



Release Notes for Cisco Unity-CM TSP

Release 7.0(3b)

Published January 26, 2004

These release notes contain download and installation instructions, and information on new and changed requirements and support, and caveats for Cisco Unity-CM TAPI service provider (TSP) Release 7.0(3b).

The Cisco Unity-CM TSP is used only for the Cisco CallManager integration.

Cisco Unity-CM TSP version 7.0(3b) is available only from the Cisco Unity-CM TSP Software Download page at <http://www.cisco.com/cgi-bin/tablebuild.pl/unity-cm-tsp>.

Version 7.0(3b) has been qualified for the following version combinations with Cisco Unity and Cisco CallManager.

Table 1 *Supported Version Combinations for Cisco Unity-CM TSP 7.0(3b), Cisco Unity, and Cisco CallManager*

Cisco Unity-CM TSP	Cisco Unity	Cisco CallManager
7.0(3b)	4.0(3), 4.0(2), 4.0(1), 3.1(6), 3.1(5), 3.1(4), 3.1(3), 3.1(2c), 3.1(2b), 3.1(2), 3.1(1), 3.0(4), 3.0(3), 3.0(2), 3.0(1), 2.4(6.161), 2.4(6.135).	4.0(1), 3.3(3), 3.3(2), 3.3(1), 3.2(3), 3.2(2), 3.2(1), 3.1(4), 3.1(3), 3.1(2), 3.1(1), 3.0(12), 3.0(11), 3.0(10), 3.0(9).

Note that Cisco CallManager Support Patch (sp) releases are not listed in [Table 1](#) unless they affect compatibility with Cisco Unity or the Cisco Unity-CM TSP. If not listed, a support patch has the same compatibility as the base release. In addition, rereleased versions—for example, 3.x(xa) rereleased as 3.x(xb)—are assumed to have the same compatibility unless noted.



Note

For the most current list of all qualified version combinations of the Cisco Unity-CM TSP, Cisco Unity, and Cisco CallManager—including combinations qualified since the release of Cisco Unity-CM TSP version 7.0(3b)—and for the version support policy for Cisco Unity and Cisco CallManager, refer to *Compatibility Matrix: Cisco Unity, the Cisco Unity-CM TSP, and Cisco CallManager* at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_device_support_tables_list.html.



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System Requirements

- The Cisco Unity server must be running a version of Cisco Unity from 2.4(6.135) through 4.0(x).
- An account with local administrator privileges must be used to upgrade the Cisco Unity-CM TSP. Otherwise, no Cisco Unity ports will be available after the upgrade.
- On a Cisco Unity 3.x or earlier server running Microsoft Windows 2000, Windows 2000 Service Pack 2 must already be installed before you install the Cisco Unity-CM TSP.
- If you are changing the number of voice messaging ports on the Cisco Unity system, you must adjust the ports in Cisco CallManager before installing the Cisco Unity-CM TSP. Refer to the “Changing the Number of Voice Messaging Ports” section in the applicable version of the Cisco CallManager integration guide. Cisco CallManager integration guides are available at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_installation_and_configuration_guides_list.html.
- If you are setting up a Cisco CallManager integration for the first time, refer to the applicable version of the Cisco CallManager integration guide, instead of using the instructions in these release notes. Cisco CallManager integration guides are available at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_installation_and_configuration_guides_list.html.

Determining the Software Version

This section contains procedures for determining the version in use for the following software:

- [Cisco Unity-CM TSP, page 3](#)
- [Cisco Unity, page 3](#)

Cisco Unity-CM TSP

To Determine the Cisco Unity-CM TSP Version in Use by Using the Cisco Unity Telephony Integration Manager

- Step 1** On the Cisco Unity server desktop, double-click the **Cisco Unity Tools Depot** icon.
- Step 2** Under Switch Integration Tools, double-click **Telephony Integration Manager**.
- Step 3** In the Cisco Unity Telephony Integration Manager, go to the **Cisco CallManager > Properties** page. The Cisco Unity-CM TSP version is displayed in the TSP Version field.

