



# Release Notes for Cisco Business Edition 3000, Release 8.6(4)

---

June 25, 2012

## Contents

This document contains information on the following topics:

- [Introduction, page 1](#)
- [System Requirements, page 2](#)
- [New and Changed Information, page 2](#)
- [Important Notes, page 3](#)
- [Caveats, page 13](#)
- [Documentation Updates, page 17](#)
- [Obtaining Documentation and Submitting a Service Request, page 20](#)

## Introduction

These release notes are based on the 8.6.4.10000-1 software version of Cisco Business Edition 3000 for Release 8.6(4). 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**

© 2012 Cisco Systems, Inc. All rights reserved.

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](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](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](#)” section on page 2.

## 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](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](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\(4\)](#), 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
- [CSCub60533 Speed dial allows only 40 numbers](#), 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 <a href="#">“Related Documentation” section on page 2</a> .

**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:  <a href="http://www.cisco.com/cisco/software/navigator.html?mdfid=283661240&amp;flowid=26421">http://www.cisco.com/cisco/software/navigator.html?mdfid=283661240&amp;flowid=26421</a>
Cisco-provided .xls data configuration file— cuba_install.zip (containing cuba_install.xls)	Needed to enter configuration data for automatic setup	
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.



### 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	<ul style="list-style-type: none"> <li>Format the USB device with FAT32.</li> <li>NTFS is not supported.</li> <li>Download the answer file (platformConfig.xml) from the Cisco-recommended site. Do not modify the answer file.</li> </ul>
Updating the network parameters through the configure.xml file	<ul style="list-style-type: none"> <li>Format the USB device with FAT32. Only the first partition is mounted.</li> <li>NTFS is not supported.</li> <li>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.</li> <li>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.</li> </ul>
Uploading a Cisco-provided country pack	<ul style="list-style-type: none"> <li>Format the USB device with FAT32. Only the first partition is mounted.</li> <li>NTFS is not supported.</li> <li>Download the country pack from the Cisco-recommended site.</li> </ul>
Uploading the Cisco-provided .xls data configuration file	<ul style="list-style-type: none"> <li>Format the USB device with FAT32. Only the first partition is mounted.</li> <li>NTFS is not supported.</li> <li>Only .xls file extensions (files created by using Microsoft Office) are supported. Files that use the .xlsx extension are not supported.</li> </ul>
Backing up and restoring your data	<ul style="list-style-type: none"> <li>Format the USB device with FAT32. Only the first partition is mounted.</li> <li>NTFS is not supported.</li> <li>The size requirement to back up and restore your data is 1 TB.</li> <li>Cisco recommends that you do not use the USB key to back up and restore your data because of the large size requirement.</li> </ul>
Uploading an audio source file for Music On Hold (MOH)	<ul style="list-style-type: none"> <li>Format the USB device with FAT32. Only the first partition is mounted.</li> <li>NTFS is not supported.</li> <li>MOH supports the following wave file encoding: <ul style="list-style-type: none"> <li>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</li> <li>8-bit mu-law (Cisco recommends 8,000 sample rate) stereo or mono</li> <li>8-bit a-law (Cisco recommends 8,000 sample rate) stereo or mono</li> </ul> </li> </ul>
Uploading Cisco User Connect licenses	<ul style="list-style-type: none"> <li>Format the USB device with FAT32. Only the first partition is mounted.</li> <li>NTFS is not supported.</li> </ul>

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

Task	Important Considerations
Exporting your configured data	<ul style="list-style-type: none"> <li>Format the USB device with FAT32. Only the first partition is mounted.</li> <li>NTFS is not supported.</li> </ul>
Using the Cisco Diagnostic Tool through the diagnose.xml file	<ul style="list-style-type: none"> <li>Format the USB device with FAT32. Only the first partition is mounted.</li> <li>NTFS is not supported.</li> <li>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.</li> <li>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.</li> <li>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.</li> </ul>

