



INTEGRATION NOTE



Deploying Cisco Phone Control and Presence 7.1(1) with IBM Lotus Sametime

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1 Deploying the Phone Control and Presence Plug-in

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Installation Methods

There are multiple methods for installing the plug-in on user workstations:

- You can set up IBM Lotus Sametime to automatically install the plug-in on user workstations. Refer to the IBM Lotus Sametime documentation for information on how to set up a push update. We recommend this method.
- Users can manually install the plug-in on their workstations. With this method, you must provide users with the URL of the update site.

For complete installation details, refer to the *Quick Start Guide for Installing and Using Cisco Phone Control and Presence 7.1(1) with IBM Lotus Sametime* available at http://www.cisco.com/en/US/products/ps9830/products_user_guide_list.html.



Note IBM Lotus Notes does not support an automatic push update, but you can configure your installation to use a Notes widget to create similar behavior. You must first run the Configuration Tool and then follow the instructions available at: <http://www-1.ibm.com/support/docview.wss?rs=899&uid=swg21305829>

Deployment Overview

Table 1 Phone Control and Presence Deployment Tasks

Task	Notes	For details, see...
Gather the requirements.	Required. You must be familiar with the requirements and supported versions of software for the system, including user workstations.	Release Notes for Cisco Phone Control and Presence with IBM Lotus Sametime at: http://www.cisco.com/en/US/docs/voice_ip_comm/cucibmlotus/cpcap/7x/english/release/note/cpcapRN.html
Decide which features to enable for all users.	Recommended. Familiarize yourself with the available features. You will use the information when you set up the update site.	Release Notes for Cisco Phone Control and Presence with IBM Lotus Sametime at: http://www.cisco.com/en/US/docs/voice_ip_comm/cucibmlotus/cpcap/7x/english/release/note/cpcapRN.html
Provision users in Cisco Unified Communications Manager.	Required. Users must be set up correctly with the devices that they will use with the plug-in.	<ul style="list-style-type: none"> • Cisco Unified Communications Manager Administration Guide • Cisco Unified Communications Manager System Guide You can find documents here: http://www.cisco.com/en/US/products/sw/voicesw/ps556/tsd_products_support_general_information.html

Table 1 Phone Control and Presence Deployment Tasks

Task	Notes	For details, see...
Associate users with the Standard CTI- Enabled user group in Cisco Unified Communications Manager.	Required if users use the Control Desk Phone feature of the plug-in.	Cisco Unified Communications Manager System Guide, “Computer Telephony Integration” section You can find documents here: http://www.cisco.com/en/US/products/sw/voicesw/ps556/tsd_products_support_general_information.html
Refer to existing dialing rules in Cisco Unified Communications Manager.	Recommended if users use the plug-in in Control Desk Phone mode.	Cisco Unified Communications Manager Administration Guide. You can find documents here: http://www.cisco.com/en/US/products/sw/voicesw/ps556/tsd_products_support_general_information.html
Verify application dial rules are set up in Cisco Unified Communications Manager and they are provisioned to Cisco IP Communicator. If not, run the Cisco IP Communicator Directory Wizard.	Required if users use the Dial Using Cisco IP Communicator feature.	Cisco Unified Communications Manager Administration Guide. You can find documents here: http://www.cisco.com/en/US/products/sw/voicesw/ps556/tsd_products_support_general_information.html
Provision users in Cisco Unified Presence.	Required if users use the Phone Status feature of the plug-in.	Cisco Unified Presence documentation. You can find documents here: http://www.cisco.com/en/US/products/ps6837/tsd_products_support_general_information.html
Configure Cisco Unified Communications Manager Capability Assignments to enable licenses for Cisco Unified Presence.	Required if users use the Phone Status feature of the plug-in.	<ul style="list-style-type: none"> • For license requirements—Release Notes for Cisco Phone Control and Presence with IBM Lotus Sametime at: http://www.cisco.com/en/US/docs/voice_ip_comm/cucibmlotus/cpcap/7x/english/release/note/cpcapRN.html • For configuration instructions—Cisco Unified Communications Manager Administration Guide, “License Capabilities Assignment Configuration” section. You can find documents here: http://www.cisco.com/en/US/products/sw/voicesw/ps556/tsd_products_support_general_information.html
Set up the plug-in for Cisco Unified Messaging with IBM Lotus Sametime.	Optional. This allows users to view and play Cisco Unity or Cisco Unity Connection voice messages directly from their Sametime client application.	Release notes for Cisco Unified Messaging with IBM Lotus Sametime Release 7.1(1) at: http://www.cisco.com/en/US/products/ps9830/prod_release_notes_list.html .
Set up the plug-in on the Sametime server update site.	Required. Involves configuring and packaging the plug-in software, JTAPI .jar file, and dialing rules files (if applicable), on the update site.	How to Set Up the Plug-in Update Site, page 4

