



Release Notes for Cisco VT Advantage Version 1.0 for Cisco CallManager Release 4.0(1), Service Release 2 or Higher

Use these release notes with Cisco VT Advantage Version 1.0 for Cisco CallManager Release 4.0(1), Service Release 2 and higher.

These release notes provide the following information. You might need to notify your users about some of the information provided in this document.

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CISCO SYSTEMS



Corporate Headquarters:
Cisco Systems, Inc., 170 West Tasman Drive, San Jose, CA 95134-1706 USA

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Documentation Roadmap

Refer to these documents for more information about Cisco VT Advantage, Cisco IP Phones, and Cisco CallManager.

Document Name	Location
<i>Cisco VT Advantage Administration Guide</i>	http://www.cisco.com/univercd/cc/td/doc/product/voice/c_ipphon/index.htm
<i>Cisco VT Advantage User Guide</i>	http://www.cisco.com/univercd/cc/td/doc/product/voice/c_ipphon/index.htm
<i>Cisco VT Advantage Quick Start Guide</i>	http://www.cisco.com/univercd/cc/td/doc/product/voice/c_ipphon/index.htm
<i>Release Notes for Cisco VT Advantage</i>	http://www.cisco.com/univercd/cc/td/doc/product/voice/c_ipphon/index.htm
<i>Cisco IP Phone Administration Guide for Cisco CallManager, Cisco IP Phone Models 7960G and 7940G</i>	http://www.cisco.com/univercd/cc/td/doc/product/voice/c_ipphon/index.htm
<i>Cisco IP Phone 7970 Administration Guide for Cisco CallManager</i>	http://www.cisco.com/univercd/cc/td/doc/product/voice/c_ipphon/index.htm
Cisco IP Phone guides	http://www.cisco.com/univercd/cc/td/doc/product/voice/c_ipphon/index.htm
Solution Reference Design Guides	http://www.cisco.com/warp/public/779/largeent/it/ese/srnd.html
<i>Cisco CallManager Administration Guide</i>	http://www.cisco.com/univercd/cc/td/doc/product/voice/c_c_allmg/index.htm
<i>Cisco CallManager System Guide</i>	http://www.cisco.com/univercd/cc/td/doc/product/voice/c_c_allmg/index.htm
<i>Cisco CallManager Serviceability Administration Guide</i>	http://www.cisco.com/univercd/cc/td/doc/product/voice/c_c_allmg/index.htm
<i>Cisco CallManager Serviceability System Guide</i>	http://www.cisco.com/univercd/cc/td/doc/product/voice/c_c_allmg/index.htm
<i>Cisco CallManager Troubleshooting Guide</i>	http://www.cisco.com/univercd/cc/td/doc/product/voice/c_c_allmg/index.htm

Document Name	Location
<i>Bulk Administration Tool User Guide for Cisco CallManager</i>	http://www.cisco.com/univercd/cc/td/doc/product/voice/c_c_allmg/index.htm
<i>Cisco CallManager Compatibility Matrix</i>	http://www.cisco.com/univercd/cc/td/doc/product/voice/c_c_allmg/index.htm

Installation Notes

Software Download Page

The Cisco VT Advantage software can be downloaded from this site on Cisco.com: <http://www.cisco.com/kobayashi/sw-center/sw-voice.shtml>

Uninstall

Users can remove Cisco VT Advantage from their PCs as follows:

- Exit the Cisco VT Advantage application. Wait a minute or two to be sure the application is closed. Do not disconnect the Cisco VT Camera or disconnect the PC from the Cisco IP Phone.
- From the Windows desktop, choose **Start >Programs Cisco VT Advantage >Uninstall Cisco VT Advantage**.



Note If a user is going to reinstall Cisco VT Advantage, then the Cisco VT Camera needs to be disconnected from the PC before reinstalling the software.

Important Notes

Cisco CallManager Release

Cisco VT Advantage requires Cisco CallManager Release 4.0(1), Service Release 2 or higher.

