Release Notes for Cisco Business Edition 3000 Release 8.6(3)

December 5, 2011

Contents

This document contains information on the following topics:

Introduction

These release notes are based on the 8.6.3.10000-1 software version of Cisco Business Edition 3000 for Release 8.6(3). The Cisco Business Edition 3000 server comes preinstalled with Cisco Business Edition 3000, and is provided as an appliance.

Cisco Business Edition 3000, a system under the Cisco Unified Communications family of products, provides an IP telephony solution that enables the following options:

- Easy setup of deployments
- Easy provisioning of users, phones, lines, and phone features
- Easy monitoring and troubleshooting
- Easy maintenance of your system (for example, simplified backups and restores)

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

The Cisco Business Edition 3000 software is preinstalled in your system so that you do not have to perform a software installation to get your server up and running. Deployment of the Cisco Business Edition 3000 server, phones, and the gateway across an IP network provides a distributed virtual-telephony network. Quality of service is maintained across constricted WAN links, the Internet, or VPN connections.

Your Cisco Business Edition 3000 system is designed to support up to 300 users and 400 phones. Supplementary and enhanced services such as hold, transfer, forward, conference, multiple-line appearances, speed dials, last-number redial, and other features extend to the phones.

Web-browser interfaces allow configuration of the system. These interfaces also provide access to online help.

For more complete information about Cisco Business Edition 3000, see the *Administration Guide for Cisco Business Edition 3000* at the following URL:

http://www.cisco.com/en/US/products/ps11370/prod_maintenance_guides_list.html

System Requirements

For minimum requirements for products that work with Cisco Business Edition 3000, see the *Software Compatibility Matrix for Cisco Business Edition 3000,* which you can obtain at the following URL:

http://www.cisco.com/en/US/docs/voice_ip_comm/cucmbe3k/compat/3kcompmtx.html

New and Changed Information

For a list of documents to review before you configure the Cisco Business Edition 3000 system, see the

Related Documentation

You can view documentation that supports this release of Cisco Business Edition 3000 at the following URL: http://www.cisco.com/en/US/products/ps11370/tsd_products_support_series_home.html.

Review the following documentation before you configure Cisco Business Edition 3000 Release 8.6(3):

- The *Software Compatibility Matrix for Cisco Business Edition 3000*, which lists the minimum software requirements for the products that are supported with Cisco Business Edition 3000.

- The *Cisco Unified IP Phone 6900 Firmware Upgrade from 8.5 (x) to 9.2(1)*, which provides guidelines and best practices on how to upgrade Cisco Unified IP Phones 6921, 6941, and 6961 from Firmware Version 8.5(x) SCCP Unsigned to Version 9.2(1) or current shipping version so they can successfully register on a Cisco Business Edition 3000 server.

- The *Administration Guide for Cisco Business Edition 3000*, which provides important information on how to configure and troubleshoot your system. This document is available in English, Mandarin, German, Italian, Portuguese, Spanish, and French.

- The *Cisco MCS 7890-C1 Business Edition 3000 Appliance User Guide*, which provides procedural information for users who are operating the Cisco MCS 7890-C1.

Note   Obtain the preceding documents at the following URL:
http://www.cisco.com/en/US/products/ps11370/tsd_products_support_series_home.html.

For the GUIs, online help is displayed in English, Mandarin, German, Italian, Portuguese, Spanish, or French, depending on the country-pack preference that you configure. Field descriptions are displayed for the settings in the GUIs. Use the online help in conjunction with the *Administration Guide for Cisco Business Edition 3000*, which includes more information on Cisco Business Edition 3000.

Important Notes

Review the following important information before you configure Cisco Business Edition 3000. See the following sections:

- Obtaining Files for Cisco Business Edition 3000 on www.cisco.com, page 3
- Cisco Business Edition 3000 and USB Usage, page 4
- Phone Firmware Upgrades, page 7
- CSCtj88176 Default to Internal USB Key Requires User to Select External USB Key, page 7
- CD/DVD USB Drive Support for Cisco Business Edition 3000 8.6(3), page 10
- Telnet Limitation for Cisco Unified SIP Phone 3905, page 10
- Call Pickup Feature Limitation, page 10
- CSCtq34429 FTS spreadsheet upload failed with error message though fills all details, page 10
- CSCts28780 No MWI indication on Webex Connect softphone (Cisco Business Edition 3000), page 11
- Cisco Business Edition 3000 Upgrade on Cisco MCS 7890-C1 Server for Release 8.6(3), page 11
- Voicemail Updates, page 11

