



# Release Notes for Cisco Hosted Unified Communication Services Release 1.6.1

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June 21, 2007

These release notes describe updated information, caveats and known issues for the Cisco Hosted Unified Communication Services Release 1.6.1.

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## Related Documentation

The following related documentation is available for the Cisco Hosted Unified Communication Services Release 1.6.1.

### **Solution Reference Network Design for Cisco Hosted Unified Communications Services, Release 1.6.1**

The Solution Reference Network Design (SRND) document provides a detailed description of the Cisco Hosted Unified Communication Services product design and architecture. The document describes the product components used to build the Cisco Hosted Unified Communication Services solution, both Cisco products and partner products, and the suite of services that are provided by this solution. The network architecture is described, including call scenarios, PBX integration and geographic redundancy.



The document also defines the Cisco Hosted Unified Communication Services deployment models that are supported, provides guidelines on the network infrastructure that must be in place to support such a deployment, and describes how the solution fulfills regulatory requirements such as Service Provider requirements.

Please contact your Cisco representative to request a copy of the Solution Reference Network Design document for Cisco Hosted Unified Communications Services, Release 1.6.1.

#### Software Matrix for Cisco Hosted Unified Communication Services, Release 1.6.1

This document provides a comprehensive list of the software and hardware components for the Cisco Hosted Unified Communication Services, Release 1.6.1.

To view this document, navigate from the following documentation URL:

<http://www.cisco.com/univercd/cc/td/doc/product/voice/hucs/index.htm>

## New and Changed Information

This section contains new and changed information introduced in the Cisco Hosted Unified Communication Services Release 1.6.1.

## Product Provisioning Method

[Table 1](#) outlines the supported product model for the Cisco Hosted Unified Communication Services Release 1.6.1; the provisioning method per product is specified.

**Table 1** *Product Provisioning Method for Cisco Hosted Unified Communication Services Release 1.6.1*

|                                          | Manual Provision | BVSM Provision | Not Supported |
|------------------------------------------|------------------|----------------|---------------|
| Cisco Unified CallManager 4.1            |                  | <b>X</b>       |               |
| Cisco Unified CallManager 4.2            |                  | <b>X</b>       |               |
| Cisco Unified Communications Manager 5.1 |                  |                | <b>X</b>      |
| Cisco Unified IP Phones                  |                  | <b>X</b>       |               |
| Cisco Analog Telephone Adaptors          |                  | <b>X</b>       |               |
| Cisco IP Communicator                    |                  | <b>X</b>       |               |
| Cisco Unified Personal Communicator      |                  |                | <b>X</b>      |
| Cisco Unified Video Advantage            |                  | <b>X</b>       |               |
| Cisco Unity 4.2                          | <b>X</b>         |                |               |
| Cisco Unity 5.0                          |                  |                | <b>X</b>      |
| Cisco Unity Connection                   |                  |                | <b>X</b>      |
| Cisco Unity Express                      |                  |                | <b>X</b>      |
| Cisco Unified MeetingPlace               |                  |                | <b>X</b>      |
| Cisco Unified MeetingPlace Express       |                  |                | <b>X</b>      |

**Table 1**      **Product Provisioning Method for Cisco Hosted Unified Communication Services Release 1.6.1 (continued)**

