



Cisco Voice Provisioning Tool Release Notes, Release 1.0(1)

Revised January 19, 2006

These release notes describe system requirements, installation notes, caveats, documentation notes, and technical assistance information for Cisco Voice Provisioning Tool Release 1.0(1).

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Introduction

The Cisco Voice Provisioning Tool, a web-based application, provides you a single interface from which to perform frequent move, add, and change operations on multiple servers within a Cisco IP Telephony deployment. Version 1.0(1) includes plug-ins to perform user and phone provisioning operations on Cisco CallManager 4.1(3) and Cisco Unity 4.0(5) systems.

System Requirements

The following subsections describe the hardware and software requirements for the Cisco Voice Provisioning Tool.

Hardware Supported

The Cisco Voice Provisioning Tool can be installed either on a Cisco Media Convergence Server (MCS) or on a customer-provided server that meets a set of minimum requirements. In either case, the server platform should be dedicated for use as a VPT system.

Cisco Media Convergence Servers

Cisco Media Convergence Servers are the recommended hardware platforms for the Cisco Voice Provisioning Tool.

The Cisco Voice Provisioning Tool has been qualified on the following server platforms:

- MCS-7815-I1-ECS1
- MCS-7825-I1-ECS1
- MCS-7825-H1-ECS1

**Note**

Installing the Cisco Voice Provisioning Tool on an MCS server running other Cisco voice applications, such as Cisco CallManager or Cisco Unity, is not supported.

Customer-Provided Servers

You can also install VPT on a customer-provided server that meets the following requirements:

- Intel Pentium 4, 3.2 GHz or faster CPU
- 1 GB RAM or greater
- CDROM drive
- Single or dual network interface card (NIC)

Disk Space Needed for Installation

Before you install the Cisco Voice Provisioning Tool, ensure that your Cisco Voice Provisioning Tool system has at least 1.1 GB free disk space for the application and associated components.

Operating Systems Supported

The following operating systems are supported on the Cisco Voice Provisioning Tool server, depending on the type of server hardware chosen for the system:

Cisco MCS Server	Ships with server
Windows 2000 Server	Standard edition, Service Pack 4
Windows 2003 Server	Standard edition, Service Pack 1

Browsers Supported

You can use the Cisco Voice Provisioning Tool from any host that has network access to the VPT server, by using one of the following web browsers:

- Microsoft Internet Explorer 6.0 (or later)
- Mozilla 1.7.10+ (or later)

Cisco CallManager Compatibility

The Cisco Voice Provisioning Tool version 1.0(1) can be used to provision users and phones on Cisco CallManager servers running version 4.1(3). When you install the Cisco Voice Provisioning Tool, a plug-in is automatically installed to support Cisco CallManager 4.1(3). For each Cisco CallManager cluster, you configure a product system in VPT to represent the publisher server; if only one Cisco CallManager server acts as publisher and subscriber, you configure that server as the product system.

The following requirements must be met on the Cisco CallManager server that will be used as a product system to interoperate with VPT:

- The Cisco CallManager server must use Data Connection Directory (DC-Directory), which installs automatically with Cisco CallManager. Active Directory and Netscape Directory integrations are not supported.
- The Cisco AVVID XML (AXL) web service must be available on the Cisco CallManager server, and reachable from the VPT server. The AXL web service is enabled by default on Cisco CallManager servers and does not have to be installed or configured.

Cisco Unity Compatibility

The Cisco Voice Provisioning Tool version 1.0(1) can be used to provision users and mailboxes on Cisco Unity servers running version 4.0(5) or 4.1(1). When you install the Cisco Voice Provisioning Tool, a plug-in is automatically installed to support Cisco Unity 4.0(5).

Cisco Unity 4.0(5) Requirements

The following requirements must be met in order for a Cisco Unity 4.0(5) server to interoperate with VPT:

- The Cisco Unity server must use Microsoft Exchange as the message store. Cisco Unity with IBM Lotus Domino is not supported.

- You must install Engineering Special (ES) 22 on the Cisco Unity server. You can find the release notes and download information for ES 22 on Cisco.com at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_release_note09186a00804e157c.html. After you download the executable, double-click the file to install it.

Cisco Unity 4.1(1) Requirements

The following requirements must be met in order for a Cisco Unity 4.1(1) server to interoperate with VPT:

- The Cisco Unity server must use Microsoft Exchange as the message store. Cisco Unity with IBM Lotus Domino is not supported.
- Due to a limitation in VPT release 1.0(1), the Cisco Unity 4.1(1) plug-in cannot be installed concurrently with the Cisco Unity 4.0(5) plug-in, which is installed by default when you install VPT release 1.0(1). You must uninstall the Cisco Unity 4.0(5) plug-in before installing the Cisco Unity 4.1(1) plug-in. See the *Release Notes for Cisco Unity 4.1(1) Plug-in for Cisco Voice Provisioning Tool, Release 1.0* for instructions on how to upgrade one or more Cisco Unity servers that are configured as VPT product systems from Cisco Unity version 4.0(5) to version 4.1(1), or to install the Cisco Unity 4.1(1) plug-in. The *Release Notes for Cisco Unity 4.1(1) Plug-in for Cisco Voice Provisioning Tool, Release 1.0* are available at http://www.cisco.com/en/US/products/ps6524/prod_release_notes_list.html.

Determining the Software Version

To determine the version of Cisco Voice Provisioning Tool software in use, browse to the VPT login window and click **About** in the upper right corner of the window. You can also access the About link from any window after you have logged in to the tool.

