System Release Notes for IP Telephony: Unified Communications System, Release 8.0(2)

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Overview

It is standard methodology for Cisco Systems to perform system-wide testing of the Cisco Unified Communications family of products, supplementing the product-level testing performed on each Cisco Unified Communications product.

A major deliverable of the System Release and Cisco Unified Communications testing is a recommendation of compatible software releases for customers that have been verified by the testing teams. The recommendations are not exclusive and are in addition to interoperability recommendations for each of the individual voice application or voice infrastructure products.

For information on component software releases for Unified Communications Release 8.0(2), see System Requirements, page 20. Software compatibility for all Unified Communications system releases, as well as updated compatibility information for this release, is available from the Cisco Unified Communications Compatibility Tool at: http://tools.cisco.com/ITDIT/vtgsca

The focus of this document is on the IP telephony components of Cisco Unified Communications system testing. Information about contact center components that have been tested for Cisco Unified Communications Release 8.0(2) is available at: http://cisco.com/go/unified-techinfo

This document provides release notes for the testing conducted on systems composed of the following types of components:

- Call control components, such as Cisco Unified Communications Manager, Cisco Unified Communications Manager Business Edition, Cisco Unified Communications Manager Express, Cisco Intercompany Media Engine, and Cisco Unified Presence
- Voice applications, such as Cisco Emergency Responder
- Conferencing components, such as Cisco Unified MeetingPlace, and Cisco Unified Videoconferencing
- Voice mail and unified messaging components, such as Cisco Unity, Cisco Unity Connection, and Cisco Unity Express
- Endpoints and clients, such as Cisco Unified IP Phone 7900 Series phones, 3900 Series Phones, 6900 Series phones, 8900 Series Phone, 9900 Series Phone, Cisco IP Communicator, Cisco Unified Personal Communicator, and Cisco Unified Communications Integration™ for Microsoft Office Communicator
- Wireless and mobility components, Cisco Unified Mobility Advantage, and Cisco Unified Mobile Communicator, WLAN Controllers, Cisco/Airespace lightweight access points, WCS and Location appliance related to wireless
- Security devices, such as Cisco ASA 5500 Adaptive Security Appliances, and Cisco Security Agents
- Network management tools, such as Cisco Unified Operations Manager, Cisco Unified Provisioning Manager, Cisco Unified Service Statistics Manager, and Cisco Unified Service Monitor
- Communications infrastructure devices, such as Cisco routers, gateways/gatekeepers, and switches

Note

For a more complete list of IP telephony components that may be present in a Unified Communications Release 8.0(2) system, see Software Version Matrix, page 21.
Tested Functionality

The system-wide testing of IP telephony functionality for Cisco Unified Communications Release 8.0(2) included the following direct and upgrade paths:


- Multi stage upgrade of IP telephony components from Cisco Unified Communications Release 7.0(1) to Cisco Unified Communications Release 8.0(2). For a list of the base Release 7.0(1) versions, see the System Release Notes for IP Telephony: Cisco Unified Communications System, Release 7.0(1) at: http://www.cisco.com/en/US/docs/voice_ip_comm/uc_system/UC7.0.1/release_notes/rnipt701.html


For a list of the target Cisco Unified Communications Release 8.0(2) versions that the main components were upgraded to, see Software Version Matrix, page 21.


The following Unified Communications components were tested on Unified Computing System B-Series Blade Servers on VMware ESXi 4.0:

- Cisco Unified Communication Manager
- Cisco Unity Connection
- Cisco Unified Contact Center Express
- Cisco Unified Presence Release

These Unified Communications components are deployed on multiple blade servers which are housed in a single Cisco UCS 5108 Blade Server Chassis.

For more information on Unified Communications on Unified Computing System (Virtualization), see http://docwiki.cisco.com/wiki/Unified_Communications_Virtualization.

New and Changed Features

Cisco Unified Communications Release 8.0(2) integrates telephony, conferencing (voice and web), messaging products for enterprise IP customers in a variety of deployment models using SIP and SCCP endpoints over IP networks. The IP telephony system is a portion of the end-to-end system release for enterprise Cisco Unified Communications, which is centered on the latest Unified Communications Manager release.
The following sections provide brief overviews of new and enhanced features for Cisco Unified Communications Release 8.0(2) major components and links to release note documentation:

- Cisco Unified Communications Manager, page 4
- Cisco Unified Presence, page 6
- Cisco Unified Communication Manager Express in SRST Mode, page 7
- Cisco Survivable Remote Site Voicemail, page 7
- Cisco Intercompany Media Engine, page 8
- Cisco Unified Contact Center Express, page 8
- Cisco Emergency Responder, page 10
- Cisco Unified SIP Proxy, page 10
- Cisco Unity, page 10
- Cisco Unity Express, page 11
- Cisco Unity Connection, page 11
- Cisco Unified MeetingPlace, page 12
- Cisco IP Communicator, page 12
- Cisco Unified Personal Communicator, page 13
- Cisco UC Integration for Microsoft Office Communicator, page 13
- Cisco UC Integration for Cisco WebEx Connect, page 13
- Cisco Unified IP Phone Support, page 14
- Cisco Enterprise Policy Manager, page 14
- Cisco Unified Video Advantage, page 15
- Unified Computing System B-Series Blade Servers (Unified Communications Virtualization), page 15
- Cisco Unified Videoconferencing 3545 Media Conferencing Unit (MCU), page 16
- Cisco Adaptive Security Appliance, page 17
- Cisco IOS Release 15.1(1)T, page 17
- Cisco Unified Operations Manager, page 18
- Cisco Unified Service Monitor, page 18
- Cisco Unified Provisioning Manager, page 19
- Cisco Unified Service Statistics Manager, page 19

For information on components versions that is not changed in Unified Communications Manager Release 8.0(2), refer to the System Release Notes for IP Telephony: Cisco Unified Communications System, Release 7.1(3):


The following sections list the features of each new or upgraded component tested in this release.

**Cisco Unified Communications Manager**

Unified Communications Manager Release 8.0(2) includes the following changes and updates to functionality:
Announcements Configuration—When you install Cisco Unified Communications Manager, Cisco-provided announcements and tones install, and the Find and Lists Announcements window in Cisco Unified Communications Manager Administration displays these announcements and tones, which can be used for basic calls, external call control, or MLPP, depending on the announcement.

Assisted directed call park is supported only on Cisco Unified IP Phones 8961, 9951, or 9971 (SIP phones only). Assisted directed call park means that the end user only needs to press one button to direct-park a call. This requires you to configure a BLF Directed Call Park button. Then, when the user presses an idle BLF Directed Call Park feature button for an active call, the active call will be immediately parked at the Dpark slot associated with the Directed Call Park feature button.

Codec Support: iSAC, L-16, H.264/SVC

Call control discovery—The call control discovery feature leverages the Service Advertisement Framework (SAF) network service, a proprietary Cisco service, to facilitate dynamic provisioning of inter-call agent information.

Call Waiting—The Call Waiting feature allows users to receive a second incoming call on the same line without disconnecting the first call. When the second call arrives, the user receives a brief call-waiting indicator tone.

Core Unified Communications Manager Features:
- Hunt/CTI integration—Call Pickup From Line Group
- Extension Mobility Across Clusters
- Caller ID on MGCP FXO
- HTTPS, VPN

Cisco Intercompany Media Engine

RSVP SIP Preconditions and Application ID

Publish MAC addresses to Unified Presence

Enhanced IP Phone Services Provisioning;
- Softkey Activation
- Secure Audio/Video (SRTP)
- HTTPS Support:
- Trust Verification Service
- VPN Client Support
- DN capacity increase on Unified IP Phones

Policy Management
- Call Intercept
- Securent Support (Ethical Wall)

Unified User Experience
- Presence Status
- Moving a voice call from Mobile to desk phone and vice versa
- User to Number Matching

Mobility
- Cellular Data Call control
- Conferencing
Overview

- Call Park
- Directed Call Park
- Consultative Transfer
- Hold
- Resume
- Conference Rostering in a Unified MeetingPlace conference call
- Transfer calls from Mobile phone Audio and Web Collaboration to desktop and desk phone
- Transfer voice conference on mobile phone to desk phone
- Display ad hoc Participant List and Picture
- DTMF codes mapped to feature keys

- Unified Communications Manager Administrator User Interface Enhancements
- Troubleshooting/Serviceability Enhancements and Improvements
- Call Tracking and End to End Call Trace
  - Insertion of Call Reference to CDR and Passing the Call Reference ID
  - Call Records
  - Log File Organization
  - Log File timestamp
  - Log File Unique ID
  - Log File Correlation

- Alarm Enhancements
- Support for Network management components
- Daylight Savings Time/Time Zone Enhancements

For a detailed description of these and other new features and functionality, see Release Notes for Cisco Unified Communications Manager Release 8.0(2) at: http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_release_notes_list.html

Cisco Unified Presence

Cisco Unified Presence Server Release 8.0(2) includes the following changes and updates to functionality:

- Support for Unified Communications Manager CTI changes and Cisco Unified IP Phones 89xx and 99xx Series.
- Support for MCS 7835-H3, MCS 7835-13, MCS 7845-H3, and MCS 7835-13
- Integration with Unified Communications Manager Release 8.0(2)
- IDS database support for the XCP components and support of an external database for compliance and persistent chat rooms.
- Inter-cluster Routing (SDNS) Enhancement
- Enterprise Instant Messaging—Instant messaging functionality, largely based on the existing XCP capabilities, extended to support SIP/SIMPLE clients.
• Clustering Over the WAN (split data center)—allow members of a Cisco Unified Presence cluster to be split across a WAN infrastructure into intracluster and intercluster deployments, which helps networking, resilience and disaster recovery.