Obtaining Files for Cisco Business Edition 3000 on www.cisco.com

Table 1 on page 3 lists where you can obtain important files that are used with Cisco Business Edition 3000. For example, Table 1 lists where to go to get the Cisco-provided .xls data configuration file, the Cisco-provided country packs, the upgrade files, the Cisco User Connect licenses, and other important files. Before you use these files, review the *Administration Guide for Cisco Business Edition 3000*.

Table 1   *Where to Obtain Files for Cisco Business Edition 3000*

Files	Description	Where to Find the Files
Related Documentation	Referenced to configure the system	See the "Related Documentation" section on page 2.

Table 1   *Where to Obtain Files for Cisco Business Edition 3000*

Files	Description	Where to Find the Files
Cisco User Connect licensing site	Needed to order Cisco User Connect licenses	Go to the following URL to download the various files that you use with Cisco Business Edition 3000:
Cisco-provided .xls data configuration file— cuba_install.zip (containing cuba_install.xls)	Needed to enter configuration data for automatic setup	http://www.cisco.com/cisco/software/navigator.html?mdfid=283661240&flowid=26421
Network Configuration Signature file— configure.xml	Required for setting up server to access your network	
Upgrade files	Required for upgrading software, firmware, locale updates, and dial plan updates	
Cisco-provided country packs	Needed to install localized dial plans and locales (tones and language)	
Cisco Diagnostics USB Signature file— diagnose.xml	Needed to troubleshoot when you cannot access the GUIs	
Answer file— platformConfig.xml	Required to reimage the server (for troubleshooting only when your technical support team advises that you reimage the server) All installation parameters are provided with this file and cannot be modified. Default username: admin Password: BE-3000	

Cisco Business Edition 3000 and USB Usage

For many tasks that you can perform in Cisco Business Edition 3000, you can use a USB key or USB hard disk if the file exists on the USB device. Instead of using a USB device, you can use the PC desktop or SFTP server for many of these tasks, as described in the *Administration Guide for Cisco Business Edition 3000*. This section only describes USB usage for these tasks; it does not describe the SFTP server or PC desktop options.

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Caution   You can purchase the USB devices at any retailer. Cisco does not provide support for the USB devices through the Cisco Technical Assistance Center (TAC). If you have issues with the USB hardware, contact the manufacturer of the USB device or the retailer where you purchased the device.

Before you use a USB key, you must download the Network Configuration Signature file (configure.xml) from http://www.cisco.com/cisco/software/navigator.html?mdfid=283661240&flowid=26421, edit the file with valid network information (such as IP address, subnet mask, and gateway configuration), and save the updated copy in the USB key.

Cisco recommends two USB keys: one for diagnostics and one for recovery (network configuration). The USB key that you use for recovery does not modify the existing network setting of your machine. When the network configuration USB key is inserted into the system, temporary network access is established, allowing you to access the Cisco Business Edition 3000 Administrative Interface. This temporary network access is automatically disabled if the machine is restarted.

When you modify the network configuration USB key, open the temporary IP address in your browser; then, log in to the Cisco Business Edition 3000 Administrative Interface and modify the network settings to reflect the changes that you made in the temporary network interface so that the modifications are permanent.

Note Cisco recommends that you use two dedicated USB keys for network configuration (recovery) and diagnostics. You should copy the Network Configuration Signature file (configure.xml) to the network configuration USB key and the Diagnostics Signature file (diagnose.xml) to the Diagnostics USB key.