Cisco IP Phone Firmware Versions

Cisco VT Advantage requires the following firmware versions on Cisco IP Phone models 7970G, 7960G, and 7940G:

Cisco IP Phone Model	Firmware Version
Cisco IP Phone 7970G	6.0(2) and higher
Cisco IP Phone 7960G	6.0(4) and higher
Cisco IP Phone 7940G	6.0(4) and higher

Cisco IP Phone 7970G and Security

When using Cisco VT Advantage with a Cisco IP Phone 7970G, it is important to know that only the audio portion of the call is encrypted, the video portion is not secure or encrypted.

Installing a Hotfix for USB Devices



Warning

Important! If you are using the Cisco VT Camera, you might need to install the specified Microsoft hotfix to avoid system crashes.

You should install a Microsoft Windows hotfix if you use Cisco VT Advantage 1.0 with both of the following:

- Windows 2000 Service Pack 3 or greater
- a USB device

To get the hotfix, go to the Cisco VT Advantage software download page on Cisco.com (<http://www.cisco.com/kobayashi/sw-center/sw-voice.shtml>) and refer the readme file for the hotfix file name and file location.

List of Tested Endpoints

For information about tested endpoints, refer to the readme file on the Cisco VT Advantage software download page on Cisco.com: <http://www.cisco.com/kobayashi/sw-center/sw-voice.shtml>

Documentation Updates

This section describes changes to the *Cisco VT Advantage Quick Start Guide*. There were some changes to the Cisco VT Advantage installation program after the Quick Start Guide was printed. You should inform your users of this change.

Cisco VT Advantage Quick Start Guide

Provide this installation procedure for Cisco VT Advantage to your users. It replaces the procedure described in the “How To Install Cisco VT Advantage” section, pages 12 through 15.

-
- Step 1** Close and **Exit** any open applications.
- Step 2** To find the URL to download the Cisco VT Advantage Installer, follow the appropriate steps for your phone model:

On a Cisco IP Phone 7940G or 7960G :

- a. Press the “?” or “i” **Help** button and then press the **Services** button.
- b. Use the **Navigation** button to scroll down to the end of the help text. Instructions provide the URL for downloading software.
- c. Write down the URL displayed and then exit the phone help display.



Note If you do not see a URL displayed, contact your system administrator about the location of the software.

- d. Go to step 3.

On a Cisco IP Phone 7970G:

- a. Press the “?” **Help** button and then quickly press the **Services** button.
- b. After the Services Topics screen displays, press the PC Client Software Plugins menu item on the touchscreen. Instructions provide the URL for downloading software.

- c. Write down the URL displayed and then exit the phone help display.



Note If you do not see a URL displayed, contact your system administrator about the location of the software.

- d. Go to step 3.

Step 3 Open your Web browser and type the URL in the address field. Then press **Enter**.

Step 4 On the Cisco CallManager Client Install Plugins page, click the Cisco VT Advantage Installer plugin icon.

Step 5 After the Cisco VT Advantage Installer program starts, follow the instructions presented in the dialog boxes to complete the installation of Cisco VT Advantage.

- a. On the Welcome screen, click **Next**.
- b. On the License Agreement screen, read the full License Agreement. Then, select **I Accept the terms in the license agreement** and click **Next**.
- c. On the Customer Information screen, enter the user information, select the desired option, and then click **Next**.
- d. On the Destination Folder screen, accept the default installation folder path, or click **Change** to enter a different installation folder path.
- e. On the Ready to Install screen, click **Install**.
 - Depending on the setup of your PC, you might see messages for the installation of the Cisco Media Termination Driver and the Cisco VT Camera software.
 - Windows 2000: If a Digital Signal Not Found dialog displays, just click **Yes**.
 - Windows XP: If a Hardware Installation dialog displays, just click **Continue Anyway**.
- f. When prompted to plug in the Cisco VT Camera, remove the protective cap (and instruction label) from the end of the camera USB cable connector, and insert the connector into an available USB port on the PC.

- g. On the Shortcut Options screen, review and select the desired options, and then click Next.
- h. On the InstallShield Wizard Complete screen, click **Finish**.

