Release Notes for Cisco Hosted Unified Communication Services Release 5.1(b)

February 4, 2008

These release notes describe updated information, caveats and known issues for the Cisco Hosted Unified Communication Services (HUCS) Release 5.1(b).

Contents

These release notes provide the following information:

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Related Documentation

The following related documentation is available for Cisco HUCS Release 5.1(b).

Getting Started with Cisco Hosted Unified Communications Services, Release 5.1(b)

The *Getting Started with Cisco Hosted Unified Communications Services* guide provides a high-level overview of the HUCS platform and describes how to configure and apply static configuration to the platform components. This guide summarizes the options provided by VisionOSS BVSM for configuring and managing the platform components, explains how to use BVSM to load bulk data during initial configuration of the components, and how to backup, restore, and clear the platform components. To view this document, see the following URL:

http://www.cisco.com/en/US/docs/voice_ip_comm/hucs/5_1b/english/user/guide/HUCS_bk.pdf

Solution Reference Network Design for Cisco Hosted Unified Communications Services, Release 5.1(b)

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

The document also defines the supported Cisco HUCS deployment models, provides guidelines regarding the required network infrastructure, and describes how the solution fulfills regulatory requirements, such as service provider requirements.

To obtain a copy of the Solution Reference Network Design document for Cisco Hosted Unified Communications Services, Release 5.1(b), contact your Cisco representative.

Software Matrix for Cisco HUCS, Release 5.1(b)

This document provides a comprehensive list of the software and hardware components that are supported for the Cisco HUCS, Release 5.1(b). To view this document, see the following URL:

http://www.cisco.com/en/US/docs/voice_ip_comm/hucs/5_1b/english/software_matrix/HUCS_51b_Software_Matrix.pdf

New Features and Enhancements

This section contains new and changed features introduced in Cisco HUCS, Release 5.1(a) and 5.1(b). It includes the following topics:

Support for Cisco Unified Communications Manager 5.1(3)

Support for Cisco Unified Communications Manager 5.1(2) was introduced in HUCS Release 5.1(a), which was an internal maintenance release created for testing purposes. HUCS Release 5.1(b) introduces support for Cisco Unified Communications Manager 5.1(3)

- Support for 4.2(3) and 5.1(3) or mix of clusters of each version
- Added support from SIP phones (+ SCCP phones)
- BVSM provisioning
- Test plan for call flows
- Upgradeabilty from Release 4.1(3) to Release 5.1(2)

Note Unified Communications Manager 5.1(3) does not support any other new Release 4.2 features (logout from hunt group, call forward on unregistered, or make set busy).

Automated Netwise Integration

This feature provides automated provisioning with BVSM for integrating Netwise Attendant Console into the HUCS Release 5.1(b) platform.

Cisco Unified MeetingPlace Integration

This feature provides support for MeetingPlace Audio Conferencing and web collaboration facilities, including access to a server from any phone in the network and management of MeetingPlace user accounts with BVSM.

Automated Cisco Unity Integration

This feature provides automated provisioning of Cisco Unity for integration into the HUCS platform. This integration allows support of multiple instances of Cisco Unity and its components, with Cisco Unity configured in any of its deployment modes:

- Voice Mail (VM)
- Unified Messaging (UM)
- Internet Mail Access Protocol (IMAP) for integration with end-customer owned Exchange Server

Co-Existence of IP Unity and Cisco Unity

This feature provides support for the co-existence of both IP Unity and Cisco Unity platforms within single and multi-tenant HUCS deployments.

Dial Plan Enhancements and Support for the US Dial Plan

This feature provides enhanced support for the existing North American dial plan within the HUCS platform. The following are the supported enhancements to the dial plan:

- Support for national and international prefixes per country.

  Previously, the Cisco PGW Legacy PBX ingress dial plan statically assigned national and international prefixes of 0 and 00 respectively. This was not compliant with other country dial plans including the standard US dial plan.