|                                                            | Manual Provision | BVSM Provision | Not Supported |
|------------------------------------------------------------|------------------|----------------|---------------|
| Cisco Unified Hosted Contact Center                        |                  |                | <b>X</b>      |
| Cisco Unified Presence                                     |                  |                | <b>X</b>      |
| Cisco Unified Mobile Communicator                          |                  |                | <b>X</b>      |
| Cisco Unified Application Environment                      |                  |                | <b>X</b>      |
| Cisco Unified CallConnector Mobility                       |                  |                | <b>X</b>      |
| Cisco Unified Videoconferencing System 4.2                 |                  |                | <b>X</b>      |
| Cisco Unified Operations Manager 2.0                       | <b>X</b>         |                |               |
| Cisco Unified Service Monitor 2.0                          | <b>X</b>         |                |               |
| Cisco WebEx                                                |                  |                | <b>X</b>      |
| Cisco Unified Communications Manager Express               |                  |                | <b>X</b>      |
| Cisco Unified Communications 500 Series for Small Business |                  |                | <b>X</b>      |
| Cisco Unified Conferencing for Telepresence                |                  |                | <b>X</b>      |
| Cisco Fax Server                                           |                  |                | <b>X</b>      |
| Cisco PGW 2200 Softswitch                                  |                  | <b>X</b>       |               |
| Cisco Gatekeeper                                           |                  | <b>X</b>       |               |
| Cisco Unified Survivable Remote Site Telephony (SRST)      |                  | <b>X</b>       |               |
| Cisco H.323 Signaling Interface (HSI)                      | <b>X</b>         |                |               |
| Cisco PSTN Gateways (central gateway)                      | <b>X</b>         |                |               |
| Cisco PSTN Gateways (local gateway)                        |                  | <b>X</b>       |               |
| Cisco Emergency Responder                                  |                  |                | <b>X</b>      |
| Cisco Billing and Measurements Server (BAMS)               | <b>X</b>         |                |               |
| Cisco Integrated Services Routers                          |                  | <b>X</b>       |               |
| Cisco ASA/PIX/FWSM                                         | <b>X</b>         |                |               |
| IP Unity VM                                                |                  | <b>X</b>       |               |
| IP Unity UM                                                |                  |                | <b>X</b>      |
| IP Unity Conferencing                                      |                  |                | <b>X</b>      |
| IP Unity Web Collaboration                                 |                  |                | <b>X</b>      |
| IBM Voicerite VM                                           |                  | <b>X</b>       |               |
| Netwise Attend Console                                     | <b>X</b>         |                |               |
| ARC Attend Console                                         | <b>X</b>         |                |               |

# Installation Notes

For updated installation information relating to a component of the Cisco Hosted Unified Communication Services Release 1.6.1, please contact your Cisco representative and request the relevant product Installation Guide(s).

## Caveats

This section contains these topics:

- [Using Bug Toolkit, page 4](#)
- [Open Caveats, page 4](#)
- [Resolved Caveats, page 8](#)

## Using Bug Toolkit

Known problems (bugs) are graded according to severity level. These release notes contain descriptions of:

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

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

To access Bug Toolkit, you need the following items:

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

To use the Software Bug Toolkit, follow these steps:

### Procedure

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- |               |                                                                                                                                                                                |
|---------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Step 1</b> | To access the Bug Toolkit, go to <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl</a> . |
| <b>Step 2</b> | Log on with your Cisco.com user ID and password.                                                                                                                               |
| <b>Step 3</b> | Click the <b>Launch Bug Toolkit</b> hyperlink.                                                                                                                                 |
| <b>Step 4</b> | To look for information about a specific problem, enter the bug ID number in the “Enter known bug ID” field and click <b>Search</b> .                                          |
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## Open Caveats

This section contains these topics:

- [Open Caveats \(Registered\), page 5](#)
- [Open Caveats \(Unregistered\), page 5](#)

## Open Caveats (Registered)

[Table 2](#) lists the Severity 1, 2 and 3 registered defects that are open for the Cisco Hosted Unified Communication Services Release 1.6.1.

For more information about an individual defect, you can access the online record for the defect by clicking the Identifier or going to the URL shown. You must be a registered Cisco.com user to access this online information.

Because defect status continually changes, be aware that [Table 2](#) lists the open defects that were registered at the time this report was compiled. To view a current list of registered open defects, access Bug Toolkit as described in the “[Using Bug Toolkit](#)” section on page 4.

**Table 2** *Open Caveats (Registered) for Cisco Hosted Unified Communication Services Release 1.6.1*

| Identifier                 | Headline and Bug Toolkit                                                                                                                                                                                                          |
|----------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">CSCsi27411</a> | ST:PGW does not map the Connected Line Restriction (DPNSS->PSTN)<br><a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsi27411">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsi27411</a> |

## Open Caveats (Unregistered)

[Table 3](#) lists the unregistered defects that are open for the Cisco Hosted Unified Communication Services Release 1.6.1; these are defects encountered with the 1.6.1 release that are not registered with the Bug Toolkit. Where relevant, a workaround is included with the issue description.

