



Cisco IP SoftPhone 1.3(4a) Release Notes for Cisco CallManager Versions 3.1, 3.2, 3.3, and 4.0

August 4, 2004

This document describes changes, important information, as well as resolved and known issues for Cisco IP SoftPhone release 1.3(4a).

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What's New

This section describes new features and changes that are pertinent to this release of Cisco IP SoftPhone.

This section contains the following topics:

- [New TSP Versions](#), page 2
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New TSP Versions

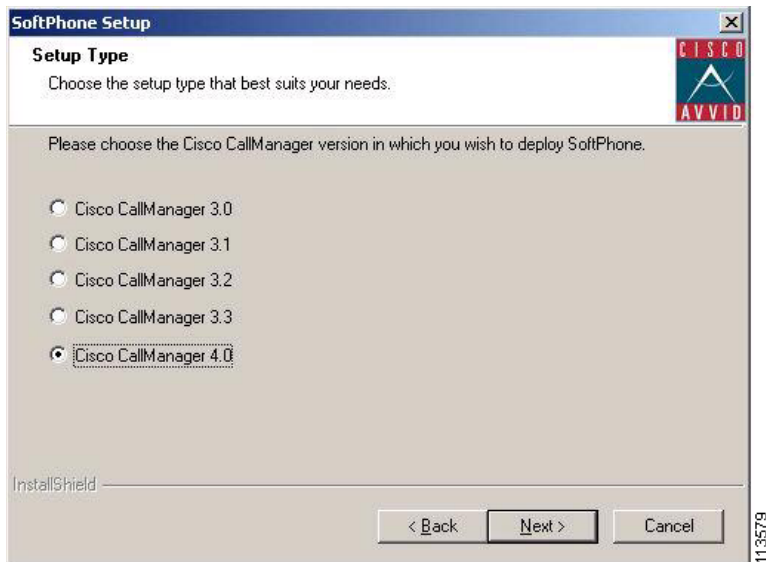
The following TSP versions are bundled with the SoftPhone 1.3(4a) installer:

- for Cisco CallManager 3.1, Cisco TSP 3.1(0.59)
- for Cisco CallManager 3.2, Cisco TSP 3.2(0.39)
- for Cisco CallManager 3.3, Cisco TSP 3.3(0.3404)
- for Cisco CallManager 4.0, Cisco TSP 4.0(0.1804)

Support for Cisco CallManager 4.0

You can choose Cisco CallManager version 4.0 when installing Cisco IP SoftPhone 1.3(4a), as shown in [Figure 1](#).

Figure 1 Choosing a Cisco CallManager Version



Improved Support for Directory Searches

With Cisco IP SoftPhone 1.3(4a), directory searches benefit from the following improvements:

- A directory search now returns matching *users* only (excludes devices or other items from the LDAP directory)
- You can now search for users via phone number(s)



Note

Additional directory configuration might be necessary with Cisco IP SoftPhone 1.3(4a). See the [“Additional Steps Necessary for Configuring Directories”](#) section on page 5 for details.

Additional Changes Supported by Cisco IP SoftPhone 1.3(4a)

**Note**

The following changes have been in place since the release of Cisco IP SoftPhone version 1.3(3) and continue to be supported by Cisco IP SoftPhone version 1.3(4a). These improvements are listed here because they are not reflected in the current Cisco IP SoftPhone Administration Guide or the end-user documentation.

Cisco IP SoftPhone 1.3(4a) supports the following changes:

- Support for Cisco VG248 analog devices
- Directory password encryption mechanism
- Speaker or receive-side audio amplifier
- Control of calls initiated with Outlook through both Cisco IP SoftPhone and Outlook
- Directory searches by Common Name field
- Hostname entries in the CTI Manager IP Address field during install
- Support for simplified Chinese and Korean languages
- Updated GUI, User Guide and online help for English, Japanese, French, German, simplified Chinese, and Korean
- Improved About box information
- User-configurable audio device selection for ringer and phone calls
- Use of Cisco IP SoftPhone while the GUI is minimized
- Dynamic jitter buffer
- Improved launch time (up to five times faster)
- Re-orderable directories and dialing rules
- Bring-to-front setting (upon incoming call)
- Selectable ringer file
- Advanced Audio settings, including:
 - Cisco CallManager User Account configuration without reboot
 - Tracing level configuration
 - Collaboration enable/disable

- Missed-call notification
- Drag-and-drop dialing from call logs
- Persistent call logs (up to 100 entries)
- Progress indicator during launch
- Pound key (#) to slash key(/) mapping
- Thirty-percent reduction of GUI size

Important Information



Note

This section contains important information that applies to Cisco IP SoftPhone release 1.3(4a) and that is not reflected in the current Cisco IP SoftPhone Administration Guide or the end-user documentation.