- Support for external access prefixes per country.
- Support for trunk selection in Local Breakout Gateways based on the expected type of service, which allows the user to designate a trunk to be used depending on the dialed number and the expected type of service. For example:
  - If the dialed number starts with 1, use a trunk that has been designated as a long distance (LD) trunk and connected to the LD service provider.
  - If the dialed number is for a local call then use a trunk that is designated to be used for local calls and connected to the local service provider.
- Completion of call forwarding in the US dial plan model.

  Previously, the call forwarding patterns in the dial plan model were commented out.

- Enhanced support for the US Dial Plan, which allows local and centralized PSTN access gateways to support the following dialing patterns:
  - External Prefix + North American Numbering Plan (NANP) number.
  - Support for multiple area codes in local breakout gateways (also called support for multiple codes per PRI).

Support for Countries Without Area Codes

This feature lets the HUCS solution support a country dial plan that has no intra-national long-distance dialing (only international long-distance dialing), such as the Danish dial plan.

Important Notes

This section includes the following topics related to HUCS Release 5.1(b) features:

Support for SIP and SCCP Endpoints

Table 1 summarizes the Unified Communications Manager features that are supported with SIP and SCCP endpoint in HUCS Release 5.1(b):

Table 1 Feature Support for SIP/SCCP Endpoints in Release 5.1(b)

Unified Communications Manager Feature Name	Support for SCCP Endpoints in HUCS 5.1(b)	Support for SIP Endpoints in HUCS 5.1(b)
Abbreviated dial	Yes	Yes
Answer and answer release	Yes	Yes
Auto-answer and intercom	Yes	Yes
Barge	No	No
Call connection	Yes	Yes
Call coverage	Yes	Yes
Call forward-All (off net and on net), busy, and no answer	Yes	Yes
Call hold and retrieve	Yes	Yes
Call park and pickup	Yes	Yes
Call waiting and retrieve	Yes	Yes
Calling line identification (CLID) and calling party name identification (CNID)	Yes	Yes
(View) Conference list and drop any party (impromptu conference)	Yes	Yes
Direct inward dial (DID) and direct outward dial (DOD)	Yes	Yes
Directories-Missed, placed, and received calls list stored on selected IP phones	Yes	Yes
Extension mobility support	Yes	Yes
Hands-free, full-duplex speakerphone	Yes	Yes
Last number redial (on and off net)	Yes	Yes
Multiple calls per line appearance	Yes	Yes
Multiple line appearances per phone	Yes	Yes
Music on hold	Yes	Yes
Mute capability from speakerphone and handset	Yes	Yes
On-hook dialing	Yes	Yes
Privacy	No	No

Table 1 Feature Support for SIP/SCCP Endpoints in Release 5.1(b) (continued)

Unified Communications Manager Feature Name	Support for SCCP Endpoints in HUCS 5.1(b)	Support for SIP Endpoints in HUCS 5.1(b)
K-factor	Yes	No [1]
Recent dial list-Calls to phone, calls from phone, autodial, and edit dial	Yes	Yes
Service URL-single-button access to IP phone service	No	No
Speed dial-Multiple speed dials per phone	Yes	Yes
Station volume controls (audio and ringer)	Yes	Yes
Transfer-Blind, consultative, and direct transfer of two parties on a line	Yes	Yes[2]

1. Not supported in Unified Communications Manager 5.1x.
2. Direct transfer not supported in SIP.

Product Provisioning Method

Table 2 outlines the supported product model for the Cisco HUCS Release 5.1(b); the provisioning method per product is specified.

Table 2 Product Provisioning Method for Cisco HUCS Release 5.1(b)

	Manual Provision	BVSM Provision	Not Supported
Cisco Unified Communications Manager 4.1		Yes	
Cisco Unified Communications Manager 4.2		Yes	
Cisco Unified Communications Manager 5.1		Yes	
Cisco Unified IP Phones		Yes	
Cisco Analog Telephone Adaptors		Yes	
Cisco IP Communicator		Yes	
Cisco Unified Personal Communicator			X
Cisco Unified Video Advantage		Yes	
Cisco Unity 4.2[1]		Yes	
Cisco Unity 5.0			X
Cisco Unity Connection			X
Cisco Unity Express			X
Cisco Unified MeetingPlace	Yes		
Cisco Unified MeetingPlace Express			X
Cisco Unified Hosted Contact Center	Yes		
Cisco Unified Presence			X
Cisco Unified Mobile Communicator			X
Cisco Unified Application Environment			X

Table 2 Product Provisioning Method for Cisco HUCS Release 5.1(b) (continued)

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

1. Cisco Unity 4.2 Integrates with Cisco Unified Communications Manager 4.2 or 5.1. The Integration is provisioned automatically on the Cisco Unified Communications Manager, but has to be manually provisioned on Cisco Unity. Exchange users can also be automatically provisioned.

