



System Release Notes for Contact Center: Cisco Unified Communications System, Release 6.1(1)

Contents

- [Overview](#)
 - [Tested Functionality](#)
 - [New and Changed Features](#)
- [System Requirements](#)
 - [End-of-Sale Components](#)
 - [Deployment Considerations](#)
 - [Software Version Matrix](#)
 - [Firmware Version Matrix](#)
 - [Latest Software Upgrades and Licenses](#)
- [Related Documentation](#)
- [Limitations and Restrictions](#)
 - [Important Notes](#)
 - [Resolved Caveats](#)
 - [Open Caveats](#)
- [Troubleshooting](#)
- [Documentation Updates](#)
- [Obtaining Documentation, Obtaining Support, and Security Guidelines](#)



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

© 2008 Cisco Systems, Inc. All rights reserved.

Overview

It is standard methodology for Cisco Systems to perform system-wide testing of Cisco Unified Communications components, supplementing the product-level testing performed on each Cisco Unified Communications product.

A major deliverable of the System Release and Cisco Unified Communications system testing is a recommendation of compatible software releases that have been verified by the test for customers. The recommendations are not exclusive and are in addition to interoperability recommendations for each of the individual voice application or voice infrastructure products.

For information on the software releases for Cisco Unified Communications System Release 6.1(1), see [System Requirements](#). Software compatibility for all Unified Communications system releases, as well as updated compatibility information for this release, is available in the Cisco Unified Communications Compatibility Tool at: <http://tools.cisco.com/ITDIT/vtgsca>

The focus of this document is the contact center family of products of Cisco Unified Communications System testing.

Information about IP Telephony (IPT) components that have also been tested is available at the Cisco Technical Information Site: <http://www.cisco.com/iam/unified/ipt611/index.htm>

This document is the Cisco Unified Communications System release notes on the testing conducted on voice systems composed of the following major components:

- Call control components, such as Cisco Unified Communications Manager (formerly known as Unified CallManager) and Cisco Unified Presence
- Contact center components, such as Cisco Unified Contact Center Enterprise (Unified CCE), Cisco Unified Intelligent Contact Management Enterprise (Unified ICM), Cisco Customer Response Solutions (Cisco CRS / Cisco Unified IP IVR), and Cisco Unified Customer Voice Portal (Unified CVP)
- Voice mail and unified messaging components, such as Cisco Unity Connection
- Endpoints and clients, such as Cisco Unified IP Phone 7900 Series phones
- Wireless components, such as Cisco Aironet Access Points
- Security devices, such as Cisco Catalyst 6500 Series Switch Firewall Services Module (FWSM), Cisco ASA 5500 Series Adaptive Security Appliances and Cisco Security Agents
- Network management tools, such as Cisco Unified Operations Manager
- Communications infrastructure devices, such as Cisco routers, gateways/gatekeepers, and switches

**Note**

For a more complete list of contact center components that are included in a Unified Communications Release 6.1(1) system, see [Software Version Matrix](#).

Tested Functionality

The features and functionality tested in Cisco Unified Communications System Release 6.1(1) were the same as in Cisco Unified Communications System 6.0(1). For a listing of the system-wide testing done on contact center components in the Cisco Unified Communications System Release 6.0(1), see the *System Release Notes for Contact Center: Cisco Unified Communications System, Release 6.0(1)* at: <http://www.cisco.com/univercd/cc/td/doc/systems/unified/uc601/relnotes/rnipc601.htm>

Single stage upgrade of contact center components was performed from Cisco Unified Communications Release 6.0(1) versions to Cisco Unified Communications System Release 6.1(1) versions. The following major components were upgraded:

- Unified Communications Manager to Release 6.1(1a)
- Unified Contact Center Enterprise/Unified Intelligent Contact Management to Release 7.2(2)
- Unified Contact Center Express (Unified IP IVR) to Release 5.0(2)
- Unified Operations Manager to Release 2.0.2
- Cisco IOS to Release 12.4(15)T3

For a list of the base Release 6.0(1) component versions, see the *System Release Notes for Contact Center: Cisco Unified Communications System, Release 6.0(1)* at:

<http://www.cisco.com/univercd/cc/td/doc/systems/unified/uc601/relnotes/rnipc601.htm>

For a list of the target Cisco Unified Communications System Release 6.1(1) versions that the contact center components were upgraded to, see [Software Version Matrix](#).

