



## Components Configuration

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This topic provides references to installation and configuration documents for the software and hardware components that are part of the Cisco Unified Communications System Release 5.0 family of products. This information includes, as appropriate: component names, related hardware platforms, and related documentation. Specific call flow configuration information for sample call flows that were tested and verified is provided in [Chapter 4, “Tested Call Flows”](#).

This topic contains the following sections:

- [Cisco Unified CallManager](#)
- [Cisco Unified Intelligent Contact Management](#)
- [Cisco Customer Response Solutions](#)
- [Cisco Unified Customer Voice Portal](#)
- [Cisco Agent Desktop](#)
- [Cisco Telephony Integration Object Server](#)
- [Cisco Unified IP Phones](#)
- [Cisco Unity Connection](#)
- [CiscoWorks Management Center for Cisco Security Agent and Cisco Security Agent](#)
- [Cisco Unified Operations Manager](#)
- [Catalyst 3500 Series](#)
- [Catalyst 6500 Series](#)
- [Cisco Content Services Switch](#)
- [Gateways/Gatekeepers](#)
- [Routers](#)



### Note

For specific information on the product software versions used, including Service Releases, Hotfixes, and Engineering Specials where applicable, see [Appendix A, “Release Versions of Components”](#). For configuration commands for components participating in the sample call flows, see [Appendix B, “Call Flow Components Configuration Commands”](#).

Sample configuration commands for general infrastructure components such as gateways, switches and routers deployed at the various test sites are similar to those listed in the *System Architecture Reference Manual for IP Telephony* at:

<http://www.cisco.com/univercd/cc/td/doc/systems/unified/unified1/starmipt/index.htm>

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## Cisco Unified CallManager

### Components:

Cisco Unified CallManager (Unified CallManager)  
Cisco Real-Time Monitoring Tool  
Music on Hold  
Cisco Security Agent (only as standalone agent)  
Third-party Antivirus

### Hardware:

Unified CallManager: MCS-7845H-3.0-IPC1  
Music on Hold: MCS-7845H-2.4-EVV1

**Configuration:** Install and configure Unified CallManager and its components as described in the Unified CallManager installation and configuration documentation.

### Related documentation:

- Cisco 7800 Series Media Convergence Servers Guides:  
[http://www.cisco.com/en/US/products/hw/voiceapp/ps378/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/hw/voiceapp/ps378/tsd_products_support_series_home.html)
- *Installing Cisco Unified CallManager*—Provides procedures for installing Unified CallManager on the Publisher database and Subscriber servers.  
[http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod\\_installation\\_guide09186a008037d01a.html](http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_installation_guide09186a008037d01a.html)
- *Cisco Unified CallManager Administration Guide*—Provides step-by-step instructions for configuring, maintaining, and administering the Unified CallManager VoIP network.  
[http://www.cisco.com/en/US/products/sw/voicesw/ps556/products\\_administration\\_guide\\_book09186a0080624b45.html](http://www.cisco.com/en/US/products/sw/voicesw/ps556/products_administration_guide_book09186a0080624b45.html)
- *Cisco Unified CallManager Serviceability Administration Guide*—Provides information about the Unified CallManager Serviceability program, remote serviceability tools, and the CDR Analysis and Reporting tool.  
[http://www.cisco.com/en/US/products/sw/voicesw/ps556/products\\_administration\\_guide\\_book09186a0080624af0.html](http://www.cisco.com/en/US/products/sw/voicesw/ps556/products_administration_guide_book09186a0080624af0.html)
- *Cisco Unified CallManager System Guide*—Provides descriptions of the Unified CallManager system, its components, and configuration checklists.  
[http://www.cisco.com/en/US/products/sw/voicesw/ps556/products\\_administration\\_guide\\_book09186a0080624b5f.html](http://www.cisco.com/en/US/products/sw/voicesw/ps556/products_administration_guide_book09186a0080624b5f.html)
- *Cisco Unified CallManager Bulk Administration Guide*—Provides step-by-step instructions for adding, updating, or deleting large numbers of users, devices, and ports on specific devices.  
[http://www.cisco.com/en/US/products/sw/voicesw/ps556/products\\_administration\\_guide\\_book09186a0080624cbb.html](http://www.cisco.com/en/US/products/sw/voicesw/ps556/products_administration_guide_book09186a0080624cbb.html)

## Cisco Unified Intelligent Contact Management

### Components:

Cisco Unified Intelligent Contact Management Enterprise (Unified ICM)  
Cisco Unified Contact Center Enterprise (Unified CCE)  
Cisco Unified System Contact Center (Unified SCC)  
Progger (Peripheral Gateway, Router, and Logger)

