



CHAPTER 7

Resource Library

Using the Resource Library

This tab includes resources to help you learn more about Cisco Unified Communications.

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System Description

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System Installation and Upgrade Manual

System Installation and Upgrade Manual for Contact Center: Cisco Unified Communications System, Release 6.1(1)

System Test Results

This topic summarizes the results of Cisco Unified Communications Release 6.1(1) system testing for contact center environments. This topic contains the following sections:

- [Testing Objectives](#)
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Testing Objectives

Cisco Systems validates Cisco Unified Communications systems by designing, installing, configuring, and testing hardware and software to achieve a predictable, effective, and reliable system. The intent of system testing is to validate the seamless interoperability and stability of the components that make up a complete and optimized Cisco Unified Communications system.

Testing performed for Cisco Unified Communications includes (but is not limited to) the following:

- Installation, Upgrade, and Usability Testing—To verify software installation and upgrades at the system level and usability for system components
- End-to-End Functionality Testing—To verify the end-to-end functionality of system components
- Basic Functionality and Feature Testing—To verify basic call flows and component features
- Customer Assurance Program (CAP) Scenario Testing—To re-create and test CAP scenarios based on TAC input
- Interoperability Testing—To verify the interoperability among system components
- Scalability Testing—To verify system functionality during scalability tests
- Performance, Load, and Stress Testing—To verify system functionality during performance, load, and stress tests
- Failover, Recovery, and Redundancy Testing—To verify system behavior during failover and recovery, and behavior in redundant configurations

Tested Deployment Models and Sites

Several deployment models and sites were designed and tested as part of Cisco Unified Communications System Release 6.1(1) for Contact Center. For information about the hardware and software components, configurations, and environment tested and verified for interoperability in this system release, see [Test Deployment Models and Sites](#).

Test Results

The results of the system tests performed for contact center during Cisco Unified Communications Release 6.1(1) are shown in the [System Test Results](#).

The test results contain the following information:

- Title—Title of the test.
- ID—Identifier for the test.
- Description—Description of the purpose of the test.
- Features Tested—Component feature tested.
- Status—Result of the test and any defects related to the test case. Possible values are:
 - Passed—Test case passed as described in the table.
 - Failed—Test case failed and the reason is described in the listed defect.
 - Passed with exception—Test case as described passed but an anomaly occurred that was not directly related to the functionality being tested. Possible anomalies are as follows:

The test *steps* were modified based on the actual feature implementation.

The test *setup* was modified based on the actual feature implementation.

The test results did not exactly match what was expected although the feature performed as required.

- Defects—Identifier for any defect that was opened against the test. If you have an account with Cisco.com, you can use the Bug Toolkit to view information about defects.

To access the Bug Toolkit, go to this URL:

<http://tools.cisco.com/Support/BugToolKit/> 

Solution Reference Network Design

Solution Reference Network Design (SRND) guides provide considerations and guidelines for deploying components for the Cisco Unified Communications System. SRND resources are available at <http://www.cisco.com/go/srnd>.

Network Topology Resources

This topic provides topology resources you can use to document network plans. Specifically, it includes:

- [Microsoft Visio Network Topology Diagrams](#) as individual Microsoft Visio files
- [How to Use Microsoft Visio Drawings Efficiently](#) for best practices in using Microsoft Visio files

Microsoft Visio Network Topology Diagrams

You can download zip files containing Visio drawings of the logical and physical topologies for the contact center sites that are documented in [Test Deployment Models and Sites](#). [Table 7-1](#) identifies the Visio drawings in each zip file.



Note

You need Microsoft Visio 2003 to open the files.

If you need to create new Visio drawings, you can use the Cisco Visio stencils located at the [Visio Stencils resource page](#).

