



Release Notes for Cisco Unified Communications Manager Release 8.5(1)

March 14, 2011

To view the release notes for previous versions of Cisco Unified Communications Manager, choose the Cisco Unified Communications Manager version from the following URL:

http://www.cisco.com/en/US/products/ps7273/prod_release_notes_list.html

Table 1 *Updates to Release Notes for Cisco Unified Communications Manager 8.05(1) Release Notes*

Date	Change
1-11-11	Updated the “ Upgrading to Unrestricted Cisco Unified Communications Manager 8.5(1) ” section on page 7.

Contents

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- [Introduction](#), page 2
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Before you install or upgrade Cisco Unified Communications Manager, Cisco recommends that you review the “[Upgrading to Cisco Unified Communications Manager 8.5\(1\)](#)” section on page 3, and the “[Service Updates](#)” section on page 11 for information pertinent to installing or upgrading, and the “[Important Notes](#)” section on page 12 for information about issues that may affect your system.

Introduction

Cisco Unified Communications Manager, the call-processing component of the Cisco Unified Communications System, extends enterprise telephony features and capabilities to IP phones, media processing devices, voice-over-IP (VoIP) gateways, mobile devices, and multimedia applications.

Cisco Unified Communications Manager Business Edition 5000 (Unified CMBE) offers you the features and functionality of Cisco Unified Communications Manager (Unified CM) and Cisco Unity Connection on one appliance platform.



Note

In the past, export licenses, government regulations, and import restrictions have limited Cisco System’s ability to supply Cisco Unified Communications Managers worldwide. Cisco has obtained an unrestricted US export classification for Cisco Unified Communications Manager.

Be aware that after you install an unrestricted release, you can never upgrade to a restricted version. You will also not be allowed to fresh install a restricted version on a system that contains an unrestricted version.

System Requirements

The following sections comprise the system requirements for this release of Cisco Unified CM.

Server Support

Make sure that you install and configure Cisco Unified CM on a Cisco Media Convergence Server (MCS), a Cisco Unified Computing System (UCS) server, or a Cisco-approved HP server configuration or a Cisco-approved IBM server configuration.

To find which MCS and UCS servers are compatible with this release of Cisco Unified CM, refer to the Supported Servers for Cisco Unified Communications Manager Releases:

http://www.cisco.com/en/US/prod/collateral/voicesw/ps6790/ps5748/ps378/prod_brochure0900aecd8062a4f9.html.



Note

Make sure that the matrix shows that your server model supports Cisco Unified CM Release 8.5(1).



Note

Be aware that some servers that are listed in the *Cisco Unified Communications Manager Software Compatibility Matrix* may require additional hardware support for Cisco Unified CM Release 8.5(1). Make sure that your server meets the minimum hardware requirements, as indicated in the footnotes of the *Cisco Unified Communications Manager Software Compatibility Matrix*.

Uninterruptible Power Supply (UPS) Integration for Cisco Unified Communications Manager

Cisco recommends that you connect each Cisco Unified Communications Manager server to an uninterruptible power supply (UPS) to provide backup power and protect your system against a power failure.

Integration occurs via a single point-to-point Universal Serial Bus (USB) connection. Serial and SNMP connectivity to UPS is not supported, and the USB connection must be point-to-point (in other words, no USB hubs). Single- and dual-USB UPS models get supported with the APC SmartUPS 1500VA USB and APC 750VA XL USB. The feature activates automatically during bootup if a connected UPS is detected.

Alternatively, you can execute the CLI command **show ups status** that shows the current status of the USB-connected APC smart-UPS device and starts the monitoring service if it is not already started. The CLI command also displays detected hardware, detected versions, current power draw, remaining battery runtime, and other relevant status information.

When the feature is activated, graceful shutdown will commence as soon as the low battery threshold is reached. Resumption or fluctuation of power will not interrupt or abort the shutdown, and administrators cannot stop the shutdown after the feature is activated.

For unsupported Cisco Unified Communications Manager releases, MCS models and/or UPS vendor/make/models, you can cause an external script to monitor the UPS. When low battery gets detected, you can log on to Cisco Unified Communications Manager by using Secure Shell (SSH), access the CLI, and execute the **utils system shutdown** command.



Note

If your pre-8.0 Unified CM runs on a deprecated server, you can upgrade it by using the Bridge upgrade procedure.



Note

Be aware that the DL 380-G6 server is available only directly from HP; no equivalent HP OEM MCS-7835-H3 or MCS-7845-H3 servers exist.

Upgrading to Cisco Unified Communications Manager 8.5(1)

The following sections contain information that is pertinent to upgrading to this release of Cisco Unified CM.

- [Before You Begin, page 4](#)
- [Special Upgrade Information, page 4](#)
- [Upgrade Paths, page 5](#)
- [Ordering the Upgrade Media, page 5](#)
- [Latest Software Upgrades for Unified CM 8.5 on Cisco.com, page 11](#)
- [Upgrading to Restricted Cisco Unified Communications Manager 8.5\(1\), page 6](#)
- [Upgrading to Unrestricted Cisco Unified Communications Manager 8.5\(1\), page 7](#)
- [Upgrading from a Local Source, page 8](#)
- [Upgrading from a Remote Source, page 9](#)

Before You Begin

In Cisco Unified Communications Manager 8.5(1), the image available for download from Cisco.com is a bootable image that can be burned to DVD and used for both upgrades and fresh installs. Cisco Unified Communications Manager 8.5(1) upgrade DVDs ordered from Cisco are also bootable for use with upgrades or fresh installs.



Note

Follow the install instructions located here:

http://www.cisco.com/en/US/customer/docs/voice_ip_comm/cucm/install/8_5_1/install/cmins851.html

1. Before you upgrade the software version of Cisco Unified Communications Manager, verify your current software version.

To do that, open Cisco Unified Communications Manager Administration. The following information displays:

- Cisco Unified Communications Manager System version
- Cisco Unified Communications Manager Administration version

2. Read the [“Special Upgrade Information” section on page 4](#).



Note

Cisco recommends that you remove the bootable DVD from the DVD drive after an upgrade. If you reboot your system with the bootable DVD in the drive, your disk may be reformatted. At the completion of the upgrade, the DVD ejects. Confirm that the DVD ejected and remove the DVD physically from the DVD drive.



Note

When you upgrade the Cisco Unified Communication Manager cluster, you must restart the Cisco Unified Mobility Advantage server to ensure it can register mobile clients.

Special Upgrade Information

The following sections include information that you must know before you begin the upgrade process.

