Release Notes for Cisco Conference Connection 1.1(2)

These release notes for Cisco Conference Connection 1.1(2) contain important installation and configuration information for new installations and upgrades. The release notes also describe resolved and known problems in Cisco Conference Connection 1.1(2).

The release notes provide the following information:

CISCO SYSTEMS

Documentation Roadmap

Use these publications to learn how to install and use
Cisco Conference Connection:

Document Name	Description and Location
Cisco Conference Connection Administration Guide	Provides information for network and telephone administrators about installing, configuring, and troubleshooting Cisco Conference Connection. URL:http://www.cisco.com/univercd/cc/td/doc/product/voice/cccdocs /index.htm
Cisco Conference Connection Quick Start Guide	Describes how to use Cisco Conference Connection. URL:http://www.cisco.com/univercd/cc/td/doc/product/voice/cccdocs/ index.htm

Caveats

Caveats are unexpected behaviors or defects in Cisco hardware releases. They are graded according to severity level. These release notes contain information for severity levels 1, 2, 3 (and some 4's) only. You can search for known problems on the Cisco bug tracking system tool, called Bug Navigator II.

To access Bug Navigator II, perform one of the following actions:

- Enter the following URL in your web browser:
  http://www.cisco.com/support/bugtools

- Log in to CCO and select **Service & Support > Technical Assistance Center > Tools > Software Bug Toolkit Bug Navigator II**

Table 1 lists problems resolved in Cisco Conference Connection Release 1.1(2).

Table 2 lists existing problems in Cisco Conference Connection Release 1.1(2).

Table 1   Cisco Conference Connection 1.1(2) Resolved Problems

DDTS Number	Description
CSCdt66668	A participant cannot rejoin a conference after hold or implied hold.
CSCdu43907	A participant does not get a response when an ID is not valid.
CSCdu44471	A participant cannot transfer a caller into conference.
CSCdu88956	On screen instructions are not clear for entering a license.
CSCdv44493	An error occurs when a participant adds a space before the conference name.
CSCdv47224	The option for a new key is not removed when the maximum license is reached.
CSCdv66287	The User Synchronization Process Installation to the LDAP directory on Cisco CallManager is not automatic.
CSCdv21880	The first-party announcement is not available in conference.
CSCdw21904	There are no Japanese voice prompts to provide the Telephone User Interface.
CSCdw21914	The Operator Extension should be optional on the Cisco CallManager AppAdmin pages.
CSCdw35816	A participant is unable to access Cisco Conference Connection web pages because of special characters in the MSDE password.
CSCdw35849	Cisco Conference Connection does not allow a period in the user name but Cisco CallManager does.
CSCdv11355	The entry tone is too loud.
CSCdv04464	The *Cisco Conference Connection Administration Guide* should not be visible on the Regular/Guest Info screen.
CCSCdu51093	Callers get a busy signal or are dropped when calling the primary Cisco Conference Connection number when Cisco CallManager fails over.

Table 2   Known Problems in Cisco Conference Connection 1.1(2)

DDTS Number	Description	Solution/Work Around
CSCdt69224	When viewing the participant information for a past conference, the participant column may contain an IP address, not the phone number of the participant. This usually occurs when the Caller ID is unavailable. The IP address is the address of the Gateway (or sometimes the Cisco CallManager) that directed to the call to Cisco Conference Connection	You can accept that no Caller ID appears and that the gateway IP address appears. Or, you can make sure that the Caller ID is reported by the gateway in the gateway configuration. Ask callers to reveal their Caller ID.

Table 2   Known Problems in Cisco Conference Connection 1.1(2)

DDTS Number	Description	Solution/Work Around
CSCdt86769	If a time period during which scheduled conferences consume all or nearly all of the available conference ports, and a user tries to create a conference, the error "Conference Scheduling Failed" with the reason "no resource available" may appear. Conference resources are reserved in five-minute intervals: • Conference start times are rounded down to the nearest five-minute interval. • Conference end times are rounded up to the nearest five-minute interval. For example, a conference scheduled for 100 ports from 10:23 a.m. to 10:43 a.m. reserves 100 ports from 10:20 a.m. to 10:45 a.m. **Note** The conference still runs only in the scheduled 10:23 a.m. to 10:43 a.m. time interval.	Schedule conferences so that they begin or end at five-minute intervals (for example, 5:00, 5:05, 5:10, and so on).

