



Release Notes for the Cisco EGW 2200 Enterprise Gateway 1.1(2)

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Cisco EGW 2200 Enterprise Gateway Overview and Features

The Cisco EGW 2200 Enterprise Gateway (also known as Cisco EGW 2200) is a network appliance that serves as a migration tool for transitioning TDM PBX enterprises to Cisco AVVID IP-based technology. Specifically, Cisco EGW 2200 provides interworking of TDM DPNSS PBXs with Cisco CallManager and allows you to attach Cisco Unity to DPNSS or QSIG TDM PBXs so that you can take advantage of its advanced messaging services. More information on product functionality is provided in [Features](#) and [Applications Supported by Cisco EGW 2200](#).

The Cisco EGW 2200 consists of an MCS 78xx (Media Convergence Server) computer and pre-loaded software for call control and administration. Hardware and software details are described below.

For a more detailed overview, refer to *Overview of Cisco EGW 2200* at <http://www.cisco.com/univercd/cc/td/doc/product/access/sc/nirvdoc/plannirv/psegwovr.htm>.

Cisco EGW 2200 Hardware and Software

Hardware

Cisco EGW 2200 runs on an Intel-based Cisco Media Convergence Server (MCS) 7825, 7835, or 7845, with specifications shown in [Table 1](#). For product information, refer to Cisco 7800 Media Convergence Servers at <http://www.cisco.com/en/US/products/hw/voiceapp/ps378/index.html>.

For installation (first-time configuration of pre-loaded software), you need a monitor and keyboard.

After installation, you administer the Cisco EGW 2200 using a web client workstation and browser to access the web-based Cisco EGW Administration and Cisco IPT Platform Administration applications described in the next section. A subset of platform administration functions are also available using the command line interface (CLI) which is accessed remotely using SSH. If there is a problem with the IP address, you can also access the CLI locally by using either the monitor and keyboard or connecting a terminal server (such as the Cisco 2611) to the Cisco MCS serial port.

Table 1 Cisco EGW Hardware Platforms

Platform	Configuration
Cisco MCS 7825H	Pentium 4, 3.4 GHz 1 CPU 1 - 2 GB SDRAM 40 GB ATA hard disk drive 2 NICs
Cisco MCS 7835-IBM	Pentium 4, 3.4 GHz 1 CPU 2 GB SDRAM Dual 36 GB SCSI hard disk drives 2 NICs

Table 1 Cisco EGW Hardware Platforms

Platform	Configuration
Cisco MCS 7835-HP	Pentium 4, 3.4 GHz 1 CPU 2 GB SDRAM Dual 36 GB SCSI hard disk drives 2 NICs
Cisco MCS 7845	Pentium 4, 3.4 GHz 2 CPUs 4 GB SDRAM Quad 72 GB SCSI hard disk drive 2 NICs

Software

Cisco EGW 2200 release 1.1(2) software is pre-loaded. You install and configure the software at first use. The following components are included in the software:

- Linux operating system—Red Hat Enterprise Advanced Server 3.0
- Cisco EGW 2200 call control application which includes an H.323 Signaling Interface (HSI)
- Cisco EGW Administration, a browser-accessible application for provisioning network components
- Cisco IPT Platform Administration, a browser-accessible application for administering Cisco appliances, managing updates, and backing up data



Note

Supported browsers: Netscape 7.x or higher or Internet Explorer 6.x or higher.

- Command-line interface providing a subset of Cisco IPT Platform Administration functions



Note

The Linux operating system is not user-accessible. You can manage the platform by using Cisco IPT Platform Administration.

Secure Communications

The Cisco EGW 2200 software provides secure communications channels to external computer systems, supporting secure interfaces (ssh, sftp) for operations such as backup and restore and performing upgrades. The Cisco EGW 2200 software is export-restricted and can be obtained through controlled channels only. A summary of U.S. laws governing Cisco cryptographic products may be found at: <http://www.cisco.com/wwl/export/crypto/tool/stqrg.html>. If you require further assistance please send email to export@cisco.com.

Features

Key features of the Cisco EGW 2200 include the following:

- Intel-based platforms (Cisco MCS)
- Simplified installation, provisioning, and management of key components on the Cisco EGW 2200 using Cisco's network appliance model:
 - Software is pre-loaded and configured on first use through configuration wizards.
 - Provisioning and administration use web-based applications.
 - Web-based upgrades including electronic notifications
- DPNSS calling features (BTNR188 Issue 5) for interworking with Cisco CallManager, including advanced features:
 - Basic call
 - Add-on Conference
 - Call Back When Free
 - Call Back When Next Used
 - Call Forward
 - Call Hold
 - Call Redirection
 - Call Waiting
 - Calling Name Display
 - Centralized Operator
 - Call Diversion
 - Extension Status
 - Loop Avoidance
 - Message Waiting Indicator
 - Night Service
 - Route optimization
 - Three Party Service: Shuttle, Transfer, and Add-on

**Note**

When DPNSS features are interworked between a legacy DPNSS PBX network and Cisco Call Manager (and vice-versa), the given features mimic the implementation of the features in a DPNSS network. For information on exceptions, refer to [“DPNSS Limitations”](#).

- Call routing and number analysis
 - Direct, time-of-day, and load-balancing routing accomplished through random route assignment)
- (New in patch 7) Support for the Cisco CallManager clustering over an IP WAN deployment model, splitting Cisco CallManager clusters between two connected by a QoS-enabled Layer-3 routed WAN. In this scenario, the two Cisco EGW systems in a fault-tolerant pair are also split between the two sites.
- (New in patch 3) Call limiting: Ability to specify a call limit (maximum number of calls) on the media gateway, H.323 interface to Cisco CallManager, or the Unity SIP interface
- (New in System Release 2) Interworking of the Cisco Unity unified messaging server with DPNSS and QSIG PBXs, providing advanced voice messaging features

- DPNSS feature support: Basic call, Call Hold, Message Waiting Indicator, Calling and Called Number ID, Auto Attendant
- QSIG feature support: Basic call, Call Hold, Message Waiting Indicator, Calling and Called Number ID, Auto Attendant
- Ability to serve as a centralized access point to the PSTN using Cisco AS5000-series gateways
- Available in simplex or continuous service duplex configurations
- Conformance with best practices recommended for PBX to IP migration

For a detailed description of DPNSS features, refer to “*Overview of DPNSS Features*” at http://www.cisco.com/univercd/cc/td/doc/product/access/sc/nirvdoc/plannirv/ac_dpfr.htm.

What's New in System Release 2

New Application

Interworking of the Cisco Unity unified messaging server with DPNSS and QSIG PBXs, providing advanced voice messaging features:

- DPNSS feature support: Basic call, Call Hold, Message Waiting Indicator, Calling and Called Number ID, Auto Attendant
- QSIG feature support: Basic call, Call Hold, Message Waiting Indicator, Calling and Called Number ID, Auto Attendant

What's New in Software Patches

Patch 12: No New Features

Patch 12 corrects various issues found in the QBE interface on the Cisco EGW 2200 and contains clarifications and enhancements to the EGW online help.