Supported Software for Use with Cisco Voice Provisioning Tool 1.0(1)

See the following sections:

- [Supported Backup Software, page 4](#)
- [Supported Monitoring Software, page 5](#)
- [Supported Virus-Scanning Software, page 5](#)
- [Additional Supported Software, page 6](#)

Supported Backup Software

The following backup software has been qualified by Cisco for use with Cisco Voice Provisioning Tool 1.0(1):

- Symantec Norton Ghost 2003

Support Policy for Backup Software

The Cisco support policy is that customers can deploy third-party software for backup on the Cisco Voice Provisioning Tool server. However, Cisco expects that customers (or their systems integration partners) will have tested the interoperability of such products with VPT before the products are deployed, to mitigate the risk of problems being discovered within the production environment between VPT and the third-party products loaded on the VPT server.

If a customer calls Cisco TAC with a problem, a Cisco TAC engineer may require that such third-party software be turned off or even removed from the VPT server during the course of troubleshooting. If it is determined that the interoperability between the third-party software and VPT was the root cause of the problem, the third-party software will be required to be disabled or removed from the VPT server until such time that the interoperability issue is addressed, so that the customer can continue to have a functional VPT system.

Before installing any qualified Microsoft service pack on the VPT server, confirm that the manufacturer of any optional third-party software or hardware that you plan to install on the VPT server—or that is already installed—also supports the service pack for use with its product.

Supported Monitoring Software

The following monitoring software has been qualified by Cisco for use with Cisco Voice Provisioning Tool 1.0(1):

- Microsoft Windows Task Manager

Support Policy for Monitoring Software

The Cisco support policy is that customers can deploy third-party software for monitoring on the Cisco Voice Provisioning Tool server. However, Cisco expects that customers (or their systems integration partners) will have tested the interoperability of such products with VPT before the products are deployed, to mitigate the risk of problems being discovered within the production environment between VPT and the third-party products loaded on the VPT server.

If a customer calls Cisco TAC with a problem, a Cisco TAC engineer may require that such third-party software be turned off or even removed from the VPT server during the course of troubleshooting. If it is determined that the interoperability between the third-party software and VPT was the root cause of the problem, the third-party software will be required to be disabled or removed from the VPT server until such time that the interoperability issue is addressed, so that the customer can continue to have a functional VPT system.

Before installing any qualified Microsoft service pack on the VPT server, confirm that the manufacturer of any optional third-party software or hardware that you plan to install on the VPT server—or that is already installed—also supports the service pack for use with its product.

Supported Virus-Scanning Software

The following virus-scanning software has been qualified by Cisco for use with Cisco Voice Provisioning Tool 1.0(1):

- McAfee VirusScan Enterprise 8.0.0

Support Policy for Virus-Scanning Software

The Cisco support policy is that customers can deploy third-party virus-scanning software on the Cisco Voice Provisioning Tool server. However, Cisco expects that customers (or their systems integration partners) will have tested the interoperability of such products with VPT before the products are deployed, to mitigate the risk of problems being discovered within the production environment between VPT and the third-party products loaded on the VPT server.

If a customer calls Cisco TAC with a problem, a Cisco TAC engineer may require that such third-party software be turned off or even removed from the VPT server during the course of troubleshooting. If it is determined that the interoperability between the third-party software and VPT was the root cause of the problem, the third-party software will be required to be disabled or removed from the VPT server until such time that the interoperability issue is addressed, so that the customer can continue to have a functional VPT system.

Before installing any qualified Microsoft service pack on the VPT server, confirm that the manufacturer of any optional third-party software or hardware that you plan to install on the VPT server—or that is already installed—also supports the service pack for use with its product.

Additional Supported Software

The following optional software has been qualified by Cisco for use with Cisco Voice Provisioning Tool 1.0(1):

- WinZip, version 8.1

Support Policy for Optional Software

The Cisco support policy is that customers can deploy third-party software for backup, monitoring, and security on the Cisco Voice Provisioning Tool server. However, Cisco expects that customers (or their systems integration partners) will have tested the interoperability of such products with VPT before the products are deployed, to mitigate the risk of problems being discovered within the production environment between VPT and the third-party products loaded on the VPT server.

If a customer calls Cisco TAC with a problem, a Cisco TAC engineer may require that such third-party software be turned off or even removed from the VPT server during the course of troubleshooting. If it is determined that the interoperability between the third-party software and VPT was the root cause of the problem, the third-party software will be required to be disabled or removed from the VPT server until such time that the interoperability issue is addressed, so that the customer can continue to have a functional VPT system.

Before installing any qualified Microsoft service pack on the VPT server, confirm that the manufacturer of any optional third-party software or hardware that you plan to install on the VPT server—or that is already installed—also supports the service pack for use with its product.

Installation Notes

The Cisco Voice Provisioning Tool 1.0(1) installation disk contains the VPT software, a Cisco Unity 4.0(5) plug-in, and a Cisco CallManager 4.1(3) plug-in. When you install by disk, as described in the *Cisco Voice Provisioning Tool Installation and Upgrade Guide*, all three components install automatically.

If you need to install only the plug-ins after the initial VPT installation—for example, you deleted the plug-ins and want to reinstall them—do the “[To Install or Upgrade the Cisco CallManager or Cisco Unity Plug-ins](#)” procedure on page 7.

To find a Cisco CallManager or Cisco Unity plug-in that is installed on the VPT server, do the “[To Find a Plug-In](#)” procedure on page 8.

To remove a plug-in, do the “[To Remove a Plug-in](#)” procedure on page 8.

