



Release Notes for Cisco Unity-CM TSP Release 8.1(2)

Revised March 21, 2006

These release notes contain requirements, information on new and changed functionality, download and installation instructions, and caveats for Cisco Unity-CM TAPI service provider (TSP) Release 8.1(2).

The Cisco Unity-CM TSP is used only for Cisco CallManager SCCP integrations and Cisco CallManager Express SCCP integrations.

Cisco Unity-CM TSP version 8.1(2) is automatically installed with Cisco Unity version 4.2(1). To use Cisco Unity-CM TSP 8.1(2) with other supported versions of Cisco Unity and Cisco Unity Connection, download it from the Cisco Unity-CM TSP Software Download page on Cisco.com (see the [“Downloading Cisco Unity-CM TSP Version 8.1\(2\)” section on page 5](#)).

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Introduction

The Cisco Unity-CM TSP enables the Skinny Call Control Protocol (SCCP) connection between Cisco Unity and Cisco CallManager or between Cisco Unity and Cisco CallManager Express.



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System Requirements

See the applicable requirements section, depending on the product:

- [System Requirements—Cisco Unity, page 2](#)
- [System Requirements—Cisco Unity Connection, page 2](#)

The following information is also available in this section:

- [Compatibility Information, page 3](#)
- [Determining the Software Version, page 3](#)

System Requirements—Cisco Unity

- A supported version of Cisco Unity running on the Cisco Unity server:
 - For an integration with Cisco CallManager, Cisco Unity 3.1(1) through 4.2(x).
 - For an integration with Cisco CallManager Express, Cisco Unity 4.0(5) through 4.2(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.
- If you are setting up a Cisco CallManager integration for the first time, see the applicable version of the Cisco CallManager integration guide for Cisco Unity, instead of using the instructions in these release notes. Cisco CallManager integration guides for Cisco Unity are available at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_installation_and_configuration_guides_list.html.

System Requirements—Cisco Unity Connection

- A supported version of Cisco Unity Connection 1.x running on the Connection server.
- An account with local administrator privileges must be used to upgrade the Cisco Unity-CM TSP. Otherwise, no Cisco Unity Connection ports will be available after the upgrade.
- If you are setting up a Cisco CallManager integration for the first time, see the applicable version of the Cisco CallManager integration guide for Cisco Unity Connection, instead of using the instructions in these release notes. Cisco CallManager integration guides for Cisco Unity Connection are available at http://www.cisco.com/en/US/products/ps6509/products_installation_and_configuration_guides_list.html.

Compatibility Information

For a list of qualified version combinations of the Cisco Unity-CM TSP with Cisco CallManager, Cisco CallManager Express, and Cisco Unity or Cisco Unity Connection, see the applicable compatibility matrix:

- For a Cisco Unity system, see http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_device_support_tables_list.html.
- For a Cisco Unity Connection system, see http://www.cisco.com/en/US/products/ps6509/products_device_support_tables_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 Connection, page 4](#)

Cisco Unity-CM TSP

To Determine the Cisco Unity-CM TSP Version

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- Step 1** Browse to the applicable directory, depending on the Windows version:

Windows 2003	Windows\System32 directory
Other versions	WinNT\System32

- 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.
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Cisco Unity

To Determine the Cisco Unity Version

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- Step 1** 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.
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Cisco Unity Connection

To Determine the Cisco Unity Connection Version by Using Cisco Unity Connection Administration

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- Step 1** In Cisco Unity Connection Administration, scroll to the bottom of the navigation bar.
- Step 2** Click **About**. The Connection version is displayed below “Cisco Unity Connection.”
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You can also use the Cisco Unity Connection Server Status utility to determine the version. This is useful when Connection is not running.

To Determine the Cisco Unity Connection Version by Using the Cisco Unity Connection Server Status Utility

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- Step 1** In the Cisco Unity Connection Server Status utility, click the **Server Status** tab. The Connection version is displayed in the Version field.
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Related Documentation

For descriptions and URLs of Cisco Unity documentation on Cisco.com, see the *Cisco Unity Documentation Guide*. 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.

For descriptions and URLs of Cisco Unity Connection documentation on Cisco.com, see the *Cisco Unity Connection Documentation Guide*. The document is shipped with Cisco Unity Connection and is available at http://www.cisco.com/en/US/products/ps6509/products_documentation_roadmaps_list.html.

New and Changed Requirements and Support—Release 8.1(2)

There are no new or changed requirements with Cisco Unity-CM TSP Release 8.1(2).

See the applicable release notes for information on new and changed requirements and support 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.

New and Changed Functionality—Release 8.1(2)

There is no new functionality in Cisco Unity-CM TSP Release 8.1(2). See the “[Resolved Caveats—Release 8.1\(2\)](#)” section on page 8 for software fixes in this release.

Installation and Upgrade Information

- [Downloading Cisco Unity-CM TSP Version 8.1\(2\), page 5](#)
- [Installing the Cisco Unity-CM TSP, page 5](#)
- [Uninstalling the Cisco Unity-CM TSP, page 7](#)

Downloading Cisco Unity-CM TSP Version 8.1(2)

Version 8.1(2) is automatically installed with Cisco Unity 4.2(1). Do the procedure in this section only if you are installing Cisco Unity-CM TSP 8.1(2) for use with a system running another supported version of Cisco Unity or Cisco Unity Connection.