See “[Cisco EGW 1.1\(2\) Patch 12](#)” section on [page 13](#) for a list of tickets fixed in this patch.

Patch 11: Multiple Cisco CallManager Clusters Supported

Patch 11 adds support for multiple Cisco CallManager clusters. In Cisco EGW Administration, you add each cluster, specifying the Cisco CallManager version, and then provision interfaces as usual.

This patch also corrects various problems that occurred when provisioning the Cisco EGW 2200.

See [Cisco EGW 1.1\(2\) Patch 11](#) for a list of tickets fixed in this patch.

Patch 10: Provisioning Fixes

Patch 10 corrects various problems that occurred when provisioning the Cisco EGW 2200. See [Cisco EGW 1.1\(2\) Patch 10](#) for a list of tickets fixed in this patch.

Patch 9: Support for Email and Pager Alarm Notification

You can now receive notification of Cisco EGW 2200 alarms through an email or pager message. When you set up notification, you can specify the criteria, including level of detail in the report and the severity of alarms you want reported. You can send notifications to multiple recipients by entering multiple email addresses. The message will include the EGW host name (in the “From” field), the alarm name, a description, the alarm severity, and the time of occurrence.

In contrast to the View Alarms window, which displays current, uncleared alarms, alarm notification notifies you of both set and cleared alarms.

For this feature to work, the Cisco EGW must be connected to an SMTP server. For pager notification, your pager must be capable of receiving alphanumeric pages through email.

For information on setting up alarm notification, refer to <http://www.cisco.com/univercd/cc/td/doc/product/access/sc/nirvdoc/provnirv/hwemail.htm>. Cisco EGW Administration online help includes details on using the Alarm Notification window.

See [Cisco EGW 1.1\(2\) Patch 9](#) for a list of tickets fixed in this patch.

Patch 8: Provisioning Fixes

Patch 8 corrects various problems that occurred when provisioning the Cisco EGW 2200. See [Cisco EGW 1.1\(2\) Patch 8](#) for a list.

Patch 7: Support for Cisco CallManager Clustering over an IP WAN

Previously, Cisco EGW supported DPNSS Interworking with Cisco CallManager in single-site and multi-site (centralized and distributed) deployment models. The Clustering over an IP WAN feature adds support for a third deployment scenario, where the Cisco CallManager cluster is split between two sites connected by a QoS-enabled Layer 3 routed WAN. Additional remote PBX sites may be connected through remote media gateways. In this model, the two Cisco EGW systems in a fault-tolerant pair are also split between the sites instead of being co-located.

Use this feature if you have decided to implement the the Cisco CallManager clustering over an IP WAN deployment model, as described in “Clustering over the IP WAN” in IP Telephony Solution Reference Network Design for Cisco CallManager 4.0 at

http://www.cisco.com/application/pdf/en/us/guest/netso/ns268/c649/ccmigration_09186a008022147a.pdf. You should be familiar with the concepts and procedures described in that document.

See [Cisco EGW 1.1\(2\) Patch 7](#) for a list of tickets fixed in this patch.



Note

Patch 7 also includes a new procedure for (the rare cases of) changing IP addresses in a fault-tolerant system after installation. Refer to

http://www.cisco.com/iamewg/configuration/configuration_egw.htm#changeipaddress.

Implementing Clustering over an IP WAN

You can migrate an existing fault-tolerant co-located Cisco EGW deployment to IP WAN clustering, and you can install and provision a new DPNSS IP PBX Cisco CallManager application with clustering over an IP WAN. These procedures are described in “Implementing Clustering over the WAN: Overview and Procedures” at http://www.cisco.com/iamewg/pdfs_and_docs/ImplementingCOWPatch7.pdf.

If you are upgrading, you should also familiarize yourself with [Changes to Cisco EGW Administration Provisioning Properties](#).

Upgrading to Patch 7 and Retaining Co-located Site Deployment

This procedure applies to both standalone (EGW 1) and fault-tolerant systems (EGW 1 and EGW 2). Your current configuration is retained, with automatic migration to the changed properties (see [Changes to Cisco EGW Administration Provisioning Properties](#) for a description).

Step 1. Upgrade each Cisco EGW 2200 to patch 7.

Follow the procedure in “Upgrading the Cisco EGW 2200 Software” at <http://www.cisco.com/univercd/cc/td/doc/product/access/sc/nirvdoc/opsnirv/anupgr.htm>.

Step 2. Apply provisioning changes and synchronize the systems.

This step applies the new provisioning properties to your configuration. Make sure to follow this sequence.

1. Open Cisco EGW Administration for EGW 1, the active system in a fault-tolerant pair.
 - If you have existing IP routes, they are migrated to the new format (system-generated names based on the destination IP address).
2. Migrate to patch 7 Media Gateway properties:
 - Patch 7 includes changes to Media Gateway properties. Opening each media gateway in Cisco EGW Administration automatically triggers an update to apply these changes to your configuration.
 - Click **Media Gateways**. In the gateway list, click on the first gateway. Property changes are applied. (You do not need to click Update; simply opening the Media Gateway Properties page updates your configuration.) Click **Media Gateways** again and click on the next gateway. Repeat for each gateway.
3. Migrate to patch 7 Standard Route Plan and Dial Plan properties, in a similar procedure to that used for media gateways:
 - Click **Standard Route Plans**. In the route plan list, click on each route plan.
 - Click Dial Plans. In the dial plan list, click on each dial plan.

Changes to Cisco EGW Administration Provisioning Properties

Whether or not you are implementing clustering over an IP WAN, if you are upgrading to patch 7 from a previous release, you should be aware of these changes to component properties in Cisco EGW Administration:

- A new **Next Hop Routers** page has been added. This is where you add next hop information and, if desired, activate WAN clustering.
- **IP Routes** page—Properties and functionality have changed:
 - The Name and Local Interface properties have been removed. The local interface is derived from the EGW IP addresses and the name is system-generated in the form *to-destinationIPaddress-p#* where *p#* is the priority of this route for a given interface. Next hop selection is made from a dropdown menu with next hop values from the Next Hop Routers page.
 - You no longer add an IP route for a media gateway in a local site (a site with a Cisco EGW). These are automatically generated. If you are supporting a DPNSS remote PBX site, you do need to add an IP route for a remote media gateway.

- **Functionality:** You can view the list of IP routes (local, automatically-generated routes and manually-added routes to remote destinations) and click a route to view its properties, but you can not edit properties. From the list, you can add a new route for a remote destination or delete an obsolete route.
- IP Route and Local Interface properties are removed from the **Media Gateway** and Cisco CallManager **CTI Manager** and **AXL Server** interface pages. The IP route information is automatically determined from the destination IP address, which identifies the site where the component is located.
- **Media Gateway** page—The Next Hop property is removed.
- **Route Plan**—You can now specify Call Limiting for a route plan, to be applied to any dial plan using that route plan.
- **Dial Plan**—The page layout has been modified. Each Called Numbers entry has a Show Details toggle allowing codec selection specific to the Called Number. Codecs supported include G.711u, G.711a G.723, G.729a, G.729b, and G.729.

