



Release Notes for Cisco Unified Messaging Gateway 1.0

First published: November 19, 2007

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These release notes support Cisco Unified Messaging Gateway 1.0 (Cisco UMG 1.0) up to and including version 1.0.3.

[Table 1](#) describes the history of this Cisco UMG version.

Table 1 *Cisco UMG 1.0. History*

Cisco UMG Version	Released
1.0.1	November 19, 2007
1.0.2	September 18, 2008
1.0.3	September 14, 2009

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System Requirements

Hardware and software requirements for Cisco UMG 1.0 are in the following sections:

- [Hardware Supported by Cisco UMG 1.0, page 2](#)



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- [Cisco UMG 1.0 Enhanced Network Modules](#), page 2
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Hardware Supported by Cisco UMG 1.0

[Table 2](#) lists supported platforms and the minimum Cisco IOS software release required to support Cisco UMG 1.0 on the enhanced network module NME-UMG and on the enhanced network module extended capacity, NME-UMG-EC.

Table 2 *Supported Platforms: Cisco UMG 1.0*

Cisco Platform	Cisco UMG Enhanced Network Module (NME-UMG)	Cisco UMG Enhanced Network Module Extended Capacity (NME-UMG-EC)
Cisco 2811 Cisco 2821 Cisco 2851	12.4(11)T	12.4(11)T
Cisco 3825 Cisco 3845	12.4(11)T	12.4(11)T

Cisco UMG 1.0 Enhanced Network Modules

[Table 3](#) lists the models of network module and their respective capacities.

Table 3 *Cisco UMG 1.0 Enhanced Network Modules - Models and Capacities*

Model	Maximum number of Cisco Unity Express Endpoints Supported per Cisco UMG network module	Number of subscribers on Cisco Unity Express Endpoints Supported per System of 20 Cisco UMGs
NME-UMG	250	125,000
NME-UMG-EC	1000	500,000

A system of 20 Cisco UMGs comprises both primary and secondary messaging gateways; therefore such a system supports 500,000 subscribers instead of 1,000,000.



Caution

Do not combine the two types of network modules into a single system. Because the messaging gateways must be synchronized, they must all be able to accommodate the same size of data dump.

File Packages Included in Cisco UMG 1.0.3

This section lists the file packages available in Cisco UMG 1.0.3.

File Packages for the NME-UMG and the NME-UMG-EC

[Table 4](#) lists the file packages available in Cisco UMG 1.0.3 for the NME-UMG and the NME-UMG-EC.

Table 4 *NME-UMG and NME-UMG-EC File Packages Included in Cisco UMG 1.0.3*

Filename	Description
umg-helper.nme.1.0.3	Boot helper binary image for installation recovery work associated with the Cisco Unified Messaging Gateway application on the NME-UMG and NME-UMG-EC service modules.
umg-full-k9.nme.1.0.3.prt1	Package payload containing all data and executable files associated with the Cisco Unified Messaging Gateway full installation on NME-UMG and NME-UMG-EC service modules.
umg-installer-k9.nme.1.0.3.prt1	Archive of all data and executable files for the installer subsystem associated with the Cisco Unified Messaging Gateway application on the NME-UMG or NME-UMG-EC service module.
umg-k9.nme.1.0.3.pkg	Main package for the Cisco Unified Messaging Gateway application on the NME-UMG and NME-UMG-EC service modules.

Cisco UMG Software Licenses and Factory-Set Limits

The Cisco UMG license supports connecting multiple voice mail systems together for directory services. The license allows the Cisco UMG to connect to a maximum number of voice mail systems/nodes. This license does not apply to the number of mailboxes or users per node.

The number of nodes supported is dependent on the Cisco UMG license purchased, per [Table 5](#):

Table 5 *Cisco UMG License SKUs*

Cisco UMG License SKUs	Number of Nodes Supported
UMG-LIC-25	25
UMG-LIC-25-UPG=	25 node upgrade
UMG-LIC-100	100
UMG-LIC-100-UPG=	100 node upgrade

Cisco UMG hardware modules (NME-UMG, NME-UMG-EC) installed in the router and spare Cisco UMG hardware modules (NME-UMG=, NME-UMG-EC=) are shipped from the factory with the Cisco UMG software and licenses are preinstalled. No additional key or code is required to enable the license.

Software Compatibility

Cisco UMG is compatible with different versions of Cisco Unity Express, Cisco Unity, and Avaya Interchange. [Table 6](#) lists the versions of the different endpoints/nodes with which Cisco UMG is compatible.