Table 2 **USB Usage with Cisco Business Edition 3000**

Task	Important Considerations
Reimaging the server	• Format the USB device with FAT32. • NTFS is not supported. • Download the answer file (platformConfig.xml) from the Cisco-recommended site. Do not modify the answer file.
Updating the network parameters through the configure.xml file	• Format the USB device with FAT32. Only the first partition is mounted. • NTFS is not supported. • Make sure that at least 60 MB of free space is available on the USB device. If the USB device has less than 60 MB of free space, the appropriate files cannot be copied to the USB device. If a monitor is connected to a server and an error occurs, an error message is displayed on the monitor. • Designate a single USB device for the configure.xml file. Do not copy the configure.xml file to a USB file that has other files on it.
Uploading a Cisco-provided country pack	• Format the USB device with FAT32. Only the first partition is mounted. • NTFS is not supported. • Download the country pack from the Cisco-recommended site.
Uploading the Cisco-provided .xls data configuration file	• Format the USB device with FAT32. Only the first partition is mounted. • NTFS is not supported. • Only .xls file extensions (files created by using Microsoft Office) are supported. Files that use the .xlsx extension are not supported.
Backing up and restoring your data	• Format the USB device with FAT32. Only the first partition is mounted. • NTFS is not supported. • The size requirement to back up and restore your data is 1 TB. • Cisco recommends that you do not use the USB key to back up and restore your data because of the large size requirement.

Uploading an audio source file for Music On Hold (MOH)	• Format the USB device with FAT32. Only the first partition is mounted.
	
	• NTFS is not supported.
	
	• MOH supports the following wave file encoding:
	
	  – 16-bit PCM (most any sample rate will work but Cisco recommends 8,000, 16,000, 32,000, 48,000, or 44,100) stereo or mono
	
	  – 8-bit mu-law (Cisco recommends 8,000 sample rate) stereo or mono
	
	  – 8-bit a-law (Cisco recommends 8,000 sample rate) stereo or mono

Uploading Cisco User Connect licenses	• Format the USB device with FAT32. Only the first partition is mounted. • NTFS is not supported.

Table 2   USB Usage with Cisco Business Edition 3000 (continued)

Task	Important Considerations
Exporting your configured data	• Format the USB device with FAT32. Only the first partition is mounted. • NTFS is not supported.
Using the Cisco Diagnostic Tool through the diagnose.xml file	• Format the USB device with FAT32. Only the first partition is mounted. • NTFS is not supported. • Cisco recommends that you purchase an 8 GB USB key for diagnostics. Diagnostics may generate anywhere from 60 MB to 8 GB of space, depending on the activity of your system. • Designate a single USB device for the diagnose.xml file. Do not copy the diagnose.xml file to a USB file that has other files on it. • Cisco recommends that you do not remove the USB key when a media or file transfer is in progress. During a file transfer, do not press the Back or Forward key in the browser or perform any other operations. It is a best practice to allow any in-progress operations to complete.

Phone Firmware Upgrades

Cisco Unified IP Phone 6900 Series is compatible with Cisco Business Edition 3000. Cisco Unified IP Phone 6900 Series with 9.0(2) SCCP phone firmware automatically upgrades to 9.2(1) SIP firmware.

If you have 8.5 SCCP firmware on 6900 Series phones, see the *Cisco Unified IP Phone 6900 Firmware Upgrade from 8.5 (x) to 9.2(1)* Troubleshooting TechNote that describes how to upgrade to 9.2(1) SIP or a later firmware version at the following URL:

http://www.cisco.com/en/US/products/ps11370/products_tech_note09186a0080b82100.shtml

CSCtj88176 Default to Internal USB Key Requires User to Select External USB Key

> **Note** The following procedure is applicable only to the MCS 7816-I5 server. It does not apply to the MCS 7890-C1.

Be aware that the following operations display the internal USB key "SMART" by default during the USB key process. For each scenario, you must select the external USB key for each of these components to work properly.

• License File

• Spreadsheet (for manual setup mode)

• Import Users/Phones

• Backup

- USB Country Pack

Figure 1 through Figure 4 show examples in which the internal USB key "SMART" is selected by default. In these examples, the user selects the external USB key "Kingston."

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Note The name of the external USB key depends on the type of USB key that you have.

