



# Release Notes for Cisco IP Phone Productivity Services 1.2(3)

---

These release notes are for use with Cisco IP Phone Productivity Services 1.2(3), which is a Software Maintenance Release. These release notes contain information on the following topics:

- [Documentation Roadmap, page 2](#)
- [Information Online, page 3](#)
- [Bugs Fixed for this Release, page 3](#)
- [Obtaining Documentation, page 4](#)
- [Obtaining Technical Assistance, page 5](#)



---

Corporate Headquarters:  
Cisco Systems, Inc., 170 West Tasman Drive, San Jose, CA 95134-1706 USA

Copyright © 2001. Cisco Systems, Inc. All rights reserved.

# Documentation Roadmap

For information about Cisco IP Phone Productivity Services, refer to the following documents:

- *Cisco IP Phone Productivity Services Administrator's Guide*
- *Cisco IP Phone Productivity Services User Guide*

For information about Cisco Personal Assistant, refer to the following documents:

- *Cisco Personal Assistant Administration Guide*
- *Cisco Personal Assistant User Guide*

For information about Cisco IP Phones Models 7960/7940, refer to the following documents:

- *Cisco IP Phone Administration Guide for Cisco CallManager*
- *Cisco IP Phone Models 7960 and 7940 At a Glance*
- *Cisco IP Phone Models 7960 and 7940 User Guide*

For information about Cisco CallManager, refer to the following documents:

- *Cisco CallManager System Guide*
- *Cisco CallManager Configuration Guide*

For information about using Personal Address Book and Personal Fast Dials, refer to the following document:

- *Personal Directory Configuration Guide*

# Information Online

You can access information about Cisco voice products online.

- Cisco voice product documentation is available on the web at the following URL:  
<http://www.cisco.com/univercd/cc/td/doc/product/voice/index.htm>
- Cisco Personal Assistant 1.2 documentation is available on the web at the following URL:  
<http://www.cisco.com/univercd/cc/td/doc/product/voice/assist/assist2/index.htm>
- Cisco IP Phone Productivity Services documentation is available on the web at the following URL:  
[http://www.cisco.com/univercd/cc/td/doc/product/voice/assist/assist2/prod\\_ser/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/assist/assist2/prod_ser/index.htm)

## Bugs Fixed for this Release

[Table 1](#) lists the bugs that were fixed for Cisco IP Phone Productivity Services version 1.2(3).

*Table 1 Bugs Fixed in Release 1.2(3)*

DDTS Number	Severity	DDTS Headline
CSCdv58252	3	PA Rule-Set Activation date UI does not handle invalid dates.
CSCdv65486	3	MailView not accessible if the IMAP password contains semi-colon.
CSCdv68474	3	PA Rule-Set Activation service does not work without start.exe.
CSCdv81781	3	MailView does not work if IMAP referrals are used.
CSCdv81791	3	Cisco IP Phone Productivity Services login does not work with Active Directory.

# 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. 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](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](mailto: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](http://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](http://Cisco.com) registered users, additional troubleshooting tools are available from the TAC website.

### Cisco.com

[Cisco.com](http://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](http://Cisco.com) provides a broad range of features and services to help customers and partners streamline business processes and improve productivity. Through [Cisco.com](http://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.

---

This document is to be used in conjunction with the documents listed in the “[Documentation Roadmap](#)” section.

AccessPath, AtmDirector, Browse with Me, CCIP, CCSI, CD-PAC, *CiscoLink*, the Cisco *Powered Network* logo, Cisco Systems Networking Academy, the Cisco Systems Networking Academy logo, Fast Step, Follow Me Browsing, FormShare, FrameShare, GigaStack, IGX, Internet Quotient, IP/VC, iQ Breakthrough, iQ Expertise, iQ FastTrack, the iQ Logo, iQ Net Readiness Scorecard, MGX, the Networkers logo, *Packet*, RateMUX, ScriptBuilder, ScriptShare, SlideCast, SMARTnet, TransPath, Unity, Voice LAN, Wavelength Router, and WebViewer are trademarks of Cisco Systems, Inc.; Changing the Way We Work, Live, Play, and Learn, Discover All That’s Possible, and Empowering the Internet Generation, are service marks of Cisco Systems, Inc.; and Aironet, ASIST, BPX, Catalyst, CCDA, CCDP, CCIE, CCNA, CCNP, Cisco, the Cisco Certified Internetwork Expert logo, Cisco IOS, the Cisco IOS logo, Cisco Press, Cisco Systems, Cisco Systems Capital, the Cisco Systems logo, Enterprise/Solver, EtherChannel, EtherSwitch, FastHub, FastSwitch, IOS, IP/TV, LightStream, MICA, Network Registrar, PIX, Post-Routing, Pre-Routing, Registrar, StrataView Plus, Stratm, SwitchProbe, TeleRouter, and VCO are registered trademarks of Cisco Systems, Inc. and/or its affiliates in the U.S. and certain other countries.

All other trademarks mentioned in this document or Web site are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (0108R)

Copyright © 2001, Cisco Systems, Inc.  
All rights reserved.

