



# Release Notes for Cisco Business Edition 3000, Release 8.6(5)

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Aug 05, 2013

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## Introduction

The release notes are based on the 8.6.5 software version of the Cisco Business Edition 3000 for Release 8.6(5). The Cisco Business Edition 3000 is a Unified Communications and Collaboration solution targeted to small and mid-sized businesses that enables the partner with 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)

The Cisco Business Edition 3000 software is preinstalled in the system. The deployment of the Cisco Business Edition 3000 server, phones, and the gateway across an IP network provides a distributed virtual-telephony network.



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The 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 encompasses to the phones. Web-browser interfaces allow configuration of the system and also provide access to online help.

For 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

The *Software Compatibility Matrix for Cisco Business Edition 3000* provides minimum requirements for the products that work with the Cisco Business Edition 3000. You can obtain *Software Compatibility Matrix for Cisco Business Edition 3000* 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)

## Supported Browsers

The Cisco Business Edition 3000 is supported on the following browsers:

- Internet Explorer 8 (using Standard mode)
- Firefox 3.x, 4.x and 10.x
- Safari 4.x and 5.x

In case, if you attempt to open the Cisco Business Edition 3000 on an unsupported browsers, the following error message is displayed in the browser window:

“The browser you are using is not supported by the Business Edition 3000 Administrative Interface. For a better user experience, connect using one of the supported browsers listed below.

- \* Internet Explorer 8 (using Standard mode)
- \* Firefox 3.x, 4.x and 10.x
- \* Safari 4.x and 5.x”



### Note

The use of Cisco Business Edition 3000 on an unsupported browser may result in inconsistent operation of the Administrative Interface.

## Related Documentation

You can view the related documentation that supports 8.6(4) release of the 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).

Refer the following documentation before you configure the Cisco Business Edition 3000 Release 8.6(5):

- The *Software Compatibility Matrix for Cisco Business Edition 3000* 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)* 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* provides important information on how to configure and troubleshoot your system. This document is available in English, Chinese, Spanish, Russian, Portuguese, and French.
- The *Quick Start Guide for Cisco Business Edition 3000* provides procedural information for users who are operating the Cisco MCS 7890-C1. This document is available in English, Spanish, Russian, Portuguese, Chinese, and French.

**Note**

You can 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).

The online help is displayed in English, Mandarin Chinese, Spanish, Russian, French, or Portuguese for the GUIs depending on the country-pack preference that you configure. The field descriptions are displayed for the settings in the GUIs. You can use the online help in conjunction with the *Administration Guide for Cisco Business Edition 3000*, which includes more information on the Cisco Business Edition 3000.

## Important Notes

Refer the following important information before you configure Cisco Business Edition 3000.

- [Obtaining Files for Cisco Business Edition 3000 on www.cisco.com, page 3](#)
- [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 6](#)
- [CD/DVD USB Drive Support for Cisco Business Edition 3000 8.6\(5\), page 6](#)

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

[Table 1 on page 3](#) lists where to obtain important files that are used with Cisco Business Edition 3000. For example, [Table 1](#) lists the url 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> .
Cisco User Connect licensing site	Required to register Cisco User Connect licenses	Login to the URL <a href="http://www.cisco.com/go/licensing">http://www.cisco.com/go/licensing</a> to register Cisco User Connect Licenses.

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

Files	Description	Where to Find the Files
Cisco-provided .xls data configuration file— cuba_install.zip (containing cuba_install.xls)	Required to enter configuration data for automatic setup	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>
Network Configuration Signature file— configure.xml	Required to set up a server to access the network	
Upgrade files	Required to upgrade software, firmware, locale updates, and dial plan updates	
Cisco-provided country packs	Required to install localized dial plans and locales (tones and language)	
Cisco Diagnostics USB Signature file— diagnose.xml	Required 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

The Cisco Business Edition 3000 supports the usage of a USB key or a USB hard disk. The USB key or a USB hard disk can be used only if required file exists on the USB device. The PC desktop or SFTP server can also be used for many of the tasks instead of using a USB device. The usage of PC desktop or SFTP server is described in the *Administration Guide for Cisco Business Edition 3000*. For example, uploading of announcement file to a system can be performed using USB device, provided the required file is existing on the USB device.

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.

You can download the temporary 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 the 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, 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.

Table 2 on page 5 lists the task to perform using the USB key with the Cisco Business Edition 3000.

**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 hard drive 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>Ensure 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>

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

Task	Important Considerations
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>
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 the 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 not to 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 9.3(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)

## CD/DVD USB Drive Support for Cisco Business Edition 3000 8.6(5)

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

## Caveats

Caveats describe unexpected behavior for the Cisco Business Edition 3000. The following sections contain information on how to obtain the latest resolved caveat information and latest open caveat information for severe and moderate bugs.