Figure 1 **Internal USB Key Displayed While License Is Copied**
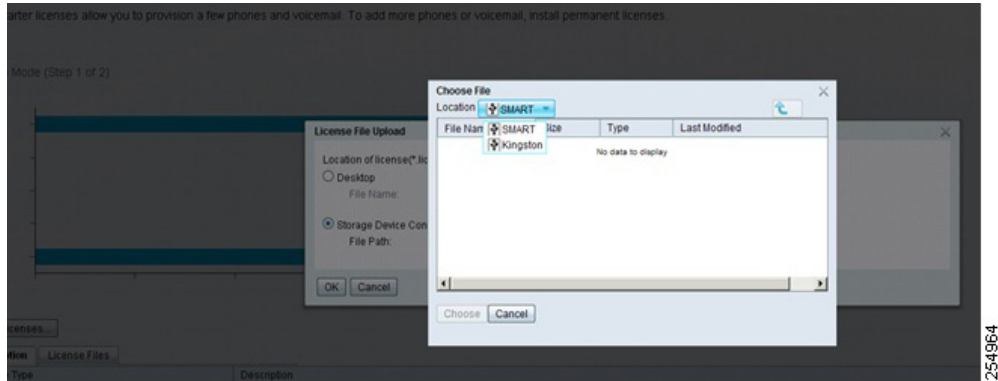

Figure 1 shows that by default the internal USB key is displayed while the license file is copied. Select the external USB key to copy the license file.

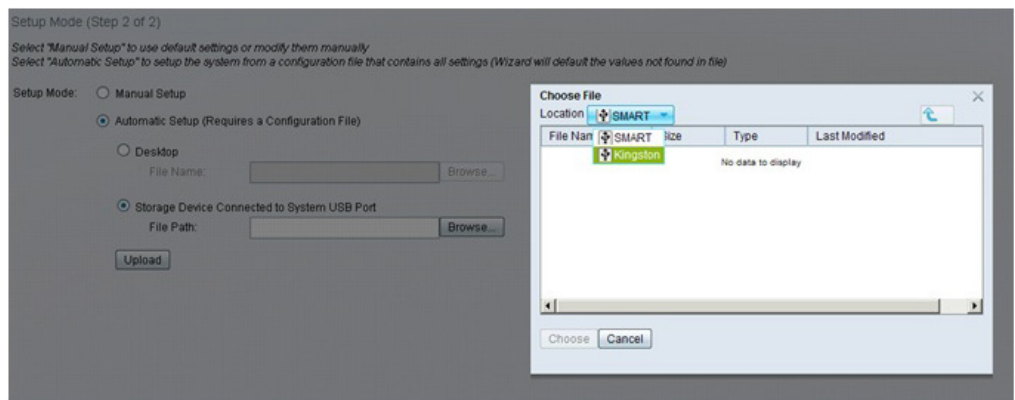*Figure 2* **Internal USB Key Displayed While Spreadsheet Is Copied**

Figure 2 shows that by default the internal USB key is displayed while the configuration spreadsheet is copied. Select the external USB key to copy the configuration spreadsheet.

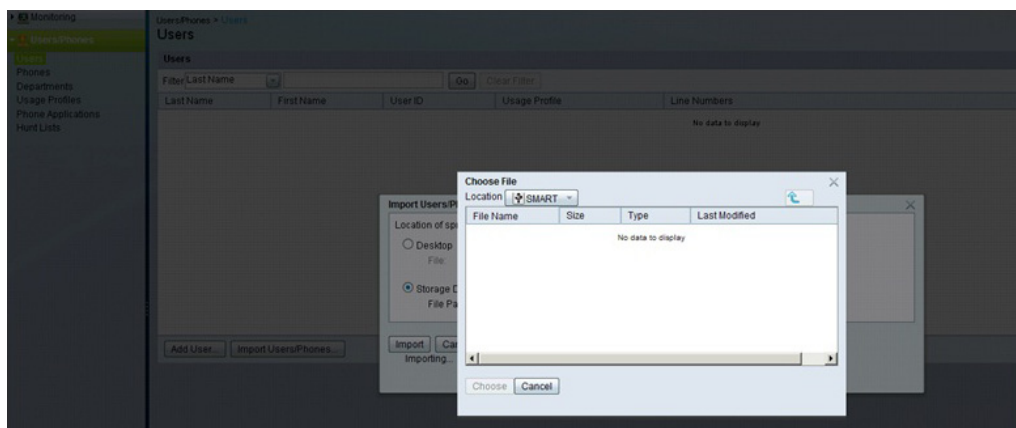*Figure 3   Internal USB Key Displayed for Users/Phones Operation*

Figure 3 shows that by default the internal USB key is displayed for the Users/Phones operation. Select the external USB key to copy the Users/Phones information.

