



Resource Library

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Using the Resource Library

In the Resource Library chapter, you find an assortment of resources to help you learn more about Cisco Collaboration Systems.

- [System Release Documentation](#)
- [Solution Reference Network Design](#)
- [Tested Deployment and Site Models](#)
- [Network Topology Diagrams](#)
- [Component Resources](#)
- [System Compatibility Matrix](#)

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System Release Documentation

The Cisco Collaboration Systems Documentation provides a suite of interactive documentation that covers details of the system architecture, components, release notes, troubleshooting, and related information. You can access this documentation at the following URL:

<http://www.cisco.com/go/unified-techinfo>

The following system-level documents are produced for Cisco Collaboration Systems releases:

- [System Release Notes](#)
- [Documentation Wiki](#)

System Release Notes

These documents describe the tested functionality, new and changed features, and limitations and restrictions for each of the following Cisco Collaboration Systems Release 10.6(1) solutions:

- Contact Center
 - [System Release Notes for Contact Center: Cisco Collaboration Systems Release 10.6\(1\)](#)
- Collaboration
 - [Collaboration System Release Notes for Cisco Collaboration Systems Release 10.6\(1\)](#)

Documentation Wiki

The Cisco documentation wiki ([DocWiki](#)) contains information on a number of Cisco product-related topics. Among these is a category for Cisco Collaboration systems, which currently includes topics for:

- [Unified Communications System Design](#): These topics include information and tutorials on design tools such as the Cisco Unified Communications Sizing Tool, which can be used to design and model solutions for existing and prospective customers.
- [Unified Communications System Implementation](#): This topic includes information on configuring system components, and provides detailed configuration examples based on tested deployment models.
- [Unified Communications System Operations](#): This topic includes information on the tasks you need to perform to maintain your system and keep it operating as trouble-free as possible. These tasks are broken down into two areas: one-time and infrequent tasks, and regular and scheduled tasks.
- [Unified Communications System Optimization](#): This topic includes information on the tasks you need to perform to optimize your system and keep it operating as trouble-free as possible.

- [Unified Communications System Troubleshooting](#): This topic includes information that will assist you with isolating and resolving problems you may have with Cisco Collaboration Systems components. This topic offers sections for system troubleshooting methodology and commonly encountered problems.
- [Unified Communications Virtualization](#): This topic includes information on running Cisco Collaboration Systems applications on a virtual machine in a Unified Computing System (UCS) environment.

For additional Cisco Collaboration Systems topics posted on the Cisco documentation wiki, see http://docwiki.cisco.com/wiki/Cisco_Unified_Communications.

Solution Reference Network Design

The Solution Reference Network Design (SRND) user guides provide considerations and guidelines for deploying components of the Cisco Collaboration Systems solution. SRND resources are available at <http://www.cisco.com/go/srnd>.

Tested Deployment and Site Models

Cisco Collaboration Systems Release 10.6(1) testing is designed to test the hardware and software components that work together in a multisite distributed deployment. For these tests, several site models are created. Each site model is designed to test a specific set of features and interactions. For information about the components, configurations, and environment tested, see the following table.

Table 1: Tested Deployment and Site Models

Deployment Model	Description
Single-site model	This model is designed for autonomous offices in which most, or all, employees are IPC users. This model can support a maximum 30,000 users.
Multisite centralized call processing model	This model is designed for distributed operations with a large central office or headquarters site, with multiple remote or branch sites. This model can support a maximum of 30,000 phones distributed among a maximum of 1000 sites. Based on the bandwidth available, each site can support any number of users and a maximum of 30,000 phones.

