



Cisco Digital PBX Adapter 7630 Release Notes

These release notes are for use with the Cisco Digital PBX Adapter 7630 (DPA 7630). The DPA 7630 is used to interface legacy voice messaging systems with Cisco AVVID networks.

These release notes provide the following information:

- “Documentation Roadmap” section on page 1
- “DPA 7630 Known Problems and Errata” section on page 2
- “Obtaining Documentation” section on page 8
- “Obtaining Technical Assistance” section on page 9

Documentation Roadmap

Refer to the publication *Cisco Digital PBX Adapter 7630 Administration Guide* for details about installing and administering the DPA 7630. This guide shipped with the DPA 7630 and is available online at this location:

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_access/7630adpt/dpa_7630/index.htm



DPA 7630 Known Problems and Errata

This section contains information on the following:

- “Application Known Problems” section on page 2
- “Documentation Errata” section on page 7

Application 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 7630.

Additionally, 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 7630 Known Problems

Bug ID	Summary	Explanation
CSCdr83003	The FTP server does not require a username or a password.	<p>The DPA 7630 does not require user names and ships without a set or enabled password. Once you set a password, however, the DPA 7630 requires that you use it.</p> <p>If you are able to access FTP without entering a password, then no password has been set. (The FTP server uses the enable password if one has been set, otherwise it uses the login password if one has been set, otherwise it uses no password.)</p> <p>To set the password, complete the following procedure: From the main menu, select Configure > Passwords, select Login password, then enter the new password.</p>

Table 1 DPA 7630 Known Problems (continued)

Bug ID	Summary	Explanation
CSCds25389	Voice mail hunt groups containing more than 13 extensions can cause voice mail access to fail with an error tone.	<p>By default, the Cisco CallManager supports a maximum of 12 forwarding hops, leading to a maximum of 13 extensions in any one hunt group.</p> <p>To work around the problem, do one of the following:</p> <ul style="list-style-type: none"> • 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 Digital PBX Adapter 7630 Administration Guide</i> for instructions on setting this parameter.) • Divide the DPA 7630 into several hunt groups (possibly all in the same forwarding chain) to improve load balance.
CSCds34576	Call transfers between an Octel 200 series Voice Mail System and a Cisco CallManager are occasionally not working.	<p>Call transfers between an Octel system and a Cisco CallManager can fail because of a discrepancy between the delay expectation built into the Cisco CallManager and the speed with which the Octel system dials an extension.</p> <p>To work around problem, set the Octel 200 system parameter 254 to “ED.” This setting forces the Octel system to wait for a dial tone before transferring a call.</p>
CSCdr83478	The console locks up and requires a power cycle to resume functioning.	<p>In rare circumstances, a terminal program connected to the console port of the DPA 7630 might lock up. The DPA 7630 itself continues to function correctly.</p> <p>To work around the problem, restart the terminal program.</p>

Table 1 DPA 7630 Known Problems (continued)

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.	The DPA 7630 does not support full-duplex Ethernet operation. Runts may be produced if you connect the DPA 7630 to an Ethernet hub/switch port that is set to operate in full-duplex mode. To work around the problem, use auto-negotiation or set the Ethernet port to operate in half-duplex mode.
CSCdr90825	Sending a file to the DPA 7630 takes considerably longer than receiving the same file from the DPA 7630.	This is expected behavior. It takes longer to write to the Flash-based filing system used by the DPA 7630 than to read from it.
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 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.
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 can set MWIs only for those extensions located on the same Cisco CallManager cluster as the DPA 7630 itself.

Table 1 *DPA 7630 Known Problems (continued)*

Bug ID	Summary	Explanation
CSCdr93073	Only two simultaneous Telnet sessions are supported by the DPA 7630 at any given time.	This is expected behavior. The DPA 7630 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.	This is expected behavior caused by operational differences between Lucent Definity PBX systems and the Cisco CallManager.
CSCds01181	The DPA 7630 does not support extension numbers of more than seven digits.	This is expected behavior. Seven is the maximum number of digits in an extension number supported by the DPA 7630.
CSCds08331	Time stamps and delta times in the event log are out of order or expressed as negative numbers.	The DPA 7630 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.
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 Lucent Definity PBX systems and the Cisco CallManager.