## 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](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.”



**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*

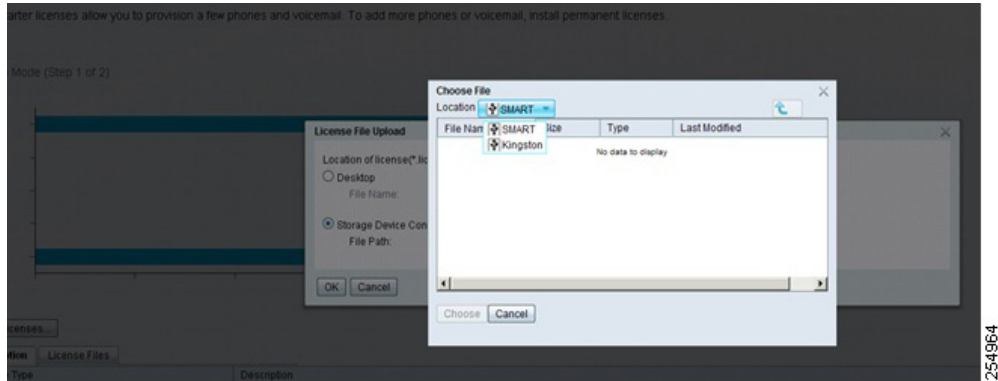


Figure 1 shows that by default the internal USB key is displayed while the license file is copied. Select the external USB key to copy the license file.

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

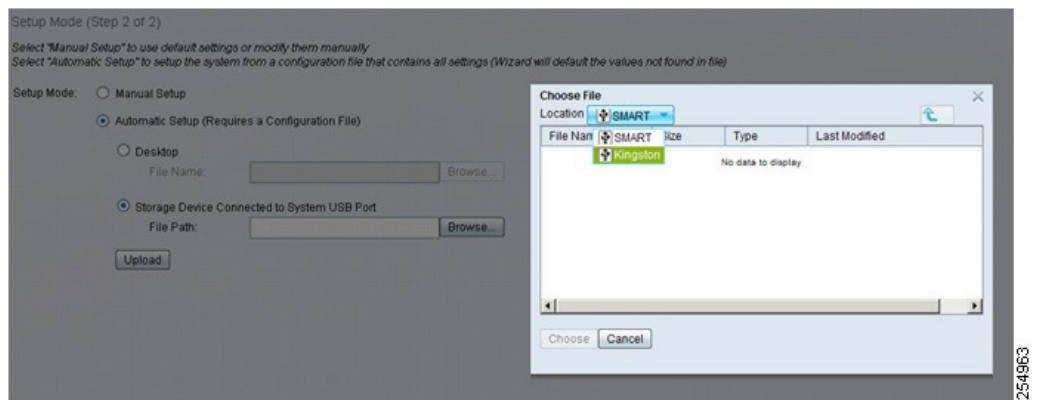


Figure 2 shows that by default the internal USB key is displayed while the configuration spreadsheet is copied. Select the external USB key to copy the configuration spreadsheet.



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

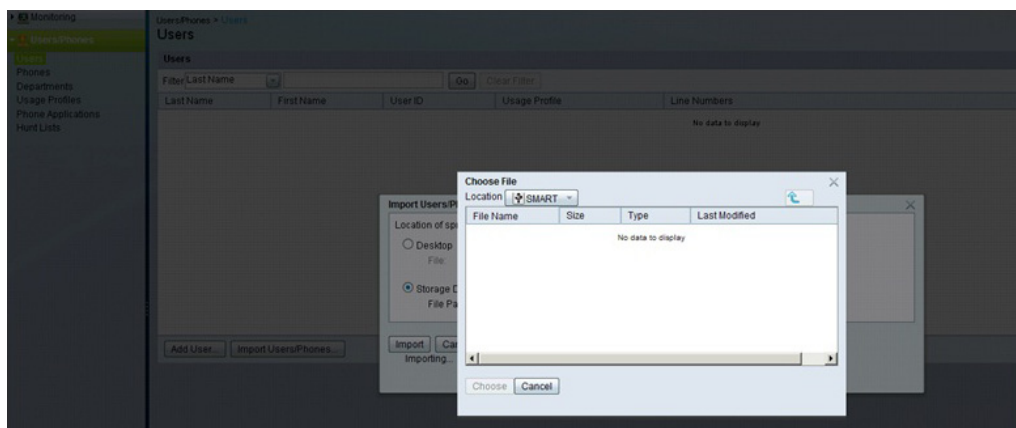


Figure 3 shows that by default the internal USB key is displayed for the Users/Phones operation. Select the external USB key to copy the Users/Phones information.

