Release Notes for Cisco Hosted Unified Communications Services, Release 6.1(a)

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These release notes describe updated information, caveats and known issues for the Cisco Hosted Unified Communications Services (Hosted UCS), Release 6.1(a).

Contents

These release notes provide the following information:

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Related Documentation

The following related documentation is available for Cisco Hosted Unified Communications Services, Release 6.1(a).

Getting Started with Cisco Hosted Unified Communications Services, Release 6.1(a)

Provides a high-level overview of the Hosted UCS platform and describes how to configure and apply static configuration to the platform components. This guide summarizes the options provided by VisionOSS Business Voice Services Manager (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/61_a/english/user/gettingstarted_61a.pdf

Solution Reference Network Design for Cisco Hosted Unified Communications Services, Release 6.1(a)

Provides a detailed description of the Hosted UCS product design and architecture. The document describes the product components used to build the Hosted UCS 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 Hosted UCS 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 6.1(a), contact your Cisco representative.

Software Matrix for Cisco Hosted Unified Communications Services, Release 6.1(a)

Provides a comprehensive list of the software and hardware components that are supported for the Cisco Hosted Unified Communications Services, Release 6.1(a). To view this document, see the following URL:

http://www.cisco.com/en/US/docs/voice_ip_comm/hucs/61_a/english/software_matrix/softwarematrix_61a.pdf

Provisioning Guide for Cisco Hosted Unified Communications Services, Release 6.1(a)

Describes how to use VisionOSS BVSM to provision the components of the Hosted UCS platform. To view this document, see the following URL:

http://www.cisco.com/en/US/docs/voice_ip_comm/hucs/61_a/english/provision/provision_61a.pdf

New Features and Changes

This section contains new and changed features introduced in Cisco Hosted UCS, Release 6.1(a). It includes the following topics:

Cisco Unified Communications Manager 6.1 Support

Cisco Hosted Unified Communications Services, Release 6.1(a) introduces support for Cisco Unified Communications Manager 6.1.

- The 6.x Cisco Unified Communications Manager BVSM driver can now be used to successfully add configurations to Cisco Unified Communications Manager 6.1.
- The Softkey Templates configured in Cisco Unified Communications Manager can be imported into BVSM, and then used when you are provisioning the IP Phone.

Shared Building Feature

Shared Building feature is useful to small and medium business (SMB) customers who have sites in business centres/shared buildings.

The shared building feature enables the Hosted UCS customer to significantly reduce the required number of PGWs and Cisco Unified CM clusters by providing a more efficient application of the current configuration.

Inter-tenant Lawful Intercept

When Lawful Intercept is required/used, the routing of the Hosted UCS calls made by dialing the full E.164 number are carried out over a Primary Rate ISDN (PRI) loop. These forced On-Net calls can be intercepted at this point by an LI mediation device. Calls from an endpoint in the Hosted UCS deployment destined to the PSTN and incoming PSTN calls can be subject to voice intercept. The LI mediation device is a third-party product, not verified by Hosted UCS.

Note Please note that this implementation of LI into Hosted UCS is not compliant with certain LI standards, including CALEA and Russian specifications, since it was designed, implemented and tested for a specific customer and they accepted to be in compliance with the country standard.

Movius AutoAttendant Integration

The Movius AutoAttendant integration feature enables PGW and Cisco Unified Communications Manager to route calls to the Movius AutoAttendant from any PSTN or Hosted UCS phone. After selecting an option on a menu, these calls can be transferred to another Hosted UCS or PSTN phone.

The Movius voicemail dial plans were updated to enable making and receiving calls to and from Movius AutoAttendant. A new trunk was added to Cisco Unified CM, for Movius voicemail calls, to allow using a media termination point for the AutoAttendant calls.

Unified Contact Center Hosted (UCCH) Integration

Cisco Unified Contact Center Hosted (UCCH) integration in Hosted UCS as a service that provides a common provisioning interface to enable provisioning of both agent and standard business phones. The BVSM UCCH Service manages standard lines and extension mobility lines assignment for UCCH agent usage, and also the PGW provisioning for call routing to and from the Contact Center system. Other UCCH set-up and configuration requirements are managed using the standard UCCH tools such as the Cisco Unified Contact Center Management Portal (Unified CCMP).

SIP Trunking and PGW to Microsoft OCS Telephony Service

Hosted UCS to interwork with the Microsoft Office Communication Server (OCS) telephony service using the OCS stand-alone deployment model.

Note Be aware that the provisioning must be performed manually because BVSM does not provision any of the Hosted UCS components.

In the stand-alone model, the dial plan gets partitioned between OCS users and Hosted UCS users. This means that users either have a Cisco Hosted UCS or OCS endpoint, but not both. An OCS mediation server provides the interconnect between the Cisco Hosted UCS and OCS environment. From the OCS perspective, the Hosted UCS environment is viewed as an IP-PBX connected directly via SIP and from the Hosted UCS perspective, the OCS environment is viewed as a Legacy PBX.

The following call flows are supported between the two environments:

- Basic calls
- Call Hold and Retrieve
- Call Forward (All, Busy and No Answer)
- Call Transfer (Blind and Consultative)

To achieve the above, these two new dial plans are required:

- OCS—Mediation Server Dial plan
- PGW—Dial plan based on existing Legacy PBX dial plan

Cisco Emergency Responder

In Hosted UCS 6.1(a), Cisco Emergency Responder (Cisco ER) can be used to manage emergency calls in the telephony network so that it is possible to respond to these calls effectively. This enables the service provider to comply with local ordinances concerning the handling of emergency calls.

It is possible to provision some locations to handle emergency calls via the default Cisco Hosted UCS method and provision others to use Cisco ER. For the locations provisioned to use Cisco ER, emergency calls are sent to the PSTN with the Calling Party Number being replaced with the Emergency Location Identification Number (ELIN) which enables the Public Safety Answering Point (PSAP) operator to correctly identify the location of the caller. Cisco ER also enables the PSAP operator to call the emergency caller back.

