
Release Notes for Cisco Configuration Assistant 3.0(1)

Revised on February 24, 2011 for CCA 3.0(1)

These release notes include important information about Cisco Configuration Assistant Release 3.0(1) 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(1)

Release 3.0(1) of CCA is a maintenance release that resolves known issues found in CCA 3.0.

In addition to the changes listed below, see “[Limitations and Restrictions, page 16](#)” for important information that applies to CCA release 3.0(1).

Feature	Description.
Voice Feature Configuration	
Extension Mobility Status	<p>This feature enables you to view the current status of configured Extension Mobility (EM) profiles, including:</p> <ul style="list-style-type: none"> ▪ Currently configured EM phone logout profiles ▪ Currently logged in EM users <p>To access this feature, go to Monitor > Telephony > Extension Mobility Status.</p>
User Interface Changes and Enhancements	
Custom Desktop Background	<p>A preference setting has been added that allows you to upload a custom CCA desktop background image.</p> <p>To access this feature, choose System > Preferences and click on the Advanced tab.</p> <p>Supported file formats include .gif, .jpg, and .png</p>

Feature	Description.
Troubleshoot IOS Debug Command	
IOS Exec Commands	<p>The option to save the output display of the selected or manually entered IOS Exec Commands has been added.</p> <p>To access this feature, choose Troubleshoot > IOS Exec Commands, select the desired command panel, then click Save a Copy.</p>
Software Upgrade Enhancement	
Installation Settings	<p>A setting option has been added that allows you to skip factory default configuration during the software upgrade process to the UC500.</p> <p>To access this feature, choose Maintenance > Software Upgrade > UC500.</p>

System Requirements

The system requirements are described in these sections:

- [Installation Requirements, page 3](#)
- [Managed Device Support, page 6](#)

Installation Requirements

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

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 Never. 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
Mac OS Support (requires virtualization software)	<p>Mac OS: 10.5 and later</p> <p>Virtual OS: Parallels Desktop 3.0(1) 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

System Requirements

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="673 573 1166 604">Cisco Model 6900 Series IP phones:</p> <ul data-bbox="716 632 1166 814" style="list-style-type: none"><li data-bbox="716 632 786 663">6961<li data-bbox="716 669 786 701">6941<li data-bbox="716 707 786 739">6921<li data-bbox="716 745 1166 777">6911 (NOTE: Video unsupported)<li data-bbox="716 783 1166 814">6901 (NOTE: Video unsupported) <p data-bbox="716 856 1218 888">NOTE Model 6945 is not supported.</p> <p data-bbox="673 919 1325 951">Cisco Unified IP Phones 7900 Series, all models:</p> <ul data-bbox="716 978 862 1493" style="list-style-type: none"><li data-bbox="716 978 808 1010">7975G<li data-bbox="716 1016 862 1047">7971G-GE<li data-bbox="716 1054 808 1085">7970G<li data-bbox="716 1092 808 1123">7965G<li data-bbox="716 1129 808 1161">7962G<li data-bbox="716 1167 808 1199">7961G<li data-bbox="716 1205 862 1236">7961G-GE<li data-bbox="716 1243 808 1274">7945G<li data-bbox="716 1281 808 1312">7942G<li data-bbox="716 1318 808 1350">7941G<li data-bbox="716 1356 862 1388">7941G-GE<li data-bbox="716 1394 808 1425">7937G<li data-bbox="716 1432 808 1463">7931G<li data-bbox="716 1470 808 1501">7911G <p data-bbox="673 1524 1268 1556">Cisco SPA 500 Series IP Phones, all models:</p> <ul data-bbox="716 1583 1101 1871" style="list-style-type: none"><li data-bbox="716 1583 959 1614">SPA525G2 5-Line<li data-bbox="716 1621 943 1652">SPA525G 5-Line<li data-bbox="716 1659 959 1690">SPA509G 12-Line<li data-bbox="716 1696 943 1728">SPA508G 8-Line<li data-bbox="716 1734 943 1766">SPA504G 4-Line<li data-bbox="716 1772 943 1803">SPA502G 1-Line<li data-bbox="716 1810 1024 1841">SPA501G Basic 8-Line<li data-bbox="716 1848 1101 1879">SPA500S Expansion Module

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 CP-521/524 phones</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_1-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

The following CCA releases are available for download from Cisco.com:

- CCA 3.0(1)
- CCA 3.0
- CCA 2.2(6)

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

Updating Cisco Configuration Assistant

Cisco strongly recommends that you upgrade your CCA to the latest version 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(1) 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

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- 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.

