



# Release Notes for Cisco ATA 190 Analog Telephone Adapter Firmware Version 1.2.1

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These Release Notes provide information about Cisco ATA 190 Analog Telephone Adapter firmware version 1.2.1.

**IMPORTANT:**

As with any firmware release, read these release notes before you upgrade the firmware.

## Changes in Firmware Version 1.2.1

For the Cisco ATA 190 Analog Telephone Adapter, support is added in firmware version 1.2.1 for the following features:

- Support modem call.
- Firmware is signed in K3 format.
- Add Log module—See the [“Add Log Module” section on page 2](#) for details.
- Register with IP instead of FQDN—See the [“Register with IP Instead of FQDN” section on page 2](#) for details.
- Support **Reorder Delay** and **RTP Packet Time** configuration on Device page of Cisco Unified Communications Manager.
- Fix IVR invalid issue when DHCP Server is not configured.
- Second line can be disabled—See [“Second Line Can Be Disabled” section on page 3](#) for details.
- Enable FAX Detect options on ATA 190 web page, **Voice > Line > Audio Configuration**:
  - FAX V21 Detect Enable
  - FAX CNG Detect Enable



- Enable RING options on ATA 190 web page, **Voice > Regional > Ring and Call Waiting Tone Spec**:
  - Ring Waveform
  - Ring Frequency
  - Ring Voltage

## Add Log Module

Prior to version 1.2.1, ATA 190 could only send voice syslog package to network. To capture the syslog, the customer was required to use the Wireshark tool or use the syslog tool.

Version 1.2.1 introduces the Syslog-ng daemon. With Syslog-ng, the user can capture both system log and voice log. Syslog-ng can direct the log to a local file or to a remote syslog server. The local log file can be downloaded through a web page and is convenient for troubleshooting on the customer side.

### Output Voice syslog to Network Directly

1. Set syslog server **IP Address** and **Port** on **Administration > Log > Log Setting** window. (If you are setting for the first time or you change the values, you must reboot the box manually.)
2. Set **Voice > Provisioning > Debug Level** as `boot info`.
3. Set **Voice > System > Debug Level** as required.
4. Set **Voice > System > Syslog Output Method** as `direct`.
5. Set **Voice > Line1 (or Line2) > SIP Debug Option** as `full`

### Capture Voice syslog Through Web Page

1. Access the **Administration > Log > Log Module** window.
  - Enable `status`. Set System (or Kernel) Priority to `debug`. Enable `local`.
2. Set local **Log Size** on the **Administration > Log > Log Setting** window.
3. Set **Voice > Provisioning > Debug Level** as `boot info`.
4. Set **Voice > System > Debug Level** as required.
5. Set **Voice > System > Syslog Output Method** as `syslog-daemon`.
6. Download log on the **Administration > Log > Log Viewer** window.

## Register with IP Instead of FQDN

Register to Cisco Unified Communications Manager with IP, not with a fully qualified domain name (FQDN). This feature is compatible with ATA 187 behavior. With this feature, the ATA 190 can work well in redundancy mode.

When working with Cisco Unified Communications Manager, the ATA 190 obtains the configuration file from Cisco Unified Communications Manager. Usually, the Cisco Unified Communications Manager node information is provided in the FQDN format. Starting with firmware version 1.2.1, the ATA 190 translates FQDN into IP and uses the IP address to register with Cisco Unified Communications Manager.

If the FQDN cannot be parsed into IP, the ATA 190 uses the IP of TFTP server from which the configuration file was obtained.

## Second Line Can Be Disabled

Starting with version 1.2.1, the user can choose to disable the second port on a Cisco ATA 190 box. By doing so, the customer can save on the cost of a license.

Users can simply enable or disable the second port on the ATA 190 web page.

After an enable or disable operation, the ATA 190 resets so that the change can take effect.

When disabled, the ATA 190 does not retrieve the configuration file from Cisco Unified Communications Manager for this port.

### Configuration

1. On the Cisco ATA 190 web page, go to **Voice > Line 2 > Line Enable**.
2. Choose **yes** to enable or **no** to disable.
3. Click **Submit**. Wait for 40 seconds for the change to take effect.

