
Release Notes for Cisco Configuration Assistant 3.2.1

Revised on June 12, 2012 for CCA 3.2.1

These release notes include important information about Cisco Configuration Assistant Release 3.2.1 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 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 3.2.1

CCA 3.2.1 is a minor software release that contains the following features and user interface changes.

In addition to the changes listed below, see “[Limitations and Restrictions, page 18](#)” for important information that applies to CCA release 3.2.1.

Feature	Description
New phone support	Limited support for SIP Phone models CP-8961, CP-9951, CP-9971, and Cisco Jabber for iPhone.
New gateway support	Limited support for SPA8000 and SPA8800 (FXS only) gateways. For the SPA8800, FXO ports cannot be configured through CCA.

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.

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

System Requirements

Operating Systems Supported (Windows)	<p>Microsoft Windows Vista® Ultimate (32-bit or 64-bit edition).</p> <p>Microsoft Windows XP® Professional, Service Pack 2 or later.</p> <p>Microsoft Windows 7® (64-bit and 32-bit).</p> <p>You must have write permission to your home directory and to the CCA installation directory; so that CCA can create the necessary log files and preference files.</p> <p>For PCs running Windows Vista and Windows 7, Administrator privileges are required in order to update, install, and use CCA.</p> <p>NOTE When using CCA on PCs running Microsoft Windows 7, set the auto sleep function to 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 3.1 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

System Requirements

Memory	At least 2 GB for Windows 7, Windows XP, and Windows Vista.
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 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/E1

Table 1 Managed Device Support

Device Type	Models
Phones	<p data-bbox="673 403 1161 436">Cisco Model 6900 Series IP phones:</p> <ul data-bbox="714 466 1161 646" style="list-style-type: none"><li data-bbox="714 466 787 499">6961<li data-bbox="714 504 787 537">6941<li data-bbox="714 541 787 575">6921<li data-bbox="714 579 1161 613">6911 (NOTE: Video unsupported)<li data-bbox="714 617 1161 651">6901 (NOTE: Video unsupported) <p data-bbox="714 684 1218 718">NOTE Model 6945 is not supported.</p> <p data-bbox="673 747 1323 781">Cisco Unified IP Phones 7900 Series, all models:</p> <ul data-bbox="714 810 860 1398" style="list-style-type: none"><li data-bbox="714 810 803 844">7940G<li data-bbox="714 848 803 882">7960G<li data-bbox="714 886 803 919">7975G<li data-bbox="714 924 860 957">7971G-GE<li data-bbox="714 961 803 995">7970G<li data-bbox="714 999 803 1033">7965G<li data-bbox="714 1037 803 1071">7962G<li data-bbox="714 1075 803 1108">7961G<li data-bbox="714 1113 860 1146">7961G-GE<li data-bbox="714 1150 803 1184">7945G<li data-bbox="714 1188 803 1222">7942G<li data-bbox="714 1226 803 1260">7941G<li data-bbox="714 1264 860 1297">7941G-GE<li data-bbox="714 1302 803 1335">7937G<li data-bbox="714 1339 803 1373">7931G<li data-bbox="714 1377 803 1411">7911G <p data-bbox="673 1432 1388 1465">Cisco Unified IP Phone 8900/9900, following models:</p> <ul data-bbox="714 1495 787 1600" style="list-style-type: none"><li data-bbox="714 1495 787 1528">8961<li data-bbox="714 1533 787 1566">9951<li data-bbox="714 1570 787 1604">9971

Table 1 Managed Device Support

Device Type	Models
Phones (continued)	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 Cisco SPA 300 Series IP Phones, all models: SPA301 SPA303 Cisco CP-521/524 phones Cisco IP Communicator Cisco Jabber for iPhone

Table 1 Managed Device Support

Device Type	Models
<p>Switches</p>	<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> <p>SF 300 Series models SG 300 Series models SF 200 Series models SG 200 Series models</p> <p>NOTE: SG200-08 and SG200-08P switches are not supported.</p>
<p>Routers</p>	<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 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>
<p>Access Points</p>	<p>Cisco Small Business Pro AP541N Dual-band Single-radio Access Points</p> <p>Cisco 521 Wireless Express Controller-Based Access Points</p> <p>Cisco 521 Wireless Express Autonomous Access Points</p>

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_2-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 3.2.1
- CCA 3.2
- CCA 3.1

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.

## Release Notes

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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:

- 
- STEP 1** Start Cisco Configuration Assistant.
  - STEP 2** Choose **System > Application Updates**.
  - STEP 3** In the Authentication window, enter your Cisco.com username and password and click **OK**.
  - STEP 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](http://www.cisco.com/go/configassist)) and install it manually.