Table 1 Phone Control and Presence Deployment Tasks

Task	Notes	For details, see...
Set up a push update.	Optional. If you do not set up a push update, users must manually install the plug-in on their client workstations.	Installation Methods, page 2
Prepare users to install and use the plug-in.	Recommended. Provide users with the information they need to install and configure, and use the plug-in for your deployment, including information about how to get support.	How to Prepare Users to Set Up and Use the Plug-in, page 11

2 How to Set Up the Plug-in Update Site

If you are enabling the Control Desk Phone option, you must set up separate update sites for users who are using different versions of Cisco Unified Communications Manager, and for users who have different dialing rules.

- [Setting Up Your Local Working Directory, page 4](#)
- [Creating Dial Rule Files, page 5](#)
- [Configuring LDAP Settings for Cisco Unified Phone Control and Presence, page 6](#)
- [Uploading the Files to the Update Site, page 10](#)
- [Configuring Phone Control and Presence, page 8](#)

Setting Up Your Local Working Directory

Procedure

- Step 1** Create a local working directory to hold the plug-in files for processing.
- Step 2** Go to the Cisco Unified Communications with IBM Lotus download page.
<http://tools.cisco.com/support/downloads/go/Redirect.x?mdfid=282224966>
- Step 3** Sign in as a registered Cisco.com user.
- Step 4** Select your release.
- Step 5** Download the file `Cisco_Plugins_7.1.1.zip`.
- Step 6** Extract the file `CiscoPCAPWithLotusST_7.1.1.952.zip` from the downloaded zip file.
- Step 7** Extract the files to the directory that you created in [Step 1](#).
- Step 8** If you are adding the plug-in to an existing update site, replace the extracted `site.xml` file in the `CiscoPCAPWithLotusST_7.1.1.952/UpdateSite` directory with a copy of the `site.xml` file from the existing update site.



Note If Cisco Unified Messaging with IBM Lotus Sametime is also being deployed, copy all the `.jar` files from the `UpdateSite/plugins` and `UpdateSite/features` directories of that package to the respective directories in this package. This creates a combined update site so that the plug-ins can be configured together.

What to Do Next

If you are enabling the Control Desk Phone option, continue to the [Creating Dial Rule Files](#). Otherwise, skip to the [Configuring Phone Control and Presence, page 8](#).

Creating Dial Rule Files



Note If you are deploying the plug-in with only the Dial Using Cisco IP Communicator option, this section does not apply. Skip to the [Configuring Phone Control and Presence, page 8](#).

Include dialing rules files with the plug-in files if you are deploying with the Control Desk Phone option. Dial rule files enable the plug-in to correctly process outgoing and incoming calls.

In XML format, replicate the dial and directory lookup rules configured in the Cisco Unified Communications Manager.

Procedure

Step 1 Open the *applicationdialrules.xml* file in the templates directory of the Configuration Tool, *CiscoCfg-7.1.1.102.zip*, using a text editor such as Notepad or Vim.