Patch 6: Provisioning Fixes

Patch 6 corrects various problems that occurred when provisioning the Cisco EGW 2200. See [Cisco EGW 1.1\(2\) Patch 6](#) for a list.

Patch 5: Support for Cisco CallManager 4.1

Patch 5 adds support for Cisco CallManager 4.1. Cisco CallManager 4.0(2) is also supported. CTI Manager version 5.0 or 6.0 may be used, and if needed you can revert from 6.0 to 5.0.

Call Back Features with Cisco CallManager

In Cisco EGW 2200 applications, the Call Back feature is handled by the Cisco EGW 2200. If the Cisco Call Back feature is activated in your Cisco CallManager cluster, you must deactivate it for the feature to work properly in your application. How you do this depends on your version of Cisco CallManager.

To Deactivate Call Back in Cisco CallManager 4.1

-
- Step 1** From the Cisco CallManager Administration window, choose **Service > Service Parameters**. The Service Parameters Configuration window appears.
 - Step 2** From the dropdown Server list, choose your server, and from the dropdown Service list, choose Cisco CallManager. The Service Parameters Configuration window displays parameters for Cisco CallManager.
 - Step 3** Scroll down to Clusterwide Parameters (Feature - Call Back) and ensure that Callback Enabled Flag is set to False. If the current setting is True, select False from the dropdown list.
 - Step 4** Return to the top of the window (shortcut: **Ctrl+Home**) and click **Update**.
The updated parameter is applied.
 - Step 5** When the update is complete, restart Cisco CallManager:
 - a. From the Windows Start menu, choose **Programs > Administrative Tool**, then choose **Services**.
 - b. From the Services menu, choose **Cisco CallManager**.

- c. Click **Action > Restart**.

Cisco CallManager restarts with the Call Back Enabled feature disabled.



Note

If you have an icon for the Services menu on your desktop you can use that as a shortcut to the Services menu.

To Deactivate Call Back in Cisco CallManager 4.0(x)

Follow the steps in “Deactivating Cisco CallManager Services” in the Services Activation chapter of the Cisco CallManager Serviceability Administration Guide (refer to http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/4_0/service/serv401/ccmsrva/sasrvact.htm#1037707).

In Step 4, uncheck Cisco Extended Functions (CEF).

Patch 4: H.323 Interface Enhancements and a Restart on Update

Enhanced H.323 Fault Tolerance: Prior to this patch, the Cisco CallManager H.323 interface signaling path 1 and 2 made use of only one Cisco EGW IP link, even if you had defined a secondary (Ethernet 1) as well as primary (Ethernet 0) link for the Cisco EGW.

With this enhancement, each signaling path can make use of both IP links, so that if one goes down, the signaling path stays in service. In Cisco EGW Administration, on the H.323 page under Signaling Links and Paths you will now see two Transport Links for each Signaling Path. As long as one link is in service, the Signaling Path is in service. If you want to take a Signaling Path out of service, you must take both transport links out of service.

Required—Update H.323 Page on Both Active and Standby Systems: After you upgrade to patch 4, to bring the new H.323 signaling path in service you must update H.323 interface properties on the active and the standby Cisco EGW system.



Note

Because of the H.323-related changes, the first time you update the H.323 page after installing this patch, the system will restart. After the restart, the changed parameters will have been applied.

Patch 3: New Features

- Support for direct, non-RAS connection from the Cisco EGW to the Cisco CallManager cluster. This new feature allows you to implement the DPNSS Interworking Support for Cisco CallManager application without the need for a gatekeeper. However, if your deployment requires a gatekeeper for any reason, such as call admission or bandwidth control, then it is recommended that a gatekeeper be used.
- Ability to specify a call limit (maximum number of calls) on the media gateway interface, H.323 interface to Cisco CallManager, and the Cisco Unity SIP interface.

Installing Cisco EGW 2200

Refer to *Installing the Cisco EGW 2200 Software* at <http://www.cisco.com/univercd/cc/td/doc/product/access/sc/nirvdoc/instnirv/aneji.htm>

After installation, make sure to install the latest upgrade patch available at <http://www.cisco.com/kobayashi/sw-center/sw-voice.shtml>.

See [Upgrading Cisco EGW 2200 Software](#) for upgrade procedures.

Applications Supported by Cisco EGW 2200

- **DPNSS Interworking Support for Cisco CallManager:** You can transition to IP telephony by adding an IP PBX to interwork with your existing DPNSS TDM PBXs using a Cisco CallManager cluster as the IP PBX. You can implement any of these Cisco CallManager deployment models: single-site, multi-site, and (new in patch 7) clustering over an IP WAN.
- **(New in System Release 2) Cisco Unity Messaging:** You can add advanced voice messaging to legacy DPNSS or QSIG TDM PBXs. The legacy systems may be DPNSS or QSIG, but not a mix.
- **Toll Bypass:** You can replace your legacy DPNSS or QSIG TDM mesh network with an IP communications network, providing simplified central call control and toll bypass.

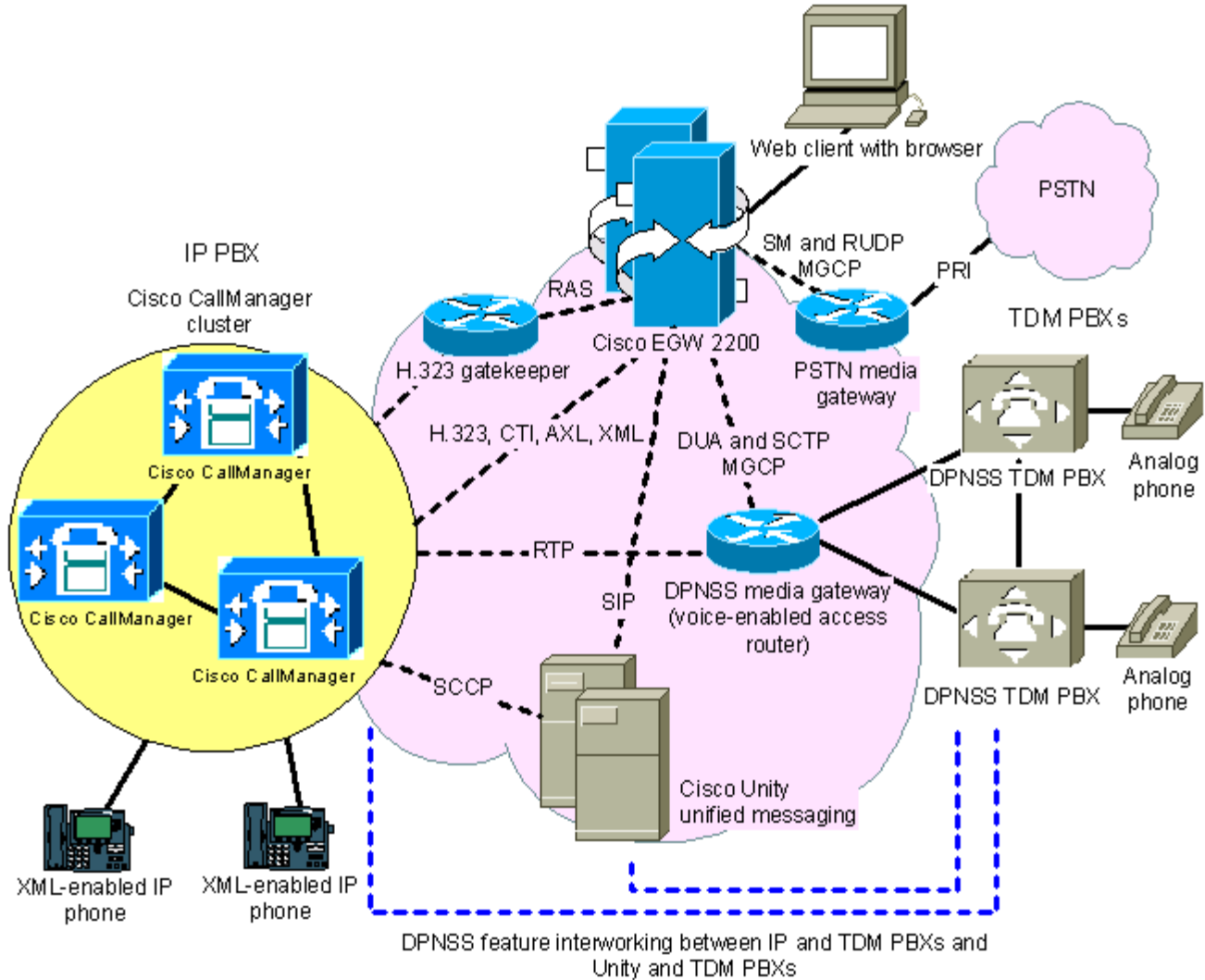
These applications can be also be implemented in combination, as shown in [Figure 1](#). Optionally, any implementation can include a PSTN interconnect application, connection to the Public Switched Telephone Network (PSTN) through a PRI ISDN trunk.



