

Release Notes for Cisco CallManager Extended Services 2.2

Cisco CallManager Extended Services 2.2 was introduced with Cisco CallManager 3.1 and runs on Cisco Customer Response Applications (CRA) 2.2. Cisco CallManager Extended Services 2.2 include the Cisco CallManager Extension Mobility service and the Cisco CallManager AutoAttendant feature.

These release notes apply to Cisco CallManager Extended Services running Cisco CallManager 3.1 or Cisco CallManager 3.2(1). These release notes contain the following information:

- [Documentation Roadmap, page 2](#)
- [Information Online, page 3](#)
- [New and Changed Information, page 3](#)
- [Known Problems, page 10](#)
- [Obtaining Documentation, page 13](#)
- [Obtaining Technical Assistance, page 14](#)



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

Copyright © 2002. Cisco Systems, Inc. All rights reserved.

Documentation Roadmap

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

- *Cisco CallManager Extended Services Administrator's Guide*

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

- *Cisco CallManager System Guide*
- *Cisco CallManager Administration 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 Customer Response Applications, refer to the following documents:

- *Cisco Customer Response Applications Administrator's Guide*
- *Troubleshooting Cisco Customer Response Applications*
- *Cisco Customer Response Applications Error Codes*

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 CallManager Extended Services documentation is available on the web at the following URL:
http://www.cisco.com/univercd/cc/td/doc/product/voice/c_ipphon/call_ext/index.htm
- Cisco CallManager 3.1 and Cisco CallManager 3.2 documentation is available on the web at the following URL:
http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/index.htm
- Cisco Customer Response Applications Release 2.2 documentation is available on the web at the following URL
http://www.cisco.com/univercd/cc/td/doc/product/voice/sw_ap_to/apps_22/index.htm

New and Changed Information

This section provides new and changed information on the following topics:

- [Documentation Errata for Cisco CallManager Extended Services 2.2, page 4](#)
- [Cisco CallManager Extension Mobility Running Cisco CallManager 3.1 or Cisco CallManager 3.2\(1\), page 4](#)
- [Cisco CallManager Extension Mobility Running Cisco CallManager 3.2\(1\), page 9](#)

Documentation Errata for Cisco CallManager Extended Services 2.2

Software Download URL: The *Cisco CallManager Extended Services Administrator's Guide* contains an incorrect link to the URL for downloading Cisco CallManager Extended Services from the Internet.

The correct URL to download Cisco CallManager Extended Services running on Cisco CallManager 3.1 is:

<http://www.cisco.com/cgi-bin/tablebuild.pl/callmgr-31>

Choose the Cisco CallManager Extended Services .exe file to match your version of Cisco CRA. For example, if you are running Cisco CRA 2.2(2), choose cm-es-ffr.2-2-2.exe.

Co-resident Installation Only: The *Cisco CallManager Extended Services Administrator's Guide* incorrectly states that you can install Cisco CallManager Extended Services on a server separate from Cisco CallManager. Cisco supports a co-resident installation only; Cisco CallManager Extended Services must be installed on the same server with Cisco CallManager.

Setting Service Parameters: The service parameters for Cisco CallManager Extension Mobility are not service-wide parameters; they apply only to the local Extension Mobility service. If you update the service parameters on one server in the cluster, the service parameter updates are not reflected on the other servers in the cluster. To apply the changes throughout your system, make the changes on each server in the cluster.

Cisco CallManager Extension Mobility Running Cisco CallManager 3.1 or Cisco CallManager 3.2(1)

The following procedures apply to Cisco CallManager Extension Mobility running Cisco CallManager 3.1 or Cisco CallManager 3.2(1). Use the procedures along with the procedures in the *Cisco CallManager Extended Services Administrator's Guide*:

- [Installing Cisco CallManager Extended Services on Cisco ICS 7750, page 5](#)
- [Configuring Cisco CallManager Extension Mobility, page 6](#)

Installing Cisco CallManager Extended Services on Cisco ICS 7750

If you have the Cisco ICS 7750, use this procedure to install Cisco CallManager Extended Services. You can install Cisco CallManager Extended Services on any system processing engine (SPE) running Cisco CallManager.

To begin the installation on the SPE running Cisco CallManager, connect a mouse, a keyboard and the CD-ROM drive. Use the CD-ROM labeled “Cisco CallManager Extended Services for the ICS 7750.”

Follow the installation procedure in the “Installing Cisco CallManager” section of the *Cisco CallManager Extended Services Administrator’s Guide*, with the following changes for Steps 1 through 4:

Procedure

- Step 1** Log on to the SPE running Cisco CallManager with the Windows Administrator username and password.
- Step 2** Insert the Cisco CallManager Extended Services for the ICS 7750 CD-ROM in the CD-ROM drive attached to the USB port.



Caution

Do not download the files, as described in Step 2 in the *Cisco CallManager Extended Services Administrator’s Guide*. The files do not include the installer for the Cisco ICS 7750.