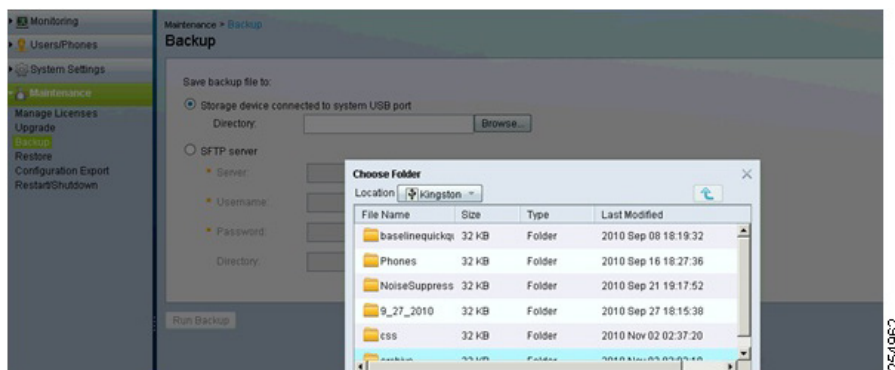*Figure 4   Internal USB Key Displayed During Backup Operation*

Figure 4 shows that by default the internal USB key is displayed during a backup operation. Select the external USB key for a backup operation.

CD/DVD USB Drive Support for Cisco Business Edition 3000 8.6(3)

The Cisco MCS 7890-C1 requires an external USB 2.0 CD/DVD drive for reimaging or performing a server recovery. The following drives have been tested and are compatible with the Cisco MCS 7890-C1:

- Sony DRX-530UL
- Iomega CDDVD522416EC3
- Samsung DRX-S70
- Sony DRX-840

You can use other USB CD/DVD drive models, provided they meet the following specifications:

- Up to 52x24x52x write/rewrite/read CD speeds
- Up to 16x DVD-ROM read speeds
- USB 2.0 interface
- External power supply
- Support Dual-Layer DVD

Telnet Limitation for Cisco Unified SIP Phone 3905

Cisco Business Edition 3000 does not support the use of Telnet to connect to the Cisco Unified SIP Phone 3905 while troubleshooting and during phone maintenance.

Call Pickup Feature Limitation

Call Pickup allows you to answer a call that is ringing on a coworker's phone by redirecting the call to your phone. Cisco Business Edition 3000 supports only the Directed Call Pickup feature on Cisco Unified SIP Phone 3905.

CSCtq34429 FTS spreadsheet upload failed with error message though fills all details

When you use the data configuration file, which is a Cisco-provided .xls spreadsheet template, for automatic setup during the Cisco Business Edition 3000 First Time Setup Wizard, the system automatically uses the default values for settings that are not mandatory in the file. In rare cases, the spreadsheet upload fails without showing any error notifications. The spreadsheet upload failure can have various causes—for example, incorrect configuration settings in multiple FTS pages.

Note Cisco Business Edition 3000 does not check the integrity of the configuration data until after the Cisco-provided .xls data configuration file is inserted into the system.

For the automatic setup to succeed, you must review and update the settings in the FTS file and try uploading the spreadsheet again. The following are a few examples of FTS settings that can get configured incorrectly:

- Network tab—Invalid inputs for IP Address(System), IP Address(Media Resource), Subnet Mask, or Default Gateway.

- PSTN Gateway tab—Invalid inputs for Line Coding and Framing—One of these or both the ports (Port 0/0/0 and Port 1).

- Dial Plan tab—Invalid inputs for Operator Dial Code, Outside Dial Code, Feature Dial Code, or Interdigit Timeout.

- Sites tab—Invalid Local Area Codes for Central Sites. Make sure that you add appropriate values for Additional Emergency Services and Emergency Location ID Numbers; else, keep these fields empty.

CSCts28780 No MWI indication on Webex Connect softphone (Cisco Business Edition 3000)

Cisco Business Edition 3000 supports the Cisco UC Integration for Cisco WebEx Connect Administration Tool, which enables administrators to monitor, manage, control, and enhance user access to Cisco WebEx Connect.

Note Cisco Business Edition 3000 does not support the Message Waiting Indicator (MWI) feature that notifies the user when a new voice message is delivered.

Cisco Business Edition 3000 Upgrade on Cisco MCS 7890-C1 Server for Release 8.6(3)

You can upgrade Cisco Business Edition 3000 from a local source using a DVD or from an SFTP server. You can use the Upgrade page to install ISO images for new releases of Cisco Business Edition 3000 software, locale updates, device packs, phone firmware loads, new dial plans, or other Cisco-issued patches (.cop files) that are required for your Cisco Business Edition 3000 system.