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## 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\_8.6.0.zip, UC540\_8.6.0.zip, or UC560\_8.6.0.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\_8.6.0\_locale\_da\_DK.zip (Danish)
- UC500\_8.6.0\_locale\_de\_DE.zip (German)
- UC500\_8.6.0\_locale\_en\_GB.zip (UK English)
- UC500\_8.6.0\_locale\_en\_US.zip (US English)
- UC500\_8.6.0\_locale\_es\_ES.zip (European Spanish)
- UC500\_8.6.0\_locale\_es\_MX.zip (Mexican Spanish)
- UC500\_8.6.0\_locale\_fr\_FR.zip (European French)
- UC500\_8.6.0\_locale\_fr\_CA.zip (Canadian French)
- UC500\_8.6.0\_locale\_it\_IT.zip (Italian)
- UC500\_8.6.0\_locale\_nl\_NL.zip (Dutch)
- UC500\_8.6.0\_locale\_no\_NO.zip (Norwegian)
- UC500\_8.6.0\_locale\_pt\_PT.zip (Portuguese)
- UC500\_8.6.0\_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](http://www.cisco.com/go/uc500swpk)

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

### Available Software Packs

These UC500 software packs are available for download:

- [Table 2, “Cisco UC520 Software Packages,” on page 14](#)
- [Table 3, “Cisco UC540 Software Packages,” on page 14](#)
- [Table 4, “Cisco UC560 Software Packages,” on page 15](#)

**Table 2 Cisco UC520 Software Packages**

| UC520 Software Pack Version | Filename                     | CCA Version Compatibility | Component/Version Information                                                                                    |
|-----------------------------|------------------------------|---------------------------|------------------------------------------------------------------------------------------------------------------|
| 8.6.0 for UC520             | UC520_8.6.0.zip (US/English) | CCA 3.2.1 and later       | Cisco IOS 15.1(4) M4b<br>CUCME 8.6<br>CUE 8.6.3<br>B-ACD scripts v4<br>UC520 factory default configurations      |
| 8.2.0 for UC520             | UC520_8.2.0.zip (US/English) | CCA 3.0 and later         | Cisco IOS 15.1(2) T4<br>CUCME 8.2<br>CUE 8.0.3<br>B-ACD scripts v3.0.0.2<br>UC520 factory default configurations |

**Table 3 Cisco UC540 Software Packages**

| UC 540 Software Pack Version | Filename                     | CCA Version Compatibility | Component/Version Information                                                                                    |
|------------------------------|------------------------------|---------------------------|------------------------------------------------------------------------------------------------------------------|
| 8.6.0 for UC540              | UC540_8.6.0.zip (US/English) | CCA 3.2.1 and later       | Cisco IOS 15.1(4) M4b<br>CUCME 8.6<br>CUE 8.6.3<br>B-ACD scripts v4<br>UC540 factory default configurations      |
| 8.2.0 for UC540              | UC540_8.2.0.zip (US/English) | CCA 3.0 and later         | Cisco IOS 15.1(2) T4<br>CUCME 8.2<br>CUE 8.0.3<br>B-ACD scripts v3.0.0.2<br>UC540 factory default configurations |

**Table 4 Cisco UC560 Software Packages**

| UC 560 Software Pack Version | Filename                     | CCA Version Compatibility | Component/Version Information                                                                                    |
|------------------------------|------------------------------|---------------------------|------------------------------------------------------------------------------------------------------------------|
| 8.6.0 for UC560              | UC560_8.6.0.zip (US/English) | CCA 3.2.1 and later       | Cisco IOS 15.1(4) M4b<br>CUCME 8.6<br>CUE 8.6.3<br>B-ACD scripts v4<br>UC560 factory default configurations      |
| 8.2.0 for UC560              | UC560_8.2.0.zip (US/English) | CCA 3.0 and later         | Cisco IOS 15.1(2) T4<br>CUCME 8.2<br>CUE 8.0.3<br>B-ACD scripts v3.0.0.2<br>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 | 8961 9951 9971 |
|---------------|--------------------|-----------------|-------|-----------|-----------|---------|-------|-----------|--------|-----------|----------------|----------------|
| 8.6.0         | 74.9c              | 74.9c           | 5.0.4 | 1.0.4     | 1.4.1SR1  | 3.3.2.1 | 1.4.4 | 8.1.2     | 9.1.1  | 9.1.1     | 9.1.1          | 9.2.2          |
| 8.2.0         | 74.8               | 74.8a           | 5.0.4 | 1.0.4     | 1.3.4SR1  | 3.3.2.0 | 1.3.4 | 8.1.2     | 8.5.4S | 9.0.2     | 8.5.4          | --             |
| 8.1.0         | 74.6               | 74.6            | 5.0.4 | 1.0.4     | 1.3.4SR1  | 3.3.2.0 | 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  | 3.3.2.0 | 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  | 3.3.2.0 | 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     | 3.3.2.0 | 1.3.4 | 8.1.2     | 8.5.3S | --        | --             | --             |

## Release Notes

**Table 5 Cisco IP Phone Firmware Loads**

| Software Pack | SPA-525G<br>SPA-525G2 | SPA-30X<br>SPA-50X | 7914  | 7915<br>7916 | 7921<br>7925     | 7936   | 7937  | 7940<br>7960 | 79XX   | 6901<br>6911 | 6921<br>6941<br>6961 | 8961<br>9951<br>9971 |
|---------------|-----------------------|--------------------|-------|--------------|------------------|--------|-------|--------------|--------|--------------|----------------------|----------------------|
| 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         | 7.1.9                 | 7.1.3c             | 5.0.3 | 1.0.3        | 1.2.1 /<br>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 /<br>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     |



