



# Cisco DPA 7610 Voice Mail Gateway Version 1.1(1) Release Notes

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**March 6, 2001**

These release notes are for use with the Cisco DPA 7610 Voice Mail Gateway with software version 1.1(1). The DPA 7610 is used to interface Meridian 1 voice mail systems with Cisco CallManager systems.

These release notes provide the following information:

- [Documentation Roadmap, page 1](#)
- [DPA 7610 Known Problems and Errata, page 2](#)
- [Obtaining Documentation, page 9](#)
- [Obtaining Technical Assistance, page 11](#)

## Documentation Roadmap

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

[http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_access/7630adpt/7630\\_10/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_access/7630adpt/7630_10/index.htm)



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# DPA 7610 Known Problems and Errata

This section contains information on the following:

- [DPA 7610 Known Problems, page 2](#)
- [Documentation Errata, page 8](#)

## DPA 7610 Known Problems

Known problems are unexpected behaviors or defects in the software releases for a product. [Table 1](#) contains information on known problems for the DPA 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:

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

**Table 1** DPA 7610 Known Problems

Bug ID	Summary	Explanation
CSCdr83003	The FTP server does not require a username or a password.	<p>The DPA 7610 does not require user names and ships without a set or enabled password. Once you set a password, however, the DPA 7610 requires that you use it.</p> <p>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 <b>Configure &gt; Passwords</b>, select <b>Login password</b>, then enter the new password.</p> <p>Refer to the section “Configuring Passwords” on page 4-10 in the <i>Cisco DPA 7630/7610 Voice Mail Gateways Administration Guide</i> for more details.</p>

**Table 1** DPA 7610 Known Problems (continued)

Bug ID	Summary	Explanation
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 7610 might lock up. The DPA 7610 itself continues to function correctly.  To work around the problem, restart the terminal program.
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 7610 can set MWIs only for those extensions located on the same Cisco CallManager cluster as the DPA 7610 itself.
CSCdr90825	Sending a file to the DPA 7610 takes considerably longer than receiving the same file from the DPA 7610.	This is expected behavior. It takes longer to write to the Flash-based filing system used by the DPA 7610 than to read from it.
CSCdr93073	Only two simultaneous Telnet sessions are supported by the DPA 7610 at any given time.	This is expected behavior. The DPA 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 7610.

Table 1 DPA 7610 Known Problems (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 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: <ul style="list-style-type: none"> <li>• Set the "ForwardMaximumHopCount" System Parameter to more than 12. (Refer to the section "Setting the Hop Count" on page 3-12 of the <i>Cisco DPA 7630/7610 Voice Mail Gateways Administration Guide</i> for instructions on setting this parameter.)</li> <li>• Divide the DPA 7610 into several hunt groups (possibly all in the same forwarding chain) to improve load balance.</li> </ul>
CSCds25783	Transfers using the Octel 200 Voice Mail System fail if the caller presses phone keys while on hold.	Octel-supervised transfers fail if keys are pressed while the call is on hold. This is expected behavior caused by operational differences between Meridian 1 PBX systems and the Cisco CallManager.

**Table 1** DPA 7610 Known Problems (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 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 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 1** DPA 7610 Known Problems (continued)

Bug ID	Summary	Explanation
CSCds40475	Transfers from a Cisco IP Phone to a PBX phone via the DPA 7610 are routed directly to voice mail.	<p>The DPA 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.</p> <p>For example:</p> <ul style="list-style-type: none"> <li>• PBX directory numbers are 5XXX</li> <li>• Cisco CallManager route plan is 8.XXXXX</li> </ul> <p>In this case, you must create a route plan for the Cisco CallManager that accepts the PBX pattern of 5XXX and allows the DPA 7610 to route the calls over the digital link.</p>
CSCds59539	You cannot manually add a static route to the DPA 7610.	The DPA 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 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 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 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 7610 to avoid generating errors on the Octel.

Table 1 DPA 7610 Known Problems (continued)

Bug ID	Summary	Explanation
CSCdt04499	Calls going through the DPA 7610 immediately after a port has registered with Cisco CallManager might not be answered by the Octel system.	<p>This is caused by Octel ports not being completely ready to accept incoming calls until some time after they are initialized.</p> <p>To work around this, do not make calls through the DPA 7610 until all the ports on the DPA 7610 have been initialized.</p>
CSCdt12455	<p>The Octel 200 appears to take a while to initialize its ports when connected to the DPA 7610.</p> <p>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.</p>	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 7610 appear disabled, but they are enabled in the Meridian 1 PBX.	<p>The DPA 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 7610 cannot determine that the PBX ports are active. Therefore, the ports appear to be disabled, and MWIs will not work on PBX phones.</p> <p>The DPA 7610 requires the all of the following keys on ports connected to the PBX:</p> <ul style="list-style-type: none"> <li>• 06 MSB (Make Set Busy)</li> <li>• 13 MIK (Message Indication Key)</li> <li>• 14 MCK (Message Cancel Key)</li> </ul>

Table 1 DPA 7610 Known Problems (continued)

Bug ID	Summary	Explanation
CSCdt44142	The DPA 7610 needs to be restarted after a change to the Ethernet speed or duplex setting.	This is as designed.
CSCdt45372	The DPA 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 7610 requires that both connections are either configured to auto-negotiation or set to the same combination of speed and duplex.
CSCdt49576	Reprogramming the boot loader while the DPA 7610 is busy causes other activity on the DPA 7610 to be suspended or stopped.	<p>You should only update the boot loader when the DPA 7610 is otherwise idle.</p> <p> <b>Caution</b> 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 7610 might not be able to start up.</p>

## Documentation Errata

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

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- Step 1** From the main menu, select **Configure**.
- Step 2** Select **Network interface**.



- Step 3** Select **Ethernet**.
- Step 4** Select the option that matches the setting on the switch to which the DPA 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 7610.
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## 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](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 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

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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.

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