The file has the following structure:

```
<?xml version="1.0" encoding="UTF-8"?>
<DialRules>
  <DialRule NumDigits="" BeginsWith="" DigitsToRemove="" PrefixWith=""/>
  <DialRule NumDigits="" BeginsWith="" DigitsToRemove="" PrefixWith=""/>
</DialRules>
```

Step 2 Refer to the dialing rules created in Cisco Unified Communications Manager Administration to fill in the applicable attributes for a dial rule and to complete the set of rules.

Order DialRule elements from highest to lowest priority, as they are configured in Cisco Unified Communications Manager. Note that the smaller the priority number, the higher the priority.

Step 3 Save the file.

Step 4 If Cisco Unified Communications Manager is configured with directory lookup rules, repeat [Step 1](#) through [Step 3](#) with the directory lookup rules, using the *directorylookuprules.xml* template file.

Troubleshooting Tips

Refer to the applicable version of Cisco Unified Communications Manager documentation for information about where application and directory lookup dial rules are configured.

What to Do Next

Continue to the next section, [Configuring LDAP Settings for Cisco Unified Phone Control and Presence, page 6](#).

Configuring LDAP Settings for Cisco Unified Phone Control and Presence

Cisco Unified Communications Manager and the Lotus Sametime server should use the same LDAP directory server, or the directory servers must use the same unique user ID to represent the same user in each directory.



Note LDAP settings are connected to other tabs in the Configuration Tool. If you make changes and save them, you must navigate to the Phone Control and Presence tab, and select **Save** from the File menu before exiting.

Procedure

Step 1 Click the LDAP tab and enter values into the Cisco Unified Communications with IBM Lotus Sametime Configuration Tool.

Table 2 LDAP Tab Fields

Name	Description
Directory Server Settings	Used to define the directory and relevant attributes the plug-in can search to find user names based on incoming phone numbers.
Server	Enter the name or IP address of the LDAP server.
Port	Enter the number of the port used to communicate with the LDAP server.
Search Base	Enter the base (or root) of the directory service in which to search for names. The value must match the one configured on Sametime server. If LDAP is used for the directory service, you can derive the setting directly from there. If Domino is used instead, find the equivalent search base on its LDAP interface.
Display Name Attribute	Enter the LDAP attribute that is used as the display name for the caller.
Attribute for Lookup in Sametime	Enter the LDAP attribute that is used to search for the caller in Sametime.
Authentication Required	Check this option if authentication is required by the server.
Authentication Credentials	
Distinguished Name	<i>(When authentication is enabled)</i> Enter the distinguished name that is used to authenticate with the directory service.
Password	<i>(When authentication is enabled)</i> Enter the password that is used to authenticate with the directory service.
Directory Usage	
Non-default Community Access	Enable non-default communities to use directory services to extend the functions to pilot communities, for example: <ul style="list-style-type: none">• Retrieve phone numbers to populate their contacts• Show phone status for their contacts Only one set of users data can be used. You can have two communities, but of the same global set of users. If the Sametime server for the non-default communities uses the same LDAP server as the default community, then identical functionality can be extended to contacts in those communities. Select the applicable setting: <ul style="list-style-type: none">• Disable—Select this option so that non-default communities are unable to use the directory service.• Enable for All Communities—Select this option so that all non-default communities are allowed to use the directory service.• Enable for Configured Communities—Select this option so that only communities listed in the Community List field are allowed to use the directory service.