Note

H.323 gatekeeper optional: The illustration shows the use of a gatekeeper and the registration, admission, and status protocol for the H.323 interface between Cisco EGW 2200 and Cisco CallManager. The gatekeeper is optional; small networks can use H.323 direct mode without a gatekeeper. If you need to make effective use of network functions such as call admission and bandwidth control for large installations, a gatekeeper is recommended. The gatekeeper provides a means for Cisco EGW to loadshare traffic across the Cisco CallManager hosts, and allows Cisco CallManager to loadshare traffic across H.323 interfaces in a fault-tolerant Cisco EGW configuration. (New in software patch 3)

Figure 1 Combination DPNSS Interworking for Cisco CallManager with Cisco Unity and PSTN Interconnect Applications



Supported Components and Their Requirements

Refer to “[Identifying the Components You Need](#)” in the Planning section of *Deploying and Operating Cisco EGW Applications* for a detailed compatibility matrix, with links to software release notes and download locations.

Determining Release Versions

Determining Cisco EGW 2200 Software Release Version and Platform Information

After installation, you can use Cisco IPT Platform Administration to check the current software version and platform details.

-
- Step 1** Open Cisco IPT Platform Administration:
- From a web client, open a browser and enter the address for Cisco IPT Platform Administration for your Cisco EGW 2200, in this form:
`http://<ip address or hostname>:8080/iptplatform/`
- Cisco IPT Platform Administration opens to the Logon page.
- Step 2** For username and password, enter the administrator ID and password defined during installation. The starting Cisco IPT Platform Administration page opens.
- Step 3** Do either of the following:
- To see the current software version, choose **Software Upgrade > Show Current Version** and click **Retrieve**. The current software version is displayed.
 - To see platform information, choose **Show Status > Platform**. Platform details are displayed.
-

Determining Cisco IOS Release Version

To determine the release version of Cisco IOS software currently running on a Cisco component used with a Cisco EGW 2200 application, log in to the component and enter the show version EXEC command. The following sample output from the show version command indicates the version number on the second output line:

```
Router> show version
Cisco Internetwork Operating System Software
IOS (tm) 12.2 Software c5300-i-mz, Version 12.2(1)T3, RELEASE SOFTWARE
```

Upgrading Cisco EGW 2200 Software

Make sure you are running the latest version of the Cisco EGW 2200 software including any patches. Upgrades and patches are available at <http://www.cisco.com/kobayashi/sw-center/sw-voice.shtml>.

Upgrade instructions are described in *Upgrading the Cisco EGW 2200 Software* at <http://www.cisco.com/univercd/cc/td/doc/product/access/sc/nirvdoc/opsnirv/anupgr.htm>.



Note

A patch is cumulative and includes all features and fixes from earlier patches, therefore you may upgrade directly to the latest patch from any earlier 1.1(2) patch. There is no need for incremental upgrades. However, if you are upgrading from base release, patch 1, or patch 2 to patch 3 or above, you do need to

follow some special steps, as described in ““[Special Procedures When Upgrading from the Base Release, Patch 1, or Patch 2](#)” in *Upgrading the Cisco EGW 2200 Software*. If you are upgrading from patch 3 or above, just follow the normal upgrade procedure.

To find out what’s new in the patch you are applying, see [What’s New in Software Patches](#). To find out what DDTs tickets have been resolved in the patch, see the relevant patch number in [Software Patch Details](#).

Software Patch Details

This section lists the software patches released for Cisco EGW 1.1(2) and the DDTs tickets they resolve.

To find out what’s new in the patch you are applying, see [What’s New in Software Patches](#).

Cisco EGW 1.1(2) Patch 12

Cisco EGW 1.1(2) Patch 12 includes any applicable fixed DDTs tickets from Cisco PGW 2200 9.6(1) S31/P25 (refer to *Release Notes for the Cisco Media Gateway Controller Software Release 9.6(1)* at <http://www.cisco.com/univercd/cc/td/doc/product/access/sc/rel9/relnote/rn961.htm> as well as resolving the following Cisco EGW-specific DDTs tickets:

Table 2 DDTs Tickets Resolved in Patch 12

Identifier	Severity	Component	Description
CSCsc96116	3	iocqbe	PGW does not handle Call Back When Free for busy IP phone
CSCsc96127	3	iocqbe	CallBack failure for extension mobility
CSCsc96129	3	iocqbe	CallBack Free notification rejected by CCM after PGW switch-over
CSCsc96135	3	iocqbe	Multiple callbacks from the same calling line failed
CSCsc96139	3	iocqbe	QBE coredump on active PGW when active PGW sw-over and CCM restart

Cisco EGW 1.1(2) Patch 11

Cisco EGW 1.1(2) Patch 11 includes any applicable fixed DDTs tickets from Cisco PGW 2200 9.5(2) S31/P25 (refer to *Release Notes for the Cisco Media Gateway Controller Software Release 9.5(2)* at <http://www.cisco.com/univercd/cc/td/doc/product/access/sc/rel9/relnote/rn952.htm> as well as resolving the following Cisco EGW-specific DDTs tickets:

Table 3 *DDTS Tickets Resolved in Patch 11*

Identifier	Severity	Component	Description
CSCsa73153	2	engine	Clustering over WAN: Half-call checkpointing broke
CSCsb04972	2	ioccsip	SipDnsMgr::queryTimeout error prevents sending of SIP traffic
CSCsb03806	2	Cisco EGW Administration	Route Plan can't migrate from 1.1(2)P4 to 1.1(2)P9.2 if starting with #
CSCsb06602	2	Cisco EGW Administration	Clustering over WAN: Collect Diagnostics reports successful even if failed
CSCsb04456	3	engine	Compiler Warnings: Engine Libraries
CSCsb00347	3	Online help	Clustering over WAN: Update on Help for Add IP Route
CSCsb07047	3	Online help	Incorrect boundary checks for CallBack Timeout Next Used parameter
CSCsa98783	3	Cisco EGW Administration	Clustering over WAN: Add ability to turn off Alarm Notification
CSCuk55619	4	Cisco EGW Administration	egw cdr servlet exception
CSCef84181	6	mdl-pri	Calling name support required for qsig
CSCef08096	6	Cisco EGW Administration	Need to support more than one Cisco CallManager cluster

Cisco EGW 1.1(2) Patch 10

Cisco EGW 1.1(2) Patch 10 includes any applicable fixed DDTS tickets from Cisco PGW 2200 9.5(2) S29/P24 (refer to *Release Notes for the Cisco Media Gateway Controller Software Release 9.5(2)* at <http://www.cisco.com/univercd/cc/td/doc/product/access/sc/re19/relnote/rn952.htm> as well as resolving the following Cisco EGW-specific DDTS tickets:

Table 4 *DDTS Tickets Resolved in Patch 10*

Identifier	Severity	Component	Description
CSCsa95798	2	iocciua	P7 to P8 Upgrade results in an OOS EGW
CSCsb06592	2	iocqbe	Clustering over WAN: CTIMGR links go OOS after FT switchover
CSCeg75339	2	provision	Clustering over WAN: POM-1 Peer Link A alarm not clearing on active EGW
CSCsa84329	3	iocqbe	QBE Event errors when using CCM 4.1(3)
CSCsa83707	3	mdl-dpnss	same EEM message is sent twice for some cases
CSCsa93600	3	provision	Clustering over WAN: Can not delete unused dial plans from dial plan screen

Table 4 DOTS Tickets Resolved in Patch 10

Identifier	Severity	Component	Description
CSCeg76062	3	replicator	Clustering over WAN: No Replicator Alarm on Active when Secondary Interface shut on Stby
CSCsa90632	3	Cisco EGW Administration	Clustering over WAN: Adding 2nd IP on an existing single IP interface config fails
CSCsa99036	3	Cisco EGW Administration	Clustering over WAN: NextHop and nenxthop netmasks not set on VFT/FT mode change
CSCsb00345	3	Cisco EGW Administration	Clustering over WAN: Cannot assign time of day route plan to a bdigit in a dialplan

Cisco EGW 1.1(2) Patch 9

Cisco EGW 1.1(2) Patch 9 includes any applicable fixed DOTS tickets from Cisco PGW 2200 9.5(2) S26/P22 (refer to *Release Notes for the Cisco Media Gateway Controller Software Release 9.5(2)* at <http://www.cisco.com/univercd/cc/td/doc/product/access/sc/rel9/relnote/rn952.htm> as well as resolving the following Cisco EGW-specific DOTS tickets:

Table 5 DOTS Tickets Resolved in Patch 9

Identifier	Severity	Component	Description
CSCsa95391	2	Cisco EGW Administration	Multiple instances of email Alara process started; the EGW will not start
CSCsa61240	3	Cisco EGW Administration	NextHop Screen Netmask Field validation causes exception
CSCsa68126	3	Cisco EGW Administration	EGW menu list disappears when Tomcat restarts
CSCsa82361	3	Cisco EGW Administration	Gray out DUA/SCTP properties when non-DPNSS protocol GW is added
CSCsa93025	3	Cisco EGW Administration	TGAdvance needed to allow MGC component to attempt other H.323 component
CSCee20797	6	Cisco EGW Administration	Support for email notification (new feature)

Cisco EGW 1.1(2) Patch 8

Cisco EGW 1.1(2) Patch 8 includes any applicable fixed DOTS tickets from Cisco PGW 2200 9.5(2) S26/P22 (refer to *Release Notes for the Cisco Media Gateway Controller Software Release 9.5(2)* at <http://www.cisco.com/univercd/cc/td/doc/product/access/sc/rel9/relnote/rn952.htm> as well as resolving the following Cisco EGW-specific DOTS tickets:

Table 6 DDTS Tickets Resolved in Patch 8

Identifier	Severity	Component	Description
CSCsa85104	1	Cisco EGW Administration	Adding NextHop using a single Ethernet Interface gives exception errors
CSCsa86920	1	Cisco EGW Administration	Cisco EGW Administration will not display after admin login
CSCsa74939	2	mdl-	DPNSS calls terminated with decode error upon receipt of unrecognized message
CSCsa80690	2	mdl-lcm	RO: rop-con is not sent if ModifyChanAck arrives before Notify
CSCsa71748	2	mdl-pri	QSIG calls fail due to EGW sending Facility before CallProceeding
CSCsa79697	2	measm	measMgr dump core on standby after installing patch8
CSCsa61381	2	Cisco EGW Administration	Exception when setting Codec values in the Dialplan Screen
CSCsa66443	2	Cisco EGW Administration	Warning message when clicking on each GW while FT mate is down
CSCef51107	3	engine	Compiler Warnings: libcmg.so when compiled optimized
CSCef03730	3	flovrr	EGW should send ARP to update MAC Addr for Virtual int after sw-over
CSCef65575	3	H.323 Interface	InitiateTCSAAfterFSCall need to be permanently configured on EGW
CSCsa60238	3	iocqbe	cti-qbe-1 Errors printed on log at EGW App Startup
CSCsa79897	3	iocm	Compiler Warnings: TCAP when compiled optimized
CSCef31939	3	mdl-dpnss	Segmentation Support for EEM message
CSCsa71915	3	mdl-inl	Callproc Makefile Broken for dependencies on IN_TRIGGER
CSCeg55908	3	mdl-qbe	XML message needed (EGW should push required service message)
CSCsa79906	3	mdl-tools	Compiler Warnings: Callver when built optimized
CSCuk55874	3	mmdb	TimesTen db is not clearing CB which should have timed out.
CSCeg51805	3	Cisco EGW Administration	GUI can not be started due to multiple tomcat processes
CSCeg53764	3	Cisco EGW Administration	SubscribeNotifySupport should be default value = 1
CSCuk55623	3	Cisco EGW Administration	egw pbx cfwd validation call produces 1 min duration cdr record