**Table 6 Minimum Cisco IOS Release or Firmware Required**

| Device                                                                                                                                                                | Minimum Software Release                                                                                                                                                                                                                                                                                   |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 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<br>Cisco Catalyst Express 520-24LC switch<br>Cisco Catalyst Express 520-24TT switch<br>Cisco Catalyst Express 520G-24TC switch | 12.2(37)EX                                                                                                                                                                                                                                                                                                 |
| Cisco 800 Series router                                                                                                                                               | 12.4(4)T                                                                                                                                                                                                                                                                                                   |
| Cisco 526 Wireless Express Mobility Controller                                                                                                                        | 4.2.6.1.4                                                                                                                                                                                                                                                                                                  |
| 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                                                                                                                                                                                                                                                                                     |
| Cisco SA500 Series Security Appliances, all models (SA520, SA520W, and SA540).                                                                                        | <p>Software Version 1.1.65 or later</p> <p><b>IMPORTANT</b> Cisco SA500 Series software versions 1.1.42 and earlier are not supported for use with CCA.</p> <p>Use the SA500 Security Appliance Configuration Utility to manage the SA500 or upgrade to version 1.1.65 or later of the SA500 software.</p> |
| Cisco Small Business Pro ESW500 Series Switches                                                                                                                       | <p>ESW500 Series 24 - and 48-port models: Firmware version 2.0.3</p> <p>ESW500 Series 8-port PoE models: Firmware version 2.1.1 or later.</p>                                                                                                                                                              |

# Limitations and Restrictions

These limitations and restrictions apply:

- IOS Limitations
  - After upgrading software pack to 8.6.0, the UC500 self-signed certificate will be corrupt. If you are unable to connect to your UC500 using CCA, try connecting using tab Hostname / IP address after setting HTTP protocol to “HTTP” in the Advanced Options tab. Then press the **Connect** button. In addition, any SPA525 phones that are connected using SSL VPN will fail to connect. You must regenerate certificates by going to **Configure > Security > SSL VPN** and click the “Regenerate Certificate” button (CSCtY07520, CSCtZ36465).
  - Passwords in the current IOS version in software pack 8.6.0 uses an encryption method that is not backwards compatible with older IOS versions. When attempting an IOS downgrade, the username/password will be reset to factory default of **cisco/cisco** (CSCtZ27359, CSCtZ27359).
- Cisco phones CP8961 / CP9951 / CP9971
  - These phones have limited feature support; these are the only features that are supported:
    - Topology View
    - Voicemail
    - Auto Attendant
    - Dial by name
    - Blast group
    - Dial Plan
    - Normal Lines
  - These phones are not supported with Teleworker nor Multisite environments.
  - There is no support for these phones in the Telephony Setup Wizard (TSW).
  - Cisco Unified IP Color Expansion Modules (sidecars) are not supported.
- Cisco Jabber for iPhone
  - DTMF tones originating from Jabber for iPhone are not recognized by Cisco Unity Express and some SIP service providers. To fix this issue, log in to the UC500 using SSH/Telnet and enter the command:

**dtmf-relay rtp-nte sip-kpml**

under the **voice register pool** for Cisco Jabber. (CSCts87199).

- The feature set of this application is limited when used with the UC500. A shared line cannot be created between Cisco Jabber and a desk phone.
- This application has limited feature support; These are the only features that are supported:
  - Voicemail
  - Auto Attendant
  - Dial by name
  - Blast group
  - Dial Plan
  - Normal Lines
- This application is not supported with Multisite environments.
- A Cisco ASA is required for Teleworker deployment.
- There is no support for this application in the Telephony Setup Wizard.
- The iPhone should always be associated with the Voice Wireless LAN SSID. Heavy data usage on the iPhone may cause voice quality issues on WLAN.
- Voice quality is not guaranteed on Cisco Jabber.
- If an outbound proxy is configured under a SIP trunk, it may cause incoming calls (internal and external) to Cisco Jabber to fail. To fix this issue, log in to the UC500 using SSH/Telnet and enter the command:

**no outbound-proxy system**

under the **voice register global** command.

- For more information on Cisco Jabber, see <https://supportforums.cisco.com/docs/DOC-24508>.
- SPA8000 / SPA8800
  - Only FXS ports are supported for configuration through CCA.
  - These devices are not supported with Teleworker nor Multisite environments.

- There is no support for these devices in the Telephony Setup Wizard.
- For more information on the SPA8000 / SPA8800, see *Configuring SPA8800 / SPA8000 with the Cisco UC500*, <https://supportforums.cisco.com/docs/DOC-24912>.

