Cisco DPA 7630/7610 Voice Mail Gateway Version 1.2(1) Release Notes

May 25, 2001

These release notes are for use with the Cisco DPA 7630/7610 Voice Mail Gateways with software version 1.2(1). The DPA 7630/7610 interfaces Definity and Meridian 1 PBX systems and Octel voice mail systems with Cisco CallManager systems.

These release notes provide the following information:

C I S C O S Y S T E M S

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78-12814-02 Rev. B0

Documentation Roadmap

Refer to the *Cisco DPA 7630/7610 Voice Mail Gateways Administration Guide* for details about installing and administering the DPA 7630/7610. This guide ships with the DPA 7630/7610 and is also available online at this location:

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_access/7630adpt/dpa_v1_2/index.htm

New and Changed Information

The following topics describe new or changed features in version 1.2(1) of the DPA software:

• Consolidated Software Versions for DPA Platforms, page 2

• Updated MIB Support, page 2

• Half- and Full-Duplex Ethernet Support, page 2

Consolidated Software Versions for DPA Platforms

Version 1.2(1) of the software for the DPA 7630/7610 updates previous software versions. Previously, the DPA 7630 supported version 1.0 of the software, and the DPA 7610 supported version 1.1. Both platforms now support and use version 1.2(1).

Updated MIB Support

Version 1.2(1) supports a DPA-specific MIB variable. See the "Network Management Protocols" section on page 16 for details.

Half- and Full-Duplex Ethernet Support

You can now use half- or full-duplex Ethernet with the DPA 7630. See the "Configuring Ethernet" section on page 14 for details.

Resolved Caveats

Table 1 includes the list of caveats from the DPA 7630 (v.1.0) that have been resolved with this software update (v.1.2). Except where noted, these caveats were not present on the DPA 7610 because they were resolved in its software release (v.1.1).

Table 1   DPA 7630 (v.1.0) Resolved Caveats

Bug ID	Summary	Explanation
CSCdr84798	The DPA 7630 produces runt packets (under 64K) when speed and duplex combinations are configured on an Ethernet card in a Cisco Catalyst series switch.	A code change to the DPA software corrects this behavior. You can now use half or full duplex Ethernet with the DPA 7630. See the "Configuring Ethernet" section on page 14.
CSCds34576	Call transfers between an Octel 200 series voice mail system and a Cisco CallManager system occasionally do not work.	A code change to the DPA software corrects this behavior.
CSCds46787	The bootloader XMODEM does not allow en dashes ("-" characters) in filenames.	A code change to the DPA software corrects this behavior.
CSCds50531	The Octel voice mail system sometimes fails to answer a call that you place immediately after terminating a previous call to the same extension number.	A code change to the DPA software corrects this behavior.
CSCds79721	The DPA 7630 allows setting of passwords containing illegal characters.	A code change to the DPA software corrects this behavior.
CSCds89867	The DPA 7630 resets itself with auto-registration disabled.	A code change to the DPA software corrects this behavior.

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Table 1   DPA 7630 (v.1.0) Resolved Caveats

Bug ID	Summary	Explanation
CSCdt12277	The DPA 7630 does not support full-duplex and 100baseT Ethernet.	A code change to the DPA software corrects this behavior. You can now use half or full duplex Ethernet with the DPA 7630. See the "Configuring Ethernet" section on page 14.
CSCdu19571[1]	DHCP renewals are broadcast rather than unicast to the DHCP server.	A code change to the DPA software corrects this behavior.
CSCdu19598[1]	The DHCP renewal interval is rounded up to the next 10 seconds.	A code change to the DPA software corrects this behavior.
CSCdu19600[1]	If two DHCP servers respond to a DHCP request and the first response is a NAK, then a subsequent ACK from the other server is ignored, and the DPA 7630/7610 retries the request.	A code change to the DPA software corrects this behavior.
CSCdu19657[1]	After receiving a NAK response from the DHCP server, the DPA 7630/7610 sends frequent DHCP requests.	A code change to the DPA software corrects this behavior.
CSCuk21351	The DPA 7630 does not allow the use of network host or domain names with sections starting with digits.	A code change to the DPA software corrects this behavior.
CSCuk21507[1]	Call to voice mail immediately following a previous transfer is dropped.	A code change to the DPA software corrects this behavior.