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Rogger (Router and Logger)  
 Generic Peripheral Gateway  
 Cisco Unified Contact Center Gateway Enterprise (Unified CCGE)  
 Cisco Unified Contact Center System Gateway (Unified SCCG)  
 Media Routing PG (MR PG)  
 CTI Server  
 Real-Time Admin Workstation (RTAW)  
 Historical Data Server (HDS)  
 WebView  
 Cisco Unified Outbound Dialer (Unified OUTD)  
 Cisco Security Agent  
 Remote Monitoring Suite Alarm Tracker  
 Windows 2003 Active Directory  
 Third-party Antivirus

**Hardware:**

Unified ICM Rogger (Parent): MCS-7845H-2.4-EVV1  
 Unified ICM Progger/Rogger (Child): MCS-7845-H1-CC1  
 Generic PG: MCS-7845-H1-CC1  
 MR PG (co-resident on Cisco Unified Outbound Dialer and on Generic PG)  
 Unified CCGE: MCS-7845H-2.4-EVV1  
 Unified SCCG: MCS-7845H-H1-CC1  
 RTAW /HDS / WebView (Parent): MCS-7845-2.4-EVV1  
 RTAW /HDS / WebView (Child): MCS-7845-H1-CC1  
 Unified OUTD: MCS-7835H-3.0-CC1  
 Windows 2003 Active Directory: MCS-7845-1400

**Configuration:** Install and configure Unified CCE/Unified ICM and related components as described in the installation and configuration documentation.

**Related documentation:**

- Cisco 7800 Series Media Convergence Servers Guides:  
[http://www.cisco.com/en/US/products/hw/voiceapp/ps378/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/hw/voiceapp/ps378/tsd_products_support_series_home.html)
- *Pre-installation Planning Guide for Cisco ICM Enterprise Edition*—Describes pre-installation requirements and issues to address in preparing for a Cisco Unified Intelligent Contact Management (Unified ICM) Enterprise Edition installation.  
[http://www.cisco.com/application/pdf/en/us/guest/products/ps1001/c1097/ccmigration\\_09186a00804d7115.pdf](http://www.cisco.com/application/pdf/en/us/guest/products/ps1001/c1097/ccmigration_09186a00804d7115.pdf)
- *ICM Installation Guide for Cisco ICM Enterprise Edition*—Describes how to install the components of Unified ICM software, including information about hardware configuration and software setup.  
[http://www.cisco.com/application/pdf/en/us/guest/products/ps1001/c1097/ccmigration\\_09186a00804d7106.pdf](http://www.cisco.com/application/pdf/en/us/guest/products/ps1001/c1097/ccmigration_09186a00804d7106.pdf)
- *ICM Configuration Guide for Cisco ICM Enterprise Edition*—Describes how to use the Unified ICM Configuration Manager tools to configure Unified ICM software once it has been installed.  
[http://www.cisco.com/application/pdf/en/us/guest/products/ps1001/c1067/ccmigration\\_09186a00804d7116.pdf](http://www.cisco.com/application/pdf/en/us/guest/products/ps1001/c1067/ccmigration_09186a00804d7116.pdf)
- *IPCC Installation and Configuration Guide for Cisco IPCC Enterprise Edition*—Provides information to help you configure the Cisco Unified Contact Center Enterprise (Unified CCE) system in both production and laboratory Unified CCE environments.  
[http://www.cisco.com/application/pdf/en/us/guest/products/ps1844/c1097/ccmigration\\_09186a00804d73b7.pdf](http://www.cisco.com/application/pdf/en/us/guest/products/ps1844/c1097/ccmigration_09186a00804d73b7.pdf)