Table 6 DDTS Tickets Resolved in Patch 8

Identifier	Severity	Component	Description
CSCsa67951	3	Cisco EGW Administration	Change heading in IPRROUTE detail Screen to View IP Route
CSCsa69098	3	Cisco EGW Administration	Prefixes disappere while updating H.323 properties
CSCsa73116	3	Cisco EGW Administration	Add more numbers in Update Dialplan screen does not work
CSCsa74421	3	Cisco EGW Administration	Peer EGW IP Address not reverted back when fault-tolerant setup fails
CSCsa79816	3	Cisco EGW Administration	IPROUTES GUI web page display screen is incorrect
CSCsa79801	3	Cisco EGW Administration	Exception error on unity/proxy servers web page
CSCsa74358	3	Cisco EGW Administration	overlap should be disabled for ni2
CSCsa70759	3	Cisco EGW Administration	Changing a codec on a Bdigit in dialplan does update to all Bdigits
CSCsa69080	3	Cisco EGW Administration	egw.log is on debug log level when patch is delivered
CSCsa67487	3	Cisco EGW Administration	Warning Pop-up window when Collect Diagnostics is executed
CSCeh04400	3	Cisco EGW Administration	GW location label migration should be done globally
CSCeh02178	4	Cisco EGW Administration	Uplifting AXL default user name

Cisco EGW 1.1(2) Patch 7

Cisco EGW 1.1(2) Patch 7 includes any applicable fixed DDTS tickets from Cisco PGW 2200 9.5(2) S21/P19 (refer to *Release Notes for the Cisco Media Gateway Controller Software Release 9.5(2)* at <http://www.cisco.com/univercd/cc/td/doc/product/access/sc/re19/relnote/rn952.htm> as well as resolving the following Cisco EGW-specific DDTS tickets:

Table 7 DDTS Tickets Resolved in Patch 7

Identifier	Severity	Component	Description
CSCsa66115	2	CTI Manager	CTI Manager links in OOS state
CSCuk55875	2	mdl-callctrl	CCM to PBX (CFWD All/busy) to CCM Call clears down.
CSCuk52799	2	QBE interface	EGW callback request not rejected when attempted to a 6624 fxs.

Table 7 DDTS Tickets Resolved in Patch 7

Identifier	Severity	Component	Description
CSCeg61876	2	Cisco EGW Administration	Local IP address update not populated to sigChanDevIp.dat
CSCsa65407	2	Cisco EGW Administration	Unable to provision CTI or AXL link via IP-Addr2
CSCeg49449	3	engine	Compiler Warnings: librmg.so when compiled optimized
CSCsa66267	3	engine	engine dumps core on loclabel area
CSCeg49334	3	iocm	Compiler Warnings: ioChanMgr when compiled with debug
CSCuk52305	3	mdl-eisupa	Connected name not shown on basic call between CCM and PBX endpoint.
CSCuk55872	3	mdl-lcm	RO doesnt reject ROP-R but times out.
CSCeg75322	3	other	EGW(TimesTen Replicaion) cannot be set up when fault-tolerant EGWs are down
CSCsa66804	3	other	Remove ttcserver process at EGW startup
CSCeg54302	3	Cisco EGW Administration	Add warning message Simple Trace and Trace with Fields is clicked
CSCeg63496	3	Cisco EGW Administration	Gateway web page dsplay screen (create) not getting cleaned up
CSCeg80865	3	Cisco EGW Administration	Need to move test/cdr java files to correct package location
CSCee21234	6	Cisco EGW Administration	Clustering Over the WAN (new featurtte)
CSCeg76127	6	Cisco EGW Administration	Support for NI-2 protocol variant on EGW GUI Media Gateway panel

Cisco EGW 1.1(2) Patch 6

Cisco EGW 1.1(2) Patch 6 includes any applicable fixed DDTS tickets from Cisco PGW 2200 9.5(2) S18/P17 (refer to *Release Notes for the Cisco Media Gateway Controller Software Release 9.5(2)* at <http://www.cisco.com/univercd/cc/td/doc/product/access/sc/re19/relnote/rn952.htm> as well as resolving the following Cisco EGW-specific DDTS tickets:

Table 8 DDTS Tickets Resolved in Patch 6

Identifier	Severity	Component	Description
CSCef34553	2	Cisco EGW Administration	Unable to provision CTI Manager (version issue)
CSCef46106	2	Cisco EGW Administration	Call tracing with multiple calls was handled inefficiently, slowing down the system
CSCeg62653	2	Cisco EGW Administration	Cannot add spans to Media Gateways

Table 8 DOTS Tickets Resolved in Patch 6

Identifier	Severity	Component	Description
CSCeg49350	3	Provisioning	Compiler warnings: libpolcomp.so when compiled optimized
CSCeg49462	3	Provisioning	Compiler warnings: mml when compiled optimized
CSCeg59122	3	Provisioning	Adding a second AXL Server link created an incorrect channel controller ID (IOCM) number. Now, the same channel controller ID is used for all AXL Servers
CSCeg63321	3	Cisco EGW Administration	When you have configured multiple CTI Manager links and update the CTI Manager version for one, you now get a message that the version will be changed in the other link also. Previously, the update caused provisioning errors

Cisco EGW 1.1(2) Patch 5

Cisco EGW 1.1(2) Patch 5 includes any applicable fixed DOTS tickets from Cisco PGW 2200 9.5(2) S16/P14 (refer to *Release Notes for the Cisco Media Gateway Controller Software Release 9.5(2)* at <http://www.cisco.com/univercd/cc/td/doc/product/access/sc/rel9/relnote/rn952.htm> as well as resolving the following Cisco EGW-specific DOTS tickets:

Table 9 DOTS Tickets Resolved in Patch 5

Identifier	Severity	Component	Description
CSCeg13183	2	H.323	In PBX call forwarding large EISUP IAM messages were dropped.
CSCeg47857	2	iocm	Cisco CallManager DPNSS interworking: Unable to revert from CTI version 6.0 to CTI version 5.0.
CSCee66006	2	mdl-analysis	When random distribution was chosen for H.323 interface, call back features sometimes failed.
CSCef18375	3	mdl-lcm	Call back features sometimes failed when routing QBE call over EISUP trunk.
CSCeg46397	3	provision	Configuring IP Link must now use a valid IP route in order for the provisioning to succeed.
CSCeg28071	3	Cisco EGW Administration	Setting H323 Signalling Path OOS fails.
CSCeg31538	3	Cisco EGW Administration	Fix HTML errors in web pages.
CSCeg31782	3	Cisco EGW Administration	Second IP links to H,323 come up as OOS-COOS after startup.