### 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](http://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.

- 
- STEP 1** Log in to Cisco.com (you must have a Cisco.com login to download phone firmware).
  - STEP 2** Open a Web browser and go to [www.cisco.com/go/software](http://www.cisco.com/go/software).
  - STEP 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>**.
  - STEP 4** Click the **Skinny Client Control Protocol (SCCP) Software** link.
  - STEP 5** In the **Search Release** field, enter **8.5(2)** and click **Go**.
  - STEP 6** Click the link to the 8.5(2) software.
  - STEP 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`.

- STEP 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.

---

- STEP 1** Launch CCA and open the Topology view.
- STEP 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.

- STEP 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.”

- STEP 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.

**STEP 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](http://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 3.2.1 and earlier**

| Ref Number | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CSCsx86872 | <p>A DID does not register when Service Provider SIP trunk configuration is loaded from different PCs.</p> <p><b>Symptom</b> Some Day2 additions or modifications under Telephony are misconfigured for a custom SIP Provider. For example, an added DID may not register correctly. The custom SIP Provider name is shown in the SIP Provider dropdown list but no Template information is displayed. The CCA Application log contains this error: ++: ERROR: : SIPData: SIP Provider read from device is not supported by any template: &lt;PROVIDER NAME&gt;</p> <p><b>Workaround</b> To get around this problem, use only the original CCA installation to make Telephony related modifications OR add the custom SIP Provider template (.xml) to all CCA installations which may configure the same UC500.</p> |
| CSCtn48997 | <p>The voice VLAN static route is missing when changing the voice and data VLAN from the default IP.</p> <p><b>Symptom</b> 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.</p> <p><b>Workaround</b> Manually add static route in SR520-t1 to a newly created Voice VLAN IP network.</p>                                                                                                                                                                                                                                                                                                                                                                                   |
| CSCtl06532 | <p>SIP Trunk: Add configuration to remove second “c” header in SDP.</p> <p><b>Symptom</b> 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><b>Workaround</b> None.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| CSCtk96606 | <p>Icon for the 6945 IP Phone is incorrect in the Topology View.</p> <p><b>Symptom</b> The icon used for the 6945 IP phone is incorrect in the Topology View.</p> <p><b>Workaround</b> 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>                                                                                                                                                                                                                                                                                                                                                                                                    |



Table 7 Open Caveats in Cisco Configuration Assistant 3.2.1 and earlier

| Ref Number | Description                                                                                                                                                                                                                                                                                                                                                                                                        |
|------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CSCtk76997 | <p>Expansion modules added via the Telephony Setup Wizard do not appear on the Users and Phones screen.</p> <p><b>Symptom</b> The Users and Phones screen does not show phone expansion modules that were added via the Telephony Setup Wizard.</p> <p><b>Workaround</b> None.</p>                                                                                                                                 |
| CSCtj56444 | <p>Program Compatibility Assistant popup appears when installing the CCA on a PC running Windows 7.</p> <p><b>Symptom</b> Program Compatibility Assistant appears after a full CCA installation, warning the user that the installation might not have installed correctly.</p> <p><b>Workaround</b> Choose the option "This program installed correctly" in the Program Compatibility Assistant popup dialog.</p> |
| CSCti25821 | <p>Anyconnect 2.5 does not work with the SR520-T1 SSL VPN sever.</p> <p><b>Symptom</b> 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.</p> <p><b>Workaround</b> Use version 2.3 of the Anyconnect client (anyconnect-win-2.3.0254-k9.pkg).</p>                                     |
| CSCtg50723 | <p>SIP Trunk: Support individual DIDs for diversion header on SIP trunks.</p> <p><b>Symptom</b> 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><b>Workaround</b> None.</p>                                 |
| CSCta94933 | <p>Need to be able to use a loopback IP address as a source IP for XO SIP Trunk.</p> <p><b>Symptom</b> XO SIP trunk requires the ability to specify a source IP address for SIP and RTP packets on the UC500.</p> <p><b>Workaround</b> 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.</p>                                  |

