Release Notes for Cisco Unity-CM TSP Release 7.0(3)

Revised September 10, 2003

These release notes contain installation instructions, new and changed functionality, and open and resolved caveats for Cisco Unity-CM TAPI service provider (TSP) Release 7.0(3).

The Cisco Unity-CM TSP is used only for the Cisco CallManager integration. Cisco Unity-CM TSP version 7.0(3) is automatically installed with Cisco Unity™ version 4.0(3).

Cisco Unity-CM TSP version 7.0(3) 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(3), Cisco Unity, and Cisco CallManager

Cisco Unity-CM TSP	Cisco Unity	Cisco CallManager
7.0(3)	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).	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(3)—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/univercd/cc/td/doc/product/voice/c_unity/cmptblty/tspmtrx.htm.

Access the latest software upgrades for the Cisco Unity-CM TSP on the Cisco Unity-CM TSP Software Download page at http://www.cisco.com/cgi-bin/tablebuild.pl/unity-cm-tsp.

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Contents

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/prod_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/prod_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

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 the Cisco Unity-CM TSP for a Cisco Unity 4.0(2) or Earlier System

Do the procedure in this section only if you are installing Cisco Unity-CM TSP 7.0(3) on a Cisco Unity version 4.0(2) or earlier system. (Version 7.0(3) is automatically installed with Cisco Unity 4.0(3).)

To Download the Cisco Unity-CM TSP for a Cisco Unity 4.0(2) or Earlier System

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 **CiscoUnityCMTSP7.0.3.exe** to the directory of your choice.

Step 4 Unzip the file **CiscoUnityCMTSP7.0.3.exe** to the default directory or to the directory of your choice.

Step 5 Delete the file **CiscoUnityCMTSP7.0.3.exe** to free hard disk space.

Installing the Cisco Unity-CM TSP on a Cisco Unity 4.0(2) or Earlier System

Do the procedure in this section only if you are installing Cisco Unity-CM TSP 7.0(3) on a Cisco Unity version 4.0(2) or earlier system.

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/prod_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 on a Cisco Unity 4.0(2) or Earlier System

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 the Cisco Unity-CM TSP for a Cisco Unity 4.0(2) or Earlier System" section on page 4, 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 Functionality—Release 7.0(3)

This section contains information about new and changed functionality for Cisco Unity-CM TSP Release 7.0(3) 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.

AudioStat Utility

The AudioStat utility allows audio driver statistics to be viewed in real time. The version of the AudioStat utility released with Cisco Unity version 4.0(3) requires version 7.0(3) of the Cisco Unity-CM TSP to properly display audio information.

For information on using the AudioStat utility, refer to the "Audio Troubleshooting Utilities" section in the "Audio Quality" chapter of the *Cisco Unity Troubleshooting Guide, Release 4.0(3)*. (The IBM Lotus Domino version of the guide is at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/unity40/tsg/tsg403/dom/index.htm. The Microsoft Exchange version of the guide is at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/unity40/tsg/tsg403/ex/index.htm.)

Variable Packetization

Cisco Unity version 4.0(3) and later supports variable packetization when used with Cisco Unity-CM TSP version 7.0(3) and later, and when integrated with Cisco CallManager version 3.1 and later.

Packetization is set in Cisco CallManager Service Parameters, in the Preferred G711 Millisecond PacketSize and Preferred G729 Millisecond PacketSize parameters. The supported packetization range is 10 milliseconds to 30 milliseconds for the G.711 codec, and 10 milliseconds to 60 milliseconds for the G.729a codec.

For information on setting Cisco CallManager Service Parameters, refer to the Cisco CallManager documentation.

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.

Open Caveats—Release 7.0(3)

