Release Notes for Cisco Personal Assistant 1.1(1a)

These release notes provide important compatibility specifications, bug and work-around information, and documentation details for Cisco Personal Assistant 1.1(1a) software.

Contents

This document contains the following sections:

Hardware Supported

Cisco Personal Assistant 1.1(1a) is supported on the following Cisco Media Convergence platforms:

- Cisco Media Convergence Server (MCS) 7835-1000—Features a 1 GHz Intel Pentium III CPU, 1 GB of memory, and dual 18.2 GB Ultra3 SCSI hot-plug hard drives with RAID support.
- Cisco Media Convergence Server (MCS) 7825-800—Features an 800 MHz Intel Pentium III CPU, 512 MB of memory, and a single 20 GB Ultra ATA hard drive.

CISCO SYSTEMS

The Cisco MCS series is a high-availability server platform for Cisco AVVID (Architecture for Voice, Video and Integrated Data) and the supported platform for a variety of Cisco AVVID applications. Cisco MCS series servers provide customers with a Cisco end-to-end solution and single point of contact for server/software support issues.

Additionally, Cisco Personal Assistant 1.1(1a) is supported on the following Cisco certified platforms:

- Compaq ProLiant DL320—Features a 1 GHz Intel Pentium III CPU, and must be configured with 1 GB of memory and dual 18.2 GB Ultra3 SCSI hot-plug hard drives with RAID support.

- Compaq ProLiant DL 380—Features an 800 MHz Intel Pentium III CPU, and must be configured with 512 MB of memory and a single 20 GB Ultra ATA hard drive.

Software Compatibility

Cisco Personal Assistant 1.1(1a) works with the following versions of Cisco CallManager, Unity voice mail, and Microsoft Exchange software:

- Cisco CallManager version 3.0(9) or later.

⚠️
Caution   Cisco Personal Assistant 1.1(1a) *is not* compatible with versions of Cisco CallManager that precede version 3.0(9). Use Personal Assistant 1.1(1a) only in conjunction with CallManager version 3.0(9) or later [3.0(x)] releases.

- Cisco Unity 2.4.6

- Microsoft Exchange 5.5 (for Unity voice mail and calendar scheduling)

- Microsoft Exchange 2000 (for calendar scheduling only)

✎
Note   If you have a CiscoWorks 2000 server in your network, Personal Assistant error messages can be sent to Syslog for collection and analysis. The supported version for Personal Assistant is CiscoWorks 2000 RME 3.1.

Important Notes

The following sections provide important notes about using Cisco Personal Assistant 1.1(1a):

- Assigning CTI Route Points to the JTAPI Administrator, page 3
- Specifying the Calendar Mailbox Name, page 3
- Specifying the Voice Mail Server, page 4
- Installing on a Domain Controller, page 4
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Assigning CTI Route Points to the JTAPI Administrator

You must assign Personal Assistant CTI route point(s) to the Personal Assistant JTAPI administrator after adding these CTI route points to CallManager. If you do not do this step, Personal Assistant setup will be incomplete and a busy tone will be heard when a Personal Assistant route point number is called.

If you have multiple Personal Assistant servers within a CallManager cluster, you need to assign each of the CTI route points for the servers to the Personal Assistant JTAPI administrator.

Use the following procedure.

Before You Begin

First, check that the JTAPI administrator for Personal Assistant has already been added to the list of CallManager users, and is specified in the **JTAPI User Name** field on the JTAPI Configuration page (accessible through the Personal Assistant System Administration interface).

Step 1   From the main menu of the CallManager Administration interface, choose **User > Global Directory**.

Step 2   Select the Personal Assistant user from the list of users.

Step 3   Click **Associated Devices** at the bottom of the screen.

Step 4   Click **Select Devices**.

Step 5   Select the Personal Assistant CTI route points that you want to add from the list by marking the corresponding check boxes.

Step 6   Click **Update**. After this step you will see a screen that says "Update successful." Check that the **List of Controlled Devices** field within this screen displays all of the assigned route points.

Specifying the Calendar Mailbox Name

The value that you enter for the **Calendar Mailbox Name** field in the Messaging Configuration page of Personal Assistant System Administration interface depends on the Microsoft Exchange server that you are using for calendar schedules.