**Note**

If the plug-in you are removing is the only plug-in of a particular product type, all permissions related to that product type will be removed from any roles to which they were assigned. For example, if you are removing the Cisco CallManager 4.1(3) plug-in and there are no other Cisco CallManager plug-ins installed, the All CCM product system name and any associated privileges will be removed from all roles in the system. If the plug-in is later reinstalled, you will need to manually restore the permissions to any customer-defined roles. However, the pre-defined SuperAdmin, Full Provisioning, and View-Only roles will be automatically updated with the default set of permissions for the product type.

To Install or Upgrade the Cisco CallManager or Cisco Unity Plug-ins**Caution**

Due to a limitation in VPT release 1.0(1), multiple plug-ins of the same product type cannot be installed concurrently. For example, the Cisco Unity 4.1(1) plug-in cannot be installed with the Cisco Unity 4.0(5) plug-in that was installed by default when you installed VPT release 1.0(1); you must uninstall the Cisco Unity 4.0(5) plug-in before installing the Cisco Unity 4.1(1) plug-in.

To install or upgrade a plug-in, your administrator account must belong to a role that has Plugin Management Install permissions for the VPT application.

Step 1 Open a browser and go to <http://www.cisco.com/cgi-bin/tablebuild.pl/VPT>.

The Cisco Voice Provisioning Tool software page displays.

**Tip**

When you download the plug-in, the browser gives you the option of saving the file to disk or opening the file. Save the file to disk before you install the plug-in.

Step 2 To download the Cisco Unity plug-in, click the Cisco Unity plug-in zip file, which uses the following format: `unity_<Cisco Unity supported version>_<plug-in version>.zip`.

For example, click `unity_4_0_5_v1_0.zip`.

Step 3 To download the Cisco CallManager plug-in, click the Cisco CallManager plug-in zip file, which uses the following format: `ccm_<Cisco CallManager supported version>_<plug-in version>.zip`.

For example, click `ccm_4_1_3_v1_0.zip`.

Step 4 To install the plug-in after you download it, open the VPT graphical user interface (GUI), as described in the *Cisco Voice Provisioning Tool System Management and Security Guide*.

Step 5 After you log in to the GUI, choose **VPT Administration > Plug-Ins > Install New Plug-In**.

Step 6 After the Install New Plugin page displays, enter the name of the download, or browse to the file by clicking **Browse**.

Step 7 Click **Install**.

To Find a Plug-In

To find plug-ins, your administrator account must belong to a role that has Plugin Management View permissions for the VPT application.

Step 1 Open the VPT graphical user interface (GUI), as described in the *Cisco Voice Provisioning Tool System Management and Security Guide*.

Step 2 After you log in to the GUI, choose **VPT Administration > Plug-Ins > Manage Plug-Ins**.

All plug-ins that exist on the server display.



Tip To sort the information in a column, click the column header displayed at the top of the table.

To Remove a Plug-in

To remove plug-ins, your administrator account must belong to a role that has Plugin Management Uninstall and View permissions for the VPT application.

- Step 1** Update the JAVA_HOME and PATH environment variables prior to uninstalling the plug-in.
- a. On the VPT server, on the Windows Start menu, choose **Settings > Control Panel > System**.
 - b. Click the **Advanced** tab.
 - c. Click **Environment Variables**.
 - d. In the System Variables list, find and click the **JAVA_HOME** variable and click **Edit**.
 - e. If it is not already present in the variable value, add the full path to directory of the JDK that is installed with VPT. Make sure that a semicolon (;) separates the new entry from any other entries. For example, if the JDK was installed in C:\j2sdk1.4.2_03, add the following to the end of the variable value:
;C:\j2sdk1.4.2_03
 - f. Click **OK**.
 - g. In the System Variables list, find and click the **Path** variable and click **Edit**.
 - h. If it is not already present in the variable value, add the full path to the bin directory of the JDK that is installed with VPT. Make sure that a semicolon (;) separates the new entry from any other entries. For example, if the JDK was installed in C:\j2sdk1.4.2_03, add the following to the end of the variable value:
;C:\j2sdk1.4.2_03\bin
 - i. Click **OK**.
 - j. Close the System Properties and Control Panel windows.
 - k. Restart the server for the changes to take effect.

Step 2 Open the VPT graphical user interface (GUI), as described in the *Cisco Voice Provisioning Tool System Management and Security Guide*.

Step 3 After you log in to the GUI, choose **VPT Administration > Plug-Ins > Manage Plug-Ins**.
The Manage Plug-Ins page displays.

Step 4 Check the check box to the left of the plug-in that you want to uninstall.
To choose all plug-ins for removal, check the check box in the upper left corner of the table.



Note You cannot remove a plug-in if product systems are configured to use that plug-in. You must remove all such product systems from the tool prior to uninstalling the plug-in.

Step 5 Click **Uninstall**.

Step 6 When you are prompted to remove the plug-ins, click **OK** to continue.



Note The Voice Provisioning Tool restarts after you confirm that you want to remove a plug-in.

Limitations and Restrictions

AXL Connection May Become Unusable During Extended Phone Provisioning Activity

When multiple VPT administrators perform phone provisioning tasks simultaneously over several hours, data corruption may occur between VPT and Cisco CallManager. If this event occurs, the data in the Cisco CallManager database is not affected; however, the AXL connection becomes unusable. When the problem occurs, you may notice that no options display in the drop-down menus in VPT. If the condition persists, you receive an error message, “Bad response from CCMx,” because VPT cannot get data from Cisco CallManager.

To correct the problem, restart the IIS web server on the affected Cisco CallManager server. (If you have a cluster of Cisco CallManager servers, restart the IIS web server on the Cisco CallManager that is configured as a product system in VPT.) If you cannot restart the IIS web server immediately, access Cisco CallManager Administration to make updates.