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- *Cisco IPCC Gateway Deployment Guide ICM/IPCC Enterprise Edition*—Describes how to install, configure, and use the Cisco Unified Contact Center Gateway Enterprise (Unified CCGE) feature, which allows Unified CCE to appear as an ACD to Unified ICM software.  
[http://www.cisco.com/application/pdf/en/us/guest/products/ps1001/c1097/ccmigration\\_09186a0080626383.pdf](http://www.cisco.com/application/pdf/en/us/guest/products/ps1001/c1097/ccmigration_09186a0080626383.pdf)
- *System IPCC Enterprise Installation and Configuration Guide*—Provides information to help you understand, install, and configure the Cisco Unified System Contact Center (Unified SCC) deployment of Unified CCE.  
[http://www.cisco.com/application/pdf/en/us/guest/products/ps1844/c1676/ccmigration\\_09186a00804d8b1c.pdf](http://www.cisco.com/application/pdf/en/us/guest/products/ps1844/c1676/ccmigration_09186a00804d8b1c.pdf)
- *IPCC Administration Guide for Cisco IPCC Enterprise Edition*—Describes how to administer components of the Unified CCE solution.  
[http://www.cisco.com/application/pdf/en/us/guest/products/ps1844/c1693/ccmigration\\_09186a00804d7427.pdf](http://www.cisco.com/application/pdf/en/us/guest/products/ps1844/c1693/ccmigration_09186a00804d7427.pdf)
- *WebView Installation and Administration Guide*—Discusses how to install and administer WebView, how to set up users to access WebView, and installation troubleshooting tips. (URL will be updated when available)  
[http://www.cisco.com/application/pdf/en/us/guest/products/ps4145/c1676/ccmigration\\_09186a00804d6f48.pdf](http://www.cisco.com/application/pdf/en/us/guest/products/ps4145/c1676/ccmigration_09186a00804d6f48.pdf)
- *Outbound Option Setup and Configuration Guide for Cisco ICM/IPCC Enterprise & IPCC Hosted Editions*—Provides installation and configuration information about the Unified ICM Outbound Option application.  
[http://www.cisco.com/application/pdf/en/us/guest/products/ps524/c1097/ccmigration\\_09186a00804d746a.pdf](http://www.cisco.com/application/pdf/en/us/guest/products/ps524/c1097/ccmigration_09186a00804d746a.pdf)
- *Cisco Security Agent Installation/Deployment Guide for Cisco ICM/IPCC Enterprise & Hosted Editions*—Provides installation instructions about Cisco Security Agent for Unified ICM and Unified CCE.  
[http://www.cisco.com/application/pdf/en/us/guest/products/ps1001/c1067/ccmigration\\_09186a00804d74ef.pdf](http://www.cisco.com/application/pdf/en/us/guest/products/ps1001/c1067/ccmigration_09186a00804d74ef.pdf)
- *Cisco ICM/IPCC Enterprise & Hosted Editions, Hardware and System Software Specification (Bill of Materials)*—Specifies the hardware and system software compatible with and required for Release 7.0(0) of Unified ICM and Unified CCE.  
[http://www.cisco.com/application/pdf/en/us/guest/products/ps1001/c1626/ccmigration\\_09186a00804d7607.pdf](http://www.cisco.com/application/pdf/en/us/guest/products/ps1001/c1626/ccmigration_09186a00804d7607.pdf)
- *Security Best Practices for ICM and IPCC Enterprise & Hosted Editions*—Describes security hardening configuration guidelines for Unified ICM software Release 7.0(0) in the Microsoft Windows 2000 Server environment.  
<http://www.cisco.com/univercd/cc/td/doc/product/icm/icmentpr/icm70doc/coreicm7/config7/icme70sg.pdf>
- *Staging Guide for Cisco ICM/IPCC Enterprise & Hosted Editions, Cisco ICM/IPCC Enterprise & Hosted Editions*—Contains system diagrams, staging steps, and sample test cases for supported models of Enterprise and Hosted Unified ICM.  
[http://www.cisco.com/application/pdf/en/us/guest/products/ps1001/c1097/ccmigration\\_09186a00804d72f9.pdf](http://www.cisco.com/application/pdf/en/us/guest/products/ps1001/c1097/ccmigration_09186a00804d72f9.pdf)
- *Installing the AlarmTracker Client*—Describes how to install the AlarmTracker Client application that monitors the status of Alarm objects being logged by the LGMMapper servers.  
[http://www.cisco.com/en/US/products/sw/custcosw/ps2068/products\\_administration\\_guide09186a008007f6dd.html](http://www.cisco.com/en/US/products/sw/custcosw/ps2068/products_administration_guide09186a008007f6dd.html)

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# Cisco Customer Response Solutions

**Components:**

Cisco Customer Response Solutions (CRS) (Unified IP IVR)  
Cisco Security Agent  
Third-party Antivirus

**Hardware:**

Cisco Customer Response Solutions: MCS-7845H-2.4-EVV1

**Configuration:** Install and configure CRS and its components as described in the CRS installation and configuration documentation.