To reach the Messaging Configuration Page, choose **System > Messaging** from the main menu of the Personal Assistant System Administration interface. Next, do one of the following:

- If you are using a Unity voice mail system and the embedded Microsoft Exchange Server for your calendar schedule, enter the phrase "Unity Messaging" in the **Calendar Mailbox Name** field.

- If you are using a Unity unified messaging system with an external Microsoft Exchange Server for message storage and calendar schedule, enter the phrase "Unity Messaging" in the **Calendar Mailbox Name** field.

- If you are not using a Cisco Unity System but are still using Microsoft Exchange for your Calendar schedule, use the "FirstName LastName" of the administrator account configured on the Exchange server. Enter this information in the **Calendar Mailbox Name** field.

  You can get "FirstName LastName" information as follows:

    - For Microsoft Exchange 5.5—Run Microsoft Exchange Administrator and select **Recipients** under your exchange site. From the recipients list on the right, double-click on the **Administrator** user. This will bring up a properties window with "FirstName LastName" information.

- For Microsoft Exchange 2000—Run Active Directory Users and Computers and select **Users**. From the list of users on the right, double click on the **Administrator** user. This brings up a properties window with "FirstName LastName" information.

Specifying the Voice Mail Server

Do not specify a domain name suffix or IP address in the **Voicemail Server** field. (This field is located in the Voicemail Configuration page of the Personal Assistant System Administration interface). Specifying a domain name suffix will cause the MAPI (Messaging Application Programming Interface) profile creation to fail, thereby preventing users from logging in to voice mail.

The following example shows correct and incorrect entries for the Voicemail Server field:

Correct: vm1

Incorrect: vm1.cisco.com

Incorrect: 171.69.72.56

Installing on a Domain Controller

Personal Assistant cannot be installed on a system which is a domain controller. A domain controller system will not let you log on as a local administrator.

Deletion restrictions

Personal Assistant cannot delete user information (specifically, the user_info/<uid> node) for a user who has been removed from the corporate directory. This deletion restriction can cause problems in cases where destinations are common to both deleted and existing users.

Application Known Problems

Known problems are both expected behaviors and defects in software releases for a product. Table 1 contains information about known problems for Cisco Personal Assistant 1.1(1a).

Additionally, you can search for known problems on the Cisco bug tracking system tool, called Bug Navigator. To access Bug Navigator, enter **http://www.cisco.com/support/bugtools** in your web browser.

Table 1 Cisco Personal Assistant 1.1(1a) Known Problems

Bug ID	Symptom	Explanation
CSCdt03273	Personal Assistant does not notify users when a conference call participant exits the conference.	This is normal behavior. Once a conference call is successfully set up, Personal Assistant ends its participation in the call. Therefore, Personal Assistant is not available to notify users when one caller in the conference hangs up.
CSCdt35196	A pager destination is not available for selection in the Rules page of the User interface.	A pager destination might not be available for the user to select in the Rules page, even though the destination has been established in the Destinations page. This is normal behavior. A pager cannot function as a single destination in a rule; a pager can function only as part of destination group that contains at least one phone number.
CSCdt44942	Personal Assistant continues to list or read voice mail messages from User X after you have asked it to begin listing or reading messages from User Y.	You cannot use the list-read command to access messages from a particular user from menus other than the voice mail main menu. For example, if you are listening to messages from User X and tell Personal Assistant to "list messages from User Y," Personal Assistant continues to list messages from User X. To work around the problem, say "cancel" to exit the list-read menu and to return to the main menu. Then give the command, "Read (or list) messages from user Y."
CSCdt56899	Personal Assistant sends or forwards "silent messages" (messages that have no audio content) without alerting the user.	Personal Assistant does not distinguish between a "silent message" (a message with no audio content) and a successfully recorded message when sending (or forwarding) messages from one user to another. Therefore, if a user provides no spoken message, or if the mute feature on user's telephone is engaged, a silent message is apparently "recorded." Personal Assistant does not alert the user that the message contains no audio content before sending or forwarding the silent message.

