Release Notes for Cisco Configuration Assistant 3.1

Revised on July 29, 2011 for CCA 3.1

These release notes include important information about Cisco Configuration Assistant Release 3.1 and any limitations, restrictions, and caveats that apply to this release.

Contents

The following topics are covered in these release notes:

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 more than 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 3.1

CCA 3.1 is a major software release that contains significant features and user interface changes.

In addition to the changes listed below, see "**Limitations and Restrictions, page 21**" for important information that applies to CCA release 3.1.

Feature	Description.
System Requirements	Update minimum memory requirement to 2 GB for Windows 7 and Windows Vista. Update minimum memory requirement to 1 GB for Windows XP.
Scalability	Both the UC540 and UC560 platforms come with 24 user licenses. The maximum number of users on the UC560 platform increased to 138. **NOTE:** Software pack 8.2.0 or later is required.
Office Manager	Office Manager can be used with Cisco SBCS systems that are configured using Cisco Configuration Assistant version 2.2 and later. Configuration changes made through Office Manager are read and recognized by CCA.
Device Support	

Feature	Description.
Cisco Small Business 300 Series Managed Switches	▪ SF 300 Series models ▪ SG 300 Series models **NOTE:** Please use firmware version1.1.0.73 or later. Use the switch's configuration utility to upgrade the firmware
Cisco 200 Series Smart Switches	▪ SF 200 Series models ▪ SG 200 Series models **NOTE:** SG200-08 and SG200-08P switches are not supported. **NOTE:** Please use firmware version 1.1.0.73 or later. Use the switch's configuration utility to upgrade the firmware.
UC500 Software Packs and Locale Packs	
UC500 Software Pack Version 8.2.0 Support	CCA 3.1 supports UC500 software pack version 8.2.0. For more information, see the *Release Notes for Cisco Configuration Assistant Version 3.1.*
UC500 Locale Pack Support	CCA 3.1 supports installation of localization files via UC500 locale packs. UC500 locale packs can be downloaded from Cisco.com at http://www.cisco.com/go/uc500swpk Each locale pack contains phone language files, voice mail language files, network tones, and cadences for a given locale.

Feature	Description.
Voice Feature Configuration	
Phone Soft Key Customization	• Allows custom URL and softkey definition per template.
	• Allows 10 templates to be defined on system.
	• Allows template to be applied to any IP phone on the UC500, on a per phone basis.
	• Allows bilingual phones. A system with 10 phones, can localize 5 phones into one language (e.g., Spanish), and 5 phones into another language (e.g., French).
Call-back Rules	Redial with outgoing prefix (when user replies to a missed calls, the user can simply press dial).
Single digit extension support for floating extension	Allows to map a single digit to an extension.

Feature	Description.
AA script v4 with multiple enhancements	▪ **Bilingual AA** – Allows to configure the language attribute of each AA so that AA will play the standard greetings and associated prompts in the selected language. ▪ **Bilingual Prompt Management** - Added language support for displaying, recording and adding a new prompt. ▪ **Support up to 5 Standard AA** - The number of standard AA increased from 3 to 5. ▪ **Dial by First Name (AA script v4 required)** - A variation of the Dial-by-Name feature allows the caller to enter the first name before the last name. ▪ **Alternate Greeting (AA script v4 required)** - When recording a prompt using the AVT (Administration Via Telephone) feature the user can designate the newly recorded prompt as the alternate greeting. ▪ **Configurable No Option Transfer retries** - Allows to specify Maximum Menu Prompt Attempts setting. This parameter dictates the number of times AA replays its greeting before terminating, or transferring an idling call (i.e., a call without any key input) to a No-Option- Transfer-To number.
Bilingual Voicemail	Allows the caller to the mailbox to hear the voicemail greetings in one of two languages installed on the CUE.
Voicemail Zero-out Options	Allows to customize how the call flow should proceed in response to keys pressed at the mailbox greeting for leaving a voicemail.
DTMF Configuration (for SIP Trunk and CUE)	CUE is updated to support DTMF RFC 2833 for improved compatibility. SIP Trunk updated to support DTMF inband G.711.
Meet-me Unlocked	Allows external callers to initiate a meet-me conference.