- [Device Name of Cisco Unified Mobile Communicator Must Not Exceed 15 Characters Before Upgrade, page 4](#)
- [Important Upgrade Information, page 5](#)

Device Name of Cisco Unified Mobile Communicator Must Not Exceed 15 Characters Before Upgrade

Before you upgrade to Cisco Unified Communications Manager 8.5(1), ensure that the device name of a Cisco Unified Mobile Communicator does not exceed 15 characters in Cisco Unified Communications Manager Administration. If the device name of a Cisco Unified Mobile Communicator exceeds 15 characters, migration of this device will fail when you upgrade to Cisco Unified Communications Manager 8.5(1) and the following error message gets written to the upgrade log:

```
InstallFull *ERROR* Name for Cisco Unified Mobile Communicator device(s) must be 15 or less, please correct and rerun upgrade.
```

If an existing Cisco Unified Mobile Communicator device name specifies a longer name, shorten the device name to 15 or fewer characters before the upgrade.

Important Upgrade Information

Do not upgrade Cisco Unified Communications Manager Business Edition 5000 at the same time that the Cisco Unity Connection “Upgrade Database Statistics” task is running. Because both processes are processor intensive, allowing them to run simultaneously may cause the system to stop functioning and force you to restart the server.

By default, the Upgrade Database Statistics task runs at 3:30 am daily. To determine whether the task schedule has been changed, whether the task is currently running, and how long the task has recently taken to complete, log on to Cisco Unity Connection Administration. Click **Tools > Task Management > Update Database Statistics**.

The Task Definition Basics window displays a history of when the task started and when it completed. If the Time Started column has a value and the Time Completed column does not, this indicates that the task is currently running.

If you must run the upgrade at a time that could overlap with the Upgrade Database Statistics task, reschedule the task to run before or after the upgrade. On the Task Definition Basics window for the task, click **Edit > Task Schedule**.

Do not reschedule the task to run during normal business hours. When the upgrade completes, reset the schedule to the default settings.

Upgrade Paths

For information about supported Cisco Unified CM upgrades, see the *Cisco Unified Communications Manager Software Compatibility Matrix* at the following URL:

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/compat/ccmcompmatr.html

Ordering the Upgrade Media

To upgrade to Cisco Unified CM Release 8.5(1) from a release prior to 8.0(1), use the [Product Upgrade Tool](#) (PUT) to obtain a media kit and license or purchase the upgrade from Cisco Sales.

To use the PUT, you must enter your Cisco contract number (Smartnet, SASU or ESW) and request the DVD/DVD set. If you do not have a contract for Cisco Unified Communications Manager, you must purchase the upgrade from Cisco Sales.

For more information about supported Cisco Unified CM upgrades, see the *Cisco Unified Communications Manager Software Compatibility Matrix* at the following URL:

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/compat/ccmcompmatr.html

See the “Software Upgrades” chapter of the *Cisco Unified Communications Operating System Administration Guide*.

Upgrading to Restricted Cisco Unified Communications Manager 8.5(1)

This section contains instructions for upgrading to the restricted version of Cisco Unified Communications Manager 8.5(1)

- [Upgrading from Unified CM 6.x or Later by Using the UCSInstall ISO File, page 6](#)

Upgrading from Unified CM 6.x or Later by Using the UCSInstall ISO File



Note

Release 6.x customers can install this version, but the ccm.exe will not run unless 7.0 software licenses exist on the system.

Because of its size, the UCSInstall iso file, UCOS_8.5.1.10000-26.sgn.iso, comprises three parts:

- UCSInstall_UCOS_8.5.1.10000-26.sgn.iso_part1of3
- UCSInstall_UCOS_8.5.1.10000-26.sgn.iso_part2of3
- UCSInstall_UCOS_8.5.1.10000-26.sgn.iso_part3of3

Procedure

Step 1 From the Software Download page on Cisco.com, download the three UCSInstall iso files.

Step 2 To combine the three files, execute one of the following commands.



Note

Because the UCSInstall_UCOS_8.5.1.10000-26 build specifies a nonbootable ISO, the build proves useful only for upgrades. You cannot use this build for new installations.

- a.** If you have a Unix/Linux system, enter (copy and paste) the following command into the CLI:

```
cat UCSInstall_UCOS_8.5.1.10000-26.sgn.iso_part1of3
UCSInstall_UCOS_8.5.1.10000-26.sgn.iso_part2of3
UCSInstall_UCOS_8.5.1.10000-26.sgn.iso_part3of3 >
UCSInstall_UCOS_8.5.1.10000-26.sgn.iso
```

- b.** If you have a Windows system, enter (copy and paste) the following command into the command prompt (cmd.exe):

```
COPY /B
UCSInstall_UCOS_8.5.1.10000-26.sgn.iso_part1of3+UCSInstall_UCOS_8.5.1.10000-26.sgn.is
o_part2of3+UCSInstall_UCOS_8.5.1.10000-26.sgn.iso_part3of3
UCSInstall_UCOS_8.5.1.10000-26.sgn.iso
```

Step 3 Use an md5sum utility to verify that the MD5 sum of the final file is:

```
0c32c562fce5b5be5d9b8f01c749b63f UCSInstall_UCOS_8.5.1.10000-26.sgn.iso
```

Step 4 Continue by following the instructions in the [“Upgrading from a Local Source” section on page 8](#) or the [“Upgrading from a Remote Source” section on page 9](#).

Upgrading to Unrestricted Cisco Unified Communications Manager 8.5(1)



Note

The unrestricted version of Unified CM 8.5(1) is available in limited markets only.

Be aware that after you install or upgrade to an unrestricted release, you can never upgrade to a restricted version. You will not even be allowed to fresh install a restricted version on a system that contains an unrestricted version.

This section includes the following information:

- [Installing the Unrestricted COP File, page 7](#)
- [To see if your current version of Cisco Unified Communications Manager is compatible with the unrestricted version of Cisco Unified Communications Manager 8.5\(1\), see
 \[http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/compat/ccmcompmatr.html\]\(http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/compat/ccmcompmatr.html\), page 7](#)

Installing the Unrestricted COP File

Before you upgrade from [Compatible Versions](#) of Cisco Unified Communications Manager 5.1(3x), 6.x or 7.x to unrestricted Cisco Unified Communications Manager 8.5(1), install the unrestricted COP file (**ciscocm.allow_upgrades_to_unrestricted.cop.sgn**) that you can find under:

Cisco Unified Communications Manager Version 8.5 -> Unified Communications Manager / CallManager / Cisco Unity Connection Utilities -> COP-Files

Compatible Versions

To see if your current version of Cisco Unified Communications Manager is compatible with the unrestricted version of Cisco Unified Communications Manager 8.5(1), see http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/compat/ccmcompmatr.html

Upgrading from Unified MC 6.x or Later by Using the UCSInstall File



Note

Release 6.x customers can install this version, but the ccm.exe will not run unless 8.0 software licenses exist on the system.