To Download the Cisco Unity-CM TSP

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- Step 1** Confirm that the Cisco Unity server or the Cisco Unity Connection 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-8x>.



Note To access the software download page, you must be logged on to Cisco.com as a registered user.

- Step 3** Download the file **CiscoUnityCMTSP8.1.2.exe** to the directory of your choice.
- Step 4** Unzip the file **CiscoUnityCMTSP8.1.2.exe** to the default directory or to the directory of your choice.
- Step 5** Delete the file **CiscoUnityCMTSP8.1.2.exe** to free hard disk space.
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Installing the Cisco Unity-CM TSP

See the applicable section, depending on the product and version:

- [Installing the Cisco Unity-CM TSP on a Cisco Unity 4.x System, page 5](#)
- [Installing the Cisco Unity-CM TSP on a Cisco Unity 3.1\(x\) System, page 6](#)
- [Installing the Cisco Unity-CM TSP on a Cisco Unity Connection 1.x System, page 7](#)

(Note that version Cisco Unity-CM TSP 8.1(2) is automatically installed with Cisco Unity 4.2(1).)

Installing the Cisco Unity-CM TSP on a Cisco Unity 4.x System

Do the procedure in this section only if you are installing Cisco Unity-CM TSP 8.1(2) on a Cisco Unity version 4.x system.

To Install the Cisco Unity-CM TSP on a Cisco Unity 4.x System

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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 8.1\(2\)” section on page 5](#), and double-click **SkinnySetup.exe**.
- Step 3** Follow the on-screen prompts.
- Step 4** Restart the Cisco Unity server.
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Installing the Cisco Unity-CM TSP on a Cisco Unity 3.1(x) System

Do the procedure in this section only if you are installing Cisco Unity-CM TSP 8.1(2) on a Cisco Unity version 3.1(x) system.

To Install the Cisco Unity-CM TSP on a Cisco Unity 3.1(x) 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 Cisco Unity-CM TSP Version 8.1\(2\)” section on page 5](#), 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 Features > Voice Mail > Message Waiting 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 or Windows 2003, 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.

Installing the Cisco Unity-CM TSP on a Cisco Unity Connection 1.x System

Do the procedure in this section only if you are installing Cisco Unity-CM TSP 8.1(2) on a Cisco Unity Connection 1.x system.

To Install the Cisco Unity-CM TSP on a Cisco Unity Connection 1.x System

- Step 1** Stop Cisco Unity Connection (right-click the **Cisco Unity Connection** icon in the system tray, then click **Stop > Cisco Unity Connection**).
 - 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 8.1\(2\)](#)” section on page 5, and double-click **SkinnySetup.exe**.
 - Step 3** Follow the on-screen prompts.
 - Step 4** Restart the Cisco Unity Connection server.
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Uninstalling the Cisco Unity-CM TSP

It is not necessary to uninstall an earlier version of the Cisco Unity-CM TSP before installing version 8.1(2). The installation process automatically removes the older Cisco Unity-CM TSP.

Caveats

This section lists only Severity 1, 2, and 3 caveats.

You can find the latest caveat information for Cisco Unity-CM TSP version 8.1(2)—in addition to caveats of any severity for any release—by using Bug Toolkit, an online tool available for customers to query defects according to their own needs. Bug Toolkit is available at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl.



Note

To access Bug Toolkit, you must be logged on to Cisco.com as a registered user.

Note that this section contains caveat information for Cisco Unity-CM TSP Release 8.1(2) only. For caveat information for earlier versions of the Cisco Unity-CM TSP, see 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 8.1(2)



Note

[Table 1](#) lists caveats for the Cisco Unity and Cisco Unity Connection products.

Click a link in the Caveat Number column to view the latest information on the caveat in Bug Toolkit. (Caveats are listed in order by severity, then by component, then by caveat number.)

Table 1 *Cisco Unity-CM TSP Release 8.1(2) Open Caveats*

Caveat Number	Component	Severity	Description
CSCsd36678	telephony	3	Unity Ports does not preserve calls when primary CM fails.

Resolved Caveats—Release 8.1(2)



Note

[Table 2](#) lists caveats for the Cisco Unity and Cisco Unity Connection products.

Click a link in the Caveat Number column to view the latest information on the caveat in Bug Toolkit. (Caveats are listed in order by severity, then by component, then by caveat number.)

Table 2 *Cisco Unity-CM TSP Release 8.1(2) Resolved Caveats*

Caveat Number	Component	Severity	Description
CSCsa67988	telephony	3	Unity ports do not fail over to secondary CCM under certain condition
CSCsb33436	telephony	3	With g.729 the packet preceding the CN packet is not always transmitted
CSCsb76575	telephony	3	Failback fails if Primary still has active call from before
CSCsc09595	telephony	3	Upgrade process does not check for the TSP version on Unity server
CSCsc74166	telephony	3	Unity TSP can loop continuously when dialout MWI to CME
CSCsd20157	telephony	3	Verify Servers crashes UTIM in Unity 4.0(4)sr1 with 8.1(1) TSP

Troubleshooting

For information on troubleshooting the Cisco Unity-CM TSP and the phone system integration, see the *Cisco Unity Troubleshooting Guide* at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_troubleshooting_guides_list.html.

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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