Limitations and Restrictions

This section describes the limitations and restrictions that generally affect the HUCS Release 5.1(b) platform and that affect specific new features in this release. This section includes the following topics:

General Observations

- If both Unified CM 4.X and 5.X are deployed, a number of phone button templates need to be statically added to the Unified CM 4.X clusters. VisionOSS BVSM defect 1919 was opened to address this issue.

  Note VisionOSS uses Bugzilla for tracking defects, while Cisco uses DDTS/CDETS.

- There is no mechanism in BVSM to role back the Unified CM configuration if a Unified CM transaction fails. If a Unified CM transaction fails in BVSM, anything configured on the Unified CM before the transaction failed will not be deleted from Unified CM by BVSM.
- The Line Text Label is deleted every time a phone is modified by BVSM. That means that the phone display will show the FINT number instead of the extension of the phone (This is described in BVSM Bugzilla 2758, which is a duplicate of 2704). A script is available to workaround this issue.
- BVSM cannot create an SRST reference in Unified CM because the Unified CM AXL API does not currently support this.
- From BVSM version 3.1.7_beta6 onwards, BVSM supports a standard list of time zones following the international standard Olson database. These are of the form *Continent/City* and not the default setting of *United_Kingdom* as in previous versions. The impact is that for all time-aware components supported by BVSM that might be using non-standard time zones, an appropriate mapping has to be done to the standard format. In particular, the static configuration of Cisco Unified CM should *not* include the time zone **CMLocal** anymore because BVSM will reject this as invalid. Instead provision an appropriate time zone in the format *Continent/City* in each Unified CM cluster as part of the Unified CM static configuration (for example, Europe-London).
- When using a collection of various types of phones on Unified CM 5.1, the system parameter that indicates *Advertise G.722 Codec* should be *disabled* to prevent issues where phones may not support this codec.
- On Unified CM 5.1, set the following system parameter as part of static configuration:

  check progress indicator before establishing media

  This prevents interoperability issues between HSI and Unified CM, to prevent timeout issues establishing the media path. This flag affects scenarios where IP Phone-to-IP Phone calls are forwarded on NO Answer to SS7 phones. If the SS7 phone waits for 6 seconds before answering the call, the call is dropped.
- Unified CM does not allow modification of *alerting number* only *alerting name*. Having this flag will not solve all the issues described above, but should allow a number (possibly E164 format) to be sent backwards, rather than a FINT.
- When a user picks up a call, the destination sees the FINT of the called party.
- When the list of conference parties is invoked on the phone, the conference initiator number is displayed as an FINT number (DDTS CSCsj72325).
- Blocking off-net-to-off-net transfers is not available with Release 5.1(b).

- A transit link between Cisco PGWs prevents successful PBX calls. The problems are described below:
  - A transit set is created between PGW1 and remote PGW2 via BVSM and then a legacy PBX is introduced into the Provider network;

    Outcome: Calls are possible between the two Cisco PGWs because the set transactions are executed in both directions. However, the Legacy gateway cannot be connected to a PBX because of an internal error in BVSM. BVSM tries to do set transactions on the remote Cisco PGW and fails.
  - Customer tries to introduce a new Cisco PGW or Unified CM into the network.

    Outcome: It is not possible for a Provider to introduce a new Cisco PGW or Unified CM into the same Country. The PGW can be added under another Provider and the EISUP transit links should be manually provisioned along with other set transactions on both Unified CM and PGW.
  - Provider has local PGW1, remote PGW2 and legacy PBX in the network and provisions the legacy PBX before placing an EISUP link to the remote PGW.