Table 2 Known Problems in Cisco Conference Connection 1.1(2)

DDTS Number	Description	Solution/Work Around
CSCdt87084	If the start date of the first occurrence of a repeating conference is after the end date, at least one meeting will be scheduled for that series, provided no other conflicts occur. For example: On August 20, 2001 (Monday) a recurring conference is scheduled to run every Wednesday, but the start and end date for the recurring conference is today (Aug 20, 2001). As a result, one conference will be scheduled for the series. This conference will run on Aug 22, 2001 (Wednesday), even though this is after the end date (Aug 20, 2001).	When scheduling repeating conferences, make sure there is at least one valid conference that can run within the given start and end dates.

Table 2   ***Known Problems in Cisco Conference Connection 1.1(2)***

DDTS Number	Description	Solution/Work Around
CSCdu01568	One or more participants in one or more conferences may be dropped from a conference without warning and without having taken any action. There may be one or more causes for this problem: • The conference time elapsed and resources are needed for other conferences. In this case, Cisco Conference Connection terminates the running conference. • The administrator has modified or reset the conference server. If an administrator modifies the route pattern or any attributes of the conference gateway in the Cisco CallManager configuration, a reset is normally performed and calls to the conference engine are dropped. • A remotely connected user is dropped because a gateway is reset. • An administrator or the conference creator manually stopped the conference.	Here are some recommendations for avoiding this problem: • Allow sufficient time for your conference. • Restrict administrative changes to off hours. • Only reset gateways or the conference engine when absolutely needed. **Note** If the participant is unable to immediately reconnect, the problem may be due to a conference server failure or because the conference was stopped for administrative changes.

Table 2   Known Problems in Cisco Conference Connection 1.1(2)

DDTS Number	Description	Solution/Work Around
CSCdu06957	Echo is heard while using Cisco Conference Connection. This problem is generally caused by improper gateway configuration and thus is most prominent when external callers are involved in the conference. The most important parameter to adjust is the echo-cancel command, which is found on IOS gateways. Other sources of echo include: • placing a handset face down on a hard surface, particularly when the volume is set to high • feedback from some headsets and handsets • poor quality speakerphones • Impedance mismatch between phones and their network connection (analog phones) or between a trunk and the CO connection (analog trunks).	One way to help eliminate various participants as the source(s) of echo is to ask them to mute their phones one by one (if possible). Or, if it is not possible to mute, then ask them to momentarily drop out of the conference. **Note** The participant who is *not* hearing echo is usually the source of the problem.
CSCdu20908	When several participants join the conference at the same time, or very close together, the entry tone may not be heard completely for each participant who joined the conference.	Have the conference participants announce themselves when joining a conference.

Table 2   ***Known Problems in Cisco Conference Connection 1.1(2)***

DDTS Number	Description	Solution/Work Around
CSCdu73866	Microsoft Database Engine (MSDE) sometimes fails to install during the Cisco Conference Connection installation. The MSDE installation running in single user mode causes this failure. During the installation, if some other process gets a connection to the MSDE server, the installation fails because it cannot get a connection to the MSDE server (a user is already connected). These other process can be any of the following: • Metalink agreements running on Call Manager machine • SQL Enterprise manager connecting to the MSDE • Monitoring services on the machine or the network.	When you install Cisco Conference Connection, be sure: • To disconnect the network cable on the machine where you are installing Cisco Conference Connection. • No metalink agreements are running. If there is a metalink agreement running on the Cisco CallManager machine, stop it. • No enterprise manager is trying to connect to MSDE on this machine.

Table 2   Known Problems in Cisco Conference Connection 1.1(2)

DDTS Number	Description	Solution/Work Around

CSCdv10356	During a conference, participants experience jittery voices, which may sound like the speaker is underwater, robotic, or clipped entirely.
	