NOTE Software Packs 8.0.5 and 8.1.0 along with the corresponding CUE localization files are posted on the Support Community and CCO. Software Pack 8.0.2 and 8.0.4 along with the corresponding localization files were removed from the Support Community on December 3, 2010. Even though the files have been removed from the Small Business Support Community, you may still download them from Cisco.com or request specific files by sending an email to uc500-swp@cisco.com.

Available Software Packs

These UC500 software packs are available for download:

- [Table 2, “Cisco UC520 Software Packages,” on page 11](#)
- [Table 3, “Cisco UC540 Software Packages,” on page 12](#)
- [Table 4, “Cisco UC560 Software Packages,” on page 12](#)

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

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Table 2 Cisco UC520 Software Packages

UC520 Software Pack Version	Filename	CCA Version Compatibility	Component/Version Information
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

Table 4 Cisco UC560 Software Packages

UC 560 Software Pack Version	Filename	CCA Version Compatibility	Component/Version Information
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 table lists phone firmware loads that are included with the UC500 software packs and have been validated for use with CCA. If instructed to install a later version of phone firmware to resolve a support issue, use the CCA Phone Load Management window or drag-and-drop phone upgrade feature to install the phone firmware.

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-30X SPA-50X	7914	7915 7916	7921 7925	7936	7937	7940 7960	79XX	6901 6911	6921 6941 6961
8.1.0	74.6	74.6	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	74.4	74.4	5.0.4	1.0.4	1.3.4SR1	3.3.20	1.3.4	8.1.2	8.5.3S	--	--
8.0.4	74.4	74.4	5.0.4	1.0.4	1.3.4SR1	3.3.20	1.3.4	8.1.2	8.5.3S	--	--
8.0.3	74.4	74.4	5.0.4	1.0.4	1.3.3	3.3.20	1.3.4	8.1.2	8.5.3S	--	--
8.0.2	74.3	74.3	5.0.4	1.0.4	1.3.3	3.3.20	1.3.4	8.1.2	8.5.3S	--	--
8.0.1	74.3	74.3	5.0.4	1.0.4	1.3.3	3.3.20	1.3.4	8.1.2	8.5.3S	--	--
8.0.0	74.2	74.2	5.0.4	1.0.4	1.3.3	3.3.20	1.3.4	8.1.2	8.5.3S	--	--
7.0.4	71.9	71.3c	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	71.9	71.3c	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

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:

- 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 a 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.
- Concurrent use of T.37 Fax to Mail services and SNR is not supported.
- A SNR user cannot be provisioned as a member of a hunt group, nor can SNR be provisioned for a user that is an existing member of a hunt group.
- After a CME reload, the MWI indicator is turned OFF for phones that have new messages. This is 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 this issue, reboot the phone.
 - 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). This 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 23](#).
- 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 the User Account Control (UAC) in Windows Vista, perform the operations and then re-enable the UAC.

Some of the drag-and-drop file operations that CCA supports include:

- 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 the 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.

First upgrade the boot code, 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.

- The following 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 AP541N and AP521 wireless access points, the CCA Wireless Setup Wizard automatically synchronizes the AP541N settings only. In this case, existing AP521 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 the SR520-T1 platform, 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.

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 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. 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.

Release Notes

Table 7 Open Caveats in Cisco Configuration Assistant 3.0(1) and earlier

Ref Number	Description
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>Updated phone language is not reflected on IP phones.</p> <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>
CSCtn48997	<p>For the SR520-T1 the voice VLAN static route is missing while changing from default.</p> <p>Symptom Voice VLAN static route is missing after changing the voice and data VLAN from default on the UC500.</p> <p>Workaround Manually add a static route on the SR520-t1 to the newly created voice VLAN IP network.</p>
CSCtn43179	<p>On the Define Hunt Groups and Blast Groups screen of the Telephony Setup Wizard, users can be added to the group's member list multiple times upon deleting the user from the list.</p> <p>Symptom After deleting a member from the Members list of a group, the same user can be added back to the list multiple time.</p> <p>Workaround None.</p>
CSCtn41469	<p>Invalid connection lost message appears intermittently during software upgrade.</p> <p>Symptom During a software upgrade, a message may appear stating the secure connection to the device was lost and the application will be restarted.</p> <p>Workaround Click OK to close the message dialog and continue with the upgrade.</p>