Local PSTN Breakout Support With and Without SRST and Cisco Unified Communications Manager 6.1

In Hosted UCS 6.1(a), the administrator can provision local gateways with or without SRST support. Calls to and from PSTN can be routed via PRI or BRI interfaces. The format of the calling and called party number and Nature of Address (NOA) can now be configured in various ways. Additionally, calls to and from PSTN from one location can be routed via a single trunk, or optionally, the administrator can provision two trunks to separate local and national/international calls. Finally, on the Local Gateway, a number of TCL applications developed by Cisco are used to take over the role of the default application.

Note The default application is used to control voice dial-peers in IOS, which is part of the built-in call control of IOS that basically binds two call legs whose characteristics are defined by the configured voice dial-peers.

These applications are then configured on each voice dial peer and each peer verifies on each voice call whether calling and/or called number needs to be translated in the same way as the voice translation rules did in the previous Hosted UCS releases. Using the TCL applications, (maximum number of locations connected to one local gateway) x (Number of E.164 number to internal number associations for all locations connected to that local gateway) has been increased from 13 to 150. For example, if every location has one "E.164 number to Internal number association" a total of 150 locations can use one local gateway for Local PSTN Breakout.

Forced Off-Net Provisioning

In Hosted UCS 6.1(a), it is possible to use BVSM to configure the PGW to analyze outgoing PSTN calls and to force all Off-Net calls out of the Hosted UCS environment, even if the destination is that of a user in the Hosted UCS environment.

In Hosted UCS 5.1(b) Maintenance Release 1 (MR1), this feature was available, but it was not possible to provision this feature via BVSM. Hosted UCS 6.1(a) introduces the option to provision this feature via BVSM.

Phone XML Services Support

In Hosted UCS 6.1(a), XML services on Hosted UCS phones can be provisioned via BVSM.

Per-Customer "Block Off-Net to Off-Net Call Transfer" Feature Support

The Block Off-Net to Off-Net Call Transfer (BO2OCT) feature blocks all transfers made by Cisco Unified CM phones from external incoming calls to outgoing external calls. In order to do this, a new trunk was introduced on the Cisco Unified CM in order to differentiate OffNet and OnNet calls.

In Hosted UCS 5.1(b) MR1, this feature could only be configured for a whole Cisco Unified CM cluster. In Hosted UCS 6.1(a), this feature can be enabled or disabled for each customer.

BRI Support for Local PSTN Breakout

Hosted UCS 6.1(a) supports routing to and from PSTN via BRI interfaces for local PSTN breakout.

Full Number Translations with TimesTen Database Support

The Full Number Translations feature provides a large-scale, number translation function on the Cisco PGW. This feature enhances the current PGW database query mode, which is used for local number portability (LNP) and CLI screening, by handling contiguous ranges of numbers with analysis and modification capabilities. The Full Number Translations feature supports large-scale changes of individual numbers. The full number replacement mechanism adds a general number replacement result type, NUM_TRANS, available for A-number and B-number analysis. In addition, a Times Ten query and full number translation table are also added. The existing Times Ten database is used to store the dial plan numbers.

Hosted UCS 6.1(a) introduces the Full Number Translation with TimesTen Database feature. This means that the association of E.164 numbers to internal numbers will use this feature instead of configuring via MML. To use this feature, an internally developed script is uploaded on the PGW.

Migration from Hosted UCS 5.1(b) MR1 to Hosted UCS 6.1(a)

You can migrate an environment provisioned in Hosted UCS 5.1(b) MR1 to Hosted UCS 6.1(a). Once the environment is fully migrated, you can make changes to upgraded customers via BVSM.

Important Notes

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

- Change in Static Configuration, page 7
- Support for SIP and SCCP Endpoints, page 7
- Product Provisioning Method, page 9

Change in Static Configuration

This section compares the static configuration in Cisco Hosted UCS 6.1(a) to the previous releases of Cisco Hosted UCS, and lists the changes:

- In previous Hosted UCS releases, for each Cisco Unified Communications Manager Publisher or Subscriber server that was configured to be used as the Music On Hold (MOH) server, the MOH server name had to be changed to MOH_<server_short_host_name> (for example: MOH_e4c1p).

  In Hosted UCS 6.1(a), this is not required because BVSM retrieves the MOH server name from the Unified CM server. This information is then used when configuring Media Resource Groups.

- In previous Hosted UCS releases, the Roaming Login/Logout Services Service URL for Unified CM 5.x was configured as:
  http://<BVSM_Virtual_IP_Address>:8080/bvsmweb/bvsmroaming.cgi?device=#DEVICENAME

  In Hosted UCS 6.1(a), this should be replaced with:

  http://<BVSM_Virtual_IP_Address>/bvsmweb/bvsmroaming.cgi?device=#DEVICENAME

- The Cisco Unified IP Phone XML Services Service URL for Unified CM 5.x was configured as:
  http://<BVSM_Virtual_IP_Address>:8080/bvsmweb/bvsmservices.cgi?device=#DEVICENAME

  In Hosted UCS 6.1(a), this should be replaced with:

  http://<BVSM_Virtual_IP_Address>/bvsmweb/bvsmservices.cgi?device=#DEVICENAME

- In previous Cisco Hosted UCS releases, Softkey_Basic and Softkey_Advanced templates had to be configured in Unified CM as part of the static configuration.

  In Hosted UCS 6.1(a), Softkey Templates are not configured in BVSM; instead, the configured Softkey Templates in Unified CM are imported into BVSM.