## Release Notes

**Table 7 Open Caveats in Cisco Configuration Assistant 3.2.1 and earlier**

| Ref Number | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CSCsz29268 | <p data-bbox="337 403 1495 470">WebEx PhoneConnect: Locale change is not picked up unless the administrator enters the WebEx PhoneConnect application screen.</p> <p data-bbox="337 499 1507 642"><b>Symptom</b> The user changes the CME locale after having configured WebEx PhoneConnect and the phone does not pick up the new language. This occurs only if the WebEx PhoneConnect configuration windows in CCA are not accessed after the CME locale is changed.</p> <p data-bbox="337 672 1455 739"><b>Workaround</b> Set the CME locale before configuring the WebEx PhoneConnect application.</p> <p data-bbox="337 768 1487 869">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:</p> <ol data-bbox="342 898 1463 1188" style="list-style-type: none"><li data-bbox="342 898 1463 966">1. Exit any WebEx PhoneConnect configuration windows that may be open in CCA. Close any open WebEx PhoneConnect application screens on IP phones.</li><li data-bbox="342 995 1430 1129">2. In CCA, go to <b>Applications &gt; Smart Business Applications</b>, select the WebEx PhoneConnect application, click <b>Setup Options</b> and log into the WebEx PhoneConnect application. This will open the PhoneConnect Application Main window and send the CME locale to the PhoneConnect application.</li><li data-bbox="342 1159 630 1188">3. Click <b>OK</b> or <b>Apply</b>.</li></ol> <p data-bbox="337 1218 1487 1276">If, after performing the actions listed above, the new language does not appear on the phones do the following:</p> <ol data-bbox="342 1306 1409 1457" style="list-style-type: none"><li data-bbox="342 1306 1409 1344">1. Exit all WebEx PhoneConnect configuration windows and IP phone screens.</li><li data-bbox="342 1373 1409 1411">2. Restart CUE from the Maintenance window (<b>Maintenance &gt; Restart/Reset</b>).</li><li data-bbox="342 1440 818 1457">3. Wait for the CUE restart to finish.</li></ol> |
| CSCsx62251 | <p data-bbox="337 1488 1507 1556">WebEx PhoneConnect: Join before meeting start option is only available to the host, not the attendee.</p> <p data-bbox="337 1585 1507 1728"><b>Symptom</b> When scheduling a non-audio WebEx Meeting Pro with an option to let attendees join x minutes before start time, alerts with the Call button x minutes before the start time are only sent to the host. Alerts for the attendees do not display a Call button until the meeting start time.</p> <p data-bbox="337 1757 630 1787"><b>Workaround</b> None.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |

Table 7 Open Caveats in Cisco Configuration Assistant 3.2.1 and earlier

| Ref Number | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CSCsx20742 | <p>WebEx PhoneConnect: Intermittently phones cannot dial into meeting.</p> <p><b>Symptom</b> 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><b>Workaround</b> To recover, the phone the user must manually end the call. The phone user can then press the Services button, select WebEx Meetings &gt; Today, click Details, then either click Call to retry the auto-dial, or manually dial in to the meeting using the information from the meeting details page.</p>          |
| CSCsx10880 | <p>WebEx PhoneConnect: Alternate host and host cannot both join meeting.</p> <p><b>Symptom</b> 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><b>Workaround</b> None.</p>                                                                                                                                                                                                                                                                      |
| CSCtr20290 | <p>Telephony Setup Wizard: Issues uploading a .wav file in prompt management.</p> <p><b>Symptom</b></p> <ol style="list-style-type: none"> <li>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.</li> <li>2. When a .wav file, of 1MB or more is uploaded, it is not accepted. however no error message is displayed</li> <li>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.</li> </ol> <p><b>Workaround</b> None.</p> |
| CSCtr19665 | <p>Enable-Disable Voice mail resets the Dial-by Name configuration.</p> <p><b>Symptom</b> Configure &gt; Telephony &gt; Call Handling &gt; Dial-by Name configuration resets to none, and does not inform the user.</p> <p><b>Workaround</b> None.</p>                                                                                                                                                                                                                                                                                                                                                                             |
| CSCtr14585 | <p>Smart ports: Maximum hosts field issue in Switch port setup.</p> <p><b>Symptom</b> Selected port role is configured on the port.</p> <p><b>Workaround</b> Enter a value 1 - 10 in the Maximum Hosts field, or leave the default value if present.</p>                                                                                                                                                                                                                                                                                                                                                                           |

## Release Notes

**Table 7 Open Caveats in Cisco Configuration Assistant 3.2.1 and earlier**

| Ref Number | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CSCtr11628 | <p>Users listed under Hunt Group and Incoming Dial Plan do not display completely.</p> <p><b>Symptom</b> 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.</p> <p><b>Workaround</b> Do not configure more than 34 users. Configure more users in expert mode.</p> |
| CSCtr06309 | <p>Call accounting to FTP server via CCA fails.</p> <p><b>Symptom</b> Enabling call accounting to FTP server fails.</p> <p><b>Workaround</b> Manually backup from flash.</p>                                                                                                                                                                                                                                                                                                                                                                           |
| CSCtq78188 | <p>Changing the installed language does not modify the configuration under CCN trigger SIP.</p> <p><b>Symptom</b> Changing the installed language to another language (that is, 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.</p> <p><b>Workaround</b> Before changing the installed language perform a factory reset, then proceed with the locale upgrade or software upgrade.</p>                          |
| CSCtq54784 | <p>Deleted user still has userid and extension information in mailbox.</p> <p><b>Symptom</b> After deleting a user with a mailbox at Telephony &gt; Users and Extensions &gt; User and Phone &gt; User Extensions UI, incomplete mailbox information may appear under Telephony &gt; Users and Extensions &gt; Voicemail &gt; Mailboxes UI (i.e., a userId without the first name and last name).</p> <p><b>Workaround</b> Click refresh in the User and Phones window.</p>                                                                            |
| CSCtq55689 | <p>Ports &gt; Switch Port Settings &gt; Runtime Status &gt; Device is always Unknown.</p> <p><b>Symptom</b> Connected device type is not shown in Runtime Status of Switch Port.</p> <p><b>Workaround</b> 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.</p>                                                                                                                                                                            |

