



System Release Notes for Contact Center: Cisco Unified Communications System, Release 5.0(2)

Contents

- [Overview](#)
 - [Tested Functionality](#)
 - [New and Changed Features](#)
- [System Requirements](#)
 - [Deployment Considerations](#)
 - [Software Version Matrix](#)
 - [Firmware Version Matrix](#)
 - [Latest Software Upgrades and Licenses](#)
- [Related Documentation](#)
- [Install and Upgrade Notes](#)
- [Limitations and Restrictions](#)
 - [Important Notes](#)
 - [Resolved Caveats](#)
 - [Open Caveats](#)
- [Troubleshooting](#)
- [Documentation Updates](#)



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

© 2006 Cisco Systems, Inc. All rights reserved.

Overview

It is standard methodology for Cisco Systems to perform system-wide testing of Cisco Unified Communications components, supplementing the product-level testing performed on each Cisco Unified Communications product.

A major deliverable of the System Release and Cisco Unified Communications System testing is a recommendation of compatible software releases that have been verified by the test for customers. The recommendations are not exclusive and are in addition to interoperability recommendations for each of the individual voice application or voice infrastructure products. See [System Requirements](#) for more information.

The focus of this document is the contact center family of products of Cisco Unified Communications System testing.

IP telephony (IPT) components have also been tested. Additional information is available in the *System Test Architecture Reference Manual for IP Telephony* at:

<http://www.cisco.com/univercd/cc/td/doc/systems/unified/uc502/starmipt/stipt502.pdf>

This document is the Cisco Unified Communications System release notes on the testing conducted on voice systems composed of Cisco voice gateways, routers, Catalyst switches and the following components:

- Cisco Unified CallManager (Unified CallManager)
- Cisco Unified Contact Center Enterprise (Unified CCE) / Cisco Unified Intelligent Contact Management (Unified ICM) software
- Cisco Customer Response Solutions (CRS / Cisco Unified IP IVR)
- Cisco Unified Customer Voice Portal (Unified CVP)
- Computer Telephony Integration Object Server (CTI OS)
- Cisco Agent Desktop (CAD)

Tested Functionality

The focus of the Cisco Unified Communications System Release 5.0(2) testing was on system maintenance and defect resolution. The features and functionality tested were the same as in the previous Cisco Unified Communications System release, as described in the *System Release Notes for Contact Center Cisco Unified Communications System, Release 5.0* available at:

<http://www.cisco.com/univercd/cc/td/doc/systems/unified/unified1/relnotes/rnc10ipc.htm>

The following main components were upgraded from Cisco Unified Communications System Release 5.0 versions:

- Unified CallManager to Release 5.1
- Unified CCE / Unified ICM to Release 7.1(1)
- Unified CVP to Release 3.1(0)SR1
- CTI OS to Release 7.1(1)

New and Changed Features

Cisco Unified Communications Release 5.0(2) integrates telephony, conferencing (voice and web), messaging, and contact center products for enterprise IP customers in a variety of deployment models using SIP and SCCP endpoints over IP networks. The contact center system is a portion of the end-to-end system release for enterprise Cisco Unified Communications, which is centered on the latest Unified CallManager release.

In the following sections, there are brief overviews of new and enhanced features for Cisco Unified Communications System Release 5.0(2) and links to release note documentation:

- [Cisco Unified Contact Center Enterprise and Cisco Unified Intelligent Contact Management Software](#)
- [Cisco Unified CallManager](#)
- [Cisco Unified Customer Voice Portal](#)

Cisco Unified Contact Center Enterprise and Cisco Unified Intelligent Contact Management Software

Unified CCE and Unified ICM 7.0(0)B software new features include:

- New Enhanced Data Migration Tool (EDMT) to address an upgrade defect found in the EDMT software. The EDMT for Unified CCE/Unified ICM is no longer available as a CD, it must be downloaded from:
<http://www.cisco.com/kobayashi/sw-center/telephony/icm/icm-planner.shtml>
- New versions of a number of Unified CCE/Unified ICM 7.0(0) discs to address defects found in Unified CCE/Unified ICM 7.0(0) software.

