the G.729a codec and is known to occur with the Cisco Unity-CM TSP 7.0(4b) and 8.0(1b). It is likely that all Cisco Unity-CM TSP versions have this issue.</p> <p><b>Workaround</b></p> <p>Disable comfort noise generation by Cisco Unity. Do the following steps.</p> <ol style="list-style-type: none"> <li>1. Start Regedit.</li> </ol> <p> <b>Caution</b> Changing the wrong registry key or entering an incorrect value can cause the server to malfunction. Before you edit the registry, confirm that you know how to restore it if a problem occurs. (Refer to the “Restoring” topics in Registry Editor Help.) Note that for a Cisco Unity failover system, registry changes on one Cisco Unity server must be made manually on the other Cisco Unity server, because registry changes are not replicated. If you have any questions about changing registry key settings, contact Cisco TAC.</p> <ol style="list-style-type: none"> <li>2. If you do not have a current backup of the registry, click <b>Registry &gt; Export Registry File</b>, and save the registry settings to a file.</li> <li>3. Expand the registry key HKEY_LOCAL_MACHINE\System\CurrentControlSet\Services\Aaudio\Parameters</li> <li>4. Right-click the value <b>ComfortNoise</b> and click <b>Modify</b>.</li> <li>5. In the Edit DWORD Value dialog box, under Base, click <b>Decimal</b>.</li> <li>6. In the Value Data field, enter <b>128</b>.</li> <li>7. Click <b>OK</b>.</li> <li>8. Restart the Cisco Unity server.</li> <li>9. If Cisco Unity is configured for failover, repeat Step 1. through Step 8. on the secondary server.</li> </ol>

## Resolved Caveat—Release 8.0(2)

Table 3 Cisco Unity-CM TSP Release 8.0(2) Resolved Caveat

Caveat Number	Severity	Component	Description
CSCeb63426	2	telephony	Cisco Unity sending comfort noise packets can cause gateway jitter

**Table 3** Cisco Unity-CM TSP Release 8.0(2) Resolved Caveat (continued)

Caveat Number	Severity	Component	Description
CSCsb19050	2	telephony	Cisco Unity should abort blind transfer if caller hangs up during transfer
CSCsb23638	2	telephony	Cisco Unity port may ring-no-answer after not receiving StartMediaTransmit
CSCsb27128	2	telephony	Cisco Unity disconnects blind transfers to devices forwarded to voice mail
CSCsb51271	2	telephony	Cisco Unity-CM TSP: release transfer does not work for Cisco CallManager Express integration
CSCsa67988	3	telephony	Cisco Unity ports do not fail over to secondary Cisco CallManager under certain conditions
CSCsb19146	3	telephony	Cisco Unity may not pull back blind transfers to busy/invalid extensions
CSCsb20680	3	telephony	Cisco Unity TSP port may ring no answer after failed blind transfer
CSCsb35503	3	telephony	Cisco Unity falsely reports silence timeout and stops recording
CSCsb42730	3	telephony	TSP should initiate drop when reorder is received on Connected call

## Troubleshooting

For information on troubleshooting the Cisco Unity-CM TSP and the phone system integration, refer to the *Cisco Unity Troubleshooting Guide*, available at [http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod\\_troubleshooting\\_guides\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_troubleshooting_guides_list.html).

## Cisco Unity 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](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_documentation_roadmaps_list.html).

## Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, submitting a service request, and gathering additional information, 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>

Subscribe to the *What's New in Cisco Product Documentation* as a Really Simple Syndication (RSS) feed and set content to be delivered directly to your desktop using a reader application. The RSS feeds are a free service and Cisco currently supports RSS version 2.0.

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