Name	Description
Community List	<i>(When Enable for Configured Communities is selected above)</i> Enter the list of communities (Sametime host name or IP address), separated by commas, that you want to allow access to the directory service.
Directory Type for Sametime Server	
Directory Type	Enter the applicable settings: LDAP —Select this option if the IBM Lotus Sametime server uses an LDAP server for directory service. If IBM Lotus Sametime uses an LDAP attribute for the internal user ID, check the Use Attribute as Internal ID of Sametime User option and enter the name of the LDAP attribute. Domino —Select this option if the IBM Lotus Sametime server uses IBM Lotus Domino for the directory service. Refer to IBM Lotus Sametime documentation for additional information.
Dialing Rules Files	
Application Dial Rules	If you will use Application Dial Rules, enter the location of the dial rules file. You can obtain Application Dial Rules from the Cisco Unified Communications Manager administrator web page by navigating to the Call Routing area. Application Dial Rules automatically strip numbers from or add numbers to telephone numbers that Sametime Connect dials. For example, the dialing rules automatically add the digit 9 in front of a 7-digit telephone number to provide access to an outside line. Note A file template is available in the templates directory where you extracted the Cisco Unified Messaging with Lotus Sametime Configuration Tool.
Directory Lookup Dial Rules	If you will use Directory Lookup Dial Rules, enter the location of the dial rules file. You can obtain Directory Lookup Dial Rules from the Cisco Unified Communications Manager administrator web page. Navigate to the Call Routing area. Directory Lookup Dial Rule transform caller identification numbers into numbers that can be looked up in the directory. For example, the dialing rules can automatically add +140852 to 5-digit numbers beginning with 5, so that the number 56666 becomes +14085256666. Note A file template is available in the templates directory where you extracted the Cisco Unified Messaging with Lotus Sametime Configuration Tool.

Step 2 Select **Save** from the File menu in the Configuration Tool window.



Note

You must save the Phone Control and Presence tab when you make changes to the LDAP tab.

What to Do Next

Continue to the next section, [Configuring Phone Control and Presence, page 8](#).

Configuring Phone Control and Presence

Use the Configuration Tool to specify the update site files and to configure settings that apply to users of the plug-in. You can use the tool for configuring new installations of the plug-in, and for updating user configuration information once the plug-in is installed.



Note If you are enabling the Control Desk Phone option, you must run the Configuration Tool to ensure that the correct version of Java Telephony API (JTAPI) is installed on client workstations.

For configuration changes to take effect, you must either set up IBM Lotus Sametime to automatically update users by using a push update, or instruct users to update the plug-in from their IBM Lotus Sametime client.

Before You Begin

- Understand that your saved field settings will overwrite corresponding user settings when the configuration feature installs on client workstations.
- Several fields in the utility have a Read Only option. Select **Read Only** if you do not want users to change that setting in Sametime Connect.
- Extract the plug-in configuration utility—**CiscoCfg-7.1.1.102.zip**— from the **Cisco_Plugins_7.1.1.zip**. Extract the files from this zip file to your local working directory.

Procedure

Step 1 Go to the **cisocfg** directory of the extracted files.

Step 2 Double-click **cisocfg.exe** to start the Configuration Tool.

Step 3 Specify the location of the local working **CiscoPCAPWithLotusST_7.1.1.952/UpdateSite** directory on the Update Site Selection window.


Step 4 Select **OK**.

Step 5 Select the **Phone Control and Presence** tab and enter the values in the applicable fields.

Table 3 *Phone Control and Presence Tab Fields*

Name	Description
Feature Control	
Enable Phone Status	Select this option to activate phone status for all users.
Enable Dial Using Cisco IP Communicator	Select to enable for all users. You can select both Cisco IP Communicator and Desk Phone. This allows your users to toggle between their softphone and controlled desk phone.
Enable Control Desk Phone	Select to enable for all users. You can select both Cisco IP Communicator and Desk Phone. This allows your users to toggle between their controlled desk phone and softphone.
Default Mode	Select a default mode for all users. This only applies if you choose to enable both phone modes. <ul style="list-style-type: none">• Control Desk Phone• Dial Using Cisco IP Communicator
Control Desk Phone Settings	
Voicemail Pilot Number	Specify a voicemail pilot number for all users. You can set this field as Read Only. This prevents your end users from modifying the field.