Table 7 Open Caveats in Cisco Configuration Assistant 3.2.1 and earlier

| Ref Number | Description                                                                                                                                                                                                                                                                                                                                                                                                                  |
|------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CSCtq04998 | <p>Smart port: Modified port role shows empty when multiple modification is selected.</p> <p><b>Symptom</b> This happens only when multiple ports are selected to modify.</p> <p><b>Workaround</b> Select single port then click Modify to see the smartport role that is configured on the port.</p>                                                                                                                        |
| CSCto04948 | <p>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.</p> <p><b>Symptom</b> Users are not listed in Incoming Call Handling section of the Telephony Setup Wizard if there are more than 35 users.</p> <p><b>Workaround</b> Press the down arrows by assuming the count.</p>                                                                   |
| CSCtn55711 | <p>Changing the subnet of third octet will not change the DHCP range of the IP addresses.</p> <p><b>Symptom</b> Changing the subnet mask of third octet will not change the DHCP range of IP addresses.</p> <p><b>Workaround</b> There is no workaround in TSW. Changes can be made in expert mode.</p>                                                                                                                      |
| CSCtn56620 | <p>Voice Mail personalized settings are not completely restored from a backup.</p> <p><b>Symptom</b> User is prompted for the Voice Mail password and then prompted again to personalize the Voice Mail settings.</p> <p><b>Workaround</b> Add Voice Mail and personalize settings again after password prompt.</p>                                                                                                          |
| CSCtn39148 | <p>Telephony Setup Wizard: Deleting the last digit in the extension field retains the original value.</p> <p><b>Symptom</b> 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.</p> <p><b>Workaround</b> No workaround in Telephone Setup Wizard. Make the changes in expert mode.</p> |
| CSCtn38381 | <p>Telephony Setup Wizard: Cannot remove a pre-populated userid.</p> <p><b>Symptom</b> Not able to change the Userid.</p> <p><b>Workaround</b> None.</p>                                                                                                                                                                                                                                                                     |

## Release Notes

**Table 7 Open Caveats in Cisco Configuration Assistant 3.2.1 and earlier**

| Ref Number | Description                                                                                                                                                                                                                                                                                                                                                                                                                       |
|------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CSCtn14032 | <p>System uptime for AP541Ns always shows zero.</p> <p><b>Symptom</b> System uptime in Inventory dialog is always shown as zero.</p> <p><b>Workaround</b> No workaround in CCA. Launch Configuration utility of device and check system uptime.</p>                                                                                                                                                                               |
| CSCtl45859 | <p>Using CCA to reset to factory default does not restore default Voice Mail language to US English.</p> <p><b>Symptom</b> After resetting to factory default, the VM language is not restored to US English.</p> <p><b>Workaround</b> Reinstall software pack with format flash and then apply the factory default.</p>                                                                                                          |
| CSCtj67013 | <p>A user profile in use should not be deleted.</p> <p><b>Symptom</b> 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.</p> <p><b>Workaround</b> Login a phone using a user profile. Then delete the user profile from CCA, EM window.</p>                                                                                                           |
| CSCtw66086 | <p>CCA is not creating the appropriate Access list/NAT with respect to Multisite.</p> <p><b>Symptom</b> Enabling firewall after configuring Multisite does not generate proper NAT mappings.</p> <p><b>Workaround</b> Configure Firewall or NAT before configuring Multisite.</p>                                                                                                                                                 |
| CSCts31263 | <p>The alternate locale pack selected, along with Software Upgrade (without factory default), fails to install the alternate language prompts in the CUE.</p> <p><b>Symptom</b> When an alternate locale pack is selected along with SW Upgrade (without factory default) it fails to install the alternate language prompts in the CUE.</p> <p><b>Workaround</b> Upgrade the locale pack using 'Install locale pack' option.</p> |