For a detailed description of new and enhanced features and functionality, see the *Release Notes for Cisco IPCC/ICM Enterprise & Hosted Editions Release 7.0(0)B* at:

http://www.cisco.com/application/pdf/en/us/guest/products/ps1001/c1178/ccmigration_09186a00805670e0.pdf

Cisco Unified CallManager

Unified CallManager Release 5.0(4) includes the following changes and updates to functionality since Unified CallManager Release 5.0(2):

- Migration of Cisco Unified CallManager 5.0 locales requires replacing ALL non-default locales PRIOR to upgrading each Cisco Unified CallManager server.
- Enhancements to the Cisco Unified CallManager Administration including different default Phone URL Parameters on the Enterprise Parameters Configuration.
- Several security feature changes including:
 - A new phone security profile, Phone Security Profile, which replaces the SIP Phone Security Profile and SCCP Phone Security Profile.
 - A set of predefined, nonsecure device profiles provided at installation for auto-registration for phones and the SIP trunk.
- Support for a series of new Media Convergence Servers and Unified CallManager Appliances.

- Serviceability enhancements to the Real Time Monitoring Tool (RTMT) including new performance counters and a new Performance Log Viewer.

For a detailed description of these features and functionality, see the *Release Notes for Cisco Unified CallManager Release 5.0(4)* at:

http://www.cisco.com/application/pdf/en/us/guest/products/ps6164/c1178/ccmigration_09186a00806d06f4.pdf

Cisco Unified Customer Voice Portal

Unified CVP Release 3.1(0)SR1 introduces the following four new features:

- UUI as Correlation ID—The User-to-User Information (UUI) from the incoming call can be used as a Correlation ID in the Advanced Speech Model.
- UUI Propagated to Unified ICM by the Application Server—The UUI extracted from the incoming call is passed to the Unified ICM scripting environment by the Unified CVP Application Server.
- Outgoing CLI Override—Unified CVP introduces a new ECC Call Variable `user.microapp.override_cli` in the Unified ICM scripting environment. The value of this variable is appended to the label returned by Unified ICM.
- Alternate Gatekeeper Support—Unified CVP Voice Browser supports alternate gatekeepers.

For a detailed description of new and enhanced features and functionality, see *Release Notes for Cisco Customer Voice Portal (CVP) Release 3.1(0)SR1* at:

http://www.cisco.com/application/pdf/en/us/guest/products/ps1006/c1178/ccmigration_09186a00806dfbc3.pdf

System Requirements

This section provides the following information about the software versions of Cisco components and firmware versions of Cisco Unified IP phones used in system-wide testing of Cisco Unified Communications System Release 5.0(2) for Contact Center.

- [Deployment Considerations](#)
- [Software Version Matrix](#)
- [Firmware Version Matrix](#)

Deployment Considerations

Tables in this section list the recommended software and firmware releases based on Cisco Unified Communications System Release 5.0(2) for Contact Center. Note that not every rebuild is tested as part of the Cisco Unified Communications System testing. Therefore, additional regression testing in a customer or Cisco-specific certification lab is recommended before deployment.

When deploying the Cisco Unified Communications System in a customer environment, remember the following:

- At the minimum, customers should deploy the software release recommended in these tables.
- For CSA, customers should use the latest engine and policy release. CSA software is available at:

<http://www.cisco.com/cgi-bin/tablebuild.pl/csa>

- For other software components, customers should use the most current rebuild of a maintenance release. For IOS, information about the latest releases, including deferral advisories, is available at:

<http://www.cisco.com/kobayashi/sw-center/sw-ios.shtml>

At this URL, you can also access Feature Navigator and read about the Cisco IOS Roadmap.

- If the recommended release has been deferred to a subsequent release, customers should use the subsequent release.
- Before deploying a release, examine the open caveats in the chosen release to determine if any will impact your implementation. Open caveats can be viewed through the Bug Toolkit, located at: http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl
- Deploy the chosen release in a lab environment that uses the same product components as the customer's product components before moving it to a production environment.

Software Version Matrix

Table 1 lists the software release versions of the system components in the contact center test environment.

Table 1 **Software Versions for Contact Center Components in Cisco Unified Communications System Release 5.0(2)**