- In previous Cisco Hosted UCS releases, the trunk group property on the PGW for each HSI were configured with "FAXsupport"=1. Additionally, the ILGW dial plan was created as:numan-add:dialplan:custgrpid="ICCM", OVERDEC="NO"

  In Cisco Hosted UCS 6.1(a), "FAXsupport" property should be removed, and ILGW should be created as: numan-add:dialplan:custgrpid="ILGW", OVERDEC="YES"

- Cisco Hosted UCS 6.1(a) introduces the Full Number Translation with TimesTen Database feature. In order to use this feature a "Hosted UCS 6.1(a) Full Number Translation - TimesTen DB" package containing a HUCSprovx10 application and a 64-bit Java package should be uploaded and installed on the PGW as part of the Static Configuration.

- In previous Cisco Hosted UCS releases, the gatekeeperId HSI RAS parameter and the Gatekeeper local zone name was configured with "GL_ZONE". In Hosted UCS 6.1(a) this should be replaced with "HUCS_ZONE".

Support for SIP and SCCP Endpoints

Table 1 summarizes the Unified Communications Manager features that are supported with SIP and SCCP endpoints in Cisco Hosted Unified Communications Services Release 6.1(a):

Table 1 Feature Support for SIP and SCCP Endpoints in Cisco Hosted Unified Communications Services, Release 6.1(a)

Cisco Unified Communications Manager Feature Name	Support for SCCP Endpoints in Cisco Hosted UCS 6.1(a)	Support for SIP Endpoints in Cisco Hosted UCS 6.1(a)
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
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 Cisco 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 Hosted Unified Communications Services, Release 6.1(a); the provisioning method per product is specified. For supported releases of each component and product, refer to the Software Compatibility Matrix at the following URL:

http://www.cisco.com/en/US/docs/voice_ip_comm/hucs/5_1b/english/software_matrix/softwarematrix_61a.pdf

Table 2 Provisioning Method for Cisco Hosted Unified Communications Services, Release 6.1(a)

	Manual Provision	BVSM Provision	Not Supported
Cisco Unified Communications Manager 4.2		Yes	
Cisco Unified Communications Manager 5.1		Yes	
Cisco Unified Communications Manager 6.1		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		Yes	
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
Cisco Unified CallConnector Mobility			X
Cisco Unified Videoconferencing System			X
Cisco Unified Operations Manager	Yes		
Cisco Unified Service Monitor	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	

Table 2 Provisioning Method for Cisco Hosted Unified Communications Services, Release 6.1(a) (continued)

	Manual Provision	BVSM Provision	Not Supported
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	Yes*		
Cisco Billing and Measurements Server (BAMS)	Yes		
Cisco Integrated Services Routers		Yes	
Cisco ASA/PIX/FWSM	Yes		
Movius (IP Unity) AutoAttendant	Yes		
Movius (IP Unity) VM		Yes	
Movius (IP Unity) UM			X
Movius (IP Unity) Conferencing			X
Movius (IP Unity) Web Collaboration			X
IBM Voicerite VM			X
Netwise Attendant Console		Yes	
ARC Attendant Console	Yes		

* For Cisco Emergency Responder Integration into Cisco Hosted UCS Unified CM, PGW and Cisco Integrated Services Routers are provisioned via BVSM to enable correct routing of emergency calls.

Limitations and Observations

This section describes the limitations and restrictions that generally affect Hosted UCS and that affect specific new features in each release. This section includes the following topics:

Limitations and Observations In Release 6.1(a)

This section includes observations about the features and enhancements introduced in Cisco Hosted Unified Communications Services, Release 6.1(a). It includes the following topics:

Limitations and Observations in Support for Shared Building

This section describes the limitations and observations affecting the shared building feature in Cisco Hosted Unified Communications Services, Release 6.1(a)

- Standard customers with a location in a Shared building are currently not supported.
- Inter-site dialling is not permitted for Shared building customers. Only E.164 numbers and extension dialing inside a location are supported, apart from retrieving Voicemail, for which users would normally access VM via a message button on the phone. Customers within a building can only dial each other using full E.164 numbers.
- You can create shared building locations either from the Building menu or by using the traditional method of creating customers/locations by just moving the location to the building.

Note For ease of provisioning, Cisco recommends using the Building menu for creating shared building locations.

- Each user in a Shared building has a unique SLC. Therefore, users who have the current Hosted UCS implementation and try to access voicemail, must provide Site Location Code (SLC) + Extension (EXTN) to identify the voicemail box. Customers in a Shared building must also be informed about the passcode that they should use with their extension number to identify their voicemail box.
- Feature groups can be created at the Building level or at the customer level. Customers can use their own feature group or use a generic feature group used by all customers in the building.

Note Cisco recommends that you have one voicemail service per building and all customers in the building should use this service.

- When Hosted UCS customers use call forwarding extensions, the SLC+EXTN is displayed. This is an enhancement for shared building customers and only the correct extension for both forwarded from/to fields are displayed on the terminating phone. The same behavior applies for calls from PSTN to IP Phones in shared building locations.

Limitation and Observations in Movius AutoAttendant Support

This section describes the limitations and observations affecting Movius AutoAttendant Support in Cisco Hosted Unified Communications Services, Release 6.1(a):

- BVSM cannot create the MWI On and MWI Off devices in Cisco Unified CM due to AXL API limitations. At present this has to be performed manually.
- Movius AutoAttendant provisioning is primarily performed manually on the Movius side. PGW is provisioned by BVSM and AutoAttendant is enabled in the Voicemail organization by BVSM, but the rest of the configuration on Movius (creating the AutoAttendant on the organization, adding the Keys for the AA Pilot and configuring the AA menus) must be performed manually by the system integrator due to a restriction on Movius, which lacks support for these configurations via XML.
- Movius AutoAttendant is configured to monitor all the calls, that is, call flow requires two media ports throughout the duration of the call. Some call flows may fail, for example, forwarding calls transferred by the AutoAttendant. For this reason an MTP is required on the voicemail trunk on Unified CM.