**Related documentation:**

- Cisco 7800 Series Media Convergence Servers Guides:  
[http://www.cisco.com/en/US/products/hw/voiceapp/ps378/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/hw/voiceapp/ps378/tsd_products_support_series_home.html)
- *Getting Started with Cisco IP IVR*—Provides installation and configuration information for CRS (Unified IP IVR).  
[http://preview.cisco.com/application/pdf/en/us/guest/products/ps6879/c1689/ccmigration\\_09186a080611818.pdf](http://preview.cisco.com/application/pdf/en/us/guest/products/ps6879/c1689/ccmigration_09186a080611818.pdf)
- *Cisco CRS Installation Guide*—Overview of deployment options; how to install, upgrade, recover, repair, uninstall, and patch CRS; how to change a CRS deployment.  
[http://preview.cisco.com/application/pdf/en/us/guest/products/ps6879/c1097/ccmigration\\_09186a080610e12.pdf](http://preview.cisco.com/application/pdf/en/us/guest/products/ps6879/c1097/ccmigration_09186a080610e12.pdf)
- *Cisco Customer Response Solutions Administration Guide*—Describes how to use the CRS Administration interface to configure and manage CRS.  
[http://www.cisco.com/application/pdf/en/us/guest/products/ps6879/c1067/ccmigration\\_09186a0080611a9c.pdf](http://www.cisco.com/application/pdf/en/us/guest/products/ps6879/c1067/ccmigration_09186a0080611a9c.pdf)
- *Installing Cisco Security Agent for Cisco CRS*—Installation instructions and information for the Cisco Security Agent for Cisco CRS.  
[http://www.cisco.com/application/pdf/en/us/guest/products/ps6879/c1097/ccmigration\\_09186a0080612763.pdf](http://www.cisco.com/application/pdf/en/us/guest/products/ps6879/c1097/ccmigration_09186a0080612763.pdf)

# Cisco Unified Customer Voice Portal

**Components:**

Cisco Unified Customer Voice Portal (Unified CVP)  
Voice Browser and Application Server (co-resident on Unified CVP Call Control Server)  
HTTP Media Server (see below)  
Cisco Unified Customer Voice Portal Studio (Unified CVPS)  
ScanSoft OSR  
ScanSoft OSMS  
Cisco Security Agent  
Third-party Antivirus

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**Hardware:**

Unified CVP Call Control Server: MCS-7845-H1-CC1

ScanSoft ASR/TTS: MCS-7845H-2.4-EVV1

Cisco Unified CVPS: MCS-7835-2.4-EVV1

HTTP Media Server: MCS-7835-2.4-EVV1

**Configuration:** Install and configure Unified CVP and its components as described in the installation and configuration documentation.

HTTP Media server is not actually a part of Unified CVP, but is used by Unified CVP. Information on installing the Media Server is not contained in the Unified CVP documentation, though Media Server configuration information is provided.

**Related documentation:**

- Cisco 7800 Series Media Convergence Servers Guides:  
[http://www.cisco.com/en/US/products/hw/voiceapp/ps378/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/hw/voiceapp/ps378/tsd_products_support_series_home.html)
- Cisco Customer Voice Portal (CVP) Installation Guide—Describes how to install the Unified CVP components and perform initial configuration.  
[http://www.cisco.com/application/pdf/en/us/guest/products/ps1006/c1097/ccmigration\\_09186a0080552e0b.pdf](http://www.cisco.com/application/pdf/en/us/guest/products/ps1006/c1097/ccmigration_09186a0080552e0b.pdf)
- *Cisco CVP VoiceXML 3.1 Installation Guide*—Describes how to install, configure and run Cisco Unified CVP Studio (Unified CVPS) and contains system and software requirements for running Unified CVPS.  
[http://www.cisco.com/application/pdf/en/us/guest/products/ps1006/c1097/ccmigration\\_09186a0080552e11.pdf](http://www.cisco.com/application/pdf/en/us/guest/products/ps1006/c1097/ccmigration_09186a0080552e11.pdf)
- *Cisco Customer Voice Portal (CVP) Configuration and Administration Guide*—Describes configuration and administration of Unified CVP components and associated Unified ICM software, and provides troubleshooting information.  
[http://www.cisco.com/application/pdf/en/us/guest/products/ps1006/c1067/ccmigration\\_09186a0080552e09.pdf](http://www.cisco.com/application/pdf/en/us/guest/products/ps1006/c1067/ccmigration_09186a0080552e09.pdf)
- *Cisco Security Agent Installation/Deployment Guide for Cisco CVP and CVP VoiceXML Server*—This document provides installation instructions and information about Cisco Security Agent for Unified CVP and Unified CVPS.  
[http://www.cisco.com/application/pdf/en/us/guest/products/ps1006/c1097/ccmigration\\_09186a00803b5802.pdf](http://www.cisco.com/application/pdf/en/us/guest/products/ps1006/c1097/ccmigration_09186a00803b5802.pdf)

## Cisco Agent Desktop

**Components:**

Cisco Agent Desktop (CAD)

Cisco Supervisor Desktop

Cisco Security Agent (on desktop)

Voice over IP (VoIP) Monitor Server

CAD Server

**Hardware:**

VoIP Monitor Server and CAD Server (co-resident on Generic PG): MCS-7845-H1-CC1

VoIP Monitor (standalone): MCS-7845H-2.4-EVV1

Agent and Supervisor Desktops: Pentium IV Desktops

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**Configuration:** Install and configure Cisco Agent Desktop as described in the installation and configuration documentation.