• Support for Microsoft Office Communications Server 2007 Release 2—supports the integration of Cisco Unified Presence with Microsoft Office Communications Server 2007 Release 2 for remote call control feature and inter domain federation feature.

• Support for Microsoft ADAM Directory Service—provides support for Active Directory Application Mode (ADAM) service.

• Support for Multilingual Calendaring Integration

For a detailed description of these features and functionality, see the Release Notes for Cisco Unified Presence Release at:

Cisco Unified Communication Manager Express in SRST Mode

Cisco Unified Communications Release 8.0(2) supports the following Cisco IOS releases in Unified Communication Manager Express in SRST modes:

• Unified Communication Manager Express/SRST Release 8.0 with Cisco IOS release 15.1(1)T

Cisco Unified Communications Release 8.0(2) also supports two new Integrated Services Routers Generation 2—Cisco 3900 Series and Cisco 2900 Series routers. For more information, see the documentation at:

Cisco 3900 Series documentation:

Cisco 2900 Series documentation:

Cisco Survivable Remote Site Voicemail

Cisco Survivable Remote Site Voicemail 8.0 provides voicemail survivability for an organization’s remote sites, such as branch offices or other small sites. Cisco Unified Survivable Remote Site Voicemail provides voicemail backup services for Cisco Unity deployed in the central site. Unity Express is provisioned at remote sites as remote Survivable Voicemail for Cisco Unity. When a remote site does not have access to Cisco Unity voicemail system during a network service interruption, Unity Express voicemail in the remote site is used as primary voicemail system and stores any voice messages received. Cisco Unity Express uses Unified Messaging Gateway provisioned in the central site to auto configure users for the SRSV mode. This helps to ensure the remote site continues to have voicemail and auto-attendant service.

When WAN connectivity is restored, user voicemails from Unity Express in the remote site are routed to Cisco Unity in the central site using Unified Messaging Gateway. Survivable Remote Site Voicemail module runs on remote sites on Integrated Services Routers Generation 1 and 2.

For more information, see the documentation at:
Cisco Intercompany Media Engine

Cisco Intercompany Media Engine 8.0(2) creates SIP trunks between enterprises, so that enterprises that work together appears to be one large business with intercluster trunks between the enterprises. Cisco IME allows companies to interconnect on demand over the Internet.

Cisco Intercompany Media Engine 8.0(2) includes the following features:

- Works with phone numbers—Cisco IME works with the phone numbers customers have today. Cisco IME does not require customers to learn new numbers nor change providers.
- Works with existing phones—Cisco IME works with the existing phones within an enterprise. No need to change phones unless you want a more feature-rich phone.
- No new services to purchase—Cisco IME does not require any new services from any service providers. You continue to use your current PSTN and Internet connectivity. Cisco IME gradually moves calls off the PSTN and onto the Internet.
- Complete Unified Communications experience—Because Cisco IME creates intercluster SIP trunks between enterprises, any feature that works over the SIP trunk and only requires a SIP trunk will now work between enterprises.
- Works on the Internet—Cisco IME allows you to send calls over the Internet or on managed extranets.
- Worldwide reach—Cisco IME can connect to any enterprise in the world, as long as the enterprise is running Cisco IME technology.
- Unlimited Scale—Cisco IME scales with any number of enterprises.
- Self-learning—Cisco IME learns IP routes to other enterprises automatically. This includes phone prefixes, IP addresses, ports, domain names, and certificates.
- QoS Management—Cisco IME monitors the QoS of the Real-Time Transport Protocol (RTP) traffic in real time and fallback to PSTN automatically if problems arise.

For a detailed description of additional functionality and other information, see Release Notes for Cisco Cisco Intercompany Media Engine 8.0(2) at:


Cisco Unified Contact Center Express

Cisco Unified Contact Center Express 8.0(2) software includes the following feature:

- The most significant change in Unified CCX Release 8.0(2) is the transition to Cisco's Unified Communications Operating System (UCOS). UCOS is based on Redhat Linux and follows the appliance model thus providing more security. In the appliance model, the operating system, Unified CCX application, and other components like database are bundled together in Unified CCX and you need not install them separately.
- Unified CCX 8.0(2) aligns with:
  - Cisco Unified Communications Manager Versions (Unified CM) 7.1(3) and 8.0(2)
  - Cisco Unified Communications Manager Express (Unified CME) 8.0
  - Cisco Unified Contact Center Enterprise (Unified CCE) or Cisco Unified Intelligent Contact Management Enterprise (Unified ICME) Version 8.0
  - Cisco Security Agent (CSA) Version 6.0(1) and Java Runtime Environment (JRE) 1.61
  - CiscoWorks Campus Manager 4.x
• Enhanced Licensing—In Unified CCX 8.0(1), all the licenses are node-locked, which means the use of the license is restricted to only one particular node based on the License MAC Address of that node.

• The Unified CCX Outbound Preview Dialer (Outbound) feature is available in the Unified CM version of the Unified CCX.

• Desktop Services—Supports new CAD/CSD enhancements.

• Unified CCX supports High Availability (HA) over WAN to provide site redundancy.

• Cisco Unified 6900 Series support as agent phones

• Cisco Unified 8900 and 9900 Series support as agent phones

• Unified CCX supports the following new languages in Release 8.0(2):
  – IVR Languages: Australian English, Turkish, Hungarian, Czech and Polish
  – CAD Languages: Canadian French, Turkish and Polish

• Network Time Protocol (NTP) Support.

• Unified CCX 8.0(1) supports Cisco Unified Real-Time Monitoring Tool (RTMT), which runs as a client-side application to monitor various counters, performance parameters, alerts, alarms, CPU and disk usage of the Unified CCX server.

• New enhancements to Unified CCX Administration GUI.

• The following new web applications are available in the Unified CCX Administration GUI:
  – Cisco Unified OS Administration—Cisco Unified Operating System Administration web interface in Unified CCX allows you to configure and manage the Cisco Unified Communications Operating System.
  – Disaster Recovery System—Unified CCX 8.0(2) supports integration with Disaster Recovery Framework, which is based on the Linux.

• Service Advertisement Framework (SAF) and RSVP Support

• SNMP support—To align with Unified Communications Manager, Unified CCX will have its own MIB and MIB agent to support either internal or external management applications.

• Stuck Call Clearing—Ability to clear stuck calls in the system without requiring a restart of the engine to clear such stuck calls.

• Tool to verify client side NIC support for VOIP MON.

• Unified CCX Platform must support IPT VOS (RHEL) for a standalone deployment model with Unified Communications Manager.

• Support Extension-Mobility-Across-Cluster. This means Unified CCX agents can use EM across Unified Communications Manager clusters.

• Multi-Line Agent State—Agent state is not affected by calls on the agent’s secondary (non-ACD) lines. In the event that an agent initiate a JAL, the agent remains in the Talking state no matter which line survives.

For a detailed description of additional functionality and other information, see Release Notes for Cisco Unified Contact Center Express 8.0(2)at:
Cisco Emergency Responder

Cisco Unified Communications system release 8.0(2) supports Cisco Emergency Responder 8.0(1).

For a detailed description of the features and functionality, see the Release Notes for Cisco Emergency Responder Release 8.0(1) at:


Cisco Unified SIP Proxy

Cisco Unified SIP Proxy is designed to help connect and manage SIP networks. The Cisco Unified SIP Proxy module is designed to be an integrated solution in Cisco 3800 Series Integrated Services Routers (Cisco ISRs). The module provides multiple features including name resolution, routing, scalability, and high availability.

Cisco Unified SIP Proxy Release 1.1(4) includes the following changes and updates to functionality:

- New configuration commands have been added to configure the maximum size that a UDP datagram can be on a network. For more details, see the Cisco Unified SIP Proxy Command Reference.
- New exec commands have been added to show the calls per second data that the CUSP is handling. For more details, see the Cisco Unified SIP Proxy Command Reference.
- Tracing for specific components (for example, normalization) is now enabled. For more details, see the Cisco Unified SIP Proxy Command Reference.
- The “TO” header is now an available option for route lookup policies. For more details, see the Cisco Unified SIP Proxy Command Reference.