Table 7 Open Caveats in Cisco Configuration Assistant 3.2.1 and earlier

| Ref Number | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CSCty78255 | <p>When modifying SIP Trunk service providers, the voice class codec settings are reapplied. Existing outbound dial-peers that depend on voice class codec lose this configuration, reverting back to default G729.</p> <p><b>Symptom</b> SIP Trunk calls may fail.</p> <p><b>Workaround</b> When making changes to SIP Trunk Service Provider, be sure to re-enter any Digest Authentication or User Credentials. Also, if using voice codec other than G729, SIP trunk option may need to be reapplied to the Outgoing Dial Plan.</p> |
| CSCtw80672 | <p>Outgoing Dial Plan auto selects 9 as the Access Code.</p> <p><b>Symptom</b> The Default Access Code will still show the correct number, but all the Outgoing Number options will have '9' configured as the Access Code.</p> <p><b>Workaround</b> Manually change the Access Code for all the Outgoing Numbers options to match the Default Access Code.</p>                                                                                                                                                                         |
| CSCtt92348 | <p>DIDs for extension numbers associated with SIP Phones are not registered for SIP Trunk.</p> <p><b>Symptom</b> SIP calls to the DID number will fail. The SIP Trunk service provider rejects the call due to lack of registration.</p> <p><b>Workaround</b> None.</p>                                                                                                                                                                                                                                                                 |
| CSCty26929 | <p>Add DID support for FXS/DID lines that are non-enbloc.</p> <p><b>Symptom</b> When FXS/DID trunk or T1/E1 CAS lines are used for inbound calls, call forwarding to voice mail may fail.</p> <p><b>Workaround</b> Manually configure 'phonenumE164' in CUE via CLI or CUE GUI. Configure DID to point to Floating Extension which has CFA pointing to internal extension.</p>                                                                                                                                                          |
| CSCtx86440 | <p>Unable to add DID for FXS/DID trunk or T1/E1 CAS lines.</p> <p><b>Symptom</b> Validation error is encountered preventing addition of FXS/DID trunk or T1/E1 CAS lines. The validation error is incorrect.</p> <p><b>Workaround</b> None.</p>                                                                                                                                                                                                                                                                                         |

## Release Notes

**Table 7 Open Caveats in Cisco Configuration Assistant 3.2.1 and earlier**

| Ref Number | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CSCtz93776 | <p>Phone firmware does not upgrade in phones after Software Pack upgrade.</p> <p><b>Symptom</b> When upgrading software pack on a UC500 that is not in factory default state, phone firmware is installed in flash. But the Load commands and tftp commands are not updated properly. So the phones do not upgrade themselves with the new firmware.</p> <p><b>Workaround</b> After upgrading, go to the Phone Load Management window and manually upgrade the phone firmware.</p> |
| CSCua00673 | <p>Incoming calls fail to internal SIP endpoints, such as SIP desktop phones or Jabber for iPhone.</p> <p><b>Symptom</b> Incoming calls fail. Call traces show UC500 returns cause '403 Forbidden'.</p> <p><b>Workaround</b> Add the following command so that internal SIP endpoints ignore the Outbound Proxy Server configured for SIP Trunk.</p> <pre>UC500#config terminal UC500(config)#voice register global UC500(config-register-global)#no outbound-proxy system</pre>   |
| CSCtz36465 | <p>SSL VPN client (SPA525 phone) fails to connect VPN session.</p> <p><b>Symptom</b> SPA525 phone shows "Failed to obtain WebVPN cookie"</p> <p><b>Workaround</b> After image upgrade, create a new certificate and reload UC500.</p> <p>For example (using CCA)<br/>You may regenerate certificates by going to <b>Configure &gt; Security &gt; SSL VPN</b> and click the <b>"Regenerate Certificate"</b> button.</p>                                                             |



## Resolved Caveats in CCA 3.2.1

This section describes the resolved caveats for the current release.

**Table 8 Resolved Caveats in Cisco Configuration Assistant 3.2.1**

| Ref Number | Description                                                                                                     |
|------------|-----------------------------------------------------------------------------------------------------------------|
| CSCtn10171 | An extra UC icon shows up on the topology after using the Telephony Setup Wizard.                               |
| CSCtq67250 | The last four buttons of the 7931 phone becomes inactive after applying a custom template.                      |
| CSCtr03765 | The Call Blast Group did not support Dynamic login/logout through softkeys.                                     |
| CSCtt00298 | Error messages display in the Outgoing Dialing Plan when changing locale.                                       |
| CSCtu02294 | Changes to channel signaling do not push the configuration to the router.                                       |
| CSCtu26773 | Registrar Server Expiry may not be applied without the Registrar Server                                         |
| CSCtu42616 | PRI ISDN map is automatically restored on reconfigure of PRI.                                                   |
| CSCtw68473 | It is not possible to install a locale pack on the UC500 (software pack 8.2).                                   |
| CSCtx00912 | SIP trunk option shows up twice in Incoming Trunk.                                                              |
| CSCtx01717 | Smart port for an access point failed on the UC520.                                                             |
| CSCtx45676 | Unable to remove old holidays.                                                                                  |
| CSCtx56559 | Unable to configure T1 ports with analog signaling after Multisite Configuration on the UC520.                  |
| CSCtx86159 | The FXS port is removed when the refresh button is clicked.                                                     |
| CSCty29419 | The documentation is ambiguous regarding caller-id playback for voicemails.                                     |
| CSCty46264 | The button layout for 7931G is missing in the template.                                                         |
| CSCty72278 | There should be uniqueness checks at the user and phone using case-insensitive string comparisons.              |
| CSCtz12004 | The Australia Numbering Plan Locale for Outgoing Dial Plans is generating two dial-peers for Emergency numbers. |

# 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](http://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](http://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.