- Movius AutoAttendant feature can transfer calls by AA to Hosted UCS and PSTN phones using the central gateway breakout. However, presently, calls cannot be routed out through a local gateway due to bugzilla 4139.
- If the AA transfers a call using site code and extension, the destination will see the number of the initiator of the call. If it uses the full E164 number, the caller ID presented to the destination will be the pilot number of the AA.
- For Movius AutoAttendant to be able to transfer calls, it is recommended to disable the numbering plan on Movius servers. For Movius Voicemail, it is recommended to disable the unwanted voicemail prompts and unsupported Hosted UCS voicemail prompts. Please refer to the Static Configuration section of Movius integration in the Hosted UCS 6.1(a) Provisioning Guide
- In order to create an AutoAttendant pilot for a location, at least one location should have a voicemail service configured.
- If the same Movius server is used for multiple Providers, the Movius organizations can be provisioned with an incorrect Call Agent ID, which is required for routing MWI and Outgoing calls. To provision the correct Call Agent ID a new variable is required when adding a VoiceMail Pilot number. As a workaround, the Call Agent ID for MWI and Outgoing calls handling of the newly provisioned Organization should be modified manually. BVSM bugzilla 3523 was raised to address this issue.
- It is not possible to add an end user with the same username on two different customers, divisions, resellers or providers. A workaround is to use unique usernames when creating end users regardless of the customer, division, reseller or provider. This is considered an area that will raise usability issues from customers. BVSM bugzilla 3552 has been raised to address this issue, but VisionOSS have indicated that this is how BVSM was designed.

Limitations and Observations in Cisco Unified Contact Center Hosted Integration

This section describes the limitations and restrictions affecting Cisco Unified Contact Center Hosted Integration in Cisco Hosted UCS Release 6.1(a):

- Unified CCMP imports directory numbers provisioned by BVSM on the Cisco Unified CM. Those directory numbers are in FINT format so there is no way to avoid showing FINT number format in CCMP and in the Intelligent Contact Management (ICM) system. CCMP and ICM administrators must understand FINT format.
- Contact Center labels have fixed length (32 digits) and FINT have variable length of approximately 15-16 digits or more. There might be an issure in manipulating those digits in the ICM system (for example if a label needs to carry both an A number and a B number).
- Pilot numbers need to be provisioned in E.164 number format in order to be correctly routed from the PGW to Customer Voice Portal.
- Presently, you cannot associate IP phones to application users via BVSM because the BVSM platform works via thick AXL SOAP transaction. Also, the complete management of application user on the Cisco Unified CM via thick AXL SOAP transaction will be available only in a later release of Cisco Unified Communications Manager.

Note Be aware that this is not a BVSM limitation but a limitation in Cisco Unified Communications Manager versions 4.X, 5.X, and 6.X.

- CCMP can associate IP phones to an application user (as it uses SQL tiny transactions connecting directly to Cisco Unified CM database) but requires Cisco Unified CM to be provisionable from CCMP. Setting Cisco Unified CM provisionable from CCMP allows CCMP to make other changes on Cisco Unified CM.

Note Cisco does not recommend limiting administrator rights on CCMP, becasue by allowing even the minimum required privileges will enable the administrator to manage objects. This includes the entire IP phone configuration, which could eventually lead to significant problems in trying to maintain data integrity on both the products. Consequently, the only suggested workaround is to perform the association on Cisco Unified CM itself.

Cisco IP IVR must configure to Unified CM. However, this can then lead to data integrity issues. Cisco IP IVR is not a product that is at the moment integrated within Hosted UCS, and therefore can not be provisioned via BVSM. To integrate Cisco IP IVR while avoiding any possible conflict on IP IVR/BVSM, the *Cisco Hosted Unified Communications Services, 6.1(a) Provisioning Guide* will carry a suggested convention that can be followed to configure CTI ports and CTI route points. In addition, the method to allocate directory numbers via BVSM that can be used for CTI ports and CTI route point will get reported.

Limitations and Observations in Cisco Emergency Responder Integration

This section describes the limitations and observations affecting Cisco Emergency Responder Integration in Cisco Hosted Unified Communications Services, Release 6.1(a):

- There is only one instance of a Default ERL within Cisco ER which must be used by all Cisco Unified CM clusters regardless of the end customer for each site. Similarly, the Default Onsite security number is a number within the Service Providers network which is answered by a Service Provider representative. There can only be one number defined in the PSAP callback route point and this number needs to be used by all Cisco Unified CM clusters regardless of the end customer for each site. Since there is only one instance of a Default ERL within Cisco ER, this makes the Default ERL non-multi tenant and therefore not completely E911 compliant since 'ideally' there should be a Default ERL instance per customer.
- Since the Hosted UCS architecture does not support inter-cluster trunks, inter-group Cisco ER communication is not supported in this Hosted UCS release.
- In Hosted UCS 6.1(a), CAMA trunks cannot be configured.
- Cisco ER server is manually configured. There is no interaction between BVSM and the Cisco ER server.
- For the integration of Cisco ER into Hosted UCS, it is necessary to disable the modification of the Calling Party Number via Cisco ER. Instead, the modification of the CgPN is done on the Route Point on Cisco Unified CM. In Cisco ER version 1.3(2), it was possible to disable the Calling Party Modification on Cisco ER via the Cisco ER Group Settings Page, by not selecting the "Enable Calling Party Modification" option. However this was not possible in Cisco ER version 2.0(3). CDETS CSCsu86507 was opened to address this issue, and a patch was provided for disabling Calling Party Modification in Cisco ER. CSCsu86507 is integrated in Cisco ER 2.0(4).
- BVSM cannot provision the "Cisco ER Cisco Unified CM" user in Cisco Unified CM due to AXL API limitations. The administrator must manually create the "Cisco ER Cisco Unified CM" user in Cisco Unified CM.
- BVSM cannot add additional partitions to an existing CSS. Because of this, the administrator needs to manually add the created Cisco ER partition (for example EUSA), to the IncomingToCluster CSS.