This section contains the following topics:

- [Additional Steps Necessary for Configuring Directories, page 5](#)
- [Automatic Settings, page 7](#)
- [Ignore Button, page 8](#)
- [Correct Installation Step Order, page 8](#)
- [Cisco IP SoftPhone on Japanese Windows 95, page 8](#)

Additional Steps Necessary for Configuring Directories

Additional directory configuration might be necessary with Cisco IP SoftPhone 1.3(4a), as described in the sections below.

Re-configuring Directories after installing SoftPhone 1.3(4a)

For each LDAP directory that you want to use, you must reconfigure directory settings after installing Cisco IP SoftPhone 1.3(4a). None of the values that you selected or entered using a previous version of the application will be maintained.

If you are using Web deployment, you can apply directory settings to all users by following these steps:

1. Reconfigure SoftPhone directory settings on an your machine
2. Run the Customization Tool
3. Deploy SoftPhone 1.3(4a) to users

Choosing a Directory Type: Standard, Active Directory, or Other

In addition, when you are configuring directories in Cisco IP SoftPhone 1.3(4a), you must choose a directory type (**Standard**, **Active Directory**, or **Other...**) from the Directory Type drop-down menu (as shown in [Figure 2](#)).

This setting determines the type of records that appear in search results. The box beneath the drop-down menu displays search parameters for the directory type setting.

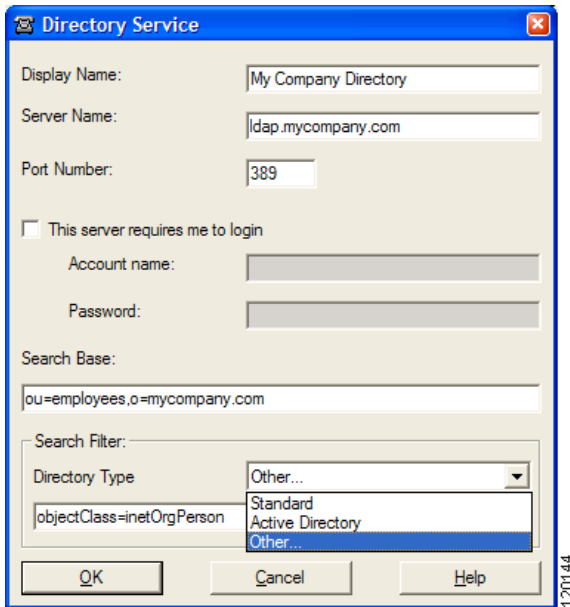
If you want to specify a directory type that is different from Standard or Active Directory, choose **Other...** from the drop-down menu, then customize the search string in the Directory Type box. ([Figure 2](#) shows an example of a custom search string: “objectClass=inetOrgPerson”.)



Note

Be sure to choose the correct setting for Directory Type. For example, if you choose **Standard** and try to search an Active Directory, the search will fail.

Figure 2 Choosing Standard or Active Directory



Automatic Settings

You can automatically determine the IP address on which Cisco IP SoftPhone is running. On the Network Audio Settings screen, select the **Automatic Selection** radio button for the IP Address Selection field. Cisco IP SoftPhone then uses the configured URL address to determine the IP address.

The URL address, which is automatically configured when you run Cisco IP SoftPhone from the Web Installer, references the file `getIP.asp` on the web server. This file, which is created only when you use the Web Installer, returns the IP address of the source or requestor.



Note

The default location for the `getIP.asp` file is:
http://server_name/CiscoIPSoftPhoneInstall/getip.asp. Verify the location of this file on your server before configuring this parameter.

To prevent one-way audio, be sure that the entire IP Address Setting field is properly configured in the Network Audio Settings screen.

Ignore Button

Click the **Ignore** button on the context-sensitive button bar to drop a call. If you have a shared line with an IP Phone, clicking the **Ignore** button makes the call ring on the IP phone before the call transfers to voice mail.