**Figure 4** *Internal USB Key Displayed During Backup Operation*

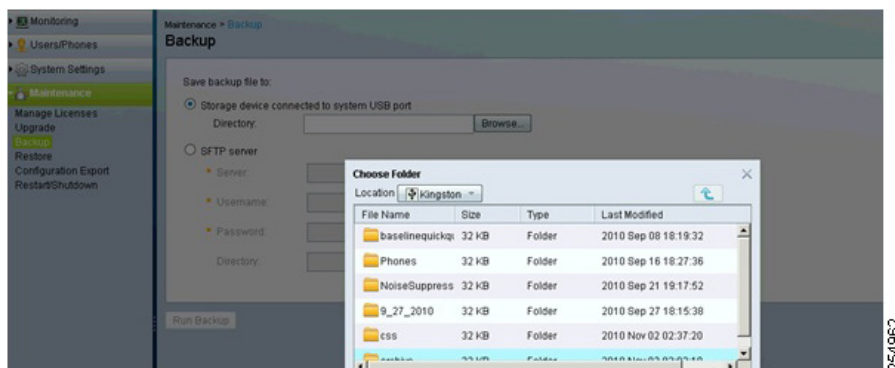


Figure 4 shows that by default the internal USB key is displayed during a backup operation. Select the external USB key for a backup operation.

## CD/DVD USB Drive Support for Cisco Business Edition 3000 8.6(4)

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.

## CSCua36393 Cannot dial 911 when using Dial Plan prefix 9 on Cisco Business Edition 3000

In North America, Cisco Business Edition 3000 does not allow users to make emergency calls directly, for example 911, 1911, and 101XXXX911. You will have to download cop file 'ciscocm\_emergency\_911.cop.sgn' to make emergency calls directly. This version of the COP file contains fix for this limitation which allows the users to make emergency calls without the outside dial code for North America Numbering Plan. You can download the 'ciscocm\_emergency\_911.cop.sgn' from the Software Download page on Cisco.com available at <http://www.cisco.com/cisco/software/release.html?mdfid=283783671&flowid=26421&softwareid=283688477&release=8.6%284%29&relind=AVAILABLE&rellifecycle=&reltype=latest>.

The Readme file describes the process to upgrade the server with the COP file. For more instruction on how to install the cop file, download the ReadMe file from

<http://www.cisco.com/cisco/software/release.html?mdfid=283783671&flowid=26421&softwareid=283688477&release=8.6%284%29&relind=AVAILABLE&rellifecycle=&reltype=latest>.

## CSCub60533 Speed dial allows only 40 numbers

The Cisco Business Edition 3000 Administration Guide states that you can have up to 48 speed dials. This number is incorrect. Cisco Business Edition 3000 allows only 40 speed dials.

## Voicemail Updates

This section lists the resolved Voicemail caveats in Cisco Business Edition 3000 Release 8.6(4).

