
Release Notes for Cisco Configuration Assistant 3.0

Revised on December 20, 2010 for CCA 3.0

These release notes include important information about Cisco Configuration Assistant Release 3.0 and any limitations, restrictions, and caveats that apply to this release.

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Introduction

Cisco Configuration Assistant (CCA), part of the Cisco Smart Business Communications System (SBCS) portfolio of products, simplifies the tasks of configuring, deploying, and administering Cisco network solutions, improves the security and performance of your network, and reduces the time needed for network deployment and configuration. Designed for small business networks from 8 to 100 users, this PC-based application with a Graphical User Interface (GUI) provides everything you need to set up a small office network.

New Features in CCA 3.0

Release 3.0 of CCA is a major release of the software that contains significant features and user interface changes.

IMPORTANT The content and organization of UC500 software packs have been modified and UC500 locale packs have been created to support the simplified software installation and globalization features of CCA 3.0. To take advantage of all the features in CCA 3.0, upgrade to the UC500 8.1.0 software pack for your UC500 platform and locale. See [Cisco UC500 Software Packs, page 12](#).

IMPORTANT Automatic extension assignment for phones has been removed from CCA and from the UC500 factory default configuration. After a new phone registers, you must use CCA to configure an extension and other required fields. When you launch CCA 3.0 and connect to an existing site, you are prompted to disable the auto-extension assigner. You should choose Yes to avoid conflicts with the new Extension Mobility and Floating Extension features. Once the auto-extension assigner is disabled, you cannot re-enable it.

In addition to the changes listed below, see “[Limitations and Restrictions, page 18](#)” for important information that applies to CCA release 3.0.

Feature	Description.
Device Support	
Cisco 6900 Series IP Phone support	<p>CCA 3.0 supports configuration of the following Cisco Model 6900 Series IP phones.</p> <ul style="list-style-type: none"> ▪ 6901 ▪ 6911 ▪ 6921 ▪ 6941 ▪ 6961 <p>NOTE Model 6945 is not supported.</p> <p>Drag-and-drop phone firmware upgrades are also supported for these phones.</p>
Software Pack and Locale Pack	
UC500 Software Pack Version 8.1.0 Support	CCA 3.0 supports UC500 software pack version 8.1.0. See Cisco UC500 Software Packs, page 12 .
UC500 Locale Pack Support	CCA 3.0 supports installation of localization files via UC500 locale packs. UC500 local packs can be downloaded from Cisco.com at www.cisco.com/go/uc500swpk . Each locale pack contains phone language files, voice mail language files, network tones, and cadences for a given locale. See Cisco UC500 Locale Packs, page 13 .
Voice Feature Configuration	
Extension Mobility	Enable Extension Mobility and configure global site settings, EM user profiles, and EM phone profiles. This feature allows users to log in any EM phone and be able access line appearances, voice mailbox, and speed dials.
Floating Extensions	Add extensions that are not associated with a physical phone.

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Feature	Description.
Voicemail Notifications	Globally enable notification of voice mail messages via email or phone and configure user notification settings.
T.37 Fax to Email	You can store T.37 faxes to voice mail and forward them as email attachments.
SNR Timeout	Configure timeout settings for Single Number Reach (SNR). The SNR window is located under Configure > Telephony > Users and Extensions > Single Number Reach .
Call Park Timeout and Recall	Specify timeout and recall settings for parked calls.
Live Record Beep Tone	Configure beep tone duration and interval settings for Live Record.
Improved Bulk User and Phone Data Import	You can perform a bulk import of user and phone data from either the Telephony Setup Wizard or the Users and Phones window. The procedures for preparing and importing user data have change from prior release.
Call Hold Audible Alert	You can enable the Call Hold Alert feature to set up an audible, repeating alert tone to notify the user when a call is placed on hold on a Cisco IP phone.
Detailed FXO Settings	You can navigate to the FXO trunk panel from the feature bar, choose Configure > Telephony > Ports and Trunks > PSTN Trunks > FXO Tab .
Network Configuration	
Static NAT mapping	If the WAN connection is configured with a static IP address or PPPoE negotiated IP address, you can configure static NAT mappings.
Modified VLAN Creation Interface	The interface for creating and configuring VLANs has been modified. You configure IP addressing for VLANs from the VLAN window and set the default Voice LAN.

Feature	Description.
Software Installation and Maintenance	
Simplified UC500 Localization, Software Installation, and Upgrade	A separate software installation wizard has been added for UC500 upgrades under Maintenance > Software Upgrade > UC500 . The wizard simplifies the software installation process and provides improved localization support.
Switch Between Primary and Alternate Phone/VM Languages	Region settings have been simplified. You can now switch between the active and alternate language installed on the UC500 without having to re-install CUE voicemail software.
Upload and Download files to UC500 Flash	The File Management window now provides options for uploading and downloading files to the UC500 flash.
Enable or Disable Network Polling	The General tab in the Preferences window now provides an option for enabling or disabling network polling. By default, this network polling is disabled.

Feature	Description.
User Interface Changes and Enhancements	
Telephony Configuration Menu Changes	<p>Menus under Configure > Telephony have been reorganized and renamed. These changes include the following items:</p> <ul style="list-style-type: none">▪ The Voice window has been renamed Users and Phones and is now located under Configure > Telephony > Users and Extensions. The System and Network tabs associated settings were removed from the Voice window. Voice system settings are now configured on the System Settings window under Configure > Telephony > System.▪ The Region window is now located under Configure > Telephony > System.▪ Single Number Reach window is now located under Configure > Telephony > Users and Extensions.▪ The System Speed Dial window is now located under Configure > Telephony > Users and Extensions. Speed dials for user phones are now configured from the Users and Phones window.▪ The Voicemail window is now located under Configure > Telephony > Users and Extensions.▪ The Auto Attendant, Schedules, Basic ACD, Night Service, and Live Record windows are now located under Configure > Telephony > Call Handling.▪ The Analog Port Settings window has been renamed FXS Ports and is now located under Configure > Telephony > Ports and Trunks.▪ The Multisite Manager and Maximum Calls windows are now located under Configure > Telephony > Site Management.

System Requirements

The system requirements are described in these sections:

- [Installation Requirements, page 7](#)
- [Managed Device Support, page 9](#)

Installation Requirements

The PC on which you install Cisco Configuration Assistant must meet these minimum requirements.

NOTE System requirements for processor, memory, display resolution, and disk space have been increased.

System Requirements

Operating Systems Supported (Windows)	<p>Microsoft Windows Vista® Ultimate (32-bit or 64-bit edition)</p> <p>Microsoft Windows XP® Professional, Service Pack 2 or later</p> <p>Microsoft Windows 7® (64-bit and 32-bit)</p> <p>You must have write permission to your home directory and to the CCA installation directory so that CCA can create the necessary log files and preference files.</p> <p>For PCs running Windows Vista and Windows 7, Administrator privileges are required in order to update, install, and use CCA.</p> <p>NOTE When using CCA on PCs running Microsoft Windows 7 set the auto sleep function to 1 hour. To change the PC's setting follow these steps:</p> <ul style="list-style-type: none"> ▪ Go to Control Panel > Power Options. By default, it is set to Balanced. ▪ Click Change when computer sleeps ▪ Increase "Put computer to sleep" from 5 minutes (default) to Never
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System Requirements

Mac OS Support (requires virtualization software)	<p>Mac OS: 10.5 and later</p> <p>Virtual OS: Parallels Desktop 3.0 and later or VMware Fusion 1.0 and later</p> <p>Guest OS: Microsoft Windows XP (Service Pack 2 or later), Microsoft Windows Vista Ultimate. CCA also supports remote control via Virtual Network Computing (VNC) clients.</p>
Hardware	PC with FastEthernet or higher LAN port
Processor	1.8 GHz Intel Core 2 Duo or higher
Disk Space	400 MB recommended
Memory	1 GB minimum, 2 GB recommended
Display	Screen resolution: 1280 x 1024 or higher recommended
Browser	<p>Microsoft Internet Explorer 8.0 or later is recommended, with Javascript enabled.</p> <p>The Adobe Flash Player 10 or later plug-in for Microsoft Internet Explorer must also be installed (in addition to any other version of the Flash plug-in that you may have installed for different Web browsers).</p> <p>Javascript must be enabled for the Microsoft Internet Explorer browser.</p>

Managed Device Support

CCA manages the following switches, routers, access points, wireless LAN controllers, and IP video cameras.