Because of its size, the UCSInstall iso file comprises three parts:

- UCSInstall_UCOS_UNRST_8.5.1.10000-26.sgn.iso_part1of3
- UCSInstall_UCOS_UNRST_8.5.1.10000-26.sgn.iso_part2of3
- UCSInstall_UCOS_UNRST_8.5.1.10000-26.sgn.iso_part3of3

Procedure

- Step 1** Ensure that you have completed the [“Installing the Unrestricted COP File” section on page 7](#).
- Step 2** From the Software Download page on Cisco.com, download the three UCSInstall files.
- Step 3** To combine the files, execute one of the following commands.

**Note**

Because the UCSInstall_UCOS_UNRST_8.5.1.10000-26.sgn.iso build specifies a nonbootable ISO, the build proves useful only for upgrades. You cannot use this build for new installations.

- a. If you have a Unix/Linux system, copy and paste the following command into the CLI:

```
cat UCSInstall_UCOS_UNRST_8.5.1.10000-26.sgn.iso_part1of3 UCSInstall_UCOS_UNRST_8.5.1.10000-26.sgn.iso_part2of3
UCSInstall_UCOS_UNRST_8.5.1.10000-26.sgn.iso_part3of3 > UCSInstall_UCOS_UNRST_8.5.1.10000-26.sgn.iso
```

- b. If you have a Windows system, copy and paste the following command into the command prompt (cmd.exe):

```
COPY/B UCSInstall_UCOS_UNRST_8.5.1.10000-26.sgn.iso_part1of3+UCSInstall_UCOS_UNRST_8.5.1.10000-26.sgn.iso_part2of3
+UCSInstall_UCOS_UNRST_8.5.1.10000-26.sgn.iso_part3of3 UCSInstall_UCOS_UNRST_8.5.1.10000-26.sgn.iso
```

- Step 4** Use an md5sum utility to verify that the MD5 sum of the final file is correct.

```
3be0a3815a1b7fb572e91bd0df565b05 UCSInstall_UCOS_UNRST_8.5.1.10000-26.sgn.iso
```

- Step 5** Continue by following the instructions in the [“Upgrading from a Local Source”](#) section on page 8 or the [“Upgrading from a Remote Source”](#) section on page 9.

Upgrading from a Local Source

To upgrade the software from local DVD, follow this procedure:

Procedure

- Step 1** If you are upgrading Cisco Unified Communications Manager Business Edition 5000, skip to [Step 2](#). If you are adding a Cisco Unity Connection locale, stop the Connection Conversation Manager and Connection Mixer services:
- Start Cisco Unity Connection Serviceability.
 - Navigate to **Tools > Control Center - Feature Services**.
 - Under Critical Services, in the Connection Conversation Manager row, click **Stop**.
 - Wait for the service to stop.
 - Also under Critical Services, in the Connection Mixer row, click **Stop**.
 - Wait for the service to stop.
- Step 2** Insert the new DVD into the disc drive on the local server that is to be upgraded.
- Step 3** Log in to Cisco Unified Communications Operating System Administration.
- Step 4** Navigate to **Software Upgrades > Install/Upgrade**.
The Software Installation/Upgrade window displays.
- Step 5** From the **Source** list, choose **DVD**.
- Step 6** Enter a slash (/) in the Directory field.

- Step 7** To continue the upgrade process, click **Next**.
- Step 8** Choose the upgrade version that you want to install and click **Next**.
- Step 9** In the next window, monitor the progress of the install.
- Step 10** If you are upgrading Cisco Unified Communications Manager Business Edition 5000, skip to [Step 11](#).
If you are installing Cisco Unity Connection locales and want to install another locale, click **Install Another**, and return to [Step 4](#).
If you do not want to install another locale, restart the Connection Conversation Manager and Connection Mixer services:
- Start Cisco Unity Connection Serviceability.
 - Navigate to **Tools > Control Center - Feature Services**.
 - Under Critical Services, in the Connection Conversation Manager row, click **Start**.
 - Wait for the service to start.
 - Also under Critical Services, in the Connection Mixer row, click **Start**.
 - Wait for the service to start.
 - Skip the rest of the procedure.
- Step 11** Perform one of the following procedures:
- To install the upgrade and automatically reboot to the upgraded partition, choose **Reboot to upgraded partition**. The system restarts and is running the upgraded software
or
 - To install the upgrade and manually reboot to the upgraded partition at a later time, do the following steps:
 - Choose **Do not reboot after upgrade**.
 - Click **Next**.
 - The Upgrade Status window displays the Upgrade log.
 - When the installation completes, click **Finish**.
 - To restart the system and activate the upgrade, choose **Settings > Version**; then, click **Switch Version**.

The system restarts, running the upgraded software.

Upgrading from a Remote Source

To upgrade the software from a network location or remote server, use the following procedure.



Note

Do not use the browser controls, such as Refresh/Reload, while you are accessing Cisco Unified Operating System Administration. Instead, use the navigation controls that are provided by the interface.

Procedure

- Step 1** Put the upgrade file on an FTP or SFTP server that the server that you are upgrading can access.

- Step 2** If you are upgrading Cisco Unified Communications Manager Business Edition 5000, skip to [Step 3](#).
If you are adding a Cisco Unity Connection locale, stop the Connection Conversation Manager and Connection Mixer services:
- Start Cisco Unity Connection Serviceability.
 - Navigate to **Tools > Control Center - Feature Services**.
 - Under Critical Services, in the Connection Conversation Manager row, click **Stop**.
 - Wait for the service to stop.
 - Also under Critical Services, in the Connection Mixer row, click **Stop**.
 - Wait for the service to stop.
- Step 3** Log in to Cisco Unified Communications Operating System Administration.
- Step 4** Navigate to **Software Upgrades > Install/Upgrade**.
The Software Installation/Upgrade window displays.
- Step 5** From the **Source** list, choose **Remote Filesystem**.
- Step 6** In the **Directory** field, enter the path to the directory that contains the patch file on the remote system.
If the upgrade file is located on a Linux or Unix server, you must enter a forward slash at the beginning of the directory path. For example, if the upgrade file is in the patches directory, you must enter `/patches`.
If the upgrade file is located on a Windows server, remember that you are connecting to an FTP or SFTP server, so use the appropriate syntax, including
- Begin the path with a forward slash (/) and use forward slashes throughout the path.
 - The path must start from the FTP or SFTP root directory on the server, so you cannot enter a Windows absolute path, which starts with a drive letter (for example, C:).
- Step 7** In the **Server** field, enter the server name or IP address.
- Step 8** In the **User Name** field, enter your user name on the remote server.
- Step 9** In the **User Password** field, enter your password on the remote server.
- Step 10** Select the transfer protocol from the **Transfer Protocol** field.
- Step 11** To continue the upgrade process, click **Next**.
- Step 12** Choose the upgrade version that you want to install and click **Next**.
- Step 13** In the next window, monitor the progress of the download.