For updated status on this defect, refer to caveat [CSCsb40475](#). (If you have an account with Cisco.com, you can use Bug Toolkit to find caveats of any severity for any release. For more information, see the “Using Bug Toolkit” section on page 10.)

Caveats

This section contains information on the following topics:

- [Using Bug Toolkit, page 10](#)
- [Saving Bug Toolkit Queries, page 11](#)
- [Open Caveats for Cisco Voice Provisioning Tool, Release 1.0\(1\), page 12](#)

Using Bug Toolkit

To access Bug Toolkit, you need the following items:

- Internet connection
- Web browser
- Cisco.com user ID and password



Tip

For detailed online Help with Bug Toolkit, click **Help** on any Bug Toolkit page.

To Use Bug Toolkit

- Step 1** To access the Bug Toolkit, go to http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl.
- Step 2** Log on with your Cisco.com user ID and password.
- Step 3** Click the **Launch Bug Toolkit** hyperlink.
- Step 4** To find information about a specific caveat, enter the ID number in the **Enter Known Bug ID** field.
- Step 5** To view all caveats for the Cisco Voice Provisioning Tool, go to the Search for Bugs in other Cisco Software and Hardware Products section, and enter **Cisco Voice Provisioning Tool** in the Product Name field. Alternatively, you can scroll through the product name list and click **Cisco Voice Provisioning Tool**.
- Step 6** Click **Next**. The search window displays.
- Step 7** Choose the filters to query for caveats. You can choose any or all of the available options:
- Choose the Cisco Voice Provisioning Tool version.
 - Choose the major version for the major releases (such as 1.0 and so on).
A major release contains significant new features, enhancements, architectural changes, and/or defect fixes.
 - Choose the revision for more specific information; for example, choosing major version 1.0 and revision version 1 queries for release 1.0(1) caveats.
A revision (maintenance) release primarily contains defect fixes to address specific problems, but it may also include new features and/or enhancements.
 - Choose the Features or Components to query; choose an option from the Available list and click **Add** to place your selection in the Limit Search To list.
 - To query for all Cisco Voice Provisioning Tool caveats for a specified release, choose **All Features** in the left pane.
 - To query only for phone provisioning defects, choose **Phone-Prov** and click **Add**.
 - To query only for user provisioning defects, choose **User-Prov** and click **Add**.
 - To query only for installation defects, choose **Install** and click **Add**.
 - To query only for bulk administration defects, choose **Bulk** and click **Add**.
 - To query only for security defects, choose **Security** and click **Add**.
 - Enter keywords to search for a caveat title and description.



Note To make queries less specific, use the All wildcard for the major version/revision, features/components, and keyword options.

- Choose the Set Advanced Options, including the following items:
 - Bug Severity level—The default specifies 1-3.
 - Bug Status Group—To view resolved caveats, check the **Fixed** check box.
 - Release Note Enclosure—The default specifies Valid Release Note Enclosure.

Step 8 Click **Next**.

The Bug Toolkit returns a list of caveats based on your query. You can modify your results by submitting another query and choosing different criteria. You can also save your query for future use, as described in the [“Saving Bug Toolkit Queries” section on page 11](#).

Saving Bug Toolkit Queries

Bug Toolkit allows you to create and then save your queries to monitor a specific defect or network situation. You can edit a saved search at any time to change the alert conditions, the defects being watched, or the network profile.

To save your Bug Toolkit queries, do the following procedure.

To Save Bug Toolkit Queries

-
- Step 1** Search for caveats, as described in the [“To Use Bug Toolkit” procedure on page 10](#).
- Step 2** In the search result window, click the **This Search Criteria** button.
- Step 3** After the page displays, enter a name for the saved search in the Name of Saved Search field.
- Step 4** Under My Bug Groups, click one of the following radio buttons to save your defects in a bug group:
- Click the **Existing Group** radio button and choose an existing group name from the drop-down list box.
 - Click the **Create New Group Named** radio button and enter a group name to create a new group for this saved search.
- This bug group contains the bugs that are identified by using the search criteria that you saved. Each time that a new bug meets the search criteria, the system adds it to the group that you chose.
- Bug Toolkit makes your queries available through the My Stuff window, which allows you to view, create, and/or modify existing bug groups or saved searches. Choose the **My Stuff** link to see a list of your bug groups.
- Step 5** Under Email Update Options, you can set e-mail notification preferences if you want to receive automatic updates of a bug status change. Bug Toolkit provides the following options:
- **Do Not Send Me Any Email Updates**—If you choose this setting, Bug Toolkit does not send e-mail notifications.
 - **Send My Updates To**—Click this radio button if you want e-mail notifications to go to the user ID that you enter in this field. You can specify the following notification options:
 - **Updates As They Occur**—Bug Toolkit provides updates that are based on status change.

- **Weekly Summaries**—Bug Toolkit provides weekly summary updates.
- **Apply These Email Update Options to All of My Saved Searches**—Check this check box to use these e-mail update options for all of your saved searches.

Step 6 To save your changes, click **Save**.

A window displays the bug group(s) that you have saved. From this window, you can click a bug group name to see the bugs and the saved searches; you can also edit the search criteria.

Open Caveats for Cisco Voice Provisioning Tool, Release 1.0(1)

[Table 1](#) describes possible unexpected behaviors in Cisco Voice Provisioning Tool release 1.0(1), sorted by component.



Tip

For more information about an individual defect, click the associated Identifier to access the online record for that defect, including workarounds.

Because defect status continually changes, be aware that the list in [Table 1](#) reflects a snapshot of the defects that were open at the time this report was compiled. For an updated view of open defects, access Bug Toolkit and follow the instructions as described in the [“To Use Bug Toolkit” procedure on page 10](#).