**Related documentation:**

- Cisco 7800 Series Media Convergence Servers Guides:  
[http://www.cisco.com/en/US/products/hw/voiceapp/ps378/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/hw/voiceapp/ps378/tsd_products_support_series_home.html)
- *Cisco CAD Installation Guide*—Describes how to install Cisco Agent Desktop, Cisco Supervisor Desktop, and Cisco Desktop Administrator.  
[http://www.cisco.com/application/pdf/en/us/guest/products/ps427/c1097/ccmigration\\_09186a00805e2465.pdf](http://www.cisco.com/application/pdf/en/us/guest/products/ps427/c1097/ccmigration_09186a00805e2465.pdf)
- *Cisco Desktop Administrator User Guide*—Describes how to use the Cisco Desktop Administrator interface to configure and administer the Cisco Desktop products.  
[http://www.cisco.com/application/pdf/en/us/guest/products/ps427/c1626/ccmigration\\_09186a00805e245e.pdf](http://www.cisco.com/application/pdf/en/us/guest/products/ps427/c1626/ccmigration_09186a00805e245e.pdf)
- *Cisco Supervisor Desktop User Guide*—Provides information on how to monitor agent activity and skill group statistics.  
[http://www.cisco.com/application/pdf/en/us/guest/products/ps427/c1626/ccmigration\\_09186a00805e23dd.pdf](http://www.cisco.com/application/pdf/en/us/guest/products/ps427/c1626/ccmigration_09186a00805e23dd.pdf)
- *Cisco Agent Desktop User Guide*—Provides information on how to use the Cisco Agent Desktop interface to control calls.  
[http://www.cisco.com/application/pdf/en/us/guest/products/ps427/c1626/ccmigration\\_09186a00805e2460.pdf](http://www.cisco.com/application/pdf/en/us/guest/products/ps427/c1626/ccmigration_09186a00805e2460.pdf)

# Cisco Telephony Integration Object Server

**Component:**

Cisco Telephony Integration Object Server (CTI OS)

**Hardware:**

CTI OS Server: MCS-7845H-3000

Agent and Supervisor Desktops: Pentium IV Desktop

Cisco Security Agents

**Configuration:** Install and configure CTI OS and its Supervisor and Agent Desktops as described in the installation and configuration documentation.

**Related documentation:**

- Cisco 7800 Series Media Convergence Servers Guides:  
[http://www.cisco.com/en/US/products/hw/voiceapp/ps378/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/hw/voiceapp/ps378/tsd_products_support_series_home.html)
- *CTI OS System Manager's Guide for Cisco ICM/IPCC Enterprise & Hosted Editions*—Provides procedures for installing and configuring the CTI OS product.  
[http://www.cisco.com/application/pdf/en/us/guest/products/ps14/c1676/ccmigration\\_09186a00804d2a89.pdf](http://www.cisco.com/application/pdf/en/us/guest/products/ps14/c1676/ccmigration_09186a00804d2a89.pdf)

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- *CTI OS Supervisor Desktop User Guide for Cisco IPCC Enterprise Edition*—Provides instructions for using the CTI Toolkit Supervisor Desktop including descriptions and instructions for supervisor features used for monitoring and managing agent team members.  
[http://www.cisco.com/application/pdf/en/us/guest/products/ps14/c1626/ccmigration\\_09186a00804d2ad0.pdf](http://www.cisco.com/application/pdf/en/us/guest/products/ps14/c1626/ccmigration_09186a00804d2ad0.pdf)
- *CTI OS Agent Desktop User Guide for Cisco ICM/IPCC Enterprise & Hosted Editions*—Provides instructions for using the CTI Toolkit Agent Desktop.  
[http://www.cisco.com/application/pdf/en/us/guest/products/ps14/c1626/ccmigration\\_09186a00804d2a7a.pdf](http://www.cisco.com/application/pdf/en/us/guest/products/ps14/c1626/ccmigration_09186a00804d2a7a.pdf)
- *Cisco ICM/IPCC Enterprise & Hosted Editions, Hardware and System Software Specification (Bill of Materials)*—Specifies the hardware and system software compatible with and required for Release 7.0(0) of Cisco Unified Intelligent Contact Management (Unified ICM) and Cisco Unified Contact Center Enterprise (Unified CCE).  
[http://www.cisco.com/application/pdf/en/us/guest/products/ps1001/c1626/ccmigration\\_09186a00804d7607.pdf](http://www.cisco.com/application/pdf/en/us/guest/products/ps1001/c1626/ccmigration_09186a00804d7607.pdf)

## Cisco Unified IP Phones

**Components:**

Cisco Unified IP Phones (SIP) 7941G, 7961G, 7970, 7971G

Cisco Unified IP Phones (SCCP) 7940, 794G, 7960, 7961G, 7970, 7971G

**Hardware:**

Cisco Unified IP Phones 7940, 7941G, 7960, 7961G, 7970, 7971G

**Configuration:** Install and configure Cisco Unified IP Phones 7940, 7941G, 7960, 7961G, 7970, 7971G as described in the installation and configuration documentation.