**Note**

If you lose your connection with the server or close your browser during the upgrade process, you may see the following message when you try to access the Software Upgrades menu again:

Warning: Another session is installing software, click Assume Control to take over the installation.

If you are sure you want to take over the session, click **Assume Control**.

If Assume Control does not display, you can also monitor the upgrade with the Cisco Unified Real Time Monitoring Tool.

- Step 14** If you are installing upgrade software, skip to [Step 15](#).

If you are installing Cisco Unity Connection locales and want to install another locale, click **Install Another**, and return to [Step 4](#).

If you do not want to install another locale, restart the Connection Conversation Manager and Connection Mixer services:

- a. Start Cisco Unity Connection Serviceability.
- b. Navigate to **Tools > Control Center - Feature Services**.
- c. Under Critical Services, in the Connection Conversation Manager row, click **Start**.
- d. Wait for the service to start.
- e. Also under Critical Services, in the Connection Mixer row, click **Start**.
- f. Wait for the service to start.
- g. Skip the rest of the procedure.

Step 15 Perform one of the following procedures:

- a. To install the upgrade and automatically reboot to the upgraded partition, choose **Reboot to upgraded partition**. The system restarts and is running the upgraded software
or
- b. To install the upgrade and manually reboot to the upgraded partition at a later time, do the following steps:
 1. Choose **Do not reboot after upgrade**.
 2. Click **Next**.
 3. The Upgrade Status window displays the Upgrade log.
 4. When the installation completes, click **Finish**.
 5. To restart the system and activate the upgrade, choose **Settings > Version**; then, click **Switch Version**.

The system restarts, running the upgraded software.

Latest Software Upgrades for Unified CM 8.5 on Cisco.com

You can access the latest software upgrades for this release of Unified CM from <http://www.cisco.com/kobayashi/sw-center/sw-voice.shtml>.

Service Updates

After you install or upgrade to this release of Cisco Unified Communications Manager, check to see if Cisco has released critical patches or Service Updates. Service Updates, or SUs, contain fixes that were unavailable at the time of the original release, and often include security fixes, firmware updates, or software fixes that could improve operation.

To check for updates, from www.Cisco.com, select **Support > Download Software**. Navigate to the “Voice and Unified Communications” section and select **IP Telephony > Call Control > Cisco Unified Communications Manager (CallManager) > the appropriate version of Cisco Communications Manager for your deployment**.

For continued notification of updates for your Cisco products, subscribe to the Cisco Notification Service at:

<http://www.cisco.com/cisco/support/notifications.html>

Related Documentation

You can view documentation that supports this release of Cisco Unified Communications Manager at http://www.cisco.com/en/US/products/sw/voicesw/ps556/tsd_products_support_series_home.html

For information about the Cisco Intercompany Media Engine server, see the Release Notes for Cisco Intercompany Media Engine Release 85(1) at http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/ime/8_5_1/rel_notes/ime-rel_notes-851.html.

Limitations and Restrictions

A list of compatible software releases represents a major deliverable of Cisco Unified Communications Manager System testing. The recommendations, which are not exclusive, represent an addition to interoperability recommendations for each individual voice application or voice infrastructure product.

For a list of software and firmware versions of IP telephony components and contact center components that were tested for interoperability with Cisco Unified Communications Manager 8.5(1) as part of Cisco Unified Communications System Release 8.x testing, see

<http://www.cisco.com/go/unified-techinfo>



Note

Be aware that the release of Cisco IP telephony products does not always coincide with Cisco Unified Communications Manager releases. If a product does not meet the compatibility testing requirements with Cisco Unified CM, you need to wait until a compatible version of the product becomes available before you can upgrade to Cisco Unified Communications Manager Release 8.5(1). For the most current compatibility combinations and defects that are associated with other Cisco Unified CM products, refer to the documentation that is associated with those products.

Important Notes

The following section contains important information that may have been unavailable upon the initial release of documentation that supports Cisco Unified Communications Manager Release 8.5(1).

- [Unrestricted Release Limitations, page 13](#)
- [CSCtd87058 BAT Impact, page 13](#)
- [Cisco Unified Communications Manager Business Edition Name Change, page 13](#)
- [Limitations to Call Park Feature, page 13](#)
- [CSCth53322 Rebuild Server After You Use the Recovery Disk, page 14](#)
- [CSCte05285 IBM I3 Servers Automatic Server Restart \(ASR\) Default Specifies Disabled, page 15](#)
- [Disaster Recovery System Caution, page 15](#)
- [EMCC Login Affects Settings in Product-Specific Configuration Layout of Phone Configuration Window, page 15](#)

- [CSCtl05204 Cisco Unified CM Cored for Call Forwarding for all Scenarios with Early Offer Configured on a SIP Trunk, page 16](#)

Unrestricted Release Limitations

After you install an unrestricted release, you can never upgrade to a restricted version. You will not even be allowed to fresh install a restricted version on a system that contains an unrestricted version.

CSCtd87058 BAT Impact

If your Cisco Unified CM is unrestricted, Cisco recommends that you do not edit the following fields by using BAT - Import/Export:

- Configuring a Phone Security Profile - Device Security Mode field. Default specifies Non Secure
- Cisco IOS Conference Bridge Configuration Settings - Device Security Mode field. Default specifies Not Selected.
- Configuring Voice Mail Port Wizard - Device Security Mode field. Default value specifies Not Selected.
- Configuring Voice Mail Port - Device Security Mode field. Default specifies Not Selected
- Configuring SIP Trunk Security Profile - Device Security Mode field. Default specifies Non Secure.
- Configuring a Minimum Security Level for Meet-Me Conferences - Minimum Security Level field. The default specifies Non Secure

Cisco Unified Communications Manager Business Edition Name Change

Beginning with release 8.5(1), Cisco Unified Communications Manager Business Edition gets renamed Cisco Unified Communications Manager Business Edition 5000.

Limitations to Call Park Feature

The Call Park feature has the following known limitations:

- [CSCsz18443 Cisco Unified IP Phone 8961, 9951, 9971 Registered to a Node may Use the Call Park Number Assigned to Another Node, page 13](#)
- [CSCsz31137 Parked Call Gets Reverted When the Parkee is on, page 14](#)
- [CSCsz35994 Incorrect Display for Park Monitoring Forward No Retrieve, page 14](#)
- [CSCtb53159 Display Limitation in ConfList, page 14](#)

CSCsz18443 Cisco Unified IP Phone 8961, 9951, 9971 Registered to a Node may Use the Call Park Number Assigned to Another Node

Call Park numbers get configured on the nodes of a Cisco Unified Communications Manager cluster (first/subsequent). Call Park numbers are normally allocated from the node that initiates the call. If the Cisco Unified IP Phone 8961, 9951, 9971 that initiates the call is registered to the first node of the Cisco

Unified Communications Manager cluster, then a Call Park number configured on the first node gets used to park the call. This is irrespective of the node to which the called party is registered, or which party (calling or called) invokes the Call Park feature.