For a detailed description of these features and functionality, see the Release Notes for Cisco Unified SIP Proxy 1.1.4 at:


Cisco Unity

Cisco Unity Release 8.0(3) includes the following new features and functionality:

- Active Directory Synchronization Improvements
- Cisco Unity Connection Networking
- Cisco Unity Conversation Enhancements
  - Subscribers Can Copy Themselves When Sending Messages
  - Voice-Recognition Enhancements
- Cisco Unity Conversation Changes
  - Conversation Settings Changed or Removed from the Advanced Settings Tool
  - First-Time Enrollment, Password Reset, and Private List Management Conversation Changes
  - Playback Speed Adjustments Are Not Saved Across Phone Sessions
- Cisco Unity New Installs Use SQL Server 2005 or SQL Server 2005 Express as the Data Store
- Cisco Unity Failover Supports a Single Gigabit Connection
- Cisco Unity Installation Has Been Updated
- Media Master Uses HTTP/HTTPS Protocol to Communicate with Cisco UnityServer
- MWI Constant Message Count for SCCP Integrations
Overview

For a detailed description of these features and functionality, see Release Notes for Cisco Unity Release 8.0(3) at:

Cisco Unity Express

Cisco Unity Express Release 8.0(1) includes the following changes and updates to functionality:

- New Hardware Supported: Cisco Unity Express 8.0(1) adds support for the SM-SRE-700-K9 module.
- Support for Cisco Unified Communications Manager 8.0.
- Support for Cisco Unified Communications Manager Express 8.0.
- Cisco Unity Express provides Programmatic Interface (PI). Cisco Unity Express Programmatic Interface (PI) provides a set of well-defined application PI (API) and data structures which external software systems can invoke to perform configurations on the Cisco Unity Express system.
- A separate user GUI is available for voicemail subscribers to configure subscriber settings.
- If there is no configuration or startup configuration after a clean installation, the system automatically configures Cisco Unity Express to the following settings:
  - Default primary NTP server to the host router
  - Time zone set to GMT
  - Call agent set to CCM
  - DNS set to nothing
- Support for storing the caller’s name if the caller is a non-subscriber.
- Enables an administrator to configure the system to notify users about the success or failure of a scheduled backup.
- Enhancement to the system-wide message notification.
- Unity Express Script Editor supports four new AAA user steps.
- Support for IMAP access from the iPhone

For a detailed description of these features and functionality, see Release Notes for Cisco Unity Express Release 8.0(1) at:

Cisco Unity Connection

Cisco Unity Connection Release 8.0(2) includes the following changes and updates to functionality:

- Unity Connection Conversation Enhancements
- Alternate Extensions Can Be Edited By Phone
- The following APIs are available with this release:
  - Cisco Unity Connection Messaging Interface
  - Cisco Unity Connection Telephony Interface
  - Cisco Unity Connection Provisioning Interface
- Automatically Add Alternate Extensions
- Bulk Administration Enhancements
Overview

- Cisco Unity Connection Networking with Cisco Unity
- The Diagnostic Portal is available in the Real-Time Monitoring Tool (RTMT) for troubleshooting Cisco Unity Connection.
- Directory Handler Greeting Can Be Customized
- Connection to allow users to save messages as drafts when they are composing the messages
- Create multiple message aging policies
- Connection creates a message bookmark when the call disconnects during playback of new or saved messages
- Connection allows message recall

For a detailed description of existing features and functionality, see Release Notes for Cisco Unity Connection Release 8.0(2) at:

Cisco Unified MeetingPlace

Cisco Unified Communications MeetingPlace 8.0 includes the following new features and changes to functionality:

- Express Media Server—This software runs on the same Cisco MCS server as the Cisco Unified MeetingPlace Application Server to provide the audio and video conferencing that was previously only available through the Hardware Media Server.
- Ad-Hoc Conferencing—Provides ad-hoc conferencing for all voice and video endpoints.
- Force Password Change—Release 8.0 introduces fields which enable you to force users to change their user passwords or PINs.
- Video Types and Preferences—Release 8.0 introduces the ability to configure video types, each of which specifies a particular mode or codec, a minimum bit rate, and a maximum bit rate for video calls.
- Daylight Saving Time and Time Zone Enhancements
- Accessibility Features in the Administration Center—Administration Center menu items are readable by screen readers.
- Transport Layer Security for SMTP Email Notifications—Release 8.0 introduces support for Transport Layer Security (TLS) for SMTP e-mail notifications.
- Release 8.0 introduces support for these languages:
  - Chinese (Traditional)
  - Chinese (Simplified)
- Cisco WebEx Integration

For a detailed description of these features and functionality, see Release Notes for Cisco Unified Communications MeetingPlace Release 8.0 at:

Cisco IP Communicator

Cisco IP Communicator release version did not change from the previous Cisco Unified Communications release.
Overview

For a detailed description of IP Communicator Release 7.0(3) features and functionality, see Release Notes for Cisco IP Communicator Release 7.0 at:

Cisco Unified Personal Communicator

For a detailed description of Unified Personal Communicator Release 8.0(1) features and functionality, see Release Notes for Cisco Unified Personal Communicator, Release 8.0(1) at:

Cisco UC Integration for Microsoft Office Communicator

Cisco UC Integration for Microsoft Office Communicator 8.0(1) includes the following new features and changes to functionality:

- Place and receive video calls, including high-definition video calls.
- Start meetings to talk to, and to share documents with, one or more other people.
- Access your voice messages visually.
- Use the click-to-call feature to place video calls from other applications.

For a detailed description of Cisco UC Integration for Microsoft Office Communicator 8.0(1) features and functionality, see Release Notes for Cisco Unified Communications Integration for Microsoft Office Communicator, Release 8.0(1) at:

Cisco UC Integration for Cisco WebEx Connect

The Cisco UC Integration for Cisco WebEx Connect adds a phone tab to Cisco WebEx Connect. This turns the user’s computer into a full-featured phone, allowing them to place, receive, and manage calls.

Cisco UC Integration for Cisco WebEx Connect is built on a Client Services Framework which provides call control services, call history, message waiting indicators, media, and so on.

The Cisco WebEx Connect service in the cloud provides the remaining services, including instant messaging, presence, and teamspaces. Users can perform the following tasks from the phone tab:

- Place and receive phone calls.
- Call your voice message service.
- Display your communications history.
- Set options for the communications pane.
- Switch phone modes. You can choose whether you want to control your desk phone from the computer, or use the audio and microphone on your computer to handle calls. You can easily toggle between these options.

For a detailed description of Cisco UC Integration for Cisco WebEx Connect 8.0(1) features and functionality, see Release Notes for Cisco Unified Communications Integration for for Cisco WebEx Connect, Release 8.0(1) at:
Cisco Unified IP Phone Support

Cisco Unified IP Phone 6901, 6911, 8961, 9951, and 9971 (SIP) runs on SIP firmware release 9.0(2). This version of firmware release 9.0(2) is compatible with Cisco Unified Communications Manager 7.1(3) and 8.0(2). The following features and functionality are introduced in phone firmware releases 9.0(2):

- Cisco Unified Video Camera—The Cisco Unified Video Camera connects to your Cisco Unified IP Phone and allows you to make a point-to-point video call with another Cisco Unified IP Phone with a Cisco Unified Video Camera attached. If a phone does not have a Cisco Unified Video Camera attached, it can only receive one-way video.

  This feature is supported on the following phones:
  - Cisco Unified IP Phone 9951
  - Cisco Unified IP Phone 9971

For more information on Cisco Unified IP Phone 8961, see Cisco Unified IP Phone 8961 Documentation at:

For more information on Cisco Unified IP Phone 9951 and 9971, see Cisco Unified IP Phone 9951 and 9971 Documentation at:

For more information on Cisco Unified IP Phone 6901 and 6911, see Cisco Unified IP Phone 6900 Series Documentation at:

For more information on the Firmware release 9.0(2), see the Release Notes for Cisco Unified IP Phone Release Notes for Firmware Release 9.0(2) (SIP):

Cisco Enterprise Policy Manager

The following features and functionality are introduced in Cisco Enterprise Policy Manager 3.3:

- The Policy Administration Point (PAP) UI is completely revamped.
- Installation of CEPM is now automated
- Policy Administration Point (PAP)
  - More graceful policy migrations
  - Rules can be reused or shared
  - Status Bar in PAP—A `Progress bar' is displayed for PAP features which take a long time to complete, such as import/export, create repository, and so on.
  - Regular expressions in Rule Editor
  - Enhanced encryption capabilities
  - CEPM supports Sybase database as a PIP.
  - Enable logs for resources
  - Simplified Search functionality
  - Mark attributes of entities mandatory
  - Sorting of application and resources names
Overview

- Only Allowed Resource for User/Role
- Enumerate resource type attributes
- Policy lookup
  - Full tree context (FQN) is shown when the pointer is placed on a resource in the resource tree.
- Policy Decision Point (PDP)
  - Upgraded logging
  - Caching support is extended for selected APIs:
    - Retry PDP
    - PDP/PEP Prefetching from disk if available
    - Retrieval of PIP attributes when not used in rules
- Policy Enforcement Point (PEP)
  - Enhanced prefetch and cache refresh APIs to accept additional NV Pairs
  - Enhance debug logging
  - Enhanced getUsersAllowedForResource() API
  - Multi-site synchronization of Entitlement Repository
  - Primary keys are added for all database tables to support database replication.
  - Timestamp Columns


Cisco Unified Video Advantage

Cisco Unified Video Advantage Release 2.2(1) includes the following changes and updates to functionality:

- Cisco VT Camera III support
- Ability to choose a camera if your system has multiple USB or integrated cameras available
- Operating systems: Support for Windows Vista (in addition to the Windows XP and 2000).
- Phone support: Cisco Unified Video Advantage supports all Cisco Unified IP Phones running SCCP (CDP enabled and CAST enabled) that can be enabled for video on Cisco Unified Communications Manager. It now supports Cisco Unified IP Phone 6921, Cisco Unified IP Phone 6941 and Cisco Unified IP Phone 6961 with Phone Firmware 9.0.2 or later.