    Outcome: Legacy gateway can be connected to the PBX. However, calls are possible in only one direction (from PGW1 to PGW2) because the set transactions are executed on one PGW. Calls do not work from PGW2 to PGW1.
- Because the Cisco PGW does not allow modification of connected numbers (CSCsj68610), the Unified CM sends FINTs (full internal number representation for DNs) for connected numbers. Because these cannot be modified by the Cisco PGW, connected number updates are prevented at the calling phone by setting the flag **NotifyMsgEnable** to *false* on the HSI. However, this also prevents any mid-call events (CLI updates due to call transfer, call forwarding, and so forth) from being received by the Cisco PGW.

Netwise Integration

This section describes the limitations and restrictions affecting Netwise integration into the HUCS Release 5.1(b) platform. This section includes the following topics:

Netwise Product Defects

- Netwise product defect Software Product Report (SPR) 2683 (Netwise Call to Console: ACD). Passive redirect is not activated under the following circumstances:
  - All ACD Attendants are blacklisted.
  - New incoming call to operator group with only blacklisted attendants.
  - Call in queue is not answered and the last attendant is blacklisted.
- Netwise product defect SPR 6195 (QueueEntryPoint overflow/pasv.redir number cannot contain *#):

  Queue overflow, redirected to Voicemail box, cannot be configured because direct drop to voicemail is done by prefixing extension number with **.

Limitations in Netwise Automated Provisioning

The Netwise provisioning in HUCS has only partially been automated by BVSM. Most of the configuration in Netwise CTC and CMG servers is done by BVSM, except adding pilot numbers on the CMG server and adding the operator users in CTC. However, this does not complete the provisioning required on the Unified CM side (CTI Port, CTI Route Points, TAPI/JTAPI users, assign class of service to operator phone).

Route Patterns in Netwise

When the operator calls an extension at a local location, the call will be routed by the RoutePattern *AllowAttendantCallsX*. This route partition identifies the call as a call originating from an attendant. The route partition amends the *A* number with *070* before the site code and extension. The *070* is recognized as a unique Call Type within the Cisco PGW. As a result, the destination extension sees the published number of the location as the CLID and the operator sees the FINT number of the destination with a *7* in the beginning.

When the Netwise application does a passive-redirect or a call overflow, Unified CM uses the CSS of the last device to control the call (usually the Unified CM Trunk) to make the second leg of the call. In normal HUCS architecture the external trunk does not have COS to dial any E164 numbers and can only reach internal DNs. An extra partition has been added to Unified CM, *Netwise-Divert*, which is added to an Incoming to Cluster Calling Search Space (CSS).

This partition matches 999999+CPID+RID+SLC on a translation partition; 999999+CPID+RID+SLC is prefixed before all E164 numbers redirected from the Netwise application. The translation pattern strips the 999999+CPID+RID+SLC prefix and applies a relevant CallForward CSS to the call and routes using the normal dial plan. This means that to use this features on external queues, it must be entered on the Netwise overflow/passive redirect configuration.

MeetingPlace Integration

Based on current limitations, Unified MeetingPlace cannot work with multiple IP Gateways. The IOS Gatekeeper rejects any duplicate registration request made by a second IP gateway trying to register with the same e.164 number. This is mainly because the MeetingPlace gateway registers as an end-point and not as a gateway.This problem could be resolved if a tech-prefix is configurable on the IP Gateway. At the time this was tested, no support for tech-prefix could be found on the IP Gateway.

Cisco Unity

BVSM automates the Unified CM side of Unity provisioning, but not the Unity server side. You must create a new integration on the Unity server, with the required number of ports and specify the prefix name to use. The Message Waiting Indication (MWI) on/off numbers also must be provisioned manually in both Unified CM and Unity.

Although voicemail subscribers can automatically be created by BVSM, you must manually verify on the Unity server that the user has correctly been added. If the name of the subscriber was already an Active Directory user, the subscriber will not be added correctly. This situation will occur if a subscriber is deleted and then re-added. You must first remove the name from the Active Directory server before adding it again. Also, after creating a subscriber, you must associate each subscriber to the correct switch in the Unity configuration that was created manually during Unity provisioning.