Step 6 If prompted to restart the PC, click **Yes** to restart the PC.

Known Problems

Known problems (bugs) are graded according to severity level. These release notes contain descriptions of:

- All severity level 1 or 2 bugs.
- Significant severity level 3 bugs.

If you have an account with Cisco.com, you can use the Bug Toolkit to find bugs for this release.

To access the Bug Toolkit, perform either of these actions:

- Go to this URL:
http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl
- Log in to Cisco.com, choose **Technical Support > Tools & Utilities**. Under Troubleshooting Tools, choose **Software Bug Toolkit**.

[Table 1](#) describes the problems that are known to exist in this version.

Table 1 *Known Problems*

Identifier	Summary
CSCed57527	During an active call, if Receive-Only Mode is pressed, the local video window does not completely freeze the video. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCed57527
CSCed85048	Cisco VT Advantage does not alert the user to a USB bandwidth error on the Cisco VT Camera. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCed85048

Table 1 Known Problems (Continued)

Identifier	Summary
CSCee07837	<p>The remote video window size and position is sometimes lost when Cisco VT Advantage is restarted.</p> <p>http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCee07837</p>
CSCee11001	<p>During an incoming call, if you answer the call while pressing Start Video Check, the remote video window does not display.</p> <p>http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCee11001</p>
CSCee11006	<p>Auto-update service disappears after the first successful auto-update of Cisco VT Advantage.</p> <p>http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCee11006</p>
CSCee20651	<p>One way video is experienced when there are dual Network Interface Cards (NIC) in the PC. The remote end is not able to receive video; Cisco VT Advantage is sending video packets through the second NIC.</p> <p>http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCee20651</p>
CSCee23824	<p>When the QCIF codec is being used, you may observe small flashes in the video window, which might look like the video is corrupted.</p> <p>http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCee23824</p>
CSCee24262	<p>If the font size is changed on the PC, the Cisco VT Advantage main window becomes skewed.</p> <p>http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCee24262</p>
CSCee32516	<p>The Bandwidth Override setting is lost when you change the bandwidth setting and then exit the dialog.</p> <p>http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCee32516</p>
CSCee35290	<p>When logged into Windows without administrator authority and trying to download the installation program, an error is seen by the user.</p> <p>http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCee35290</p>
CSCee35306	<p>A Cisco VT Advantage installation fails when you restart the install program immediately after cancelling a previous installation attempt.</p> <p>http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCee35306</p>

Table 1 Known Problems (Continued)

Identifier	Summary
CSCee37458	<p>Cancelling an auto-update operation can result in the Cisco IP Phone and/or the Cisco VT Camera not associating with Cisco VT Advantage.</p> <p>http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCee37458</p>
CSCee37470	<p>If a user cancels an auto-update operation before the update has completed, the auto-update prompt is not received again.</p> <p>http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCee37470</p>
CSCee37983	<p>The Cisco VT Advantage installation program should not allow multiple users to install Cisco VT Advantage on the same PC.</p> <p>http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCee37983</p>
CSCee41501	<p>The Trace Tool accepts changes when closing the window. Should only accept changes when OK is pressed.</p> <p>http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCee41501</p>
CSCee43075	<p>Low frame rates on Cisco VT Advantage.</p> <p>http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCee43075</p>
CSCee44986	<p>On a PC with Windows 2000, Service Pack 3, the CDP.SYS and CPMT.SYS drivers are not installed during the Cisco VT Advantage installation.</p> <p>http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCee44986</p>
CSCee54358	<p>The Error Reporting Tool version.txt file needs to include a note when files could not be captured in a report.</p> <p>http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCee54358</p>
CSCee54497	<p>CDP driver failed to install during auto-update on a Celeron PC.</p> <p>http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCee54497</p>
CSCee55751	<p>Installer prompts for location of USBAUDIO.SYS or other files.</p> <p>http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCee55751</p>
CSCee57317	<p>During a call, the Local Video window does not display any video, and the remote endpoint does not have any video in the Remote Video window.</p> <p>http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCee57317</p>