Note Be aware that for Release 8.6(3), you can install or upgrade Cisco Business Edition 3000 only on the Cisco MCS 7890-C1 server.

Voicemail Updates

This section lists the resolved Voicemail caveats in Cisco Business Edition 3000 Release 8.6(3).

Table 3   *Resolved Caveats for Voicemail in Release 8.6(3) as of November 30, 2011*

Identifier	Headline	Summary
CSCtq01223	PUT request through CUPI cannot change "SmtpAddress" of the user	While updating an SMTP notification device from CUPI in Cisco Unity Connection, the <EventList> attribute value is sent for updation only when the input XML contains the EventList attribute.
CSCtr14827	CUPI Validation in Notification Devices	When a voice message is received from an unknown caller, "Call the sender" prompt is announced to the user after reading the message. "Call the sender" option can be enabled or disabled for users using Custom Keypad Mapping.
CSCtr15342	UC—Call the Sender option not announce for Unknown callers	While retrieving the voice messages containing Jpeg attachment in Cisco Unity Connection the IMAP server works gracefully.
CSCtr38672	CuIMAPSvr fails to handle certain message types	While retrieving the voice messages containing Jpeg attachment in Cisco Unity Connection the IMAP server works gracefully.
CSCtr43963	DN: Conflicting DL names can stop replication	When there are two distribution lists in an Intrasite with same display name on Cisco Unity Connection, support has been added to make the distribution list name unique.
CSCtr73172	Unity Cxn out of memory errors in JavaScript during Outdial Notification	When Cisco Unity Connection sends Outdial Notification, all the allocated memory resources are freed once the Notification is completed.
CSCtr73722	"Hosted Exchange" ambiguous in unified messaging services8.6	When Cisco Unity Connection sends Outdial Notification, all the allocated memory resources are freed once the Notification is completed.
CSCtr84688	Report is not generating for Message Traffic Report.	While using Serviceability feature in Cisco Unity Connection, report will be generated for Message Traffic.
CSCtr87565	Not able to create mailbox during load	SELinux rules have been updated to allow creation of user mailboxes in enforcing mode.
CSCtr90951	CUCMBE License information failed to generate in RTMT	Using "View Configuration" tab in RTMT, user can view license information.
CSCtr92721	Potential message loss under heavy replication traffic with Smarthosts	When Cisco Unity Connection configured with a Smart Host is handling heavy Digital Replication traffic, there is no voice message loss.
CSCtr97387	Changes required on UM Service page for Office 365.	While adding new Unified Messaging Service for "Office 365" on Cisco Unity Connection, redundant Configuration fields (Impersonation, Notification Type, protocol) from GUI have been removed.
CSCts00519	SIB VM moved out of/back into inbox folder not resync'd to CUC inbox	While using Single Inbox message synchronization on Cisco Unity Connection, when a Voicemail is moved from Non-Synced folder to Inbox (Synced folder) on the Microsoft Exchange it will not be moved to Deleted item folder.

Identifier	Headline	Summary
CSCts13131	Getting failsafe errors in cucsmgr logs impactingVUI calls	When a user enters invalid extension during signin conversation, users do not hear failsafe conversation.
CSCts20300	DL error in Diginet logs.	When administrators configure a name less than ten characters for Distribution Lists, Digital Replication in Intrasite cluster gets stuck.
CSCts21141	SIB:Re-enable Unified Messaging service, deleted message resync'd as new	While using Single Inbox message synchronization on Cisco Unity Connection, when a Single Inbox user hard deletes a message from Microsoft Exchange side, the corresponding message moves to deleted items on Cisco Unity Connection side. Now, if the Unified Messaging service is disabled and then enabled, the message syncs to deleted items folder on Microsoft Exchange side as well as on Cisco Unity Connection side.
CSCts49598	SEC-MIN-INTV: Minimum password change interval default is not applied	In Cisco Unity Connection, default time between Web application password change has been increased from 1 minute to 24 hours.
CSCts54240	French/German characters in Exchange Display cause Single Inbox issue	While using Single Inbox message synchronization on Cisco Unity Connection, Single Inbox Feature is enhanced to support special characters in subscriber's Display name.
CSCts58716	"Null" Error in Import Users page in CUC when importing users using AXL	While importing users from Cisco Unified Communications Manager through AXL in Cisco Unity Connection, if the IP Address configured for Cisco Unity Connection on Cisco Unified Communications Manager is different from the actual Cisco Unity Connection IP Address the "Import Users" page in CUCA gives appropriate error message.
CSCts94906	Unity Connection 8.5.1:CuCsMgr Diagnostic function is crashing	While using Single Inbox message synchronization on Cisco Unity Connection, Single Inbox Diagnostic traces are enhanced to support special characters.
CSCtt02014	Unity Connection Upgrade checks "Use System Default Time Zone"	When Cisco Unity Connection is upgraded from version 7 or later, system time zone settings are preserved after the Upgrade.
CSCtt14445	Incorrect text on button on Distribution list member page	While adding contact templates as System Distribution list members in Cisco Unity Connection, the text displayed on the button is changed to "Add Contact Template".