**Related documentation:**

- Cisco 7900 Series IP Phones Install and Upgrade Guides:  
[http://www.cisco.com/en/US/products/hw/phones/ps379/prod\\_installation\\_guides\\_list.html](http://www.cisco.com/en/US/products/hw/phones/ps379/prod_installation_guides_list.html)
- Cisco 7900 Series IP Phones End-User Guides:  
[http://www.cisco.com/en/US/products/hw/phones/ps379/products\\_user\\_guide\\_list.html](http://www.cisco.com/en/US/products/hw/phones/ps379/products_user_guide_list.html)
- Cisco 7900 Series IP Phones Maintain and Operate Guides:  
[http://www.cisco.com/en/US/products/hw/phones/ps379/prod\\_maintenance\\_guides\\_list.html](http://www.cisco.com/en/US/products/hw/phones/ps379/prod_maintenance_guides_list.html)

## Cisco Unity Connection

**Component:**

Cisco Unity Connection

**Hardware:**

Cisco Unity Connection: MCS-78551-1.5-ECS2

**Configuration:** Install and configure Cisco Unity Connection and its components as described in the Cisco Unity installation and configuration documentation.

*REVIEW DRAFT—CISCO CONFIDENTIAL***Related documentation:**

- Cisco 7800 Series Media Convergence Servers Guides:  
[http://www.cisco.com/en/US/products/hw/voiceapp/ps378/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/hw/voiceapp/ps378/tsd_products_support_series_home.html)
- *Cisco Unity Connection Installation Guide*:  
[http://www.cisco.com/en/US/products/ps6509/products\\_installation\\_guide\\_book09186a00805201e8.html](http://www.cisco.com/en/US/products/ps6509/products_installation_guide_book09186a00805201e8.html)
- *Cisco Unity Connection System Requirements, and Supported Hardware and Software*:  
[http://www.cisco.com/en/US/products/ps6509/prod\\_installation\\_guides\\_list.html](http://www.cisco.com/en/US/products/ps6509/prod_installation_guides_list.html)
- *Cisco CallManager 4.2 Integration Guide for Cisco Unity Connection*:  
[http://www.cisco.com/en/US/products/ps6509/prod\\_configuration\\_guide09186a00805f1668.html](http://www.cisco.com/en/US/products/ps6509/prod_configuration_guide09186a00805f1668.html)
- *Cisco SIP Proxy Server Integration Guide for Cisco Unity Connection*:  
[http://www.cisco.com/en/US/products/ps6509/prod\\_configuration\\_guide09186a008056738d.html](http://www.cisco.com/en/US/products/ps6509/prod_configuration_guide09186a008056738d.html)

## CiscoWorks Management Center for Cisco Security Agent and Cisco Security Agent

**Components:**

CiscoWorks Management Center for Cisco Security Agents  
Cisco Security Agents

**Hardware:**

CiscoWorks Management Center for Cisco Security Agents: MCS-7845H-2.4-EVV1

**Configuration:** Install and configure CiscoWorks Management Center for Cisco Security Agents as described in the CiscoWorks Management Center for Cisco Security Agents installation and configuration documentation.

**Related documentation:**

- Cisco 7800 Series Media Convergence Servers Guides:  
[http://www.cisco.com/en/US/products/hw/voiceapp/ps378/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/hw/voiceapp/ps378/tsd_products_support_series_home.html)
- *Installing Management Center for Cisco Security Agents*—Describes how to install and quick-start the Management Center for Cisco Security Agents on Microsoft Windows 2000 operating systems and the Cisco Security Agent on Microsoft Windows XP, Microsoft Windows 2000, Microsoft Windows NT, and Solaris operating systems.  
[http://www.cisco.com/en/US/products/sw/cscowork/ps5212/products\\_installation\\_guide\\_book09186a008019b74e.html](http://www.cisco.com/en/US/products/sw/cscowork/ps5212/products_installation_guide_book09186a008019b74e.html)
- *Using Management Center for Cisco Security Agents 4.0*—Describes how to configure the Management Center for Cisco Security Agents on Microsoft Windows 2000 operating systems and the Cisco Security Agent on Microsoft Windows XP, Microsoft Windows 2000, Microsoft Windows NT, and Solaris operating systems.  
[http://www.cisco.com/en/US/products/sw/cscowork/ps5212/products\\_user\\_guide\\_book09186a008019b759.html](http://www.cisco.com/en/US/products/sw/cscowork/ps5212/products_user_guide_book09186a008019b759.html)

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## Cisco Unified Operations Manager

### Component:

Cisco Unified Operations Manager (Unified Operations Manager)

### Hardware:

Cisco Unified Operations Manager: MCS-7845H-2.4-EVV1

**Configuration:** Install and configure Unified Operations Manager as described in the Unified Operations Manager installation and configuration documentation.