1. These caveats applied to versions 1.0 and 1.1 of the DPA software.

Open Caveats

Open caveats are unexpected behaviors or defects in the software releases for a product. Table 2 contains information on known problems for the DPA 7630/7610.

If you have a CCO account, you can search for known problems on the Cisco bug tracking system tool, called Bug Navigator II. To access Bug Navigator II, do one of the following tasks:

- Enter **http://www.cisco.com/support/bugtools** in your web browser.
- Log in to CCO and choose **Service & Support > Technical Assistance Center > Tools > Software Bug Toolkit > Bug Navigator II**.

Table 2   DPA 7630/7610 Open Caveats

Bug ID	Summary	Explanation
CSCdr83003	The FTP server does not require a username or a password.	The DPA 7630/7610 does not require user names and ships without a set or enabled password. Once you set a password, however, the DPA 7630/7610 requires that you use it.
		If you are able to access FTP without entering a password, then no password has been set. To set the password, complete the following procedure: From the main menu, select **Configure > Passwords**, select **Login password**, then enter the new password.
		Refer to the section "Configuring Passwords" on page 4-10 in the *Cisco DPA 7630/7610 Voice Mail Gateways Administration Guide for more details.*
CSCdr83478	The console locks up and requires a power cycle to resume functioning.	In rare circumstances, a terminal program connected to the console port of the DPA 7630/7610 might lock up. The DPA 7630/7610 itself continues to function correctly.
		To work around the problem, restart the terminal program.

Table 2 DPA 7630/7610 Open Caveats (continued)

Bug ID	Summary	Explanation
CSCdr87999	Fax messaging fails to work across a G.711 inter-cluster trunk.	Under certain circumstances, fax messaging across a G.711 inter-cluster trunk can fail. Be aware that fax messaging will not work if any part of the system through which you are sending the fax is operating in G.729 mode. Verify that your inter-cluster trunk, or H.323-analog gateway, is registered as a G.711 in the Cisco CallManager.
CSCdr88571	The Message Waiting Indicator (MWI) feature does not travel across an inter-cluster trunk.	MWI commands are not propagated across inter-cluster links. Therefore, the DPA 7630/7610 can set MWIs only for those extensions located on the same Cisco CallManager cluster as the DPA 7630/7610 itself.
CSCdr90825	Sending a file to the DPA 7630/7610 takes considerably longer than receiving the same file from the DPA 7630/7610.	This is expected behavior. It takes longer to write to the Flash-based filing system used by the DPA 7630/7610 than to read from it.
CSCdr93073	Only two simultaneous Telnet sessions are supported by the DPA 7630/7610 at any given time.	This is expected behavior. The DPA 7630/7610 does not accept more than two simultaneous Telnet sessions.
CSCdr93980	Attempting an unsupervised transfer from an Octel voice mail system to a non-existent or busy Cisco CallManager extension results in the caller being disconnected.	Do not allow extensions that do not have a "forward when busy" number assigned to them to be the target of unsupervised transfers. If this is unavoidable, all extensions should forward on busy to a device that is always be available, such as the DPA 7630/7610.

Table 2   DPA 7630/7610 Open Caveats (continued)

Bug ID	Summary	Explanation
CSCds08331	Time stamps and delta times in the event log are out of order or expressed as negative numbers.	The DPA 7630/7610 maintains time by periodically synchronizing with a network time source (an NTP server) and by relying on its own internal timer between network updates. Because this internal timer can differ slightly from the NTP server's time source, a gradual divergence between the two clocks can occur, requiring adjustments upon the next synchronization. These adjustments can cause time stamps and delta times in the event log to appear out of order.
CSCds25389	Voice mail hunt groups containing more than 13 extensions can cause voice mail access to fail with an error tone.	By default, Cisco CallManager supports a maximum of 12 forwarding hops, leading to a maximum of 13 extensions in any one hunt group. To work around the problem, do one of the following steps: • Set the "ForwardMaximumHopCount" System Parameter to more than 12. (Refer to the section "Setting the Hop Count" on page 3-12 of the *Cisco DPA 7630/7610 Voice Mail Gateways Administration Guide* for instructions on setting this parameter.) • Divide the DPA 7630/7610 into several hunt groups (possibly all in the same forwarding chain) to improve load balance.
CSCds25783	Transfers using the Octel system connect immediately if the caller presses phone keys while on hold.	Octel-supervised transfers connect immediately if keys are pressed while the call is on hold. This is expected behavior caused by operational differences between Definity and Meridian 1 PBX systems and the Cisco CallManager.