For example, if a phone registered to the first node initiates a call to a phone registered to the second node, then regardless of which phone invokes the Call Park feature, a Call Park number configured on the first node is always used.

Similarly, if the Call Park feature gets invoked when a phone in the second node is the call initiator, then a Call Park number configured on the second node is used.



Note

Be aware that you can restrict the Call Park feature only by using calling search space and partitions. Not configuring a Call Park number on a node will not ensure that the Call Park feature is not available to the phones in that node.

CSCsz31137 Parked Call Gets Reverted When the Parkee is on

When an inter-cluster parked call connected by an Intercluster Trunk (ICT) is put on hold, the call reverts when the Park Monitoring Reversion Timer and the Park Monitoring Forward No Retrieve Timer expire. Such a call reverts even though the parkee is on hold. This is a known limitation of inter-cluster calls connected via ICT that use the Call Park feature.

CSCsz35994 Incorrect Display for Park Monitoring Forward No Retrieve

For inter-cluster parked called connected by an ICT, after the Park Reversion Timer and Park Monitoring Forward No Retrieve Timer expire, the call gets forwarded to the Park Monitoring Forward No Retrieve destination. The display of the incoming call is incorrect on the destination device.

The display on the device is "From DN" instead of "Forwarded for DN". For example, if the initial call is an inter-cluster call via ICT from DN 1000 to DN 3000 and gets forwarded to DN 2000, the display on DN 2000 is "From 3000" instead of "Forwarded for 1000".

CSCtb53159 Display Limitation in ConfList

You can add as many conference participants as the conference bridge supports; however, ConfList only displays 16 participants. From the 17th participant onwards, the list displays only the latest 16 participants.

CSCth53322 Rebuild Server After You Use the Recovery Disk

After you use the recovery disk to bring a server with a corrupted file system into a bootable and semi-functional state, Cisco recommends that you rebuild the server.



Note

If you do not rebuild the server, you may notice missing directories, lost permissions, or corrupted softlinks.

CSCte05285 IBM I3 Servers Automatic Server Restart (ASR) Default Specifies Disabled

In the event of a system lockup, IBM I3 type servers do not automatically restart.

Under rare critical failures, such as a kernel panic, the IBM I3 type platforms do not automatically get restarted by the BIOS ASR functionality. The server remains unresponsive until it is rebooted manually.

Condition

In **IMM Control > System Settings > Server Timeouts**, the OS Watchdog timeout default specifies disabled.

Workaround

Before you perform the workaround make sure that the following conditions exist:

- Cisco Unified CM install is complete and the system is operational
- IMM remote management web interface is configured. (For details on how to configure IMM, refer to the hardware documentation.)

Procedure

To change the OS Watchdog configuration setting:

1. Log into the IMM remote management web interface.
2. From **IMM Control > System Settings > Server Timeouts**, change the OS Watchdog timeout value to **04:00**. This configures the timeout to 4 minutes.



Caution

Do not configure any other timeout duration.

CSCtd01766 Destination Port on Trunk Remains Unchanged After Upgrade

During an upgrade to an unrestricted Cisco Unified CM release, the SIP trunk incoming port gets changed to 5060; however, the destination port on the trunk remains what it was before the upgrade.

Disaster Recovery System Caution

When you restore your data, the hostname, server IP address, and the deployment type must be the same as it was during the backup. DRS does not restore across different hostnames, IP addresses and deployment types.

EMCC Login Affects Settings in Product-Specific Configuration Layout of Phone Configuration Window

When a user uses a phone in a visiting cluster to log into the user Extension Mobility profile, the phone inherits the default provisioning, network, and security settings (specifically, the configuration in the Product Specific Configuration Layout section of the Phone Configuration window) from the home

cluster. This behavior may override local security and network settings that are in place in the visiting cluster. Some of the parameters have firmware defaults that the system administrator cannot change until a fix is provided.

CSCtl05204 Cisco Unified CM Cored for Call Forwarding for all Scenarios with Early Offer Configured on a SIP Trunk

Cisco Unified CM may crash or call may fail when Early Offer is enabled on a SIP trunk and the call is made to a SCCP device next to a SIP trunk registered to a node which is different from the node of the incoming call.

New and Changed Information

The *New and Changed Information for Cisco Unified Communications Manager 8.5(1)* provides information about new and changed features for release 8.5(1).

To obtain this document, go to the following URL:

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/rel_notes/8_5_1/delta/delta.html

Caveats

The following sections contain information on how to obtain the latest resolved caveat information and descriptions of open caveats of severity levels 1, 2, and 3.

Caveats describe unexpected behavior on a Cisco Unified Communications server. Severity 1 caveats represent the most serious caveats, severity 2 caveats represent less serious caveats, and severity 3 caveats represent moderate caveats.

Resolved Caveats

You can find the latest resolved caveat information for Cisco Unified Communications Manager Release 8.0 by using Bug Toolkit, which is an online tool that is available for customers to query defects according to their own needs.



Tip

You need an account with Cisco.com (Cisco Connection Online) to use the Bug Toolkit to find open and resolved caveats of any severity for any release.

To access the Bug Toolkit, log on to <http://tools.cisco.com/Support/BugToolKit>.

Using Bug Toolkit

The system grades known problems (bugs) according to severity level. These release notes contain descriptions of the following bug levels:

- All severity level 1 or 2 bugs.
- Significant severity level 3 bugs.

You can search for problems by using the Cisco Software Bug Toolkit.

To access Bug Toolkit, you need the following items:

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

To use the Software Bug Toolkit, follow these steps:

Procedure

-
- Step 1** Access the Bug Toolkit, <http://tools.cisco.com/Support/BugToolKit>.
- Step 2** Log in with your Cisco.com user ID and password.
- Step 3** If you are looking for information about a specific problem, enter the bug ID number in the “Search for Bug ID” field, and click **Go**.
-



Tip

Click **Help** on the Bug Toolkit page for information about how to search for bugs, create saved searches, create bug groups, and so on.

Open Caveats

[Open Caveats for Cisco Unified Communications Manager Release 8.5\(1\) As of December 6, 2010](#) describe possible unexpected behaviors in Cisco Unified Communications Manager Release 7.1, which are sorted by component.



Tip

For more information about an individual defect, click the associated Identifier in the “[Open Caveats for Cisco Unified Communications Manager Release 8.5\(1\) As of December 6, 2010](#)” section on page 18 to access the online record for that defect, including workarounds.