	This problem is most often observed when participants join a conference through gateways and in a highly routed/switched network (multiple hops).
		The problem can be resolved as follows:
		1. Attach the Cisco Conference Connection directly to a switch.
		2. Configure the switch to lock in 100 Mbps at Full Duplex.
		3. Configure the PC NIC card to the same (100 Mbps/FDX).
		   a. From the Windows 2000 desktop, select **Start > Settings > Control Panel > Network and Dial-up Connections**
		   b. Select and right-click **Local Area Connection** and click **Properties**.
		   c. In the Local Area Connection Properties dialog box, click **Configure** to set the Ethernet card properties.
		   d. In the next dialog box, click the **Advanced** tab and select **Link Speed & Duplex**.
		   e. In the value field, select **100Mbps/Full Duplex**.
		4. Click **OK**.

Table 2   Known Problems in Cisco Conference Connection 1.1(2)

DDTS Number	Description	Solution/Work Around

CSCdv18352	During the installation of Cisco Conference Connection, the Scripts virtual directory may fail to be installed, and therefore the Cisco Conference Connection web components installation is incomplete.	After the installation, perform the following steps:
		
		1. From the Windows 2000 desktop, select **Start > Programs > Administrative Tools > Internet Services Manager**.
		
		2. In the left pane, select the Cisco Conference Connection server.
		
		3. In the right pane, double-click **Default Web Site**.
		
		    A list of all of the virtual directories appears in the right pane.
		
		4. Check to see if the Scripts virtual directory appears in the list.
		
		5. If the Scripts virtual directory does not appear in the list, in the right pane right-click **Default Web Site** and select **New > Virtual Directory**.
		
		    The Virtual Directory Wizard starts.
		
		6. Click **Next** to continue.
		
		7. In the Alias field, enter Scripts, and the click **Next**.
		
		8. Click **Browse**, and browse to the C:\Inetpub\Scripts folder.
		
		9. Click **OK**, and then click **Next** to continue.
		
		10. Clear the Read and Run scripts (such as ASP) checkbooks, and then click **Next**.
		
		11. Click **Finish**.

Table 2   Known Problems in Cisco Conference Connection 1.1(2)

DDTS Number	Description	Solution/Work Around
		12. In the left pane, right-click **Scripts** and click **Properties**.
		13. In the Execute Permissions field, select Scripts and Executables from the drop-down list.
		14. Click **OK**, and then restart the Cisco Conference Connection server.
CSCdv20597	Cisco Conference Connection web pages are not accessible or the access is too slow. This may occur if the server for Cisco Conference Connection is infected with the Code Red virus.	Install the Microsoft patch to prevent the Code Red virus. Download this patch from: • the Microsoft web site, or • the Cisco Conference Connection installation CD-ROM.
CSCdv25490	Occasionally, after a new installation of Cisco Conference Connection, subsystems fail to start even though the Application Engine is shown as running http://<machine-name>/ appadmin/Engine. For Cisco Conference Connection to function properly, it is necessary for the subsystems to be running.	Reboot the server for Cisco Conference Connection to cause the subsystem to start.
CSCdv39677	When the Cisco Conference Connection server rejects the call, a busy tone is played back to the user. This tone playback may not work when the caller has dialed in using a H.323 gateway. This may occur when the conference is full.	There is no workaround for H.323 gateway callers. However, if you schedule enough ports so the conference is not full, you will not encounter this problem.

Table 2   Known Problems in Cisco Conference Connection 1.1(2)

DDTS Number	Description	Solution/Work Around
CSCdw28983	When using the VG200 with Cisco Conference Connection, a participant using a G.711 phone can join the conference. However, when using a G.729 phone, the participant reaches the IVR but gets fast busy when attempting to connect to the conference.	Dial in through a non-VG200 gateway, if one is available. It is recommended that you use the Catalyst 6000 Family Voice T1/E1 and Services Modules (product number WS-X6608) as the transcoding resource for Cisco Conference Connection. If using Cisco Conference Connection with a VG200 gateway, do not use a G.729 phone.
CSCdt77086	If the repeat options are used when creating a conference, using the drop-down list boxes, it is possible to select invalid days, like February 30. An error appears when trying to schedule a repeating conference that has an invalid start or end day.	Do not select invalid dates and/or correct them after receiving such an error.