Feature	Description.
Ability to select inbound Caller Name ID delivery method	For PRI Trunks, support incoming Caller ID Names in Facilities IE Messages.
Local Directory Support/Hunt Group Name Display	Allows to search for company's internal phone numbers, hunt groups, call blast groups, and external numbers in the Local Directory.
Customizable phone backgrounds and ringtones	• Allows backgrounds to be customized on SCCP based phones, that have LCD screens which support 16-bit color depth. This feature also supports drag-n-dropping of background image files (.png extension) onto the UC500 image on the topology screen. • Allows ringtones to be customized on SCCP based phones. This feature also supports drag-n-dropping of ringtone (.raw extension) files onto the UC500 image on the topology screen.
Additional SIP Trunk Providers	Support for CableVision and Megapath.
Network Configuration	
Disable DHCP Server on UC500	Allows users to disable DHCP server on UC500 series routers.
Maintenance and Troubleshooting	
Troubleshooting: Gather Crash Information	Allows you to download crash information files from the UC500 and save them to a file on your local machine in a standard text format.

System Requirements

The system requirements are described in these sections:

- **Installation Requirements, page 7**
- **Managed Device Support, page 10**

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)	Microsoft Windows Vista® Ultimate (32-bit or 64-bit edition). Microsoft Windows XP® Professional, Service Pack 2 or later. Microsoft Windows 7® (64-bit and 32-bit). 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. For PCs running Windows Vista and Windows 7, Administrator privileges are required in order to update, install, and use CCA. **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: ▪ 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)	**Mac OS**: 10.5 and later **Virtual OS**: Parallels Desktop 3.1 and later or VMware Fusion 1.0 and later **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.
Hardware	PC with FastEthernet or higher LAN port
Processor	1.8 GHz Intel Core 2 Duo or higher
Disk Space	400 MB recommended

System Requirements

Memory	At least 2 GB for Windows 7 and Windows Vista.
	At least 1 GB for Windows XP.
Display	Screen resolution: 1280 x 1024 or higher recommended
Browser	Microsoft Internet Explorer 8.0 or later is recommended, with Javascript enabled.
	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).
	Javascript must be enabled for the Microsoft Internet Explorer browser.

Managed Device Support

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

Table 1   Managed Device Support

Device Type	Models
Cisco UC500 Series Platform	UC520 Platform UC520-8U-4FXO-K9 UC520W-8U-4FXO-K9 UC520-8U-2BRI-K9 UC520W-8U-2BRI-K9 UC520-16U-4FXO-K9 UC520W-16U-4FXO-K9 UC520-16U-2BRI-K9 UC520W-16U-2BRI-K9 UC520-24U-8FXO-K9 UC520-24U-4BRI-K9 UC520-32U-8FXO-K9 UC520-32U-4BRI-K9 UC520-48U-12FXO-K9 UC520-48U-6BRI-K9 UC520-48U-T/E/F-K9 UC520-48U-T/E/B-K9 UC540 Series Platform UC540W-FXO-K9 UC540W-BRI-K9 UC560 Series Platform UC560-FXO-K9 UC560-BRI-K9 UC560-T1E1-K9

Table 1   Managed Device Support

Device Type	Models
Modules and Interface Cards	VIC-4FXS/DID VIC2-2BRI-NT/TE VIC2-2FXO VIC2-4FXO VIC2-FXS VIC3-2FXS/DID VIC3-4FXS/DID VWIC2-1MFT-T1/E1 VWIC2-2MFT-T1/E12

Table 1   Managed Device Support

Device Type	Models
Phones	Cisco Model 6900 Series IP phones: 6961 6941 6921 6911 (**NOTE**: Video unsupported) 6901 (**NOTE**: Video unsupported) **NOTE** Model 6945 is not supported. Cisco Unified IP Phones 7900 Series, all models: 7940G 7960G 7975G 7971G-GE 7970G 7965G 7962G 7961G 7961G-GE 7945G 7942G 7941G 7941G-GE 7937G 7931G 7911G Cisco SPA 500 Series IP Phones, all models: 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