Table 1 *Open Caveats for Cisco Voice Provisioning Tool Release 1.0(1)*

Identifier	Headline
Component: CCM Plugin	
CSCsb52156	Shared Settings do not seem to save and propagate
Component: Phone Provisioning	
CSCsb40475	Missing data in CCM response due to invalid nil Note For additional information on this defect, see the “AXL Connection May Become Unusable During Extended Phone Provisioning Activity” section on page 9 .
CSCsa88634	Multimod-phone:Display On/Idle fields permit invalid entry of 0:00
CSCsb28156	Add Phone GUI: accentuated character garbled or ignored
CSCsb46764	VPT shows Audio Sources deleted from CCM Admin
CSCsb49130	MLPP Domain not getting saved for 7910/7920/7935/7936 phones
CSCsb49954	Use Current Device Settings option not shown if no user profiles exist
Component: Security	
CSCsa87879	Add/Modify Role: No warning of unsaved priv changes when leaving page
CSCsb65304	Changing role name makes role un-usable
Component: User Provisioning	
CSCsb07218	CCM Users with no first name are not returned in search
CSCsb65282	Conflicting User pop-up is incorrect

Table 1 **Open Caveats for Cisco Voice Provisioning Tool Release 1.0(1) (continued)**

Identifier	Headline
Component: VPT Application	
CSCsb51229	Update User fails due to garbled UTF-8 encoded chars

Troubleshooting

The *Cisco Voice Provisioning Tool System Management and Security Guide* and the *Cisco Voice Provisioning Tool User and Phone Management Guide* provide information on diagnosing and correcting some problems. For additional troubleshooting information, see the “[Documentation Updates](#)” section on page 13.

Documentation Updates

This section provides documentation changes that were unavailable when the Cisco Voice Provisioning Tool release 1.0 documentation suite was released.

This section contains documentation updates for the following items:

- [Errors, page 13](#)
- [Changes, page 13](#)
- [Omissions, page 14](#)

Errors

The *Cisco Voice Provisioning Tool User and Phone Management Guide* provides incorrect header information for the Automated Alternate Routing Calling Search Space setting that you use for bulk provisioning of phones. When you configure this setting for bulk provisioning, enter **ccm_phone_aarCallingSearchSpace** for the column header.

Changes

The following information is an update for the `ccm_phone_daysDisplayNotActive` setting that is described in the *Cisco Voice Provisioning Tool User and Phone Management Guide*. The document states that you can enter the days—for example, Sunday, Monday, Tuesday, and so on—on which you want the backlight to remain off. In addition to entering the days, you can enter a number from 1 through 7 to represent the day. For example, you can enter 1 to represent Sunday, 2 to represent Monday, and so on, through 7 to represent Saturday.

If you enter multiple values, separate values with a semicolon.

Omissions

This section lists new and additional information that is not included in the current Cisco Voice Provisioning Tool documentation. The new and additional information will be incorporated in a future documentation release.

This section covers the following document omissions:

- [Bulk Provisioning Privileges \(Cisco Voice Provisioning Tool User and Phone Management Guide\)](#), page 14
- [Changing the Product System Connection Timeout Setting \(Cisco Voice Provisioning Tool System Management and Security Guide\)](#), page 15
- [Troubleshooting a Failed Plug-in Installation \(Cisco Voice Provisioning Tool System Management and Security Guide\)](#), page 15
- [Troubleshooting Cisco Unity Product System Test Failures \(Cisco Voice Provisioning Tool System Management and Security Guide\)](#), page 16
- [Using Tab-Delimited Files for Bulk Provisioning \(Cisco Voice Provisioning Tool User and Phone Management Guide\)](#), page 17
- [Viewing the CSV File After a Bulk Export Operation \(Cisco Voice Provisioning Tool User and Phone Management Guide\)](#), page 18

Bulk Provisioning Privileges (*Cisco Voice Provisioning Tool User and Phone Management Guide*)

The *Cisco Voice Provisioning Tool User and Phone Management Guide* does not include information on the bulk provisioning privileges that are required to perform bulk provisioning tasks. To perform bulk provisioning tasks in the Cisco Voice Provisioning Tool, you must have the appropriate provisioning privileges for the product system.

If you have the Manage Own Bulk privilege, you can do anything with the task if you own it; for example, if you own the task, you can add or modify import and export operations, delete operations, and so on.



Tip

If you are a super administrator, you can perform any bulk provisioning task, even those tasks that you do not own.

If you do not have the appropriate privileges, the bulk operation fails. If you have the Manage Own Bulk privilege or if you are a super administrator, you can perform the following tasks:

- List all bulk tasks
 - If you have the Manage Own Bulk privilege, you can go to the Manage Bulk Tasks page and get a list of all bulk tasks, even tasks that you do not own; however, you cannot access the specific bulk configuration page for the task if you do not own it.
- View a bulk operation
- Abort a bulk operation
- Delete a bulk operation
- Download the bulk CSV, tab-delimited, or log file
- View the log files
- Import in bulk (Adding)

- Import in bulk (Modifying Bulk Import Operations)
- Export in bulk (Adding)
- Export in bulk (Modifying Bulk Export Operation)

Changing the Product System Connection Timeout Setting (*Cisco Voice Provisioning Tool System Management and Security Guide*)

The *Cisco Voice Provisioning Tool System Management and Security Guide* does not contain information about how to change the amount of time in seconds that the VPT server will wait for a response after issuing a request to any product system. Use the following procedure to change this setting.