Correct Installation Step Order

You must perform the following steps in the order shown below to install Cisco IP SoftPhone from either a web page or a self-extracting executable:

1. Choose the language in which you want to use Cisco IP SoftPhone.
2. For use with Netscape Communicator, click **Grant** in the Java security window.



Note

In some Cisco IP SoftPhone documentation, these two steps may be listed incorrectly in reverse order.

Cisco IP SoftPhone on Japanese Windows 95

Cisco IP SoftPhone does not support the Japanese version of Microsoft Windows 95. For more information, see CSCdu69496 in the [“Known Issues” section on page 10](#).

Resolved Issues

Table 1 describes the issues that are resolved in the Cisco IP SoftPhone 1.3(4a) release.



Tip

If you have an account with Cisco.com (Cisco Connection Online), you can use the Bug Toolkit to find caveats of any severity for any release. To access the Bug Toolkit, log on to:

http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl

Table 1 *Resolved Caveats for Cisco IP SoftPhone 1.3(4a)*

Identifier	Headline
CSCee70972	ADDRESS BOOK: Searches fail when using DC Directory with Cisco CallManager release CCM 3.2(2c) or below, or CCM 3.3(2). http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCee70972
CSCed29175	AUDIO: Streams from previous calls are heard on new calls. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCed29175
CSCdz87704	AUDIO: Fails to transmit when joining a Conference Connection call http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCdz87704
CSCdz79984	AUDIO: One-way audio occurs when a JTAPI client is used to establish calls. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCdz79984
CSCef25689	CALL CONTROL: Softphone does not properly stop RTP stream in the case of Temp Fail. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCef25689
CSCdz28069	CALL CONTROL: Signalling traffic is not marked for QoS. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCdz28069
CSCdv55469	HTTP REFLECTOR: Not functional when a proxy server is configured. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCdv55469
CSCdz89785	STARTUP: Cisco IP SoftPhone is starting up slowly. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCdz89785

Known Issues

Table 2 describes known behaviors exhibited by Cisco IP SoftPhone 1.3(4a).



Tip

If you have an account with Cisco.com (Cisco Connection Online), you can use the Bug Toolkit to find caveats of any severity for any release. To access the Bug Toolkit, log on to:

http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl

Table 2 *Open Caveats for Cisco IP SoftPhone 1.3(4a)*

Identifier	Headline
CSCeb84891	AUDIO: Media (RTP) packets are not being tagged for QoS. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCeb84891
CSCea56236	AUDIO: Ringing is not heard while Media player is in use in Win98. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCea56236
CSCec63766	AUDIO: Ring-in wave file is not played when a call is presented. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCec63766
CSCdx64431	AUDIO: Bad voice quality on both ends of call. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCdx64431
CSCdz89779	AUDIO: The use of software that blocks pop-up ads can cause loss of audio on Cisco IP SoftPhone. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCdz89779
CSCea12462	AUDIO: Low or no volume for Cisco IP SoftPhone when using the Plantronics DSP Series headset. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCea12462
CSCdz04748	AUDIO: GUI freezes and cannot transmit/receive when connected using an IBM T30 ThinkPad. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCdz04748
CSCec72950	BARGE: IP Phone fails to barge in calls involving SoftPhone. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCec72950

Table 2 Open Caveats for Cisco IP SoftPhone 1.3(4a)

Identifier	Headline
CSCec72951	BARGE: Call block does not reflect the phone being controlled. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCec72951
CSCec72949	BARGE/cBARGE: No option(s) in the UI. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCec72949
CSCec79061	cBARGE: Inconsistent call states between the IP Phone & SoftPhone. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCec79061
CSCea93542	BLIND TRANSFER: Need to change implementation to use lineDevSpecific. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCea93542
CSCdz76924	CALL CONTROL: Answer button is not functional with Cisco VG248 analog phones. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCdz76924
CSCdz77071	CALL CONTROL: For Cisco VG248 analog phones, a call fails when one call block is in use or in the connected state. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCdz77071
CSCdz77111	CALL CONTROL: For Cisco VG248 analog phones, users cannot answer call-waiting calls by using the graphical user interface. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCdz77111
CSCdz77123	CALL CONTROL: For Cisco VG248 analog phones, calls do not toggle between the hold and resume states when both call blocks are in use. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCdz77123
CSCec59752	CALL CONTROL: Blind Conference to Cisco IP Softphone displays call from own number. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCec59752
CSCec79382	CALL PARK: No option in the UI. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCec79382
CSCdx61704	CD INSTALL: DemoShield language selection is always Chinese. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCdx61704