**Table 3** *Open Caveats (Unregistered) for Cisco Hosted Unified Communication Services Release 1.6.1*

| Component | Heading                  | Description                                                                                                                                          |
|-----------|--------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------|
| BVSM      | IOS Gateway Provisioning | BVSM does not provision the IOS gateways used for legacy PBX interconnect; the PGW is only provisioned to support the IOS gateways in this release.  |
| PGW       | Legacy PBX Interconnect  | Legacy PBX interconnect is not supported for H323 gateways or MGCP gateways to the CCM; only MGCP gateways to the PGW are supported in this release. |

**Table 3** *Open Caveats (Unregistered) for Cisco Hosted Unified Communication Services Release 1.6.1 (continued)*

| Component | Heading                                                                 | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|-----------|-------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| PGW       | Manual Invoke of Service States when Adding or Removing a Gateway or E1 | <p>When a Gateway or E1 is added or removed from the PGW, BVSM does not automatically put the associated functions into service or take them out of service. As a workaround both these service states must be manually invoked on the PGW.</p> <p>For example, to add the Gateway name c3745 (after adding the first E1), enter the following commands:</p> <pre>set-iplnk:iplnk1-c3745:IS set-iplnk:iplnk2-c3745:IS</pre> <p>To delete the last E1, enter the following commands:</p> <pre>set-iplnk:iplnk1-c3745:oos,confirm set-iplnk:iplnk2-c3745:oos,confirm set-dchan:dchan-c3745xy:oos set-association:ass-c3745:oos,confirm set-iproute:ipr-c37451:oos,confirm set-iproute:ipr-c37452:oos,confirm</pre> <p>Notes on the delete commands:</p> <ul style="list-style-type: none"> <li>Enter the third command if the protocol is PRI or QSIG (where xy is the gateway port assignment).</li> <li>Enter the fourth command if the protocol is DPNSS.</li> </ul> |
| PGW       | Manual Restart Required for MML Properties Restart Warning              | <p>If the PGW reports that a restart is required due to certain MML properties being set, BVSM does not automatically restart the PGW. Administrators must schedule a restart and manually execute it on the PGW at a convenient time.</p> <p>The mml templates include properties like MGCPHEARTBEATINTERVAL, OVERLAP, CUSTGRPID and MGCPDOMAINNAMEREMOTE which causes the PGW to report:</p> <pre>WARNING: Restart is needed to activate property(s): &lt;prop Name&gt;</pre>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| BVSM      | BVSM Displays MML Output on Restart Request                             | <p>When the PGW requests a restart, BVSM displays an mml output which includes the whole mml provisioning template and any PGW responses.</p> <p>The transaction is still successful and BVSM displays the restart result at the bottom of the output, for example:</p> <pre>Completed with 4 Warnings and 0 Errors.</pre>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| DPNSS     | Callback Feature                                                        | The DPNSS Callback feature supports DPNSS to DPNSS endpoints only in the multi-tenant model.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |

**Table 3**      **Open Caveats (Unregistered) for Cisco Hosted Unified Communication Services Release 1.6.1 (continued)**

| Component | Heading                                         | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|-----------|-------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| BVSM      | MML Name Format Restrictions                    | <p>The PGW forces a number of restrictions on the MML name format. When defining the Gateway name field in the BVSM GUI, please take note of these restrictions:</p> <ul style="list-style-type: none"> <li>• The following parameter names cannot be greater than 20 digits: Extnode, Mgcppath, Association, Loclabel, Iplnk, Eisuppath, Ipfaspath, Dchan, Dpnsspath, Digmodstring, Resultset, Resulttable, Iproute.</li> <li>• The Sessionset name cannot be greater than 18 digits. Note that in the model, the mml names are defined using the Gateway hostname e.g. loclabel-&lt;gw name&gt;, sset-&lt;gw name&gt; and mgcpp-&lt;gw name&gt;. The PGW supports a name length of 20, 18 and 20 for these respectively.</li> <li>• The gateway name must be 13 characters or less. The limiting factors are sset-&lt;name&gt; and iplnk1-&lt;name&gt;. Both of these must have a name length of 13 characters or less for the PGW provisioning to be successful.</li> <li>• The Gateway name is used to provision the EXTNODE name into the PGW. This name string must start with a character (letter) from the English alphabet, and the only special character permitted is '-' i.e. dash.</li> </ul> <p>BVSM does not currently validate the input of the Gateway name. If a name is defined that causes the PGW to fail provisioning, the administrator must delete the associated Gateway (along with the MGCP, Network Module, Port and Trunk configuration) and re-add this Gateway with a name adhering to the restrictions listed above.</p> |
| PGW       | Single/Multiple PGW Deployment                  | The design of the dialplan for legacy PBX only supports a single PGW deployment (except in certain customer cases). In a multiple PGW deployment, legacy PBX call flows will not be supported across EISUP between the PGWs.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| PGW       | PSTN Access Prefix                              | For calls from legacy PBX into PGW for MT deployments, the PSTN access prefix (at the beginning of the Called Number) is used as a trigger for PGW to determine the call destination as being either inter-customer or PSTN. For this reason, site codes (Legacy PBX and CCM sites) cannot begin with the same PSTN access prefix digit.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| BVSM      | Trunk Group Name Ranges                         | BVSM uses the range 6xxx to dynamically assign trunk group names for legacy PBX support. Statically configured trunk groups, used for PSTN, HSI interconnect or similar, must not use the range 6xxx as the clash of numbers causes the PGW to fail the legacy PBX provisioning. It is recommended that the administrator avoid using the 6xxx range for any statically defined trunk groups, leaving the whole 6xxx range for BVSM to use for PBX provisioning.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| PGW       | PSTN Published Number                           | When adding the PSTN published number to the Legacy PBX location, BVSM should not automatically provision the PGW with the published number. To avoid this, before adding the published number, place PGW in manual mode. Then after adding the published number, exit the PGW from manual mode.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| BVSM      | Range Association for Legacy PBX                | <p>BVSM supports one to one associations as well as range associations for CCM locations. Range association is not supported for legacy PBX locations.</p> <p>The association method is set using the location preference setting 'AssociateFNNinRanges'. This setting must not be enabled for Legacy PBX locations.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| IP Unity  | Prompted for Mailbox Number from Message Button | In IP Unity when a user presses the message button from their phone they are prompted to enter their mailbox number, instead of being asked to enter their password.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |

## Resolved Caveats

This section contains these topics:

- [Resolved Caveats \(Unregistered\)](#), page 8

### Resolved Caveats (Unregistered)

[Table 4](#) lists the unregistered defects that are resolved for the Cisco Hosted Unified Communication Services Release 1.6.1; these are defects encountered with the 1.6.1 release that are not registered with the Bug Toolkit.

**Table 4** *Resolved Caveats (Unregistered) for Cisco Hosted Unified Communication Services Release 1.6.1*

| Component     | Heading                                   | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|---------------|-------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| BVSM          | Incorrect CSS for UnRegisterPhone Request | BVSM is not setting the line CSS back to the setting 'Internal Only' in the UnRegisterPhone transaction. The unregistered phone maintains the line CSS set from the previous time the phone was registered. This issue is resolved.                                                                                                                                                                                                                                                                                                                 |
| BVSM          | Deleting the Voicemail Pilot Number       | BVSM reports an error when user attempts to delete an existing voicemail pilot number. The pilot number exists in the database but BVSM reports that the number is not available and the deletion procedure fails. This issue is resolved.                                                                                                                                                                                                                                                                                                          |
| BVSM/IP Unity | Overlapping Voicemail Numbers             | IP Unity reports an error when assigning the same voicemail number for different customers. BVSM creates the mailbox with the number type set to Public, but the number type needs to be set to "Private". This issue is resolved and it is now possible to have overlapping mailboxes between customers, provisioned as number type "Private".                                                                                                                                                                                                     |
| BVSM/IP Unity | Deletion of Voicemail Account             | When attempting to delete a user's voicemail account, an error is reported stating that the organization is not found. This is due to an input error in the IP Unity XML script model. This issue is resolved.                                                                                                                                                                                                                                                                                                                                      |
| BVSM/IP Unity | BVSM Support for IPUnity CentrexID Field. | <p>When using IPUnity in Centrex mode, BVSM should provision a new field called 'Centrex ID' at the customer voicemail service level. Each customer should use a unique Centrex ID value.</p> <p>This Centrex ID should also be a variable that is available to the IP Unity Model specifically for transactions 'AddVMservicePilot' and 'AddVoiceMailAcct'. The variable name should be #CENTREXID#.</p> <p>This issue is resolved. BVSM will provision a unique number for each customer and supply that number in the #CENTREXID# parameter.</p> |

# Obtaining Documentation, Obtaining Support, and Security Guidelines

For information on obtaining documentation, obtaining support, providing documentation feedback, security guidelines, and also recommended aliases and general Cisco documents, 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>

## Cisco Product Security Overview

This product contains cryptographic features and is subject to United States and local country laws governing import, export, transfer and use. Delivery of Cisco cryptographic products does not imply third-party authority to import, export, distribute or use encryption. Importers, exporters, distributors and users are responsible for compliance with U.S. and local country laws. By using this product you agree to comply with applicable laws and regulations. If you are unable to comply with U.S. and local laws, return this product immediately.

A summary of U.S. laws governing Cisco cryptographic products may be found at: <http://www.cisco.com/wwl/export/crypto/tool/stqrg.html>. If you require further assistance please contact us by sending email to [export@cisco.com](mailto:export@cisco.com).

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