Identifier	Headline	Summary
CSCtq01223	PUT request through CUPI cannot change "SmtpAddress" of the user	While updating user information through CUPI in Cisco Unity Connection, "smtpAddress" field is updated correctly along with rest of the user information.
CSCtt17418	Changes in default data for "dial by name" feature of CBE3k	Enhancement request for Cisco Unified Communications Manager Business Edition 3000 to disable "555" DTMF Access ID for Directory handlers.

Caveats

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

Caveats describe unexpected behavior for Cisco Business Edition 3000. Severity 1 caveats represent the most serious caveats, severity 2 caveats represent less serious caveats, and severity 3 caveats represent moderate caveats.

See the following sections:

- Using Bug Toolkit, page 14
- Resolved Caveats, page 15
- Open Caveats, page 15

Using Bug Toolkit

You can search for the latest resolved and open caveats by using the Cisco Software Bug Toolkit. To access the Cisco Software Bug Toolkit, you need the following items:

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

To use the Cisco Software Bug Toolkit, perform the following procedure:

Procedure

Step 1 Access the Cisco Software Bug Toolkit at 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, and create bug groups.

Resolved Caveats

These release notes do not list the resolved caveats because Cisco Software Bug Toolkit provides the latest list of resolved and open caveats. You can find the latest resolved caveat information by using the Cisco Software Bug Toolkit, as described in the "Using Bug Toolkit" section on page 14.

Open Caveats

These release notes list the caveats that are open as of November 30, 2011. These release notes contain descriptions of the following:

- All severity level 1 or 2 caveats
- Significant severity level 3 caveats

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Note   Because caveat status continually changes, be aware that the Table 4, "Open Caveats for Cisco Business Edition 3000 Release 8.6(3) as of November 30, 2011" reflects a snapshot of the caveats that were open at the time this report was compiled. For an updated view of open caveats, access Bug Toolkit and follow the instructions described in the "Using Bug Toolkit" section on page 14.

Table 4   *Open Caveats for Cisco Business Edition 3000 Release 8.6(3) as of November 30, 2011*

Identifier	Component	Headline
CSCtn13200	sa-fxn	When DSP is configured with a new IP, old IP is still pingable
CSCto94883	sa-gateway	Notify user to configure Cisco ISR2901 at end of PSTN Connection Wizard
CSCtr37077	sa-callp	PSTN call fails if user makes a call with max length CID and Caller name
CSCtr85560	sa-localpstn	Unable to make E.164 calls for China Dial Plan
CSCts25923	sa-day1wizard	Extension Mobility option is displayed in English on the phone.
CSCts30850	sa-day1wizard	IE8:FTS:5XX Server Error:VerifyServerSideSetup when does Assume Control
CSCtt34660	sa-database	Unable to Edit Remote Site Call Privilege settings in one Scenario
CSCtt98483	sa-callp	Unable to delete external isr 2901 router from cucmbe3k
CSCtu36588	sa-mac	After uploading MOH file there is no way to revert back
CSCtu37894	sa-maintenance	Unable to install Connection Pack for SIP Trunk in Intelbras (Brazil)
CSCtu43155	sa-platform	Server Hung after Upgrade
CSCtu47392	sa-mac	CallPickup group section is not proper in FTS for UsageProfiles page
CSCtu63054	sa-mac	Enable ssh access on 89xx phones

