Release Notes for Cisco Conference Connection Release 1.1 (1)

These release notes describe important installation and configuration information and known problems for the Cisco Conference Connection. You might need to notify your Cisco Conference Connection users about some of the issues discussed in this document.

These 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, and 3 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 S**ervice & Support > Technical Assistance Center > Tools > Software Bug Toolkit Bug Navigator II**

DDTS Number	Description	Solution/Work Around
CSCdt66668	If a participant is in a conference and places the conference on hold, the participant may be dropped from the conference. This may occur: • if the participant dials in directly through a Cisco CallManager and not through a gateway • if the participant answers a second incoming call ✎ **Note** If a participant has entered the conference through a gateway, the conference does not know that the participant has placed the call on hold and therefore does not take any action.	The fact that the participant is dropped prevents the conference participants from having to listen to a hold tone or music on hold. When dropped from a conference because Hold is invoked, the participant must call back into the conference.
CSCdt69224	Participant information for a past conference shows an IP address, not the caller ID of the participant. When viewing the participant information for a Past Conference, the "Participant" column may contain an IP address rather than a phone number. This normally occurs when the Caller ID is not available. In this instance, the IP address is the address of the Gateway (or sometimes the Cisco CallManager) that directed the call to Cisco Conference Connection.	Make sure Caller ID is reported by the gateway (a gateway configuration). Otherwise, when no caller ID is given, the Gateway IP address may appear.

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 within 10 minutes of this full capacity period, the error "Conference Scheduling Failed" with the reason "no resource available" may appear. Conference scheduling is rounded to the nearest 5-minute interval.	Use the following guidelines when scheduling conferences: • Schedule conferences so that they only begin or end at 5-minute intervals (for example, 5:00, 5:05, 5:10, and so on). • Schedule a new conference so that it begins 10 minutes later than the last one ends. • Change the ending times of one or more existing conferences so that they end at the preceding 5-minute interval.
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 that there is at least one valid conference that can run within the given start and end dates.

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: • A participant is directly dialed into a conference and invokes the Hold feature (or answers a second incoming call that automatically invokes the Hold feature). The Hold feature causes the participant to be dropped from the conference, which prevents the participants in the conference from hearing beeps or music on hold. • If one of the Cisco Conference Connection processes or server unexpectedly stops.	Here are some recommendations for avoiding this problem: • Do not use the hold feature, or if needed, redial into the conference.

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** Normally, 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, then the complete prompt ("A participant has joined the conference") or equivalent tone may not be heard completely for each participant who joined the conference.	Have the conference participants announce themselves when joining a conference.
CSCdu44471	If a phone user tries to transfer a caller into a Cisco Conference Connection conference, the transfer will not succeed (normally the consult portion of the call to the Cisco Conference Connection is lost).	The caller can be transferred to the Cisco Conference Connection dial-in number and instructed to enter the conference ID information.

DDTS Number	Description	Solution/Work Around
CSCdu51093	Callers get a busy signal or are dropped when calling the primary Cisco Conference Connection number. If Cisco CallManager "fails over" (switches the role of the primary to secondary), calls to the CTI Route point (primary number) will not be answered. Current conference participants are not affected, and it is still possible to join conferences using the IP Phone Service.	When Call Manager "fails over" to the primary call server, the primary number will then operate properly. In the interim, the Cisco Conference Connection server can be reached by internal callers through the IP Phone Service.
CSCdu73866	Microsoft Database Engine (MSDE) sometimes fails to install during the Cisco Conference Connection installation. The cause of this is that the MSDE installation is running in single user mode. During the course of installation, if some other process gets a connection to the MSDE server, the installation fails since it cannot get a connection to the MSDE server (a user is already connected). These other processes 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	During installation of Cisco Conference Connection, ensure the following: • Disconnect the network cable on the machine where Cisco Conference Connection is being installed. • 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.

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 many different ways, most notably, 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**.

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) checkboxes, and then click **Next**. 11. Click **Finish**. 12. In the left pane, right-click **Scripts** and click **Properties**.

DDTS Number	Description	Solution/Work Around
		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.

Other Known Problems

Following is a list of other known problems with Cisco Conference Connection.

DDTS Number	Description	Solution/Work Around
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.

DDTS Number	Description	Solution/Work Around
CSCdu43907	When attempting to join a conference through the primary number, the behavior of the system may differ. When calling internally, entry of an invalid conference ID results in a rapid busy tone, while entry of a Conference ID that has already been filled to maximum capacity results in a busy tone. However, external callers may be immediately dropped with no such tone(s).	A rapid busy tone indicates that the participant entered an invalid conference ID. A busy tone indicates that the conference capacity is full. In the case of invalid IDs, redial the Cisco Conference Connection number and carefully enter the correct ID. ✎ **Note** If an incorrect digit is entered, the "*" key can be pressed to start over. Rapid busy will normally *not* be observed if the participants join a conference via the Cisco IP Phone 7960/7940. When a gateway is used to join a conference, it should be configured to provide error or busy tones to the callers (that is, it should propagate 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 will need to dial back in to the new conference.

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 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.

This document is to be used in conjunction with the documents listed in the "Documentation Roadmap" section on page 1.