To Change the Product System Connection Timeout

-
- Step 1** In the Cisco Voice Provisioning Tool, choose **VPT Administration > Configuration**.
The Configuration window displays.
- Step 2** In the Product Systems section, enter a new value between 20 and 300 for the Connection Timeout.
- Step 3** Click **Save**.
-

Troubleshooting a Failed Plug-in Installation (*Cisco Voice Provisioning Tool System Management and Security Guide*)

If you attempt to install a plug-in on a server running VPT release 1.0(1) without first uninstalling another plug-in of the same product type (for example, you did not uninstall the Cisco Unity 4.0(5) plug-in before installing the Cisco Unity 4.1(1) plug-in), the VPT GUI will indicate that the plug-in installation failed by displaying the plug-in in red on the Manage Plug-ins page. You will need to do the following procedure to remove the failed plug-in installation.

To Remove a Failed Plug-in Installation

-
- Step 1** Stop the VPT Tomcat service.
- On the VPT server, on the Windows Start menu, choose **Programs > Administrative Tools > Services**.
 - In the right pane, locate **VPT Tomcat**, right-click it, and click **Stop**.
- Step 2** Browse to the <VPT installation root>\tomcat\webapps\vpt directory.
- Step 3** Delete the directory of the plug-in that failed to install properly. For Cisco Unity plug-ins, the directory uses the format unity_<supported Cisco Unity version>. For Cisco CallManager product systems, the directory uses the format ccm_<supported Cisco CallManager version>.
- Step 4** Restart the VPT tomcat service.
- On the Windows Start menu, choose **Programs > Administrative Tools > Services**.
 - In the right pane, locate **VPT Tomcat**, right-click it, and click **Start**.

VPT should now start up without the plug-in.

Troubleshooting Cisco Unity Product System Test Failures (*Cisco Voice Provisioning Tool System Management and Security Guide*)

Follow these troubleshooting tips if you receive a FAILED response in the Test Connection window after attempting to add or modify a Cisco Unity product system.

If you receive the response “Trying to connect to primary product system... FAILED”:

- Double-check the product system configuration.
 - Verify that the correct host name or IP address is listed.
 - Verify that the correct port is listed.

If you receive the response “Testing primary provided credentials... FAILED”:

- Try logging in to the Cisco Unity System Administrator website by using the user name and password that are configured on the product system page. Verify that the administrator can log in and has Class of Service rights to add subscribers.
- Verify that the CiscoUnityTdsProxy service is up and running on the Cisco Unity server. The service should be configured to log on as an account with proper permissions to access the SQL database. See the [“To Check the CiscoUnityTdsProxy Service Configuration” procedure on page 16](#) for instructions.
- Make sure that the following registry key is not present on the Cisco Unity server (or, if present, is set to 0):

```
HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\PerfProc\Performance\
Disable Performance Counters
```

See the [“To Check for the Disable Performance Counters Registry Key” procedure on page 17](#) for instructions.

To Check the CiscoUnityTdsProxy Service Configuration

- Step 1** On the Cisco Unity server, on the Windows Start menu, choose **Programs > Administrative Tools > Services**.
 - Step 2** In the right pane, locate the **CiscoUnityTdsProxy** service.
 - Step 3** Verify that the Status column indicates that the service is started.
 - Step 4** Note the entry in the Log On As column; this is the account that the service runs as. In most cases, this is the LocalSystem account.
 - Step 5** Close the Services window.
 - Step 6** On the Windows Start menu, choose **Programs > Accessories > Command Prompt**.
 - Step 7** In the Command Prompt window, enter **osql -E -d master -Q "select name from sysxlogins"** and press **Enter**.
 - Step 8** Verify that the result contains the account that you noted in [Step 4](#). For the LocalSystem account, you should see the entry NT AUTHORITY\SYSTEM.
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To Check for the Disable Performance Counters Registry Key

-
- Step 1** On the Cisco Unity server, start Regedit. If failover is configured, you can start with either the primary or the secondary server.
- a. On the Windows Start menu, choose **Programs > Accessories > Command Prompt**.
 - b. In the Command Prompt window, enter **Regedit** and press **Enter**.
- Step 2** Check for the key
HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\PerfProc\Performance\
Disable Performance Counters.
- If the key is present, set the value to **0**.
- Step 3** Close Regedit.
- Step 4** If failover is configured, repeat [Step 1](#) through [Step 3](#) on the other server in the failover pair.
-

Using Tab-Delimited Files for Bulk Provisioning (*Cisco Voice Provisioning Tool User and Phone Management Guide*)

The *Cisco Voice Provisioning Tool User and Phone Management Guide* does not provide information on tab-delimited files, which are supported by the bulk administration functionality in the Cisco Voice Provisioning Tool. Tab-delimited files can be used instead of comma-separated value (CSV) files.

During bulk import operations for tab-delimited files, VPT automatically detects the file format based on the contents of the file, and not the file name. During bulk export operations, you must choose the format to use. When you export a comma-delimited file, a *.csv file name is used; when you export a tab-delimited file, a *.txt file name is used.



Tip

Tab-delimited and CSV files use the same rules that are described in the *Cisco Voice Provisioning Tool User and Phone Management Guide*, unless noted in this version of the release notes.

CSV files treat commas differently than tab-delimited files do. For information on how the comma is used with CSV files, refer to the *Cisco Voice Provisioning Tool User and Phone Management Guide*. If you use a comma with tab-delimited files, the file treats the character as a comma.