Identifier	Component	Headline
CSCtu64762	sa-siptrunk	CUCMBE3K SIPTRUNK:5xx error during sip trunk deletion
CSCtu73525	sa-mac	Unable to add phone number to usage prof for call forwards
CSCtw46547	sa-docs	Help page and troubleshoot link in Caddo for system notification
CSCtw48592	sa-autoattendant	Dial-By-Name is disabled when Internal Callers Only option is selected
CSCtw48629	sa-mac	Server hung after updating the Assistant Usage Profile
CSCtw49236	sa-mac	Deleted speed dials doesn't revert by clicks on Reset button in CUCMUser
CSCtw49332	sa-docs	UsageProfiles General Tab Settings does not open properly in OLH
CSCtw49462	sa-callp	89XX series Phones doesn't reboot after changing IDT in Dial Plan Page
CSCtw50178	sa-spa	BE3K sets SPA8800 params Max_Forward and Max_Redirection incorrectly
CSCtw50226	sa-countrypack	Local call is classified as Long Distance in CDR Call Details page
CSCtw50693	sa-mac	Default Pickup Group breaks purpose of having Multiple Pickup Groups
CSCtw51451	sa-mac	SpreadshtError message for Allowed special characters in description box is wrong
CSCtw52021	sa-mac	Reset password not working on mentioning & # in the Phone Application URL
CSCtw55275	sa-mac	Unknown Error thrown while deleting the Tele Worker Site.
CSCtw55322	sa-docs	Help Pages gives error HTTP 404 error in Add PSTN Connections tab
CSCtw56031	sa-mac	Save Success message is not displayed for Call Detail Offloading Page
CSCtw56032	sa-mac	IE8: Upload AA greeting stuck in Processing Request spindle after save
CSCtw57566	sa-mac	Updating Phone Button template & SpeedDials does not reflect on 8941Phone
CSCtw60239	sa-mac	CUCMUser page listed all devices under DND if it is associated to AA Group
CSCtw60529	sa-maintenance	Cancel button option appears even after Successful upgrade
CSCtw61051	sa-mac	User/Phone Import failure Details shows blank in PostSetupWizard in scene
CSCtw61682	sa-gateway	Unable to delete PSTN connections

Open Caveats for Cisco Unified Communications Manager Release 8.6(2)

Open caveats for Unified CM Release 8.6(2) also describe possible unexpected behaviors in the Cisco Business Edition 3000. So, all the open caveats that apply to the Unified CM apply to the Cisco Business Edition 3000 as well.

For information on the list of open caveats for Unified CM, see the release notes for Cisco Unified Communications Manager at the following URL:

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/rel_notes/8_6_2/cucm-rel_notes-862.html

Documentation Updates

The Documentation Updates section contains information on errors, omissions, and changes for the *Administration Guide for Cisco Business Edition 3000* and online help. See the following sections:

CSCto58908—Alarm on Health Summary when Channels Are not Configured on PSTN

The English, Mandarin, German, Italian, Portuguese, Spanish, and French online help for Cisco Business Edition 3000 Administrative Interface does not include the following troubleshooting information when the system is nearing maximum call capacity.

Description

An alarm is generated when PSTN calls utilization nears 100%. PSTN calls will not be established after utilization reaches 100% when the following situations occur:

- All the channels are busy
- The PSTN configuration settings are incorrect
- One or more channels are not functioning properly
- There is an error in the service provider settings

Resolution

Perform any of the following actions:

- Review the reports for high call volume on the Call Detail Reports page (**Monitoring > Call Detail Reports**).
- Reduce the number of inbound and outbound calls.
- Make sure that you select the proper channel selection order. For example, if you lease channels 1 to 15, you must have the channel selection order as top-down. If you did not lease the entire PRI span from the service provider, enter only the partial channel range that is available.

If this problem persists, contact your technical support team; for example, contact your Value Added Reseller (VAR), or if you are the Value Added Reseller, contact the Cisco Technical Assistance Center (TAC).

CSCts02379—Unable to See Troubleshooting Information when Fan Speed Goes Out of Threshold

The system fan is not operating properly and the system must be powered down and then restarted.

Description

The system fan is not operating properly.

Resolution

Restart the server. (Select **Maintenance > Restart/Shutdown**.)

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

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