Document Erratum

Table 3 corrects an error in the *Cisco Conference Connection Administration Guide* and in the *CCisco Conference Connection Quick Start Guide*.

Table 3   Documentation Erratum

DDTS Number	Description	Solution/Work Around
CSCdt63974	The Hidden Conference option is incorrectly described as the default configuration in the *Cisco Conference Connection Administration Guide* and the *Cisco Conference Connection Quick Start Guide*.	At installation, the default configuration is not hidden and conferences are visible to all users. However, you may change the default setting to hidden. To configure the Hidden Conference setting, use Administration Tasks on the Edit Information Page. Regardless of the default, selection of a hidden or visible conference may be changed at the option of the individual scheduling the call.

Documentation Addenda

This section contains the following reference information:

This section contains the following procedures:

Conference ID Validation in Cisco Conference Connection

The Cisco Customer Response Application (Cisco CRA) database validates the Conference ID that the participant enters. To activate this validation feature, you must properly configure the Cisco CRA database. Refer to the "Configuring the Cisco Customer Response Application (Cisco CRA) Database Subsystem" section on page 21 for installation and upgrade instructions.

Read the following information to understand how Conference ID validation works with Cisco Conference Connection:

- If the conference with the entered ID is currently running, the call is transferred into the conference.

- If conference capacity is full, the caller gets a busy tone.

- If the conference with the entered ID has ended or the ID is invalid, the call is disconnected.
  The caller is given three attempts to enter a valid ID, if validation still fails, the call gets disconnected or transferred to the operator.

- If the conference with the entered ID has not yet started, then the corresponding message is played to the caller in each of the following cases:

  - Conference starts in 1 second to 2 minutes

  - Conference starts in 3 minutes to 4 minutes

  - Conference starts in 5 minutes to 6 minutes

  - Conference starts in 7 minutes to 8 minutes

  - Conference starts in 9 minutes to 10 minutes

  - Conference starts in 11 minutes to 12 minutes

  - Conference starts in 13 minutes to 14 minutes

  - Conference starts in 15 minutes to 16 minutes

  - Conference starts in more than 16 minutes today

  - Conference starts later than today

After playing this message, the call is disconnected.

To configure the Operator Extension feature, see "Configuring the Cisco Customer Response Application (Cisco CRA) Operator Extension" section on page 22.

After each subsequent failed attempt, the caller is provided with a more detailed help message. The caller can also choose to get more help by pressing the * key.

On the final (third) attempt, confirmation of entered digits is not provided and no more choices are given to the caller.

When a gateway is used to enter the conference, configure it to provide error or busy tones to the callers. The conference propagates the notifications that it receives.

Once started, conferences cannot be expanded to allow more participants. If a conference is full and additional participants are needed, the conference must be stopped and recreated. All existing participants must dial back in.

Installing Cisco Conference Connection 1.1(2): New Installation

To install *Cisco Conference Connection* 1.1(2) as a new installation, perform the following procedure in this release note:

- Overview of Installing Cisco Conference Connection 1.1(2), page 18

This overview procedure tells you when to perform these procedures:

- "Starting the User Synchronization Process" section on page 20
- "Configuring the Cisco Customer Response Application (Cisco CRA) Database Subsystem" section on page 21
- "Configuring the Cisco Customer Response Application (Cisco CRA) Operator Extension" section on page 22
- Configuring JTAPI for Cisco CallManager Failover Support, page 23
- "Configuring Music on Hold for Cisco Conference Connection" section on page 24
- "Enabling Licenses for Cisco Conference Connection" section on page 25

Overview of Installing Cisco Conference Connection 1.1(2)

Perform the following steps to install Cisco Conference Connection 1.1(2) as a new installation:

Step 1 Perform the steps in Chapter 2 "Installing Cisco Conference Connection" in the *Cisco Conference Connection Administration Guide.*

Step 2 Perform the steps in Chapter 3 "Cisco Conference Connection Configuration" in the *Cisco Conference Connection Administration Guide* except for the following changes. Perform the procedures in this release note as described here:

a. When you are performing the steps in the "Adding CTI Ports in Cisco CallManager" procedure in the *Cisco Conference Connection Administration Guide*, use the guidelines in CTI Port Addition in Cisco CallManager, page 19.

b. When "Setting up Cisco Conference Connection Users", DO NOT perform the "Starting the Synchronization Process" procedure in the configuration chapter.

Instead, perform the steps in the "Starting the User Synchronization Process" section on page 20.

c. Perform the database subsystem configuration in the "Configuring the Cisco Customer Response Application (Cisco CRA) Database Subsystem" section on page 21.

d. Perform the steps in the "Configuring the Cisco Customer Response Application (Cisco CRA) Operator Extension" section on page 22.

e. Perform the steps in the "Configuring JTAPI for Cisco CallManager Failover Support" section on page 23.

f. Perform the steps in the "Configuring Music on Hold for Cisco Conference Connection" section on page 24.

Step 3 Perform the procedures in Chapter 4 "Cisco Conference Connection Administration" in the *Cisco Conference Connection Administration Guide.*

When configuring "Licensing Setup" and "Licensing Update," use the guidelines in the "Enabling Licenses for Cisco Conference Connection" section on page 25.

CTI Port Addition in Cisco CallManager

Follow these guidelines along with the "Adding CTI Ports in Cisco CallManager" procedure in the *Cisco Conference Connection Administration Guide*.

To determine the number of CTI ports in Cisco CallManager that you need for Cisco Conference Connection:

- For a 20-port license, configure 10 CTI ports.

- For a 60-port license, configure 10 CTI ports.

- For a 100-port license, configure 15 CTI ports.

Note The CTI port is only active as a participant accesses the IVR; therefore, a CTI port is not required for each Cisco Conference Connection participant.

Starting the User Synchronization Process

The installation CD-ROM comes with an installation to facilitate setting up Cisco Conference Connection users. Use the following procedure instead of the "Starting the Synchronization Process" procedure under "Setting up Cisco Conference Connection Users" in the configuration chapter of the *Cisco Conference Connection Administration Guide.*

Perform the following steps to install the Automated User Synchronization Tool:

Procedure

Step 1 Take the CD-ROM to the Cisco CallManager server.

Step 2 In the UserSynchInstall directory on the CD-ROM, run **setup.exe**.

Step 3 At the welcome prompt, click **Next**.

Step 4 At the Software License Agreement screen, click **Yes** to accept the license terms.

Step 5 At the User Synchronization Configuration screen, enter the Cisco Conference Connection server name or IP address and click **Next**.

> **Note** If your network uses DNS services, you can enter the DNS name of the Cisco Conference Connection server. You must update the DNS server with the appropriate Cisco Conference Connection server name and IP address information before using that information here.
>
> If your network does not use DNS services, you must enter the full IP address of the server.

Step 6 At the Database Password screen, enter the password specified during the Cisco Conference Connection installation and click **Next**.

Step 7 Confirm the installation and click **Yes**.

Step 8 Click **Finish** to complete the installation.

This completes the user synchronization between Cisco CallManager and Cisco Conference Connection.

Configuring the Cisco Customer Response Application (Cisco CRA) Database Subsystem

You must configure the Cisco CRA database if you are installing Cisco Conference Connection 1.1(2) for the first time or if you are upgrading to Cisco Conference Connection 1.1(2).

If you are upgrading from Cisco Conference Connection 1.1(1) to Cisco Conference Connection 1.1(2), start with the "Upgrading Cisco Conference Connection 1.1(1) to Cisco Conference Connection 1.1(2)" section on page 26.