| <b>Cisco Configuration Assistant</b>                                            |                                                                                                                                                                                                                                                                  |
|---------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Cisco Configuration Assistant Product Page                                      | <a href="http://www.cisco.com/go/configassist">www.cisco.com/go/configassist</a>                                                                                                                                                                                 |
| Cisco Configuration Assistant Technical Documentation                           | <a href="http://www.cisco.com/en/US/products/ps7287/tsd_products_support_series_home.html">www.cisco.com/en/US/products/ps7287/tsd_products_support_series_home.html</a>                                                                                         |
| <b>Cisco Small Business</b>                                                     |                                                                                                                                                                                                                                                                  |
| Cisco Partner Central for Small Business (Partner Login Required)               | <a href="http://www.cisco.com/web/partners/sell/smb">www.cisco.com/web/partners/sell/smb</a>                                                                                                                                                                     |
| Cisco Small Business Home                                                       | <a href="http://www.cisco.com/smb">www.cisco.com/smb</a>                                                                                                                                                                                                         |
| <b>Cisco Small Business Support</b>                                             |                                                                                                                                                                                                                                                                  |
| Cisco Small Business Support Community                                          | <a href="http://www.cisco.com/go/smallbizsupport">www.cisco.com/go/smallbizsupport</a>                                                                                                                                                                           |
| Cisco Small Business Support and Resources                                      | <a href="http://www.cisco.com/go/smallbizhelp">www.cisco.com/go/smallbizhelp</a>                                                                                                                                                                                 |
| Phone Support Contacts                                                          | <a href="http://www.cisco.com/en/US/support/tsd_cisco_small_business_support_center_contacts.html">www.cisco.com/en/US/support/tsd_cisco_small_business_support_center_contacts.html</a>                                                                         |
| Cisco Small Business Firmware Downloads                                         | <a href="http://www.cisco.com/cisco/software/navigator.html">www.cisco.com/cisco/software/navigator.html</a>                                                                                                                                                     |
| <b>Cisco Smart Business Communications System and Components</b>                |                                                                                                                                                                                                                                                                  |
| Cisco UC500 software packages and localization files (Cisco.com Login Required) | <a href="http://www.cisco.com/go/uc500swpk">www.cisco.com/go/uc500swpk</a>                                                                                                                                                                                       |
| Cisco Smart Business Communications System                                      | <a href="http://www.cisco.com/go/sbcsresources">www.cisco.com/go/sbcsresources</a>                                                                                                                                                                               |
| Cisco Unified Communications 500 Series                                         | <a href="http://www.cisco.com/go/uc500resources">www.cisco.com/go/uc500resources</a>                                                                                                                                                                             |
| Cisco Unified Communications 500 Series Configuration Support Policy            | <a href="http://www.cisco.com/en/US/partner/prod/collateral/netmgts/ps7256/ps7287/cisco_cca_cli_support_policy.pdf">www.cisco.com/en/US/partner/prod/collateral/netmgts/ps7256/ps7287/cisco_cca_cli_support_policy.pdf</a><br><br>(This link requires CCO login) |
| Cisco SPA500 Series IP Phone                                                    | <a href="http://www.cisco.com/go/spa500phones">www.cisco.com/go/spa500phones</a>                                                                                                                                                                                 |
| Cisco SPA300 Series IP Phones                                                   | <a href="http://www.cisco.com/en/US/products/ps10998/tsd_products_support_series_home.html">www.cisco.com/en/US/products/ps10998/tsd_products_support_series_home.html</a>                                                                                       |
| Cisco Unified IP Phones 7900 Series                                             | <a href="http://www.cisco.com/en/US/products/hw/phones/ps379/">www.cisco.com/en/US/products/hw/phones/ps379/</a>                                                                                                                                                 |

## Release Notes

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|------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Cisco AP541N Access Point                                                                | <a href="http://www.cisco.com/go/ap500resources">www.cisco.com/go/ap500resources</a>                                                                                          |
| Cisco SA500 Security Appliance                                                           | <a href="http://www.cisco.com/go/sa500resources">www.cisco.com/go/sa500resources</a>                                                                                          |
| Cisco ESW500 Series Switches                                                             | <a href="http://www.cisco.com/go/esw500resources">www.cisco.com/go/esw500resources</a>                                                                                        |
| Cisco Small Business 300 Series Managed Switches                                         | <a href="http://www.cisco.com/go/300switches">www.cisco.com/go/300switches</a>                                                                                                |
| Cisco 200 Series Smart Switches                                                          | <a href="http://www.cisco.com/go/200switches">www.cisco.com/go/200switches</a>                                                                                                |
| Cisco PVC2300 (Audio/PoE) and WVC2300 (Audio/Wireless-G) Business Internet Video Cameras | <a href="http://www.cisco.com/go/smallbizcameras">www.cisco.com/go/smallbizcameras</a>                                                                                        |
| Cisco Secure Router SR500 Series                                                         | <a href="http://www.cisco.com/go/sr500">www.cisco.com/go/sr500</a>                                                                                                            |
| <b>License Notices</b>                                                                   |                                                                                                                                                                               |
| Open Source License Notices                                                              | <a href="http://www.cisco.com/go/osln">www.cisco.com/go/osln</a><br>The Open Source License Notice for CCA 3.2.1 is available on the CCA software download page on Cisco.com. |

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