Unified Computing System B-Series Blade Servers (Unified Communications Virtualization)

Cisco supports virtualization of the following Unified Communications components running on Unified Computing System B-Series Blade Servers with VMware ESXi 4.0:
Overview

- Cisco Unified Communication Manager Release 8.0(2) and later
- Cisco Unity Connection Release 8.0(2) and later
- Cisco Unified Contact Center Express Release 8.0(2)
- Cisco Unified Presence Release 8.0 (1)

For more information on Unified Communications on Unified Computing System, see http://docwiki.cisco.com/wiki/Unified_Communications_Virtualization

Cisco Unified Videoconferencing 3545 Media Conferencing Unit (MCU)

Cisco Unified Videoconferencing 3545 MCU is used as a video conferencing endpoint in contact center deployments where Unified CVP with full video service is implemented. Unified Videoconferencing 3545 MCU Release 7.1 introduces these new features:

- Improved redundant solution—Cisco Unified Videoconferencing Manager supports simple master-slave redundant deployments using its internal database. There is no need to use external deployment components or databases for redundancy.
- Improved backup and restore functionality—The new Cisco Unified Videoconferencing Manager Backup and Restore tool considerably simplifies backup and restore procedures.
- Random access PIN for virtual rooms—Virtual rooms can be configured with a random access PIN providing a higher security level.
- Improved resource management solutions for mixed deployments with the new resource fallback functionality.
- Ability to secure user credentials when working with Microsoft Active Directory.
- Secure LDAP connection—Secure connection is supported with Microsoft Active Directory and IBM Lotus Domino Directory. In order to activate the secure link, the system admin needs to specify in the URL/Domain Tab the following prefix: “ldaps://”.
- Instead of the regular prefix “ldap://” for non secure systems. The common port that will be used is 636 for such secured connection.
- 64-bit server support—Cisco Unified Videoconferencing Manager can be installed on 64-bit servers.
- Cisco Unified Videoconferencing Manager Microsoft Outlook Add-on enhancements:
  - The general usability of the Microsoft Outlook Add-on GUI is improved.
  - The ability to specify the meeting type and the meeting location in a distributed deployment is added.
- Comprehensive support for all Cisco Unified Videoconferencing 5000 MCU new features such as increased capacity, new video layouts, 3G layout and HD switching mode.
- CDR enhancements—CDR contains advanced information such as actual call type, actual bandwidth usage per call, actual video resolution and call security level.
- Windows 7 (32 bit and 62 bit) is supported for the Cisco Unified Videoconferencing Manager user interface and for the Microsoft Outlook Add-in user interface.
- Improved service preservation mechanism—Cisco Unified Videoconferencing Manager allows Cisco Unified Videoconferencing 5000 MCU to accept calls when Cisco Unified Videoconferencing Manager is not connected or if Cisco Unified Videoconferencing Manager is temporarily disconnected.
- GUI-related improvements and enhancements.
Overview

For more detailed information, see the Release Notes for Cisco Unified Videoconferencing 3500 Release 7.1 at:

Cisco Adaptive Security Appliance

Cisco Adaptive Security Appliance Release 8.3(1) introduces the following new features and functionality:

- Remote Access Features
  - Smart Tunnel Enhancements
  - Provides browser-based (clientless) VPN access from the following newly supported platforms:
    - Windows 7 x86 (32-bit) and x64 (64-bit) via Internet Explorer 8.x and Firefox 3.x
    - Windows Vista x64 via Internet Explorer 7.x/8.x, or Firefox 3.x.
    - Windows XP x64 via Internet Explorer 6.x/7.x/8.x and Firefox 3.x
    - Mac OS 10.6 32- and 64-bit via Safari 4.x and Firefox 3.x.
  - IPv6 support for IKEv1 LAN-to-LAN VPN connections
- Firewall Features
  - Interface-Independent Access Policies
  - Create named network and service objects
  - Object-group Expansion Rule Reduction
  - NAT Simplification
  - Use of Real IP addresses in access lists instead of translated addresses
  - Threat Detection Enhancements
- Unified Communications Features
  - SCCP v19 support
  - SIP Inspection Support for Cisco Intercompany Media Engine
  - Cisco Intercompany Media Engine Proxy

For additional information on features and functionality, see the Release Notes for the Cisco ASA 5500 Series, 8.3(1) at:

Cisco IOS Release 15.1(1)T

In Cisco Unified Communications System Release 8.1(2), the Cisco IOS Release 15.1(1)T has the following new features and functionality:

- New Hardware Features Supported in Cisco IOS Release 15.1(1)T:
- 3G HSPA Enhancement
- Cisco 1905 and Cisco 1921 Integrated Service Routers
- Cisco 3925E and Cisco 3945E Integrated Service Routers
- Cisco 888E
- Cisco Connected Grid Router 2000 Series
Overview

- Cisco Unified Communications 500 Series
- HWIC-1VDSL
- HWIC-4SHDSL-E

- New Software Features Supported in Cisco IOS Release 15.1(1)T

For a detailed description of the new and changed information of Cisco IOS Release 15.1(1)T, see the Release Notes for Cisco IOS Software Releases 15.1 at:

For a detailed description of Cisco IOS Release 15.1(1)T features and functionality, see Release Notes for Cisco IOS Release 15.1(1)T at:

Note
Cisco IOS Release 15.1(1)T is a short deployment Standard Maintenance release ideal for the very latest new features and hardware support from Cisco. Cisco provides 18 months of support for Standard Maintenance releases. Customers requiring longer-term maintenance support should consider upgrading to the next 15 M Extended Maintenance release (when it becomes available), which will incorporate all features and hardware support of previous Standard Maintenance and Extended Maintenance releases. For more information, refer to:

Cisco Unified Operations Manager

Cisco Unified Operations Manager 2.3 includes the following new features:

- Incremental support for Cisco Unified Communications family of products and other new devices including the following:
  - Unified Communications 8.0(2) solution component support including Cisco Unified Communications Manager 8.0(2), Unified CM Express 8.0, Unity 8.0, Unity Connection 8.0, MeetingPlace Express 8.0, Unified Contact Center Enterprise 8.0, Unified Mobility Advantage 8.0, and VG20x support.
  - Support for Unified Computing System platform for Operations Manager and for virtualized Cisco Unified Communications 8.0 and Unity Connection 8.0.
  - New phone support (6901 and 6911).
  - VMWare EXSi 4.0 certification for Operations Manager.
- Newly supported events including Device Partially Monitored, StoppedGsuPerformancePolling, and Telepresence events, as well as synchronized event severities between Operations Manager and Unified Communications devices.

For additional information on features and functionality, see Release Notes for Cisco Unified Operations Manager 2.3 at:

Cisco Unified Service Monitor

The following changes and enhancements are included in Service Monitor 2.3:

- Support Cisco Network Analysis Modules (NAMs) as sensors.
Overview

- Correlate sensor data—RTP streams from Cisco 1040s and NAMs—and CVTQ data, the call detail record, if available. (Launch the Sensor Stream Correlation window from the Sensor Diagnostics report).
- Automate time synchronization between Cisco 1040s and Service Monitor.
- Update support for Cisco Unified Communications Manager (Unified Communications Manager)


Cisco Unified Provisioning Manager


Cisco Unified Service Statistics Manager

The following changes and enhancements are included in Service Statistics Manager 1.3:
- Service Statistics Manager supports SSL.
- Call classification configuration is removed from Service Statistics Manager 1.3 to added to Service Monitor 2.3:
  - A call can belong to multiple call categories; calls are now classified into every category to which they belong.
  - You no longer need to run ConfigureSSMToSSLOM.bat file after installation and before you run discovery.
- Drill downs to underlying call data are provided for these reports:
  - Call Quality Summary
  - Call Failure Summary
- A new report type, Cause Code Analysis, enables you to select cause codes, reporting calls that cleared with those cause codes.
- Short duration calls—calls that are too short for MOS to be determined—are added to the Call Volume monitor and reports based on it.
- Attributes are updated for the following monitors:
  - Call Quality
  - Call Quality by NAM
  - Call Quality by Sensor
  - Call Volume
  - Unified CM Performance

System Requirements

This section provides information about the software versions of the Cisco and third-party components and the firmware versions of the Cisco Unified IP phones used in system-wide testing of Cisco Unified Communications Release 8.0(2). This section contains the following information:

- End-of-Sale Components, page 20
- Deployment Considerations, page 21
- Software Version Matrix, page 21
- Firmware Version Matrix, page 25

End-of-Sale Components

The following components have reached end-of-sale (EOS) status but are still supported, and since they may be present in existing customer deployments, remained installed in the test bed sites for this Cisco Unified Communications release:

- Cisco Unified MeetingPlace Express
- Cisco Unity—IBM Lotus Domino
- IBM Lotus Notes for Cisco Unified MeetingPlace Release
- Cisco Security Agent for Cisco Unified MeetingPlace Express
- Cisco 7815-1000 Media Convergence Servers
- Cisco 7825H-2266 Media Convergence Servers
- Cisco 7825, 7827, 7835, 7837 Media Convergence Servers
- Cisco 7845H/7835H/7825H-3000 Media Convergence Servers
- Cisco 7845H/7835H/7845I/7835I-2400 Media Convergence Servers
- Cisco 7855I-1500 Media Convergence Servers
- Cisco 7845-H1/I1 and 7835-H1/I1 Media Convergence Servers
- Cisco 831, 836, and 837 Series Routers
- Cisco 1701, 1711, 1712, 1721, 1751, 1751-V, 1760 Series Routers
- Cisco AS5850 Series Universal Gateways
- Cisco 2610XM-2611XM, 2620XM-2621XM, 2650XM-2651XM, 2691, 3631, 3660 Series Routers
- Cisco 3600 Series Multiservice Platforms (Cisco 3620, Cisco 3640A, and Cisco 3660 (non “-CO” models)
- Cisco Catalyst 3550 Series Switches (replaced by Cisco 3750 Catalyst Switches)
- Cisco 3700 Series Multiservice Access Routers (replaced by Cisco 3800 Series Routers)
- Cisco Catalyst 6500 Series Supervisor Engine 2 / MSFC2
- Cisco Catalyst Communications Media Module (CMM) (replaced by Cisco 3800 Series Routers)

The EOS date is the last date to order the product through Cisco point-of-sale mechanisms. The product is no longer for sale. There is also an end-of-life (EOL) cycle that is a process that guides the final business operations associated with the product life cycle.
The EOL process consists of a series of technical and business milestones and activities that, once completed, make a product obsolete. Once obsolete, the product is not sold, manufactured, improved, repaired, maintained, or supported.