If this is a new installation of Cisco Conference Connection 1.1(2), perform the following procedure:

Procedure

Step 1 Connect to the Application Administration web server by using the following URL:

http://*servername*/Appadmin

where *servername* is the DNS name or IP address of your Cisco Conference Connection server.

If you are using the computer that is running the Cisco Conference Connection server, you can connect to the web pages by choosing:

Start > Programs > Cisco CRA Administrator > Application Administrator.

Step 2 Click **Database**.

Step 3 Click **Add New Data Source**.

Step 4 Enter the following information:

- Data Source Name: **DCMS**
- Username: **sa**
- Password: enter the password specified for MSDE during the installation of Cisco Conference Connection
- Maximum Number of Connections: enter the same number as the number of configured CTI ports

To determine the number of CTI ports in Cisco CallManager that you need for Cisco Conference Connection, follow these guidelines:

- For a 20-port license, configure 10 CTI ports.
- For a 60-port license, configure 10 CTI ports.
- For a 100-port license, configure 15 CTI ports.

Note The CTI port is only active as a participant accesses the IVR; therefore, a CTI port is not required for each Cisco Conference Connection participant.

Step 5 Click **Update**.

Configuring the Cisco Customer Response Application (Cisco CRA) Operator Extension

When configuring the conference telephony application, you can either enable or disable the transfer to the operator extension feature.

To enable operator extension On the last configuration screen of the conference telephony application, enter a valid operator extension in the operatorExtn field.

To disable operator extension On the last configuration screen of the conference telephony application, you must enter the word string **null** in the operatorExtn field.

Note When you disable operator extension, if you enter any other string or an invalid extension instead of entering **null**, an error message ("This extension is invalid.") plays.

Configuring JTAPI for Cisco CallManager Failover Support

For Cisco CallManager failover support on Cisco Conference Connection, you must configure JTAPI in the Cisco Customer Response Application (Cisco CRA).

Note The primary Cisco CallManager must be fully operational and running when the JTAPI engine starts up.

Perform the following steps to configure JTAPI for failover support:

Procedure

Step 1 Connect to the Application Administration web server by using the following URL:

http://*servername*/Appadmin

where *servername* is the DNS name or IP address of your Cisco Conference Connection server.

If you are using the computer that is running the Cisco Conference Connection server, you can connect to the web pages by choosing:

Start > Programs > Cisco CRA Administrator > Application Administrator.

At the prompts, enter the network username and password.

Step 2 Click **JTAPI**.

Step 3 In the JTAPI providers field, enter the DNS name or IP address of the primary Cisco CallManager and then enter the secondary Cisco CallManager. Make sure a space separates the two DNS names or IP addresses.

For example, enter **CM3 CM4** where CM3 is the primary Cisco CallManager server name.

Step 4 Provide the JTAPI user and password and click **Update**.

Configuring Music on Hold for Cisco Conference Connection

Use this procedure to disable the Music On Hold feature for Cisco Conference Connection and to allow the feature for calls between IP phones. This procedure prevents music on hold from being played into a conference for callers within the same Cisco CallManager cluster. This does not prevent music being played from other sources, such as remote callers on other systems.

This configuration is recommended so that the music on hold feature does not disrupt conferences when a participant places the conference on hold.

This configuration adds all of the music on hold resources into a Media Resource Group (other than the default). This ensures that music on hold is then available only to entities in the resource group list, where that Media Resource Group is included.

This procedure uses a new Media Resource Group and List for example only. Creation of new groups/lists is not required but may be used. The underlying principle is to have music on hold resources outside of the default group (each device is assigned a default, when it is added). See the Cisco CallManager documentation to configure a phone or other devices into a Media Resource Group List.

Note The Cisco Conference Connection H.323 gateway device must NOT be within a group or list that contains music on hold resources. Failure to do this may result in music on hold being played in conference and confusing messages being played.

Perform the following steps to disable the Music on Hold feature with Cisco Conference Connection:

Procedure

Step 1   On the Cisco CallManager administration page, go to **Services > Media Resource Group**.

Step 2   Click **Add a new media resource group** and provide a name for the new group on the next page, for example, MOHGroup.