- If a user makes an emergency call and Cisco ER is not available or the phone is unallocated in Cisco ER, the call will be sent out of the PGW Central gateway trunk towards the PSAP operator servicing the Default ERL (CdPN: 911, CgPN: ELIN for the Default ERL). Because there is only one configurable number for the Default ERL, this number will have to be sent out as the Calling Party Number for all Hosted UCS customers. If the PSAP operator tries to call back, the call will be routed to an SP representative servicing the Default ERL.
- If a user makes an emergency call and the PSAP operator answers the call and after that the PSAP operator calls back, but then Cisco ER (the PSAP callback CTI Route Point) is unavailable, the call will be routed to the SP representative servicing the Default Onsite security, which will be the ELIN for the Default ERL (CdPN will be the SP representative E.164 number (ELIN for the Default ERL), and the CdPN will be the PSAP operator number).
- Enhanced emergency handling in SRST mode is currently not supported in Hosted UCS.

Limitations and Observations in Local PSTN Breakout Support

This section describes the limitations and observations affecting Local PSTN Breakout support in Cisco Hosted UCS Release 6.1(a):

- When the IP phones are in SRST mode, the FINT (full internal number representation for DNs) on the phone display when the phone is Onhook. Also when an IP-to-IP call is connected, the FINT is shown on the originating phone.
- When the IP phones are in SRST mode, the user can only dial the full E.164 number to make calls as configured; however, it may be possible to add the necessary dial patterns to allow extension dialing.
- Within the Hosted UCS architecture, Cisco Unified SIP phones are not supported when local gateways are in SRST mode (this is not true outside of the Hosted UCS architecture).
- All outgoing National/International calls to PSTN via local gateway in SRST mode have ANOA/BNOA set to unknown, regardless of the settings (NOA, NoNOA) made in BVSM during configuration of the voice trunks for the local gateways.
- Call forwarding in SRST mode is not supported when the forwarding number is set to an E.164 number. Currently this feature only works when calls are forwarded to FINTs. (CSCsm78612).
- 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 IP phones (SIP) 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.

Limitations and Observations in Migration from Hosted UCS 5.1(b) MR1 to Hosted UCS 6.1(a)

This section describes the limitations and observations affecting migration from Hosted UCS 5.1(b) MR1 to Hosted UCS 6.1(a) in Cisco Hosted UCS Release 6.1(a):

- If a new VoiceMail Service Profile is required at the location level, the administrator needs to re-add the VoiceMail Pilot Number, which means that all Location VoiceMail services must also be deleted and added again.
- If a location has been upgraded manually (DisassociateFNN and AssociateFNN was not invoked via BVSM), and you want to delete a location, you must perform the following procedure after all the phones are unregistered and Extension Mobility profiles deleted:

Procedure

Step 1 Set the PGW to Manual mode.

Step 2 DisassociateFNN.

Step 3 AssociateFNN.

Step 4 Set the PGW out of Manual mode.

Step 5 DisassociateFNN.

- If an upgraded or newly provisioned customer requires Movius AA support, the existing "Movius VM server - PGW - Unified CM" hardware group cannot be modified to add the Movius AA server. As a workaround, you can create a new hardware group with all the components.
- As soon as all locations are upgraded, the DisassociateFNN mml scripts should be removed from the BVSM database.
- If the customers wish to show the National Area Code on the External Phone Number Mask, the parameter for showing National Area Code on the External Phone Number Mask should be modified in the Dial Plan Construction page before any new number ranges are added to BVSM.
- Loading the Cisco Unified CM model into BVSM can cause disruption to end users (for example, the users might not be able to log into their phones).

Note Cisco recommends that loading Cisco Unified CM into BVSM is performed during non-peak hours.

- If "Forced" OffNet was provisioned in Hosted UCS 5.1(b) MR1 first by replacing the PGW transaction used for the "Forced" Central PSTN Breakout feature in the PGW model, with the PGW transaction required for the "Forced" OffNet feature, and then by utilising the BVSM screen for provisioning "Forced" Central PSTN Breakout, you should delete this configuration before upgrading to Hosted UCS 6.1(a).

Note Once upgraded to Hosted UCS 6.1(a) you must re-provision the previously configured numbers using the provisioning steps described in the *Cisco Hosted Unified Communications Services Release 6.1(a) Provisioning Guide*.

- If Block Off-Net to Off-Net Call Transfer Support feature is required in Hosted UCS 6.1(a) and was not provisioned in Hosted UCS 6.1(a), all OffNet Unified CM Route Patterns for all locations provisioned in Hosted UCS 5.1(b) MR1 must be indicated as OffNet before the feature can be used. This is so because the locations created in Hosted UCS 5.1(b) MR1 have all Route Patterns set to OnNet. Bugzilla 3711 [Sev Major] was raised after the Hosted UCS 5.1(b) MR1 to address this issue.

- The Block Off-Net to Off-Net Call Transfer trigger on the PGW was set to OffNet by Default in Hosted UCS 5.1(b) MR1. In BVSM the setting is set to Disabled by default (since the default setting of the trigger on the PGW in Hosted UCS 6.1(a) is set to OnNet). Therefore, the administrator must enable or disable this feature for all upgraded customers to ensure that the PGW and BVSM configurations are synchronized.

System Limitations

This section describes the general limitations and observations from previous Hosted UCS releases that affect Hosted UCS 6.1(a).

- If both Cisco Unified CM 4.X and 5.X are deployed, a number of phone button templates need to be statically added to the Cisco 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 roll back the Cisco Unified CM configuration if a Cisco Unified CM transaction fails. If a Cisco Unified CM transaction fails in BVSM, anything configured on the Cisco Unified CM before the transaction failed will not be deleted from Cisco Unified CM by BVSM.
- BVSM cannot create an SRST reference in Cisco Unified CM because the Cisco Unified CM AXL API does not currently support this.
- When using a collection of various types of phones on Cisco Unified CM 5.1 or 6.1, the system parameter that indicates *Advertise G.722 Codec* should be *disabled* to prevent issues where phones may not support this codec.
- On Cisco Unified CM 5.1 or 6.1, set the following system parameter as part of the static configuration:

  check progress indicator before establishing media

  This prevents interoperability issues between HSI and Cisco Unified CM, to prevent timeout issues when 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 six seconds before answering the call, the call is dropped.
- When a user picks up a local (intrasite) 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).
- A transit link between Cisco PGWs prevents successful PBX calls. The problems are described as follows:
  - 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 Cisco Unified CM into the network.