For information about recommended replacements, see the comprehensive list of announcements at End-of-Life and End-of-Sale Products at the following URL: http://www.cisco.com/en/US/products/prod_end_of_life.html

For information on specific products, choose a product from the following URL: http://www.cisco.com/web/psa/products/index.html

Then click on the End-of-Life and End-of-Sale Notices link in the Product Literature box.

For an overview of the Products and Services EOL policy, see the information at the following URL: http://www.cisco.com/en/US/products/products_end-of-life_policy.html

### Deployment Considerations

The tables in this section list the recommended software and firmware releases based on Cisco Unified Communications Release 8.0(2). Note that not every rebuild is tested as part of Cisco Unified Communications. Therefore, additional regression testing in a customer or Cisco-specific certification lab is recommended before deployment.

When deploying IP Communications in a customer environment, please remember the following:

- At the minimum, customers should deploy the software release recommended in these tables.
- For CSA, customers should use the latest engine and policy release. CSA software is available at: http://www.cisco.com/cgi-bin/tablebuild.pl/csa
- For other software components, customers should use the most current rebuild of a maintenance release. For IOS, information about the latest releases, including deferral advisories, is available at: http://tools.cisco.com/support/downloads/go/Redirect.x?mdfid=268438303
- If the recommended release has been deferred to a subsequent release, customers should use the subsequent release.
- Before deploying a release, examine the open caveats in the chosen release to determine if any will impact your implementation. Open caveats can be viewed through the Bug Toolkit, located at: http://tools.cisco.com/Support/BugToolKit/
- In system upgrades, deploy the chosen release in a lab environment that uses the same product components as the customer’s product components before moving it to a production environment.

### Software Version Matrix

Table 1 lists the software release versions of both Cisco and third-party components used in the Cisco Unified Communications Release 8.0(2) system test.

| Note | You can set up a virtualized environment by running Unified Communications applications on a virtual machine on a Unified Computing System (UCS). For additional details, including UCS hardware information and third-party requirements, see: www.cisco.com/go/uc-virtualized |
### Table 1: Software Release Versions in Cisco Unified Communications Release 8.0(2) for IP Telephony.

<table>
<thead>
<tr>
<th>Category</th>
<th>Component</th>
<th>Release 8.0(2)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Call Control</td>
<td>Cisco Unified Communications Manager</td>
<td>8.0(2)</td>
</tr>
<tr>
<td></td>
<td>Cisco Unified Communications Manager—Cisco IP Telephony Operating System</td>
<td>Bundled with Unified Communications Manager</td>
</tr>
<tr>
<td></td>
<td>Cisco Unified Communications Manager Business Edition</td>
<td>8.0(2)</td>
</tr>
<tr>
<td></td>
<td>Cisco Unified Communications Manager Express</td>
<td>8.0/IOS 15.1(1)T^3</td>
</tr>
<tr>
<td></td>
<td>Cisco Unified Survivable Remote Site Telephony (SRST)</td>
<td>8.0/IOS 15.1(1)T^3</td>
</tr>
<tr>
<td></td>
<td>Cisco Intercompany Media Engine</td>
<td>8.0(2)</td>
</tr>
<tr>
<td>Contact Center</td>
<td>Cisco Unified Contact Center Express</td>
<td>8.0(2)</td>
</tr>
<tr>
<td></td>
<td>Cisco Unified Contact Center Express Operating System</td>
<td>Bundled with Unified Contact Center Express</td>
</tr>
<tr>
<td>Applications</td>
<td>Cisco Unified Presence</td>
<td>8.0(2)^1</td>
</tr>
<tr>
<td></td>
<td>Cisco Emergency Responder</td>
<td>8.0(1)</td>
</tr>
<tr>
<td></td>
<td>Cisco Emergency Responder—Cisco IP Telephony Operating System</td>
<td>Bundled with Cisco Emergency Responder</td>
</tr>
<tr>
<td></td>
<td>Cisco Unified Application Environment</td>
<td>8.0(1)</td>
</tr>
<tr>
<td></td>
<td>Cisco Unified PhoneProxy</td>
<td>Bundled with Cisco ASA Adaptive Security Appliance</td>
</tr>
<tr>
<td></td>
<td>Cisco Unified Business Attendant Console and Unified Department Attendant Console</td>
<td>8.0</td>
</tr>
<tr>
<td></td>
<td>Cisco Unified Enterprise Attendant Console</td>
<td>8.0</td>
</tr>
<tr>
<td></td>
<td>Cisco Enterprise Policy Manager</td>
<td>3.3</td>
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<tr>
<td>Conferencing</td>
<td>Cisco Unified MeetingPlace</td>
<td>8.0</td>
</tr>
<tr>
<td></td>
<td>Cisco Unified MeetingPlace Web Conferencing</td>
<td>8.0</td>
</tr>
<tr>
<td></td>
<td>Microsoft Outlook for Cisco Unified MeetingPlace</td>
<td>8.0</td>
</tr>
<tr>
<td></td>
<td>Jabber for Cisco Unified MeetingPlace</td>
<td>8.0</td>
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<tr>
<td></td>
<td>Microsoft Office Communicator for Cisco Unified MeetingPlace</td>
<td>8.0</td>
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<tr>
<td></td>
<td>Cisco Unified Media Server for 3545 MCU (video)</td>
<td>5.7.0.0.4</td>
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<td>Cisco Unified Media Server for 3545 MCU (audio)</td>
<td>6.1.0.0.16</td>
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<td>Cisco Unified Videoconferencing 3521 and 3522 BRI Gateways</td>
<td>5.0.0.0.22</td>
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<td>Cisco Unified Videoconferencing 3526, 3527, and 3545 PRI Gateways</td>
<td>5.0.0.0.22</td>
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<td>Cisco Unified Videoconferencing 3540 PRI Gateway</td>
<td>5.6.1.1.13</td>
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<td>Cisco Integrated Services Router (ISR) 2800, 3800 (Voice DSP for Ad Hoc Conferencing)</td>
<td>15.1(1)T^3</td>
</tr>
<tr>
<td></td>
<td>Cisco Integrated Services Router (ISR) 2900, 3900 (Voice DSP for Ad Hoc Conferencing)</td>
<td>15.1(1)T^3</td>
</tr>
</tbody>
</table>
## System Requirements