Table 1   Managed Device Support

Device Type	Models
Phones (continued)	Cisco SPA 300 Series IP Phones, all models: SPA301 SPA303 Cisco CP-521/524 phones Cisco IP Communicator **NOTE:** SIP Phones are no longer supported by CCA
Switches	Catalyst Express 520 switches, all models Cisco ESW500 Series switches, all models ESW-520-8P 8-Port FastEthernet Switch with PoE ESW-540-8P 8-Port Gigabit Ethernet Switch with PoE 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 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 SF 300 Series models SG 300 Series models SF 200 Series models SG 200 Series models **NOTE:** SG200-08 and SG200-08P switches are not supported

Table 1   Managed Device Support

Device Type	Models
Routers	Cisco Unified Communications 500 Series platform, all models
	Cisco SA500 Series Security Appliances, all models (SA520, SA520W, and SA540)
	Cisco SR500 Series Secure Routers
	▪ Model SR520-ADSL, - Ethernet
	▪ Model SR520-T1
	Cisco Services Ready Platform SRP500 Series, all models, discovery and cross-launch of native Web-based Configuration Utility only.
	Cisco 800 Series Routers: Models 831, 836, 851, 851W, 857, 857W, 871, 871W, 876, 876W, 877, 877M, 877W, 878, and 878W
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

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

- CCA 3.1
- CCA 3.0(1)
- CCA 3.0

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 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_8.2.0.zip, UC540_8.2.0.zip, or UC560_8.2.0.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_8.2.0_locale_da_DK.zip (Danish)
- UC500_8.2.0_locale_de_DE.zip (German)
- UC500_8.2.0_locale_en_GB.zip (UK English)

- UC500_8.2.0_locale_en_US.zip (US English)

- UC500_8.2.0_locale_es_ES.zip (European Spanish)

- UC500_8.2.0_locale_fr_FR.zip (European French)

- UC500_8.2.0_locale_it_IT.zip (Italian)

- UC500_8.2.0_locale_nl_NL.zip (Dutch)

- UC500_8.2.0_locale_no_NO.zip (Norwegian)

- UC500_8.2.0_locale_pt_PT.zip (Portuguese)

- UC500_8.2.0_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 17**

- **Table 3, "Cisco UC540 Software Packages," on page 18**

- **Table 4, "Cisco UC560 Software Packages," on page 18**

Table 2   Cisco UC520 Software Packages

UC520 Software Pack Version	Filename	CCA Version Compatibility	Component/Version Information
8.2.0 for UC520	UC520_8.2.0.zip (US/English)	CCA 3.1 and later	Cisco IOS 15.1(2) T4 CUCME 8.1 CUE 8.0.6 B-ACD scripts v4 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
8.1.0 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

Table 3   Cisco UC540 Software Packages

UC 540 Software Pack Version	Filename	CCA Version Compatibility	Component/Version Information
8.2.0 for UC540	UC540_8.2.0.zip (US/English)	CCA 3.1 and later	Cisco IOS 15.1(2) T4 CUCME 8.1 CUE 8.0.6 B-ACD scripts v4 UC5240 factory default configurations
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

Table 4   Cisco UC560 Software Packages

UC 560 Software Pack Version	Filename	CCA Version Compatibility	Component/Version Information
8.2.0 for UC560	UC560_8.2.0.zip (US/English)	CCA 3.1 and later	Cisco IOS 15.1(2) T4 CUCME 8.1 CUE 8.0.6 B-ACD scripts v4 UC560 factory default configurations
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

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
8.2.0	7.4.8	7.4.8	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
8.1.0	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 AP541N 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:

- 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 connecting a 7937 phone to a UC500 it comes up ok, but after adding the user information via CCA UI the phone may go into an endless reset loop. Sometimes it comes up after 24 hours, othertimes it does not.

As a possible workaround, please download the latest firmware version from Cisco Download Site <http://www.cisco.com/cgi-bin/tablebuild.pl/ip-7900ser-crypto>. To update the firmware on the 7937 phone, please use the drag and drop feature in CCA to drag and drop the latest 7937 firmware load onto the UC500 image located in the Topology View.

■ 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 28**.

■ 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.

  - 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 2.2(2) Wireless Setup Wizard automatically synchronizes 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 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 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.

- Concurrent use of T.37 Fax to Mail services and SNR is not supported.

- An 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.

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.