Outcome: It is not possible for a Provider to introduce a new Cisco PGW or Cisco 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 Cisco 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), Cisco 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.

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 Cisco 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 Cisco 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 Cisco Unified CM 5.1(3) and 4.2(3). As a workaround, lines 1897 and 1898 of the Cisco Unified CM model should be changed and reloaded according to the Cisco Unified CM version for which you are creating the VM Service. For Cisco 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 Cisco Unified CM version in use.

Support for Countries Without Area Codes

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 unresolved caveats affecting Cisco Hosted UCS Release 6.1(a), 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**.

The following tables list defects that are unresolved in Cisco Hosted UCS Release 6.1(a). 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 Cisco Hosted UCS Release 6.1(a). To view a current list of unresolved defects, use the Bug Toolkit as described in the “Using the Bug Toolkit” section on page 18.

Resolved Caveats

This section describes the resolved caveats affecting Cisco Hosted UCS Release 6.1(a), 5.1(b) and BVSM Release 3.1.8. This section contains the following topics:

Resolved Caveats in Cisco Hosted Unified Communications Services, Release 6.1(a)

Table 3 lists defects that that affected an earlier release and were resolved in Cisco Hosted Unified Communications Services Release 6.1(a).

Table 3 Resolved Caveats in Cisco Hosted Unified Communications Services Release 6.1(a)

Identifier	Headline
General	
CSCso25364	Zone name needs to be updated to HUCS_ZONE for all Unified CM Trunks
CSCso22605	CPIDs conflicting with cdpn could cause incoming PSTN calls to fail
Local PSTN Breakout Support	
CSCsl59215	E.164 numbers are associated to internal numbers on local gateways, the association has to be done in ranges.
Forced Off-Net	
CSCsm99971	Unable to provision Forced Off-Net feature

Resolved Caveats in Cisco Hosted Unified Communications Services, Release 5.1(b), Maintenance Release 1

Table 4 lists defects that affected an earlier release and were resolved in Cisco Hosted Unified Communications Services, Release 5.1(b), Maintenance Release 1.

Table 4 Resolved Caveats in Cisco Hosted Unified Communications Services, Release 5.1(b), Maintenance Release 1

Identifier	Headline
General	
CSCso73906	New Phone type name for IP Communicator phone model autoregistering and Auto move by BVSM
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.
Block Off-Net to Off-Net Call Transfer	
CSCsm21525	Blocking of off-net to off-net transfers is not supported in HUCS Release 5.1(b).

Table 4 Resolved Caveats in Cisco Hosted Unified Communications Services, Release 5.1(b), Maintenance Release 1

Identifier	Headline
Unity	
CSCsl32565	The fields Caller Name, Caller Number, Redirected Number and Dialled Number in the model could not be left blank in the AXL transaction "addVoiceMailPort" (See BVSM defect 3133)
Local PSTN Breakout	
CSCsm78562	National/International call via LGW - Incorrect FINT
CSCsm78466	IP to IP call in SRST mode - FINT is not displayed correctly
CSCsl63567	Some delete transactions in IOS don't erase all of the configuration

Resolved Caveats in Cisco Hosted Unified Communications Services, Release 5.1(b)

Table 5 lists defects that affected an earlier release and were resolved in Cisco Hosted Unified Communications Services Release 5.1(b).

Table 5 Resolved Caveats in Cisco Hosted Unified Communications Services, 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
CSCsi27411	PGW does not map the Connected Line Restriction (DPNSS->PSTN)

Resolved Caveats in BVSM, Release 3.1.8.3

Table 6 provides a numeric listing of the caveats that affected an earlier release and were resolved in BVSM Release 3.1.8.3.

Table 6 Resolved BVSM Caveats in 3.1.8.3

Identifier	Headline
General	
3458	Customer does not get deleted.
3381	Addmobility fails
3294	BVSM doesn't update CWA no answer duration timer of a phone on Unified CM
Local PSTN Breakout Support	
3425	BVSM does not present the user with the "Primary PSTN Trunk" and "Primary Emergency Trunk" options while configuring Voice trunks for Non-US providers.
3423	Cannot configure first voice trunk in BVSM to "Local dialling without area code" for Non-US provider

Table 6 Resolved BVSM Caveats in 3.1.8.3

Identifier	Headline
3420	BVSM sets SRST reference value in Device Pool settings to default value when location is modified.
3410	AssociateFNN transaction for the 14th location connected to Local gateway fails.
3408	Support for connecting multiple locations to the same local gateway trunk required.
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.
Block Off-Net to Off-Net Call Transfer	
3357	Block Off-Net to Off-Net Call Transfer Feature at customer level
Forced Off-net	
3356	New Button to trigger a new PGW mmlscript to support Forced Off-Net

Resolved Caveats in BVSM, Release 3.1.8.1

Table 7 provides a numeric listing of the caveats resolved in BVSM, Release 3.1.8.1 that affected an earlier release.

Table 7 Resolved Caveats in BVSM, Release 3.1.8.1

Identifier	Headline
General	
3335	New Variable required for AddCountry and DelCountry PGW Transactions.
Local PSTN Breakout Support	
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.

Resolved Caveats in BVSM, Release 3.1.8

Table 8 provides a numeric listing of the caveats that affected an earlier release and were resolved in BVSM Release 3.1.8.

Table 8 Resolved Caveats in BVSM in 3.1.8

Identifier	Headline
General	
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.