Understanding the Fixed-in Version Field in the Online Defect Record

When you open the online record for a defect, you will see data in the “First Fixed-in Version” field. The information that displays in this field identifies the list of Cisco Unified Communications Manager interim versions in which the defect was fixed. These interim versions then get integrated into Cisco Unified Communications Manager releases.

Some more clearly defined versions include identification for Engineering Specials (ES) or Service Releases (SR); for example 03.3(04)ES29 and 04.0(02a)SR1. However, the version information that displays for the Cisco Unified Communications Manager maintenance releases may not be as clearly identified.

The following examples show how you can decode the maintenance release interim version information. These examples show you the format of the interim version along with the corresponding Cisco Unified Communications Manager release that includes that interim version. You can use these examples as guidance to better understand the presentation of information in these fields.

- 8.0(2.40000-x) = Cisco Unified Communications Manager 8.0(2c)
- 7.1(5.10000-x) = Cisco Unified Communications Manager 7.1(5)

- 7.1(3.30000-x) = Cisco Unified Communications Manager 7.1(3b)
- 7.1(3.20000-x) = Cisco Unified Communications Manager 7.1(3a)
- 7.1(3.10000-x) = Cisco Unified Communications Manager 7.1(3)
- 7.1(2.30000-x) = Cisco Unified Communications Manager 7.1(2b)
- 7.1(2.20000-x) = Cisco Unified Communications Manager 7.1(2a)
- 7.1(2.10000-x) = Cisco Unified Communications Manager 7.1(2)

**Note**

Because defect status continually changes, be aware that the “[Open Caveats for Cisco Unified Communications Manager Release 8.5\(1\) As of December 6, 2010](#)” section on page 18 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 “[Using Bug Toolkit](#)” section on page 16.

**Tip**

Bug Toolkit requires that you have an account with Cisco.com (Cisco Connection Online). By using the Bug Toolkit, you can find caveats of any severity for any release. Bug Toolkit may also provide a more current listing than this document provides. To access the Bug Toolkit, log on to http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl.

Open Caveats for Cisco Unified Communications Manager Release 8.5(1) As of December 6, 2010

The following information comprises unexpected behavior (as of December 6, 2010) that you may encounter in Release 8.5(1) of Cisco Unified Communications Manager.

Table 2 *Open Caveats for Cisco Unified Communications Manager Release 8.5(1) as of December 6, 2010*

ID	COMPONENT	HEADLINE
CSCtk06849	axl	/common - 100% usage - AXL service creates huge catalina.out files
CSCth58139	axl	/common - 100% usage - AXL service creates huge catalina.out files
CSCtk17682	backup-restore	Components such as "show network" on OS locked wrong when restore
CSCtk13563	bat	BAT incorrectly changes xpansion Module (AOM) fields to 7916
CSCti96515	bps-import-export	Bulk Admin Export doesnt work on large dial plan runs out of heap space
CSCtk60425	cdr-management	CDR Repository Manager traces should not print passwords
CSCtk14042	cli	Reverse DNS mismatch - CLI does not display all the PTR records
CSCti65764	cmcti	CTI does not handle scenario when devicehandle in CTI and CCM is out of
CSCtf37698	cmcti	Incorrect reason code in ExistingCallEvent for supervisor
CSCtj50299	cmcti	CTIManager Coredump on Inactive Partition Following L2

Table 2

Open Caveats for Cisco Unified Communications Manager Release 8.5(1) as of December 6, 2010

CSCtk05429	cmcti	Doc Support for Proxy Tftp to support Non-SBD alternate Tftp servers
CSCtk32525	cm-docs	Administrator name reset command is too vagu
CSCti87638	cm-docs	Cleanup call info when line goes out of service
CSCtk05743	cm-docs	DNS information should be same during restore
CSCtk58215	cm-docs	Addition to docs based on CUMA compatibility
CSCtj93467	cm-docs	RAID configuration for C-210 is missing a couple of things
CSCtc66558	cmui	Dependency Record searches consume java heap space causing Tomcat hang
CSCtk52839	cmui	Getting 404 error on MGCP GW Page
CSCte45401	cmui	CUCM: JPN: hardcoded string in Find and List Music On Hold Audio Files
CSCtk55101	cmui	EMCC Intercluster Service Profile page does not migrated properly
CSCtk09926	cp-callcoverage	non default VM profile always use the default VM profiles mailbox mask
CSCtk09961	cpi-appinstall	Timestamp for boot from switch-version isnt right after L2 upgrade
CSCtj33840	cpi-appinstall	During Installation - Unity Connection Message stays for 30 mins
CSCtk12164	cpi-appinstall	No cancel entry after download/Load label wrong when cancel during downl
CSCtk60883	cpi-appinstall	U1 can be installed on bridge server vs. blocked for fresh install
CSCtj86734	cp-ime-services	IME calls fails over EO trunk
CSCtk06087	cp-ime-services	ASA Liscense Expired
CSCtk12050	cpi-os	Security Issue in OpenSSL
CSCtk06229	cpi-os	VMware Tools Cannot Upgrade after L2
CSCte05285	cpi-os	IBM I3 servers Automatic Server Restart (ASR) not enabled by default
CSCsq99250	cpi-os	CUCM Doesnt Support Authenticated NTP
CSCtk07156	cpi-platform-api	"utils diagnose test" hits error "test - tomcat_sessions : Failed"
CSCti69234	cpi-third-party	Security Issue in OpenSSL
CSCtk61407	cpi-third-party	Open SSL Ciphersuite Downgrade and J-PAKE Issues
CSCtc87894	cp-mediacontrol	Video: UCM sends sendRecv instead of recvOnly for video call over ICT
CSCtk11184	cp-mediacontrol	CUCM doesnt know how to handle ORC ACK after send CLC
CSCtk13918	cp-mediacontrol	SCCP to TB E20 though EO SIPT, hold/resume disconnect call
CSCtj16922	cp-mediacontrol	There is one way audio when mtp is inserted over SIP EO trunk
CSCth55829	cp-mediacontrol	af-video: cuva--sip ict(eo)--H323---RT call cannot be resumed on RT phon

Table 2 Open Caveats for Cisco Unified Communications Manager Release 8.5(1) as of December 6, 2010