Table 7 Open Caveats in Cisco Configuration Assistant 3.0(1) and earlier

Ref Number	Description
CSCtn38461	<p>On the Choose Locale screen of the Telephony Setup Wizard, custom settings are retained after changing to default.</p> <p>Symptom After selecting Custom, making changes to the settings, and then changing back to default, some of the values remain at the custom values.</p> <p>Workaround Update the field to match the default setting.</p>
CSCtn31839	<p>The VPN Server configuration is not recognized after reopening the window.</p> <p>Symptom After configuring the VPN server on the SR520 T1, applying the changes, and re-opening the VPN Server window, CCA does not recognize the current VPN configuration on the device.</p> <p>Workaround None.</p>
CSCtn31813	<p>The VPN server Apply button is enabled even after sending the configuration.</p> <p>Symptom After the Apply button is clicked in the VPN Server window, CCA sends the configuration to the device, but the Apply button remains enabled. If you subsequently click Apply or OK, CCA re-sends the configuration.</p> <p>Workaround After pressing Apply, do not click OK or Apply again. Click Cancel.</p>
CSCtn20548	<p>Allow Video Calls checkbox erroneously appears on Edit Phone screen for analog phones.</p> <p>Symptom Since video calls are not supported on analog phones, the "Allow Video Calls" checkbox should be removed from the Edit Phone screen for these phone types.</p> <p>Workaround Uncheck the video checkbox. This will help eliminate the incorrect assumption that video calls are supported on analog phones. Video calls are not supported on analog phones.</p>
CSCtn17057	<p>The Current User Profile section of the Extension Mobility Status window is not populated with data.</p> <p>Symptom The Current User Profile section of the Extension Mobility Status window is empty.</p> <p>Workaround None.</p>

Release Notes

Table 7 Open Caveats in Cisco Configuration Assistant 3.0(1) and earlier

Ref Number	Description
CSCtn17025	<p>Entries are duplicated when Refresh is selected on the Extension Mobility Status window.</p> <p>Symptom Extension Mobility Phones are duplicated with each click of the Refresh button on the Extension Mobility Status window.</p> <p>Workaround Ignore the duplicated entries.</p>
CSCtn13280	<p>Voicemail is not being created for imported users when the users are currently registered users.</p> <p>Symptom Voicemail is not being configured while importing registered users via the Telephony Setup Wizard, although the voicemail status is enabled in the XML import file.</p> <p>Workaround Configure the voicemail in expert mode after running the Telephony Setup Wizard.</p>
CSCtn08826	<p>CCA stops responding while modifying an entry with a empty destination on the Incoming Dial Plan window.</p> <p>Symptom If the destination of a direct dialing entry is removed and the direct dialing entry is modified on the Incoming Dial Plan window, CCA stops responding.</p> <p>Workaround Restart CCA, remove the entry, and re-add it, if needed.</p>
CSCtl97581	<p>After configuring the Telephony Setup Wizard, the voice VLAN IP address is configured with the gateway IP address.</p> <p>Symptom The IP address on the VLANs screen is incorrect after configuration is done on the VLAN Configuration Screen of the Telephony Setup Wizard.</p> <p>Workaround Modify the IP address from the VLANs screen.</p>
CSCtl97521	<p>VLAN conflict system warning messages are incorrectly generated for VLAN 90.</p> <p>Symptom VLAN conflict warning messages are incorrectly being generated for VLAN 90 on a UC560.</p> <p>Workaround Ignore the warning message.</p>