Table 6 **Software Compatible with Cisco UMG**

Product	Version
Cisco Unity Express	2.3 and later versions
Cisco Unity for Microsoft Exchange only	4.2 and later versions
Cisco Unity Connection	7.0 and later versions
Avaya Interchange	5.4

Determining the Software Version

To determine the software version of Cisco UMG, perform the following steps.

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- Step 1** Open a Telnet session.
- Step 2** Telnet to the router by entering **telnet ip-address**.
- Step 3** Enter the user ID and password of the router.
- Step 4** Enter the following command to enter the Cisco UMG command environment:
- enable**
- <router password>**
- service-module integrated-service-engine slot/port session**
- Step 5** Enter Cisco UMG EXEC mode by entering the following command:
- enable**
- Step 6** Enter the following command to display the Cisco UMG software version:
- show software versions**
-

Caveats

Caveats describe unexpected behavior in Cisco UMG software releases. Severity 1 caveats are the most serious caveats. Severity 2 caveats are less serious. Severity 3 caveats are moderate caveats, and only selected severity 3 caveats are included in the caveats document.

This section contains open caveats for the current Cisco UMG version.

The following information is provided for each caveat:

- Symptoms—A description of what is observed when the caveat occurs.
- Conditions—The conditions under which the caveat has been known to occur.
- Workaround—Solutions, if available, to counteract the caveat.

To find the latest Cisco UMG DDTS information, go to Bug Toolkit and search, by product, for Cisco Unified Messaging Gateway.

Open Caveats—Cisco UMG Version 1.0.3

To view open caveats for Cisco Unified Messaging Gateway version 1.0.3, complete the following steps:



Note

You must have an account on Cisco.com to use the Bug Toolkit. If you do not have an account on Cisco.com, you can register to open an account by completing the online registration form.

- Step 1** Click Bug Toolkit URL: http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl
- Step 2** Log in to Cisco.com.
- Step 3** Click Launch Bug Toolkit.
- Step 4** Choose product category Voice and Unified Communications from the drop-down menu.
- Step 5** Choose the product Cisco Unified Messaging Gateway from the drop-down menu.
- Step 6** Chose either the Cisco IOS version (for example, 12.4(11)T) or the Cisco UMG version.
- Step 7** If you want to search the for keywords, enter the keyword or phrase.
- Step 8** Click Use default settings.
- Step 9** Click Search.

The Bug Toolkit will display the list of caveats.

Resolved Caveats—Cisco UMG Version 1.0.3

The following Cisco UMG caveats are resolved in Cisco Unified Messaging Gateway version 1.0.3.

CSCs190517

Symptom When a new Cisco UMG is added to the topology, the new Cisco UMG does not receive the directory information from its peer.

Conditions Whenever a new Cisco UMG is added to the topology, the directory exchange is expected to occur. Using the CLI **directory exchange messaging-gateway send full** command does not cause the directory exchange.

Workaround Execute the **directory exchange messaging-gateway send full** command after waiting about 15 minutes. It takes 15 minutes for the Cisco UMG peer entry in the bad address cache to expire. Reloading the module also causes the cache to be cleared.

CSCs119808

Symptom When you use the **show run** command on Cisco UMG, the output displays the word “null” below the prefix configured for a manually provisioned endpoint:

```
endpoint 21 cue
  domain mycompany.com
  hostname george-test1.mycompany.com
  prefix 111 number-only
  null
  end prefix
end endpoint
```

Conditions You manually provision an endpoint with the prefix number-only mode, which takes you into extension submode. Then you exit out of the extension submode without configuring any extensions.

Workaround Configure extensions.

CSCsr49137

Symptom No prompt to reload UMG after a translation rule is removed

Conditions Normally, when a translation rule is configured on Cisco UMG, the following prompt appears:

```
Save the change to startup configuration and reload the module for the new configuration
to take effect.
```

However, when a translation rule is removed, this prompt does not appear.

Workaround None

CSCsu40660

Symptom When sending a message from Cisco Unity Express to Cisco Unity Connection Cisco Unity Express, Cisco UMG does not retain all of the *From* portion of the message. As a result, Cisco Unity Connection is not able to retrieve the text name of the sender and cannot auto-create contacts.

Conditions In Cisco Unity Connection with VPIM, auto-creation must be enabled for the Cisco UMG delivery location.