Resolved Caveats in Cisco Hosted Unified Communications Services, Release 1.6.1

Table 9 lists the unregistered defects that affected an earlier release and were resolved in Cisco Hosted Unified Communications Services, Release 1.6.1.

Table 9 Resolved Caveats in Cisco Hosted Unified Communications Services, 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.

Table 9 Resolved Caveats in Cisco Hosted Unified Communications Services, Release 1.6.1 (continued)

Component	Headline	Description
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”.
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.

Unresolved Caveats

This section lists defects that are unresolved in Cisco Hosted Unified Communications Services,release 6.1(a). Additional tables list VisionOSS BVSM defects that are unresolved in Hosted UCS Release 6.1(a), at the time of release.

Note 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.

Note Be aware that defect status frequently changes, these tables list the defects that were unresolved at the time of the release of Cisco Hosted Unified Communications Services, Release 6.1(a). To view a current list of unresolved defects, use the Bug Toolkit as described in the “Using the Bug Toolkit” section on page 18.

Note For details and information about the current status of these defects, and for any workaround available, contact VisionOSS.

This section contains the following topics:

Unresolved Caveats in Cisco Hosted Unified Communications Services, Release 6.1(a)

Table 10 lists the defects that are unresolved in Hosted UCS Release 6.1(a).

Table 10 Unresolved Caveats in Cisco Hosted Unified Communications Services, Release 6.1(a)

Identifier	Headline
General	
CSCsx26169	FINT displayed on Calling phone display.
Cisco Emergency Responder	
CSCsv63726	Emergency calls failing if Primary Cisco ER server not available.
CSCsw36017	Masking digits when Cisco ER plays announcements to Onsite Security.

Unresolved Caveats in Cisco Hosted Unified Communications Services, Release 5.1(b), Maintenance Release 1

Table 11 lists the defects that were unresolved in Cisco Hosted Unified Communications Services, Release 5.1(b), Maintenance Release 1 and affect Cisco Hosted Unified Communications Services, Release 6.1(a).

Table 11 Unresolved Caveats in Cisco Hosted Unified Communications Services, Release 5.1(b), Maintenance Release 1

Identifier	Headline
Local PSTN Breakout Support	
CSCsm81096	Outgoing Nat/Int calls for 7/10NPASRST - BNOA always set to UNKNOWN.
CSCsm78612	Call forwarding on IP Phones in SRST mode fails.

Unresolved Caveats in Cisco Hosted Unified Communications Services, Release 5.1(b)

Table 12 lists the defects that were unresolved in Cisco Hosted Unified Communications Services, Release 5.1(b) and affect Hosted UCS Release 6.1(a).

Table 12 Unresolved Caveats in Cisco Hosted Unified Communications Services, Release 5.1(b)

Identifier	Headline
General	
CSCsj68610	PGW does not allow modification of Connected Line number.
CSCsj68644	PGW does not make digit analysis based on redirecting number.

Table 12 Unresolved Caveats in Cisco Hosted Unified Communications Services, Release 5.1(b)

Identifier	Headline
CSCsj72325	CallingPhone displays modified Called number instead of dialled digits.
CSCsk50548	Screening ind on PGW redirecting number cannot be changed.
Movius (IP Unity)	
CSCsk32347	Missing BGID in SIP INVITE to Movius Voicemail server prevents the voicemail server from automatically recognizing the caller.
Local PSTN Breakout Support	
CSCsk97744	Unified CM call from loc X to Unified CM in loc Y CF to PSTN - wrong cgpn sent.
CSCsl72528	PSTN->IP->CFU->PSTN via local gateway fails.

Unresolved Caveats in BVSM, Release 3.1.8.3

Table 13 lists the defects in BVSM 3.1.8.3 that were unresolved and affect Cisco Hosted Unified Communications Services, Release 6.1(a).

Table 13 Unresolved Caveats in BVSM, Release 3.1.8.3 affecting Hosted UCS Release 6.1(a)

Identfier	Headline
General	
4523	Label and Line Mask configured on Unified CM not shown on Phone Management page
4406	Location Upgrade Option
4404	Skipping the Validation step in AssociateFNN and DisassociateFNN transactions in Upgrade Mode
4349	Destroy DB in BVSM does not work
4094	Cannot remove MRGL from Unified CM trunk
4053	asciiLabel, displayascii, asciiAlertingName and labelascii (for speeddials) configuration for 6.1(2)
3753	When loading the PGW Configuration Model BVSM tries to load the PGW_TimesTen_Any worksheet
3506	Conference Servers appear in the MediaResourceGroup listings when the are not connected to the IPPBX
4524	(Resolved/Unverified) If PLAR (Hot Line) is configured other phone features cannot be modified
4338	(Resolved/Unverified) Unified CM cannot be removed from BVSM if Softkey Templates have been imported
4337	(Resolved/Unverified) Loading the Unified CM static configuration (InitIPPBX) failing in Login/Logout not configured
Shared Building	
4550	Not all extensions for available when creating VM/AA Pilots

Table 13 Unresolved Caveats in BVSM, Release 3.1.8.3 affecting Hosted UCS Release 6.1(a)

Identfier	Headline
General	
4551	(Resolved/Unverified) Junk text displayed in menu during shared building customer creation
4246	(Resolved/Unverified) Bulk loader for BuildingLocations can only have AUTO site codes
Movius (IP Unity)	
4139	AutoAttendant needs to be able to route calls though Local GW breakout
3663	References to IP Unity in the GUI should be changed to Movius
3523	New CallAgentID variable required for the AddVMServicePilot & AddVMAcct transaction in Movius
Cisco Unified Contact Center Hosted	
4424	Creation of CTI route points for Contact Center
4247	Contact center line tagging via Phone Number bulk loader
Cisco Emergency Responder	
4479	Display Field is not configurable for Cisco Emergency Responder CTI Route Point Lines
4201	Cisco Emergency Responder PSAP Callback failing to "Suspended" IP phones
3673	Config User Id and Password for Primary and Backup Cisco Emergency Responder are not required
Local PSTN Breakout	
4158	Local Dialling option not required for the US when configuring Local Gateway Protocol

Unresolved Caveats in BVSM, Release 3.1.8.1

Table 14 lists the defects in BVSM 3.1.8.1 that were unresolved in Cisco Hosted Unified Communications Services, Release 5.1(b), Maintenance Release 1 and affect Cisco Hosted Unified Communications Services, Release 6.1(a).