Table 7 Open Caveats in Cisco Configuration Assistant 3.0(1) and earlier

Ref Number	Description
CSCtI91371	<p>Changing a CO line button label on a phone does not propagate the change to all other phones provisioned with that same CO line.</p> <p>Symptom When a CO line is provisioned as a phone button on multiple phones and the button label is changed on one phone, the label change does not propagate to all the phones. The GUI will show the changed value, but the phones will not.</p> <p>Workaround From the topology view right click on the affected phone, then select Refresh from the menu.</p>
CSCtI83313	<p>From the Telephony Setup Wizard, the default Dial Plan Template for a Portuguese locale pack will incorrectly show Argentina.</p> <p>Symptom After installing a Portuguese locale pack, the Default Dial Plan Template on the Telephony Setup Wizard will show Argentina.</p> <p>Workaround Select Custom and change Argentina to Portuguese.</p>
CSCtI77959	<p>After cancelling an Auto Attendant prompt upload on the Telephony Setup Wizard, the record and playback buttons are disabled.</p> <p>Symptom When cancel is selected during upload of a prompt, the record and playback buttons do not work.</p> <p>Workaround Provision a new prompt.</p>
CSCtI77067	<p>Adding an unregistered phone with an extension module, using the paste phones method, does not add the expansion module on the Discovered Phones page of the Telephony Setup Wizard.</p> <p>Symptom When adding an unregistered phone with an extension module, using the Paste Phones method, the drop-down list for the expansion module is missing on the Discovered Phones page.</p> <p>Workaround None.</p>
CSCtI74381	<p>CCA allows the same PSTN number to be provisioned for both Voicemail and Auto Attendant.</p> <p>Symptom CCA allows the same PSTN number to be configured for both voice mail and Auto Attendant.</p> <p>Workaround Ensure unique PSTN numbers are used when configuring voicemail and Auto Attendant.</p>

Release Notes

Table 7 Open Caveats in Cisco Configuration Assistant 3.0(1) and earlier

Ref Number	Description
CSCtI58818	<p>After an upgrading an SA500 from CCA 2.2.6 to CCA 3.0, the uc_loopback_cca route is missing.</p> <p>Symptom During a new install of CCA 3.0, the uc_loopback_cca route is created on the SA500. This route is not created during an upgrade from CCA 2.2.6 to CCA 3.0.</p> <p>Workaround Use the SA500 Configuration Utility to manually create the uc_loopback_cca static route on the SA500 with destination IP address of 10.1.10.0. To do this, follow these steps.</p> <ol style="list-style-type: none">1. Launch the SA500 Configuration Utility and click Networking > Routing > Static.2. Click Add.3. On the Static Routing Configuration page, enter the following information for this route. Name: uc_loopback_cca Destination IP Address: 10.1.10.0 Gateway: Gateway IP address for your network. Interface: LAN Metric: 5 Active: Yes Private: No4. Click Apply.
CSCtI53329	<p>From the Telephony Setup Wizard, the default Dial Plan Template is blank for Danish region.</p> <p>Symptom After installing a Danish locale pack, the Default Dial Plan Template on the Telephony Setup Wizard is blank and if custom is selected, Danish (Denmark) is not available in the list.</p> <p>Workaround None.</p>

Table 7 Open Caveats in Cisco Configuration Assistant 3.0(1) and earlier

Ref Number	Description
CSCtl45209	<p>Able to apply the Telephony Setup Wizard configuration without provisioning the Auto Attendant window.</p> <p>Symptom After stepping through the configuration screens without enabling auto attendant, go back to the Internal Dialing screen and enable auto attendant, then return to the Apply Configuration screen and see that the Apply Configuration button is enabled.</p> <p>Workaround Make sure all Telephony Setup Wizard configuration pages are provisioned before applying the configuration.</p>
CSCtl06532	<p>SIP Trunk: Add configuration to remove second "c" header in SDP.</p> <p>Symptom Currently, multiple c headers are sent 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>
CSCtk96606	<p>Icon for 6945 IP Phone is incorrect in the Topology View.</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>
CSCtk76997	<p>Expansion modules added via the Telephony Setup Wizard do not appear in the Users and Phones screen.</p> <p>Symptom The Users and Phones screen does not show phone expansion modules that were added via the Telephony Setup Wizard.</p> <p>Workaround Add the expansion module via the users and phones dialog.</p>
CSCtk63358	<p>Phone still has button to monitor a deleted user.</p> <p>Symptom When a 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 Manually restart the phone. Next, from the topology view, right click on the affected phone, then select Refresh from the menu.</p>