- [Using Bug Toolkit, page 7](#)
- [Resolved Caveats, page 8](#)
- [Open Caveats, page 11](#)
- [Documentation Updates, page 13](#)

## 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.

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## Resolved Caveats

The release notes list the resolved caveats of 8.6(4) Release and contain descriptions of a caveat. 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 7](#).

**Table 3** *Resolved Caveats for Cisco Business Edition 3000 in Release 8.6(5) as of March 31, 2013*

Identifier	Headline
<a href="#">CSCua14784</a>	Incorrect system generated application dial rules
<a href="#">CSCtz20671</a>	After a 3rd party cop file is installed the machine should reboot
<a href="#">CSCtz62048</a>	8.6.3.98000-212-unrst installation failed
<a href="#">CSCtz43731</a>	System does not go for reboot after FTS when installed with DHCP enabled.
<a href="#">CSCtz43533</a>	Brazil Calling Party Transformation does not work for E1-R2
<a href="#">CSCty32066</a>	Long DB Transaction causing limitations on capability of Be3k DialPlan
<a href="#">CSCua31379</a>	Unable to join meet me conference from PSTN number
<a href="#">CSCtz18839</a>	Number of template buttons different bw wizard and user profile page
<a href="#">CSCtz23011</a>	Safari on MAC:Add phone page looks distorted after selecting phone model
<a href="#">CSCtz59972</a>	FTS page freezes after closing and accessing the page
<a href="#">CSCtz81265</a>	Able to reset to old value on network page after save
<a href="#">CSCtz88397</a>	EditRingTimingSet window does not open with correct settings
<a href="#">CSCua03793</a>	Outgoing email server greys out after reset
<a href="#">CSCtz81141</a>	Device name not getting displayed under PSTN connections
<a href="#">CSCtz80199</a>	Power/Standard UsageProfiles settings modified with default Spreadsheet
<a href="#">CSCtz93378</a>	Mac- Addition of Calling Party Transformtion with blank filed is allowed
<a href="#">CSCua11900</a>	Dialplan upgrade failure during build upgrade due to verisoning
<a href="#">CSCtz96481</a>	Need to show a warning message when adding non supported area code
<a href="#">CSCtz98265</a>	PSTN connection - Digit discard Instructions Manual patterns go missing
<a href="#">CSCua11846</a>	Adding Duplicate Pattern doesn't throw any error in Edit Dial Plan Patte
<a href="#">CSCtz79557</a>	Back and cancel button grey out while adding PSTN connection
<a href="#">CSCtz70820</a>	CcmtempDbSpace_Used perfmon counter fails to report correctly
<a href="#">CSCua26786</a>	"Redial" word need to change in the Default ODC description in site page



Identifier	Headline
<a href="#">CSCua31266</a>	SNR is not working when none TimerSet entry are default
<a href="#">CSCua11631</a>	Add TeleworkerSite Fails then reboot if RemoteSite exist with 0.0.0.0 S/N
<a href="#">CSCua11306</a>	ITNP has Duplicate Patterns
<a href="#">CSCty36110</a>	Tomcat OOM with "com.rsa.sslj.x.cu" suspect under high AXL Load
<a href="#">CSCty00980</a>	it is taking more than 5 minute to update the ODC in dial plan page
<a href="#">CSCtz04278</a>	Site page PSTN access got corrupted when I change ODC code in dial plan
<a href="#">CSCtz58539</a>	Unable to Upgrade from Lavon to tt7-1 with Chinese country pack
<a href="#">CSCtz58374</a>	Duplicate warning msg in Abr DialRules is not cleared n its a wrng chek
<a href="#">CSCtz55576</a>	Unable to access Network-Connection page in tt7-1
<a href="#">CSCtz57414</a>	Unable to complete FTS with spread sheet
<a href="#">CSCtz51944</a>	BLF Speed Dial does not work
<a href="#">CSCty59768</a>	ReachMeTimerSet table is not properly accessiblie on IE browser
<a href="#">CSCtz19698</a>	Need to click on *Save* button twice when update ReachMe alternate no in
<a href="#">CSCtz17480</a>	CDPT - Issue with Prefix with digits
<a href="#">CSCtz20519</a>	Unable to configure ELIN with AreaCode in FTS
<a href="#">CSCtz06645</a>	Giving wrong error msg when ReachMeAnywhere config with more than 25 nos
<a href="#">CSCtz61473</a>	Modification from multiple ODC to single ODC is giving UE error
<a href="#">CSCtz58453</a>	Unable to add 9 Remotes sites using Spread sheet
<a href="#">CSCtz61234</a>	NTP server validation not working from MAC pages
<a href="#">CSCtz56287</a>	Adding Teleworker Site gives confirm site config. change popup
<a href="#">CSCtz61104</a>	Unable to clear ExternalCallerId field in Edit user page
<a href="#">CSCtz58244</a>	Error msg not appears save user without ReachMeAnywhere no with enable
<a href="#">CSCtz57589</a>	While updating ODC I can access the Site page
<a href="#">CSCtz57693</a>	Wrong Info-EstimateTime - when ODC change
<a href="#">CSCtz26564</a>	PatternTip K's description in CustomCallClassification is not proper
<a href="#">CSCtz28438</a>	Unable to Save DialPlan page after UI Reset
<a href="#">CSCua01351</a>	CNNP No sites listed in Site Association field on adding FXO or Phone
<a href="#">CSCtz84256</a>	CTI unpark event is missing for park DN's