Workaround None. If the Cisco Unity Connection location is directly configured in Cisco Unity Express (that is, it is configured by bypassing Cisco UMG), then the information contained in the *From* portion of the message is properly presented to the Cisco Unity Connection server and the contacts created.

CSCsu42186

Symptom When auto-registering Cisco Unity Express to the Unified Messaging Gateway (UMG), Cisco Unity Express does not send a spoken name with every VPIM message. As a result, remote devices, such as Unity or Unity Connection, do not receive spoken names from messages sent from Cisco Unity Express locations.

Conditions Cisco Unity Express must be auto-registered to the UMG, which contains a remote Unity or Unity Connection site (or another 3rd party VPIM product) that must receive spoken names from Cisco Unity Express locations.

Workaround Cisco Unity Express must be registered manually in order for it to send spoken names with each VPIM message.



Note The resolution for caveat CSCsu42186 requires a Cisco Unity Connection release that contains the fix for caveat CSCsx51276.

CSCsw42595

Symptom The **show list name** *name* command may not display the intended output in Cisco UMG running the version 1.0.2 package.

Conditions If the names have been created using upper-case letters, the **show list name** *name* command may not display the intended output.

Workaround Make sure to use lower-case letters when creating list names.

Open Caveats—Cisco UMG Version 1.0.2

To view open caveats for Cisco Unified Messaging Gateway version 1.0.2, complete the following steps:



Note You must have an account on Cisco.com to use the Bug Toolkit. If you do not have an account on Cisco.com, you can register to open an account by completing the online registration form.

- Step 1** Click Bug Toolkit URL: http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl
- Step 2** Log in to Cisco.com.
- Step 3** Click Launch Bug Toolkit.
- Step 4** Choose product category Voice and Unified Communications from the drop-down menu.
- Step 5** Choose the product Cisco Unified Messaging Gateway from the drop-down menu.
- Step 6** Chose either the Cisco IOS version (for example, 12.4(11)T) or the Cisco UMG version.
- Step 7** If you want to search the for keywords, enter the keyword or phrase.
- Step 8** Click Use default settings.

- Step 9** Click Search.
The Bug Toolkit will display the list of caveats.
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Resolved Caveats—Cisco UMG Version 1.0.2

The following caveat is resolved in Cisco Unified Messaging Gateway version 1.0.2.

CSCs119829

Symptom When creating a list in list-manager mode, you can assign a list to be a member of itself.

Conditions No special conditions are required beyond those described in the Symptom section.

Workaround Unnecessary, because Cisco UMG detects loops when SDL messages are sent.

Open Caveats—Cisco UMG Version 1.0.1

To view open caveats for Cisco Unified Messaging Gateway version 1.0.1, complete the following steps:



Note

You must have an account on Cisco.com to use the Bug Toolkit. If you do not have an account on Cisco.com, you can register to open an account by completing the online registration form.

- Step 1** Click Bug Toolkit URL: http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl
- Step 2** Log in to Cisco.com.
- Step 3** Click Launch Bug Toolkit.
- Step 4** Choose product category Voice and Unified Communications from the drop-down menu.
- Step 5** Choose the product Cisco Unified Messaging Gateway from the drop-down menu.
- Step 6** Chose either the Cisco IOS version (for example, 12.4(11)T) or the Cisco UMG version.
- Step 7** If you want to search the for keywords, enter the keyword or phrase.
- Step 8** Click Use default settings.
- Step 9** Click Search.
The Bug Toolkit will display the list of caveats.
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Additional References

[Table 7](#) lists the related documentation available for Cisco UMG 1.0.

Table 7 **Cisco UMG 1.0 Related Documentation**

Title	Description
Cisco Unified Messaging Gateway Documentation	Provides links to all versions of Cisco UMG documentation
Cisco Unified Messaging Gateway 1.0 Install and Upgrade Guide	Describes the set of Cisco UMG command-line interface (CLI) commands for installing and upgrading the Cisco UMG software.
Cisco Unified Messaging Gateway 1.0 CLI Administrator Guide	Describes the set of Cisco UMG command-line interface (CLI) commands and tasks for configuring, managing, and maintaining the Cisco UMG application.
Cisco Unified Messaging Gateway 1.0 Command Reference	Provides an alphabetical reference to all CLI commands supported in Cisco UMG 1.0.

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 using a reader application. The RSS feeds are a free service and Cisco currently supports RSS Version 2.0.

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