A different driver is required for creating the VMPorts in Unified CM 5.1(3) and 4.2(3). As a workaround, lines 1897 and 1898 of the Unified CM model should be changed and reloaded according to the Unified CM version for which you are creating the VM Service. For Unified CM 5.1(3), the fields **Caller Name**, **Caller Number**, **Redirected Number** and **Dialed Number** should be blank and for 4.2(3) the value should be *false*.This will be an issue for any customer deployment where there is more than one Unified CM version in use.

Co-Existence of IP Unity and Cisco Unity

The following affects the operation of IP Unity and Cisco Unity when integrated into a single HUCS platform:

- IP Unity provisioning is performed automatically by BVSM, except the MWI On/Off numbers on Unified CM.
- **I**P Unity Incident 070510-000005—When a phone is set to private (to allow overlapping boxes) users are prompted for their mail box number instead of recognizing the incoming number (CLI) and automatically taking them to their box. IP Unity prompts the user to give the mailbox number every time instead of just the PIN.
- The IP Unity engineers have pointed out that the INVITE sent to IP Unity from the PGW does not have the BGID parameter. CDETS defect **CSCsk32347** has been opened against the Cisco PGW to add a BGID parameter for each SIP trunk to IPUnity.

Dial Plan Enhancements and Support for the US Dial Plan

The following summarizes restrictions affecting the Dial Plan Enhancements and Support for the US Dial Plan in HUCS Release 5.1(b):

- One local gateway supports a maximum of 13 locations.
- In the US, a local gateway with SRST support can only support either 7-digit locations or 10-digit locations, and not both on the same gateway.
- When the IP phones are in SRST mode, the FINT is displayed on the phone display, and also when calls are made to the PSTN or to another IP Phone.
- When the IP phones are in SRST mode, the user can only dial the full E.164 number to make calls.
- When the IOS driver is invoked to provision an IOS device, there is no procedure to save the IOS configuration before and after the transaction.
- Central gateway support for local calls (NOA=SUBSCRIBER setting/handling) is provisioned manually. There are scenarios in which the Cisco PGW may be connected to the PSTN and BVSM does not have the required information. The system integrator must customize the Ingress and Egress PSTN dial plans to enable this feature.
- Cisco Unified SIP phones are not supported when local gateways are in SRST mode.
- The following call flow is not supported: CFU (Call Forward Unconditional) to the PSTN for calls coming from PSTN when central gateways are not available.

  A call from a PSTN phone using a local gateway trunk to a Unified CM SIP or SCCP phone is CFU to a third PSTN phone through a local gateway trunk. The second call leg is routed through a central gateway trunk. However, if the central gateway trunk is not available, the call fails.

Support for Countries Without Area Codes (Danish Dial Plan)

For any location or site, the PSTN access prefix chosen must match the BVSM default for the country in which the location is created. Failure to do so will result in corrupted calling party number displays. For example, in Denmark the default PSTN access prefix is *0*.

Caveats

This section describes the open and resolved caveats affecting HUCS Release 5.1(b) and BVSM Release 3.1.8. This section contains the following topics:

Using the Bug Toolkit

You can search for problems by using the Cisco Software Bug Toolkit. To access Bug Toolkit, you need the following:

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

To use the Software Bug Toolkit, complete the following steps:

Procedure

Step 1 To access the Bug Toolkit, go to http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl.

Step 2 Log on with your Cisco.com user ID and password.

Step 3 Click the **Launch Bug Toolkit** hyperlink.

Step 4 To look for information about a specific problem, enter the bug ID number in the "Enter known bug ID" field and click **Search**.

Unresolved Caveats in HUCS Release 5.1(b)

The following tables list defects that are unresolved in Cisco HUCS Release 5.1(b). For more information about an individual defect, you can access the online record for the defect by clicking the Identifier (CSC caveats). You must be a registered Cisco.com user to access this online information.

Defect status frequently changes, so these tables list the defects that were unresolved at the time of the release of HUCS Release 5.1(b). To view a current list of unresolved defects, use the Bug Toolkit as described in the "Using the Bug Toolkit" section on page 13. Table 3 lists the defects that are unresolved in HUCS Release 5.1(b).