Table 1 Known Problems (Continued)

Identifier	Summary
CSCee58509	<p>The DirectShow filter is sending lots of trace information to the debug port via OutputDebugString.</p> <p>http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCee58509</p>
CSCee62633	<p>The Error Reporting Tool does not collect the cpmtdriverinstall.txt file when selecting the "On Install Crash" option.</p> <p>http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCee62633</p>
CSCee62667	<p>If you perform Start Video Check and then make a call, the Stop Video Check button becomes disabled.</p> <p>http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCee62667</p>
CSCee62983	<p>If you change the Brightness setting in the VT Advantage Camera Properties window by clicking the slide bar rather than the slider tab, the result is black video windows.</p> <p>http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCee62983</p>
CSCee63545	<p>If Windows TaskManager is running in the foreground when you run the Error Reporting tool, the Error Reporting Tool cannot take some screen shots for video and other problems.</p> <p>http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCee63545</p>
CSCee63751	<p>If the Ethernet cable is removed from the Cisco IP Phone 7960G several times during a short time span, Cisco VT Advantage cannot connect to the Cisco IP Phone 7960G.</p> <p>http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCee63751</p>
CSCee66113	<p>TheCisco VT Advantage main window sporadically pops up.</p> <p>http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCee66113</p>
CSCee66142	<p>Cisco VT Advantage does not pick up MTU changes after installation.</p> <p>http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCee66142</p>
CSCee75865	<p>The Cisco VT Advantage AutoUpdate function causes one-way audio on Cisco IP Communicator.</p> <p>http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCee75865</p>

Related Problems

Cisco IP Phone 7970

There are known problems on the Cisco IP Phone 7970 connected to a PC running Cisco VT Advantage.

Problem Description (CSCed91521)

A large number of simultaneous audio/video calls can make the Cisco IP Phone 7970 unresponsive.

Workaround : When video capabilities are enabled for the Cisco IP Phone 7970, reduce the maximum number of calls from the limit of 200 to a maintainable level of 150 on Cisco CallManager.

Refer to CSCed91521 for more information.

Problem Description (CSCee54354)

Start Cisco VT Advantage on a PC connected to the Cisco IP Phone 7970 and make a video call. Disconnect the PC from the Cisco IP Phone 7970 and reconnect it to another phone. Then reconnect the PC to the original Cisco IP Phone 7970 while the original call is still up. The Cisco IP Phone 7970 does not allow a TCP CAST connection from Cisco VT Advantage on the associated PC.

Workaround: Restart the Cisco IP Phone 7970.

Refer to CSCee54354 for more information.

Problem Description (CSCee01878)

The Cisco IP Phone 7970 can become unresponsive when handling a large number of short duration audio/video calls over an extended period of time.

Workaround: Restart the Cisco IP Phone 7970.

Refer to CSCee01878 for more information.

Cisco IP Phone 7960G

There are known problems on the Cisco IP Phone 7960G connected to a PC running Cisco VT Advantage.

Problem Description (CSCee05824)

Sometimes Cisco VT Advantage fails to connect to a Cisco IP Phone 7960G. This might be caused by a loose connection on the Ethernet cable or a loose connection on a docked laptop.

Workaround: Make sure the physical connections between the PC and Cisco IP Phone 7960G are secure. Power cycle the Cisco IP Phone 7960G.

Refer to CSCee05824 for more information.

Problem Description (CSCee49896)

During a point-to-point (2 party) call, the video on both PCs freezes when Cisco CallManager has been restarted.

Workaround: None.

Refer to CSCee49896 for more information.

Cisco CallManager

There is a known problem on Cisco CallManager 4.0(1), Service Release 2.

Problem Description (CSCee36798)

No audio or video if you mute the audio before connecting to a video call on a Cisco IP/VC 3540-MC10A MCU.

Workaround: None.

Refer to CSCee36798 for more information.