Table 7-1 **Network Topology Diagrams for Contact Center**

Description	Filename
Zip file includes logical and physical drawings in Test Bed 1 as listed below.	UC611_TB1_Topologies.zip (right-click to download zip) 4.2 MB 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.
Unified IP IVR Sites in Test Bed 1	UC611_IPCC_CCM_Logical_ALL.vsd
Site 1 IP IVR Logical Topology	UC611_IPCC_CCM_Logical_Site1.vsd
Site 2 IP IVR Logical Topology	UC611_IPCC_CCM_Logical_Site2.vsd
Site 3 IP IVR Logical Topology	UC611_IPCC_CCM_Logical_Site3.vsd
Site 4 IP IVR Logical Topology	UC611_IPCC_CCM_Logical_Site4.vsd
Site 5 IP IVR Logical Topology	UC611_IPCC_CCM_Logical_Site5.vsd
Site 6 IP IVR Logical Topology	UC611_IPCC_CCM_Logical_Site6.vsd
Site 7 IP IVR Logical Topology	UC611_IPCC_CCM_Logical_Site7.vsd
Site 8 IP IVR Logical Topology	UC611_IPCC_CCM_Logical_Site8.vsd
Site 1 IP IVR Physical Topology	UC611_IPCC_CCM_Physical_Site1.vsd
Site 2 IP IVR Physical Topology	UC611_IPCC_CCM_Physical_Site2.vsd
Site 3 IP IVR Physical Topology	UC611_IPCC_CCM_Physical_Site3.vsd
Site 4 IP IVR Physical Topology	UC611_IPCC_CCM_Physical_Site4.vsd
Site 5 IP IVR Physical Topology	UC611_IPCC_CCM_Physical_Site5.vsd
Site 6 IP IVR Physical Topology	UC611_IPCC_CCM_Physical_Site6.vsd
Site 7 IP IVR Physical Topology	UC611_IPCC_CCM_Physical_Site7.vsd
Site 8 IP IVR Physical Topology	UC611_IPCC_CCM_Physical_Site8.vsd
Zip file includes logical and physical drawings in Test Bed 2 as listed below.	UC611_TB2_Topologies.zip (right-click to download zip) 3.6 MB 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.
Parent and Child Sites in Test Bed 2	UC611_IPCC_PC_Logical_ALL.vsd
Site 1 Parent and Child Logical Topology	UC611_IPCC_PC_Logical_Site1.vsd
Site 4 Parent and Child Logical Topology	UC611_IPCC_PC_Logical_Site4.vsd
Site 5 Parent and Child Logical Topology	UC611_IPCC_PC_Logical_Site5.vsd
Site 9 Parent and Child Logical Topology	UC611_IPCC_PC_Logical_Site9.vsd
Site 1 Parent and Child Physical Topology	UC611_IPCC_PC_Physical_Site1_Parent.vsd
Site 4 Parent and Child Physical Topology	UC611_IPCC_PC_Physical_Site4_Parent.vsd
Site 5 Parent and Child Physical Topology	UC611_IPCC_PC_Physical_Site5_Child.vsd
Site 9 Parent and Child Physical Topology	UC611_IPCC_PC_Physical_Site9_Child.vsd

Table 7-1 **Network Topology Diagrams for Contact Center (continued)**

Description	Filename
Zip file includes logical and physical drawings in Test Bed 3 as listed below.	UC611_TB3_Topologies.zip (right-click to download zip) 7.3 MB 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.
Unified CVP Sites in Test Bed 3	UC611_IPCC_CVP_Logical_ALL.vsd
Site 1 CVP Logical Topology	UC611_IPCC_CVP_Logical_Site1.vsd
Site 2 CVP Logical Topology	UC611_IPCC_CVP_Logical_Site2.vsd
Site 3 CVP Logical Topology	UC611_IPCC_CVP_Logical_Site3.vsd
Site 5 CVP Logical Topology	UC611_IPCC_CVP_Logical_Site5.vsd
Site 6 CVP Logical Topology	UC611_IPCC_CVP_Logical_Site6.vsd
Site 7 CVP Logical Topology	UC611_IPCC_CVP_Logical_Site7.vsd
Site 8 CVP Logical Topology	UC611_IPCC_CVP_Logical_Site8.vsd
Site 1 CVP Physical Topology	UC611_IPCC_CVP_Physical_Site1.vsd
Site 2 CVP Physical Topology	UC611_IPCC_CVP_Physical_Site2.vsd
Site 3 CVP Physical Topology	UC611_IPCC_CVP_Physical_Site3.vsd
Site 5 CVP Physical Topology	UC611_IPCC_CVP_Physical_Site5.vsd
Site 6 CVP Physical Topology	UC611_IPCC_CVP_Physical_Site6.vsd
Site 7 CVP Physical Topology	UC611_IPCC_CVP_Physical_Site7.vsd
Site 8 CVP Physical Topology	UC611_IPCC_CVP_Physical_Site8.vsd

How to Use Microsoft Visio Drawings Efficiently

Microsoft Visio allows you to bring drawings into several applications (for example, Microsoft Word, PowerPoint). Unfortunately, the default method is to insert the whole “Visio object” into a file. This can cause problems.