Table 7   Open Caveats in Cisco Configuration Assistant 3.1 and earlier

Ref Number	Description
CSCtn48997	The voice VLAN static route is missing when changing the voice and data VLAN from the default IP. **Symptom** This will happen when an SR520 and UC are not initially configured by the Telephony Setup Wizard. It will not happen if the Telephony Setup Wizard was used to configure an SR520 and UC. **Workaround** Manually add static route in SR520-t1 to a newly created Voice VLAN IP network.
CSCtl06532	SIP Trunk: Add configuration to remove second c header in SDP. **Symptom** 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. **Workaround** None.
CSCtk96606	Icon for the 6945 IP Phone is incorrect in the Topology View. **Symptom** The icon used for the 6945 IP phone is incorrect in the Topology View. **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.
CSCtk76997	Expansion modules added via the Telephony Setup Wizard do not appear on the Users and Phones screen. **Symptom** The Users and Phones screen does not show phone expansion modules that were added via the Telephony Setup Wizard. **Workaround** None.
CSCtj56444	Program Compatibility Assistant popup appears when installing the CCA on a PC running Windows 7. **Symptom** Program Compatibility Assistant appears after a full CCA installation, warning the user that the installation might not have installed correctly. **Workaround** Choose the option "This program installed correctly" in the Program Compatibility Assistant popup dialog.

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Table 7   Open Caveats in Cisco Configuration Assistant 3.1 and earlier

Ref Number	Description
CSCti43610	SR520 crashes after applying IPS configuration. **Symptom** SR520 crashes after configuring IPS with CCA when the sigv5-SDM-S414.zip signature file is used. **Workaround** Use a different IPS signature file.
CSCti25821	Anyconnect 2.5 does not work with the SR520-T1 SSL VPN sever. **Symptom** An 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. **Workaround** Use version 2.3 of the Anyconnect client (anyconnect-win-2.3.0254-k9.pkg).
CSCth93111	System: Unclear how to remove Telephony System Message. **Symptom** On the System tab in the Voice window, if the System Message contains only white space, then no configuration is sent - even if the text is changed. A "no" command is sent to the router and the message defaults to Cisco Unified CME. **Workaround** To minimize the System Message on the phone display, set the System Message to a single character (for example, a period ".").
CSCtg50723	SIP Trunk: Support individual DIDs for diversion header on SIP trunks. **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. **Workaround** None.
CSCta94933	Need to be able to use a loopback IP address as a source IP for XO SIP Trunk. **Symptom** XO SIP trunk requires the ability to specify a source IP address for SIP and RTP packets on the UC500. **Workaround** XO SIP trunk provider will provision the circuit with a source IP address to be the same as the internet IP address on the XO circuit.

Table 7   Open Caveats in Cisco Configuration Assistant 3.1 and earlier

Ref Number	Description
CSCsz50873	WebEx PhoneConnect: XML parser error occurs when viewing meeting attendees. **Symptom** When a WebEx meeting title has special characters, an XML parser error is displayed on IP phones when viewing the attendees. **Workaround** None.
CSCsz29268	WebEx PhoneConnect: Locale change is not picked up unless the administrator enters the WebEx PhoneConnect application screen. **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. **Workaround** Set the CME locale before configuring the WebEx PhoneConnect application. Alternatively, if after setting up the PhoneConnect users and changing the CME locale, the WebEx PhoneConnect screens on user phones do not have the new language, do the following: 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 into 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**. If, after performing the actions listed above, the new language does not appear on the phones do the following: 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.

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Table 7   Open Caveats in Cisco Configuration Assistant 3.1 and earlier

Ref Number	Description
CSCsx86872	A DID does not register when Service Provider SIP trunk configuration is loaded from different PCs. **Symptom** A DID does not register when the Service Provider SIP trunk configuration is loaded to the UC500 from two different devices (for example, from two PCs). **Workaround** Only one device should be used to perform the configuration of the SIP template using CCA.
CSCsx62251	WebEx PhoneConnect: Join before meeting start option is only available to host, not the attendee. **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. **Workaround** None.
CSCsx20742	WebEx PhoneConnect: Intermittently phones cannot dial into meeting. **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. **Workaround** To recover, the phone the user must manually end the call. 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 manually dial in to the meeting using the information from the meeting details page.
CSCsx10880	WebEx PhoneConnect: Alternate host and host cannot both join meeting. **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. **Workaround** None.