Table 3 Unresolved Caveats in HUCS Release 5.1(b)

Identifier	Headline
General	
CSCsj68610	During any ingress call to the PGW where the call flow is modified the Connected Number is not updated by the PGW. This affects a mid-call event, such as call transfer/conference/call forward/call pickup, and so forth.
CSCsj68644	A basic call from a legacy PBX phone (DPNSS, QSIG) to an IP phone dialing E164 number is treated as a forwarded call.
CSCsj72325	Intra-site calls from a Unified CM IP Phone to Unified CM IP Phone dialing the short code or extension displays the full FINT number on the calling phone.
CSCsk50548	Basic calls from DPNSS to SS7 do not present the CLI on the SS7 phone.
CSCsm21525	Blocking of off-net to off-net transfers is not supported in HUCS Release 5.1(b).
Cisco Unity	
CSCsl32565	The fields Caller Name, Caller Number, Redirected Number and Dialed Number in the model could not be left blank in the AXL transaction “addVoiceMailPort” (See BVSM defect 3133).
Co-existence of IP Unity and Cisco Unity	
CSCsk32347	Missing BGID in SIP INVITE to IP Unity Voicemail server prevents the voicemail server from automatically recognizing the caller.
Dial Plan Enhancements and Support for the US Dial Plan	
CSCsk97744	Call from Unified CM SIP phone (A) in location X to Unified CM SCCP phone (B) in location Y is CFNA to PSTN (C). The CgPN (A) on the second call leg is incorrect.
CSCsl35391	The calling party number is incorrectly presented to the caller if a legacy PBX phone calls to a Unified CM phone belonging to a different customer.
CSCsl59215	When E164 numbers are associated to internal numbers on local gateways, the association has to be done in ranges.
CSCsl63567	If an administrator needs to disassociate a range of E.164 numbers on the local gateway, or needs to delete a voice trunk used for emergency and PSTN calls in SRST mode, the BVSM transactions only delete the created rules within the voice translation-rule, instead of deleting the voice translation-rule itself.
CSCsl72528	Call from PSTN phone (A) using a local gateway trunk to a Unified CM SIP or SCCP phone (B) is CFU to PSTN phone (C) using the local gateway trunk.

Unresolved Caveats in BVSM Release 3.1.8

Table 4 lists the defects in BVSM 3.1.8 that were unresolved and affected HUCS Release 5.1(b) at the time of release. For details and information about the current status of these defects and for any workaround available, contact VisionOSS.

Table 4 Unresolved Caveats in BVSM Release 3.1.8 Affecting HUCS Release 5.1(b)

Identifier	Description
General	
3024	Unified CM hostname is limited to 11 characters for all Unified CM versions. BVSM requires a WINS Hostname regardless of the Unified CM version, although WINS hostnames do not apply to 5.X. Also, the value in this field is used to define the name of the Unified CM MOH server, by prefixing the MOH server name with 4 characters "MOH_". Because the MOH name in Unified CM is limited to 15 characters, the Unified CM hostname must be 11 characters or less, without the domain part; equivalent to the WINS Hostname.
3101	Cisco PGW does not check for all failed transactions. Cisco should provide messages that BVSM should trap and report as an error.
3195	When the IOS driver is invoked, there is no procedure to save the IOS configuration before and after the transaction.
3287	Unified CM 5.X clusters do not require the *defaultaar* AAR group. However if one is not added, when the cluster is loaded, the transaction will fail with the following message: "The Automated Alternate Route Group [defaultaar] is not defined in Unified CM and needs to be, before the Unified CM may be loaded by BVSM, please add to Unified CM".
Cisco Unity	
3133	VMPorts cannot be provisioned in Unified CM 4.2(3) due to an AXL error (4.2 driver required the fields Caller Name, Caller Number, Redirected Number and Dialled Number could not be left blank in the "addVoiceMailPort" transaction).
3110	End users cannot connect to Cisco Unity Assistant from the BVSM end user self-care web page.
3046	Unity subscribers may not always be correctly provisioned by BVSM. Although BVSM is always able to provision a subscriber in Unity and it appears in the subscribers list, these subscribers can be unusable. This happens if the name of the new subscriber was already in the Active Directory (for example, a voicemail box was deleted and created again for a BVSM user). The administrator must manually verify all the subscribers provisioned by BVSM in Unity. Also, as detailed in BVSM defect 3118, each of the subscribers must be manually associated to a switch (Unified CM integration) on Unity configuration. This issue is due to limited feedback returned by the Unity API regarding the success of a transaction.
3290	BVSM does not facilitate the provisioning of a redundant (backup) Unity server. This must be done manually, if one is required.