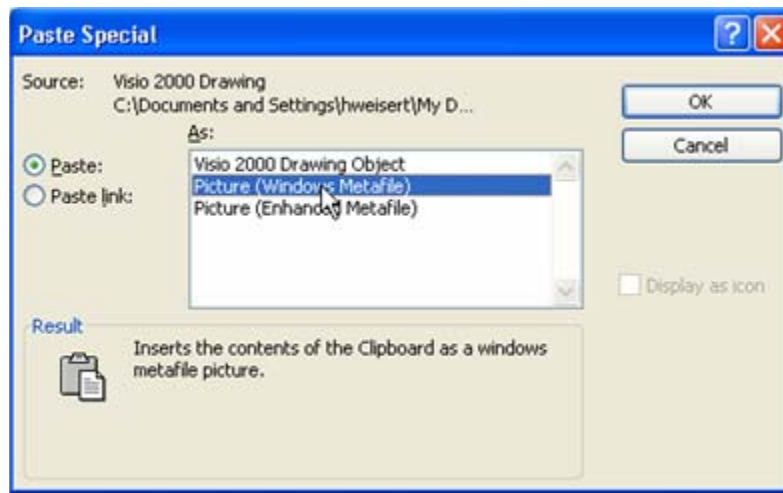
When you copy and paste a Visio drawing into another application, the Visio object includes all the application data with the drawing. This object information is needed if you want to be able to double-click the drawing from Word or PowerPoint and have it open in Visio for editing. But pasting as an object adds many megabytes to the size of your file. With only a few such drawings, a Word document can bloat from 300 KB to 12 MB, making it troublesome to share among authors or reviewers, and a trial for partners or customers to download.

Bringing a Visio Drawing into a Document

Unless you really need the live editing capability, avoid unnecessary file bloating by performing the following steps when you paste:

-
- Step 1** In Visio, copy the drawing as you normally do. Tip: **Ctrl-C** copies the whole drawing.

- Step 2** At the desired location in the destination document, choose **Edit > Paste Special**. In the Paste Special dialog box, choose **Picture (Windows Metafile)**.



- Step 3** Click **OK**. The drawing is inserted as an ordinary picture. If it is not positioned properly, choose **Format > Picture**, click the **Layout** tab and select **In line with text**.

The Bottom Line

Do not use the paste default (**Edit > Paste** or **Ctrl-V**) to paste Visio drawings. Always use **Paste Special**.

Downsizing Existing Drawings

If a document is larger than it should be, you can check to see if the Visio drawings are the reason and, if so, fix the problem.

- Step 1** With the drawing selected in the Word or PowerPoint document, choose **Edit**. At the bottom of the Edit menu, you will see one of the following:
- Edit Object, if the drawing was inserted by simple pasting. It is a Visio object and taking up much more file space than it needs to. Go on to [Step 2](#).
 - Edit Picture, if the drawing was inserted properly, as a picture. It is not the source of the large file size.
- Step 2** If the drawing is an object, cut it (**Ctrl-X**), and then repaste it as in [Bringing a Visio Drawing into a Document](#).



Tip

You can easily click through the document to check each picture by using the Go To feature in Microsoft Word. Where you want to start searching, press **Ctrl-G**. In the Go To What list, select **Graphic** and click **Next**. You go to the next graphic. Click it to select and then check as in Step 1. If needed, repaste as in Step 2. Click **Next** and continue these steps for other graphics.

Component Resources

[Component Resources Documentation](#)

[Configuration Command Files](#)

Component Resources Documentation

Table 7-2 provides links to the main page for documentation on various Cisco Unified Communications components, from which you can navigate to individual documents. For documentation on specific tasks, see [Component Installation and Configuration Guides](#) on the Implement tab. For documentation on all other Cisco products, go to <http://www.cisco.com/go/techdocs>.