- Step 3** Wait for the Cisco CallManager Extended Services Installation Wizard to open.



Note

If the autorun does not begin, use Windows Explorer to locate the STISTAGE.EXE file on the CD-ROM drive. Double-click this file to launch the installer.

- Step 4** Continue with Step 5 in the “Installing Cisco CallManager” section of the *Cisco CallManager Extended Services Administrator’s Guide* to complete the installation.
-

Configuring Cisco CallManager Extension Mobility

Follow the procedures in the “Configuring Cisco CallManager Extension Mobility” chapter in the *Cisco CallManager Extended Services Administrator’s Guide* to configure the Cisco CallManager Extension Mobility service.

These release notes include an additional configuration procedure, [Setting Up the Directory Link, page 7](#). Perform the Cisco CallManager Extension Mobility configuration procedures in the following order:

1. Creating a New Application User, page 3-7
2. Configuring the Cisco CRA Engine, page 3-10
 - a. [Setting Up the Directory Link, page 7](#) of this Release Note
 - b. Adding the Login Application, page 3-10
 - c. Adding the Logout Application, page 3-13
 - d. Adding the Login Application Trigger, page 3-15
 - e. Adding the Logout Application Trigger, page 3-17

Follow the rest of the procedures as listed in the “Procedures for Configuring Cisco CallManager Extension Mobility” section in the *Cisco CallManager Extended Services Administrator’s Guide*.

Setting Up the Directory Link

Perform the following steps to set up the directory link:

Procedure

- Step 1** On the server/SPE running Cisco CallManager, choose **Start > Programs > Administrative Tools > Services**.
- Step 2** Double click **Cisco Application Engine**.
- Step 3** At the Logon tab, enter and confirm the password (use the Windows 2000 administrator's password).
- Step 4** Click **Apply**.
- Step 5** Close the Services window. You might have to stop and restart the Cisco Application Service for the change to take effect.
- Step 6** Choose **Start > Programs > Cisco Extended Services Administration > Application Administration**.
- Step 7** In the Application Administration Setup page, click **Setup**.
- Step 8** In the Directory Configuration page, many of the fields are pre-populated with your directory configuration data. You must complete the following fields:
- In the Directory hostname field, enter the **IP address** for the Cisco CallManager server/SPE where DC Directory resides.
 - In the Server Type field, choose **DC Directory**.
 - In the Configuration Profile Name field, enter **Default Profile**.
- Step 9** Click **OK** to set up the directory configuration.



Note

If you receive this error message:

```
javax.naming.AuthenticationException:  
{LDAP:error code 49 - Invalid credentials (80004005),  
you might need to change the password for DC Directory to match  
your Windows logon password. See the “Changing the DC Directory  
Password” section on page 8.
```

- Step 10** If the directory configuration is accepted, a command screen appears that launches and runs a script. After the scripts are completed, a confirmation message appears. Click Return to Main Menu.
-

To change the DC Directory password, perform the steps in the [“Changing the DC Directory Password”](#) section on page 8.

If you do not want to change the DC Directory password, continue with the next procedure in the *Cisco CallManager Extended Services Administrator’s Guide*, “Adding the Login Application.”

Changing the DC Directory Password

At this point in the configuration, you may want to change the password for the DC Directory.

Follow these steps to change the password for DC Directory.

Procedure

- Step 1** On the SPE running Cisco CallManager, choose **Start > Programs > Administrative Tools > Services**.
- Step 2** Double click **DC Directory Server** and the DC Directory Server Properties (Local Computer) dialog box opens.
- Step 3** At the Logon tab, enter and confirm the password (use the Windows 2000 administrator's password)
- Step 4** Click **OK**.
- Step 5** Close the Services window.
-

Continue with the next procedure in the *Cisco CallManager Extended Services Administrator’s Guide*, “Adding the Login Application.”

Cisco CallManager Extension Mobility Running Cisco CallManager 3.2(1)

The Cisco CallManager Extended Services Administrator's Guide describes how to configure Cisco CallManager Extended Services running Cisco CallManager 3.1.

There are some changes when you configure Cisco CallManager Extension Mobility running Cisco CallManager 3.2(1). These changes are described here:

- [Downloading Cisco CallManager Extended Services for Cisco CallManager 3.2\(1\), page 9](#)
- [Creating a New Application User, page 9](#)
- [Setting the Service Parameters, page 10](#)
- [Subscribing to the Cisco CallManager Login Service, page 10](#)

Downloading Cisco CallManager Extended Services for Cisco CallManager 3.2(1)

To download Cisco CallManager Extended Services running on Cisco CallManager 3.2 from the Internet, go to:

<http://www.cisco.com/cgi-bin/tablebuild.pl/callmgr-32>

Choose the Cisco CallManager Extended Services .exe file to match your version of Cisco CRA. For example, if you are running Cisco CRA 2.2(3b), choose cm-es-ffr.2-2-3b.exe.