Table 14 Unresolved Caveats in BVSM Release 3.1.8.1

Identifier	Headline
General	
3397	The displayed RID for Unmanaged PBX locations is incorrect
3382	Changing the device type in a roaming profile fails
3350	When adding Unified CM Servers BVSM should attempt contact after creation
3331	MGCP controlled IOS gateway hostname should be limited to 14 characters 19
3310	AddLocation fails if previous action was to delete last customer location
NAT/PAT	
3644	AutoCCMNewphone fails when phone is left in bvsm inventory

Table 14 Unresolved Caveats in BVSM Release 3.1.8.1

Identifier	Headline
3642	Multiple Autoreg dameons running and incorrectly auto-starting daemon even after user stops the autoreg application
3519	SQL get protocol failure. The cause of this problem is unknown. This issue is currently not reproducible in the latest build.

Unresolved Caveats in BVSM Release 3.1.8

Table 15 lists the defects in BVSM 3.1.8 that were unresolved in Cisco Hosted Unified Communications Services, Release 5.1(b) and affect Cisco Hosted Unified Communications Services, Release 6.1(a).

Table 15 Unresolved Caveats in BVSM Release 3.1.8

Identifier	Headline
General	
3287	When Unified CM 5.x or 6.x is loaded, BVSM should not check if defaultaar AAR group is configured
3101	Cisco PGW does not check for all failed transactions.
3195	When the IOS driver is invoked, there is no procedure to save the IOS configuration before and after the transaction.
3145	Cannot provision a softphone device that has an ID that is not a MAC address
3144	Cannot move to location a device that does not have Softkey Template
3024	Unified CM hostname is limited to 11 characters for all Unified CM versions
2910	Hotline feature does not work in SIP devices
2834	Adding a new Unified CM to already existing Provider network
2794	BVSM does not allow to modify the SIP Profile of a phone
2751	Need to delete autogenerated device profile on Unified CM before migrating a phone from SCCP to SIP
Cisco Unity	
3290	Add possibility to create a Backup Unity Server
3133	Cannot connect a Unity server to a Unified CM 4.2
3110	End users cannot connect to Cisco Unity Assistant from the BVSM end user self-care web page.
3046	BVSM does not correctly provision subscribers in the Unity DB

Unresolved Caveats in Netwise

Table 16 provides a listing of the Netwise caveats affecting HUCS Release 5.1(b) that were unresolved at the time of the release.

Table 16 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 *#.

Unresolved Caveats in Hosted UCS Release 1.6.1

Table 17 lists the defects that were unresolved in Cisco Hosted Unified Communications Services, Release 1.6.1 and affected Cisco Hosted UCS Release 6.1(a).

Table 17 Unresolved Caveats (Unregistered) in Cisco Hosted Unified Communications Services, Release 1.6.1

Component	Headline	Description
BVSM	IOS Gateway Provisioning	VSM does not provision the IOS gateways used for legacy PBX interconnect; the PGW is only provisioned to support the IOS gateways in this release.
BPGW	Legacy PBX Interconnect	Legacy PBX interconnect is not supported for H323 gateways or MGCP gateways to the CCM; only MGCP gateways to the PGW are supported in this release.
PGW	Manual Invoke of Service States when Adding or Removing a Gateway or E1	When a Gateway or E1 is added or removed from the PGW, BVSM does not automatically put the associated functions into service or take them out of service. As a workaround both these service states must be manually invoked on the PGW.
PGW	Manual Restart Required for MML Properties Restart Warning	If the PGW reports that a restart is required due to certain MML properties being set, BVSM does not automatically restart the PGW. Administrators must schedule a restart and manually execute it on the PGW at a convenient time.
BVSM	BVSM Displays MMLOutput on Restart Request	When the PGW requests a restart, BVSM displays an mml output which includes the whole mml provisioning template and any PGW responses.
DPNSS	Callback Feature	The DPNSS Callback feature supports DPNSS to DPNSS endpoints only in the multi-tenant model.
BVSM	MML Name Format Restrictions	The PGW forces a number of restrictions on the MML name format. When defining the Gateway name field in the BVSM GUI, please take note of these restrictions:
PGW	Single/Multiple PGW Deployment	The design of the dialplan for legacy PBX only supports a single PGW deployment (except in certain customer cases). In a multiple PGW deployment, legacy PBX call flows will not be supported across EISUP between the PGWs.
PGW	PSTN Access Prefix	For calls from legacy PBX into PGW for MT deployments, the PSTN access prefix (at the beginning of the Called Number) is used as a trigger for PGW to determine the call destination as being either inter-customer or PSTN. For this reason, site codes (Legacy PBX and CCM sites) cannot begin with the same PSTN access prefix digit.

Table 17 Unresolved Caveats (Unregistered) in Cisco Hosted Unified Communications Services, Release 1.6.1

Component	Headline	Description
BVSM	Trunk Group Name Ranges	BVSM uses the range 6xxx to dynamically assign trunk group names for legacy PBX support. Statically configured trunk groups, used for PSTN, HSI interconnect or similar, must not use the range 6xxx as the clash of numbers causes the PGW to fail the legacy PBX provisioning. It is recommended that the administrator avoid using the 6xxx range for any statically defined trunk groups, leaving the whole 6xxx range for BVSM to use for PBX provisioning.
BVSM	Range Association for Legacy PBX	BVSM supports one to one associations as well as range associations for CCM locations. Range association is not supported for legacy PBX locations.

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://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 ' Alaws, 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.