Identifier	Headline
<a href="#">CSCua06833</a>	SPA+ITA: BE3K: Database error prohibit completing FTS
<a href="#">CSCtz91877</a>	Caller ID is no longer provided by CiscoTSP for parked external call
<a href="#">CSCtz69238</a>	Confirmation messages are not seen in Sites Pages
<a href="#">CSCtz70284</a>	Reach Me Anywhere numbers not listing in history until reload page
<a href="#">CSCua20242</a>	French (Canada) not present on the Country/Language list
<a href="#">CSCtk36409</a>	Inconsistent default settings on Default Usage Profile and User Defined
<a href="#">CSCts31310</a>	CDR does not display the date more then 50 record
<a href="#">CSCtu10859</a>	Expected digits are mapped to number of digits in Main Number
<a href="#">CSCtw46547</a>	Help page and troubleshoot link in Caddo for system notification
<a href="#">CSCtz15303</a>	Fix BE3000 Document based on customer feedback
<a href="#">CSCtz60107</a>	BE3000 Russian dialplan issues
<a href="#">CSCtz91174</a>	SNR Configuration on BE3K UI should help admin with supported interfaces
<a href="#">CSCtz99094</a>	8.6Route pattern to 89xxxxxxxxx doesnt exist for Russian Dial Plan
<a href="#">CSCtz99505</a>	BE3000 SPA default value is wrong on FXO port
<a href="#">CSCuc38548</a>	Connection COP file for CUCMBE 3000 not available on CCO
<a href="#">CSCua07917</a>	Cluster will not advertise newly added route patterns via CCD/SAF
<a href="#">CSCuf11287</a>	FTS for Australia cop file failed with spreadsheet
<a href="#">CSCug57163</a>	Adding Beignet phone support
<a href="#">CSCuf20931</a>	"Unknown Error" occured while enabling DND feature
<a href="#">CSCue88239</a>	Unable to Add User to Autoattendant Group: Licensing Error

Table 4

**Resolved Caveats for Voicemail in Release 8.6(5) as of March 31, 2013**

Identifier	Headline	Problem Description
<a href="#">CSCtr87537</a>	Auto Attendant call does not reach to Voicemail if transferred Line is busy with other call	Although the transferred line is busy with a call, the auto attendant call reaches the voicemail.
<a href="#">CSCtw90439</a>	Unity Connection 8.x ports hung in attemp-sign-in	When a VoIP phone, softphone or wireless phone loses the connection to the Call Manager\switch, while being connected to Unity Connection, port will hang.

Identifier	Headline	Problem Description
<a href="#">CSCty07374</a>	CUC 7.1.5 ES48-ES51 "Use Last (Rather than First) Redirecting" broken	When "Use Last (Rather than First) Redirecting Number for Routing Incoming Call" is enabled and the call is forwarded to user's Voicemail with CFA, then call goes to subscriber greetings.
<a href="#">CSCtz00747</a>	Incorrect calculation of jitter on G.722 calls	In Cisco Unity Connection, correct average jitter to CUCM is reported on calls that use G.722.
<a href="#">CSCtz67753</a>	Direct Routing rule has issue with complex pattern with mutiple +	When a Direct Routing rule uses consecutive pattern with +, the second pattern routes properly.
<a href="#">CSCtz69564</a>	Brazil country pack locale problem in Administrative Interface and prompts	While using Brazilian locale, there are no issues in the Administrator and User Interface prompts.
<a href="#">CSCua85104</a>	User is not directed to Hunt List if Auto Attendant having forward set to queue enabled Hunt List	In Unity Connection, a user is directed to the Hunt List, if the "Forward No Answer" is set to Auto Attendant.
<a href="#">CSCua96722</a>	VMO release notes need to have section regarding Sent Items	In VMO 8.6(5) and later release notes, the "Synchronizing Voice Messages in Sent Items Folder" section is added.
<a href="#">CSCuc03883</a>	Default Auto Attendant announcement prompt not working - Australian Country pack	In Cisco Unity Connection, default Auto Attendant announcement prompt works successfully.
<a href="#">CSCuc99324</a>	UC 8.6.2 VMO 8.6.5 VoiceMailUpload_Play" = "1"	In VMO 8.6(5) and later, the registry key "ViewMailUpload_Play" is renamed to "VoiceMailUpload_Play".
<a href="#">CSCud32852</a>	VMO 8.6 does not play messages in g729 codec on x64 platform	While trying to play voicemail in Outlook using VMO use G711 as codec for recordings on Unity Conneciton.