Cisco EGW 1.1(2) Patch 4

Cisco EGW 1.1(2) Patch 4 includes any applicable fixed DDTS tickets from Cisco PGW 2200 9.5(2) S11/P13 (refer to *Release Notes for the Cisco Media Gateway Controller Software Release 9.5(2)* at <http://www.cisco.com/univercd/cc/td/doc/product/access/sc/re19/relnote/rn952.htm> as well as resolving the following Cisco EGW-specific DDTS tickets:

Table 10 DDTS Tickets Resolved in Patch 4

Identifier	Severity	Component	Description
CSCee66006	2	mdl-analysis	Need to support random distribution on HSIs.
CSCuk54453	2	mdl-analysis	DIV-V to Unity fails.
CSCef23293	2	Cisco EGW Administration	When the peer EGW is down, update of the EISUP state fails.
CSCeg05308	3	mdl-pri	Incorrect QSIG MWI Message with UnknownPartyNumber.
CSCeg02909	3	mdl-sip	EGW needs to support SIP content-type simple-message-summary.
CSCeg03966	3	mdl-sip	EGW needs to support MWI from SIP to H323 directly for IP Unity interworking.
CSCef78900	3	Documentation	<p>Cannot send out-of-band DTMF digit from the gateway after a failover. Reason: Failure to configure the Gateway Host Name properly in Cisco EGW Administration. The Gateway Host Name definition must match the gateway configuration. If the gateway defines an IP Domain Name, the Gateway Host Name definition must include both the Hostname and IP Domain Name, concatenated as in Example 1.</p> <p>Example 1. Gateway has IP Domain Name configured <i>On the gateway:</i> hostname: gateway1 ip domain name: cisco.com In EGW Administration: Gateway Host Name: gateway1.cisco.com</p> <p>Example 2. Gateway does not have IP Domain Name configured <i>On the gateway:</i> hostname: gateway1 In EGW Administration: Gateway Host Name: gateway1</p>

Table 10 DDTS Tickets Resolved in Patch 4

Identifier	Severity	Component	Description
CSCef89565	3	Cisco EGW Administration	<p>When the active EGW Ethernet 0 (primary IP address) goes down, cannot reach the standby's H.323 interface.</p> <p>This was because only one EGW IP link was being used. Now, if the EGW has two IP addresses defined, each H.323 interface signaling path uses the two transport links, for greater fault-tolerance.</p> <p>Note Because of the H.323-related changes, the first time you update the H.323 page after you install this patch, the system will restart. After the restart, the changed parameters will have been applied.</p>
CSCef95876	3	Cisco EGW Administration	CDR Search should not analyze CDR files before start date/time.
CSCeg04001	3	Cisco EGW Administration	Provisioning session started to update the DNS on standby.

Cisco EGW 1.1(2) Patch 3

Cisco EGW 1.1(2) Patch 3 includes any applicable fixed DDTS tickets from Cisco PGW 2200 9.5(2) S9/P11 (refer to *Release Notes for the Cisco Media Gateway Controller Software Release 9.5(2)* at <http://www.cisco.com/univercd/cc/td/doc/product/access/sc/rel9/relnote/rn952.htm> as well as resolving the following Cisco EGW-specific DDTS tickets:

Table 11 DDTS Tickets Resolved in Patch 3

Identifier	Severity	Component	Description
CSCed50834	6	Cisco EGW Administration	Now allows updating a dial plan even if Holiday field is blank
CSCee16138	3	Cisco EGW Administration	Time Of Day in Route Plan screen modification
CSCee21230	3	Cisco EGW Administration	Holiday support added to Time of Day in Dial Plan
CSCee66006	2	mdl-analysis	Support for random distribution on H.323 interfaces added
CSCee66539	6	Cisco EGW Administration	Support for direct connection (rather than through an H.323 gatekeeper) to Cisco CallManager (also known as non-RAS mode) added
CSCee90371	3	mdl-pri	Message waiting indicator (MWI) did not work with Alcatel PBX
CSCef00417	6	Platform Backup and Restore	SNMP configuration now included in backup and restore
CSCef15212	3	Cisco EGW Administration	Fixed inability to send out-of-band DTMF digit from the media gateway after a failover

Table 11 DOTS Tickets Resolved in Patch 3

Identifier	Severity	Component	Description
CSCef22510	6	Cisco EGW Administration	Support for Call Limiting: Ability to specify a call limit (maximum number of calls) on the media gateway, H.323 interface to Cisco CallManager, or the Unity SIP interface
CSCef23293	2	Cisco EGW Administration	Fixed failure to update EISUP state when peer Cisco EGW 2200 was down
CSCef27576	4	Cisco EGW Administration	Enhance error handling during the setup of Virtual Fault Tolerant mode
CSCef49332	3	Cisco IPT Platform Administration	Added correct version of Cisco IPT Platform Administration online help
CSCef54989	2	engine	Call History did not show Call Detail Records (CDR) for some calls
CSCef62419	3	iocm	Now (properly) deletes .sigChanDSS.dat entry when IP Route is deleted
CSCef63537	3	Cisco EGW Administration	Call limiting: Measurement counters for call limiting (SIP, media gateway, and H.323 interface properties) are now cleared when call limiting is disabled
CSCef63586	3	Cisco EGW Administration	Call limiting: Added warning if user enables call limiting without specifying a value
CSCef67052	3	other	Diskmonitor not regulating the log directory
CSCef67181	3	Cisco EGW Administration	Call limiting: H.323 settings on the peer EGW were not updated
CSCef67206	3	Cisco EGW Administration	Call limiting: IP Link and Signaling Path should be grayed out on the standby EGW H.323 screen
CSCef71007	2	Upgrade	LocationLabel.dat file was overwritten during an upgrade
CSCef79986, CSCef85583, CSCef88215	4	Cisco EGW Administration	Fix various errors and warnings identified by the JTest tool
CSCef95857	3	Cisco EGW Administration	Removed warning about reboot when updating SIP properties
CSCef95876	3	Cisco EGW Administration	CDR Search should not analyze CDR files prior to the start date/time
CSCef97058	3	Cisco EGW Administration	Call History now displays CDR
CSCef97532	3	Cisco EGW Administration	Direct Mode non-RAS field in H323 properties was not functioning properly
CSCeg00442	3	Cisco EGW Administration	Validation of going to Direct Mode from Gatekeeper Mode on H.323 properties
CSCeg02849	3	Provisioning	Unable to delete digits if there is another lesser pattern match

Table 11 DOTS Tickets Resolved in Patch 3

Identifier	Severity	Component	Description
CSCeg04012	1	Cisco EGW Administration	Cisco EGW Administration did not start after an upgrade in a fault-tolerant configuration. Refer to Upgrading Cisco EGW 2200 Software for the workaround to use if you want to do a local upgrade from patch 2 or the earlier.
CSCuk51785	2	Cisco EGW Administration	Unable to delete a dial plan entry if matching entries exist
CSCuk53346	2	Cisco EGW Administration, provisioning	Dial plan entry did not allow minimum and maximum digits to be the same
CSCuk53574	5	Cisco EGW Administration	CTI and AXL description fields were incorrectly populated
CSCuk53575	3	mdl-lcm	Route optimization was rejected when the route optimization call reference ID was segmented

Cisco EGW 1.1(2) Patch 2

Cisco EGW 1.1(2) Patch 2 resolves the following Cisco EGW-specific DOTS tickets:

Table 12 DOTS Tickets Resolved in Patch 2

Identifier	Severity	Component	Description
CSCef23160	2	Upgrade	Patch installation failure
CSCef23269	2	Remote upgrade	When using FTP for remote upgrade unencoded user password displayed
CSCef06415	2	H.323	HSI in overload and unregistered to gatekeeper
CSCuk51918	2	H.323	Call from PBX endpoint to CCM tapi softphone fails.
CSCef07738	2	iocqbe	EGW not using redundant AXL link
CSCef02932	2	mdl-callctrl	CFNA is not working from CCM to PBX back to CCM
CSCuk51909	2	mdl-lcm	EGW feature transparency extension status enquiry fails.
CSCee90384	2	mdl-pri	EGW Voicemail Deposit to Unity from Alacatel PBX does not work
CSCef18079	2	other	Some processes are using America/Los_Angeles instead of config TZ
CSCef10495	2	pkg	locationlabel.dat file missing from /opt/CiscoMGC/etc