Table 7   Open Caveats in Cisco Configuration Assistant 3.1 and earlier

Ref Number	Description
CSCtr48459	Changing the Codec modes and Conferencing results in changing the slider to always move to meetme only when Apply is enabled. **Symptom** After enabling multi-party conferencing, applying the configuration and changing the mode /codecs results in the slider changing to always move to meetme only and the Apply button getting enabled. **Workaround** None.
CSCtr47098	All phones failed to register once the VLAN100 IP address is changed via CCA. **Symptom** While modifying Voice VLAN IP Address, CCA does not modify SCCP CCN IP Address. So the phones fails to register to the UC. **Symptom** Do not modify Voice VLAN IP Address if SIP, Conference and other features using SCCP CCN profiles are configured, or modify the Voice VLAN IP Address before configuring SIP, Conference and other features using SCCP CCN profiles.
CSCtr20084	T.37 Fax to email: While playing the prompt file, CCA hangs in one scenario. **Symptom** From **Configure** > **Call Handling** > **T.37 Fax to Mail** > **Services**, select 'Custom' for 'Prompt for Incoming Calls' field. Select '**Add**' and then from the Add dialog play the selected prompt file. After pausing and then stopping the playback prompt, followed by playing the prompt file, CCA may become unresponsive. **Workaround** Close and then relaunch CCA (may require end of task from Windows Task Manager). To avoid this problem, do not use the 'Pause' button when playing audio files.
CSCtr20290	Telephony Setup Wizard: Issues in uploading a .wav file in prompt management. **Symptom** 1. When uploading. a .wav file of 1MB or less, and not recorded in G.711 u-law, an error message is displayed, but the length of the wave file is retained and shown on the screen. 2. When a .wav file, of1MB or more is uploaded, it is not accepted. however no error message is displayed 3. When a .wav file, which is not recorded in g.711 u-law and more than 1MB, is uploaded a no error message is displayed **Workaround** None

Table 7   Open Caveats in Cisco Configuration Assistant 3.1 and earlier

Ref Number	Description
CSCtr19665	Enable-Disable Voice mail resets the Dial-by Name configuration. **Symptom** Configure > Telephony > Call Handling > Dial-by Name configuration resets to none, and does not inform the user. **Workaround** None
CSCtr14585	Smart ports: Maximum hosts field issue in Nikola Switch port setup. **Symptom** Selected port role is configured on the port. **Workaround** Enter a value 1 - 10 in the Maximum Hosts field, or leave the default value if present.
CSCtr11628	Users list under Hunt Group and Incoming Dial Plan does not show completely. **Symptom** Creating Hunt Group and Call Blast Group through Telephone Setup Wizard allows the option to forward the calls to some destination (either Voice mail or other Extension), and the users and users list is not fully displayed when forwarded to another user. Not able to select the user, other than the list showing on the screen. **Workaround** Do not configure more than 34 users. Configure more users in expert mode.
CSCtr11702	Incoming FXO Calls Destination is not editable at one scenario. **Symptom** Under Configure > Telephony > Dial Plan > Incoming > Incoming FXO Calls, the 'Destination' field for a FXO port row can no longer be modified. **Workaround** To restore the 'Destination Type' value read from the device, select 'Refresh'. Then make a modification to the 'Destination' as needed. Note that any other unsaved changes will be lost by this operation.
CSCtr06309	Call accounting to FTP server via CCA fails. **Symptom** Enabling call accounting to FTP server fails. **Workaround** Manually backup from flash.