Component	Release Version
Cisco Unified CallManager	5.0(4)
Cisco Unified CallManager Operating System	Included with Unified CallManager
Cisco Customer Response Solutions (Unified IP IVR)	4.5(2)
Cisco Customer Response Solutions (Unified IP IVR) Operating System	2000.4.2SR8
Cisco Unified Intelligent Contact Management and Cisco Unified Contact Center Enterprise	7.0(0)SR4
Cisco Unified Intelligent Contact Management and Cisco Unified Contact Center Enterprise Operating System	Win2003 SP1
Cisco Unified Customer Voice Portal (formerly ISN)	3.1(0)SR1 ES2
Cisco Unified Customer Voice Portal Operating System	Win2000 SP4
Computer Telephony Integration Object Server (CTI OS)	7.0SR2
Cisco Agent Desktop (CAD)	7.0.1.17
Cisco Agent Desktop (CAD) Operating System	WinXP SP2
Cisco Unified IP Phone Agent	7.0.1.17
ScanSoft Open Speech Recognizer (OSR)	2.0.9
ScanSoft Open Speech Media Server (OSMS)	2.0.4
ScanSoft Speechify	3.0.1
Cisco CSS 11501 Content Services Switch	WebNs 7.40.2.02
Cisco Unity Connection	1.1(1)SR1 ES30 (for SIP integration), 1.1(1)SR1 (for SCCP only integration)

Table 1 **Software Versions for Contact Center Components in Cisco Unified Communications System Release 5.0(2) (continued)**

Component	Release Version
Cisco IP Communicator	2.0(1a)
Cisco 3725, 3745 (Unified CVP VXML voice gateway)	12.4(6)T1
Cisco 3825, 3845 (Unified CVP VXML voice gateway)	12.4(6)T1
Cisco AS5400HPX (Unified CVP VXML voice and PSTN gateways)	12.4(6)T1
Cisco AS5850 (PSTN gateway)	12.4(6)T1
Cisco 3660 (gatekeeper cluster)	12.4(6)T1
Cisco 3745 (HSRP gatekeeper)	12.4(6)T1
Cisco 3725, 3745 (voice/data gateway)	12.4(6)T1
Cisco 3825, 3845 (voice/data gateway)	12.4(6)T1
RSVP Agent (on 37xx and 38xx platforms)	12.4(6)T1
Cisco 7206 (core/WAN router)	12.4(6)T1
Cisco 831 router	12.4(5a)
Cisco Catalyst 3550 (access switch)	12.2(25)SEC
Cisco Catalyst 6506, 6509 (core switch, Supervisor 2)	CatOS 8.5(2)
Cisco Catalyst 6506, 6509 (MSFC, Supervisor 2)	12.1(26)E3
Cisco Communication Media Module (CMM)	12.4(6)T1
CiscoWorks Management Center for Cisco Security Agents	4.5.1.639
Cisco Security Agent for Unified CallManager—Engine/Policy	4.5.0.573 / 2.0.3
Cisco Security Agent for Customer Response Solutions—Engine/Policy	4.5.1.639 / 2.0.4
Cisco Security Agent for Unified Intelligent Contact Management—Engine/Policy	4.5.0.573 / 2.0.2
Cisco Security Agent for Unified Customer Voice Portal—Engine/Policy	4.5.0.573 / 2.0.0
Cisco Unified Operations Manager (formerly CiscoWorks ITEM)	1.1
LAN Management Solution (LMS)	2.5
Resource Management Essentials (RME)	4.0
Cisco Remote Monitoring Suite (RMS)	2.0
Cisco Unified ICM Support Tools (Server and Agent)	2.0
McAfee Antivirus	Enterprise 8.0i
Cisco Unified IP Phones—See “Firmware Version Matrix” for models	Bundled with Unified CallManager

Firmware Version Matrix

[Table 2](#) lists the recommended firmware versions of the Cisco Unified IP Phones (SCCP and SIP) used in the contact center test environment.

Table 2 *Firmware Versions of Cisco SCCP and SIP Phones in Cisco Unified Communications System Release 5.0(2)*

Component	SCCP Firmware Version	SIP Firmware Version
Cisco Unified IP Phone 7940	P00308000300	not applicable
Cisco Unified IP Phone 7941G	SCCP41.8-0-3S	SIP41.8-0-3S
Cisco Unified IP Phone 7960	P00308000300	not applicable
Cisco Unified IP Phone 7961G	SCCP41.8-0-3S	SIP41.8-0-3S
Cisco Unified IP Phone 7970	SCCP70.8-0-3S	SIP70.8-0-3S
Cisco Unified IP Phone 7971G	SCCP70.8-0-3S	SIP70.8-0-3S

Related Documentation

The following URLs are links to documentation for related products:

- Cisco Unified Communications System:
<http://www.cisco.com/go/unified-techinfo>
- Voice documentation:
http://www.cisco.com/en/US/products/sw/voicesw/tsd_products_support_category_home.html
- Cisco Unified CallManager:
http://www.cisco.com/en/US/products/sw/voicesw/ps556/tsd_products_support_series_home.html
- Cisco Unified IP Phones:
http://www.cisco.com/en/US/products/hw/phones/ps379/tsd_products_support_series_home.html
- Cisco Unified Intelligent Contact Management/Cisco Unified Contact Center Enterprise Edition:
http://www.cisco.com/en/US/products/sw/custcosw/ps1001/tsd_products_support_series_home.html
- Cisco Unified Contact Center Enterprise:
http://www.cisco.com/en/US/products/sw/custcosw/ps1844/tsd_products_support_series_home.html
- Customer Response Solutions (Cisco Unified IP IVR):
http://www.cisco.com/en/US/products/sw/custcosw/ps1846/tsd_products_support_series_home.html
- Cisco Unified Customer Voice Portal:
http://www.cisco.com/en/US/products/sw/custcosw/ps1006/tsd_products_support_series_home.html
- Cisco Telephony Integration Object Server:
http://www.cisco.com/en/US/products/sw/custcosw/ps14/tsd_products_support_series_home.html
- Cisco Agent Desktop:
http://www.cisco.com/en/US/products/sw/custcosw/ps427/tsd_products_support_series_home.html
- CiscoWorks Management Center for Cisco Security Agents:
http://www.cisco.com/en/US/products/sw/cscowork/ps5212/tsd_products_support_series_home.html

- Cisco Security Agents:
http://www.cisco.com/en/US/products/sw/secursw/ps5057/tsd_products_support_series_home.html
- Cisco Unified Operations Manager:
http://www.cisco.com/en/US/products/ps6535/tsd_products_support_series_home.html
- Cisco Unity Connection:
http://www.cisco.com/en/US/products/ps6509/tsd_products_support_series_home.html
- CiscoWorks Remote Management Essentials:
http://www.cisco.com/en/US/products/sw/cscowork/ps2073/tsd_products_support_series_home.html
- Cisco 800 Series Routers:
http://www.cisco.com/en/US/products/hw/routers/ps380/tsd_products_support_series_home.html
- Cisco 7200 Series Routers:
http://www.cisco.com/en/US/products/hw/routers/ps341/tsd_products_support_series_home.html
- Cisco Catalyst 3600 Series MultiService Platforms:
http://www.cisco.com/en/US/products/hw/routers/ps274/tsd_products_support_series_home.html
- Cisco AS5400 Series Universal Gateways:
http://www.cisco.com/en/US/products/hw/univgate/ps505/tsd_products_support_series_home.html
- Cisco AS5850 Series Universal Gateways:
http://www.cisco.com/en/US/products/hw/univgate/ps509/tsd_products_support_series_home.html
- Cisco 3700 Series Voice Gateways/Gatekeepers:
http://www.cisco.com/en/US/products/hw/routers/ps282/tsd_products_support_series_home.html
- Cisco 3800 Series Voice Gateways:
http://www.cisco.com/en/US/products/ps5855/tsd_products_support_series_home.html
- Cisco Catalyst 3550 Series Access Switches:
http://www.cisco.com/en/US/products/hw/switches/ps646/tsd_products_support_series_home.html
- Cisco Catalyst 6500 Series Switches:
http://www.cisco.com/en/US/products/hw/switches/ps708/tsd_products_support_series_home.html
- Cisco Unified 7900 Series IP Phones:
http://www.cisco.com/en/US/products/hw/phones/ps379/tsd_products_support_series_home.html
- Cisco IP Communicator:
http://www.cisco.com/en/US/products/sw/voicesw/ps5475/tsd_products_support_series_home.html
- Cisco IOS Software Release 12.4 T:
http://www.cisco.com/en/US/products/ps6441/tsd_products_support_series_home.html

Install and Upgrade Notes

The components in these release notes, including the platforms tested, are discussed in the *System Test Architecture Reference Manual for Contact Center* at:

<http://www.cisco.com/univercd/cc/td/doc/systems/unified/uc502/starmipc/stipc502.pdf>

See this content for additional information on the components tested and links to relevant documentation for installation and configuration procedures.

Upgrade information for components that have been tested and verified during system testing is discussed in the *System Upgrade Manual* at:

<http://www.cisco.com/univercd/cc/td/doc/systems/unified/uc502/sum/su502.pdf>

For additional information on specific hardware recommendations or bills of material for each product, see the [System Requirements](#) section.