Table 1 Managed Device Support

Device Type	Models
Phones	<p data-bbox="673 567 1161 598">Cisco Model 6900 Series IP phones:</p> <p data-bbox="714 619 787 808">6901 6911 6921 6941 6961</p> <p data-bbox="714 808 1218 850">NOTE Model 6945 is not supported.</p> <p data-bbox="673 871 1323 903">Cisco Unified IP Phones 7900 Series, all models:</p> <p data-bbox="714 934 860 1449">7937G 7975G 7971G-GE 7970G 7965G 7962G 7961G 7961G-GE 7945G 7942G 7941G 7941G-GE 7931G 7911G</p> <p data-bbox="673 1480 1266 1512">Cisco SPA 500 Series IP Phones, all models:</p> <p data-bbox="714 1543 1096 1837">SPA525G2 5-Line SPA525G 5-Line SPA509G 12-Line SPA508G 8-Line SPA504G 4-Line SPA502G 1-Line SPA501G Basic 8-Line SPA500S Expansion Module</p>

Table 1 Managed Device Support

Device Type	Models
Phones (continued)	<p>Cisco SPA 300 Series IP Phones, all models:</p> <p>SPA301 SPA303</p> <p>Cisco IP Communicator</p> <p>NOTE: SIP Phones are no longer supported by CCA</p>
Switches	<p>Catalyst Express 520 switches, all models</p> <p>Cisco ESW500 Series switches, all models:</p> <p>ESW-520-8P 8-Port FastEthernet Switch with PoE ESW-540-8P 8-Port Gigabit Ethernet Switch with PoE</p> <p>ESW 520-24, 24-Port 10/100, non-PoE ESW 520-24P, 24-Port 10/100, PoE ESW 520-48, 48-Port 10/100, non-PoE ESW 520-48P, 48-Port 10/100, PoE</p> <p>ESW 540-24, 24-Port 10/100/1000, non-PoE ESW 540-24P, 24-Port 10/100/1000, PoE ESW-540-48, 48-Port 10/100/1000, non-PoE</p>
Routers	<p>Cisco Unified Communications 500 Series platform, all models</p> <p>Cisco SA500 Series Security Appliances, all models (SA520, SA520W, and SA540)</p> <p>Cisco SR500 Series Secure Routers</p> <ul style="list-style-type: none"> ▪ Model SR520-ADSL, - Ethernet ▪ Model SR520-T1 <p>Cisco Services Ready Platform SRP500 Series, all models, discovery and cross-launch of native Web-based Configuration Utility only.</p> <p>Cisco 800 Series Routers: Models 831, 836, 851, 851W, 857, 857W, 871, 871W, 876, 876W, 877, 877M, 877W, 878, and 878W</p>

Table 1 Managed Device Support

Device Type	Models
Access Points	Cisco Small Business Pro AP541N Dual-band Single-radio Access Points Cisco 521 Wireless Express Controller-Based Access Points Cisco 521 Wireless Express Autonomous Access Points
Wireless LAN Controllers	Cisco 526 Wireless Express Mobility Controllers
Video Cameras	Cisco Model WVC2300 and PVC2300 Business Internet Video Cameras

Downloading and Installing Cisco Configuration Assistant

To install CCA on your PC, follow these steps:

- STEP 1** Go to www.cisco.com/go/configassist. You must be a registered Cisco.com user, but you need no other access privileges.
- STEP 2** In the Support information box, click the **Download Software** link.
If you are not already logged in, you are redirected to the Cisco.com Log In page.
- STEP 3** Enter your Cisco.com username and password to log in.
- STEP 4** Locate the CCA installer file, for example,
`cisco-config-assistant-win-k9-3_0-en.exe`
- STEP 5** Download the CCA installer and run it. You can run the installer directly from the web if your browser offers this choice. CCA is free; there is no charge to download, install, or use it.
- STEP 6** When you run the installer, follow the on-screen instructions. On the final page, click **Finish** to complete the installation.

Available and Deferred CCA Versions

These CCA releases are available for download on Cisco.com:

- CCA 3.0
- CCA 2.2(6)
- CCA 2.2(5)

All other versions of CCA are deferred and are no longer available on Cisco.com.

Updating Cisco Configuration Assistant

We strongly recommend that you upgrade to the latest version of CCA in order to take advantage of new features and resolved issues.

You can use the automated Application Updates feature to update Cisco Configuration Assistant to a later release in the language that you are using. Follow these steps:

1. Start Cisco Configuration Assistant.
2. Choose **System > Application Updates**.
3. In the Authentication window, enter your Cisco.com username and password and click **OK**.
4. In the Application Updates window, click **Yes**.

NOTE Cisco Configuration Assistant 2.x installations cannot be updated to version 3.0 and later using the Application Update process. You must download Cisco Configuration Assistant from Cisco.com (www.cisco.com/go/configassist) and install it manually.

Cisco UC500 Software Packs

Cisco UC500 Software Packs are large zip files that contain all necessary files for the Cisco UC500 Series platform. Each zip file contains multiple TAR/archive files for the components of the UC500, including:

- IOS image for the UC500 platform
- IP Phone firmware files

- Voice mail software
- Factory default configurations for each SKU
- Support files, such as Basic ACD prompts and scripts, ringtones, and desktop images

Separate UC500 software package files are provided for the Model UC520, UC540, and UC560 platforms. You must download the correct .zip file for your UC500 platform (UC520_8.1.0.zip, UC540_8.1.0.zip, or UC560_8.1.0.zip).

Cisco UC500 Locale Packs

UC500 Locale Packs contain the software needed to localize voicemail and phones (locales for Cisco Model 79xx, SPA525, SPA50x, and CP-52x phones).

This means that you only need to download one file to localize voice mail and all supported phone models.

A locale pack can be provided when installing software on the UC500 via CCA in order to install an alternate language on the UC500. Up to two languages can be installed, an active language and an alternate language.

- UC500_8.1.0_locale_da_DK.zip (Danish)
- UC500_8.1.0_locale_de_DE.zip (German)
- UC500_8.1.0_locale_en_GB.zip (UK English)
- UC500_8.1.0_locale_en_US.zip (US English)
- UC500_8.1.0_locale_es_ES.zip (European Spanish)
- UC500_8.1.0_locale_fr_FR.zip (European French)
- UC500_8.1.0_locale_it_IT.zip (Italian)
- UC500_8.1.0_locale_nl_NL.zip (Dutch)
- UC500_8.1.0_locale_no_NO.zip (Norwegian)
- UC500_8.1.0_locale_pt_PT.zip (Portuguese)
- UC500_8.1.0_locale_sv_SE.zip (Swedish)

Downloading Cisco UC500 Software and Locale Packs

To download Cisco UC500 Software Packs, go to the following URL:

www.cisco.com/go/uc500swpk

IP phone localization files and voice mail localization files are also available from this URL. A Cisco.com login is required.

Available Software Packs

These UC500 software packs are available for download:

- **Table 2, “Cisco UC520 Software Packages,” on page 14**
- **Table 3, “Cisco UC540 Software Packages,” on page 15**
- **Table 4, “Cisco UC560 Software Packages,” on page 15**

Table 2 Cisco UC520 Software Packages

UC520 Software Pack Version	Filename	CCA Version Compatibility	Component/Version Information
8.1.0 for UC520	UC520_8.1.0.zip (US/English)	CCA 3.0 and later	Cisco IOS 15.1(2) T2 CUCME 8.1 CUE 8.0.3 B-ACD scripts v3.0.0.2 UC520 factory default configurations
8.0.5 for UC520	UC520_8.0.5.zip	CCA 2.2(6) and later	Cisco IOS 15.0(1) XA3a CUCME 8.0 CUE 8.0.3 B-ACD scripts v3.0.0.2 UC520 factory default configurations
8.0.4 for UC520	UC520_8.0.4.zip	CCA 2.2(5) and later	Cisco IOS 15.0(1) XA3a CUCME 8.0 CUE 8.0.2 B-ACD scripts v3.0.0.2 UC520 factory default configurations

Table 3 Cisco UC540 Software Packages

UC 540 Software Pack Version	Filename	CCA Version Compatibility	Component/Version Information
8.1.0 for UC540	UC540_8.1.0.zip (US/English)	CCA 3.0 and later	Cisco IOS 15.1(2) T2 CUCME 8.1 CUE 8.0.3 B-ACD scripts v3.0.0.2 UC540 factory default configurations
8.0.5 for UC540	UC520_8.0.5.zip	CCA 2.2(6) and later	Cisco IOS 15.0(1) XA3a CUCME 8.0 CUE 8.0.3 B-ACD scripts v3.0.0.2 UC540 factory default configurations
8.0.4 for UC540	UC540_8.0.4.zip	CCA 2.2(5) and later	Cisco IOS 15.0(1) XA3a CUCME 8.0 CUE 8.0.2 B-ACD scripts v3.0.0.2 UC540 factory default configurations

Table 4 Cisco UC560 Software Packages

UC 560 Software Pack Version	Filename	CCA Version Compatibility	Component/Version Information
8.1.0 for UC560	UC560_8.1.0.zip (US/English)	CCA 3.0 and later	Cisco IOS 15.1(2) T2 CUCME 8.1 CUE 8.0.3 B-ACD scripts v3.0.0.2 UC560 factory default configurations
8.0.5 for UC560	UC560_8.0.5.zip	CCA 2.2(6) and later	Cisco IOS 15.0(1) XA3a CUCME 8.0 CUE 8.0.3 B-ACD scripts v3.0.0.2 UC560 factory default configurations
8.0.4 for UC560	UC560_8.0.4.zip	CCA 2.2(5) and later	Cisco IOS 15.0(1) XA3a CUCME 8.0 CUE 8.0.2 B-ACD scripts v3.0.0.2 UC560 factory default configurations

IP Phone Firmware Loads

Table 5 lists the firmware releases required for the IP Phones that Cisco Configuration Assistant manages.