General PC

There are some known problems related to PCs.

Problem Description (CSCee29961)

A blue screen might occur when an older version of Cisco Security Agent is running. The driver name is CSA_*.sys ("*" represents many different character possibilities). It is not clear whether the crash only occurs when Cisco VT Advantage is active.

Workaround: Upgrade the Cisco Security Agent to version 4.0.2.624 or later.

Refer to CSCee29961 for more information.

Problem Description (CSCee44874)

A blue screen crash in Windows 2000 has been seen when either inserting or removing a USB device. Note that this also includes docking and undocking from a port replicator. While the dump is occurring, the system will indicate that the error occurred in UHCD.SYS.

Workaround: The Microsoft patch can be found and applied from the Cisco VT Advantage software download page. Refer to the Cisco VT Advantage Readme file for file location and instructions.

Refer to CSCee44874 for more information.

Problem Description

When the Intel NIC driver e100bnt5.sys is not running at a minimum level of 7.1.12, blue screen crashes labelled as NDIS.sys have been observed during testing with and without Cisco VT Advantage installed on the PC.

Workaround: This blue screen crash error can be provoked with or without Cisco VT Advantage installed on the PC. To avoid this crash, it is recommended that users upgrade to the minimal driver level of 7.1.12 from Intel's web site:

<http://www.intel.com/>

Problem Description

Large video packet loss resulting in poor video quality, frozen or no video is present when the "Media Type" settings on a PC are not set to "Auto Select". The default setting may vary based on PC manufacturer. A port mismatch between the Cisco IP Phone and the PC will cause this problem.

Workaround: On PC's running Windows 2000 follow these steps:

1. Right-click **My Network Places**.
2. In the Network and Dial-up Connections window, right-click on **Local Area Connection** and select **Properties**.
3. In the Local Area Connection Properties window, click **Configure**.
4. In the Intel(R) PRO/100 VE Network Connection Properties window, select the **Advanced** tab. In the Property list, highlight **Link Speed & Duplex** and make sure that the value is set to **Auto Detect**.
5. Click **OK** twice to exit.

Administrators should ensure that users have a 100 Mbps full duplex connection between their phones and PCs.

Closed Problems

Table 2 describes the problems that were closed in this version.

Table 2 *Closed Problems*

Identifier	Summary
CSCee05993	The PC locks up during an undocking operation.
CSCee36846	Cisco VT Advantage shows connected to the Cisco VT Camera in the main window when the PC is undocked.
CSCee50322	The Cisco VT Advantage icon does not display correctly in the Windows Add/Remove Programs dialog box.
CSCee56190	Cisco VT Advantage does not work when it is running on a PC that is using Virtual Private Network (VPN) client software.

Obtaining Documentation

Cisco documentation and additional literature are available on Cisco.com. Cisco also provides several ways to obtain technical assistance and other technical resources. These sections explain how to obtain technical information from Cisco Systems.

Cisco.com

You can access the most current Cisco documentation on the World Wide Web at this URL:

<http://www.cisco.com/univercd/home/home.htm>

You can access the Cisco website at this URL:

<http://www.cisco.com>

International Cisco websites can be accessed from this URL:

http://www.cisco.com/public/countries_languages.shtml

Ordering Documentation

You can find instructions for ordering documentation at this URL:

http://www.cisco.com/univercd/cc/td/doc/es_inpk/pdi.htm

You can order Cisco documentation in these ways:

- Registered Cisco.com users (Cisco direct customers) can order Cisco product documentation from the Ordering tool:

<http://www.cisco.com/en/US/partner/ordering/index.shtml>

- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco Systems Corporate Headquarters (California, USA) at 408 526-7208 or, elsewhere in North America, by calling 800 553-NETS (6387).

Documentation Feedback

You can submit e-mail comments about technical documentation to bug-doc@cisco.com.

You can submit comments by using the response card (if present) behind the front cover of your document or by writing to the following address:

Cisco Systems
Attn: Customer Document Ordering
170 West Tasman Drive
San Jose, CA 95134-9883

We appreciate your comments.