Latest Software Upgrades and Licenses

The following are links to the latest software upgrades and licenses for Cisco Unified Communications System Release 5.0(2) components:

- Unified CallManager, Unified IP Phones, Customer Response Solutions, Unified Contact Center Enterprise, and Cisco Unity Connection:
<http://www.cisco.com/kobayashi/sw-center/sw-voice.shtml>
- Unified Intelligent Contact Management, Unified Outbound Dialer, Unified Customer Voice Portal, Cisco Agent Desktop, and Computer Telephony Integration Object Server:
<http://www.cisco.com/kobayashi/sw-center/sw-custcontact.shtml>
- Cisco IOS routers and gateways: <http://www.cisco.com/kobayashi/sw-center/sw-ios.shtml>
- Catalyst switches:
<http://tools.cisco.com/support/downloads/go/MDFTree.x?butype=switches>
- Cisco Agent Desktop Web Licensing Site:
<http://209.46.83.138/sws/WebLicensingInitial/InitialLicensePage.html>
- Cisco Unity Connection License Files:
http://www.cisco.com/en/US/products/ps6509/products_installation_guide_chapter09186a008055e1f6.html#wp1041859
- Product Upgrade Tool (for ordering CDs of new major/minor releases):
<http://tools.cisco.com/gct/Upgrade/jsp/index.jsp>

Limitations and Restrictions

This section includes the following:

- [Important Notes](#), page 9
- [Resolved Caveats](#)
- [Open Caveats](#), page 13

If you are a Cisco partner or a registered Cisco.com user with a Cisco service contract, you can use the Bug Toolkit to find caveats of any severity for any release. Access the Bug Toolkit at:

http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl

Important Notes

This section includes important notes related to the testing of Cisco Unified Communications System Release 5.0(2) for Contact Center.

Agents in talking state are set to NOT READY after Cisco Unified System Contact Center Gateway Failover (CSCsd29061)

Symptom:

Agents that are in a “talking” state are set to a “Not Ready” state once the call ends.

Condition:

This happens when the Unified SCCG has a failover.

Workaround:

Manually put the agent back into a “Ready” State.

Cisco Unified CallManager TFTP issues in large scale Cisco 7900 Series Unified IP Phone deployments (CSCdv21481)

Symptom:

If a large number of Cisco Unified 7900 series IP phones simultaneously request configuration files, their TFTP server may return a DISKFULL, RETRY, or other TFTP error. Some errors cause phones to continue to boot and log the error, while others cause phones to constantly reset. The current implementation defaults to the last saved settings if there is a TFTP timeout. Since Cisco Unified IP phones rely heavily on the TFTP configuration files received for configuration, softkeys, dial plans, and so forth, there is a possibility for the phones to be out of date with the TFTP server.

Conditions:

This issue can occur when all Cisco Unified 7900 series IP phones in a cluster are upgraded or restarted following a power outage. This problem may also occur on SIP phones after a complete Unified CallManager cluster restart on a medium size cluster when the phones lose connection to all Unified CallManager nodes and try to re-register on an interval. While the cluster is restarting, the Unified CallManager service may initialize faster than TFTP service can rebuild all the configuration files and return to service. This leads to a problem with SIP TNP phones that must download their Softkey template files. If the TFTP service is not ready, their attempts to download these files time out but they continue to register with the Unified CallManager node. In this case, the SIP TNP phones no longer support KPML events and only send enbloc SIP Invite messages to their Unified CallManager node.

Workaround:

None.

Option to stop extending call based on Q.931 Disconnect Cause Codes (CSCef90503)

Symptom:

Unified CallManager currently supports only two ISDN Disconnect Cause Codes (StopRoutingOnUnallocatedNumber and StopRoutingOnUserBusy) that instruct it to stop attempting to route a call to the next gateway in a Route List.

As a result, unless it encounters the above specified cause codes, Unified CallManager continues to extend call processing and attempts to route a call using the next gateway in a Route List, even when the call has no chance of being successfully connected.

Conditions:

This situation occurs under normal conditions when call attempts are rejected. In large systems with a large number of T1/PRI spans, this failure to stop call routing can cause unnecessary call processing overhead.

Workaround:

None.

Bulk Administration Tool (BAT) should support more than 12,000 records per transaction (CSCsd64029)**Symptom:**

The Bulk Administration Tool (BAT) recommends limiting any transaction for inserts/updates/deletes to a maximum of 12,000 records. This limit should be removed. BAT should support over 12,000 record changes reliably.