<table>
<thead>
<tr>
<th>Category</th>
<th>Component</th>
<th>Release 8.0(2)</th>
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<tbody>
<tr>
<td><strong>Voice Mail and Unified Messaging</strong></td>
<td>Cisco Unity</td>
<td>8.0(3)</td>
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<tr>
<td></td>
<td>Unity-CM TSP</td>
<td>8.4(3)</td>
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<tr>
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<td>Cisco Unity—Microsoft Exchange</td>
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<tr>
<td></td>
<td>Microsoft Exchange 2003 SP2 (on Cisco Unity and partner Exchange servers)</td>
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</tr>
<tr>
<td></td>
<td>and Microsoft Exchange 2007 SP1 or Exchange 2003SP2 (on other message store servers)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Cisco Unity Connection</td>
<td>8.0(2)</td>
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<tr>
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<td>Cisco Unity Express</td>
<td>8.0(1)</td>
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<tr>
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<td>Cisco Unified Messaging Gateway</td>
<td>1.0(2)/IOS 15.1(1)T³</td>
</tr>
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<td>Cisco Unified Survivable Remote Site Voicemail</td>
<td>8.0/IOS 15.1(1)T³</td>
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<td></td>
<td>Cisco Unified IP Phones model 7937G</td>
<td>Firmware 1.4(1)</td>
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<tr>
<td></td>
<td>Cisco Unified IP Phones models 3911, 3951</td>
<td>8.1(3)</td>
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<td>Cisco Unified IP Phones models 6921, 6941, 6961</td>
<td>Firmware 9.0(2), 9.0(2)SR1</td>
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<tr>
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<td>Cisco Unified IP Phones models 6901, 6911</td>
<td>Firmware 9.0(2)</td>
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<td>Cisco Unified IP Phones models 8961 and 9951</td>
<td>Firmware 9.0(2)</td>
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<td>Cisco Unified IP Phones models 9971</td>
<td>Firmware 9.0(2)</td>
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<td></td>
<td>Cisco IP Communicator</td>
<td>7.0.(3)</td>
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<tr>
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<td>Cisco Unified Personal Communicator</td>
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<td>Cisco UC Integration for Microsoft Office Communicator</td>
<td>8.0(1)³</td>
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<td></td>
<td>Cisco UC Integration for Webex Connect</td>
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<td>Cisco Unified Client Services Framework</td>
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<td></td>
<td>Cisco Unified Video Advantage</td>
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<td>Cisco Unified Communications Widgets</td>
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<td><strong>Wireless and Mobility</strong></td>
<td>Cisco Aironet Access Point (AP) 1200G</td>
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<td>Cisco 4400 Series Wireless LAN Controllers</td>
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<td>Cisco Unified Mobility Advantage</td>
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<td>Cisco Unified Mobile Communicator</td>
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<td>Cisco Unified Mobile Communicator iPhone</td>
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<tr>
<td>Category</td>
<td>Component</td>
<td>Release 8.0(2)</td>
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<tr>
<td>-----------------------</td>
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<tr>
<td>Security</td>
<td>Cisco ASA Adaptive Security Appliance</td>
<td>8.3(1)</td>
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<td></td>
<td>Cisco Intrusion Prevention System (AIP-SSM, IDSM-2 Module, IPS-4200)</td>
<td>7.0(2)E3</td>
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<tr>
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<td>Management Center for Cisco Security Agents</td>
<td>5.2.1</td>
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<tr>
<td></td>
<td>Cisco Security Agent for Cisco Unified Communications Manager</td>
<td>Bundled with Unified Communications Manager</td>
</tr>
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<td>Cisco Security Agent for Cisco Emergency Responder</td>
<td>Bundled with Unified Communications Manager</td>
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<td>Cisco Security Agent for Unified Contact Center Express</td>
<td>Bundled with Unified Contact Center Express</td>
</tr>
<tr>
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<td>Cisco Security Agent for Cisco Unity</td>
<td>6.0(1)</td>
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<tr>
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<td>Cisco Security Agent for Cisco Unified MeetingPlace</td>
<td>6.0(1)</td>
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<td>Network Management</td>
<td>Cisco Unified Operations Manager</td>
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<td>Cisco Unified Service Monitor</td>
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<td>Cisco Unified Service Statistics Manager</td>
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<td>Cisco Unified Provisioning Manager</td>
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<td>Cisco Resource Management Essentials</td>
<td>4.0.5</td>
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</table>
Table 2 lists the firmware versions of the Cisco Unified IP Phones, analog adaptors, voice gateways and conference bridges used in the Cisco Unified Communications Release 8.0(2) system test.

### System Requirements

**Firmware Version Matrix**

<table>
<thead>
<tr>
<th>Category</th>
<th>Component</th>
<th>Release 8.0(2)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communications Infrastructure</td>
<td>Cisco Integrated Services Router (ISR) 2801, 2811, 2821, 2851, 3825, 3845</td>
<td>15.1(1)T³</td>
</tr>
<tr>
<td></td>
<td>Cisco 38xx Gatekeepers</td>
<td>15.1(1)T³</td>
</tr>
<tr>
<td></td>
<td>Cisco 3800 (IP-to-IP gateway)</td>
<td>15.1(1)T³</td>
</tr>
<tr>
<td></td>
<td>Cisco 3900 (IP-to-IP gateway)</td>
<td>15.1(1)T³</td>
</tr>
<tr>
<td></td>
<td>Cisco Integrated Services Router (ISR) 1861</td>
<td>15.1(1)T³</td>
</tr>
<tr>
<td></td>
<td>Cisco Integrated Services Router (ISR) 2901, 2911, 2921, 2951, 3925, 3945, 3925E, 3945E</td>
<td>15.1(1)T³</td>
</tr>
<tr>
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<td>Cisco Unified SIP Proxy</td>
<td>1.1(4)</td>
</tr>
<tr>
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<td>Cisco Unified Border Element</td>
<td>1.3/15.1(1)T³</td>
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<tr>
<td></td>
<td>Cisco Secure RTP and Cisco Secure SRST</td>
<td>8.0/15.1(1)T³</td>
</tr>
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<td>Cisco 7206 (voice/data gateway)</td>
<td>15.1(1)T³</td>
</tr>
<tr>
<td></td>
<td>Cisco Catalyst 3550 (access switch)</td>
<td>12.2(50)SE3</td>
</tr>
<tr>
<td></td>
<td>Cisco Catalyst 3560 (access switch)</td>
<td>12.2(50)SE3</td>
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<td>Cisco Catalyst 3750 (data center switch)</td>
<td>12.2(50)SE3</td>
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<td></td>
<td>Cisco Catalyst 4503 Switch</td>
<td>12.2(50)SE3</td>
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<td>Cisco Catalyst 4506 (access switch)</td>
<td>12.2(50)SE3</td>
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<td>Cisco Catalyst 6506, 6509 (voice access switch, supervisor 2/MSFC2)</td>
<td>Cat OS 8.6.3 /12.2.(18)SXF9</td>
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<td>Cat OS 8.5(7)</td>
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<td>Cisco Catalyst 6506, 6509 (core switch, supervisor 720)</td>
<td>2.2(18)SXF9</td>
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<td>Cisco Catalyst 6608, 6624 (voice gateway)</td>
<td>Bundled with Unified Communications Manager</td>
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<td>Cisco VG202 and 204 (analog voice gateway)</td>
<td>15.1(1)T³</td>
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<td></td>
<td>Cisco VG224 (analog voice gateway)</td>
<td>15.1(1)T³</td>
</tr>
<tr>
<td></td>
<td>Cisco VG248 (analog voice gateway)</td>
<td>1.3(2)</td>
</tr>
</tbody>
</table>

1. Multi-stage upgrade testing was performed with Unified Presence Release 8.0(1) and feature and interoperability testing was performed with Unified Presence 8.0(2).

2. Will be available in CYQ3 2010


4. You can install third-party antivirus agents on Windows-based servers such as Unified Operations Manager and Unified Provisioning Manager, but not on non-Windows appliances such as Unified Communications Manager and Unified Communications Manager Business Edition.

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**Firmware Version Matrix**

Table 2 lists the firmware versions of the Cisco Unified IP Phones, analog adaptors, voice gateways and conference bridges used in the Cisco Unified Communications Release 8.0(2) system test.
### System Requirements

<table>
<thead>
<tr>
<th>Component</th>
<th>SCCP Firmware Version</th>
<th>SIP Firmware Version</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cisco Unified SIP Phone 3911</td>
<td>—</td>
<td>SIP3951.8-1-2SR1</td>
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<tr>
<td>Cisco Unified SIP Phone 3951</td>
<td>—</td>
<td>SIP3951.8-1-2SR1</td>
</tr>
<tr>
<td>Cisco Unified SIP Phone 6921</td>
<td>SCCP69xx.9-0-2-0</td>
<td>—</td>
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<tr>
<td>Cisco Unified SIP Phone 6941</td>
<td>SCCP69xx.9-0-2-0</td>
<td>—</td>
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<tr>
<td>Cisco Unified SIP Phone 6961</td>
<td>SCCP69xx.9-0-2-0</td>
<td>—</td>
</tr>
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<td>Cisco Unified IP Phone 7902G</td>
<td>CP7902080002SCCP060817A</td>
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<td>Cisco Unified IP Phone 7905G</td>
<td>CP7905080003SCCP070409A</td>
<td>CP7905080001SIP060412A</td>
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<td>SIP11.9-0-2SR1S</td>
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<td>Cisco Unified IP Phone 7910G</td>
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<td>SCCP11.9-0-2SR1S</td>
<td>SIP11.9-0-2SR1S</td>
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<tr>
<td>Cisco Unified IP Phone 7912G</td>
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<td>CP7912080001SIP060412A</td>
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<td>Cisco Unified IP Phone 7920</td>
<td>CMTERM_7920.4.0-03-02</td>
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<td>Cisco Unified IP Phone 7921G</td>
<td>CP7921G-1.3.3</td>
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<td>Cisco Unified IP Phone 7925G</td>
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</tr>
<tr>
<td>Cisco Unified IP Phone 7931G</td>
<td>SCCP31.9-0-2SR1S</td>
<td>SESP31.9-0-2SR1S</td>
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<td>Cisco Unified IP Phone 7935</td>
<td>P00503021900</td>
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<td>Cisco Unified IP Phone 7936</td>
<td>CMTERM_7936.3-3-20-0</td>
<td>—</td>
</tr>
<tr>
<td>Cisco Unified IP Phone 7937G</td>
<td>APPS37sccp.1-3-4-0</td>
<td>—</td>
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<tr>
<td>Cisco Unified IP Phone 7940G</td>
<td>P00308010200</td>
<td>P0S3-8-12-00</td>
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<tr>
<td>Cisco Unified IP Phone 7941G</td>
<td>SCCP41.9-0-2SR1S</td>
<td>SESP41.9-0-2SR1S</td>
</tr>
<tr>
<td>Cisco Unified IP Phone 7941G-GE</td>
<td>SCCP41.9-0-2SR1S</td>
<td>SESP41.9-0-2SR1S</td>
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<tr>
<td>Cisco Unified IP Phone 7942G</td>
<td>SCCP42.9-0-2SR1S</td>
<td>SESP42.9-0-2SR1S</td>
</tr>
<tr>
<td>Cisco Unified IP Phone 7945G</td>
<td>SCCP45.9-0-2SR1S</td>
<td>SESP45.9-0-2SR1S</td>
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<tr>
<td>Cisco Unified IP Phone 7960G</td>
<td>P00308010200</td>
<td>P0S3-8-12-00</td>
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<tr>
<td>Cisco Unified IP Phone 7961G</td>
<td>SCCP41.9-0-2SR1S</td>
<td>SESP41.9-0-2SR1S</td>
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<td>Cisco Unified IP Phone 7961G-GE</td>
<td>SCCP41.9-0-2SR1S</td>
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<tr>
<td>Cisco Unified IP Phone 7962G</td>
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<td>Cisco Unified IP Phone 7965G</td>
<td>SCCP45.9-0-2SR1S</td>
<td>SESP45.9-0-2SR1S</td>
</tr>
<tr>
<td>Cisco Unified IP Phone 7970G</td>
<td>SCCP70.9-0-2SR1S</td>
<td>SESP70.9-0-2SR1S</td>
</tr>
<tr>
<td>Cisco Unified IP Phone 7971G-GE</td>
<td>SCCP70.9-0-2SR1S</td>
<td>SESP70.9-0-2SR1S</td>
</tr>
<tr>
<td>Cisco Unified IP Phone 7975G</td>
<td>SCCP75.9-0-2SR1S</td>
<td>SESP75.9-0-2SR1S</td>
</tr>
<tr>
<td>Cisco Unified IP Phone 7985G</td>
<td>CMTERM_7985.4-1-7-0</td>
<td>—</td>
</tr>
<tr>
<td>Cisco Unified IP Phone 8961</td>
<td>—</td>
<td>SESP8961.9-0-2</td>
</tr>
<tr>
<td>Cisco Unified IP Phone 9951</td>
<td>—</td>
<td>SESP9951.9-0-2</td>
</tr>
<tr>
<td>Cisco Unified IP Phone 9971</td>
<td>—</td>
<td>SESP9971.9-0-2</td>
</tr>
<tr>
<td>Cisco ATA 186</td>
<td>ATA030204SCCP090202A</td>
<td>—</td>
</tr>
</tbody>
</table>
System Requirements