Table 2   DPA 7630/7610 Open Caveats (continued)

Bug ID	Summary	Explanation
CSCds34595	When set to perform supervised transfers, an Octel 250 voice mail system sometimes inaccurately reports that an extension is busy.	The Octel system sometimes identifies as busy an extension that is actually unavailable. This occurs when the Octel system is set to perform supervised transfers to an extension, and when that extension is configured to forward all calls to voice mail. Under these circumstances, the Octel system cannot correctly identify why a call is forwarded to voice mail.
CSCds38975	Using the Cisco IP Phone 7960 in speakerphone mode at a high volume and in conjunction with the DPA 7630/7610 can cause some dual tone multi-frequency (DTMF) digits to be sent twice.	Some DTMF digits are sent both in-band (caused by acoustic coupling between the speaker and the microphone) and out-of-band. As a result, the Octel Voice Mail System receives the digit twice. To work around this problem, ensure that the Cisco IP Phone operates with a firmware version of P003D301 or later.
CSCds39732	MWIs (message waiting indicators) fail to turn off and the Octel 250 Voice Mail System disables its MWI ports.	For MWIs to function properly, the Message Waiting Timeout feature in menu 6.2 of the Octel system must be set to the "positive acknowledgement" setting. The "negative acknowledgement" setting directs the Octel system to interpret the lack of a confirmation tone as an error indication. The DPA 7630/7610 requires that the "positive acknowledgement" option be used. To work around this problem, set the Octel system's Message Waiting Timeout feature in menu 6.2 to "positive acknowledgement."

Table 2   *DPA 7630/7610 Open Caveats (continued)*

Bug ID	Summary	Explanation
CSCds40475	Transfers from a Cisco IP Phone to a PBX phone via the DPA 7630/7610 are routed directly to voice mail.	The DPA 7630/7610 functions properly in a Hybrid configuration only if the Cisco CallManager has a route plan that allows the Octel Voice Mail System to make calls to a PBX system via the Cisco CallManager. For example: • PBX directory numbers are 5XXX • Cisco CallManager route plan is 8.XXXXX In this case, you must create a route plan for the Cisco CallManager that accepts the PBX pattern of 5XXX and allows the DPA 7630/7610 to route the calls over the digital link.
CSCds59539	You cannot manually add a static route to the DPA 7630/7610.	The DPA 7630/7610 can receive Internet Control Message Protocol (ICMP) redirects from the gateway and update its routing tables accordingly.
CSCds73942	When resetting a DPA port from Cisco Call Manager, the port status screen on the DPA 7630/7610 does not always show the port being reset.	The port status screen is refreshed periodically. Sometimes, the port completes the reset cycle and comes back up in between the screen refresh.
CSCds76719	If the event log levels on the DPA 7630/7610 are set to "trace" for all ports, then functionality is impaired.	You should only enable trace if instructed to do so by a Cisco technical representative.
CSCds91358	On an Octel 250/350, the DPA 7630/7610 may cause the "loopback test" from the port test menu to fail, giving as the reason "NO AV A RESP."	This does not indicate an error with the Octel system. Regular port testing should be disabled on ports connected to a DPA 7630/7610 to avoid generating errors on the Octel.

Table 2   DPA 7630/7610 Open Caveats (continued)