Table 1   Cisco Personal Assistant 1.1(1a) Known Problems (continued)

Bug ID	Symptom	Explanation
CSCdt67482	There is no apparent method in the User interface for changing the order of destinations within a destination group.	Users cannot change the order of destinations within a destination group in the User interface without deleting and re-adding some or all of the destinations.
		Note that the order in which users add destinations to a destination group is reflected in the order in which the destinations appear on the Destination Groups page in the User interface. Personal Assistant will call each destination in the group in the order in which the destinations appear on the interface page.
		To work around the problem, delete and re-add destinations as needed to get the correct order of destinations displayed on the Destinations page. Another work-around option is to create another destination group, then add the destinations to the new group in the correct sequence.
		Note The only exception to the above is an email-based pager; if a destination group contains a pager, Personal Assistant dispatches an email-based paging message at the same time that it calls the first phone number in the group.
CSCdt58084	The Personal Assistant User interface does not copy some selected entries from the corporate directory into the personal address book.	The Personal Assistant User interface will not copy some selected entries from the corporate directory into the personal address book if the selected entries span more than one page.
		A list of users that results from a search could span several interface pages, depending on the search string that is specified. If the user selects entries in several pages and adds them to the personal address book, only those entries selected from the last interface page are added.
		To work around the problem, narrow the search string used to generate relevant entries from the corporate directory. If the generated entries span more than one page, select entries from one page only before initiating another search.

Table 1   Cisco Personal Assistant 1.1(1a) Known Problems (continued)

Bug ID	Symptom	Explanation
CSCdt62080	There is no prompt for an incoming caller to record his or her name when the calling party's call screening feature is active.	Personal Assistant does not prompt the calling party to record his or her name in cases where: • caller ID is available and the caller is not a corporate user • the caller is a corporate user but has not established a recorded name with Personal Assistant (required upon initial log in) Personal Assistant prompts a caller to record his or her name if caller ID is not available and the caller is not a corporate user.
CSCdt82898	Placing a call with directory dialing results in Personal Assistant calling an out-of-service or incorrect number.	This can occur when user information changes in the corporate directory database, and when such changes are not reflected in the cache. User information is cached by Personal Assistant every time a user makes a call via Personal Assistant. For example, if the phone number 1-2-3 for User X is modified in the corporate directory to 4-5-6, and a call is placed to User X via Personal Assistant before the cache is refreshed, Personal Assistant calls the original number for User X (1-2-3), and not the modified number (4-5-6). The problem will be resolved upon the next system refresh. By default, a system refresh is scheduled to occur daily at 2:00 am. However, a system administrator can modify the refresh schedule.
CSCdt83361	Personal Assistant appears to fail to delete voice mail messages.	Personal Assistant will continue to list recently deleted voice mail messages among current message headers if the user has not logged out of voice mail or said "cancel" to return to the main menu after giving the deletion command. Personal Assistant marks messages for deletion and then deletes them when the user logs out of voice mail or exits the current menu. To work around the problem, say "cancel" to exit the list-read menu and return to the main voice mail menu. Then return to the list-read menu by saying "list messages." The messages marked for deletion are not listed.

Table 1   Cisco Personal Assistant 1.1(1a) Known Problems (continued)

Bug ID	Symptom	Explanation
CSCdt90040	An inadvertent message from Personal Assistant is recorded in user's voice mail. The message content might indicate that Personal Assistant is attempting to reach the user for call screening purposes.	Both the Personal Assistant call pickup timeout value (specified in the Settings page of the Personal Assistant User interface) and the JTAPI call pickup timeout value (specified in the JTAPI Configuration page in the Personal Assistant System Administration interface) must be shorter than the CallManager CFNA timeout setting. Otherwise, an inadvertent Personal Assistant message may get recorded in the user's voice mail when Personal Assistant attempts to transfer the call to multiple destinations. To work around the problem, make sure that the values for both the Personal Assistant call pickup timeout and the JTAPI call pickup timeout are shorter than the CFNA setting in CallManager.
CSCdt60817	Initiating a search of the corporate directory with either blank search fields or with only a wildcard symbol (*) in the search fields prompts an error message.	Personal Assistant prompts the user to provide a more specific search pattern in order to narrow the pool of names in which Personal Assistant conducts its search.
CSCdt33151	The Personal Assistant User interface allows the user to duplicate personal address book entries without alerting the user.	The User interface does not provide a warning about duplicate entries in the personal address book. Therefore, a user can add two or more identical entries in his or her personal address book without prompting a warning from Personal Assistant.
CSCdu09192	Installation fails with the following error: "Please enter valid administration login credentials for the service account."	Installation fails in this case when the Personal Assistant system belongs to a domain that has no administrator password, even if the local administrator account on the Personal Assistant system has a valid password. If you receive this error message during installation, go to the "Service Log on Account" section of "Cisco Personal Assistant Components" installation screen to see if the "use a domain account" check box is selected with no password entered. If so, perform the following work around: On the Personal Assistant system, map a drive from any host in the domain using the domain administrator name and password. Once the drive is mounted, continue with installation. The password for the domain should appear on the "Service Log on Account" section of the "Cisco Personal Assistant Components" installation screen.