Table 12 DTS Tickets Resolved in Patch 2

Identifier	Severity	Component	Description
CSCee94504	2	Cisco EGW Administration	TOD routing cannot edit the days of the week
CSCef20898	2	Cisco EGW Administration	AXLSERVER cause TOMCAT to hung
CSCef23192	2	Cisco EGW Administration	Update Dial Plan fail
CSCef23279	2	Cisco EGW Administration	EGW reboots if EISUP link status updated
CSCef26332	2	Cisco EGW Administration	CTIMGR Screen Locks up
CSCee62390	3	Cisco IPT Platform Administration	Local upgrade does not reboot if YES is chosen. Refer to Upgrading Cisco EGW 2200 Software for the workaround to use if you want to do a local upgrade from patch 1 or the base release.
CSCef20902	3	engine_sj	Compiler Warnings: libcmg.so when built optimized
CSCee49868	3	mdl-callctrl	Calling name and number is not sent after transfer
CSCee38761	3	mdl-dpnss	No ringback tone when dpnss-unity-btxfr-dpnss or ipphone
CSCee49552	3	mdl-dpnss	EGW puts MWI twice in the ISRM message.
CSCee73130	3	mdl-dpnss	EGW sends ACK to MWI even it receives vacant number in REL from CCM
CSCee95935	3	mdl-lcm	CBNU from Siemens PBX to Mitel via EGW fails.
CSCee51003	3	mdl-qbe	XML screen push needed for DPNSS cause value 78
CSCee87784	3	SNMP	IPTable block snmp port
CSCee36737	3	Cisco EGW Administration	TOD route plan defaults to 2345
CSCee47968	3	Cisco EGW Administration	Next Page Button nice to have on Call History and Alarms Screen
CSCee94429	3	Cisco EGW Administration	SIP Virtual IP Address Update Allowed on the EGW Screen
CSCef15112	3	Cisco EGW Administration	Remove VPN offnet profile from GUI
CSCef16029	3	Cisco EGW Administration	change CTI Mgr version to include decimal point
CSCef16029	3	Cisco EGW Administration	change CTI Mgr version to include decimal point
CSCef19649	3	Cisco EGW Administration	Web access should be disabled on peer EGW when setting up fault-tolerant mode
CSCef20397	3	Cisco EGW Administration	Categorize screen entries

Table 12 DOTS Tickets Resolved in Patch 2

Identifier	Severity	Component	Description
CSCuk51360	3	Cisco EGW Administration	Needs a minimum and maximum digit for overlap calls.
CSCuk51787	3	Cisco EGW Administration	In fault-tolerant mode, the user was not prompted to update the H.323 configuration on both Cisco EGWs
CSCee68431	6	User documentation	Glare parameter should be X or Y for DPNSS trunks
CSCee73582	6	User documentation	Setup from Fault Tolerant mode to Virtual Fault Tolerant mode

Limitations and Restrictions

DPNSS Limitations

The following supplementary service features have limitations.

Table 13 DPNSS Limitations

Feature	Limitation
Call Back When Free Call Back When Next Used	<p>These features are not supported on non-XML IP phones.</p> <p>Also not supported:</p> <ul style="list-style-type: none"> • Directory numbers with multiple or shared lines • Directory numbers with multiple partitions • Call from a DPNSS phone to an IP phone that has been forwarded • Call to a DPNSS phone that has been set for Call Forward-Immediate (also known as Call Diversion-Immediate)
Call Forward No Answer (also known as Call Diversion-No Reply)	<p>Limitation: This feature does not work with a call from an IP Phone user to a DPNSS phone with the default Media Gateway “Trigger for SDP Transmit to H.323” setting of Address Complete.</p> <p>For this feature to work, set the trigger to Answer.</p> <p>If you set the trigger to Answer and you are also using either of the following methods for PSTN access to Cisco CallManager:</p> <ul style="list-style-type: none"> • a connected PBX • the Cisco EGW 2200 (PSTN Interconnect application) <p>then forwarded calls to busy or unanswered PSTN numbers will get a ring tone instead of the inband busy tone or announcement.</p> <p>In the first case, you can avoid the problem by setting the PBX to not allow in-band Q.931 information to pass through to the DPNSS network. If you cannot do this, change the point of PSTN access to the Cisco Call Manager. There is no workaround for the second case; we do not recommend using PSTN Interconnect if you want full CFNA interworking.</p>
Call Offer	<p>Cisco EGW 2200 maps call offer to call waiting. With call waiting, the Cisco IP phone user receives an audible inband tone and Caller ID information on the phone display. If all the lines on the Cisco IP phone are being used, the Call Offer is rejected with Busy.</p>
Call Redirection	<p>Not supported from Cisco CallManager to DPNSS PBX</p>
Centralized Operator	<p>Supported from DPNSS to Cisco CallManager IP, but not from Cisco CallManager to DPNSS.</p> <p>Not supported: Executive intrusion and Series Call</p>
Extension Status	<p>Not supported from an IP operator in the Cisco CallManager domain to a DPNSS extension.</p>
Loop Avoidance	<p>Loop avoidance counter values cannot be passed to Cisco CallManager.</p> <p>Loop avoidance is not supported for calls that go from or are transferred from a DPNSS PBX to Cisco CallManager and on to another DPNSS PBX (such “hairpinned” calls are not detected).</p> <p>Note Loop avoidance can be enabled or disabled on a per call basis in Cisco EGW Administration.</p>

Table 13 DPNSS Limitations

Feature	Limitation
Message Waiting Indicator	Only DPNSS TDM-based voicemail is supported.
Night Service	Only a DPNSS extension can serve as the night service target extension.
Route optimization	Route optimization within the DPNSS network is supported: A call from DPNSS PBX A to DPNSS PBX B which is then transferred to Cisco CallManager will be optimized if DPNSS PBX A has a trunk to Cisco CallManager. Route optimization from Cisco CallManager to a PBX to Cisco CallManager and route optimization from PBX to Cisco CallManager to PBX is not supported.

Table 14 Cisco Unity DPNSS or QSIG Limitations

Feature	Limitation
(DPNSS or QSIG) Auto Attendant	Supervised Transfer option is not supported.

Caveats

Open and resolved caveats are no longer listed in the release notes. Use Bug Toolkit to query defects. The tool is located at the following URL:

http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl

Related Documentation

- The documentation set for Cisco EGW 2200 and supported applications, “Deploying and Operating Cisco EGW 2200 Applications” at <http://www.cisco.com/iamewg/>.
- Cisco CallManager 4.0(2) Release Notes at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/4_0/rel_note/402cmrn.htm.
- Cisco CallManager 4.1 Release Notes at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/4_1/rel_note/412cmrn.htm.
- Cisco Unity 4.0(4) Release Notes at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/unity40/relnote/cu404rn.htm.



Note

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<http://www.cisco.com/univercd/cc/td/doc/abtunicd/136957.htm#wp448038>

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