This most recent list of phone firmware loads is located at:

<https://supportforums.cisco.com/docs/DOC-9827>

Table 5 Cisco IP Phone Firmware Loads

Software Pack	SPA-525G SPA-525G2	SPA-50X SPA-30X	7914	7915 7916	7921 7925	7936	7937	7940 7960	79XX	6901 6911	6921 6941 6961
8.1.0	7.4.6	7.4.6	5.0.4	1.0.4	1.3.4SR1	3.3.20	1.3.4	8.1.2	8.5.4S	9.0.2	8.5.4
8.0.5	7.4.4	7.4.4	5.0.4	1.0.4	1.3.4SR1	3.3.20	1.3.4	8.1.2	8.5.3S	--	--
8.0.4	7.4.4	7.4.4	5.0.4	1.0.4	1.3.4SR1	3.3.20	1.3.4	8.1.2	8.5.3S	--	--
8.0.3	7.4.4	7.4.4	5.0.4	1.0.4	1.3.3	3.3.20	1.3.4	8.1.2	8.5.3S	--	--
8.0.2	7.4.3	7.4.3	5.0.4	1.0.4	1.3.3	3.3.20	1.3.4	8.1.2	8.5.3S	--	--
8.0.1	7.4.3	7.4.3	5.0.4	1.0.4	1.3.3	3.3.20	1.3.4	8.1.2	8.5.3S	--	--
8.0.0	7.4.2	7.4.2	5.0.4	1.0.4	1.3.3	3.3.20	1.3.4	8.1.2	8.5.3S	--	--
7.0.4	7.1.9	7.1.3c	5.0.3	1.0.3	1.2.1 / 1.3.1	3.3.16	1.3.2	8.0.1	8.4.2S	--	--
7.1.3	7.1.9	7.1.3c	5.0.3	1.0.3	1.2.1 / 1.3.1	3.3.16	1.3.2	8.0.1	8.4.2S	--	--

Upgrading the UC500 and Installing Device Software

To upgrade software on the UC500 and other devices using CCA, choose **Maintenance > Software Upgrade**.

For instructions on how to upgrade software on Cisco UC500 Series platforms, see the CCA online help or the *Cisco Configuration Assistant (CCA) Smart Business Communications System Administrator Guide*, available on Cisco.com.

Minimum Cisco IOS Releases and Device Firmware Versions

Table 6 lists the minimum software releases required for the devices that Cisco Configuration Assistant manages.

Table 6 Minimum Cisco IOS Release or Firmware Required

Device	Minimum Software Release
Cisco Unified Communications 500 Series Model UC520	12.4(20)T2 or 12.4(22)YB
Cisco Unified Communications 500 Series Model UC540	12.4(24)SB
Cisco Unified Communications 500 Series Model UC560	Cisco IOS 15.0(1) XA
Catalyst Express 500 switch	Cisco IOS 12.2(15)T9
Cisco Catalyst Express 520-8PC switch	Cisco IOS 12.2(35)EX
Cisco Catalyst Express 520-24PC switch Cisco Catalyst Express 520-24LC switch Cisco Catalyst Express 520-24TT switch Cisco Catalyst Express 520G-24TC switch	12.2(37)EX
Cisco 800 Series router	12.4(4)T
Cisco 526 Wireless Express Mobility Controller	4.2.61.4
Cisco 521 Wireless Express Access Point	12.4(10b)JX
Cisco Small Business Pro AP54 1N Dual-band, Single-radio Access Point	Firmware version 1.8.0
Cisco SR520 Secure Router (ADSL or Ethernet)	12.4(20)T4 and later
Cisco SR520-T1 Secure Router	SR520-T1 Software Pack

Table 6 Minimum Cisco IOS Release or Firmware Required (Continued)

Device	Minimum Software Release
Cisco SA500 Series Security Appliances, all models (SA520, SA520W, and SA540).	Software Version 1.1.65 or later IMPORTANT Cisco SA500 Series software versions 1.1.42 and earlier are not supported for use with CCA. Use the SA500 Security Appliance Configuration Utility to manage the SA500 or upgrade to version 1.1.65 or later of the SA500 software.
Cisco Small Business Pro ESW500 Series switches	ESW500 Series 24 - and 48-port models: Firmware version 2.0.3 ESW500 Series 8-port PoE models: Firmware version 2.1.1 or later.

Limitations and Restrictions

These limitations and restrictions apply:

- After a CME reload, the MWI indicator is turned OFF for phones that have new messages, due to an issue in the CUE software. The new messages are still there, but since the MWI indicator is not lit, users may not know about them. To correct the problem, launch CCA, open the Topology view, right-click on the UC500 icon, and choose the **MWI Refresh All** option.
- When performing drag-and-drop firmware upgrades for Cisco IP phones using loads downloaded from Cisco.com, you must use the correct type of file (.bin, .tar, or .zip file, depending on the phone model):
 - Cisco 7900 Series IP phones — Use the .zip file, except for Model 7921 and 7925, which require you to use the .tar file.
 - Cisco 6900 Series IP phones — Use the .zip file.
 - SPA525 IP Phones — Use the .bin file

- SPA 5x5 IP phones (Models 501, 502, 504, 508, and 509) — Use the .bin file.
- The following known issues with Cisco IOS Version 15.1(2)T2 may be encountered. Cisco IOS 15.1(2)T2 is included with UC500 software pack Version 8.1.0.
 - After a firmware upgrade, softkeys on the Home page of the SPA525 IP phone are blank. To work around the issue, reboot the phone.
 - CSCtk75702 — When the SIP trunk uses G729, SIP trunks calls with a flow of PSTN -> AA -> ephone (CFA) -> Voice Mail fail, due to a transcoding issue with SIP trunks.
 - CSCtk06046 — UC560 hangs while rebooting.
 - CSCtj91764 — UC560 and UC540 crashed during complete SNMP MIB walk.
 - NULL pointer exception not caught in PPC platforms.
- When using CCA on PCs running Microsoft Windows 7, file selection dialogs are missing icons for buttons on the upper right corner of the dialog (for example, the Up one Level button icon). The problem occurs due to a known issue in the Java Runtime Environment (JRE) library. The JRE library cannot retrieve the related icon resource from the native Windows 7 platform to render certain file chooser widget buttons.

The issue is cosmetic and does not affect functionality. The user can still browse the entire file system and select a target directory or file.

Although the buttons are not visible, the user can position the mouse over the button to view its Tooltip text to identify the purpose of the button. The button works as expected when the user clicks on it.

- Some Cisco Model 79xx IP phones cannot be directly upgraded from 8.3.3 or earlier to 8.5.3 or higher. You may encounter this issue when upgrading phone loads or when upgrading to a new UC500 software pack. When the issue occurs, Cisco Model 79xx phones may fail to register. For instructions on how to resolve the issue, see [Resolving Cisco Model 79xx Phone Upgrade Issues, page 25](#).
- CIPC (Cisco IP Communicator) phones configured for Whisper Intercom requires software version CIPC 7.x or later.

- Cisco SA500 software versions 1.1.42 and earlier are *not* supported for use with CCA. If the SA500 is running software version 1.1.42 or earlier, it cannot be added to a CCA customer site and cannot be managed using CCA.

Use the SA500 Security Appliance Configuration Utility on the device to configure the SA500 if software version 1.1.42 or earlier is installed.

- Drag-and-drop file operations from the PC running CCA onto device icons in the Topology view may fail due to Windows Vista or Windows 7 User Account Control (UAC) restrictions. A “No Entry” icon is displayed.

To work around this limitation, temporarily disable User Account Control (UAC) in Windows Vista, perform the operations, then re-enable UAC.

These are some of the drag-and-drop file operations that CCA supports:

- SR520-T1 firmware upgrade file
 - IOS image files
 - IP phone loads (not all models support drag and drop upgrade)
 - CP-500 language files
 - Music on Hold audio (.au) files
 - Cisco Unity CME language files for localization
 - UC500 factory default configuration file
 - System speed dial .xml file
- CCA does not support upgrade of boot code (.rfb files) on ESW500 Series switches, only firmware (.ros files). Use the ESW500 Configuration Utility to upgrade boot code if needed.

Since ESW500 Series firmware version 2.1.16 requires boot version 1.0.0.7 for 8-port ESW models and boot version 1.0.0.4 for 24-port and 48-port models, you may need to manually install or upgrade the boot code to ensure that the appropriate versions are used.

Upgrade the boot code first, then the firmware, change the active image, save the configuration, then reboot the ESW switch. In the ESW500 Series Configuration Utility, software upgrade options for ESW switches are located under **Maintenance > File Management**.

To download firmware and boot code files for ESW switches, go to www.cisco.com/go/esw500help, click the **Resources** tab, then click the Firmware link. A Cisco.com login is required.

- These limitations apply to video monitoring on SPA525G phones:
 - While monitoring video from the SPA525G phone, the phone can still make and receive calls. However, inbound calls do not change the display focus, and the only visual indication will be a flashing LED associated with the line being called. To answer inbound calls, simply press the line button.
 - If you are viewing video on the phone, the video application stops when you make an outbound call and does not automatically resume.
 - There is no audio integration between the IP phone and the cameras.
 - For SPA525G phone loads prior to version 7.4.4, you cannot simultaneously enable the VPN client and video monitoring on SPA525G phones. This issue is resolved in the 7.4.4 phone load, which is included in UC500 software pack 8.0.4.
 - Door Access Control from the SPA525G phone using the GPIO ports on the back of the camera is not supported.
 - The MJPEG settings for the cameras cannot be changed if the camera is integrated with the SPA525G phone. Changing these settings will prevent the video stream from being displayed on the phone. These are the video settings that must be configured using the PVC2300/WVC2300 Configuration Utility:
 - Resolution:** 320*240
 - Max Frame Rate:** 10 fps
 - Fixed Quality:** Normal
- In mixed networks that have both AP54 1N and AP52 1 wireless access points, the CCA 2.2(2) Wireless Setup Wizard automatically synchronizes AP54 1N settings only. In this case, existing AP52 1 access points must be synchronized from the **Configure > Wireless > WLANs (SSIDs)** window.
- CCA 2.2(2) and later can discover a Services Ready Platform SRP500 device and display its icon in the Topology view. However, in order to be discovered, the SRP500 device must be connected to a UC500 or a port on an ESW500 Series switch that is connected to a UC500. You must use the UC500 or ESW500 IP address as the starting IP address for discovering the SRP500. You cannot use the IP address of the SRP500 to discover the device or network.
- The Cisco VPN Client does not provide 64-bit support. However, 64-bit support is available for the Cisco AnyConnect VPN Client. This client and release notes can be obtained from the Software Center (www.cisco.com/)

[go/software](#)). If you do not have a valid service contract associated with your Cisco.com profile you cannot log in and download the AnyConnect VPN Client. The AnyConnect client supports SSL and DTLS. It does not support IPsec at this time.