Table 7-2 *Component Resources Documentation for Contact Center*

Category	Component	Documentation URLs
Call Control	Cisco Unified Communications Manager	http://www.cisco.com/en/US/products/sw/voicesw/ps556/tsd_products_support_series_home.html
	Cisco Unified Presence	http://www.cisco.com/en/US/products/ps6837/tsd_products_support_series_home.html
Contact Center	Cisco Unified Intelligent Contact Management	http://www.cisco.com/en/US/products/sw/custcosw/ps1001/tsd_products_support_series_home.html
	Cisco Unified Contact Center Enterprise	http://www.cisco.com/en/US/products/sw/custcosw/ps1844/tsd_products_support_series_home.html
	Cisco Support Tools	http://www.cisco.com/en/US/products/ps5905/index.html
	Cisco Customer Response Solutions (Unified IP IVR)	http://www.cisco.com/en/US/products/sw/custcosw/ps1846/tsd_products_support_series_home.html
	Cisco Unified Customer Voice Portal	http://www.cisco.com/en/US/products/sw/custcosw/ps1006/tsd_products_support_series_home.html
	Computer Telephony Integration Object Server (CTI OS) and Agent Desktop	http://www.cisco.com/en/US/products/sw/custcosw/ps14/tsd_products_support_series_home.html
	Cisco Agent Desktop (CAD) Server and Agent Desktop	http://www.cisco.com/en/US/products/sw/custcosw/ps427/tsd_products_support_series_home.html
Voice Mail and Unified Messaging	Cisco Unity Connection	http://www.cisco.com/en/US/products/ps6509/tsd_products_support_series_home.html
End Points and Clients	Cisco IP Communicator	http://www.cisco.com/en/US/products/sw/voicesw/ps5475/tsd_products_support_series_home.html
	Cisco Unified IP Phones	http://www.cisco.com/en/US/products/hw/phones/ps379/tsd_products_support_series_home.html
Network Management	Cisco Unified Operations Manager	http://www.cisco.com/en/US/products/ps6535/tsd_products_support_series_home.html

Table 7-2 **Component Resources Documentation for Contact Center (continued)**

Category	Component	Documentation URLs
Security	Cisco Catalyst 6500 Series Switch Firewall Services Module (FWSM)	http://www.cisco.com/en/US/products/hw/modules/ps2706/ps4452/tsd_products_support_model_home.html
	Cisco Adaptive Security Appliance (ASA) 5540 Services	http://www.cisco.com/en/US/products/ps6120/tsd_products_support_series_home.html
	CiscoWorks Management Center for Cisco Security Agents	http://www.cisco.com/en/US/products/sw/cscowork/ps5212/tsd_products_support_eol_series_home.html
	Cisco Security Agent for Unified Communications Manager	http://www.cisco.com/en/US/products/sw/voicesw/ps556/tsd_products_support_series_home.html
	Cisco Security Agent for Customer Response Solutions	http://www.cisco.com/en/US/products/sw/custcosw/ps1846/tsd_products_support_series_home.html
	Cisco Security Agent for Unified Intelligent Contact Management	http://www.cisco.com/en/US/products/sw/custcosw/ps1001/tsd_products_support_series_home.html
	Cisco Security Agent for Unified Customer Voice Portal	http://www.cisco.com/en/US/products/sw/custcosw/ps1006/tsd_products_support_series_home.html