Table 1   Cisco Personal Assistant 1.1(1a) Known Problems (continued)

Bug ID	Symptom	Explanation
CSCdt64365	The user receives an error message when attempting to log in to the User interface.	When a user's Personal Assistant User interface session times out, the next login attempt fails. This means that if a user logs into the User interface and remains inactive for 30 minutes, the session automatically expires, or "times out." The next time the user tries to login, the login attempt will fail. However, subsequent login attempts will succeed. To work around the problem, log in twice following an automatic time out.
CSCdt74830	Personal Assistant fails, and callers receive this message: "We are experiencing technical difficulties."	Substantial discrepancies in the Date and Time settings for Personal Assistant and CallManager systems can result in the failure of database requests. In this case, the Structured Query Language database server stops accepting requests to add personal address book grammar for the called user, thereby resulting in an error message. To work around the problem, make sure that the Time setting on the Personal Assistant, CallManager, Unity, and speech recognition servers are the same or nearly the same.

Troubleshooting

For troubleshooting information, see the Troubleshooting section of the Personal Assistant Administration Guide, available at the following URL:

http://www.cisco.com/univercd/cc/td/doc/product/voice/assist/index.htm

Related Documentation

The following table provides information about other documents available for Cisco Personal Assistant.

Table 2   Related Documentation for Cisco Personal Assistant

Document Title	Description	Where to Find It
Cisco Personal Assistant Administration Guide	Covers planning and administering Cisco Personal Assistant. Designed for system administrators.	• In the box—A printed version of this document ships with the product • On CCO—http://www.cisco.com/univercd/ cc/td/doc/product/voice/assist/assist1/index.htm • To order—See the "Ordering Documentation" section below for details Note A PDF version of this document is available from the CCO location.
Cisco Personal Assistant User Guide	Covers using the Cisco Personal Assistant User Administration interface, as well as speech-enabled dialing, conferencing, and voice mail features. Designed for end users.	• Within the software—The Cisco Personal Assistant User Administration interface provides this document in the form of context-sensitive online help accessible from the menu bar. • On CCO—http://www.cisco.com/univercd/ cc/td/doc/product/voice/assist/assist1/index.htm Note A PDF version of this document is available from both the online help and CCO locations.

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).

Documentation Feedback

If you are reading Cisco product documentation on the World Wide Web, you can submit technical comments electronically. Click **Feedback** in the toolbar and select **Documentation**. After you complete the form, click **Submit** to send it to Cisco.

You can e-mail your comments to bug-doc@cisco.com.

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 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.

Cisco.com

Cisco.com is the foundation of a suite of interactive, networked services that provides immediate, open access to Cisco information and resources at anytime, from anywhere in the world. This highly integrated Internet application is a powerful, easy-to-use tool for doing business with Cisco.

Cisco.com provides a broad range of features and services to help customers and partners streamline business processes and improve productivity. Through Cisco.com, you can find information about Cisco and our networking solutions, services, and programs. In addition, you can resolve technical issues with online technical support, download and test software packages, and order Cisco learning materials and merchandise. Valuable online skill assessment, training, and certification programs are also available.

Customers and partners can self-register on Cisco.com to obtain additional personalized information and services. Registered users can order products, check on the status of an order, access technical support, and view benefits specific to their relationships with Cisco.

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.