Conditions:

This limitation applies to BAT transactions with over 12,000 records only.

Workaround:

In the case of a query-based transaction, if the selected number of records exceed 12,000, then the administrator should refine the query to select fewer records. In the case of comma-separated value (CSV) based transactions, the administrator must split records across CSV files such that each file contains less than 12,000 records and schedule multiple transactions.

No protection for limiting number of active nailed up callers (CSCse06753)**Symptom:**

Cisco Unified CallManager service runs out of memory and unexpectedly restarts.

Conditions:

Under certain stress conditions when there are very large number of concurrent active calls present on a single call processing node, Unified CallManager service could run out of memory even on a Cisco MCS-7845-based Unified CallManager server equipped with 4 GB of RAM.

Workaround:

None.

Real-Time Monitoring Tool Critical Service Down alert is raised when backing up CDR_CAR (CSCse22377)**Symptom:**

During a scheduled Cisco Disaster Recover System (DRS) backup, the Real-Time Monitoring Tool (RTMT) displays alerts indicating that critical services are down.

Conditions:

When backing up the CDR_CAR feature during a scheduled or manual DRS backup, the Cisco CAR Scheduler service and Cisco CAR Web Service are taken down during the backup process. The RTMT detects each service going down and triggers critical service down alerts.

Workaround:

These alerts can be ignored as they are normal during a backup process.

Large-scale phone unregistrations leads to Cisco Unified CallManager Code Yellow entry (CSCse26225)**Symptom:**

Cisco Unified CallManager service goes in to Code Yellow state unexpectedly and starts rejecting new calls from all devices.

Conditions:

When a large number of phones unregister from their primary Unified CallManager node, that particular node could go in to Code Yellow state for a period of time. During this time, all new calls are rejected. This situation could occur in centralized call processing deployment models with large SRST remote sites. If the connectivity between the remote and central sites is lost, Unified CallManager servers in the central site could go into Code Yellow state.

Workaround:

None.

Real-Time Monitoring Tool Database Summary window graph titles are not accurate (CSCse41026)**Symptom:**

The Real-Time Monitoring Tool (RTMT) Database Summary window (Monitor > Service > Database Summary) shows incorrect graph titles and column names.

Conditions:

The graph titled *Connection Requests Queued in DB* should be named *Change Notification Requests Queued in DB*, and the graph titled *Connection Requests Queued in Memory* should be named *Change Notification Requests Queued in Memory*.

Workaround:

None.

Cisco Unified Customer Voice Portal gets backed up and the application server goes out of service (CSCse54656)**Symptom:**

The Cisco Unified Customer Voice Portal (Unified CVP) Application Server goes out of service until the latency time is reduced.

Conditions:

The root cause of this problem is that Dialogue Failure Events are counted in the latency figures for the Unified CVP Application Server. When many of these events occur (errors between Unified CVP and Unified Intelligent Contact Management), the Unified CVP Application Server logs the message "Average latency time exceeded maximum allowed, going out of service—new call:1591(max:1000), call result:-65(max:400)" and goes out of service.

Workaround:

In AppAdmin > Engine > Engine Configuration, set both *New Call Throughput Upper Threshold* and *Call Event Throughput Upper Threshold* to 30,000.

Resolved Caveats

This section lists severity 1, 2, and selected 3 caveats that are resolved now but are *not* included in the recommended component versions of Cisco Unified Communications System Release 5.0(2) for Contact Center.



Note

For information on the caveats that were resolved in specific versions of each component, refer to the appropriate release notes for each component.

To determine the software version that includes the fix, click on the linked caveat number in the Identifier column in [Table 3](#) to go to the Bug Toolkit.

Table 3 *Resolved Caveats Not Included in Cisco Unified Communications System Release 5.0(2)*