Name	Description
Cisco Unified Communications Manager	
Servers	<p>Enter the name or IP address of the Cisco Unified Communications Manager server from which to get the correct version of JTAPI for the plug-in. You can enter up to three servers separated by commas for failover purposes. (Match the number of servers to your Cisco Unified Presence servers.) This field is mandatory. You can set this field as Read Only. This prevents your end users from modifying the field.</p> <p>Select from the following parameters:</p> <ul style="list-style-type: none"> • Use as Default Cisco Unified Communications Manager - Sets this server as the default for all users. • Use Sametime Credentials - Select this option if users have the same user ID and password for Cisco Unified Communications Manager and Sametime Connect, and you want to set these fields for all users. Users must enter their Cisco Unified Communications Manager credentials in Sametime Connect if this option is not selected.
LDAP Phone Attributes	
Outgoing	<p>Enter the LDAP phone attributes to populate for a Sametime contact. This allows a user to call phone numbers found in LDAP for the specified LDAP attributes. For example: telephonenumber(Work), mobile(Mobile), pager(Pager).</p> <p>Besides the attribute, the text in () is the label displayed next to the phone number in the user interface (menu). In other words, the phone number retrieved from attribute "telephonenumber" will be displayed as Work (+1 408 902 3232).</p>
Incoming	<p>Enter the LDAP phone attributes to look up a contact. Typically, this is used to resolve an incoming phone number into a contact. For example: telephonenumber, mobile</p>
Phone Status Settings	
Cisco Unified Presence Servers	<p>Enter the name or IP address of the Cisco Unified Presence server, if you choose to enable phone status. You can enter multiple servers separated by commas for failover purposes(match the Cisco Unified Presence server-side settings for failover).You can set this field as Read Only. This prevents your end users from modifying the field.</p> <p>Select from the following parameters:</p> <ul style="list-style-type: none"> • Use Sametime Credentials - Select this option if users have the same user ID and password for Cisco Unified Presence and Sametime Connect, and you want to set these fields for all users. If this is not selected, then users must enter their Cisco Unified Presence server credentials into Sametime Connect. <p>Note A minimum of Cisco Unified Presence 7.0 is required to support failover.</p>
Sametime User ID Mapping	
Use LDAP Attribute	<p>Choose this selection in either of the following cases:</p> <ul style="list-style-type: none"> • User ID can be found in Sametime internal user ID. For example, if internal user ID has the distinguished name format, uid=jsmith,ou=employees,o=cisco and uid is the user ID to use in Cisco Unified Presence, then choose this selection and enter "uid" as the attribute, or if the user ID is an email address, for example, jsmith@cisco.com, then choose this selection and enter the email attribute ("mail"). • User ID cannot be found either in the Sametime internal user ID, or the Business card. <p>Sametime internal user ID is determined by the directory service settings for Sametime server. The Sametime business card attributes are also configured on the Sametime server. Refer to the Sametime server documentation for details.</p>

Name	Description
Use Business Card Attribute	Select this setting to use the Business Card attribute as the user ID in the Cisco Unified Presence server. Choose this selection if the user ID used in Cisco Unified Presence server can be found in Business card attribute, and it cannot be found in Sametime internal User ID. For example: valid attributes are "MailAddress" (this correspond to "E-Mail address" in the server's business cards settings) and "Telephone".
Remove Domain	Select this option to remove the domain name from the email address prior to using it as a user ID in the Cisco Unified Presence server. This applies to the LDAP and Business Card attributes if they are email addresses.
Display Off-Hook Status Only	Select this option to only display off-hook status. When it is not selected, users can distinguish between on-hook and no phone status available.
Sametime Client Version	Select the Sametime version you support: <ul style="list-style-type: none"> • Sametime 7.5.1 • Sametime 8.x or IBM Lotus Notes 8.x • Both  <p>Note We recommend that if you require your users to install the plug-in manually, that you configure only a single version of the plug-in per update site. Different plug-in packages are used based on the Sametime client version.</p>
Logging	
Enable Detailed Logging	Select to have user log files to include more detailed information by default. Note, enabling detailed logging impacts performance. We recommend that you only enable detailed logging in lab environments or when debugging a specific issue.