Release Notes

Table 7 Open Caveats in Cisco Configuration Assistant 3.0(1) and earlier

Ref Number	Description
CSCtk13716	<p>CCA incorrectly allows a DID number, assigned to an extension, to also be assigned to Auto Attendant.</p> <p>Symptom The DID number assigned to Auto Attendant through the Auto Attendant window does not work.</p> <p>Workaround Users will need to make sure the DID number assigned to Auto Attendant is unique.</p>
CSCtj90605	<p>If the parameter No Answer Forward To is set to Auto Attendant, hunt group, or blast group and the numbers are changed, then the new numbers are not reflected in the BACD window. Instead, the parameter No Answer Forward To is set to Other Numbers.</p> <p>Symptom Create B-ACD and select No Answer Forward To a Auto Attendant pilot number. Modify the Auto Attendant pilot.</p> <p>Workaround Modify the parameter No Answer Forward To accordingly.</p>
CSCtj79899	<p>If Windows 7 firewall is installed, file transfer to the UC500 flash fails when Fax-to-Mail is enabled.</p> <p>Symptom There are several possible symptoms:</p> <ol style="list-style-type: none">1. After enabling 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 third-party firewall. This is needed so that the UC500 can access the TFTP/FTP services running under CCA and download the necessary system applications, system prompts and/or custom prompts.</p> <p>Then, depending on the symptom encountered, perform one of the following actions :</p> <ol style="list-style-type: none">1. Make any change to the T.37 Fax to Mail feature. Apply will trigger upload of system applications and prompts.2. Select Change Prompt and reselect the custom prompt file. Apply will upload the selected file.

Table 7 Open Caveats in Cisco Configuration Assistant 3.0(1) and earlier

Ref Number	Description
CSCtj56444	<p>Program Compatibility Assistant popup appears when installing the CCA on a PC running Windows 7.</p> <p>Symptom Program Compatibility Assistant appears 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 the Program Compatibility Assistant popup dialog.</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>The 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>
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>
CSCti00825	<p>EasyVPN server and MultiSite VPN configured on the same router cannot run 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 Cisco Support for assistance with resolving this issue.</p>

Release Notes

Table 7 Open Caveats in Cisco Configuration Assistant 3.0(1) and earlier

Ref Number	Description
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 white space, 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>
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 then 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>
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. 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>

Table 7 Open Caveats in Cisco Configuration Assistant 3.0(1) 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). The following 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 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 you make to the settings configured through the Multisite Manager after the initial setup must be imported to the other customer sites.</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>
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>

Release Notes

Table 7 Open Caveats in Cisco Configuration Assistant 3.0(1) and earlier

Ref Number	Description
CSCsz29268	<p>WebEx PhoneConnect: Locale change not picked up unless admin enters WebEx PhoneConnect application screen.</p> <p>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>Workaround Set the CME locale before configuring the WebEx PhoneConnect application.</p> <p>Alternatively, if after setting up PhoneConnect users and changing the CME locale the WebEx PhoneConnect screens on user phones do not have the new language, do the following:</p> <ol style="list-style-type: none">1. Exit any WebEx PhoneConnect configuration windows that may be open in CCA. Close any open WebEx PhoneConnect application screens on IP phones.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.3. Click OK or Apply. <p>If, after performing the actions listed above, the new language does not appear on the phones do the following:</p> <ol style="list-style-type: none">1. Exit all WebEx PhoneConnect configuration windows and IP phone screens.2. Restart CUE from the Maintenance window (Maintenance > Restart/Reset).3. Wait for the CUE restart to finish.
CSCsx86872	<p>A DID does not register 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 CCA.</p>

Table 7 Open Caveats in Cisco Configuration Assistant 3.0(1) and earlier

Ref Number	Description
CSCsx62251	<p>WebEx PhoneConnect: Join before meeting start option is only available to host, not attendee.</p> <p>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>Workaround None.</p>
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, 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>

Resolved Caveats in CCA 3.0(1)

This section describes the resolved caveats for the current release.

Table 8 Resolved Caveats in Cisco Configuration Assistant 3.0(1)

Ref Number	Description
CSCtk95524	CCA does not validate the contents of the locale packs to be installed.
CSCtk82518	After a successful license transfer, evaluation license fails to deactivate.

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Table 8 Resolved Caveats in Cisco Configuration Assistant 3.0(1)