Deployment Model	Description
Multisite distributed call processing model	<p>This model is designed for organizations with large user populations or large numbers of geographically distributed sites with a need for more than a single call processing entity. This model is suited for deployments that require multiple Cisco Unified Communications Manager clusters or Cisco Unified Communications Manager Express platforms. Each call processing entity in this model is configured as a single-site model or multisite centralized call processing model, and each has a common dial plan and feature set.</p> <p>The multisite distributed call processing model supports up to 30,000 SCCP or SIP IP phones or video devices per cluster.</p>
Clustering over IP WAN call processing model	<p>This model is designed for organizations with large user populations across multiple sites that are connected by an IP WAN with the QoS features enabled.</p> <p>This model supports the local failover deployment model and the remote failover deployment model.</p>

Network Topology Diagrams

This topic provides topology resources that you can use to document network plans.

- For Contact Center solutions: [Network Topology Diagrams for Contact Center](#), on page 5
- For IP Telephony solutions: [Network Topology Diagrams for Collaboration](#), on page 6

You can download zip files containing Microsoft Visio drawings of the logical and physical topologies.

Network Topology Diagrams for Contact Center

Table 2: Network Topology Diagrams for Contact Center

Description	Filename
Zip file includes logical and physical drawings in Test Bed as listed below.	http://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/uc_system/V10-6-1/TIS/CC-UCCE1061-Topology.zip (right-click to download zip) <p>Note If you click the link rather than right-click, the zip file may open in the secondary window but also replace the contents of this window. Use the Back button to return to this window.</p>
Unified CCE components in Test Bed1	CC-UCCE1061-Topology.vsd
Zip file includes logical and physical drawings in Test Bed as listed below.	http://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/uc_system/V10-6-1/TIS/CC-UCCX1061-Topology.zip (right-click to download zip) <p>Note If you click the link rather than right-click, the zip file may open in the secondary window but also replace the contents of this window. Use the Back button to return to this window.</p>
Unified CCX components in Test Bed2	CC-UCCX1061-Topology.vsd

Network Topology Diagrams for Collaboration

Table 3: Network Topology Diagrams for Collaboration

Description	Filename
Zip file includes the site model topology drawings listed below.	http://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/uc_system/V10-6-1/TIS/COL-CSR1061-Topology.zip Note If you click the link rather than right-click, the zip file may open in the secondary window but also replace the contents of this window. Use the Back button to return to this window.
Collaboration Site in Test Bed	COL_CSR1061_Topology.vsd

Component Resources

For Cisco Collaboration Systems Release 10.6(1), there are two types of resources that provide descriptive information on each component in the solution:

- [Component Resources Documentation](#), on page 6
- [Configuration Command Files](#), on page 7

Component Resources Documentation

Depending on your Cisco Collaboration Systems solution type, choose one of the following sets of component resources documentation.

Component Resources Documentation for Contact Center

For links to the main **Support** and **Product Information** pages for Cisco Collaboration Systems Contact Center components, go to [Product documentation](#).

Component Resources Documentation for Collaboration

For links to the main **Support** and **Product Information** pages on Cisco Collaboration Systems components, go to [Product documentation](#).

Configuration Command Files

To understand how various components were configured during Cisco Collaboration systems testing, review the contents of the ZIP archives described in one of the following sections:

- [Configuration Command Files for Contact Center](#), on page 7
- [Configuration Command Files for Collaboration Systems](#), on page 7

Additional system-level configuration examples are available on the Cisco DocWiki at: http://docwiki.cisco.com/wiki/Category:Unified_Communications_System_Implementation

Configuration Command Files for Contact Center

The following table describes the contents of three ZIP files that you can download. Each ZIP file contains text files that contain the output from issuing a `show running-config` IOS command on various infrastructure components in the contact center test beds.

