



Release Notes for CiscoWorks Voice Manager 3.1

Revised: March 13, 2008

These release notes are for use with CiscoWorks Voice Manager (CWVM) 3.1 running on Windows or Solaris.

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New Features

The following is a list of new features available in this release:

- Upgrade (standard and remote) from CWVM 2.3 and CWVM 3.0.
- Support for the following devices:
 - Cisco AS5400XM Universal Gateway
 - Cisco AS5350XM Universal Gateway
- Support for later Cisco IOS versions—See *Supported Devices Table for CiscoWorks Voice Manager 3.1* at this URL: http://cisco.com/en/US/docs/net_mgmt/cisoworks_voice_manager/3.1/device_support/table/CWVM_dst.html



Note

CWVM 3.1 no longer supports devices in these series:

- Cisco 7500 Series Routers
- Cisco 3600 Series Routers



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- Cisco 2600 Series Routers
- Cisco 1700 Series Routers
- Cisco Hubs and Concentrators

Product Documentation



Note

We sometimes update the printed and electronic documentation after original publication. Therefore, you should also review the documentation on Cisco.com for any updates.

[Table 1](#) describes the product documentation that is available.

Table 1 *Product Documentation*

Document Title	Available Locations
<i>Release Notes for CiscoWorks Voice Manager 3.1</i>	<ul style="list-style-type: none"> • PDF on the product CD • On Cisco.com at this URL: http://cisco.com/en/US/docs/net_mgmt/cisoworks_voice_manager/3.1/release/notes/CWVM_rn.html
<i>Installation Guide for CiscoWorks Voice Manager</i>	<ul style="list-style-type: none"> • PDF on the product CD • On Cisco.com at this URL: http://cisco.com/en/US/docs/net_mgmt/cisoworks_voice_manager/3.1/installation/guide/vm3ig.html
<i>User Guide for CiscoWorks Voice Manager</i>	<ul style="list-style-type: none"> • PDF on the product CD • On Cisco.com at this URL: http://cisco.com/en/US/docs/net_mgmt/cisoworks_voice_manager/3.1/user/guide/vm31ug.html
<i>Documentation Guide for CiscoWorks Voice Manager 3.1</i>	<ul style="list-style-type: none"> • Hardcopy in the product package • On Cisco.com at this URL: http://cisco.com/en/US/docs/net_mgmt/cisoworks_voice_manager/3.1/doc_guide/cwvm_docg.html
<i>Supported Devices Table for CiscoWorks Voice Manager 3.1</i>	<ul style="list-style-type: none"> • On Cisco.com at this URL: http://cisco.com/en/US/docs/net_mgmt/cisoworks_voice_manager/3.1/device_support/table/CWVM_dst.html
Context-sensitive online help	<ul style="list-style-type: none"> • Select an option from the navigation tree, then click Help. • Click the Help button in the dialog box.

Related Documentation



Note

We sometimes update the printed and electronic documentation after original publication. Therefore, you should also review the documentation on Cisco.com for any updates.

Table 2 describes the additional documentation that is available.

Table 2 **Related Documentation**

Document Title	Available Locations
<p><i>Release Notes for CiscoWorks Common Services 3.0 (Includes CiscoView 6.1) on Solaris</i></p> <p><i>Release Notes for CiscoWorks Common Services 3.0 (Includes CiscoView 6.1) on Windows</i></p>	<ul style="list-style-type: none"> • PDF on the CWVM 3.1 CD • On Cisco.com: <ul style="list-style-type: none"> – Solaris at this URL: http://www.cisco.com/en/US/docs/net_mgmt/cisoworks_common_services_software/3.0/release/notes/CWCS_RNS.html – Windows at this URL: http://www.cisco.com/en/US/docs/net_mgmt/cisoworks_common_services_software/3.0/release/notes/CWCS_RNW.html
<p><i>Installation and Setup Guide for CiscoWorks Common Services 3.0 (Includes CiscoView) on Solaris</i></p> <p><i>Installation and Setup Guide for CiscoWorks Common Services 3.0 (Includes CiscoView) on Windows</i></p>	<ul style="list-style-type: none"> • PDF on the CWVM 3.1 CD • On Cisco.com: <ul style="list-style-type: none"> – Solaris at this URL: http://www.cisco.com/en/US/docs/net_mgmt/cisoworks_common_services_software/3.0/installation/solaris/guide/ig_sol.html – Windows at this URL: http://www.cisco.com/en/US/docs/net_mgmt/cisoworks_common_services_software/3.0/installation/windows/guide/ig_win.html
<p><i>Readme for Common Services 3.0 Service Pack 2 on Solaris</i></p> <p><i>Readme for Common Services 3.0 Service Pack 2 on Windows</i></p>	<p>On Cisco.com:</p> <ul style="list-style-type: none"> • Solaris at this URL: http://www.cisco.com/en/US/partner/docs/net_mgmt/cisoworks_common_services_software/3.0/service_pack_2/cs30sp2s.html • Windows at this URL: http://www.cisco.com/en/US/partner/docs/net_mgmt/cisoworks_common_services_software/3.0/service_pack_2/cs30sp2w.html
<p><i>LMS 2.5 Data Migration Guidelines</i></p>	<ul style="list-style-type: none"> • On Cisco.com: http://www.cisco.com/en/US/products/sw/cscowork/ps2425/products_quick_start09186a00803ed826.html
<p><i>User Guide for CiscoWorks Common Services 3.0</i></p>	<ul style="list-style-type: none"> • PDF on the CWVM 3.1 CD • On Cisco.com at this URL: http://www.cisco.com/en/US/docs/net_mgmt/cisoworks_common_services_software/3.0/user/guide/usrguide.html
<p><i>User Guide for CiscoView 6.1 (with LMS 2.5)</i></p>	<ul style="list-style-type: none"> • On Cisco.com at this URL: http://www.cisco.com/en/US/docs/net_mgmt/cisoworks_ciscoview/6.1/user/guide/cv Ug.html
<p><i>User Guide for CiscoWorks Integration Utility 1.6</i></p>	<ul style="list-style-type: none"> • On Cisco.com at this URL: http://www.cisco.com/en/US/docs/net_mgmt/cisoworks_common_services_software/3.0/user/nmim/guide/nmim Ug_1.html