To Determine the Cisco Unity-CM TSP Version in Use by Using the AvSkinny.tsp File

- Step 1** Browse to the **WinNT\System32** directory.
- Step 2** Right-click **AvSkinny.tsp**, and click **Properties**.
- Step 3** In the Properties window, click the **Version** tab.
- Step 4** In the Item Name list, click **Product Version**. The Cisco Unity-CM TSP version is displayed in the Value window.

Cisco Unity

To Determine the Cisco Unity Version in Use by Using the Cisco Unity Administrator

In the Cisco Unity Administrator, go to the **System > Configuration > Software Versions** page. The Cisco Unity version is displayed in the Cisco Unity Build Number field.

To Determine the Cisco Unity Version in Use by Using the AvCsMgr.exe File (Version 3.0(4) and Later Only)

- Step 1** Browse to the **CommServer** directory.
- Step 2** Right-click **AvCsMgr.exe**, and click **Properties**.
- Step 3** In the Properties window, click the **Version** tab.
- Step 4** In the Item Name list, click **Product Version**. The Cisco Unity version is displayed in the Value window.

Downloading Cisco Unity-CM TSP Version 7.0(3b)

Cisco Unity-CM TSP version 7.0(3b) is available only from the Cisco Unity-CM TSP Software Download page.

To Download the Cisco Unity-CM TSP

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- Step 1** Confirm that the Cisco Unity server has at least 6 MB of hard disk space available for the download file and the extracted files.
- Step 2** On a computer with a high-speed Internet connection, go to the Cisco Unity-CM TSP Software Download page at <http://www.cisco.com/cgi-bin/tablebuild.pl/unity-cm-tsp>.
- Step 3** Download the file **CiscoUnityCMTSP7.0.3b.exe** to the directory of your choice.
- Step 4** Unzip the file **CiscoUnityCMTSP7.0.3b.exe** to the default directory or to the directory of your choice.
- Step 5** Delete the file **CiscoUnityCMTSP7.0.3b.exe** to free hard disk space.
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Installing Cisco Unity-CM TSP Version 7.0(3b)

Note that if you are changing the number of voice messaging ports on the Cisco Unity system, you must add a voice messaging port to Cisco CallManager for each port that you are connecting to Cisco Unity before you install the Cisco Unity-CM TSP. Refer to the “Changing the Number of Voice Messaging Ports” section in the applicable version of the Cisco CallManager integration guide. Cisco CallManager integration guides are available at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_installation_and_configuration_guides_list.html.

You can keep the previous voice messaging ports, and the Cisco Unity-CM TSP configuration is automatically retained.

To Install the Cisco Unity-CM TSP

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- Step 1** Stop Cisco Unity (right-click the **Cisco Unity** icon in the system tray, then click **Stop Cisco Unity**).
- Step 2** Browse to the directory in which you saved the extracted Cisco Unity-CM TSP files in the “[Downloading Cisco Unity-CM TSP Version 7.0\(3b\)](#)” section on page 3, and double-click **SkinnySetup.exe**.
- Step 3** Follow the on-screen prompts.
- Step 4** In the Cisco Unity-CM TSP dialog box, in the Select Cisco CallManager list, click the Cisco CallManager server to which Cisco Unity is connected.
- If the Select Cisco CallManager list is empty, click **Add**, enter the IP address of the Cisco CallManager server to which Cisco Unity is connected, then click **OK**.
- Step 5** In the Cisco Unity-CM TSP Settings dialog box, verify the information in the following three fields:
- Primary CallManager IP Address
 - Number of Voice Ports
 - Device Name Prefix (The prefix must match the prefix for the Voice Mail ports. Note that the device name prefix is case sensitive.)