For more information, see the release notes for the Cisco VPN Client and Cisco AnyConnect client.

- Remote SSL VPN phones (for example, SPA525G phones with remote VPN configured through the CCA VPN Phone Setup wizard) are not displayed in the Topology view.
- Bonjour devices do not show connectivity in Topology view on discovery.
- For full-tunnel mode with SSL-VPN server on UC500 and SR500 platforms, only the Anyconnect-win-2.3.2016-k9.pkg for Windows 32-bit or 64-bit OS is supported.
- If the PC running Cisco Configuration Assistant is not directly connected to the UC500 LAN (through a wired connection or VPN connection), the Multisite Manager is not available. When managing a multisite deployment, care should be taken not to invoke or configure features such as software upgrade, backup and restore, internet connection, or restart/reset on remote sites.
- For Cisco SR500 Series Secure Routers (all models), you cannot install an IPS (Intrusion Prevention System) Signature Data File (SDF) package with a version that is greater than 384. This is due to file size constraints on SR500 devices.

As a workaround, install the SDF package version 384, then upgrade to a later version.

- When choosing an SDF package to install, select version 384 of the SDF package, which is sigv5-SDM-S384.
- After the SDF package is installed, choose **Configure** > **Security** > **IPS** and select the IPS Signature Update tab to perform the update.
- The following limitations apply to the WebEx PhoneConnect application:
 - In order for WebEx PhoneConnect to function properly, password changes must be disabled on the WebEx service site. The WebEx site administrator must un-check the **Allow user to change password** option on the service site to disable it, even if Auto-Login APIs are being used.

- Once a phone has received two consecutive, unacknowledged meeting alerts, audio (tone) alerts are suspended until the phone user presses the **Snooze, Dismiss, or Call** softkey. This can occur when multiple unanswered alerts are received for the same meeting or for multiple meetings scheduled for the same time.
- The following limitation applies to the WebEx Connect client and may affect Cisco WebEx PhoneConnect users who are also using the click-to-dial feature.
 - The WebEx Connect client Click-to-Dial feature does not work if you do not run as Administrator in Microsoft Windows Vista.

On a PC running the Microsoft Vista operating system, if you login with a username that has administrator privileges but does not have the username of Administrator, or if you login with a username that does not have any administrator privileges, then when you configure Click to Dial you will encounter the following error:

```
Unable to get profile due to network or certificate issue
```

No workaround is available for an account without administrator privileges. The user must have administrator privileges in Vista in order for Click-to-Dial to work. For an account with administrator privileges: In Windows Explorer, go to the WebEx Connect client application (for example, C:\Program Files\WebEx\Connect), right-click on it, and choose **Run as administrator**. This launches the Connect client with the correct privileges to modify the registry for click-to-dial to work in Windows Vista.

- The following limitations apply to deployment of Cisco IP Phone SPA525G phones in Wireless-G mode using Cisco Configuration Assistant:
 - Multicast Music on Hold (MoH) for internal calls (IP Phone-to-IP Phone) is not supported for this solution and must be disabled using CCA.

When you disable MoH for internal calls, Music on Hold for the external MoH port on the UC500 is also disabled.

To disable Music on Hold for internal calls using CCA:

1. Launch CCA and navigate to the Music on Hold configuration settings.
2. Uncheck these options: **Enable external music on hold port** and **Enable music on hold for internal calls**.

- Unicast paging groups are required with Cisco SPA525G/G2 wireless phones. A maximum of ten (10) phones can be in a unicast paging group.
- The SPA525G phone is not designed to comply with Japanese Wi-Fi requirements. Specifically it does not support channel 14. The AP521G-PK9 SKU also does not support channel 14.

For detailed information on supported reference designs, limitations and caveats for deployment of Cisco IP Phone SPA525G phones, see the *Cisco SPA525G Wireless Deployment Guide for Cisco SBCS*, available at www.cisco.com/go/sbcs-docs.

- In the Port Settings window, you must apply a change to speed settings before you can change a duplex setting. After you configure a speed setting, click **Apply**, and then configure a duplex setting.
- You must use the Smartports feature to apply an Access Point role to Catalyst Express switch ports, ESW500 Series switch ports, and Cisco Unified Communications 500 Series ports that are connected to wireless LAN controllers, autonomous access points, or lightweight access points.
- When you create or modify a service set identifier (SSID) for a wireless LAN controller:
 - Assign the native VLAN to it only if the native VLAN is VLAN 1.
 - Ensure that the IP address of the management and AP manager interfaces of the wireless LAN controller belong to the native VLAN.
- When you create or modify an SSID for an autonomous access point:
 - Check **Native VLAN** only if the assigned VLAN is the native VLAN.
 - Ensure that the IP address of the autonomous access point belongs to the native VLAN.

Notes

The following notes apply to Cisco Configuration Assistant 2.0 and later:

- When you start Cisco Configuration Assistant, Java determines whether the resources it needs are available.

If they are not, Java displays the message `Could not create Java Virtual machine`, and the session ends. To overcome this problem, open the file `C:\Program Files\Cisco Systems\CiscoSMB\Cisco Configuration Assistant\startup\startup.properties` (the default installation path), and modify this entry:

```
JVM_MAXIMUM_HEAP=1024m
```

Replace `1024m` with `512m`.

This problem can occur on PCs with lesser specifications.

- If the Cisco Configuration Assistant InstallShield wizard fails to start, it is likely that there is a problem with the temporary folder location defined through the environment variables `TMP` and `TEMP`. Assign a correct temporary folder location to fix this problem.

Resolving Cisco Model 79xx Phone Upgrade Issues

After installing a UC500 software pack that contains version 8.5(3) phone firmware for Cisco Model 79xx IP phones, Model 79xx phones being upgraded from firmware versions prior to 8.5(2) may not register, or may register but still be running an older version of the phone firmware. When the phone attempts to upgrade to 8.5(3), you may see the message “Auth Fail” displayed on the phone.

This is due to a known issue with Model 79xx IP phones (the issue is documented in the *Cisco Unified IP Phone Release Notes for Firmware Release 8.5(3) (SCCP and SIP)* (www.cisco.com/en/US/docs/voice_ip_comm/cuipph/firmware/8_5_3/english/release/notes/7900_853.html#wp57602).

For all SCCP firmware upgrades from firmware release versions earlier than 8.3(3) to version 8.5(3) or later, you must first upgrade your firmware to version 8.5(2). Once you have upgraded to version 8.5(2), you can upgrade your IP Phone to version 8.5(3) or later. The problem affects these CCA-supported phone models:

- Model 7975, 7970, and 7971
- Models 7945 and 7965
- Models 7942 and 7962

- Models 7941 and 7961
- Models 7906 and 7911
- Model 7931

Perform the procedure in this section to correct the problem by upgrading the phones to an intermediate load before upgrading them to version 8.5(3) firmware.

Before You Begin—Download the 8.5(2) Phone Firmware

Download the 8.5(2) phone firmware .zip file for each model phone that must be upgraded. This is the intermediate load that will be used.

IMPORTANT You must download the 8.5(2) version of the phone firmware. The 8.5.2SR1 load cannot be used for this purpose.

To locate the 8.5(2) version of the SCCP (Skinny Client Control Protocol) version of the firmware for the desired phone models, follow these steps.

1. Log in to Cisco.com (you must have a Cisco.com login to download phone firmware).
2. Open a Web browser and go to www.cisco.com/go/software.
3. On the Download Software page, choose **Voice and Unified Communications > IP Telephony > IP Phones > Cisco Unified IP Phone 7900 Series > Cisco Unified IP Phone <79xx>**.
4. Click the **Skinny Client Control Protocol (SCCP) Software** link.
5. In the **Search Release** field, enter **8.5(2)** and click **Go**.
6. Click the link to the 8.5(2) software.
7. Download the .zip file for the selected model. For example, the filename for Model 7975 phones is `cmterm-7975-sccp.8-5-2.zip`.
8. Repeat these steps to download 8.5(2) firmware for each of the phone models to be upgraded.

Upgrading the Phone Firmware

Perform these steps to upgrade the affected Model 79xx phones with version 8.5(2) firmware as an intermediate step and then upgrade them to version 8.5(3) firmware.

IMPORTANT The embedded TFTP server in CCA is used for drag-and-drop file uploads. Before performing the upgrade, disable any third-party TFTP services running on your PC and check the firewall and network security settings on your PC to make sure that TFTP packets can be transmitted between your PC and the UC500.

1. Launch CCA and open the Topology view.
2. Drag and drop the .zip file with the 8.5(2) phone firmware onto the UC500 icon in the Topology view.

Do not change the .zip file name or unzip the file.

3. In the File Upload dialog, click **Upload**.

CCA extracts the files from the .zip archive and copies them to a temporary directory on the UC500 flash. If there are any TFTP and load configurations for 8.5(3), these are replaced with the intermediate 8.5(2) load and files.

The Phone Firmware Update dialog shows the progress of the upload. Once the files are copied to the flash, CCA displays the following message:

“Disconnect all Cisco Model <Model_Number> IP phones, and then reconnect them. Wait until the phone firmware upgrade completes, then click **OK** to continue.”

4. Disconnect and then immediately reconnect the indicated phones and wait for the upgrade to complete on all the indicated phones.