### Related documentation:

- Cisco 7800 Series Media Convergence Servers Guides:  
[http://www.cisco.com/en/US/products/hw/voiceapp/ps378/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/hw/voiceapp/ps378/tsd_products_support_series_home.html)
- *Quick Start Guide for Cisco Unified Operations Manager*—Provides installation information for Unified Operations Manager and other bundled components.  
[http://www.cisco.com/en/US/products/ps6535/products\\_quick\\_start09186a0080627fa3.html](http://www.cisco.com/en/US/products/ps6535/products_quick_start09186a0080627fa3.html)
- *Installation Guide for Cisco Unified Operations Manager*—Describes installing Unified Operations Manager (with Cisco Unified Service Monitor) on a Windows system:  
[http://www.cisco.com/en/US/products/ps6535/products\\_installation\\_guide\\_book09186a008063c22a.html](http://www.cisco.com/en/US/products/ps6535/products_installation_guide_book09186a008063c22a.html)

## Catalyst 3500 Series

### Component:

Cisco Catalyst 3550 multilayer switch (used as access switch)

### Hardware:

Cisco Catalyst 3550

**Configuration:** Install and configure Catalyst 3500 series switches as described in the Catalyst 3500 series installation and configuration documentation.

### Related documentation:

- Cisco Catalyst 3550 Series Switches Install and Upgrade Guides:  
[http://www.cisco.com/en/US/products/hw/switches/ps646/prod\\_installation\\_guides\\_list.html](http://www.cisco.com/en/US/products/hw/switches/ps646/prod_installation_guides_list.html)
- Cisco Catalyst 3550 Series Switches Configuration Guides:  
[http://www.cisco.com/en/US/products/hw/switches/ps646/products\\_installation\\_and\\_configuration\\_guides\\_list.html](http://www.cisco.com/en/US/products/hw/switches/ps646/products_installation_and_configuration_guides_list.html)

## Catalyst 6500 Series

### Components:

Cisco Catalyst 6506, 6509 (used as access switch)

Cisco Catalyst 6506, 6509 (MSFC)

Cisco Catalyst 6506, 6509 (Communications Media Module)

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**Hardware:**

Cisco Catalyst 6506

Cisco Catalyst 6509

**Configuration:** Install and configure Catalyst 6500 series switches and components as described in the Catalyst 6500 series installation and configuration documentation.

**Related documentation:**

- Cisco Catalyst 6500 Series Switches Install and Upgrade Guides:  
[http://www.cisco.com/en/US/products/hw/switches/ps708/prod\\_installation\\_guides\\_list.html](http://www.cisco.com/en/US/products/hw/switches/ps708/prod_installation_guides_list.html)
- Cisco Catalyst 6500 Series Switches Configuration Guides:  
[http://www.cisco.com/en/US/products/hw/switches/ps708/products\\_installation\\_and\\_configuration\\_guides\\_list.html](http://www.cisco.com/en/US/products/hw/switches/ps708/products_installation_and_configuration_guides_list.html)

# Cisco Content Services Switch

**Components:**

Cisco 11500 Content Services Switch

WebNS

**Hardware:**

Cisco Content Services Switch 11500

**Configuration:** Install and configure Cisco Content Services Switches as described in the Cisco Content Services Switch installation and configuration documentation.

For sample configuration files related to specific call flows discussed in [Chapter 4, “Tested Call Flows”](#), see [Appendix B, “Call Flow Components Configuration Commands”](#).

**Related documentation:**

- Cisco CSS 11000 Series Content Services Switches Install and Upgrade Guides:  
[http://www.cisco.com/en/US/products/hw/contnetw/ps789/prod\\_installation\\_guides\\_list.html](http://www.cisco.com/en/US/products/hw/contnetw/ps789/prod_installation_guides_list.html)
- Cisco CSS 11000 Series Content Services Switches Configuration Guides:  
[http://www.cisco.com/en/US/products/hw/contnetw/ps789/products\\_installation\\_and\\_configuration\\_guides\\_list.html](http://www.cisco.com/en/US/products/hw/contnetw/ps789/products_installation_and_configuration_guides_list.html)
- Cisco CSS 11000 Series Content Services Switches Maintain and Operate Guides:  
[http://www.cisco.com/en/US/products/hw/contnetw/ps789/prod\\_maintenance\\_guides\\_list.html](http://www.cisco.com/en/US/products/hw/contnetw/ps789/prod_maintenance_guides_list.html)

# Gateways/Gatekeepers

**Components:**

Unified CVP PRI, PSTN, VXML Voice Gateways: Cisco 3725, 3745, 3825 and 3845, AS5400HPX

H.323 Gateways: Cisco AS5850

HSRP and Cluster Gatekeeper: Cisco 3660

SIP and MGCP Gateways

**Hardware:**

Cisco AS5400HPX/AS5850 universal gateways

Cisco 3600, 3700, 3800 Series multiservice access platforms

Cisco Catalyst 6000 Series Communications Media Module

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**Configuration:** Install and configure the various types of Cisco Gateways as described in the installation and configuration documentation.