Identifier	Headline
CSCsb64288	Campaign stops unexpectedly after a phone number is removed from a zone
CSCsd47307	After upgrade, Cisco Communications Media Module (CMM) T1 PRI could be down and goes into TEI_ASSIGNED state
CSCsd84481	Unexpectedly high IOWait causes Unified CallManager Code Yellow and/or crash
CSCsd91969	ASN.1 library is not thread safe and could result in Unified CallManager crashes
CSCee38899	Media Manager should use calling/called parties Media Resource Group List (MRGL) even with a saved connection
CSCsd83949	Data Migration Assistant (DMA) hangs after trying to stop or start Informix Dynamic Server (IDS) database during DMA backup
CSCse25441	Unified CallManager built-in Cisco Security Agent (CSA) crashes during heavy traffic
CSCse27399	Duplicate Tomcat stdout/error messages in catalina.out and syslog
CSCse41051	QueuedRequestsInDB and QueuedRequestsInMemory performance counters are swapped under the Change Notification Server class
CSCse41742	SIP TNP should reattempt download of softkey and dial plan when TFTP is down or timed out
CSCse43163	Real Time Monitoring Tool (RTMT) Performance Log viewer does not open the correct selected log file
CSCse47208	Unified CallManager very high IOWait utilization prevents access to Cisco Unified CallManager Administration pages
CSCse47369	SIP Trunks do not raise TSP error alarms when initialization fails
CSCse64551	Cisco Communications Media Module (CMM) Layer2 stuck in TIMER_RECOVERY and runs out of memory
CSCse68151	Unified CallManager 5.0 H.225 gatekeeper-controlled trunks not routing calls via the alternate gatekeeper

Open Caveats

This section lists known severity 1, 2, and selected 3 caveats related to the testing of contact center components in Cisco Unified Communications System Release 5.0(2) and previous releases, which were not resolved at the time this document was written.

For additional information on each defect, click on the linked caveat number in the Identifier column in [Table 4](#) to go to the Bug Toolkit.

Table 4 *Open Caveats in Cisco Unified Communications System Release 5.0(2)*

Identifier	Headline
CSCeg20715	WS-X6608-T1 or WS-X6624 gateways and/or media devices cannot register
CSCsd85002	Customer Response Solution Engine restarts during load test
CSCsb71648	Upgrade from Cisco CallManager 4.1(3) to Cisco Unified CallManager 5.0 requires excessive database migration time
CSCsc03069	Very high IOWait utilization on Unified CallManager 5.0 prevents Cisco IPT Platform CLI access
CSCsd41653	Unified CallManager 5.0 cluster database replication setup takes a long time to complete
CSCsd96141	Real-Time Monitoring Tool (RTMT) trace collection needs a new, separate service for collecting Unified CallManager 5.0 database logs
CSCse22537	Unified CallManager Platform CLI needs the ability to display and configure ip_contrack and ip_dst_cache server resource values
CSCse22877	Unified CallManager 5.0 Database Layer Monitor (dbmon) restarts and generates a core dump file
CSCse23371	Real-Time Monitoring Tool (RTMT) device search results timestamps do not match server logs if the servers are located in a different time zone
CSCse28246	PC port on Cisco Unified IP Phone 7911 stays down after disconnecting and reconnecting the PC
CSCse32440	Unified CallManager 5.0(4) subsequent nodes experience CPU utilization spike due to dbnotify process
CSCse33311	Real-Time Monitoring Tool (RTMT) Trace & Log Central options cannot be used to collect remote support logs
CSCse35366	Unified CallManager 5.0 TFTP server generates a core dump file after experiencing a database layer exception (DBL Exception) error
CSCse38169	Unified ICM database distributor real-time client process crashes due to transaction log filling up
CSCse38440	Unified CallManager services encounter database layer exception (DBL Exception) errors after software upgrade and server restart
CSCse40064	Unified CallManager real-time information server data collection (RISDC) service stops and generates core dump file after a large number of endpoints unregister
CSCse41190	Cisco IPT Platform Administration for Unified CallManager 5.0 does not log when network interface card in the server goes down or up
CSCse42223	Unexpectedly high CPU IOWait percentage on Unified CallManager server causes Code Yellow alert and/or server restart
CSCse43150	Real-Time Monitoring Tool (RTMT) core dump file trace collection generates very high CPU IOWait percentage
CSCse47199	Unified CallManager 5.0 fails to initialize static devices after upgrade
CSCse55126	Unified Outbound Dialer option does not handle overwrite imports if active campaign
CSCse62080	Unified CallManager CDR Analysis and Reporting (CAR) tool CDR search report using wildcards times out and also hits high CPU utilization

Troubleshooting

For important troubleshooting information, tips, and recommendations related to the testing of Cisco Unified Communications System Release 5.0(2) for Contact Center, see Troubleshooting information at: http://www.cisco.com/iam/unified/ipcc2/Introduction_to_Troubleshooting.htm