Step 3   In the selection box, select all the Music On Hold resources and put them in the new group, such as, MOHGroup.

Step 4   Go to **Services > Media Resource Group List**.

Step 5   Add a new Resource Group List (for example, MOHList) and then add the new group created in step 2 to this list.

All IP phones that require the Music On Hold feature must be part of this list. Now all entities that belong to this group list will be able to receive music on hold and users of Cisco Conference Connection will not hear music.

Enabling Licenses for Cisco Conference Connection

Use this information along with the "Licensing Setup" and the "Licensing Update" sections in the *Cisco Conference Connection Administration Guide*.

Initial Cisco Conference Connection installation provides six conference ports. To enable additional ports, you must perform one or several steps depending on the number of license upgrades.

License keys are required as described here:

- 6 to 20 port upgrade
- 20 to 60 port upgrade
- 60 to 100 port upgrade
- 20 to 100 port upgrade

For example, if 100 ports are purchased, you will perform the following steps:

1. Use the first license key and upgrade 6 to 20 ports.
2. Use the second license key and upgrade 20 to 100 ports.

After entering all license keys, restart Cisco Conference Connection for the changes to take effect.

Upgrading Cisco Conference Connection 1.1(1) to Cisco Conference Connection 1.1(2)

To upgrade Cisco Conference Connection 1.1(1) to Cisco Conference Connection 1.1(2), perform the following procedures:

- Preparing to Upgrade, page 27
- Upgrading Cisco Conference Connection 1.1(1) to Cisco Conference Connection 1.1(2), page 28
- Restoring the Configuration for Cisco Conference Connection 1.1(2), page 29
- "Configuring Music on Hold for Cisco Conference Connection" section on page 24
- "Enabling Licenses for Cisco Conference Connection" section on page 25

Preparing to Upgrade

Before you begin the upgrade, have the following information available:

- The MSDE password for the user named "sa."
- License keys for all purchased licenses.
- The directory hostname/IP address and the profile name.

To obtain the Directory hostname/IP address and the profile name, perform the following steps:

Procedure

Step 1   Connect to the Application Administration web server by using the following URL:

http://*servername*/Appadmin

where *servername* is the DNS name or IP address of your Cisco Conference Connection server.

If you are using the computer that is running the Cisco Conference Connection server, you can connect to the web pages by choosing:

Start > Programs > Cisco CRA Administrator > Application Administrator.

At the prompts, enter the network username and password.

Step 2   On the menu page, go to Directory and note the Directory hostname as well as the profile selected in the box on the right of the web page.

For more information, refer to the "Configuring Directory Information" section in the *Cisco Conference Connection Administration Guide*.

Upgrading Cisco Conference Connection 1.1(1) to Cisco Conference Connection 1.1(2)

Before starting the upgrade, make sure that no conferences are currently running.

Perform the following steps to upgrade Cisco Conference Connection 1.1(1) to Cisco Conference Connection 1.1(2):

Procedure

Step 1 Go to **Start > Programs > Cisco Conference Connection**.

Step 2 In the menu, choose **Uninstall**.

Step 3 In the dialog box "Are you sure you want to uninstall?" choose **Yes**.

Step 4 At the end of the uninstall, you may get a dialog ("It is recommended that you restart the machine to remove files...."). Click **OK.**

Step 5 After the uninstall, reboot or restart the server.

Step 6 After the reboot, insert the Cisco Conference Connection Release 1.1(2) CD-ROM into the server, or, if you have the zip file, unzip the contents of the zip file into a temporary directory of your choice. Do NOT unzip contents onto the desktop.

Step 7 Complete the steps outlined in the "Installing from the CD-ROM" section in the *Cisco Conference Connection Administration Guide* (Steps 1 through Step 17).

> **Note** For the JTAPI client, you will receive a dialog asking you to choose an action for JTAPI client installation. Choose **Upgrade JTAPI client**. Then continue as outlined in the Administration Guide.

Step 8 During the installation, enter the MSDE password when prompted.

Step 9 After you complete the installation, restart the server.