Obtaining Technical Assistance

For all customers, partners, resellers, and distributors who hold valid Cisco service contracts, the Cisco Technical Assistance Center (TAC) provides 24-hour-a-day, award-winning technical support services, online and over the phone. Cisco.com features the Cisco TAC website as an online starting point for technical assistance. If you do not hold a valid Cisco service contract, please contact your reseller.

Cisco TAC Website

The Cisco TAC website provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The Cisco TAC website is available 24 hours a day, 365 days a year. The Cisco TAC website is located at this URL:

<http://www.cisco.com/tac>

Accessing all the tools on the Cisco TAC website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a login ID or password, register at this URL:

<http://tools.cisco.com/RPF/register/register.do>

Opening a TAC Case

Using the online TAC Case Open Tool is the fastest way to open P3 and P4 cases. (P3 and P4 cases are those in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Case Open Tool automatically recommends resources for an immediate solution. If your issue is not resolved using the recommended resources, your case will be assigned to a Cisco TAC engineer. The online TAC Case Open Tool is located at this URL:

<http://www.cisco.com/tac/caseopen>

For P1 or P2 cases (P1 and P2 cases are those in which your production network is down or severely degraded) or if you do not have Internet access, contact Cisco TAC by telephone. Cisco TAC engineers are assigned immediately to P1 and P2 cases to help keep your business operations running smoothly.

To open a case by telephone, use one of the following numbers:

Asia-Pacific: +61 2 8446 7411 (Australia: 1 800 805 227)

EMEA: +32 2 704 55 55

USA: 1 800 553-2447

For a complete listing of Cisco TAC contacts, go to this URL:

<http://www.cisco.com/warp/public/687/Directory/DirTAC.shtml>

TAC Case Priority Definitions

To ensure that all cases are reported in a standard format, Cisco has established case priority definitions.

Priority 1 (P1)—Your network is “down” or there is a critical impact to your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation.

Priority 2 (P2)—Operation of an existing network is severely degraded, or significant aspects of your business operation are negatively affected by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.

Priority 3 (P3)—Operational performance of your network is impaired, but most business operations remain functional. You and Cisco will commit resources during normal business hours to restore service to satisfactory levels.

Priority 4 (P4)—You require information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on your business operations.

Obtaining Additional Publications and Information

Information about Cisco products, technologies, and network solutions is available from various online and printed sources.

- Cisco Marketplace provides a variety of Cisco books, reference guides, and logo merchandise. Go to this URL to visit the company store:
<http://www.cisco.com/go/marketplace/>
- The Cisco *Product Catalog* describes the networking products offered by Cisco Systems, as well as ordering and customer support services. Access the Cisco Product Catalog at this URL:
<http://cisco.com/univercd/cc/td/doc/pcat/>
- *Cisco Press* publishes a wide range of general networking, training and certification titles. Both new and experienced users will benefit from these publications. For current Cisco Press titles and other information, go to Cisco Press online at this URL:
<http://www.ciscopress.com>
- *Packet* magazine is the Cisco quarterly publication that provides the latest networking trends, technology breakthroughs, and Cisco products and solutions to help industry professionals get the most from their networking investment. Included are networking deployment and troubleshooting tips, configuration examples, customer case studies, tutorials and training, certification information, and links to numerous in-depth online resources. You can access Packet magazine at this URL:
<http://www.cisco.com/packet>
- *iQ Magazine* is the Cisco bimonthly publication that delivers the latest information about Internet business strategies for executives. You can access iQ Magazine at this URL:
<http://www.cisco.com/go/iqmagazine>

- *Internet Protocol Journal* is a quarterly journal published by Cisco Systems for engineering professionals involved in designing, developing, and operating public and private internets and intranets. You can access the Internet Protocol Journal at this URL:

<http://www.cisco.com/ipj>

- Training—Cisco offers world-class networking training. Current offerings in network training are listed at this URL:

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

This document is to be used in conjunction with the documents listed in the [Documentation Roadmap](#) section.

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