Table 4: Configuration Command Files for Contact Center

Description	Filename
Test Bed Local & Remote Agent Call Flows: Cisco Unified Customer Voice Portal (CVP) Post-Routed Call Flow Components	<p>CC_UCCE1061_Configs.zip (right-click to download zip) includes the files below.</p> <p>Note If you click the link rather than right-click, the zip file may open in the secondary window but also replace the contents of this window. Use your Back button to return to this window.</p>
Test Bed 2 Local & Remote Agent Call Flows: Cisco Unified Contact Center Express (Unified CCX) Call Flow Components	<p>CC_UCCX1061_Configs.zip (right-click to download zip) includes the files below.</p> <p>Note If you click the link rather than right-click, the zip file may open in the secondary window but also replace the contents of this window. Use your Back button to return to this window.</p>

Configuration Command Files for Collaboration Systems

The following table describes the contents of a ZIP file with sample IP telephony configurations that you can download. Each ZIP file contains text files that contain the output from issuing a `show running-config` IOS command on various components in the IP telephony tested deployments.

Table 5: Configuration Command Files for Collaboration

Description	Filename
<p>Zip file includes Cisco device configurations listed below:</p> <p>Note Some parameters, such as passwords, have been removed from the configuration files for security reasons.</p>	<p>COL_CSR1061_Configs.zip (right-click to download zip) includes the files below.</p> <p>Note If you click the link rather than right-click, the zip file may open in the secondary window but also replace the contents of this window. Use your Back button to return to this window.</p>
London/Heathrow (LHR) Cisco Unified Survivable Remote Site Telephony (Unified SRST) SIP	lhr-srst-sip-01-config.txt
Seattle (SEA) Unified SRST SIP	sea-srst-sip-01-config.txt
San Francisco (SFO) Cisco Unified Border Element (CUBE) Cisco Aggregation Services Router (Cisco ASR)	sfo-cube-asr-01-config.txt
PWashington DC (WDC) MGCP	wdc-pstn-mgcp-01-config.txt

System Compatibility Matrix

The [Cisco Collaboration Systems Compatibility Matrix](#) provides tables that identify the compatible software release versions for each product element in each release. For compatibility information prior to Collaboration Systems Release 10.6, refer to the [Compatibility Tool](#).

Ordering Guides

[Ordering guides](#) for most Cisco Collaboration Systems products are available for Cisco partners, Cisco sales staff, and Cisco service providers.

End-of-Sale and End-of-Life Products

The end-of-sale (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) 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. After a product is EOL, the product is not sold, manufactured, improved, repaired, maintained, or supported.

For information about recommended replacements, see the comprehensive list of announcements 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/en/US/products/sw/voicesw/index.html>

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

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

Cisco Unified Workspace Licensing

Cisco Unified Workspace Licensing is an easy, affordable program for procurement of a broad range of Cisco Collaboration Systems applications and services. Unified Workspace Licensing facilitates consistent deployment of multiple applications to all users in their workspaces and helps organizations maximize the potential of unified communications.

This program streamlines pricing, licensing, and deployment of Cisco Collaboration Systems solutions and enables organizations to implement a media-rich unified communications experience at a cost-effective user basis.

Service Offerings

Using the Cisco Lifecycle Services approach, Cisco Systems and its partners offer a broad portfolio of end-to-end services. These services are based on proven methodologies for deploying, operating, and optimizing Unified Communications solutions. Planning and design services, for example, can help you meet aggressive deployment schedules and minimize network disruption during implementation. Operate services reduce the risk of communications downtime with expert technical support. Optimize services enhance solution performance for operational excellence. Cisco and its partners offer a system-level service and support approach that can help you create and maintain a resilient, converged network that meets your business needs.

Cisco Unified Communications service offerings include:

- Cisco Unified Communications Essential Operate Service, which provides 24-hour, 365-day-a-year access to Cisco Systems engineers and certified partners who are highly trained and have a deep understanding of Cisco Unified Communications products and technologies.
- Cisco Unified Communications Select Operate Service, which provides a proactive support solution that combines 24-hour, 365-day-a-year access to technical support representatives plus a simple-to-install monitoring solution designed for Cisco Unified Communications.
- Cisco Unified Communications SMB Network Operate & Optimize Service, is a partner-led service offering (designed specifically for the medium-sized businesses) that enables the delivery of affordable, ongoing, high-availability network support.