Bug ID	Summary	Explanation
CSCdt04499	Calls going through the DPA 7630/7610 immediately after a port has registered with Cisco CallManager might not be answered by the Octel system.	This is caused by Octel ports not being completely ready to accept incoming calls until some time after they are initialized. To work around this, do not make calls through the DPA 7630/7610 until all the ports on the DPA 7630/7610 have been initialized.
CSCdt12455	The Octel 200 appears to take a while to initialize its ports when connected to the DPA 7610.	The ports appear as initialized on the DPA port status screen, but using the "pstat" command on the Octel 200, the ports appear to be in "err" state. Calls made through the DPA 7610 while it is initializing might be unanswered by the voice mail system. To avoid this problem, allow more time for all the Octel ports to initialize before making calls through the DPA 7610.
CSCdt15035	The PBX ports on the DPA 7630/7610 appear disabled, but they are enabled in the Meridian 1 PBX.	The DPA 7630/7610 requires all ports connected to the Meridian 1 PBX to have key 6 configured as a MSB key. If they do not have this, the DPA 7630/7610 cannot determine that the PBX ports are active. Therefore, the ports appear to be disabled, and MWIs will not work on PBX phones. The DPA 7630/7610 requires the all of the following keys on ports connected to the PBX: • 06 MSB (Make Set Busy) • 13 MIK (Message Indication Key) • 14 MCK (Message Cancel Key)
CSCdt44142	The DPA 7630/7610 needs to be restarted after a change to the Ethernet speed or duplex setting.	This is as designed.

Table 2   DPA 7630/7610 Open Caveats (continued)

Bug ID	Summary	Explanation
CSCdt45372	The DPA 7630/7610 might exhibit problems if the Ethernet interface is set to auto-negotiation and the switch is set to fixed speed or duplex, or vice-versa.	This is not a supported configuration. The DPA 7630/7610 requires that both connections are either configured to auto-negotiaton or set to the same combination of speed and duplex.
CSCdt49576	Reprogramming the boot loader while the DPA 7630/7610 is busy causes other activity on the DPA 7630/7610 to be suspended or stopped.	You should only update the boot loader when the DPA 7630/7610 is otherwise idle. ⚠ **Caution** Only upgrade the boot loader if you are instructed to do so by a Cisco technical representative. If you encounter difficulties during this upgrade, such as a loss of power, the DPA 7630/7610 might not be able to start up.
CSCdt95805	7-digit extensions do not get integration with Octel 200 and the DPA 7630	Using mailboxes and extensions of 7 digits or more might cause the Octel system to fail to recognize the mailbox and thus be unable to integrate correctly. Extensions of 7 digits or more are not supported by the DPA 7630. If an installation requires extensions of this length, then you should consider alternative methods of integration.

Table 2   DPA 7630/7610 Open Caveats (continued)

Bug ID	Summary	Explanation
CSCdu07314	Some ports on the DPA 7630 are off-hook after restart.	When connected to an Octel 200 system, some ports on the DPA 7630 might appear to be in the "off hook" state while the DPA 7630 is starting up. Ports also might not answer calls. The Octel 200 reports these ports to be in "NDT" state (via the pstat command).
		This behavior stops shortly after the DPA 7630 has started up and all the ports register successfully with Cisco CallManager. This occurs because the Octel system performs a self test on the ports as they become available. The Octel 200 goes off hook and checks for dial tone.
		However, this test might fail while the ports are registering with the Cisco CallManager. The Octel will then retry the test after two minutes, by which time the ports will have stabilized and the test will pass.
		Calls through the DPA 7630 should not be made until all the Octel 200's ports that are connected to the DPA have successfully come up, and are in "IDL" state (as reported by pstat).
CSCdu14733	During restart, a warning stating that the Cisco CallManager connection has gone down appears for some of the ports on the DPA 7630/7610.	This can be caused by several factors during the startup process. However, once all the ports have come up, the warnings should not re-occur.
		You can safely ignore these warnings during the startup process.

Table 2   DPA 7630/7610 Open Caveats (continued)