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

Caveat Number	Severity	Description
CSCea67154	3	Symptom: When we press Message button to call Unity V-mail port and hit the 2nd V-mail port (when the 1st port is busy), then the call will go to Opening Greeting instead of Mailbox login. Condition: 1) We have Voice Mail Box Mask setup in system-wide Voice Mail Profile. 2) The display name of Unity V-mail port is changed to something else other than default Voicemail. Problem description: CallManager applies the “Voice Mail Box Mask” in system-wide Voice Mail Profile onto the originalCdpnVoiceMailbox when call coming to Unity V-mail port. Therefore if customer changes the display name for V-mail port in CCM, then both originalCdpnVoiceMailbox and originalCalledPartyName will be wrong to Unity. Then Unity will treat the incoming call on 2nd port as forwarded call instead of direct call and play Opening Greeting instead of mailbox login. Unity should consider “originalCalledParty” when judging the call as direct or forwarded call. **Workaround** Currently, if the CalledVM (OriginalCDPNVoiceMailbox) is present, Unity 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 Unity server: HKLM\SW\Active Voice\AvSkinny\Voicemail Display Name. Make this a string value and set it to whatever the name is on the CCM.
CSCeb76227	3	Interdigit timeout-caused MWI errors unclear. When MWI lamps can't be toggled by Unity due to calling search space/overlapping DN issues on CallManager, Unity places a warning in the app event log for each unsuccessful attempt to light the lamp: Event Type:Warning Event Source:AvMiu_MC Event Category:Warning Event ID:521 Date:6/20/2003 Time:11:28:21 AM User:N/A Computer:UNITY Description: Component Miu: Thread 0x00000DF0 had a Failure on Port 12 in Method CAvTSPAbstraction:Selsius_SetMWI() DESCRIPTION: HardFailure from lineDevSpecific. DETAILS: DestAddress: 5845 Messages: 1 State: ON ErrorCode: 0x80000048. **Workaround** Troubleshoot this as a calling search space/overlapping DN issue on the CallManager. The MWI on/off extensions conflict with a 2.! route pattern.

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

Caveat Number	Severity	Description
CSCeb79047	3	Unity TSP traces indicate on-hook received instead of sent. Symptom: Both Unity TSP and CallManager traces indicate that an on-hook was received for the same event, instead of one saying on-hook sent and the other on-hook received. Conditions: Unity 4.0.2, TSP 7.0.2, CallManager 3.3(2)spC. This was found when troubleshooting a MWI issue where the MWI on/off numbers conflicted with a route pattern 2.! in the CallManager. The Unity TSP traces indicated that Unity received an on-hook from the CallManager, when the CallManager traces indicated that it was waiting for more digits to be sent and then showed an on-hook received from Unity when it gave up waiting for the MWI event to succeed. There is no workaround.

Resolved Caveats—Release 7.0(3)

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

Caveat Number	Severity	Description
CSCdw49611	3	Transferring call to VM of an ext. plays the wrong source name.
CSCea12670	3	Unity port is unregistering from CallManager.
CSCea19653	3	TSP: Unity should not record when on hold, empty messages result.
CSCea35850	3	Unity RTP stream has inherent jitter
CSCeb29226	3	AvcsMgr on Unity 2.4 does not start with TSP 7.0(2)
CSCeb66120	2	Unity may not disconnect call when call preservation occurs

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/prod_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/univercd/cc/td/doc/product/voice/c_unity/about/aboutdoc.htm.

Obtaining Documentation

Cisco provides several ways to obtain documentation, 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

Documentation CD-ROM

Cisco documentation and additional literature are available in a Cisco Documentation CD-ROM package, which may have shipped with your product. The Documentation CD-ROM is updated regularly and may be more current than printed documentation. The CD-ROM package is available as a single unit or through an annual or quarterly subscription.

Registered Cisco.com users can order a single Documentation CD-ROM (product number DOC-CONDOCCD=) through the Cisco Ordering tool:

http://www.cisco.com/en/US/partner/ordering/ordering_place_order_ordering_tool_launch.html

All users can order annual or quarterly subscriptions through the online Subscription Store:

http://www.cisco.com/go/subscription

Ordering Documentation

You can find instructions for ordering documentation at this URL:

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

You can order Cisco documentation in these ways:

- Registered Cisco.com users (Cisco direct customers) can order Cisco product documentation from the Networking Products MarketPlace:

  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 comments electronically on Cisco.com. On the Cisco Documentation home page, click **Feedback** at the top of the page.

You can send your comments in e-mail 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, 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.

Cisco TAC Website

The Cisco TAC website (http://www.cisco.com/tac) 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.

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

The online TAC Case Open Tool (http://www.cisco.com/tac/caseopen) is the fastest way to open P3 and P4 cases. (Your network is minimally impaired or 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 these recommendations, your case will be assigned to a Cisco TAC engineer.

For P1 or P2 cases (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.

- 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://www.cisco.com/en/US/products/products_catalog_links_launch.html

- Cisco Press publishes a wide range of networking publications. Cisco suggests these titles for new and experienced users: Internetworking Terms and Acronyms Dictionary, Internetworking Technology Handbook, Internetworking Troubleshooting Guide, and the Internetworking Design Guide. 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/go/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/iqmagazine

- 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/en/US/about/ac123/ac147/about_cisco_the_internet_protocol_journal.html

- 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