CSCth53977	cp-mediacontrol	No Transmission media event and Sup call go idle on Toggle to WC
CSCti45722	cp-mediacontrol	Local RSVP Agent Greeting Call over SIP-Trunk has wrong reservations
CSCth58139	cp-mediacontrol	sRTP:E2E-No Audio after simultaneous resume
CSCtj71122	cp-mediacontrol	Blind transfer SIP g711 only fails over H.323 due to codec mismatch
CSCtl05024	cp-mediacontrol	CUCM cored for call forwarding for all scenario with EO config on SIP trunk
CSCti98812	cp-mediacontrol	sRTP: EO- One way audio between h323 fxs and authenticated EP
CSCtj78239	cp-mediacontrol	sRTP EO SIPT - 7960 Enc EP calling a Auth EP - One way audio
CSCtk36669	cp-mediacontrol	SIP Polycom VSX 3000A is not able to enter HQ and HD conference
CSCti92815	cp-mediacontrol	ASR CUBE is not sending TCS for Invite (send only) it received
CSCtk64428	cp-mgcp	CCM reset an core with MGCP PRI when receiving unexpected UserUserIE
CSCtk14487	cp-mobility	UCM should CANCEL the DVOR call when DVOR failure happens.
CSCtk30494	cp-mobility	Need to cleanup mTempCalls and Cdfc in several DVO cancel cases
CSCtk35527	cp-mobility	Park Retrieve using DVOR from the Nokia Dragon Client fails
CSCtk60869	cp-mobility	Cancel DVO-F gets "Busy here" error, RESET required
CSCtk55158	cp-pri	Calls send from Mobile Voice Access show same calling and called number
CSCtj72994	cp-qsig	QSIG Trunks are hanging after 10 hrs loadrun
CSCtk17332	cp-sccp	After CFA is pressed, Call Pickup fails and ring back tone does not stop
CSCtj63163	cp-sccp	LifeSize no video if call is transfered via audio EP in HD ad-hoc conf
CSCtk11498	cp-sip-station	Wrong Join/DT/JAL/DTAL info with default setting on 69xx
CSCtk55956	cp-sip-station	UCM rejects the unregister with 503 service not avail when port changed
CSCtk14531	cp-sip-station	3rd party sip phone X-lite registration with CUCM: 7.1.5.10000
CSCtj92502	cp-sip-trunk	CCM does not relay DTMF digit via SIP Notify to SCCP or CTI endpoints
CSCtk15870	cp-sip-trunk	CCM process generates a core when processing SIP SDP
CSCtj91700	cp-sip-trunk	HQ ad-hoc conference via H.323 ICT trunk has no video
CSCtk04861	cp-sip-trunk	RT phone has no video in sch conference via H.323 trunk
CSCtk34671	cp-sip-trunk	EO:No video on either ep: 7985--eo--do--RT on mutual hold
CSCtk35141	cp-sip-trunk	SIP Polycom VSX3000 has no video in scheduled compatibility conference

Table 2

Open Caveats for Cisco Unified Communications Manager Release 8.5(1) as of December 6, 2010

CSCti60031	cp-sip-trunk	Re-order tone in originating side(CUCM) for unanswered CME call
CSCtk60402	cp-sip-trunk	Calling and called party out of sync when sme and RSVP involved
CSCtk52897	cp-sip-trunk	Transfer MGCP over SIP EO to SIP gw fails in multi node no Xcoder
CSCtk77040	cp-sip-trunk	Intermittent MTP leak in certain SIP call scenarios causes call failures
CSCtj95738	database	PMR 81654 database out of memory while syncing certificate table
CSCtj69648	database	Call is received though the DN was deleted from the Line Group
CSCtj90316	database-ids	PMR 81134 CUCM Database assert failure after upgrade from 7.1(5)
CSCtk08786	database-ids	Ontape backup manual restore failing - stuck in fast recovery
CSCtf76801	database-ids	PMR 29486,49R Replication fails with "WARNING: set is not in sync (213)"
CSCtg09592	database-ids	PMR 51856 - DRF restore of SUB components dumps DbMon core
CSCtj83589	database-ids	Realize template - failure when already realized
CSCtj83600	database-ids	TableOutOfSync process running while replication still setting up
CSCtk16610	ime-licensing	IME license installation always fail
CSCtk34504	ime-licensing	IME License Fails to Install, Exception Generated
CSCtj68794	ime-os	Netdump client fails with address resolution error
CSCtk62723	ims	CUPC unable to get desk phone control due to credential policy
CSCtj82597	jtapisdk	Open secured provider fail when provider string update passphrase
CSCti00625	jtapisdk	CallActiveEv intermittently sent instead of CiscoConsultCallActiveEv
CSCtk63048	media_str_app	Buzzing Noise Heard when RTP stream passes through the Sw MTP on CUCM
CSCtk35122	licensing	CUCM License Report shows invalid license
CSCtj36333	rtmt	RTMT DP: CUPS license information is wrong
CSCtk36409	sa-database	Inconsistent default settings on Default Usage Profile and User Defined
CSCtk05418	sa-mac	Secondary line doesnt route to VM when its in busy/No Answer condition
CSCtk64345	sa-mac	CUCMBE 3000 - Unable to add network subnet
CSCtk55448	sdl	Incorporate SDL Port Security via Fake Connection Timers
CSCtk14729	sa-maintenance	Backup to Public Shared SFTP server fails
CSCtk62420	sa-platform	EM not working with Fresh install 8.5.1.10000-25
CSCtk64764	sa-platform	CUCMBE 3000 - Unable to generate log file

Table 2 **Open Caveats for Cisco Unified Communications Manager Release 8.5(1) as of December 6, 2010**

CSCtg79013	security	tvcs core when Pub/Sub1 switch back to old load after Sub2 install on new
CSCtk32540	security	CTLProvider CPU Hog Results During Nessus Scan
CSCtc38788	tapisdk	TAPI Application Stuck - Unable to Start
CSCtf07089	tapisdk	DSCP for QBE packet is not correct on Vista
CSCtk15548	tapisdk	Unable to install a CiscoTSP from a CUCM 7.1.5, on a Windows XP client
CSCti53232	tapisdk	Client keep loading ProviderOpen/Shutdown and causing TSP crash
CSCtk57013	tftp	[CTFTP] File not found error,when the file actually exists on offcluster
CSCtk05947	trace-library	CUP PSB testing uncovers missing parameter in SDI call resulting in core
CSCtk01751	voice-sipstack	SCB Leak Resulting From SIP NOTIFY with Bad Event Header
CSCtj87367	voice-sipstack	Code Yellow / Core Dump after upgrade

Documentation Updates

This section provides documentation changes that were unavailable when the Cisco Unified Communications Manager release 8.5 documentation suite was released.