For more information, go to <http://www.cisco.com/en/US/products/sw/voicesw/services.html>

Cisco Technical Assistance Center

For all customers, partners, resellers, and distributors who hold valid Cisco service contracts, Cisco provides around-the-clock, award-winning technical support services, online and over the phone.

For Enterprises and Service Providers, the TAC Service Request Tool lets you describe the issue in your own words and attach files to the service request, and will route your service request to an appropriate engineer as fast as possible. You can also use this tool to update your service request. The tool will send an automatic alert to your Cisco TAC engineer when you submit an update.

For more information about creating a service request, or for information about phone support for Enterprises and Service Providers, including the contact numbers appropriate for your country, go to:

http://www.cisco.com/web/tsweb/pdf/cisco_tools_tsrt.pdf

For urgent situations regarding enterprise level products, use the Phone Support for Enterprises and Service Providers.

To make a service request, go to:

<https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case>

Cisco SMARTnet Service

Cisco SMARTnet Service is an award-winning technical support service that gives your IT staff direct, anytime access to Cisco engineers and extensive Cisco.com resources.

In addition to Cisco TAC phone support, Cisco SMARTnet Service includes unrestricted access to a range of online support resources, including the following:

- Solve technical support issues online without opening a case
- Quickly and easily access the latest security updates, patches, and fixes
- Expand your expertise and skills with technical support, tips and advice from Cisco experts and other industry professionals

For more information about Cisco SMARTnet Service, go to:

<http://www.cisco.com/web/services/portfolio/product-technical-support/smartnet/index.html>

Cisco Unified Communications Software Subscription

Cisco Unified Communications Software Subscription increases business value by providing an economical and timely approach to upgrading to new Cisco technology, thereby optimizing return on investment (ROI) and reducing total cost of ownership (TCO) for Cisco Unified Communications Solutions. During the Cisco Unified Communications Software Subscription term, which can be 1, 2, 3, or 5 years, you can order major release software upgrades at no additional charge. Minor and maintenance release updates are a part of Cisco Unified Communications Essential Operate Service.

In addition to Cisco TAC phone support, Cisco SMARTnet Service includes unrestricted access to a range of online support resources, including the following:

- Solve technical support issues online without opening a case
- Quickly and easily access the latest security updates, patches, and fixes
- Expand your expertise and skills with technical support, tips and advice from Cisco experts and other industry professionals

For more information about Cisco Unified Communications Software Subscription, go to:

<http://www.cisco.com/en/US/products/ps9158/index.html>

Career Certifications

Cisco offers the following levels of general IT certification:

- The Associate level is the first step in general Cisco Certifications and begins either with CCENT as an interim step to Associate level, or directly with CCNA for network operations or CCDA for network design. This level is the foundation level of networking certification.
- The Professional level is the second level in general Cisco Certifications and includes certifications such as CCNP, CCSP, CCDP, and CCIP each falling within a different certification path (or track) for meeting varying career needs. This level is an advanced level of certification that shows expertise with networking foundations.
- The Cisco Certified Design Expert (CCDE®) certification is one of the highest technical networking certifications offered by Cisco.
- The Cisco Certified Internetwork Expert (CCIE) certification is the highest level of technical networking certification offered by Cisco.
- The Cisco Certified Architect certification is the highest level of accreditation achievable within the Cisco Certification program. It is the pinnacle for individuals wishing to show their formal validation of Cisco technologies and infrastructure architecture.
- The Specialist designation certifies the expertise of experienced technical professionals, and those who have earned associate or professional-level Cisco Career Certifications. By earning specialist certifications, network professionals can enhance their core networking knowledge in technologies such as security, IP Communications, and wireless.

For additional information about these Cisco Certifications, go to:

<http://www.cisco.com/web/learning/certifications/index.html>