For tab-delimited files, do not press the tab key in column cells. Instead of pressing the tab key, enter the tilde (~). The tool converts the tilde to a tab when you import or export the data. If you want the tool to use the tilde character instead of converting it to a tab, enter a forward slash (/) before the tilde; for example, /~. The tool recognizes that you want to use the tilde character and not the tab, and the tool removes the forward slash during the operation.

When using Microsoft Excel, you can save the tab-delimited file in the following formats:

- Text—tab-delimited—with a *.txt file name
- CSV—comma-separated—with a *.csv file name

Note that CSV format does not work for all locales (for example, French and Chinese). Before you choose this option, ensure that your locale supports saving the file in a CSV file format. For more information, refer to the Microsoft Excel documentation.

To ensure that Microsoft Excel interprets the file correctly, save the file to disk and then open the file in Microsoft Excel. The wizard will not run if Microsoft Excel cannot detect the file correctly. When Microsoft Excel attempts to read a *.txt file, it automatically opens a wizard in which you can specify details about the format that you are using. We strongly recommend that you accept the defaults that display in the wizard; that is, click Next until the wizard finishes. Using the default settings in the wizard ensures that the file opens correctly.

Viewing the CSV File After a Bulk Export Operation (*Cisco Voice Provisioning Tool User and Phone Management Guide*)

The *Cisco Voice Provisioning Tool User and Phone Management Guide* does not provide the following information on bulk provisioning. When you view a comma-separated value (CSV) file after a bulk export operation, the settings in the CSV file may appear in a different case than is presented in the *Cisco Voice Provisioning Tool User and Phone Management Guide*. The information in the exported CSV file is correct.



Tip

The Cisco Voice Provisioning Tool ignores the case that is used in the headers.

Related Documentation

See the following documents for more information on the Cisco Voice Provisioning Tool, Cisco CallManager, and Cisco Unity:

- *Cisco Voice Provisioning Tool Documentation Guide for Release 1.0(1)*

This guide lists and describes the documents that make up the Cisco Voice Provisioning Tool documentation set. The guide is available at

http://www.cisco.com/en/US/products/ps6524/products_documentation_roadmap09186a00804e6c7a.html.

- *Cisco Voice Provisioning Tool Installation and Upgrade Guide*

This guide describes how to install and upgrade the Cisco Voice Provisioning Tool. The guide is available at

http://www.cisco.com/en/US/products/ps6524/prod_installation_guide09186a00804e6cb3.html.

- *Cisco Voice Provisioning Tool System Management and Security Guide*

This guide provides descriptions of the Cisco Voice Provisioning Tool and its components, as well as step-by-step instructions for configuring and managing the tool itself. The guide is available at http://www.cisco.com/en/US/products/ps6524/products_administration_guide_book09186a00804e6ab4.html.

- *Cisco Voice Provisioning Tool User and Phone Management Guide*

This guide provides information on provisioning users, phones, and device profiles for Cisco CallManager and Cisco Unity. The guide is available at

http://www.cisco.com/en/US/products/ps6524/products_administration_guide_book09186a00804e6ab1.html.

- *Cisco CallManager Documentation Guides for Release 4.1(x)*

These documents provide lists of Cisco CallManager documents that are available with the 4.1(x) releases. The documents also provide URLs so that you can locate the documents on the web. These guides are available at

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/4_1/doc_gd/index.htm.

- *Cisco Unity Documentation Guide*

This document provides a list of Cisco Unity documents that are available with the 4.0(x) release. The document also provides URLs so that you can locate the documents on the web. This documentation guide is available at

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

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That’s all there is to it!

Obtaining Documentation

Cisco documentation and additional literature are available on Cisco.com. Cisco also provides several ways to obtain technical assistance and other technical resources. These sections explain how to obtain technical information from Cisco Systems.

Cisco.com

You can access the most current Cisco documentation at this URL:

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

You can access the Cisco website at this URL:

<http://www.cisco.com>

You can access international Cisco websites at this URL:

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

Product Documentation DVD

The Product Documentation DVD is a comprehensive library of technical product documentation on a portable medium. The DVD enables you to access multiple versions of installation, configuration, and command guides for Cisco hardware and software products. With the DVD, you have access to the same HTML documentation that is found on the Cisco website without being connected to the Internet. Certain products also have .PDF versions of the documentation available.

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Cisco Product Security Overview

Cisco provides a free online Security Vulnerability Policy portal at this URL:

http://www.cisco.com/en/US/products/products_security_vulnerability_policy.html

From this site, you will find information about how to:

- Report security vulnerabilities in Cisco products.
- Obtain assistance with security incidents that involve Cisco products.
- Register to receive security information from Cisco.

A current list of security advisories, security notices, and security responses for Cisco products is available at this URL:

<http://www.cisco.com/go/psirt>

To see security advisories, security notices, and security responses as they are updated in real time, you can subscribe to the Product Security Incident Response Team Really Simple Syndication (PSIRT RSS) feed. Information about how to subscribe to the PSIRT RSS feed is found at this URL:

http://www.cisco.com/en/US/products/products_psirt_rss_feed.html

Reporting Security Problems in Cisco Products

Cisco is committed to delivering secure products. We test our products internally before we release them, and we strive to correct all vulnerabilities quickly. If you think that you have identified a vulnerability in a Cisco product, contact PSIRT:

- For Emergencies only—security-alert@cisco.com

An emergency is either a condition in which a system is under active attack or a condition for which a severe and urgent security vulnerability should be reported. All other conditions are considered nonemergencies.

- For Nonemergencies—psirt@cisco.com

In an emergency, you can also reach PSIRT by telephone:

- 1 877 228-7302
- 1 408 525-6532



Tip

We encourage you to use Pretty Good Privacy (PGP) or a compatible product (for example, GnuPG) to encrypt any sensitive information that you send to Cisco. PSIRT can work with information that has been encrypted with PGP versions 2.x through 9.x.