Bug ID	Summary	Explanation
CSCuk23263	Pauses in Octel's MWI set/clear dial string can cause MWIs to fail on the DPA 7630.	Pauses in the Octel's message waiting indicator activation and deactivation dialing sequences can cause the DPA 7630 to fail to recognize MWI commands.
		This is caused by a timeout in the DPA 7630 while it waits for all of the digits in the MWI sequence to be sent. A long delay in the dialing sequence causes the DPA7630 to assume the command had been completed before the Octel dials the rest of the command, and the MWI command would be missed by the DPA 7630.
		In versions prior to 1.2(1), you can resolve this by removing any pauses from the dialing sequence specified in the configuration of the Octel.
		In version 1.2(1) and later, the DPA 7630 uses any pauses in the "Definity MWI ON pre-extension dial string" and "Definity MWI OFF pre-extension dial string" menu options from the **Configure > Octel/Definity integration** menu.
		See "Setting Dialing Sequence for Message Waiting Indicator" section on page 16 for additional information.
CSCuk23485	Resetting one of the DPA ports from Cisco CallManager causes the DPA 7630/7610 to give a warning that the port has lost its connection to Cisco CallManager.	This is expected behavior. Resetting a port causes the DPA 7630/7610 to immediately drop any calls on that port. The warning indicates a possible cause of terminated or lost voice mail calls.
CSCuk23785	The first MWI sent on a port is not read by the Meridian 1 PBX. After each PBX port has failed to send its first MWI command, subsequent MWI commands are sent properly.	To avoid this, you can queue MWI commands using the **Clear M1 MWIs** command from the **Configure > Octel/Meridian 1** menu.
		To guarantee all ports are initialized correctly, clear at least 8 MWIs. To avoid disrupting users, enter extensions that are not in use on the PBX.

Documentation Errata

Refer to these sections for update to the *Cisco DPA 7630/7610 Voice Mail Gateways Administration Guide:*

Configuring Ethernet

The following section modifies the "Connecting to Ethernet" section on page 2-8 and the "Configuring Network Settings" section beginning on page 4-4 of the *Cisco DPA 7630/7610 Voice Mail Gateways Administration Guide*.

The DPA 7630/7610 fully supports 10/100 Mbps half- and full-duplex Ethernet. Follow these steps to configure these settings on DPA 7630/7610 appropriate for your network.

Step 1   From the main menu, choose **Configure**.

Step 2   Choose **Network interface**.

Step 3   Choose **Ethernet**.

Step 4   Choose the option that matches the setting on the switch to which the DPA 7630/7610 is connected:

- auto-negotiation
- 100Mb/s half duplex
- 100Mb/s full duplex
- 10Mb/s half duplex
- 10Mb/s full duplex

Step 5   Restart the DPA 7630/7610.

Connecting the DPA 7630 to the Definity PBX System

The following section updates the "Connecting to the Octel and Definity Systems on a Cisco DPA 7630" section on page 2-11 of the *Cisco DPA 7630/7610 Voice Mail Gateways Administration Guide*.

Figure 1 illustrates how to connect the wires from the DPA 7630 to the Definity PBX system. Starting with port 1, you skip a port, cross the next two ports, skip a port, cross the next two ports, and so on. For example:

- Leave pair 1 unused on both the DPA 7630 and Definity PBX

- Cross pairs 2 and 3, so that Tx (transmit) from DPA 7630 connects with Rx (receive) from the Definity PBX

- Leave pair 4 unused on both the DPA 7630 and Definity PBX

- Cross pairs 5 and 6, so that Tx (transmit) from DPA 7630 connects with Rx (receive) from the Definity PBX

Figure 1   DPA 7630 Wiring to the Definity PBX System
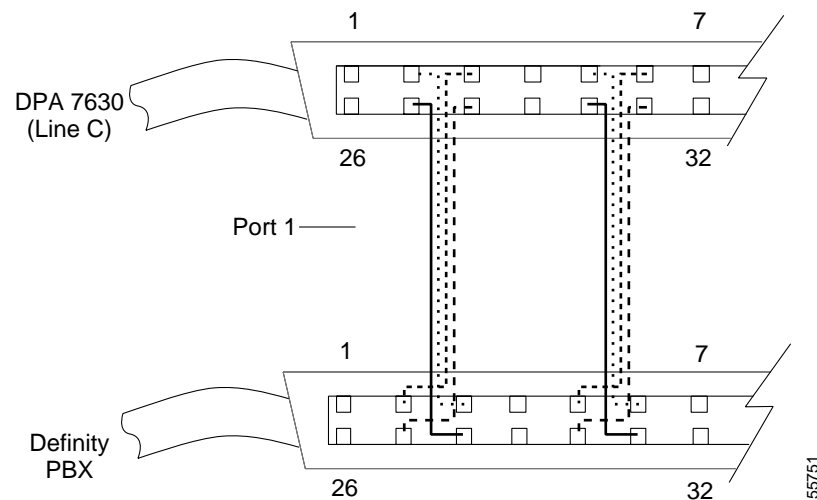
Network Management Protocols

The following section modifies the "Network Management Protocols" section on page 1-6 of the *Cisco DPA 7630/7610 Voice Mail Gateways Administration Guide*.