IMPORTANT Do not click **OK** until *all* of the affected phones have upgraded their firmware and re-registered. The upgrade takes at least 10 - 11 minutes and the phones will restart. To verify that the interim load has been installed, press the **settings** button on the phone and navigate to **Settings > Status > Firmware Versions > Load File**. The interim load filename is SCCP45.8-5.2S.

After the interim upgrade completes, CCA removes the interim 8.5(2) TFTP and load commands, replaces them with the 8.5(3) TFTP and load commands, and then issues a reload/reset command to the phones to load the 8.5(3) firmware. Once the final reload and reset completes, the phones will be upgraded to the 8.5(3) firmware and re-register with the UC500.

5. Repeat these steps for each different phone firmware .zip file.

Cisco SBCS Features Supported Within CCA

The *Cisco Smart Business Communications System Feature Reference Guide* provides guidance to partners on the features that can be configured using the latest releases of CCA. The information is categorized by Voice, Switching, Wireless, and Security.

This guide is available on the Resources tab on the main Cisco Smart Business Communications product page (www.cisco.com/go/sbcs). From within CCA, you can choose **Partner Connection > SBCS Feature Guide** to access the guide.

Open Caveats

This section describes the open caveats that could create unexpected activity in this software release.

Table 7 Open Caveats in Cisco Configuration Assistant 3.0 and earlier

Ref Number	Description
CSCti08243	<p>Voicemail installation fails during locale pack installation</p> <p>Symptom If you are installing an additional locale pack and choose to change the previously configured alternate locales for voicemail languages, phone language, and phone region to the active locale, the voicemail installation may fail.</p> <p>Workaround None.</p>
CSCti43610	<p>SR520 crashes after applying IPS configuration</p> <p>Symptom SR520 crashes after configuring IPS with CCA when the sigv5-SDM-S414.zip signature file is used.</p> <p>Workaround None. Use a different IPS signature file.</p>
CSCti40014	<p>To and From display for dialable intercoms on the phone is reversed (CME issue)</p> <p>Symptom The To and From labels displayed for dialable intercoms on the phone are reversed.</p> <p>Workaround This problem does not affect functionality. To avoid confusion, you may want to use the same To and From label for the dialable intercom (for example, Dialable Intercom).</p>

Table 7 Open Caveats in Cisco Configuration Assistant 3.0 and earlier

Ref Number	Description
CSCti25943	<p>VPN address pool should be different from remote local LAN</p> <p>Symptom When configuring VPN server on an SR520-T1, CCA recommends the 192.168.75.128 to 192.168.75.137 address range for the VPN remote IP address. If a remote teleworker router is using 192.168.75.0 as VLAN1, and you chose to use 192.168.75.128 to 192.168.75.137 for the VPN remote IP address range in the VPN server, then the remote teleworker router cannot assign an address from the 192.168.75.128 - 192.168.75.137 range to the loopback interface. The VPN address pool should be different from the remote teleworker VLAN1 IP address subnet, and CCA should not recommend 192.168.75.128 - 192.168.75.137 for VPN remote IP range.</p> <p>This issue occurs on SR520-T1 secure routers only. It does not occur on non-T1 SR500 SKUs.</p> <p>Workaround Do not use the remote teleworker router VLAN1 IP subnet for the VPN remote IP address range.</p>
CSCti25821	<p>Anyconnect 2.5 does not work with the SR520-T1 SSL VPN sever</p> <p>Symptom A SR520-T1 running SSL-VPN sever with version 2.5 of the Anyconnect client (anyconnect-win-2.5.0217-k9.pkg) cannot connect to the SSL VPN server due to a certification error.</p> <p>Workaround Use version 2.3 of the Anyconnect client (anyconnect-win-2.3.0254-k9.pkg).</p>
CSCtg50723	<p>SIP Trunk: Support individual DIDs for diversion header on SIP trunks</p> <p>Symptom When the UC500 is using SIP trunks for PSTN access and there are hairpin calls from the PSTN to the UC500 and back out to the PSTN, the diversion header for forwarded calls on SIP INVITE from the UC500 only has the main number DID.</p> <p>Workaround None.</p>
CSCti00825	<p>Multi-site IPsec / EZVPN cannot both be running at the same time</p> <p>Symptom When both EasyVPN server and MultiSite VPN are configured on the same router/interface, the EZVPN IKE session does not get established. As a result the EasyVPN client (SR500) cannot communicate with the server site via the tunnel.</p> <p>Workaround Please contact support for assistance with resolving this issue.</p>

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Table 7 Open Caveats in Cisco Configuration Assistant 3.0 and earlier

Ref Number	Description
CSCti06241	<p>CUE reset fails if Reset to Factory Defaults is started immediately after CCA is launched</p> <p>Symptom When using CCA 2.2(5), CUE reset fails if a Reset to Factory Defaults is initiated on the UC500 immediately after CCA is launched and before voice data has finished loading.</p> <p>Workaround To work around the problem, wait until voicemail data finishes loading (make sure that you can open the Voicemail window), then reset the UC500 to factory defaults.</p>
CSCti00144	<p>Issues in Topology when SR520-T1 is added to customer site from Topology</p> <p>Symptom CCA takes more than 2 or 3 minutes to re-display the Topology view after an SR520-T1 is added to a customer site from the Topology view. Also, the connected phones are not being displayed in the Topology view after running the SR520-T1 Configuration Utility.</p> <p>This issue occurs only when a SR520-T1 is added to an existing customer site from the Topology view.</p> <p>Workaround Add the SR520-T1 to a customer site from the Connect window and not by choosing Add to Site from the right-click menu in the Topology view.</p>
CSCth93111	<p>System: Unclear how to remove Telephony System Message</p> <p>Symptom On the System tab in the Voice window, if System Message contains only whitespace, no configuration is sent. Even if the text is changed so that a “no” command is sent to the router, the message defaults to “Cisco Unified CME.”</p> <p>Workaround To minimize the System Message on the phone display, set the System Message to a single character (for example, a period (.).</p>
CSCtg15047 CSCtg15175	<p>Smartports: Shows UC560 BRI ports in the wrong place Smartports: Missing UC520 T1 port label and AL, LP, and CD indicators</p> <p>Symptom Missing or inaccurate labels for status indicators and ports incorrectly positioned in the Smartports window.</p> <p>Workaround None.</p>

Table 7 Open Caveats in Cisco Configuration Assistant 3.0 and earlier

Ref Number	Description
CSCte15422	<p>PVC2300 camera disappears from CCA Topology view when video is used on SPA525G phone</p> <p>Workaround To temporarily display the camera in the Topology view, right-click on the Topology and choose Discover Bonjour Devices. However, the camera will disappear from the Topology the next time video is used on the SPA525G phone.</p>
CSCta94933	<p>Need to be able to use a loopback IP address as source IP for XO SIP Trunk</p> <p>Symptom XO SIP trunk requires the ability to specify source IP address for SIP and RTP packets on UC500.</p> <p>Workaround XO SIP trunk provider will provision circuit with source IP address to be the same as internet IP address on XO circuit.</p>
CSCtd57428	<p>SPA50x phones with expansion module option shows wrong icon in the Voice window</p> <p>Problem: The wrong phone icon is displayed for SPA500 Series phones if an expansion module is selected for the phone on the User Extensions tab in the Voice window.</p> <p>Workaround None needed. The issue is cosmetic and does not affect functionality.</p>
CSCtb45541	<p>Multiple call forwards (CFwdALL) followed by rollover to voice mail not working</p> <p>Symptom Assume the following call flow: PSTN phone -> SIP trunk -> Phone A with CFwdALL to Phone B -> Rollover to voice mail</p> <p>In this scenario, the PSTN phone continues to ring, and never rolls over to voice mail. Phone B disconnects after 10 seconds (as expected for rollover to voice mail), but the PSTN phone keeps ringing.</p> <p>Workaround None.</p>
CSCtd14782	<p>Topology View: Cisco AP54 1N wireless AP only shows up to four (4) CDP client devices</p> <p>Symptom A Cisco AP54 1N with version 1.8.0 firmware only accepts up to four (4) CDP clients. As a result, some wireless devices associated to AP54 1N are not displayed in the CCA Topology View.</p> <p>Workaround None.</p>

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Table 7 Open Caveats in Cisco Configuration Assistant 3.0 and earlier

Ref Number	Description
CSCtb04726	<p>CCA might not configure the UC500 correctly when several UC500s are in the same customer site</p> <p>Symptom CCA might not configure the UC500 correctly if there are multiple UC500s in the same customer site (multisite deployment scenario). These issues have been seen:</p> <ul style="list-style-type: none">▪ The system extension for a remote site cannot be displayed.▪ If a remote site has an SR520-T1, it is shown as not connected on the Topology view.▪ If a remote site uses the same extensions as the local site, these extensions are not shown as being unique. <p>Other issues might be encountered in addition to the ones listed above.</p> <p>Workaround When working with UC500s that are part of a multisite deployment, connect to only one UC500 at a time. You can create separate customer sites to administer each site that is part of a multisite deployment. Any changes that you make to settings that are configured through the Multisite Manager after the initial setup must be imported to the other customer sites.</p>
CSCtb61264	<p>When Maximum Calls is set to 4, the fourth call does not go through</p> <p>Symptom After configuring Call Admission Control (CAC), by setting Maximum Calls to 4, make 4 voice calls. The fourth call to the PSTN gets a fast busy tone and does not go through.</p> <p>Workaround None.</p>
CSCta56686	<p>Opening multiple voice windows in quick succession can cause exceptions</p> <p>Symptom Exception errors are displayed if several voice windows are quickly opened, one after another.</p> <p>Workaround Close and re-open any voice windows that launched with errors. Wait until the voice data has finished loading in one window before opening another voice window.</p>