Uploading the Files to the Update Site

The files and folders that you copy to the update site differ, depending on whether you are setting up a new site or modifying an existing one.

To...	Do This
Upload files to a new site.	Copy the entire UpdateSite directory from your local working CiscoPCAPWithLotusST_7.1.1.952 directory to the web server that will host the update site.
Upload files to an existing site.	<ul style="list-style-type: none"> • Replace the site.xml file on the update site with a copy of the site.xml file from your local working CiscoPCAPWithLotusST_7.1.1.952/UpdateSite directory. • Copy all files in your local working CiscoPCAPWithLotusST_7.1.1.952/UpdateSite/features directory to the features directory of the update site. • Copy all files in your local working CiscoPCAPWithLotusST_7.1.1.952/UpdateSite/plugins directory to the plugins directory of the update site.

3 How to Prepare Users to Set Up and Use the Plug-in

When deciding which information and instructions to provide to users, take these factors into account: which plug-in features you enable, whether you set up the plug-in to install automatically, and which settings you pre-configure with the update site files.

To install and configure the plug-in, ensure that your users have the following:

- Access to a supported version of IBM Lotus Sametime Connect or IBM Lotus Notes and instructions for installation, if needed.
- Information about the plug-in features supported in your deployment.
- Access to the *Quick Start Guide for Installing and Using Cisco Phone Control and Presence 7.1(1) with IBM Lotus Sametime* for the following:
 - The URL for the update site, if users must install the plug-in themselves, and installation instructions.
 - Applicable values to use for system settings such as servers and configuration instructions.
 - Information about how to get support.

4 Using Logging to Troubleshoot Issues

If any unexpected or unresolvable issues occur, users can generate reports with detailed configuration and logging information. These reports can assist Cisco TAC in troubleshooting. To obtain a report, enable detailed logging and reproduce the problem, then click Create Problem Report on the Preferences > Cisco > Call Control > Troubleshooting tab in Sametime Connect.



Note We highly recommend restarting after enabling detailed logging because certain critical information such as the configuration settings are in logs at the startup.

When troubleshooting issues with the plug-in, you can inspect the following log files for errors and warnings:

- Sametime 7.5.1—C:/Documents and Settings/*Windows user ID*/IBM/RCP/Sametime/Sametime.log.0. and C:/Documents and Settings/*Windows user ID*/IBM/RCP/Sametime/metadata/log
- Sametime 8.0— trace-log-0.xml and error-log-0.xml in C:/Documents and Settings/*Windows user ID*/Application Data/Lotus/Sametime/logs
- IBM Lotus Notes – trace-log-0.xml and error-log-0.xml in C:/Program Files/IBM/Lotus/Notes/Data/workspace/logs.

5 Finding Documentation

Provide your users with the following:

- How to install and use the plug-in, refer to the *Quick Start Guide for Installing and Using Cisco Phone Control and Presence 7.1 with IBM Lotus Sametime* available at:
http://www.cisco.com/en/US/products/ps9830/products_user_guide_list.html
- How to use Cisco IP Communicator, see the applicable user guide at:
http://cisco.com/en/US/products/sw/voicesw/ps5475/products_user_guide_list.html
- How to use the Cisco Unified Messaging with IBM Lotus Sametime, see the applicable user guide at:
http://www.cisco.com/en/US/products/ps9830/products_user_guide_list.html

Tips for Searching Cisco Documentation

We recommend using the external Google Search (<http://www.google.com>) to find additional information.

Use the following formula in the search field:

<product name> <release number> <topic keywords> site:cisco.com

Examples of Google Search entries:

- meetingplace 7.0 recording disk space site:cisco.com
- mobility advantage 7.0 compatibility matrix site:cisco.com
- presence 7.0 disaster recovery site:cisco.com

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