Ref Number	Description
CSCtk68876	Cannot call the extension numbers of the VIC3-FXS/DID ports configured using CCA in expert mode.
CSCtk34552	In the Telephony Setup Wizard, FXS ports configured as User Phone may appear on the Discovered Phones page.
CSCtj57917	After adding an unregistered phone with an extension module (for example, SPA525G/500S), the expansion module is shown as None on the Discovered Phones page.
CSCtl06841	When Speed Dials are deleted, CCA does not issue a restart to the phone.
CSCtk54877	When a new hunt group is added, existing hunt groups show a duplicate error.
CSCtk03491	Default template for outgoing dial plan can be overwritten without warning the user.
CSCtj83847	T.37 Fax to Mail: Alert needed for TCL/custom scripts when UC500 flash is full.
CSCtj46762	T.37 Fax to Mail: Custom Prompt Pause and Stop buttons are always disabled.
CSCtl08243	Voicemail installation fails during locale pack installation when Dutch is the primary language and UK English is the secondary language.
CSCti25943	VPN address pool should be different from remote local LAN.
CSCtj42604	VIC FXS ports missing for default fax printer dropdown on T.37 Fax to Mail.
CSCtj43438	Basic ACD: Blast group does not show up as one of the options.
CSCtj58850	SIP Trunk: Server fields accept specific invalid IP address like '0.0.0.0'.
CSCtj72627	WAN screen fails to validate IP addresses that are already configured for VLANs.
CSCtj77430	Telephony Setup Wizard: Configuration not applied as expected on FXO ports, FXS ports.
CSCtj92395	Voicemail Notification Schedule is incorrect when changing from 24 hrs to 8 AM to 5 PM.
CSCtk32827	Masked VPN passwords displayed as plain text when being highlighted on Phone VPN Setup Wizard.
CSCtk61018	Deleting a user that is the last member in hunt group causes an error in Cisco Office Manager.
CSCtk66425	Phone Load Management: Null Pointer Exception occurs when clicking refresh after browsing for UC500 software pack.

Table 8 Resolved Caveats in Cisco Configuration Assistant 3.0(1)

Ref Number	Description
CSCtk66498	Issues encountered on reset or shutdown of ports in Voice Trunks Settings.
CSCtk82315	Speed dial number can be provisioned as alpha characters.
CSCtl01588	Security audit window takes a very time to loaded.
CSCtl04776	Monitor-port stat failed with Java Null Pointer Exception.
CSCtl05176	Changing Locale from Region UI does not reset phones.
CSCtl09109	Duplicate Phone Region entry shown in some scenarios.
CSCtl09269	Upgrade from UC500 software pack version 8.04 to 8.10 does not upgrade Voicemail.
CSCtl09908	Region does not display Active language after refresh or close/open window.
CSCtl09951	Telephony Setup Wizard cannot detect a SA520 if SA520 is connected with ESW500 Series switch and a UC560.
CSCtl12056	Phone language stays US English after Dutch language installed as Active.
CSCtl12085	Phones intermittently do not restart after locale installation.
CSCtl23343	System > Region > VM Language is not correct after locale installation.
CSCtl23644	Voicemail alternate language does not get installed.
CSCtl29218	System > Region > Phone Region intermittently has duplicate option after install.
CSCtl43026	Texts and graphics on Telephony Setup Wizard page are misaligned when the window is minimized. The display returns to normal when the page is maximized.
CSCtl45109	Voicemail language is not installed as selected.
CSCtl45651	MWI directory number is mismatched with CME and CUE.
CSCtl53565	CCA online help and administration guide has incorrect path to Site Management window.
CSCtl59145	Current active language is not an option after installing another locale pack.
CSCtl71832	Include prompt/informational in expert mode when less than 6 characters are used for the password.
CSCtl71995	Disable Video checkbox for SPA phone model 6901, 6911.

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Table 8 Resolved Caveats in Cisco Configuration Assistant 3.0(1)

Ref Number	Description
CSCtl71999	CCA: When configuring SSL VPN in CCA, it will configure a virtual-template of type serial.
CSCtl75187	When CO line button is provisioned on a phone, an internal extension is listed in the available member list for the hunt group.
CSCtl76008	Logging: Remove the logging level control from the Preferences window.
CSCtl78000	SIP Trunk: After SIP trunk configuration, CME cannot respond the CUE INVITE because there is no proper dial-peer match to incoming call.
CSCtl80157	Unable to change Auto Attendant configuration when two locales are installed on the UC500.
CSCtl83958	Downgrade to UC500 software pack 8.0.4 failed with error message "Phone locale install failed."
CSCtl85945	Incorrect success message when installation fails.
CSCtl91389	Selected CO line is not displayed on drop-down list and duplicate CO label entries.
CSCtl94986	Stop discovery while software upgrade is in progress.
CSCtn00636	Voicemail language is incorrect after installing two locales, running Telephony Setup Wizard, switching the language, and refreshing the Region window.
CSCtn10281	Upgrade to UC500 software pack 8.1.0 failed with system configuration and data restore from backup failed.
CSCtn18648	Changing IP address of default data VLAN generates Java Null Pointer Exception.

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/netmgts/ps7256/ps7287/cisco_cca_cli_support_policy.pdf

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 (This link requires CCO login)
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
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