Useful Information

Table 3 provides information on problems known to exist in CWVM that are the result of older Cisco IOS software known problems. These problems do not exist in CWVM if you are using the latest Cisco IOS software version (Cisco IOS 12.4.(11)T or higher).

Table 3 *Known Cisco IOS Software Problems Impacting CWVM 3.1*

Summary	Explanation
CWVM does not provide DSP status for the PVDM2 modules in the Voice Feature card for AS5350XM and AS5400XM devices	When PVDM2 modules are present on the Voice Feature card on Cisco AS5350XM or AS5400XM Universal Gateways, CISCO-DSP-MGMT-MIB is not populated for the DSPs. Hence, CWVM does not provide the DSP status information for these DSPs. For more information, refer to the corresponding Cisco IOS bug: CSCsd53803.

Table 4 provides information on problems known to exist in CWVM that are the result of known problems in CiscoWorks Common Services.

Table 4 *Known CiscoWorks Common Services Problems Impacting CWVM 3.1*

Summary	Explanation
Daylight Saving Time (DST) in certain time zones causes unintended time offsets	On CiscoWorks servers in Brazil, Venezuela, Iran, Argentina, and Australia, application functions that are based on system date and time—such as job scheduling or storing timestamps in log files—might be advanced or delayed by an hour. This happens on CiscoWorks servers that have not been updated with the new DST policy changes. To update the CiscoWorks server, install the Daylight Saving Time (DST) Patch for CS 3.0.x on Windows (For Argentina, Australia, Brazil, Iran and Venezuela Time Zones); download the patch from this URL: http://www.cisco.com/cgi-bin/tablebuild.pl/cw2000-cd-one The related bug ID is CSCsm43797.

Known Problems

Table 5 describes problems known to exist in this release.



Note

To obtain more information about known problems, access the Cisco Software Bug Toolkit at <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. (You will be prompted to log into Cisco.com.)

Table 5 Known Problems in CWVM 3.1

Bug ID	Summary	Explanation
None	Sometimes an online help topic does not appear correctly.	<p>Symptom:</p> <p>Online help might not refresh properly in the browser when you use standalone client.</p> <p>Workaround:</p> <p>To work around the problem, close the browser window and click Help again.</p>
None	Sometimes CWVM may not detect a device configuration failure.	<p>Description:</p> <p>For some Cisco IOS commands, errors are not reported in a form that CWVM recognizes. In these cases, CWVM might not detect a failure when a configuration change is attempted on the device. When this happens, CWVM reports that the configuration change is successful, but does not update or change the configuration.</p> <p>Workaround:</p> <p>Users should check the job details to verify that the device was properly updated.</p>
None	In some instances, fields available in port configurations may not work properly for certain Cisco IOS releases or platforms.	<p>Examples of fields that could cause problems include the following:</p> <ul style="list-style-type: none"> • Ring frequency—The values for this field are platform specific. Only 25 and 50 are valid values for a 3600 device, while only 20 and 30 are valid values for an MC3810 device. • E&M port type—Values returned from MIB show that Type IV is a valid option. However, this option might not be available on all platforms. <p>Workaround:</p> <p>None</p>
CSCsb27529	CWVM3.1-Install summary contains an error message.	<p>Symptom:</p> <p>The following error message appears in the CWVM3.1-Install summary window:</p> <pre>ERROR: /opt/CSCOpX/setup/CSCOcvm.info not found. ERROR: GetProperty called with undefined package name: CSCOcvm.</pre> <p>Condition:</p> <p>The message appears only on Solaris 2.9 systems.</p> <p>The CWVM3.1-Install summary window contains this error message if a user with an “install” user account is present in the server. This error does not have any impact on CWVM functionality.</p> <p>Workaround:</p> <ol style="list-style-type: none"> 1. Remove the “install” user account, then reinstall CWVM. 2. Change the user ID to zero for install user.

Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, submitting a service request, and gathering additional information, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

Subscribe to the *What's New in Cisco Product Documentation* as a Really Simple Syndication (RSS) feed and set content to be delivered directly to your desktop using a reader application. The RSS feeds are a free service and Cisco currently supports RSS version 2.0.

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