Table 7-2 **Component Resources Documentation for Contact Center (continued)**

Category	Component	Documentation URLs
Communications Infrastructure	Cisco IOS Software Release 12.4 T	http://www.cisco.com/en/US/products/ps6441/tsd_products_support_series_home.html
	Cisco 3725, 3745 (Unified CVP VXML voice/data, H.323, SIP, and MGCP gateways)	http://www.cisco.com/en/US/products/hw/routers/ps282/tsd_products_support_series_home.html
	Cisco 3825, 3845 (Unified CVP VXML, voice/data, H.323, SIP, and MGCP gateways)	http://www.cisco.com/en/US/products/ps5855/tsd_products_support_series_home.html
	Cisco AS5400HPX, AS5400XM (Unified CVP VXML voice, H.323, and PSTN gateways)	http://www.cisco.com/en/US/products/hw/univgate/ps505/tsd_products_support_series_home.html
	Cisco AS5850 (PSTN and voice gateway)	http://www.cisco.com/en/US/products/hw/univgate/ps509/tsd_products_support_series_home.html
	Cisco 3745 (gatekeeper)	http://www.cisco.com/en/US/products/hw/routers/ps282/tsd_products_support_series_home.html
	RSVP Agent (on 37xx and 38xx platforms)	http://www.cisco.com/en/US/products/hw/routers/ps282/tsd_products_support_series_home.html
	Cisco 7206 (core/WAN router)	http://www.cisco.com/en/US/products/hw/routers/ps341/tsd_products_support_series_home.html
	Cisco 871 router	http://www.cisco.com/en/US/products/hw/routers/ps380/tsd_products_support_series_home.html
	Cisco Catalyst 3750 (access switch)	http://www.cisco.com/en/US/products/hw/switches/ps5023/tsd_products_support_series_home.html
	Cisco Catalyst 6506, 6509 (core switch, Supervisor 2)	http://www.cisco.com/en/US/products/hw/switches/ps708/tsd_products_support_series_home.html
	Cisco Catalyst 6506, 6509 (MSFC, Supervisor 2)	
	Cisco CSS 11501 Content Services Switch	http://cisco.com/en/US/products/hw/contnetw/ps792/tsd_products_support_series_home.html
	Cisco Communication Media Module (CMM)	http://cisco.com/en/US/products/hw/switches/ps708/tsd_products_support_series_home.html
Wireless	Cisco Aironet Access Point 1240AG	http://www.cisco.com/en/US/products/ps6521/tsd_products_support_series_home.html

Configuration Command Files

You can download sample configuration files from [Table 7-3](#) for the call flow components described in [Tested Call Flows](#).

Table 7-3 Sample Call Flow Component Configuration Files

Description	Filename
Test Bed 1 Call Flows: Cisco Unified Communications Manager Post-Routed Call Flow Components	CCM_Config.zip (right-click to download zip) includes the files below. 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.
Site1 Cisco 3825 Gatekeeper3	cs1-3825-gk3.txt
Site1 Cisco 7206VXR Router	cs1-7206.txt
Site1 Cisco CMM Gateway1	cs1-cmm-gw1.txt
Site1 Cisco CMM Gateway2	cs1-cmm-gw2.txt
Site1 Cisco 3845 Conference/Transcoder Bridge1	cs1-3845-ct1.txt
Site2 Cisco 7206VXR Router	cs2-7206.txt
Site2 Cisco 3845 Conference/Transcoder Bridge2	cs2-3845-ct1.txt
Site3 Cisco 7206VXR Router	cs3-7206.txt
Site3 Cisco 3845 Conference/Transcoder Bridge3	cs3-3845-ct1.txt
Site4 Cisco 3745 Gatekeeper3	cs4-3745-gk3.txt
Site4 Cisco AS5400HPX Gateway1	cs4-5400-gw1.txt
Site4 Cisco AS5850 Gateway1	cs4-5850-gw1.txt
Site4 Cisco 7206VXR Router	cs4-7206.txt
Site4 Cisco 3845 Conference/Transcoder Bridge4	cs4-3845-ct1.txt
Site5 Cisco 7206VXR Router	cs5-7206.txt
Site5 Cisco CMM Gateway1	cs5-cmm-gw1.txt
Site5 Cisco 3845 Conference/Transcoder Bridge5	cs5-3845-ct1.txt
Site6 Cisco 3745 Gateway1	cs6-3745-gw1.txt
Site6 Cisco 3745 Gateway2	cs6-3745-gw2.txt
Site6 Cisco 7206VXR Router	cs6-7206.txt
Site6 Cisco 3845 Conference/Transcoder Bridge6	cs6-3845-ct1.txt
Test Bed 2 Call Flows: Parent and Child Call Flows	PC_Config.zip (right-click to download zip) includes the files below. 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.
Site1 Cisco 3745 Gatekeeper1	pcs1-3745-gk1.txt
Site1 Cisco 3745 Gatekeeper2	pcs1-3745-gk2.txt

Table 7-3 Sample Call Flow Component Configuration Files (continued)