## Upgrade and Downgrade Rules



### Note

Version 1.2.1 supports the new Silicon Labs chip and the rules that the following table provides.

In the table, these abbreviations apply:

- NFW – New firmware that supports the old and new Silicon Labs chip, 1.1.1(001)/1.1.2/1.2.1 and later versions
- OFW – Old firmware that does not support the new Silicon Labs chip, known version 1.1.0(006)

Hardware and Firmware Compatibility	OFW [1.1.0(006)]	NFW [1.1.1(001)/1.1.2 /1.2.1 or Later]
Box with new Silicon Labs chip*	N	Y
* Has HID format 1.1.x.		
Box with old Silicon Labs chip	Y	Y

## Installation Notes

### Install Cisco Unified Communications Manager

Before you use the Cisco Analog Telephone Adapter with Cisco Unified Communications Manager 8.5, 8.6, 9.1, 10.5, or higher, you must install the latest firmware on all Cisco Unified Communications Manager servers in the cluster.



### Note

Besides Cisco Unified Communications Manager, the Cisco ATA 190 can also work with Cisco Unified Communications Manager Express and Cisco Unified Survivable Remote Site Telephony (SRST). Refer to the [“Related Documentation” section on page 6](#) for more information.

To download and install the Cisco Unified Communications Manager version, follow these steps:

#### Procedure

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- Step 1** Go to the following URL:  
<http://www.cisco.com/c/en/us/products/unified-communications/unified-communications-manager-call-manager/index.html>
- Step 2** Click **Download Software for this Product**.
- Step 3** Choose your Cisco Unified Communications Manager version.
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## Install Firmware Release



#### Note

Install the QED file of the ATA 190 on Cisco Unified Communications Manager before you upgrade the firmware of the ATA 190.

To download and install the ATA 190 firmware, follow these steps:

#### Procedure



#### Note

For Cisco Unified Communications Manager versions prior to 10.x, a K3 plug-in is needed for successful installation of the K3 format QED and firmware.

The K3 plug-in is *ciscocm.version3-keys.cop.sgn*, which you can download from this URL:

<https://software.cisco.com/download/release.html?mdfid=284510097&flowid=45900&softwareid=282204704&release=COP-Files&relind=AVAILABLE&rellifecycle=&reltype=latest>

For more information about the RSA Version-3 Key COP file, see this URL:

<http://www.cisco.com/web/software/282204704/18582/RSA3ver4.pdf>

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- Step 1** Go to the following URL:  
<http://www.cisco.com/c/en/us/support/unified-communications/ata190-2-port-adapter/model.html>
- Step 2** Click the **Downloads** tab.
- Step 3** Click **Download Options**.
- Step 4** Choose **1.2.1** under the **Latest Releases** folder.
- Step 5** To download the SIP firmware for the ATA 190, click the **Download** or **Add to cart** button and follow the prompts.



#### Note

Add both the QED and the COP firmware files to the cart. When you are ready to download the file, click the **Download Cart** link.

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**Step 6** In Cisco Unified Communications Manager, navigate to this path: **Cisco Unified OS Administration > Software Upgrades > Install/Upgrade.**



**Note** Two source modes are supported: DVD/CD or Remote Filesystem. If you choose DVD/CD, place the disk in the local drive. If you choose Remote Filesystem, access a remote FTP server and upload the firmware to the server.

**Step 7** Install QED and COP files by following the website instructions.

**Step 8** After you install QED and COP files, a reboot of the Cisco Unified Communications Manager cluster is required: choose **Settings > Version**, then click **Restart**.



**Note** The reboot of the cluster is required so that Cisco Unified Communications Manager can recognize the ATA 190 device.

**Step 9** Connect the Cisco ATA 190 with Cisco Unified Communications Manager and power cycle it. The device upgrades firmware from Cisco Unified Communications Manager.



**Note** Upgrading the firmware may take several minutes. Until the process is complete, DO NOT turn off the power or press the hardware reset button.