- [Cisco Unified Communications Manager Administration, page 22](#)
- [Cisco Unified Serviceability, page 25](#)

Cisco Unified Communications Manager Administration

Cisco Unified Communications Manager Administration Guide

- [Updated Field Descriptions, page 23](#)
- [Hub_None Information, page 23](#)

Cisco Unified Communications Manager System Guide

- [Agent Greeting, page 23](#)
- [Whisper Coaching, page 23](#)
- [Incorrect Document Reference, page 24](#)

Cisco Unified Communications Manager Features and Services Guide

- [Suggested MaxConcurrentCallRequests \(MCCR\) Value, page 24](#)
- [Setting the Service Parameters for Cisco Unified Communications Manager Assistant, page 24](#)
- [Intercom Directory Number Configuration Settings Auto Answer Field is Incorrect, page 24](#)
- [Secure Extension Mobility, page 24](#)

Updated Field Descriptions

The Trunk Configuration Settings topic in Cisco Unified Communications Manager online help contains an incorrect description of the Parameter Name/Parameter Value field. The updated description is provided below and exists in the *Cisco Unified Communications Manager Administration Guide* on Cisco.com.

Optionally, enter parameter names and parameter values. Valid values include all characters except equal sign (=), semi-colon (;), and non-printable characters, such as tabs. You can enter a parameter name with no value.

Example

Parameter Name	Parameter Value
CCA-ID	11223344
pbx	
location	RTP

You must choose a script from the Normalization Script drop-down list box before you can enter parameter names and values. To add another parameter line, click the + (plus) button. To delete a parameter line, click the - (minus) button.

Hub_None Information

The “Location Configuration” chapter of the *Cisco Unified Communications Manager Administration Guide* omits the following information:

The location that is configured in a device pool takes precedence over the location configured in the device when the location in the device is set to Hub_None. If the device location is set to any other user-defined location, standard rules apply and the device parameter takes priority.

Agent Greeting

The Phone Features section of the “Cisco Unified IP Phones” chapter of the Cisco Unified Communications Manager System Guide omits the following information:

Agent Greeting enables Cisco Unified Communications Manager to automatically play a pre-recorded announcement following a successful media connection to the agent device. The greeting helps keep agents sounding fresh because they do not have to repeat common phrases on each call. Agent Greeting is audible for the agent and the customer.

If you want to use agent greeting, Built-in Bridge must be On.

Whisper Coaching

The Phone Features section of the “Cisco Unified IP Phones” chapter of the Cisco Unified Communications Manager System Guide omits the following information:

Silent call monitoring is a feature that allows a supervisor to discreetly listen to a conversation between an agent and a customer without allowing the agent to detect the monitoring session. Whisper coaching is an enhancement to the Silent call monitoring feature that allows supervisors to talk to agents during a monitoring session. This feature allows applications to change the current monitoring mode of a monitoring call from Silent Monitoring to Whisper Coaching and vice versa.

Incorrect Document Reference

The *Cisco Unified Communications Manager System Guide* contains incorrect references to the *Cisco Unified Communications Manager SIP Transparency and Normalization Guide*. The references should be to the *Developer Guide for SIP Transparency and Normalization Guide*.

Suggested MaxConcurrentCallRequests (MCCR) Value

The Setting Service Parameters for the Webdialer Servlet section of the “Cisco WebDialer” chapter of the *Cisco Unified Communications Manager Features and Services Guide* incorrectly states:

- MCS 7845H2 supports a maximum of 4 calls per second. Cisco recommends setting the MaxConcurrentCallRequests (MCCR) value to 6 to allow callers to initiate and disconnect calls as needed.

The correct information is:

- MCS 7845H2 supports a maximum of 4 calls per second. Cisco recommends setting the MaxConcurrentCallRequests (MCCR) value to 8 to allow callers to initiate and disconnect calls as needed.

The same section contains the following information:

The maximum value specifies 6.

The correct information is:

The maximum value specifies 8.

Setting the Service Parameters for Cisco Unified Communications Manager Assistant

The Setting the Service Parameters for Cisco Unified Communications Manager Assistant section of the “Cisco Unified Communications Manager Assistant With Shared Line Support” and “Cisco Unified Communications Manager Assistant With Proxy Line Support” chapters of the *Cisco Unified Communications Manager Features and Services Guide* omits the following information.



Note

Configure unique IP addresses for each pool so that the same Cisco IPMA server IP address does not appear in more than one pool.

Intercom Directory Number Configuration Settings Auto Answer Field is Incorrect

In the Intercom Directory Number Configuration Settings section of the “Intercom” chapter of the *Cisco Unified Communications Manager Features and Services Guide*, the Auto Answer field description includes an option that no longer exists.

The Auto Answer Off <Default> option is no longer available.

Secure Extension Mobility

The following information is missing from the “Cisco Extension Mobility” and “Cisco Extension Mobility Cross Cluster” chapters in the *Cisco Unified Communications Manager Features and Services Guide*

The Extension Mobility HTTPS Support feature ensures that when communications are exchanged between a Cisco Unified IP Phone service and other applications, that the communications use the HTTPS protocol to ensure that the communications are secure. Users must log into the Cisco Unified CM applications by providing their authentication information. Their credentials are encrypted after the communication protocol changes to HTTPS.

When a visiting Extension Mobility (EM) application fails to locate a user's identification in the local database, the following occurs:

3. Cisco Extension Mobility Cross Cluster (EMCC) sends a request to the local EM service to determine the home cluster of that user (the cluster which owns the user's identification, and which can handle the EM login).
4. The visiting EM service sends a user identification message over HTTPS to all the remote clusters added in the local database.
5. The visiting EM service then parses the response received from the home cluster to get the list of device profiles associated with that user.
 - All further communication between the visiting EM service and home EM service takes place over HTTPS.
 - Similarly, visiting logout requests are also sent from the home EM service to the visiting EM service over HTTPS.

The Extension Mobility HTTPS Support feature is supported on the following IP phones (SIP):

- Cisco Unified IP Phone 8961
- Cisco Unified IP Phone 9951
- Cisco Unified IP Phone 9971



Note

Configure Cisco Extension Mobility on Cisco Unified IP Phones before configuring EMCC.

Cisco Unified Serviceability

The following changes exist for Cisco Unified Serviceability documentation.

- [Trace Compression, page 25](#)
- [Wrong Login URL Included in CAR Documentation, page 25](#)

Trace Compression

The Trace Configuration and Collection Checklist section of the “Understanding Trace” chapter of the *Cisco Unified Serviceability Administration Guide* contains incorrect information regarding trace compression. The correct information follows:

You cannot enable or disable trace compression from an enterprise parameter, the user interface (UI) or the command line interface (CLI).

Wrong Login URL Included in CAR Documentation

The Logging On to CAR section of the “Configuring the CDR Analysis and Reporting Tool” chapter of the *Cisco Unified Communications Manager CDR Analysis and Reporting Administration Guide* contains an incorrect link for logging on to CAR. The correct URL is:

`https://<Server-ip/name>:8443/car/`

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 by using a reader application. Be aware that the RSS feeds are a free service, and Cisco currently supports RSS version 2.0.

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