Table 3

Resolved Caveats for Voicemail in Release 8.6(4) as of May 17, 2012

Identifier	Headline	Summary
<a href="#">CSCty13330</a>	Esosreport sysreport hanged if selinux is in enforcing mode	Esoreport sysreport generated successfully when selinux is in enforcing mode.
<a href="#">CSCty05524</a>	UC 8.6.2.21009-1—IMAP authentication failed when using LDAP directory	While using LDAP directory IMAP is authenticated successfully.
<a href="#">CSCtx42950</a>	Core generated on Special Characters in Mail Subject Field	Special Characters fields are supported in Mail Subject Field.
<a href="#">CSCtx95021</a>	Enhancement to install selinux before pre-boot for BE 3000 in L2	For Cisco BE 3000 upgrade selinux is installed during the final installation phase.
<a href="#">CSCty25415</a>	Switch Version failed for Upgrade from 8.6.3.98000-128 to 8.6.3.98000-129	Switch Version successful for Upgrade from 8.6.3.98000-128 to 8.6.3.98000-129.
<a href="#">CSCtt44939</a>	CuMixer Crash When Recording Codec set to GSM FR	In Cisco Unity Connection, play and record greeting is successful with recording codec as GSM FR.
<a href="#">CSCtu00812</a>	ConvMgr service dumps core due to SSL race condition	In Cisco Unity Connection, no Conversation Manager core dumps are observed after enabling FIPS mode, applying DoD certificates, and restarting the virtual machine.
<a href="#">CSCtw8209</a>	Getting System prompt as Voicemail while using the Supervise transfer	While using supervised transfer in Cisco Unity Connection, system prompts are not recorded as Voicemail.
<a href="#">CSCtt28520</a>	Invalid Mailbox Store Name appears during DRS BackUp	During DRS Backup in Cisco Unity Connection, newly created mailbox name does not appear on DRS backup page.
<a href="#">CSCtx31456</a>	Failsafe observed while recording message	Recording of voice messages is successful in Cisco Unity Connection.
<a href="#">CSCtw9711</a>	CUPI For Clients does not allow user added alt. ext. to be deleted	Cisco Unity Connection Provisioning Interface (CUPI) Clients allow the user to modify or delete user added alternate device (alternate extension).
<a href="#">CSCtu10118</a>	Unity Connection: Unable to login to SA/IMS failure on upgrade	Corrected the Failback mechanism of Refresh Upgrade in Cisco Unity Connection.
<a href="#">CSCtt22188</a>	Delay accessing subscriber when publisher is down	In Cisco Unity Connection, no delay is observed in listening to the voicemail on subscriber Connection when publisher Connection is down.
<a href="#">CSCtt15340</a>	CUC breaks voicemail phone notification conversation	When Cisco Unity Connection sends outdial notifications, it accepts the PIN and starts playing the voice mails.

# 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 13](#)
- [Resolved Caveats, page 13](#)
- [Open Caveats, page 14](#)

## 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

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



### 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 13](#).

## Open Caveats

These release notes list the caveats that are open as of April 11, 2012. These release notes contain descriptions of the following:

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



### Note

Because caveat status continually changes, be aware that the Table 4, “[Open Caveats for Cisco Business Edition 3000 Release 8.6\(4\) as of June 25 2012](#)” 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 13.

**Table 4** *Open Caveats for Cisco Business Edition 3000 Release 8.6(4) as of June 25 2012*

Identifier	Component	Headline
<a href="#">CSCua14784</a>	sa-mac	Incorrect system generated application dial rules
<a href="#">CSCty36110</a>	Security	CUCM 8.6 Tomcat OOM with “com.rsa.sslj.x.cu” suspect under high AXL Load
<a href="#">CSCty00980</a>	sa-mac	Taking more than 5 minutes to update the ODC in dial plan page
<a href="#">CSCtz20671</a>	sa-callp	BE3K: After a 3rd party cop file is installed the machine should reboot
<a href="#">CSCtz04278</a>	sa-callp	Site page PSTN access got corrupted when I change ODC code in dial plan
<a href="#">CSCtz62048</a>	sa-mac	8.6.3.98000-212-unrestricted installation failed
<a href="#">CSCtz58539</a>	sa-countrypack	Unable to Upgrade from Lavon to tt7-1 with Chinese country pack
<a href="#">CSCtz58374</a>	sa-mac	Duplicate warning message in Abbreviated DialRules is not cleared when it is a wrong check
<a href="#">CSCtz55576</a>	sa-mac	Unable to access Network-Connection page in tt7-1
<a href="#">CSCtz57414</a>	sa-day1wizard	Unable to complete FTS with spread sheet
<a href="#">CSCtz51944</a>	sa-callp	BE3K: BLF Speed Dial does not work
<a href="#">CSCtz43731</a>	sa-platform	System does not go for reboot after FTS when installed with DHCP enabled
<a href="#">CSCtz43533</a>	sa-countrypack	BE3K: Brazil Calling Party Transformation does not work for E1-R2
<a href="#">CSCty32066</a>	sa-callp	Long DB Transaction causing limitations on capability of BE3K DialPlan