Table 1 DPA 7630 Known Problems (continued)

Bug ID	Summary	Explanation
CSCds39732	MWIs (message waiting indicators) fail to turn off and the Octel 250 Voice Mail System disables its MWI ports.	<p>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.</p> <p>The “negative acknowledgement” setting directs the Octel system to interpret the lack of a confirmation tone as an error indication. The DPA 7630 requires that the “positive acknowledgement” option be used.</p> <p>To work around this problem, set the Octel system’s Message Waiting Timeout feature in menu 6.2 to “positive acknowledgement.”</p>
CSCds46787	The bootloader XMODEM doesn't allow en dashes (“-” characters) in filenames.	<p>The filenaming restriction in XMODEM prevents image files from uploading with their original or typical names.</p> <p>To work around the problem, use FTP to transfer image files.</p>
CSCdr87999	Fax messaging fails to work across a G.711 inter cluster trunk.	<p>Under certain circumstances, fax messaging across a G.711 inter cluster trunk can fail.</p> <p>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.</p>
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.	<p>If you dial a port on the DPA 7630, then hang up and dial the same port again quickly, the DPA 7630 fails to answer and the Cisco IP Phone continues to ring until you hang up.</p> <p>To work around the problem, configure the Cisco CallManager to roll the redial attempt to a new port. Refer to the section “Incoming Calls” on page 3-6 of the <i>Cisco Digital PBX Adapter 7630 Administration Guide</i> for more information.</p>

Table 1 DPA 7630 Known Problems (continued)

Bug ID	Summary	Explanation
CSCds40475	Transfers from a Cisco IP Phone to a PBX phone via the DPA 7630 are routed directly to voice mail.	<p>The DPA 7630 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"> • PBX directory numbers are 5XXX • Cisco CallManager route plan is 8.XXXXX <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 7630 to route the calls over the digital link.</p>

Documentation Errata

The following information was omitted from, or documented inaccurately in the *Cisco Digital PBX Adapter 7630 Administration Guide*.

Setting No-Answer Timeout

The following section modifies page 3-13 of the *Cisco Digital PBX Adapter 7630 Administration Guide*.

When performing supervised transfers, the Octel system expects a certain number of rings before the call forwards to voice mail. If the call forwards to voice mail prematurely, the Octel system assumes the phone was busy.

To ensure that the Cisco CallManager system allows enough time for the number of expected rings on the Octel system, you must set the no-answer timeout. In Cisco CallManager, you should set this setting to be 6 seconds times the number of rings. (Six seconds is slightly longer than the ring duration of a Lucent Definity PBX system.) For example, if you have the Octel system set to four rings, set the setting in Cisco CallManager to 24 seconds.

To configure the number of seconds before a no-answer timeout occurs, perform the following steps:

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- Step 1** Select **Service > Service Parameters** menu from Cisco CallManager.
 - Step 2** Click the name of your Cisco CallManager system.
 - Step 3** Select the **ForwardNoAnswerTimeout** service parameter.
 - Step 4** Enter the number of seconds in the Value field.

Refer to the *Cisco CallManager Administration Guide* or online help in the Cisco CallManager application if you need additional assistance.

Setting Community Strings

The following information refers to the section “Setting Community Strings” on page 4-15 of the *Cisco Digital PBX Adapter 7630 Administrative Guide*.

You must assign community strings (“read-only” and “read-write”) using **Configure > SNMP** in order to complete the configuration process. By default, the “read-only” community string is set to public, which provides read-only access. If you do not set these community strings on the DPA 7630, you cannot manage the device remotely using the Simple Network Management Protocol (SNMP).

Obtaining Documentation

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- WWW: www.cisco.com
- Telnet: cco.cisco.com
- Modem using standard connection rates and the following terminal settings: VT100 emulation; 8 data bits; no parity; and 1 stop bit.
 - From North America, call 408 526-8070
 - From Europe, call 33 1 64 46 40 82

You can e-mail questions about using CCO to cco-team@cisco.com.

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To display the TAC web site that includes links to technical support information and software upgrades and for requesting TAC support, use www.cisco.com/techsupport.

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In North America, TAC can be reached at 800 553-2447 or 408 526-7209. For other telephone numbers and TAC e-mail addresses worldwide, consult the following web site:

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

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