Description	Filename
Site1 Cisco 3745 Gateway1	pcs1-3745-gw1.txt
Site1 Cisco 7206VXR Router	pcs1-7206.txt
Site4 Cisco 3745 Gatekeeper1	pcs4-3745-gk1.txt
Site4 Cisco 3745 Gatekeeper2	pcs4-3745-gk2.txt
Site4 Cisco 3745 Gateway1	pcs4-3745-gw1.txt
Site4 Cisco 7206VXR Router	pcs4-7206.txt
Site9 Cisco 3660 Gatekeeper1	pcs9-3660-gk1.txt
Site9 Cisco 7206VXR Router	pcs9-7206.txt
Site9 Cisco CMM Gateway1	pcs9-cmm-gw1.txt
Test Bed 3 Call Flows: Cisco Unified Customer Voice Portal Post-Routed Call Flow Components	CVP_Config.zip (right-click to download zip) includes the files below. 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.
Site1 Cisco 3745 Gatekeeper1	ps1-3745-gk1.txt
Site1 Cisco 3745 Gatekeeper2	ps1-3745-gk2.txt
Site1 Cisco 6509 Switch1	ps1-6509-SW1.txt
Site1 Cisco 7206VXR Router	ps1-7206.txt
Site1 Cisco Content Services Switch1	ps1-css1.txt
Site3 Cisco AS5400HPX Gateway2	ps3-5400-gw2.txt
Site3 Cisco AS5400HPX Gateway3	ps3-5400-gw3.txt
Site3 Cisco 6506 Router	ps3-6506-rtr.txt
Site3 Cisco 6506 Switch1	ps3-6506-SW1.txt
Site5 Cisco 6509 Router	ps5-6509-rtr.txt
Site5 Cisco Content Services Switch2	ps5-css2.txt
Site6 Cisco AS5400HPX Gateway2	ps6-5400-gw2.txt
Site6 Cisco AS5400HPX Gateway3	ps6-5400-gw3.txt
Site6 Cisco AS5400HPX Gateway4	ps6-5400-gw4.txt
Site6 Cisco AS5400HPX Gateway5	ps6-5400-gw5.txt
Site6 Cisco PSTN/VXML Gateway2	ps6-pstn-vxml-gw2.txt
Site8 Cisco PSTN Gateway1 (with Unified Presence)	ps8-pstn-gw1-cup.txt
Site8 Cisco 3845 SIP VXML Gateway1 (with Unified Presence)	ps8-3845-gw1-vxml-cup.txt

Cisco Unified Communications System Demo

The capabilities of a Cisco Unified Communications solution can be demonstrated using the [Demo Remote \[Internal\]](#) tool. Demo Remote is a mobile, web-based demonstration platform that allows sales personnel to demonstrate a wide variety of Cisco solutions in Cisco offices or at customer sites using the Cisco VPN Client or a small mobile endpoint kit. Demonstrations are scripted, easy to use, and allow full administrative access during the demonstration session.

The [Cisco Unified Communications Demonstration](#) highlights key components and features of the Cisco Unified Communications solution. The demo offers a full set of business telephony features and a complete IP-based applications portfolio including voice, unified communications, mobility, presence, conferencing services and video. The demo is intended for medium to large customers with a need for integrated voice, video, and unified communications.

System Compatibility Tool

The [Cisco Unified Communications Compatibility Tool](#) provides tables that identify the compatible software release versions for each product element in each Cisco Unified Communications release.

Ordering Guides

Ordering guides for most Cisco Unified Communications products are available for partners and Cisco employees. For information on ordering guides, go to the following URL:

http://www.cisco.com/web/partners/sell/technology/ipc/announcements/unified_communications_system_6_launch.html 

Click the “What is available for Partners” tab to view a list of the ordering guides and other marketing collaterals.

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. 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 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/go/techdocs>

Then click the End-of-Life and End-of-Sale Products link.

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 Unified Communications 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 Unified Communications solutions and enables organizations to implement a media-rich unified communications experience at a cost-effective user basis.

Troubleshooting Individual Components

For a list of the diagnostic tools and supporting troubleshooting documentation available for most components in a contact center network, see [Contact Center Component Troubleshooting Tools and Documentation](#) on the Implement tab.

To search for support for a product or to find technical information on products, solutions, and technologies, go to the following URL:

http://www-tac.cisco.com/Support_Library

Documentation Wiki

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

- [Unified Communications System Design](#): This topic includes 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 installing and 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 and optimize 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 Troubleshooting](#): This topic includes information that will assist you with isolating and resolving problems you may have with Unified Communications system components. This topic offers sections for system troubleshooting methodology and commonly encountered problems.

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