Table 7 Open Caveats in Cisco Configuration Assistant 3.0 and earlier

Ref Number	Description
CSCsz72909	<p data-bbox="337 401 1503 474">Unable to Configure CUE time from CCA; WebEx PhoneConnect meeting alert delivery is delayed</p> <p data-bbox="337 499 1503 642">Symptom Cisco Webex PhoneConnect applications alerts are sent at the wrong time, and can be several hours off. This can occur if the NTP server on the UC500 is not correctly configured on the CUE to sync up with the CME NTP server. Currently CCA only configures the CME NTP server. It does not configure the NTP server on the CUE side.</p> <p data-bbox="337 667 1338 703">Workaround Perform the following steps to work around the problem:</p> <ol data-bbox="337 728 1414 915" style="list-style-type: none"> <li data-bbox="337 728 1414 802">1. From a PC directly connected to the UC500, open Internet Explorer and go to http://10.1.10.1 to launch the CUE web GUI and log in as administrator. <li data-bbox="337 821 1122 856">2. Go to System > Network Time & Time Zone Settings. <li data-bbox="337 875 1333 915">3. Add an NTP server (the CME NTP server at 10.1.10.2 is recommended).
CSCsz66412	<p data-bbox="337 940 1349 976">CCA shows only 48 users supported despite having a valid 64-user license</p> <p data-bbox="337 1001 1503 1144">Symptom On a 64-user UC500 that is configured with the Telephony Setup Wizard, the Cisco Configuration Assistant application shows only 48 users are supported, despite having a valid 64-user license. In the configuration, the maximum number of supported e-phones is incorrectly reverted to 56.</p> <p data-bbox="337 1169 1479 1243">Workaround Re-apply the 64-user license after the Telephony Setup Wizard completes (go to Maintenance > License Management to re-upload the license).</p>

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Table 7 Open Caveats in Cisco Configuration Assistant 3.0 and earlier

Ref Number	Description
CSCsz29268	<p data-bbox="337 401 1435 470">WebEx PhoneConnect: Locale change not picked up unless admin enters WebEx PhoneConnect application screen</p> <p data-bbox="337 499 1507 642">Symptom The user changes the CME locale after having configured WebEx PhoneConnect and the phone does not pick up the new language. This occurs only if the WebEx PhoneConnect configuration windows in CCA are not accessed after the CME locale is changed.</p> <p data-bbox="337 672 1458 741">Workaround Set the CME locale before configuring the WebEx PhoneConnect application.</p> <p data-bbox="337 770 1484 869">Alternatively, after having set up PhoneConnect users and changed the CME locale, if WebEx PhoneConnect screens on user phones do not have the new language, do the following:</p> <ol data-bbox="337 898 1463 1188" style="list-style-type: none"><li data-bbox="337 898 1463 968">1. Exit any WebEx PhoneConnect configuration windows that may be open in CCA. Close any open WebEx PhoneConnect application screens on IP phones.<li data-bbox="337 997 1430 1129">2. In CCA, go to Applications > Smart Business Applications, select the WebEx PhoneConnect application, click Setup Options and log in to the WebEx PhoneConnect application. This will open the PhoneConnect Application Main window and send the CME locale to the PhoneConnect application.<li data-bbox="337 1159 630 1188">3. Click OK or Apply. <p data-bbox="337 1218 1507 1287">If the new language does not appear on the phones after performing the above actions, then do the following.</p> <ol data-bbox="337 1316 1479 1459" style="list-style-type: none"><li data-bbox="337 1316 1479 1346">1. Exit all WebEx PhoneConnect configuration windows and IP phone screens again.<li data-bbox="337 1375 1409 1404">2. Restart CUE from the Maintenance window (Maintenance > Restart/Reset).<li data-bbox="337 1434 818 1463">3. Wait for the CUE restart to finish.
CSCsx62251	<p data-bbox="337 1493 1463 1562">WebEx PhoneConnect: Join before meeting start option is only available to host, not attendee.</p> <p data-bbox="337 1591 1507 1734">Symptom When scheduling a non-audio WebEx Meeting Pro with an option to let attendees join x minutes before start time, alerts with the Call button x minutes before the start time are only sent to the host. Alerts for the attendees do not display a Call button until the meeting start time.</p> <p data-bbox="337 1764 630 1793">Workaround None.</p>

Table 7 Open Caveats in Cisco Configuration Assistant 3.0 and earlier

Ref Number	Description
CSCsx20742	<p>WebEx PhoneConnect: Intermittently phones cannot dial into meeting.</p> <p>Symptom Intermittently, phone users are unable to have PhoneConnect auto-dial into the meeting. After the Call button is pressed, the phone remains on the dialing screen, and no audio is heard.</p> <p>Workaround To recover, the phone user must end the call manually. The phone user can then press the Services button, select WebEx Meetings > Today, click Details, then either click Call to re-try the auto-dial, or dial in to the meeting manually using the information from the meeting details page.</p>
CSCsx10880	<p>WebEx PhoneConnect: Alternate host and host cannot both join meeting.</p> <p>Symptom If a user creates a meeting with an alternate host, then the host and the alternate host cannot both join the meeting. The first host to join the meeting is granted host privileges and the other host cannot join the meeting.</p> <p>Workaround None.</p>
CSCsz50873	<p>WebEx PhoneConnect: XML parser error when viewing meeting attendees</p> <p>Symptom When a WebEx meeting title has special characters, an XML parser error is displayed on IP phones when viewing the attendees.</p> <p>Workaround None.</p>
N/A	<p>DID not registered when Service Provider SIP trunk configuration is loaded from different PCs</p> <p>Symptom A DID is not registered when Service Provider SIP trunk configuration is loaded to the UC500 from two different devices (for example, from two PCs).</p> <p>Workaround Only one device should be used to perform configuration of the SIP template using Cisco Configuration Assistant.</p>

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Table 7 Open Caveats in Cisco Configuration Assistant 3.0 and earlier

Ref Number	Description
CSCsv62730	<p>Dial Plan: Incoming dial plan does not handle swapping of AA numbers</p> <p>Symptom When there are two Auto-Attendants configured as destinations for Many-to-One dial plans, and the pilot numbers of the two Auto-Attendants are swapped, both Many-to-One dial plans are configured with the same Auto-Attendant as the destination.</p> <p>Workaround The swapping of Auto-Attendant numbers must be done in two operations.</p> <p>For example, if the AA1 number is 600 and the AA2 number is 601, instead of swapping the numbers in one Apply or OK operation, set AA1 to some other number, for example, "700," set AA2 to 600, and click Apply or OK. To complete the swap, set AA1 to 601 and click Apply or OK.</p>
CSCsw65601	<p>IPS: Modify label in error message area</p> <p>CCA does not give further detailed error message for invalid public key.</p> <p>Symptom When the public key submitted for IPS (Intrusion Prevention System) is invalid, the error message area at the top of the screen displays the message, "Click on red items to show further details," but no details are shown ("Invalid public key" should be displayed for the label).</p> <p>Workaround Update the public key to a valid one and retry the operation.</p>
CSCsw90152	<p>CCA shows flash space available = -1 when there is a flash error on the UC520</p> <p>Symptom When there is an issue with UC520 flash, the Cisco Configuration Assistant Software Upgrade window shows available space on flash as -1. This issue typically occurs during when a software package is downgraded to a prior version.</p> <p>Workaround Replace the flash or reload the router, then open the IOS Exec Command window (Troubleshoot > IOS Exec Commands) to run the show flash: command to verify that the flash is OK.</p>

Table 7 Open Caveats in Cisco Configuration Assistant 3.0 and earlier

Ref Number	Description
CSCsw89917	<p>CCA only displays the first DHCP pool exclusion when multiple exclusions are configured</p> <p>Symptom CCA only displays the first DHCP pool exclusion for multiple exclusion configuration. DHCP pools are not able to follow multiple exclusions. For example, if the following exclusions are configured using Configure > Routing > DHCP Server, DHCP Exclusions tab:</p> <p style="padding-left: 40px;">192.168.2.1 - 192.168.2.39</p> <p style="padding-left: 40px;">192.168.2.60 - 192.168.2.65</p> <p style="padding-left: 40px;">192.168.2.245 - 192.168.2.254</p> <p>Only the first DHCP pool 192.168.2.40 through 192.168.2.59 is displayed. 192.168.2.66 through 192.168.2.244 should also be listed as a valid DHCP pool, but is not.</p> <p>Workaround None — There is no functional impact.</p>
CSCsw91364	<p>CCA Device Setup Wizard - VLAN 1 Address change problem</p> <p>Symptom The following issues are seen when the Device Setup Wizard is re-run after the initial setup to change the VLAN 1 IP address:</p> <ul style="list-style-type: none"> ▪ IP NAT configuration is not updated to the latest VLAN IP address. ▪ If the user runs the Device Setup Wizard a second time (after the first time, the IP address is changed from the factory default IP address), CCA still displays the factory default 192.168.10.1 instead of the modified IP address. <p>Workaround Reconfigure NAT after the Device Setup Wizard VLAN 1 IP address change.</p>
CSCsw87298	<p>Dial Plan - interdigit timeout, CCA cannot read the default timeout 10</p> <p>Symptom CCA cannot read the default interdigit timeout 10. If the user configures 10 seconds of interdigit timeout value from the CCA Dial Plan tab, CCA will show default 5 seconds on the GUI, even though router is configured for 10 seconds.</p> <p>Workaround Change the interdigit timeout value to 11 seconds, or 9 seconds.</p>

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Table 7 Open Caveats in Cisco Configuration Assistant 3.0 and earlier