Never use a revoked or an expired encryption key. The correct public key to use in your correspondence with PSIRT is the one linked in the Contact Summary section of the Security Vulnerability Policy page at this URL:

http://www.cisco.com/en/US/products/products_security_vulnerability_policy.html

The link on this page has the current PGP key ID in use.

If you do not have or use PGP, contact PSIRT at the aforementioned e-mail addresses or phone numbers before sending any sensitive material to find other means of encrypting the data.

Obtaining Technical Assistance

Cisco Technical Support provides 24-hour-a-day award-winning technical assistance. The Cisco Technical Support & Documentation website on Cisco.com features extensive online support resources. In addition, if you have a valid Cisco service contract, Cisco Technical Assistance Center (TAC) engineers provide telephone support. If you do not have a valid Cisco service contract, contact your reseller.

Cisco Technical Support & Documentation Website

The Cisco Technical Support & Documentation website provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The website is available 24 hours a day, at this URL:

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

Access to all tools on the Cisco Technical Support & Documentation website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a user ID or password, you can register at this URL:

<http://tools.cisco.com/RPF/register/register.do>



Note

Use the Cisco Product Identification (CPI) tool to locate your product serial number before submitting a web or phone request for service. You can access the CPI tool from the Cisco Technical Support & Documentation website by clicking the **Tools & Resources** link under Documentation & Tools. Choose **Cisco Product Identification Tool** from the Alphabetical Index drop-down list, or click the **Cisco Product Identification Tool** link under Alerts & RMAs. The CPI tool offers three search options: by product ID or model name; by tree view; or for certain products, by copying and pasting **show** command output. Search results show an illustration of your product with the serial number label location highlighted. Locate the serial number label on your product and record the information before placing a service call.

Submitting a Service Request

Using the online TAC Service Request Tool is the fastest way to open S3 and S4 service requests. (S3 and S4 service requests are those in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Service Request Tool provides recommended solutions. If your issue is not resolved using the recommended resources, your service request is assigned to a Cisco engineer. The TAC Service Request Tool is located at this URL:

<http://www.cisco.com/techsupport/servicerequest>

For S1 or S2 service requests, or if you do not have Internet access, contact the Cisco TAC by telephone. (S1 or S2 service requests are those in which your production network is down or severely degraded.) Cisco engineers are assigned immediately to S1 and S2 service requests to help keep your business operations running smoothly.

To open a service request by telephone, use one of the following numbers:

Asia-Pacific: +61 2 8446 7411 (Australia: 1 800 805 227)

EMEA: +32 2 704 55 55

USA: 1 800 553-2447

For a complete list of Cisco TAC contacts, go to this URL:

<http://www.cisco.com/techsupport/contacts>

Definitions of Service Request Severity

To ensure that all service requests are reported in a standard format, Cisco has established severity definitions.

Severity 1 (S1)—An existing network is down, or there is a critical impact to your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation.

Severity 2 (S2)—Operation of an existing network is severely degraded, or significant aspects of your business operations are negatively affected by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.

Severity 3 (S3)—Operational performance of the network is impaired, while most business operations remain functional. You and Cisco will commit resources during normal business hours to restore service to satisfactory levels.

Severity 4 (S4)—You require information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on your business operations.

Obtaining Additional Publications and Information

Information about Cisco products, technologies, and network solutions is available from various online and printed sources.

- The *Cisco Product Quick Reference Guide* is a handy, compact reference tool that includes brief product overviews, key features, sample part numbers, and abbreviated technical specifications for many Cisco products that are sold through channel partners. It is updated twice a year and includes the latest Cisco offerings. To order and find out more about the Cisco Product Quick Reference Guide, go to this URL:

<http://www.cisco.com/go/guide>

- Cisco Marketplace provides a variety of Cisco books, reference guides, documentation, and logo merchandise. Visit Cisco Marketplace, the company store, at this URL:

<http://www.cisco.com/go/marketplace/>

- *Cisco Press* publishes a wide range of general networking, training and certification titles. Both new and experienced users will benefit from these publications. For current Cisco Press titles and other information, go to Cisco Press at this URL:

<http://www.ciscopress.com>

- *Packet* magazine is the Cisco Systems technical user magazine for maximizing Internet and networking investments. Each quarter, Packet delivers coverage of the latest industry trends, technology breakthroughs, and Cisco products and solutions, as well as network deployment and troubleshooting tips, configuration examples, customer case studies, certification and training information, and links to scores of in-depth online resources. You can access Packet magazine at this URL:

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

- *iQ Magazine* is the quarterly publication from Cisco Systems designed to help growing companies learn how they can use technology to increase revenue, streamline their business, and expand services. The publication identifies the challenges facing these companies and the technologies to help solve them, using real-world case studies and business strategies to help readers make sound technology investment decisions. You can access iQ Magazine at this URL:

<http://www.cisco.com/go/iqmagazine>

or view the digital edition at this URL:

<http://ciscoiq.texterity.com/ciscoiq/sample/>

- *Internet Protocol Journal* is a quarterly journal published by Cisco Systems for engineering professionals involved in designing, developing, and operating public and private internets and intranets. You can access the Internet Protocol Journal at this URL:

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

- Networking products offered by Cisco Systems, as well as customer support services, can be obtained at this URL:

<http://www.cisco.com/en/US/products/index.html>

- Networking Professionals Connection is an interactive website for networking professionals to share questions, suggestions, and information about networking products and technologies with Cisco experts and other networking professionals. Join a discussion at this URL:

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