Documentation Updates

- **Technical Information Sites**—The Cisco Unified Communications System Technical Information Site at <http://www.cisco.com/go/unified-techinfo> is your one-stop location for all system-level documentation, resources, and training. The sites specific to IP telephony or contact center system applications for Unified Communications Release 5.0(2) are:
 - Cisco Unified Communications System for IP Telephony Release 5.0(2) at: <http://www.cisco.com/iam/unified/ipt2/index.htm>
 - Cisco Unified Communications System for Contact Center Release 5.0(2) at: <http://www.cisco.com/iam/unified/ipcc2/index.htm>
- **System Test Architecture Reference Manual for Contact Center**—There are no major changes to contact center components' features and functionality in Cisco Unified Communications System Release 5.0(2). Documentation changes include updates to software version numbers, release set versions, and links to product documents. This document is available at: <http://www.cisco.com/univercd/cc/td/doc/systems/unified/uc502/starmipc/stipc502.pdf>
- **System Upgrade Manual**—The content has been updated to reflect the new upgrade path to Cisco Unified Communications System Release 5.0(2). The content also discusses upgrade strategies and upgrade considerations to be aware of for various components as you perform the upgrade. This document is available at: <http://www.cisco.com/univercd/cc/td/doc/systems/unified/uc502/sum/su502.pdf>
- **System Test Results for Contact Center: Cisco Unified Communications System Release 5.0(2)**—Test results of the contact center system testing are now available at: http://www.cisco.com/iam/unified/ipcc2/System_Test_Results.htm

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.

The Product Documentation DVD is available as a single unit or as a subscription. Registered Cisco.com users (Cisco direct customers) can order a Product Documentation DVD (product number DOC-DOCDVD= or DOC-DOCDVD=SUB) from Cisco Marketplace at this URL:

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

Ordering Documentation

Registered Cisco.com users may order Cisco documentation at the Product Documentation Store in the Cisco Marketplace at this URL:

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

Nonregistered Cisco.com users can order technical documentation from 8:00 a.m. to 5:00 p.m. (0800 to 1700) PDT by calling 1 866 463-3487 in the United States and Canada, or elsewhere by calling 011 408 519-5055. You can also order documentation by e-mail at tech-doc-store-mkpl@external.cisco.com or by fax at 1 408 519-5001 in the United States and Canada, or elsewhere at 011 408 519-5001.

Documentation Feedback

You can rate and provide feedback about Cisco technical documents by completing the online feedback form that appears with the technical documents on Cisco.com.

You can submit comments about Cisco documentation by using the response card (if present) behind the front cover of your document or by writing to the following address:

Cisco Systems
Attn: Customer Document Ordering
170 West Tasman Drive
San Jose, CA 95134-9883

We appreciate your comments.

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:
<http://www.cisco.com/discuss/networking>
- World-class networking training is available from Cisco. You can view current offerings at this URL:
<http://www.cisco.com/en/US/learning/index.html>

CCSP, CCVP, the Cisco Square Bridge logo, Follow Me Browsing, and StackWise are trademarks of Cisco Systems, Inc.; Changing the Way We Work, Live, Play, and Learn, and iQuick Study are service marks of Cisco Systems, Inc.; and Access Registrar, Aironet, BPX, Catalyst, CCDA, CCDP, CCIE, CCIP, CCNA, CCNP, Cisco, the Cisco Certified Internetwork Expert logo, Cisco IOS, Cisco Press, Cisco Systems, Cisco Systems Capital, the Cisco Systems logo, Cisco Unity, Enterprise/Solver, EtherChannel, EtherFast, EtherSwitch, Fast Step, FormShare, GigaDrive, GigaStack, HomeLink, Internet Quotient, IOS, IP/TV, iQ Expertise, the iQ logo, iQ Net Readiness Scorecard, LightStream, Linksys, MeetingPlace, MGX, the Networkers logo, Networking Academy, Network Registrar, *Packet*, PIX, Post-Routing, Pre-Routing, ProConnect, RateMUX, ScriptShare, SlideCast, SMARTnet, The Fastest Way to Increase Your Internet Quotient, and TransPath are registered trademarks of Cisco Systems, Inc. and/or its affiliates in the United States and certain other countries.

All other trademarks mentioned in this document or Website are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (0601R)

Any Internet Protocol (IP) addresses used in this document are not intended to be actual addresses. Any examples, command display output, and figures included in the document are shown for illustrative purposes only. Any use of actual IP addresses in illustrative content is unintentional and coincidental.

System Release Notes for Contact Center: Cisco Unified Communications System Release 5.0(2)

Copyright © 2006 Cisco Systems, Inc. All right reserved.