Table 7   Open Caveats in Cisco Configuration Assistant 3.1 and earlier

Ref Number	Description
CSCtq97238	CCA Window hangs when the number of users exceeds the maximum limit. **Symptom** In Configure > Telephony > Users and Extension, when importing through Bulk User import, CCA prompts for a confirmation after pressing OK. When the number of users exceeds the maximum limit, CCA shows an error dialog. After pressing OK, CCA hangs at the same window and cannot be closed. **Workaround** Close CCA and then reopen.
CSCtq98625	CCA: Multisite - No audio and call drop on transfers between sites. **Symptom** Users experience one way audio in a multisite configuration when transferring between sites. After the h245 timers expire the call will drop on its own. **Workaround** Requires CLI modification to modify the 'voice class h323 1' to use 'call fast start'.
CSCtq78188	Changing the installed language does not modify the configuration under ccn trigger sip. **Symptom** Changing the installed language to another language (e.g.,Spanish to Dutch) does not modify the configuration under ccn trigger sip; thus calling to the Dutch VM pilot number does not play any voice, and the call disconnects after sometime. **Workaround** Before changing the installed language perform a factory reset, then proceed with the locale upgrade or software upgrade.
CSCtq67250	Last 4 buttons of 7931 phone becomes inactive after applying custom template. **Symptom** The last 4 buttons, which are used for Messages, Directories, Head set Menu, become inactive when applying a custom template or template 17. These buttons are assessable only if template 15 is assigned to the phone. **Workaround** None
CSCtq54784	Deleted user still has userid and extension information in mailbox. **Symptom** After deleting a user with a mailbox at Telephony > Users and Extensions > User and Phone > User Extensions UI, incomplete mailbox information may appear under Telephony > Users and Extensions > Voicemail > Mailboxes UI (i.e., a userId without the first name and last name). **Workaround** Click refresh in the User and Phones window.

Table 7   Open Caveats in Cisco Configuration Assistant 3.1 and earlier

Ref Number	Description
CSCtq55689	Ports > Switch Port Settings > Runtime Status > Device always Unknown. **Symptom** Connected device type is not shown in Runtime Status of Switch Port **Workaround** To view devices connected to the switch, click the "Topology Options" button in Topology View, then select "Link Interface ID" in the "Show Information" tab.
CSCtq51850	Topology intermittently missing icons and freezes. **Symptom** Topology intermittently missing links and icons **Workaround** Close and relaunch CCA.
CSCtq12185	CCA should not allow you to enter the same network address for two DHCP pools. **Symptom** CCA allows entry of overlapping subnets for two DHCP Pools. **Workaround** 1. Do not configure pools for same subnet / overlapping subnet. 2. If you have configured overlapping subnet for two pools delete one pool using CCA.
CSCtq04998	Smart port: Modified port role shows empty when multiple modification is selected. **Symptom** This happens only when multiple ports are selected to modify. **Workaround** Select single port then click Modify to see the smartport role that is configured on the port.
CSCto04948	Not able to select the users in the call routing section of the Telephony Setup Wizard if the number of users is greater than 35. **Symptom** Users are not listed in Incoming Call Handling section of the Telephony Setup Wizard if there are more than 35 users. **Workaround** Press the down arrows by assuming the count.
CSCtn55711	Changing the subnet of third octet will not change the DHCP range of the IP addresses. **Symptom** Changing the subnet mask of third octet will not change the DHCP range of IP addresses. **Workaround** There is no workaround in TSW. Changes can be made in expert mode.

Table 7   Open Caveats in Cisco Configuration Assistant 3.1 and earlier

Ref Number	Description
CSCtn56620	VM personalized settings are not completely restored. **Symptom** User is prompted for the Voice Mail password and then prompted again to personalize the Voice Mail settings. **Workaround** Add Voice Mail and personalize settings again after password prompt.
CSCtn39148	Telephony Setup Wizard: Deleting the last digit in the extension field retains the original value. **Symptom** While running Telephony Setup Wizard, and attempting to delete the last number on FXS, the Voice Mail number filed does not get deleted and returns to the original pre configured value. **Workaround** No workaround in Telephone Setup Wizard. Make the changes in expert mode.
CSCtn38381	Telephony Setup Wizard: Cannot remove a pre-populated userid. **Symptom** Not able to change the Userid. **Workaround** None.
CSCtn14032	System uptime for AP541Ns always shows zero. **Symptom** System uptime in Inventory dialog is always shown as zero. **Workaround** No workaround in CCA. Launch Configuration utility of device and check system uptime.
CSCtn10171	Extra UC icon on topology after Telephony Setup Wizard. **Symptom** Extra UC500 icons will sometimes show up in topology. **Workaround** Click on the "Refresh" toolbar icon and the second UC500 no longer appears.
CSCtl45859	Using CCA to reset to factory default does not restore default Voice Mail language to US English. **Symptom** After resetting to factory default, the VM language is not restored to US English. **Workaround** Reinstall software pack with format flash and then apply the factory default.