Restoring the Configuration for Cisco Conference Connection 1.1(2)

Perform the following procedures to restore the configuration for
Cisco Conference Connection 1.1(2):

Procedure

Step 1   Connect to the Application Administration web server by using the following
URL:

http://*servername*/Appadmin

where *servername* is the DNS name or IP address of your
Cisco Conference Connection server.

If you are using the computer that is running the Cisco Conference Connection
server, you can connect to the web pages by choosing:

Start > Programs > Cisco CRA Administrator > Application Administrator.

At the prompts, enter the network username and password.

The Directory information appears.

Step 2   Verify that the Directory Hostname and the profile name are the same as in
"Preparing to Upgrade" section on page 27.

Step 3   On the Main Menu page, verify that the Database option appears.

Step 4   Perform the database configuration in the "Configuring the
Cisco Customer Response Application (Cisco CRA) Database Subsystem"
section on page 21.

> **Note**   In Cisco Conference Connection 1.1(2), the Operator Extension feature is
> optional. You may disable it. See "Configuring the Cisco Customer Response
> Application (Cisco CRA) Operator Extension" section on page 22.

Step 5   After configuring the database, go back to the menu and choose the Engine option.

> **Note**   At this time you may need to configure JTAPI for failover. See the
> "Configuring JTAPI for Cisco CallManager Failover Support" section on
> page 23.

Step 6   Check that the following subsystems appear and that they are in service:

- Database
- Application
- JTAPI

This may take some time to reflect. Use the refresh checkbox to check the status. If the status does not change, restart the engine and check the status.

The configuration restore is complete. You may now start and join conferences.

To Disable Music On Hold

To disable the Music On Hold feature for Cisco Conference Connection while allowing the feature for calls between IP phones, perform the steps in the "Configuring Music on Hold for Cisco Conference Connection" section on page 24.

To Enable Licenses

If you have purchased additional licenses, perform the steps in the "Enabling Licenses for Cisco Conference Connection" section on page 25.

Upgrading from Cisco CallManager 3.1(x) to Later Releases of Cisco CallManager 3.1(x)

If you have upgraded Cisco CallManager 3.1(x) to a later release of Cisco CallManager 3.1(x), perform the following steps to enable Cisco Conference Connection to work properly:

Procedure

Step 1 Log into the Cisco CallManager administration page

http://servername/ccmadmin

where the server name is the IP address of the Cisco CallManager server.

Step 2 Choose **Route Plan > Route Pattern** and select the route pattern that is configured for the Cisco Conference Connection server.

Step 3 In the Route Pattern Configuration page, go to Route Pattern entry box and add # at the end of the route pattern string.

For example, change 5321.! to 5321.!#

Step 4 Click **Update**.

Installing Japanese Voice Prompts

Perform the following steps to install Japanese voice prompts.

✎

Note This procedure installs Japanese voice prompts but does not add Japanese characters to the web interface.

Procedure

Step 1 Complete the IVR/CCC installation as described in the *Cisco Conference Connection Administration Guide*.

Step 2 Restart your server after installation.

Step 3 Run the following batch file:

C:\Program Files\Cisco\ConferenceConnection\InternationalPrompts\ setupJapanesePrompts.bat

Step 4 At the prompt "Do you want to overwrite existing .wav files," reply **ALL**.

✎

Note Default backup subdirectories are created to save the original prompts in three directories:
C:\Program Files\wfavvid\Prompts\system\en_US
C:\Program Files\wfavvid\Prompts\user\en_US
C:\Program Files\Cisco\ ConferenceConnection\Prompts
Users can restore English prompts from defaultbackup directories.

Step 5 Restart the application engine.

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

- 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 web site.

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 web site:

http://www.cisco.com

Technical Assistance Center

The Cisco TAC web site 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 Web site

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

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 web site to quickly find answers to your questions.

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

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 web site:

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 web site:

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 work around is available.

• P2—Your production network is severely degraded, affecting significant aspects of your business operations. No work around is available.

This document is to be used in conjunction with the documents listed in the "Documentation Roadmap" section on page 2.