## Open Caveats

The release notes list the caveats that are open as of April 30, 2013 and contain descriptions of any caveat considered severe or moderate.



### Note

As the caveat status continually changes, the [Table 5 on page 12](#), 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 7](#).

- [Telnet Limitation for Cisco Unified SIP Phone 3905, page 13](#)
- [Call Pickup Feature Limitation, page 13](#)

**Table 5** *Open Caveats for Cisco Business Edition 3000 Release 8.6(5) as of April 30, 2013*

Identifier	Headline	Workaround
<a href="#">CSCud02237</a>	China - Echo heard on PSTN calls via FXO	None
<a href="#">CSCuf47626</a>	Abbreviated dialing fails in open dial plan mode	The work around is to provision the Application Dial Rule and/or Block Pattern rules explicitly in Open Dial Plan UI.
<a href="#">CSCub25754</a>	Attendant console user-id's Jabber client shows all phones	Move the user id from the Attendant Group.
<a href="#">CSCuc10436</a>	Closed hours Menu for Auto Attendant has extra prompts which is not user friendly	None
<a href="#">CSCue21633</a>	BE3000 producing error stating vm/auto-attendant unreachable	None
<a href="#">CSCuf21570</a>	"Logged out of Hunt Group" does not display on the 8941	None
<a href="#">CSCuf21686</a>	No. Of lines on UI should correspond to number of lines on Phone	None
<a href="#">CSCuf65812</a>	Link to user Page from welcome screen	None
<a href="#">CSCuf65883</a>	Link to Template FTS setup file must be provided during FTS	None
<a href="#">CSCuf85215</a>	Dial Plan page load time is slow when 500 abbr dials are added	None
<a href="#">CSCuf93820</a>	Default excel file does not have any examples and has missing sheets	None
<a href="#">CSCug08805</a>	Auto-purged after 15 days do not work	None
<a href="#">CSCuf35702</a>	Call waiting not working over Matrix gateway	None
<a href="#">CSCug09703</a>	IDT and call disconnection issues when call made over Matrix gateway	None
<a href="#">CSCug09747</a>	Caller ID not working over Matrix gateway	None
<a href="#">CSCug09782</a>	Initial greeting stripped when call made to AA over Matrix GW	None

## Telnet Limitation for Cisco Unified SIP Phone 3905

The 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

The Cisco Business Edition 3000 supports only the Directed Call Pickup feature on Cisco Unified SIP Phone 3905. Cisco Unified SIP Phone 3905 is a single line phone and in order to support Directed Call Pickup feature, user is required to press \*72 from the phone.

## 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:

- [79xx IP Phone Registration issues in Cisco Business Edition 3000 \(CSCty49187\)](#), page 13
- [Help page “View PDF” option does not display \(CSCua59622\)](#), page 13
- [Index Page is not working in Cisco Business Edition 3000 Help page \(CsCuf25178\)](#), page 13
- [Obtaining Documentation and Submitting a Service Request](#), page 14

## 79xx IP Phone Registration issues in Cisco Business Edition 3000 (CSCty49187)

79xx IP phone older than 8.3(3) does not directly upgrade to 9.2(x) signed firmware or register to the Cisco Unified Communications Business Edition 3000.

Initially, upgrade the phones to interim load 8.3(3) or latest version on the existing system and then move the phones to 9.2(x) version.

## Help page “View PDF” option does not display (CSCua59622)

The online help should open in PDF format when clicked on “View PDF” option on the help page of the Cisco Business Edition 3000 interface. This option will be available for future releases.

## Index Page is not working in Cisco Business Edition 3000 Help page (CsCuf25178)

The index items should appear in the online help for easy navigation across pages in the Cisco Business Edition 3000 interface. This option will be available for future releases.

# Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, submitting a service request, and gathering additional information, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

Subscribe to the *What's New in Cisco Product Documentation* as a Really Simple Syndication (RSS) feed and set content to be delivered directly to your desktop by using a reader application. Be aware that the RSS feeds are a free service, and Cisco currently supports RSS Version 2.0.

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