**Note** New parameters, Reorder Delay and RTP Packet Time, have been added to the QED file in release 1.2.1. For ATA 190 units that are already configured in Cisco Unified Communications Manager (UCM), save the change in the Cisco UCM Device window to make the new parameters take effect.

## View Caveats

You can search for problems by using Cisco Bug Search. To access Cisco Bug Search, you need a Cisco.com user ID and password.

Known caveats (bugs) are graded according to severity level, and can either be open or resolved.

### Procedure

**Step 1** Perform one of the following actions:

- To find all caveats for this release, use this URL:  
<https://tools.cisco.com/bugsearch/search?kw=Customer%20visible%20bug%20for%20ATA190%20v1.2.1&pf=prdNm&sb=anfr&srtBy=byRel&bt=custV>
- To find all open caveats for this release, use this URL:  
<https://tools.cisco.com/bugsearch/search?kw=Customer%20visible%20bug%20for%20ATA190%20v1.2.1&pf=prdNm&sb=anfr&sts=open&srtBy=byRel&bt=custV>

- To find all resolved caveats for this release, use this URL:  
<https://tools.cisco.com/bugsearch/search?kw=Customer%20visible%20bug%20for%20ATA190%20v1.2.1&pf=prdNm&sb=anfr&sts=fd&srtBy=byRel&bt=custV>

**Step 2** Log in with your Cisco.com user ID and password.

**Step 3** To look for information about a specific problem, enter the bug ID number in the Search for field, then press **Enter**.

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## Behavior During Times of Network Congestion

Anything that degrades network performance can affect voice and video quality, and sometimes, can cause a call to drop. Sources of network degradation can include, but are not limited to, the following activities:

- Administrative tasks, such as an internal port scan or security scan
- Attacks that occur on your network, such as a Denial of Service attack

To reduce or eliminate any adverse effects to the devices, schedule administrative network tasks during a time when the devices are not being used or exclude the devices from testing.

## Related Documentation

This section provides links to related documentation.

### Cisco Analog Telephone Adapter Documentation

Refer to publications that are specific to the ATA 190 and Cisco Unified Communications Manager release. Navigate from the following documentation URL:

<http://www.cisco.com/c/en/us/support/unified-communications/ata190-2-port-adapter/model.html>

### Cisco Unified Communications Manager Documentation

Refer to the *Cisco Unified Communications Manager Documentation Guide* and other publications that are specific to your Cisco Unified Communications Manager release. Navigate from the following URL:

<http://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-call-manager/tsd-products-support-series-home.html>

### Cisco Unified IP Phone Documentation

Refer to publications that are specific to your language, phone model, and Cisco Unified Communications Manager release. Navigate from the following documentation URL:

<http://www.cisco.com/c/en/us/support/collaboration-endpoints/unified-ip-phone-7900-series/tsd-products-support-series-home.html>

### Cisco Unified Communications Manager Express Documentation

Refer to publications that are specific to Cisco Unified Communications Manager Express. Navigate from the following documentation URL:

<http://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-express/tsd-products-support-series-home.html>

The *Cisco Unified Communications Manager Express System Administrator Guide* is found at this URL:  
[http://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/cucme/admin/configuration/guide/cmeadm.html](http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucme/admin/configuration/guide/cmeadm.html)

*Cisco Unified Communications Manager Express Configuration for Cisco ATA 190* at this URL:  
[http://www.cisco.com/content/dam/en/us/td/docs/voice\\_ip\\_comm/cata/190/cme/ata190-cme-config.pdf](http://www.cisco.com/content/dam/en/us/td/docs/voice_ip_comm/cata/190/cme/ata190-cme-config.pdf)

#### **Cisco Unified Survivable Remote Site Telephony Documentation**

Refer to publications that are specific to Cisco Unified Survivable Remote Site Telephony. Navigate from the following documentation URL:

<http://www.cisco.com/c/en/us/support/unified-communications/unified-survivable-remote-site-telephony/tsd-products-support-series-home.html>

## **Documentation, Service Requests, and Additional Information**

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/c/en/us/td/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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