Latest Software Upgrades and Licenses

The following are links to the latest software upgrades and licenses for Cisco Unified Communications Release 8.0(2) components:

- Go to http://www.cisco.com/kobayashi/sw-center/sw-voice.shtml to download the software for the following products:
  - Cisco Unified Communications Manager
  - Cisco Unified Communications Manager Express
  - Cisco Unified Survivable Remote Site Telephony (SRST)
  - Cisco Unified Presence
  - Cisco Unified SIP Proxy
  - Unified Contact Center Express
  - Cisco Emergency Responder
  - Cisco Unified Application Environment
  - Cisco Unified PhoneProxy
  - Cisco Unified Messaging Gateway
  - Unified MeetingPlace
  - Cisco Unity
  - Cisco Unity Express
  - Cisco Unified Personal Communicator
  - Voice/video endpoints such as Unified IP Phones, Analog Telephone Adaptors (ATAs), Cisco IP Communicator, Unified Personal Communicator and Unified Video Advantage

<table>
<thead>
<tr>
<th>Component</th>
<th>SCCP Firmware Version</th>
<th>SIP Firmware Version</th>
</tr>
</thead>
<tbody>
<tr>
<td>Digital Access WS-X6608 (voice gateway)</td>
<td>D00404000032^2</td>
<td></td>
</tr>
<tr>
<td>Cisco Conference Bridge WS-X6608</td>
<td>C00104000003</td>
<td></td>
</tr>
<tr>
<td>Analog Access WS-X6624</td>
<td>A00204000013</td>
<td></td>
</tr>
<tr>
<td>Media Termination Point Hardware</td>
<td>M00104000006</td>
<td></td>
</tr>
</tbody>
</table>

1. SRST failover tested on phone model with SIP firmware load installed only, not with SCCP firmware load
2. Only endpoints such as IP phones and analog telephone adaptors have separate firmware loads to support SCCP or SIP protocols; gateways and conference bridges do not.
Related Documentation

System Documentation

The components in these release notes, including the platforms tested, are discussed in the Technical Information site at:
http://www.cisco.com/cisco/web/docs/iam/unified/ipt802/Install_and_Configure_System_Components.html

See this content for the specific versions of the components tested and links to relevant documentation for installation and configuration procedures.

Upgrade information for components that have been tested and verified during system testing is provided in the System Installation and Upgrade for IP Telephony Enterprise Cisco Unified Communications System Release 8.0(2) at:

For additional information on specific hardware recommendations or bills of material for each product, see System Requirements, page 20.

Manageability Documentation

For manageability information of certain products, see documentation at:

Product Documentation

Table 3 provides links to the main page for documentation on various Cisco Unified Communications components, from which you can navigate to individual documents.
## Table 3  Related Documentation URLs for IP Telephony

<table>
<thead>
<tr>
<th>Category</th>
<th>Component</th>
<th>Documentation URL</th>
</tr>
</thead>
</table>
## Related Documentation

<table>
<thead>
<tr>
<th>Category</th>
<th>Component</th>
<th>Documentation URL</th>
</tr>
</thead>
</table>
### Related Documentation URLs (continued)

<table>
<thead>
<tr>
<th>Category</th>
<th>Component</th>
<th>Documentation URL</th>
</tr>
</thead>
</table>


**Limitations and Restrictions**

This section includes the following topics:

- Important Notes, page 33
- Resolved Caveats, page 35
- Open Caveats, page 36

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**Table 4  Related Documentation URLs (continued)**

<table>
<thead>
<tr>
<th>Category</th>
<th>Component</th>
<th>Documentation URL</th>
</tr>
</thead>
</table>
Limitations and Restrictions

If you are a Cisco partner or a registered Cisco.com user with a Cisco service contract, you can use the Bug Toolkit to find caveats of any severity for any release. To access the Bug Toolkit, go to this URL: http://tools.cisco.com/Support/BugToolKit/

Cisco offers a Product Alert Tool that provides you the ability to set up one or more profiles that will enable you to receive email notification of new Field Notices, Product Alerts or End of Sale information for the products that you have selected. The Product Alert Tool is available at:

http://tools.cisco.com/Support/PAT

Important Notes

This section includes important notes related to the testing of Cisco Unified Communications System Release 8.0(2) for IP telephony and includes the following issues:

- HP SCSI Hard Drive Firmware Update, page 33
- Unified Presence Service Activation and Feature Services Pages Do Not Display Properly (CSCtf84913), page 34

HP SCSI Hard Drive Firmware Update

The HP SCSI hard drive firmware update issue addresses the following defects:

- CSCse71185: Certain HP Ultra320 SCSI HDs May Exhibit Reduced Perf and Timeouts
- CSCse71295: HP FW Recommended to Min Potential for Media Errors on Certain SCSI HD
- CSCso98836: HP Ultra320 SCSI HDD FW Upgrade

CSCse71185: Certain HP Ultra320 SCSI HDs May Exhibit Reduced Perf and Timeouts

A ProLiant server configured with any of the HP Ultra320 SCSI hard drives listed in HP Customer Advisory #C00677430 (available at http://www.hp.com) may exhibit reduced performance or have excessive timeouts. This performance issue is caused by the dynamically adjusted seek time profile table in the drive firmware after it becomes degraded.

When this problem occurs, the reduced performance is characterized by occasional brief delays in command response time while servicing random workloads and in severe cases the drive may exhibit command timeouts, which requires a server reboot for recovery.

CSCse71295: HP FW Recommended to Min Potential for Media Errors on Certain SCSI HD

A ProLiant server configured with any of the HP Ultra320 SCSI hard drives listed in HP Customer Advisory #C00542020 (available at http://www.hp.com) may report media errors or illuminate the drive fault LED. The corrected firmware version (HPB4 or later) reduces the hard drive idle time that could potentially lead to build-up of media lubricant on the disk surface or drive head, causing the drives to report media errors or illuminate the drive fault LED.

CSCso98836: HP Ultra320 SCSI HDD FW Upgrade

A ProLiant server configured with any of the HP Ultra320 SCSI hard drives listed in HP Customer Advisory #C00859596 (available at http://www.hp.com) may exhibit timeouts and SCSI downshifts.

These problems may occur on the following server models:

- MCS-7835-1266 (DL380-G2)
- MCS-7835H-2.4 (DL380-G3)
Limitations and Restrictions

- MCS-7835H-3.0 (DL380-G3)
- MCS-7835-H1 (DL380-G4)
- MCS-7845-1400 (DL380-G2)
- MCS-7845H-2.4 (DL380-G3)
- MCS-7845H-3.0 (DL380-G3)
- MCS-7845-H1 (DL380-G4)

The affected hard drives for these problems are listed in the associated HP Customer Advisories. However, the Cisco provided HP SCSI Hard Drive Firmware Update CD can be applied to all listed server types and the impacted drives will be updated if applicable.