The DPA 7630/7610 supports an additional DPA-specific Cisco MIB in version 1.2(1). The MIB OID is: `CALISTA-DPA-MIB`.

For an explanation of this MIB, refer to the SNMP v2 MIBs available at the following location:

http://www.cisco.com/public/sw-center/netmgmt/cmtk/mibs.shtml

Setting Dialing Sequence for Message Waiting Indicator

The following section modifies the "Setting Dialing Sequence for Message Waiting Indicator" section on page 3-14 and the "Entering Dialing Sequences for MWI Activation on DPA 7630" on page 4-13 of the *Cisco DPA 7630/7610 Voice Mail Gateways Administration Guide*.

The dialing sequence can also optionally include a comma (,) to indicate a pause of 200 milliseconds (ms). These are additive, so a series of four commas (,,,,) is an 800 ms pause. Each pause causes the DPA 7630 to wait an additional 200 ms while receiving MWI commands from the Octel system, and also creates a 200 ms delay while sending the command on to the PBX.

For example, if you enter #40,,,,, as the dialing sequence, the DPA 7630 waits an additional second for MWI commands. The DPA 7630 also inserts a 1 second pause when dialing the command to the PBX (after dialing #40 and before dialing the extension number).

Obtaining Documentation

The following sections provide sources for obtaining documentation from Cisco Systems.

World Wide Web

You can access the most current Cisco documentation on the World Wide Web at the following sites:

- http://www.cisco.com
- http://www-china.cisco.com
- http://www-europe.cisco.com

Documentation CD-ROM

Cisco documentation and additional literature are available in a CD-ROM package, which ships with your product. The Documentation CD-ROM is updated monthly and may be more current than printed documentation. The CD-ROM package is available as a single unit or as an annual subscription.

Ordering Documentation

Cisco documentation is available in the following ways:

- Registered Cisco Direct Customers can order Cisco Product documentation from the Networking Products MarketPlace:

  http://www.cisco.com/cgi-bin/order/order_root.pl

- Registered Cisco.com users can order the Documentation CD-ROM through the online Subscription Store:

  http://www.cisco.com/go/subscription

- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco corporate headquarters (California, USA) at 408 526-7208 or, in North America, by calling 800 553-NETS(6387).

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To submit your comments by mail, use the response card behind the front cover of your document, or write to the following address:

Attn Document Resource Connection
Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-9883

We appreciate and value your comments.

Obtaining Technical Assistance

Cisco provides Cisco.com as a starting point for all technical assistance. Customers and partners can obtain documentation, troubleshooting tips, and sample configurations from online tools. For Cisco.com registered users, additional troubleshooting tools are available from the TAC website.

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To access Cisco.com, go to the following website:

http://www.cisco.com

Technical Assistance Center

The Cisco TAC website is available to all customers who need technical assistance with a Cisco product or technology that is under warranty or covered by a maintenance contract.

Contacting TAC by Using the Cisco TAC Website

If you have a priority level 3 (P3) or priority level 4 (P4) problem, contact TAC by going to the TAC website:

http://www.cisco.com/tac

P3 and P4 level problems are defined as follows:

- P3—Your network performance is degraded. Network functionality is noticeably impaired, but most business operations continue.
- P4—You need information or assistance on Cisco product capabilities, product installation, or basic product configuration.

In each of the above cases, use the Cisco TAC website to quickly find answers to your questions.

To register for Cisco.com, go to the following website:

http://www.cisco.com/register/

If you cannot resolve your technical issue by using the TAC online resources, Cisco.com registered users can open a case online by using the TAC Case Open tool at the following website:

http://www.cisco.com/tac/caseopen

Contacting TAC by Telephone

If you have a priority level 1(P1) or priority level 2 (P2) problem, contact TAC by telephone and immediately open a case. To obtain a directory of toll-free numbers for your country, go to the following website:

http://www.cisco.com/warp/public/687/Directory/DirTAC.shtml

P1 and P2 level problems are defined as follows:

- P1—Your production network is down, causing a critical impact to business operations if service is not restored quickly. No workaround is available.

- P2—Your production network is severely degraded, affecting significant aspects of your business operations. No workaround is available.