Table 2 Open Caveats for Cisco IP SoftPhone 1.3(4a)

Identifier	Headline
CSCdw93948	COLLABORATION: Application sharing and video conferencing fails over VPN/NAT. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCdw93948
CSCdw57745	DC DIRECTORY: LDAP exposes administrator password to Cisco IP SoftPhone users. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCdw57745
CSCdv66897	DIRECTORY: A search through a complex Active Directory is slow. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCdv66897
CSCds60431	DIRECTORY: The Cisco IP SoftPhone personal address book is not stored in the Cisco CallManager directory. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCds60431
CSCcec79399	DIRECT TRANSFER: No option available in the UI. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCcec79399
CSCdx74516	INSTALL: The Cisco Telephony Service Provider (TSP) fails to upgrade from 3.2(0.21-24) to (0.26). http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCdx74516
CSCcee18455	INSTALL: One-click installer does not work when FQDN is configured. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCcee18455
CSCdz14582	LAUNCH: Cisco IP SoftPhone does not launch. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCdz14582
CSCcec79196	MULTI-CALLS/DN: Maximum of 2 calls are allowed, regardless of configuration. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCcec79196
CSCdx38718	PERFORMANCE: A memory leak occurs while the ciscoipsoftphone.exe process is active. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCdx38718
CSCcec69708	PRIVACY: The UI still reflects the call state of the shared IP Phone. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCcec69708

Table 2 Open Caveats for Cisco IP SoftPhone 1.3(4a)

Identifier	Headline
CSCec69692	<p>PRIVACY: No option in the UI.</p> <p>http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCec69692</p>
CSCdu69496	<p>SETTING: Winsock2 causes problems on Japanese version of Win95 operating system.</p> <p>http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCdu69496</p>
CSCec79390	<p>SHARED LINES: Application freezes when attempting to handle shared calls.</p> <p>http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCec79390</p>
CSCec77806	<p>SHARED LINE: Application does not have IN USE REMOTELY status in the UI.</p> <p>http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCec77806</p>
CSCec79347	<p>SHARED LINES: Cannot transfer calls when both devices are in use.</p> <p>http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCec79347</p>
CSCed92747	<p>STARTUP: Fails to launch if the Microsoft VM is not installed.</p> <p>http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCed92747</p>
CSCec64211	<p>STARTUP: SoftPhones will not register to lines.</p> <p>http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCec64211</p>
CSCed07626	<p>TSP AUTOINSTALL: No lines available when “Always AutoUpdate” is set.</p> <p>http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCed07626</p>
CSCdz82769	<p>UPGRADE: Need to reconfigure directory password because of new encryption mechanism.</p> <p>http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCdz82769</p>
CSCdw94263	<p>USER DOCS: The <i>Cisco IP SoftPhone User Guide</i> is missing a step for instructions on muting the microphone for playback.</p> <p>http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCdw94263</p>
CSCdv42104	<p>USER INTERFACE: The display gets corrupted in 24-bit TrueColor in the Windows 98 operating system.</p> <p>http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCdv42104</p>

Table 2 Open Caveats for Cisco IP SoftPhone 1.3(4a)

Identifier	Headline
CSCeb78650	<p>USER INTERFACE: Incorrect call state displayed when configured with a shared line.</p> <p>http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCeb78650</p>
CSCdz73979	<p>USER INTERFACE: Some devices display an “out of service” state when they are in service.</p> <p>http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCdz73979</p>
CSCdz77051	<p>USER INTERFACE: For Cisco VG248 analog phones, a call reaches the connected state before a voice connection is established.</p> <p>http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCdz77051</p>

Related Documentation

- The following Cisco IP SoftPhone documentation is available online:
 - http://www.cisco.com/univercd/cc/td/doc/product/voice/c_ipphon/english/sofphon/index.htm
 - *Cisco IP SoftPhone Administrator Guide (1.3)*
 - *Cisco IP SoftPhone User Guide (1.3)*
 - *Cisco IP SoftPhone QuickStart Guide (1.3)*
- Cisco CallManager documentation is available online from this location:
 - http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/index.htm

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>

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