Creating a New Application User

On the User Information screen (page 3-8 of the *Cisco CallManager Extended Services Administrator's Guide*), there is a User Locale field where you choose the language to run your application.

For the Cisco CallManager Extension Mobility service, leave the User Locale field set to the default, English US. Cisco CallManager Extension Mobility supports English only in CallManager 3.2.

Setting the Service Parameters

In the Service Parameters Configuration screen, (page 3-25 of the *Cisco CallManager Extended Services Administrator's Guide*), you can now choose a template for the Cisco IP Phone Model 7940. See the *Cisco CallManager Administration Guide*.



Note

The service parameters for Cisco CallManager Extension Mobility are not service-wide parameters; they apply only to the local Extension Mobility service; That is, if you update the service parameters on one server in the cluster, the service parameter updates are not reflected on the other servers in the cluster. To apply the changes throughout your system, make the changes on each server in the cluster.

Subscribing to the Cisco CallManager Login Service

To subscribe to the Cisco CallManager Login Service, replace Step 1 (page 3-32 of the *Cisco CallManager Extended Services Administrator's Guide*) with the following:

Step 1. On the Cisco CallManager Phone Configuration page, click **Subscribe/unsubscribe Services**.

Known Problems

Known problems are unexpected behaviors or defects in Cisco software 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 Service & Support>Technical Assistance Center>Tools>Software Bug Toolkit Bug Navigator II.

Known problems for Cisco CallManager Extended Services running on Cisco CallManager 3.1 and 3.2 are described here:

- [Table 1](#) lists known problems associated with Cisco CallManager Extension Mobility.
- [Table 2](#) lists known problems associated with Cisco IP AutoAttendant.

Table 1 *Cisco CallManager Extension Mobility Known Problems*

DDTS Number	Summary	Explanation
CSCdu78330	User received HTTP error after pressing the Services button.	When a user presses the Services button on their Cisco IP phone, they receive an HTTP error. To work around this problem, unplug the phone and plug it back in.
CSCdt29329	The Cisco CallManager Extension Mobility login service intermittently fails.	This problem can occur when the virtual directory on the Internet Information Server (IIS) fails. All file requests to the virtual directory result in an HTTP 500 error (Internal Service Error). As a workaround, restart the IIS to make the virtual directory function properly.
CSCdv67492	The Cisco CallManager Extension Mobility login service returns the wrong port to the phone. When the user enters User ID and Name, the phone displays “Please sign on” with a blank screen below it.	This problem is caused an incorrect entry for the Login service during Cisco CallManager Extension Mobility configuration. At the Service URL field on the Cisco IP Phone Services Configuration screen, make sure to enter the IP address of the Cisco Customer Response Applications server, not the hostname. For example, enter: <code>http://10.200.72.26:8080/login</code> Refer to the “Adding the Login Service” and the “Adding the Logout Service” sections in the <i>Cisco CallManager Extension Mobility Administrator’s Guide</i> .

Table 2 Cisco IP Auto Attendant Known Problems

DDTS Number	Summary	Explanation
CSCds49021	This release does not support multiple lines for the same CTI device	If you add multiple lines for the same CTI device instead of creating individual CTI devices for each directory number, no CTI devices will be in service.
CSCdt63109	Cisco IP AutoAttendant is not automatically updated after upgrading to Release 2.2.	The Cisco IP AutoAttendant application script is not automatically updated after you upgrade to Cisco Customer Response Applications Release 2.2. To work around this problem, run UpgradeAA.bat after you access the Application Administration page and re-initialize the LDAP directory.
CSCdv69713	After upgrading, the Cisco IP AutoAttendant operator extension is missing.	If you upgrade from Cisco IP IVR Release 2.0, the operator extension is deleted from the Cisco IP AutoAttendant configuration. To work around this problem, re-enter the operator extension.

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.

CCIP, the Cisco *Powered* Network mark, the Cisco Systems Verified logo, Cisco Unity, Fast Step, Follow Me Browsing, FormShare, Internet Quotient, iQ Breakthrough, iQ Expertise, iQ FastTrack, the iQ Logo, iQ Net Readiness Scorecard, Networking Academy, ScriptShare, SMARTnet, TransPath, and Voice LAN are trademarks of Cisco Systems, Inc.; Changing the Way We Work, Live, Play, and Learn, Discover All That’s Possible, The Fastest Way to Increase Your Internet Quotient, and iQuick Study 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, Empowering the Internet Generation, Enterprise/Solver, EtherChannel, EtherSwitch, GigaStack, IOS, IP/TV, LightStream, MGX, MICA, the Networkers logo, Network Registrar, *Packet*, PIX, Post-Routing, Pre-Routing, RateMUX, Registrar, SlideCast, 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. (0201R)

Copyright © 2001,2002 Cisco Systems, Inc.
All rights reserved.