Identifier	Component	Headline
<a href="#">CSCua31379</a>	sa-callp	Unable to join meet me conference from PSTN number
<a href="#">CSCty82353</a>	sa-mac	Edit User: Email Subject does not specify PIN and Password field values
<a href="#">CSCty59768</a>	sa-mac	ReachMeTimerSet table is not properly accessible on IE browser
<a href="#">CSCtz19698</a>	sa-mac	Need to click on 'Save' button twice when update ReachMe alternate number in
<a href="#">CSCtz17480</a>	sa-mac	CDPT—Issue with Prefix with digits
<a href="#">CSCtz20519</a>	sa-emergency	Unable to configure ELIN with Area Code in FTS
<a href="#">CSCtz18839</a>	sa-mac	Number of template buttons different between wizard and user profile page
<a href="#">CSCtz06645</a>	sa-mac	Giving wrong error message when ReachMeAnywhere configured with more than 25 numbers
<a href="#">CSCtz23011</a>	sa-mac	Safari on MAC—Add phone page looks distorted after selecting phone model
<a href="#">CSCtz61473</a>	sa-callp	Modification from multiple ODC to single ODC is giving UE error
<a href="#">CSCtz58453</a>	sa-day1wizard	Unable to add 9 Remote sites using spread sheet
<a href="#">CSCtz61234</a>	sa-mac	NTP server validation not working from MAC pages
<a href="#">CSCtz59972</a>	sa-day1wizard	FTS page freezes after closing and accessing the page
<a href="#">CSCtz61104</a>	sa-mac	Unable to clear ExternalCallerId field in Edit user page
<a href="#">CSCtz58244</a>	sa-mac	Error message not appearing save user without ReachMeAnywhere no with enable
<a href="#">CSCtz56287</a>	sa-mac	Adding Teleworker Site gives confirm site configuration change popup
<a href="#">CSCtz57589</a>	sa-mac	[Cap builds testing] While updating ODC I can access the Site page
<a href="#">CSCtz57693</a>	sa-mac	Caddo(BRNP):[Pref Cap testing] Wrong Info-EstimateTime—when ODC change
<a href="#">CSCtz26564</a>	sa-mac	PatternTip K's description in CustomCallClassification is not proper
<a href="#">CSCtz28438</a>	sa-mac	Unable to Save DialPlan page after UI Reset

Identifier	Component	Headline
<a href="#">CSCua01351</a>	sa-countrypack	CNNP No sites listed in Site Association field on adding FXO or Phone
<a href="#">CSCtz81265</a>	sa-mac	Able to reset to old value on network page after save
<a href="#">CSCtz88397</a>	sa-mac	SNR:EditRingTimingSet window does not open with correct settings
<a href="#">CSCua03793</a>	sa-mac	Outgoing email server greys out after reset
<a href="#">CSCtz81141</a>	sa-spa	Device name not getting displayed under PSTN connections
<a href="#">CSCtz84256</a>	cp-ss-callpark	CTI unpark event is missing for park DNs
<a href="#">CSCtz80199</a>	sa-day1wizard	Power/Standard Usage Profiles settings modified with default Spreadsheet
<a href="#">CSCtz93378</a>	sa-mac	Mac—Addition of Calling Party Transformation with blank field is allowed
<a href="#">CSCua11900</a>	sa-countrypack	Dial plan upgrade failure during build upgrade due to versioning
<a href="#">CSCtz96481</a>	sa-mac	Need to show a warning message when adding non supported area code
<a href="#">CSCtz98265</a>	sa-mac	PSTN connection—Digit discard instructions manual patterns go missing
<a href="#">CSCua06833</a>	sa-callp	SPA+ITA: BE3K: Database error prohibit completing FTS
<a href="#">CSCua11846</a>	sa-mac	Adding Duplicate Pattern does not throw any error in Edit Dial Plan Pattern
<a href="#">CSCtz91877</a>	cp-ss-callpark	Caller ID is no longer provided by CiscoTSP for parked external call
<a href="#">CSCtz79557</a>	sa-mac	Back and cancel button grey out while adding PSTN connection
<a href="#">CSCtz69238</a>	sa-mac	Confirmation messages are not seen in Sites pages
<a href="#">CSCtz70820</a>	database	CcmtempDbSpace_Used perfmon counter fails to report correctly
<a href="#">CSCtz70284</a>	sa-mac	Reach Me Anywhere numbers not listing in history until reload page
<a href="#">CSCua26786</a>	sa-mac	“Redial” word need to change in the Default ODC description in site page
<a href="#">CSCua31266</a>	sa-mac	SNR is not working when none TimerSet entry are default