Table 4 Unresolved Caveats in BVSM Release 3.1.8 Affecting HUCS Release 5.1(b)

Identifier	Description
Dial Plan Enhancements and Support for US Dial Plan	
3274	If a location has local gateway support enabled, when the AssociateFNN transaction is invoked, the Cisco PGW and the local gateway are provisioned at the same time (Driver_TransitSwitch and Driver_PSTN_Gateway). This is a problem for local gateways, because one location uses one rule in the IOS model to define the association. This means that any subsequent AssociateFNNs will overwrite the previous rule.
3273	Date/Time Group in Device Pool is set to CMLocal when ConnectLocToDedGw is invoked. When the ConnectLocToDedGw transaction is invoked, BVSM updates the SRST reference for the location device pool correctly, but it incorrectly sets the default Date/Time Group to CMLocal.

Netwise Unresolved Caveats

Table 5 provides a listing of the Netwise caveats affecting HUCS Release 5.1(b) that were unresolved at the time of the release.

Table 5 Unresolved Netwise Caveats Affecting HUCS Release 5.1(b)

Netwise Identifier	Headline
SPR 2683	Passive redirect is not activated when all ACD Attendants are blacklisted.
SPR 6195	QueueEntryPoint overflow/pasv.redir number cannot contain *#.

Caveats Resolved in HUCS Release 5.1(b)

Table 6 lists one caveat, resolved in HUCS Release 5.1(b), that affected an earlier release.

Table 6 Caveat Resolved in HUCS Release 5.1(b)

Identifier	Headline
CSCsm20029	When a call is received on an IP phone to the voice mail server using the CFU option, the call goes out Unified CM using the CSS of the Voicemail profile and partition AllowInterSiteCall.

Caveats Resolved in BVSM Release 3.1.8

Table 7 provides a numeric listing of the caveats resolved in BVSM Release 3.1.8 that affected an earlier release.

Table 7 Resolved BVSM Caveats Affecting HUCS, Release 5.1(b)

Identifier	Headline
Generic	
3142	Enable configuring the number and range of internal numbers being used for CTI ports. See also, 3143.
3143	Internal number range is incorrectly reserved for CTI ports in Unmanaged PBX locations. For Unmanaged PBX locations, there is no need to reserve a range of internal numbers for CTI ports. The defect was resolved in 3.1.8 beta2, but has not been verified.
MeetingPlace	
3126	Enhancements required for MeetingPlace feature.
Dial Plan Enhancements and Support for North American Dial Plan	
2024	Support for Local Gateways without SRST.
3151	Adding an Emergency Number for second Legacy PBX locations in the same customer fails.
3257	#GWLOCATIONID# variable in the AssociateFNN transaction for local gateways is counted incorrectly.
3270	The “Forced Central Gateway” feature is provisioned incorrectly at the customer level.
Cisco Unity	
3118	Unity subscribers provisioned by BVSM are not correctly provisioned for MWI support, although, since 3.1.8 alpha 6, the message section is correctly provisioned with the MWI extension.
Co-existence of IP Unity and CIsco Unity	
3175	Rollback failed after adding a Pilot number to an IP Unity Service failed.

Caveats Resolved in HUCS Release 1.6.1

Table 8 lists the defects in BVSM that were resolved in Cisco HUCS Release 1.6.1.

Table 8 Resolved Caveats in Cisco HUCS Release 1.6.1

Component	Headline	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”.

Table 8 Resolved Caveats in Cisco HUCS Release 1.6.1

Component	Headline	Description
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.	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. 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#. This issue is resolved. BVSM will provision a unique number for each customer and supply that number in the #CENTREXID# parameter.

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.