Ref Number	Description
CSCsw92347	<p>Dial Plan - CCA cannot read back access code for emergency # if trunk list none</p> <p>Symptom Access code for Emergency number will not be read back by CCA if there is no trunk (T1/E1, BRI, FXO or SIP) associated with the emergency number (that is, None is selected for the trunk list for the emergency number).</p> <p>Workaround An emergency number must always be associated with a trunk. You must either delete the emergency number or associate it with a trunk.</p>
CSCsi84426	<p>Cisco Configuration Assistant error message for the access point reload failure</p> <p>Symptom After you upgrade the software of an autonomous access point, the device cannot be reloaded if it receives a new IP address from DHCP.</p> <p>Workaround Remove the access point from the community, and add it back with the new IP address.</p>
CSCsj75176	<p>Mandatory for the user to remove or change the default credential</p> <p>Symptom The 800 Series routers and the UC500 are shipped with a default configuration that contains default user credentials (cisco/cisco). Cisco Configuration Assistant does not force you to change these default credentials after the initial configuration, therefore leaving a potential security hole in a production network.</p> <p>Workaround Secure all UC500 and 800 series devices by replacing the default cisco-user with a new admin-user, as follows:</p> <ol style="list-style-type: none">1. From the Device Properties menu on the Configuration tab, select Users and Passwords.2. Select a device from the device list. The local usernames for the selected device appear.3. Click Create.4. Enter the new username and password, and set the privilege level to 15.5. Click OK. The new user appears in the local usernames list.6. Select the default user <i>cisco</i>.7. Click Delete, and then click OK.8. Repeat Step 2 through Step 6 for each device.

Table 7 Open Caveats in Cisco Configuration Assistant 3.0 and earlier

Ref Number	Description
CSCsl22571	<p>SIP trunk error message should request mandatory fields</p> <p>Symptom If you do not enter values for the mandatory SIP trunk fields, Cisco Configuration Assistant displays the message “please correct errors marked in red.” The message should be “Fields marked in red are mandatory.”</p> <p>Workaround There is no workaround.</p>
CSCsl65972	<p>SIP Trunk: Service provider drop-down menu should not include AT&T and Cbeyond</p> <p>Symptom Outgoing Dial Plan is not compatible with the SIP Trunk Service Provider selected.</p> <ul style="list-style-type: none"> ▪ The Outgoing Numbering Plan Locale selected on the Dial Plan tab in the Voice window is not North American. ▪ AT&T and Cbeyond Communications and several other North American SIP trunk providers can still be selected from the SIP Trunk Providers list on the SIP Trunk tab. <p>This is a usability issue; it does not impact functionality.</p> <p>Workaround Always select the North American for the Number Plan Locale when configuring SIP Trunk Providers AT&T, Cbeyond Communications, or any other North American SIP Trunk Provider. Generally, Service Providers are associated with specific locales. Make sure that the SIP Trunk Service Provider selected is compatible with the Number Plan Locale selected.</p>
CSCsm17687	<p>Active conferences dropped and ad-hoc hardware configuration delete fails on configuration of AT&T SIP Trunks</p> <p>Symptom Active ad-hoc conferencing might be terminated while configuring other features, such as AT&T SIP Trunk. Also, the hardware-based ad-hoc conferencing configuration might not be deleted after switching to software conferencing (3 or fewer participants).</p> <p>Workaround We recommend that you verify that no active conferencing calls are present before modifying the device configuration by using Cisco Configuration Assistant. If this recommendation is not followed and the hardware-based ad-hoc conferencing configuration is not deleted after switching to software conferencing, save the configuration on the device and reload, then switch to software based conferencing in Cisco Configuration Assistant.</p>

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Table 7 Open Caveats in Cisco Configuration Assistant 3.0 and earlier

Ref Number	Description
CSCsm96235	<p>The time zone change message is not intuitive and it is sometimes misleading</p> <p>Symptom A warning message, “CUE reload need at least 5 minutes, do you want to proceed with reload?” displays when time zone changes are made. No time zone changes are made to the CME if you skip the message.</p> <p>Workaround Do not cancel the message if you intend to change the time zone.</p>
CSCtk95524	<p>CCA does not validate the contents of the locale packs.</p> <p>Symptom Within the Software Installation Wizard the Install Locale Pack option incorrectly validates any .zip file. CCA generates a message stating validation completed.</p> <p>Workaround Ensure that only valid locale pack .zip files are used.</p>
CSCtk82518	<p>After a success Transfer License, deactivate Evaluation license failed.</p> <p>Symptom Fails to deactivate Evaluation license.</p> <p>Workaround Retry the operation using CCA. If this does not resolve the problem, contact Support for assistance.</p>
CSCtk68876	<p>Cannot call the extension number of the VIC3-FXS/DID ports configured using expert mode.</p> <p>Symptom After configuring extension for VIC FXS/DID port in FXS mode, call to that extension fails. Upon refresh or reopen of PSTN Trunks UI, extension is no longer displayed.</p> <p>Workaround Temporarily change all Mode for all ports to "DID" and apply. Change Mode to 'FXS', configure desired extensions and apply.</p>
CSCtk65415	<p>Label fields for Whisper Intercom should be pre-populated or made mandatory.</p> <p>Symptom CCA is allowing to push the config of Whisper Intercom even without the label. As a result the internally dialing digit for intercom like (A234) is getting displayed in the phone.</p> <p>Workaround Always configure Whisper intercom label.</p>

Table 7 Open Caveats in Cisco Configuration Assistant 3.0 and earlier

Ref Number	Description
CSCtk63358	<p>Phone still has button to monitor the deleted user.</p> <p>Symptom When the monitored user is deleted, the button is removed from device configuration; however, the physical phone still has the button to monitor the deleted user.</p> <p>Workaround Restart the phone manually.</p>
CSCtk54877	<p>When a new Hunt group is added then existing hunt groups shows duplicate error.</p> <p>Symptom Occurs when there are multiple windows opened and the background windows are refreshing during configuring hunt group.</p> <p>Workaround</p> <ol style="list-style-type: none"> 1. Close hunt group window and re-open it. 2. Open only one feature window for configuration at a time.
CSCtk34552	<p>FXS phones listed on Discovered Phones after provisioned as Users.</p> <p>Symptom In TSW, the FXS phones are listed on Discovered Phones after being provisioned as Users.</p> <p>Workaround None. This does not impact functionality.</p>
CSCtk13716	<p>A DID # is assigned to an extension and allow to assign to AA again.</p> <p>Symptom The DID number assigned to AA at the AA GUI does not work.</p> <p>Workaround Users will need to make sure the DID number assigned to AA is unique.</p>
CSCtk03491	<p>Able to override default template for outgoing dial plan with no warning.</p> <p>Symptom When exporting a dial plan template, if a template with that name already exists, there is no warning of that template being over-written.</p> <p>Workaround Provide a name that is not already in the Dial Plan Template combo box in the outgoing dial plan dialog.</p>
CSCtj90605	<p>BACD - AA/hunt/blast group number change doesn't propagate to BACD window.</p> <p>Symptom Create B-ACD and select "No Answer Forward To" a AA pilot number. Modify the AA pilot.</p> <p>Workaround Modify the parameter "No Answer Forward To" accordingly.</p>

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Table 7 Open Caveats in Cisco Configuration Assistant 3.0 and earlier

Ref Number	Description
CSCtj83847	<p data-bbox="337 403 1321 436">Faxmail: Alert needed for TCL/Custom Scripts when Flash memory is full.</p> <p data-bbox="337 464 1019 497">Symptom There are several possible symptoms:</p> <ol data-bbox="337 522 1495 774" style="list-style-type: none"><li data-bbox="337 522 1495 590">1. After Enable T.37 Fax to Mail, one or more applications continue to show "Pending Install".<li data-bbox="337 615 1495 682">2. Silence is heard for incoming calls on numbers configured for fax detection when a system prompt is configured.<li data-bbox="337 707 1495 774">3. Silence is heard for incoming calls on numbers configured for fax detection when a custom prompt is configured. <p data-bbox="337 789 1487 890">Workaround System applications and prompts require 264 MB of free space on the flash. Custom prompt requirements will vary depending on the audio file selected but generally require 50-80 MB.</p> <p data-bbox="337 917 1507 1018">Go to Maintenance > File Management > Files tab and delete any unnecessary files to make sufficient space available for T.37 Fax to Mail applications and prompt files. Then perform one of the following actions depending on the symptom encountered:</p> <ol data-bbox="337 1052 1507 1299" style="list-style-type: none"><li data-bbox="337 1052 1507 1119">1. Make any change to T.37 Fax to Mail feature. Apply will trigger upload of system applications.<li data-bbox="337 1144 1507 1211">2. Make any change to T.37 Fax to Mail feature. Apply will trigger upload of missing system prompts.<li data-bbox="337 1236 1507 1299">3. Select 'Change Prompt' and reselect custom prompt file. Apply will upload selected file.