Identifier	Component	Headline
<a href="#">CSCua20242</a>	sa-countrypack	FR_CA: BE3K: French (Canada) not present on the Country/Language list
<a href="#">CSCua11631</a>	sa-mac	AddTeleworkerSite Fails then reboot if RemoteSite exist with 0.0.0.0 S/N
<a href="#">CSCua11306</a>	sa-countrypack	ITNP has Duplicate Patterns

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

Open caveats for Unified CM Release 8.6(2a) 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/customer/docs/voice\\_ip\\_comm/cucm/rel\\_notes/8\\_6\\_2/cucm-rel\\_notes-862a.html](http://www.cisco.com/en/US/customer/docs/voice_ip_comm/cucm/rel_notes/8_6_2/cucm-rel_notes-862a.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](#), page 17
- [CSCts02379—Unable to See Troubleshooting Information when Fan Speed Goes Out of Threshold](#), page 18
- [CSCty99857—AT&T: New parameter introduced after upgrade from Release 8.6\(3\) to Release 8.6\(4\)](#), page 18
- [CSCua26786—“Redial” word need to change in the Default ODC description in site page](#), page 19

## 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**.)

## CSCty99857—AT&T: New parameter introduced after upgrade from Release 8.6(3) to Release 8.6(4)

The system displays a new parameter “Use Device Pool Called Party Transformation CSS” on the **PSTN Connections > Edit > Advanced Settings** page on the *Cisco Business Edition 3000 Administrative Interface* for a SIP trunk connection.

**Description**

After you migrate from Cisco Business Edition 3000 Release 8.6(3) to Cisco Business Edition 3000 Release 8.6(4), the calls are not processed through the SIP trunk.

**Resolution**

After migration, update the connection pack for the SIP trunk in your system. If necessary, update the Called Party Transformation Patterns and the Digit Discard Instructions under the Outbound Call Routing Information on **PSTN Connections > Edit > Advanced Settings** page on the *Cisco Business Edition 3000 Administrative Interface* for the SIP trunk connection.

## CSCua26786—"Redial" word need to change in the Default ODC description in site page

If you have configured more than one outside dial code on the **System Settings > Dial Plan > General Settings** page, the Default Outside Dial Code option is enabled on the **Connections > Sites > Call Settings > PSTN Access** page.

### Description

The description for the Default Outside Dial Code field is changed to Used for Click-to-Call, dialing via missed/received call history and emergency calls routed through FXO" in the **Connections > Sites > Call Settings > PSTN Access** page on the Cisco Business Edition 3000 Administrative Interface.

# 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.

---

Cisco and the Cisco Logo are trademarks of Cisco Systems, Inc. and/or its affiliates in the U.S. and other countries. A listing of Cisco's trademarks can be found at [www.cisco.com/go/trademarks](http://www.cisco.com/go/trademarks). Third party trademarks mentioned 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. (1005R)

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

© 2012 Cisco Systems, Inc. All rights reserved

---