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Table 7 Open Caveats in Cisco Configuration Assistant 3.1 and earlier

Ref Number	Description
CSCtj67013	A user profile in use should not be deleted. **Symptom** The user profile which is in use can be deleted. If deleted the user can be logged out of the phone and could not login again. **Workaround** Login a phone using a user profile. Then delete the user profile from CCA, EM window.
CSCtr76418	After application update from CCA 3.0.1, the CCA desktop icon does not get updated to the new CCA 3.1 icon. **Symptom** After updating to CCA 3.1, the CCA desktop icon doesn't get updated to the latest icon. **Workaround** None
CSCtr75468	Text regarding Hunt groups in the Online Help needs to be updated. The statement, "can contain up to 32 members" should be changed to "can contain up to 20 members." **Symptom** Online Help statement is incorrect. **Workaround** None
CSCtr03765	Call Blast Group does not support Dynamic Login/Logout; as Call Blast Group did not support dynamic login/logout through softkeys. **Symptom** The hlog button does not log out of the Blast Group when Blast Group is called. The hlog button logs out of the Hunt Group (sequential), and the phone will not ring. **Workaround** None

Resolved Caveats in CCA 3.1

This section describes the resolved caveats for the current release.

Table 8   Resolved Caveats in Cisco Configuration Assistant 3.1

Ref Number	Description
CSCtl50743	Add support of DTLS, as default for SSL VPN, to help with call quality of customers with SPA525G phone connecting via SSL VPN.
CSCtl97521	VLAN conflict warning messages are incorrectly generated and displayed in the system messages window for VLAN90.
CSCtn51786	Number-of-Auto-Attendants combo box increased from three to five to support five standard AAs.
CSCtn52683	Add No-Option-Transfer-To-Retry Text field for all AA script except aa.ref
CSCtn79515	Added preferred Codec options for phone users in the user extensions editor dialog where the codec types can be changed for compression and enhancement of bandwidth usages.
CSCtn85079	When the user changes PPPOE user name and credentials of WAN interface in ADSL SR520 router and then clicks Apply a null pointer exception error is generated.
CSCtn91949	Changing EM user profile while profile is logged in does not reset profile for changes to take effect. A manual logout and login of EM user on the phone has to be done for profile changes to take effect.
CSCtn99753	Monitor status for T1 always executes CLI for 0/3. If T1 on 0/2, this is incorrect. VWIC2-2MFT-T1/E1 in slot 0/2 is not shown correctly in front panel view of the UC560-BRI model.
CSCto11693	NumberFormatException error message pops up when adding a new holiday. CCA is unable to parse the date properly when the timezone abbreviation string is not 3 characters long (i.e. NZST).
CSCto23724	AA can not transfer a call to a user without a mailbox. Added Dial-by-name UI feature enhancement to resolve this issue.
CSCto34902	Incoming call from CUE for BACD fails if SIP trunk is configured.
CSCto61879	Incoming dial plan entry does not save if description field has a hyphen (-).
CSCto81408	Internet access does not work when the inside host is configured in port-forwarding.

Table 8   Resolved Caveats in Cisco Configuration Assistant 3.1

Ref Number	Description
CSCto88610	Some PRI providers do not allow calls when the calling number is not a local number on the UC500, which affects the incoming calls that are forwarded to an external number.
CSCtq08775	Update Partner Connection > UC500 Software Download > link to go to https://supportforums.cisco.com/docs/DOC-9829.
CSCtq19259	Analog extension UI are missing the VIC FXS ports.
CSCtq82136	Add support to upgrade 7925 phones via drag-n-drop.
CSCtq84410	Failure of setting up PRI trunks because the time slots chosen as 24-24. The time slots have to span at least 2 slots.
CSCtr51858	Add checkbox to enable/disable DTLS for SSL VPN - this is a CFD resolved in 3.1
CSCtl53329	Telephony Setup Wizard Dial Plan Template blank for Danish Region.
CSCtr63274	BACD Hunt Group always shows Default Timeout; May reapply default.
CSCtq80982	Add ability to modify outbound Caller ID info for SIP hairpin call.

Cisco Unified Communications 500 Series Configuration Support Policy

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

https://supportforums.cisco.com/docs/DOC-14855

NOTE: Requires partner login to access.

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/ netmgtsw/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 Small Business 300 Series Managed Switches	www.cisco.com/go/300switches
Cisco 200 Series Smart Switches	www.cisco.com/go/200switches
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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