For sample configuration files related to specific call flows discussed in Chapter 4, “Tested Call Flows”, see Appendix B, “Call Flow Components Configuration Commands”.

**Related documentation:**

- Cisco 7800 Series Media Convergence Servers Guides:  
[http://www.cisco.com/en/US/products/hw/voiceapp/ps378/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/hw/voiceapp/ps378/tsd_products_support_series_home.html)
- Cisco AS5400 Series Universal Gateways:  
[http://www.cisco.com/en/US/products/hw/univgate/ps505/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/hw/univgate/ps505/tsd_products_support_series_home.html)
- Cisco AS5800 Series Universal Gateways:  
[http://www.cisco.com/en/US/products/hw/univgate/ps509/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/hw/univgate/ps509/tsd_products_support_series_home.html)
- Cisco 3600 Series Multiservice Platforms:  
[http://www.cisco.com/en/US/products/hw/routers/ps274/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/hw/routers/ps274/tsd_products_support_series_home.html)
- Cisco 3700 Series Multiservice Access Routers:  
[http://www.cisco.com/en/US/products/hw/routers/ps282/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/hw/routers/ps282/tsd_products_support_series_home.html)
- Cisco 3800 Series Integrated Services Routers:  
[http://www.cisco.com/en/US/products/ps5855/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/ps5855/tsd_products_support_series_home.html)

## Routers

**Components:**

Cisco 7206VXR

Cisco 831 router (teleworker access router)

Cisco Unified IP Phone Agent (Unified IP Phone Agent)

**Hardware:**

Cisco7206VXR

Cisco 831 router

Cisco Unified IP Phone Agent (Unified IP Phone Agent)

**Configuration:** Install and configure routers as described in the installation and configuration documentation.

For sample configuration files related to specific call flows discussed in Chapter 4, “Tested Call Flows”, see Appendix B, “Call Flow Components Configuration Commands”.

**Related documentation:**

- *Loading Cisco IOS Software Quick Start Guide:*  
<http://www.cisco.com/univercd/cc/td/doc/product/software/ios120/relnote/fprn/loadswfp.htm>
- Cisco IOS Software Releases 12.4 Mainline Configuration Guides:  
[http://www.cisco.com/en/US/products/ps6350/products\\_installation\\_and\\_configuration\\_guides\\_list.html](http://www.cisco.com/en/US/products/ps6350/products_installation_and_configuration_guides_list.html)
- *Cisco 7206 Installation and Configuration Guide*—Provides installation and configuration information about the Cisco 7206 router.  
[http://www.cisco.com/en/US/products/hw/routers/ps341/products\\_installation\\_guide\\_book09186a008007db27.html](http://www.cisco.com/en/US/products/hw/routers/ps341/products_installation_guide_book09186a008007db27.html)

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- *Cisco 831 Router and SOHO 91 Router Hardware Installation Guide*—Provides hardware installation information about the Cisco 831 router.  
[http://www.cisco.com/en/US/products/hw/routers/ps380/products\\_installation\\_guide\\_book09186a00801d03ab.html](http://www.cisco.com/en/US/products/hw/routers/ps380/products_installation_guide_book09186a00801d03ab.html)
- *Cisco Easy VPN Remote*—Provides information on configuring and monitoring the Cisco Easy VPN Remote feature to create IPSec Virtual Private Network (VPN) tunnels between the Cisco 831 router and an Easy VPN server  
[http://www.cisco.com/en/US/products/sw/iosswrel/ps5207/products\\_feature\\_guide09186a00801541d5.html](http://www.cisco.com/en/US/products/sw/iosswrel/ps5207/products_feature_guide09186a00801541d5.html)
- *Cisco CAD Installation Guide IP Contact Center Enterprise and Hosted Edition*—Provides information for configuring Unified CallManager IP Phones for Unified IP Phone Agent.  
[http://www.cisco.com/application/pdf/en/us/guest/products/ps427/c1097/ccmigration\\_09186a00805e2465.pdf](http://www.cisco.com/application/pdf/en/us/guest/products/ps427/c1097/ccmigration_09186a00805e2465.pdf)

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