- Step 6** Confirm that the dial numbers in the MessageWaitingOffDN and MessageWaitingOnDN fields match the Cisco CallManager settings on the applicable Cisco CallManager Administration page:

Cisco CallManager version 3.2(1) and later	Settings are on the Features > Voice Mail > Message Waiting page in Cisco CallManager Administration.
Cisco CallManager version 3.1(4) and earlier	Settings are on the Service > Service Parameters page in Cisco CallManager Administration

If the dial numbers are not in the MessageWaiting fields of the Cisco Unity-CM TSP Settings dialog box, enter them.

- Step 7** Confirm that the Cisco CallManager Device list displays the correct number of Cisco Unity ports and that the port names match the names of the Voice Mail ports.
- Step 8** Click **OK**.
- Step 9** In the Cisco Unity-CM Service Provider dialog box, click **Test**.
- Step 10** In the Test Configuration and Connection dialog box, click **OK**.
- Step 11** If the configuration is correct, the Test Succeeded dialog box appears. Click **OK**, then skip to Step 13. If incorrect information was entered during configuration, the Error dialog box appears. Errors can be caused by:
- Entering the wrong IP address for the Cisco CallManager server during configuration.
 - Entering the wrong device name prefix during configuration.
- Step 12** Correct errors in the Service Provider dialog box.
- In Windows 2000, on the Start menu, click **Settings > Control Panel > Phone and Modem Options > Advanced > Cisco Unity-CM Service Provider > Settings**.
- or
- In Windows NT, on the Start menu, click **Settings > Control Panel > Telephony > Telephony Drivers > Cisco Unity-CM Service Provider > Settings**.
- Step 13** Restart the Cisco Unity server.

New and Changed Requirements and Support—Release 7.0(3b)

This section contains information about new and changed requirements and support for Cisco Unity-CM TSP Release 7.0(3b) only. Refer to the applicable release notes for information about new and changed functionality in earlier versions of the Cisco Unity-CM TSP. Release notes for all versions of the Cisco Unity-CM TSP are available at

http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_release_notes_list.html.

Version 7.0(3b) Required with Cisco CallManager 4.0(1)

Cisco Unity-CM TSP version 7.0(3b) is required on a Cisco Unity system that is integrated with Cisco CallManager version 4.0(1).

New and Changed Functionality—Release 7.0(3b)

There is no new functionality in Cisco Unity-CM TSP Release 7.0(3b). See the “[Resolved Caveats—Release 7.0\(3b\)](#)” section on page 7 for software fixes in this release.

Installation and Upgrade Notes

Uninstalling the Cisco Unity-CM TSP

It is not necessary to uninstall an earlier version of the Cisco Unity-CM TSP before installing version 6.0(2) or later. The installation process automatically removes the older Cisco Unity-CM TSP.

Caveats

This section describes only severity 1, 2, and select severity 3 caveats.

If you have an account with Cisco.com, you can use Bug Toolkit to find more information on the caveats in this section, in addition to caveats of any severity for any release. Bug Toolkit is available at the website http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl.

Note that this section contains caveat information for Cisco Unity-CM TSP Release 7.0(3b) only. For caveat information for earlier versions of the Cisco Unity-CM TSP, refer to the applicable release notes. Release notes for all versions of the Cisco Unity-CM TSP are available at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_release_notes_list.html.

Open Caveats—Release 7.0(3b)

Table 2 Cisco Unity-CM TSP Release 7.0(3b) Open Caveats

Caveat Number	Severity	Description
CSCea06190	3	Cisco Unity-CM TSP does not report call statistics (for example, jitter and packet loss) to Cisco CallManager after a call is torn down. There is no workaround.
CSCec54161	3	Cisco Unity disconnects the call and delivers the message when a hold tone is played. Condition: With TSP 7.0(3), when Cisco Unity is presented with a hold tone, Unity forces the call to be disconnected. The partial message is delivered to the subscriber. There is no workaround.
CSCec79795	3	When a call is put on hold with CCM-configured music on hold (CCM MOH), Cisco Unity does not detect that the call is on hold and will transfer it. Condition: The TSP looks for the on-hold tone (the beep). With CCM MOH, this tone is not present and the TSP does not detect that it is on hold. Workaround Disable CCM MOH.