To update the firmware to a Cisco tested level, use the Cisco provided HP SCSI Hard Drive Firmware Update CD released simultaneous to the Unified Communications 7.0(1) system release. For more details on installing the firmware, see the README.txt file for HP SCSI Hard Drive Firmware Update CD.

The ISO image for the Cisco provided HP SCSI Hard Drive Firmware Update CD and associated readme file may be obtained from Cisco.com at the following navigation path:

From the Tools and Resources Downloads page, go to:
Communications Infrastructure ->
Voice Servers ->
Cisco 7800 Series Media Convergence Servers
<SERVER MODEL>
Latest Releases ->
Firmware ->
<Select: HP_SCSI_FW-1.0.1.iso>
<Select: HP_SCSI_FW-Readme.txt>

Unified Presence Service Activation and Feature Services Pages Do Not Display Properly (CSCtf84913)

This defect (CSCtf84913) occurs after the bridge upgrade from Unified Presence Release 6.x to Release 8.0(1) via Unified Presence Release 7.x. It also occurs after the bridge upgrade from Unified Presence Release 7.x to Release 8.0(1).

Note
Cisco Unified Presence provides a bridge upgrade to customers to migrate from a discontinued hardware to supported hardware. The bridge upgrade allows you to create a DRS backup on the discontinued hardware. You can then restore the DRS backup on supported hardware after you complete a fresh Cisco Unified Presence installation on the supported hardware.

Workaround:
Follow the upgrade recommendations below for the bridge upgrade to succeed:

- Upgrading from Unified Presence Release 6.x to 8.0(1):
a. Instead of performing a bridge upgrade to Unified Presence 8.0(1), you should upgrade Unified Presence Release 6.x to 7.x on the discontinued hardware.

b. Perform a DRS backup.

c. Then complete a fresh installation of Unified Presence Release 7.x on the supported hardware.

d. Finally restore the DRS backup on the supported hardware and upgrade to Unified Presence Release 8.0(1).

- Upgrading from Unified Presence 7.x to 8.0(1):
  
a. Instead of performing a bridge upgrade to Unified Presence 8.0(1), you should perform a DRS backup of the Unified Presence Release 7.x on the discontinued hardware.
  
b. Then complete a fresh installation of Unified Presence Release 7.x on the supported hardware.
  
c. Finally restore the DRS backup on the supported hardware and upgrade to Unified Presence Release 8.0(1).

## Resolved Caveats

This section lists caveats, grouped by severity, that are resolved now but are not included in the recommended component versions of Cisco Unified Communications System Release 8.0(2) for IP telephony.

*Note*

For information on the caveats that were resolved in specific versions of each component, refer to the appropriate release notes for each component.

To determine the software version that includes the fix, click on the linked caveat number in the Identifier column in Table 5 to access the Bug Toolkit.

<table>
<thead>
<tr>
<th>Identifier</th>
<th>Headline</th>
<th>Severity 2-3 Caveats</th>
</tr>
</thead>
<tbody>
<tr>
<td>CSCtf80774</td>
<td>Calls with high-definition (HD) video are not supported for clients running on Microsoft Windows XP.</td>
<td></td>
</tr>
<tr>
<td>CSCta49687</td>
<td>Transcoder is not getting invoked for SIP&lt;---&gt;H323 call if there is codec mismatch between incoming and outgoing dial peer.</td>
<td></td>
</tr>
<tr>
<td>CSCtd61238</td>
<td>The XCP Router service may crash while upgrading from Unified Presence Release 7.x.</td>
<td></td>
</tr>
<tr>
<td>CSCte78270</td>
<td>Unified MeetingPlace outdials to Unified IP Phone 9900 Series video endpoint; video does not negotiate correctly.</td>
<td></td>
</tr>
<tr>
<td>CSCtf65400</td>
<td>Unified Presence not working for few of the Unified Enterprise Attendant Console internal directory contacts.</td>
<td></td>
</tr>
<tr>
<td>CSCtf81316</td>
<td>Cisco Intercompany Media Engine (CIME) calls fail to Unified MeetingPlace/Unified CCX with end-to-end secure SIP trunks.</td>
<td></td>
</tr>
<tr>
<td>CSCte93802</td>
<td>The Unified Presence XCP router locks on shutdown or restart.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Identifier</th>
<th>Headline</th>
<th>Severity 4-6 Caveats</th>
</tr>
</thead>
<tbody>
<tr>
<td>CSCte18870</td>
<td>Wrong error message displayed in the Unified CCX user interface when the host file server is not reachable.</td>
<td></td>
</tr>
</tbody>
</table>
Open Caveats

This section lists known caveats, grouped by severity, related to the testing of IP telephony components in Cisco Unified Communications Release 8.0(2) and previous releases, which were not resolved at the time this document was written.

For additional information on each defect, click on the linked caveat number in the Identifier column in Table 6 to access the Bug Toolkit.

Table 6: Open Caveats

<table>
<thead>
<tr>
<th>Identifier</th>
<th>Headline</th>
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<tbody>
<tr>
<td><strong>Severity 2-3 Caveats</strong></td>
<td></td>
</tr>
<tr>
<td>CSCtc36395</td>
<td>Issues with static locations when using SAF enabled trunk.</td>
</tr>
<tr>
<td>CSCtc57638</td>
<td>No indication that there is an attachment in a message in Cisco Visual Voicemail.</td>
</tr>
<tr>
<td>CSCtd52204</td>
<td>Memory leak while encrypted SIP and SCCP make calls through the TLS Proxy.</td>
</tr>
<tr>
<td>CSCsw92136</td>
<td>Blind transfer fail between two Unified Communications Manager Express phones.</td>
</tr>
<tr>
<td>CSCtg30822</td>
<td>Cisco Emergency Responder dialing default route pattern when first route pattern fails in the list.</td>
</tr>
<tr>
<td>CSCtg76882</td>
<td>Develop method for shutting down Unified Client Services Framework upon client termination.</td>
</tr>
<tr>
<td><strong>Severity 4-6 Caveats</strong></td>
<td></td>
</tr>
<tr>
<td>CSCtf90314</td>
<td>Some configurations are lost while upgrading Unified Videoconferencing 3500 Series.</td>
</tr>
<tr>
<td>CSCte50676</td>
<td>Users who are newly assigned to the system cannot login over SOAP interface after Unified Presence database restart.</td>
</tr>
<tr>
<td>CSCte70132</td>
<td>Need method to handle overlapping large reassignment operations in Unified Presence cluster.</td>
</tr>
<tr>
<td>CSCtd02158</td>
<td>Presence status information should time out after an intercluster link failure.</td>
</tr>
<tr>
<td>CSCte76074</td>
<td>Unified Operations Manager needs to support Cisco Intercompany Media Engine (CIME) server monitoring and management.</td>
</tr>
<tr>
<td>CSCte76193</td>
<td>Unified Operations Manager needs to process Cisco Intercompany Media Engine (CIME) server alerts that are processed by Real Time Monitoring Tool (RTMT).</td>
</tr>
<tr>
<td>CSCsz23296</td>
<td>Cisco Unified Enterprise Attendant Console behavior on calls to RSVP mandatory sites.</td>
</tr>
<tr>
<td>CSCsq43974</td>
<td>VPIM configuration: hostnames should also be allowed for Active/Active cluster</td>
</tr>
<tr>
<td>CSCsq56099</td>
<td>Support Station Update Capabilities Version2 message for Unified Communications Manager Express</td>
</tr>
<tr>
<td>CSCsy89432</td>
<td>No speech path after park retrieval in Cisco Unified Communications Manager Express phones</td>
</tr>
<tr>
<td>CSCsz12017</td>
<td>Alert that auto failback is not available when the secondary publisher is acting as primary publisher</td>
</tr>
<tr>
<td>CSCtb03557</td>
<td>WebEx iPhone meeting application can not start WebEx meeting if it is a host</td>
</tr>
</tbody>
</table>

Troubleshooting

For important troubleshooting information, tips, and recommendations related to Cisco Unified Communications System Release for IP telephony, see the troubleshooting information at: http://www.cisco.com/cisco/web/docs/iam/unified/ipt802/Introduction_to_Troubleshooting.html
Documentation Updates

- Technical Information Sites—The Unified Communications Technical Information Sites available by typing http://www.cisco.com/go/unified-techinfo are your one-stop location for all system-level documentation, resources, and training. These sites provide information on tested deployment models and sites, topology diagrams, and call flows. The sites specific to IP telephony or contact center system applications for Unified Communications Release 8.0(2) are:
  - Cisco Unified Communications System for IP Telephony at:
  - Cisco Unified Communications System for Contact Center at:

- System Installation and Upgrade Manual—The document provides system-level information required to install and upgrade IP Telephony components, including types of installations, upgrade paths, installation and upgrade strategies and considerations, and the recommended installation and upgrade sequences. This document is applicable for Cisco Unified Communications System Release 8.0(2) and is available at:

Obtaining Documentation, Obtaining Support, and Security Guidelines

For information on obtaining documentation, obtaining support, providing documentation feedback, security guidelines, and also recommended aliases and general Cisco documents, see the monthly What's New in Cisco Product Documentation, which also lists all new and revised Cisco technical documentation, at:


This document is to be used in conjunction with the documents listed in the “Related Documentation” section.

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