Table 7 Open Caveats in Cisco Configuration Assistant 3.0 and earlier

Ref Number	Description
CSCtj79899	<p>File Transfer to Flash Fails When Enabling Fax to Mail if Win FW enabled.</p> <p>Symptom There are several possible symptoms:</p> <ol style="list-style-type: none"> 1. After Enable T.37 Fax to Mail, one or more applications continue to show "Pending Install". 2. Silence is heard for incoming calls on numbers configured for fax detection when a custom prompt is configured. <p>Workaround Disable the Windows Firewall or other 3rd party firewall. This is needed so that the UC500 can access the TFTP/FTP services running under CCA and download the needed system applications, system prompts and/or custom prompts.</p> <p>Then perform one of the following actions depending on the symptom encountered:</p> <ol style="list-style-type: none"> 1. Make any change to T.37 Fax to Mail feature. Apply will trigger upload of system applications and prompts. 2. Select 'Change Prompt' and reselect custom prompt file. Apply will upload selected file.
CSCtj56444	<p>"Program Compatibility Assistant" popup comes, when install the CCA in Win7.</p> <p>Symptom Program Compatibility Assistant shows up after a full CCA installation, warning the user that the installation might not have installed correctly.</p> <p>Workaround Choose the option "This program installed correctly" in Program Compatibility Assistant popup dialog.</p>
CSCtj57917	<p>Expansion module is None after adding unregistered phone with side car.</p> <p>Symptom In the Telephony Setup Wizard, Add Discovered Phones Screen, Expansion module is None after adding unregistered phone with side car.</p> <p>Workaround Manually select the required side car instead of none.</p>
CSCtj46762	<p>Stop and Pause button Functionality not working.</p> <p>Symptom Upon adding or changing the custom prompt file for Incoming Voice and Fax configuration, there is option to playback the selected file on the PC. However, after selecting 'Play' button, the 'Pause' and 'Stop' buttons remain disabled.</p> <p>Workaround None. The file will play to the end. These files are generally no more than 9 seconds long.</p>

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Table 7 Open Caveats in Cisco Configuration Assistant 3.0 and earlier

Ref Number	Description
CSCtk96606	<p>Icon for 6945 IP Phone is incorrect in the Topology View in CCA.</p> <p>Symptom The icon used for the 6945 IP Phone is incorrect in the Topology View.</p> <p>Workaround None. The Model 6945 IP phone is not supported by CCA. CCA discovers the phone and displays it in the Topology view, but since it is not a supported phone, CCA displays the default phone icon in the Topology view.</p>
N/A	<p>Updated phone language is not reflected on IP phones</p> <p>Symptom After successful installation of the phone locale pack, some IP phones are not updated with the installed locale language (for example, German).</p> <p>Workaround Manually restart the affected phones from the CCA Topology view.</p>
N/A	<p>Newly added phones are not updated with the locale language after phone localization</p> <p>Symptom After successful installation of a phone locale pack, newly connected IP phones are not updated with the installed locale language (for example, German).</p> <p>Workaround After plugging in a new phone and configuring the phone with an extension and the required user information, the phone will be updated with the new locale language. If the phone does not get updated, reboot the phone from the CCA Topology view.</p>
CSCtl06841	<p>When Speed Dials are deleted, the restart command is not sent</p> <p>Symptom When deleting a Speed Dial by removing the text from the Number and Label fields then pressing OK, the phone does not refresh automatically.</p> <p>Workaround Right-click the phone on the topology and select Refresh from the menu.</p>
CSCtl06532	<p>SIP Trunk : Add config to remove second "c" header in SDP</p> <p>Symptom Currently we are sending multiple c headers in the SDP. This causes issues when the upstream NAT device sees only NATs on the c header. Service Provider SIP proxy adheres to RFC3264 and only looks at media level c= line and ignores session level c= line.</p> <p>Workaround None.</p>

Resolved Caveats in CCA 3.0

This section describes the resolved caveats for the current release.

Table 8 Resolved Caveats in Cisco Configuration Assistant 3.0

Ref Number	Description
CSCTi56130	Site IP addresses gets corrupted when modifying the data VLAN IP address
CSCTi61283	CCA 2.2.5 Dialable intercom does not work if SIP trunk configured
CSCTi93644	"Button-layout 7931 2" command missing in template 15 caused Null Pointer exception error
CSCTi93652	Live record did not mark ephone-dn is used so got overwritten later
CSCTj02728	CCA restarted ephone template after changing DN from dual line to octal line
CSCTj03952	Change in voice screen overwrites SIP trunk code
CSCTj23791	Restore in CCA 2.2.5 deleting Voice Vlan and creating BVI interfaces
CSCTj28564	After launching CCA from a factory default system, TSW gets stuck at 95%
CSCTj29986	Changing the DHCP DNS IP address causes Java Null Pointer exception error
CSCTj32422	Password changes only are not detected when editing existing SIP Trunk configuration
CSCTj71001	CCA 2.2.5 cannot "discover" license for transfer between UC5XX platforms
CSCTj71178	New 855 toll free code needs to be added to CCA North American Dial Plan
CSCTj71928	VLAN conflict error generated by CCA for VLAN90 missing on ESW5xx switch
CSCTj90375	CCA support for star codes in outgoing dial plan configuration
CSCTi42154	UC500 reboots during multi-party conference configuration
CSCTi46129	Broadcast SSID cannot be saved for more than one SSID on wireless screen
CSCTi45886	User Extensions tab: Overlay with CO LINE does not configure port to be CO LINE
CSCTd35407	Smartports shows an incorrect UC560-BRI-K9 unit (FXS ports in wrong location)
CSCTi42203	SR520-T1: Change to LAN1 IP is saved in LAN0 IP instead

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Table 8 Resolved Caveats in Cisco Configuration Assistant 3.0

Ref Number	Description
CSCti38533	Telephony Setup Wizard: Configuring analog phones in user mode results in duplicate extensions
CSCti34129	CCA does not enable the radio on AP541 initial configuration
CSCth20597	Intercom: Label modifications do not take effect
CSCth33708	CO Line: CO Line appears in Extension list in error
CSCti22630	Reset to factory defaults has issues when an ESW500 switch and UC500 are both present at the customer site
CSCti07974	Validation missing while configuring user extension
CSCti18063	Error in GUI and exception in console when a static route is configured with an invalid value
CSCtg51253	Application Update: If User Account Control is enabled, CCA does not automatically restart after the update
CSCtf64463	CCA application update Restart button does not work
CSCta95873	Call Forward set to None by default for imported users
CSCta79156	CFNA and CFB are set to None by default (occurs intermittently)
CSCsz99663	VLAN conflict error incorrectly displayed when a VLAN is created with a special character in the name
CSCsz59360	Port Settings window shows phones are half-duplex, but ESW switch shows full-duplex
CSCsu44759	CCA should warn the user or remove Firewall from VLAN 100 when it is unchecked
CSCsz50739	Single Number Reach: Extension types are not validated on the SNR Configuration window

Cisco Unified Communications 500 Series Configuration Support Policy

Information about Cisco Unified Communications 500 Series Configuration Support Policy is available at:

<http://www.cisco.com/en/US/partner/prod/collateral/netmgtsw/ps7256/ps7287/>

Cisco Small Business Support Community

The Cisco Small Business Support Community site provides resources to assist VARs and Partners with design, implementation, and maintenance for Cisco SBCS platforms. To access the Cisco Small Business Support Community, point your web browser to the following URL:

www.cisco.com/go/smallbizsupport

Documentation for Cisco Configuration Assistant

The following documentation is provided for Cisco Configuration Assistant:

- *Cisco Configuration Assistant Smart Business Communications System Administrator Guide*, a comprehensive, end-to-end guide that covers all features and configuration tasks that can be performed using CCA.

The administration guide is also available in PDF format through the online help system in CCA.

- Online help. To access online help, click the Help button provided in CCA windows and dialogs, choose **Help > Contents** from the menubar, or press F1 to display Help for the active window.
- These release notes

To access documentation for Cisco Configuration Assistant on Cisco.com, visit the following URL:

www.cisco.com/en/US/products/ps7287/tsd_products_support_series_home.html

Where to Go From Here

Cisco provides a wide range of resources to help you and your customer obtain the full benefits of Cisco Configuration Assistant.

Cisco Configuration Assistant	
Cisco Configuration Assistant Product Page	www.cisco.com/go/configassist
Cisco Configuration Assistant Technical Documentation	www.cisco.com/en/US/products/ps7287/tsd_products_support_series_home.html
Cisco Small Business	
Cisco Partner Central for Small Business (Partner Login Required)	www.cisco.com/web/partners/sell/smb
Cisco Small Business Home	www.cisco.com/smb
Cisco Small Business Support	
Cisco Small Business Support Community	www.cisco.com/go/smallbizsupport
Cisco Small Business Support and Resources	www.cisco.com/go/smallbizhelp
Phone Support Contacts	www.cisco.com/en/US/support/tsd_cisco_small_business_support_center_contacts.html
Cisco Small Business Firmware Downloads	www.cisco.com/cisco/software/navigator.html
Cisco Smart Business Communications System and Components	
Cisco UC500 software packages and localization files (Cisco.com Login Required)	www.cisco.com/go/uc500swpk
Cisco Smart Business Communications System	www.cisco.com/go/sbcsresources
Cisco Unified Communications 500 Series	www.cisco.com/go/uc500resources
Cisco Unified Communications 500 Series Configuration Support Policy	www.cisco.com/en/US/partner/prod/collateral/netmgts/ps7256/ps7287/cisco_cca_cli_support_policy.pdf
Cisco SPA500 Series IP Phone	www.cisco.com/go/spa500phones
Cisco SPA300 Series IP Phones	www.cisco.com/en/US/products/ps10998/tsd_products_support_series_home.html
Cisco Unified IP Phones 7900 Series	www.cisco.com/en/US/products/hw/phones/ps379/
Cisco AP541N Access Point	www.cisco.com/go/ap500resources
Cisco SA500 Security Appliance	www.cisco.com/go/sa500resources

Cisco ESW500 Series Switches	www.cisco.com/go/esw500resources
Cisco PVC2300 (Audio/PoE) and WVC2300 (Audio/Wireless-G) Business Internet Video Cameras	www.cisco.com/go/smallbizcameras
Cisco Secure Router SR500 Series	www.cisco.com/go/sr500
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