Resolved Caveats—Release 7.0(3b)

Table 3 Cisco Unity-CM TSP Release 7.0(3b) Resolved Caveats

Caveat Number	Severity	Description
CSCea67154	3	<p>Cisco CallManager applies the Voice Mail Box Mask in the system-wide Voice Mail Profile onto the originalCdpnVoiceMailbox when a call comes to a Cisco Unity voice mail port.</p> <p>Condition: If a customer changes the display name for a V-mail port in Cisco CallManager, then Cisco Unity treats an incoming call on a second port as a forwarded call instead of a direct call and plays the opening greeting instead of mailbox login.</p> <p>Workaround</p> <p>Currently, if the CalledVM (OriginalCDPNVoiceMailbox) is present, the TSP uses that for the CalledID. If that is not present, we fall back to the regular CalledID (OriginalCalledParty). In addition to this, we look for the originalCalledPartyName, and if that matches our setting, we treat the call as direct. This setting defaults to Voicemail but it can be configured by setting a registry key on the Cisco Unity server: HKLM\SW\Active Voice\AvSkinny\Voicemail Display Name. Make this a string value and set it to whatever the name is on Cisco CallManager.</p>
CSCec22397	3	<p>In systems configured for failover, when the secondary is active, easy message access does not work. When the secondary server is active, a call from a subscriber phone to the Unity pilot number gets the opening greeting instead of “Please enter your password.”</p>
CSCec60226	2	<p>No audio from Unity when skinny messages are fragmented. Unity fails to combine Skinny messages that have been split between packets if the second packet doesn't arrive immediately after the first. This can be seen in a Unity TSP trace and a sniffer trace local to the Unity box. When it fails to reassemble the Skinny message, it fails to create an RTP stream</p>

Troubleshooting

For information on troubleshooting the Cisco Unity-CM TSP and the phone system integration, refer to the applicable version of the Cisco CallManager integration guide. The guides are available at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_installation_and_configuration_guides_list.html.

Cisco Unity Documentation

For descriptions and URLs of Cisco Unity documentation on Cisco.com, refer to *About Cisco Unity Documentation*. The document is shipped with Cisco Unity and is available at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_documentation_roadmaps_list.html.

Obtaining Documentation

Cisco documentation and additional literature are available on Cisco.com. Cisco also provides several ways to obtain technical assistance and other technical resources. These sections explain how to obtain technical information from Cisco Systems.

Cisco.com

You can access the most current Cisco documentation on the World Wide Web at this URL:

<http://www.cisco.com/univercd/home/home.htm>

You can access the Cisco website at this URL:

<http://www.cisco.com>

International Cisco websites can be accessed from this URL:

http://www.cisco.com/public/countries_languages.shtml

Ordering Documentation

You can find instructions for ordering documentation at this URL:

http://www.cisco.com/univercd/cc/td/doc/es_inpk/pdi.htm

You can order Cisco documentation in these ways:

- Registered Cisco.com users (Cisco direct customers) can order Cisco product documentation from the Ordering tool:
<http://www.cisco.com/en/US/partner/ordering/index.shtml>
- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco Systems Corporate Headquarters (California, USA) at 408 526-7208 or, elsewhere in North America, by calling 800 553-NETS (6387).

Documentation Feedback

You can submit e-mail comments about technical documentation to bug-doc@cisco.com.

You can submit comments by using the response card (if present) behind the front cover of your document or by writing to the following address:

Cisco Systems
Attn: Customer Document Ordering
170 West Tasman Drive
San Jose, CA 95134-9883

We appreciate your comments.

Obtaining Technical Assistance

For all customers, partners, resellers, and distributors who hold valid Cisco service contracts, the Cisco Technical Assistance Center (TAC) provides 24-hour-a-day, award-winning technical support services, online and over the phone. Cisco.com features the Cisco TAC website as an online starting point for technical assistance. If you do not hold a valid Cisco service contract, please contact your reseller.

Cisco TAC Website

The Cisco TAC website provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The Cisco TAC website is available 24 hours a day, 365 days a year. The Cisco TAC website is located at this URL:

<http://www.cisco.com/tac>

Accessing all the tools on the Cisco TAC website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a login ID or password, register at this URL:

<http://tools.cisco.com/RPF/register/register.do>

Opening a TAC Case

Using the online TAC Case Open Tool is the fastest way to open P3 and P4 cases. (P3 and P4 cases are those in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Case Open Tool automatically recommends resources for an immediate solution. If your issue is not resolved using the recommended resources, your case will be assigned to a Cisco TAC engineer. The online TAC Case Open Tool is located at this URL:

<http://www.cisco.com/tac/caseopen>

For P1 or P2 cases (P1 and P2 cases are those in which your production network is down or severely degraded) or if you do not have Internet access, contact Cisco TAC by telephone. Cisco TAC engineers are assigned immediately to P1 and P2 cases to help keep your business operations running smoothly.

To open a case by telephone, use one of the following numbers:

Asia-Pacific: +61 2 8446 7411 (Australia: 1 800 805 227)

EMEA: +32 2 704 55 55

USA: 1 800 553-2447

For a complete listing of Cisco TAC contacts, go to this URL:

<http://www.cisco.com/warp/public/687/Directory/DirTAC.shtml>

TAC Case Priority Definitions

To ensure that all cases are reported in a standard format, Cisco has established case priority definitions.

Priority 1 (P1)—Your network is “down” or there is a critical impact to your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation.

Priority 2 (P2)—Operation of an existing network is severely degraded, or significant aspects of your business operation are negatively affected by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.

Priority 3 (P3)—Operational performance of your network is impaired, but most business operations remain functional. You and Cisco will commit resources during normal business hours to restore service to satisfactory levels.

Priority 4 (P4)—You require information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on your business operations.

Obtaining Additional Publications and Information

Information about Cisco products, technologies, and network solutions is available from various online and printed sources.

- Cisco Marketplace provides a variety of Cisco books, reference guides, and logo merchandise. Go to this URL to visit the company store:
<http://www.cisco.com/go/marketplace/>
- The Cisco *Product Catalog* describes the networking products offered by Cisco Systems, as well as ordering and customer support services. Access the Cisco Product Catalog at this URL:
<http://cisco.com/univercd/cc/td/doc/pcat/>
- *Cisco Press* publishes a wide range of general networking, training and certification titles. Both new and experienced users will benefit from these publications. For current Cisco Press titles and other information, go to Cisco Press online at this URL:
<http://www.ciscopress.com>
- *Packet* magazine is the Cisco quarterly publication that provides the latest networking trends, technology breakthroughs, and Cisco products and solutions to help industry professionals get the most from their networking investment. Included are networking deployment and troubleshooting tips, configuration examples, customer case studies, tutorials and training, certification information, and links to numerous in-depth online resources. You can access Packet magazine at this URL:
<http://www.cisco.com/packet>
- *iQ Magazine* is the Cisco bimonthly publication that delivers the latest information about Internet business strategies for executives. You can access iQ Magazine at this URL:
<http://www.cisco.com/go/iqumagazine>
- *Internet Protocol Journal* is a quarterly journal published by Cisco Systems for engineering professionals involved in designing, developing, and operating public and private internets and intranets. You can access the Internet Protocol Journal at this URL:
<http://www.cisco.com/ipj>
- Training—Cisco offers world-class networking training. Current offerings in network training are listed at this URL:
<http://www.cisco.com/en/US/learning/index.html>

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