System upgrade information is provided in the *System Installation and Upgrade Manual for Contact Center* at: <http://www.cisco.com/univercd/cc/td/doc/systems/unified/uc611/siumipc/suimc611.pdf>

New and Changed Features

Cisco Unified Communications Release 6.1(1) integrates telephony, conferencing (voice and web), messaging, and contact center products for enterprise IP customers in a variety of deployment models using SIP and SCCP endpoints over IP networks. The contact center system is a portion of the end-to-end system release for enterprise Cisco Unified Communications, which is centered on the latest Unified Communications Manager release.

The following sections provide brief overviews of new and enhanced features for Cisco Unified Communications System Release 6.1(1) components and links to release note documentation:

- [Cisco Unified Communications Manager](#)
- [Cisco Unified Contact Center Enterprise and Cisco Unified Intelligent Contact Management Software](#)
- [Cisco Customer Response Solutions](#)
- [Cisco Unified Customer Voice Portal](#)
- [Cisco Computer Telephony Integration Object Server](#)
- [Cisco Agent Desktop](#)
- [Cisco Unified Presence](#)
- [Cisco Unified Operations Manager](#)
- [Cisco IP Communicator](#)
- [Cisco Unity Connection](#)

- [Cisco IOS](#)

Cisco Unified Communications Manager

Unified Communications Manager Release 6.1(1) includes the following changes and updates to functionality:

- Installation process includes the following new features:
 - Ability to set the maximum transmission unit (MTU) size
 - Validates that a subsequent node can communicate with the first node
- Simultaneous log in to Cisco Unified Communications Operating System and Cisco Unified Communications Manager Administration is not possible.
- Changes to service parameters and enterprise parameters such as SIP TCP Unused Connection Timer, Join Across Lines Policy, Single Button Barge and Conference Barge Policy, and others.
 - Join Across Lines for conference chaining and bringing individual calls into session
 - Single Button Barge for convenient exit and entry of authorized user into calls
- Enhancements to Unified Communications Manager such as:
 - Intercom for Cisco Extension Mobility—The new Default Activated Device field must be configured with intercom directory numbers for the intercom feature to function for users who log in to phones remotely using Cisco Extension Mobility.
 - Licensing for Cisco Unified Mobility—Cisco Unified Communications Manager Administration Configuration System and User Management menus, which enable you to specify and control the number of device license units that are consumed and credited for adjunct devices that are used specifically for Cisco Unified Mobility.
 - SIP Trunk Identification—Allows you to define how Cisco Unified Communications Manager identifies the SIP trunk to use for a call for rerouting purposes.
- Serviceability enhancements to the Real-Time Monitoring Tool (RTMT) that include the ability to collect installation logs, display information on predefined Cisco Unified Communications Manager objects and new states on critical services, and others.
- From the Unified Communications Manager User Options web page, users can now configure not just the call forward all option, but also the call forward busy, call forward no answer, and call forward no coverage user options.

For a detailed description of these and other new features and functionality, see *Release Notes for Cisco Unified Communications Manager Release 6.1(1a)* at:

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/rel_notes/6_1_1/cucm-rel_note-611a.pdf

Cisco Unified Contact Center Enterprise and Cisco Unified Intelligent Contact Management Software

Unified CCE and Unified ICM Release 7.2(2) is a maintenance release that contains fixes and a limited set of new functionality such as Unified Outbound Dialer Detail. This feature records detailed information about each outbound attempt in a new historical database table called “Dialer_Detail”. This capability is enabled by default, so evaluate existing databases to ensure they can accommodate the new information, and resize them, if necessary, using the new ICMDBA Tool.



Note

The Dialer_TCD feature is no longer supported. This functionality is replaced by Dialer_Detail records, and there is no migration from the Dialer_TCD table to the Dialer_Detail table.

For a detailed description of this new functionality and other information, see *Release Notes for Cisco ICM/IPCC Enterprise & Hosted Editions Release 7.2(2)* at:

http://www.cisco.com/en/US/docs/voice_ip_comm/cust_contact/contact_center/icm_enterprise/icm_enterprise_7_2/release/notes/ICM722ReleaseNote.pdf

Cisco Customer Response Solutions

Cisco CRS Release 5.0(2) (Unified IP IVR) software new features include:

- Support for Cisco Unified E-Mail Interaction Manager (Unified EIM) and Cisco Unified Web Interaction Manager (Unified WIM) Release 4.2.2 SR1.
- Supports upgrade from Release 4.5.x to 5.0(2) and from Release 5.0(1) to 5.0(2).
- Microsoft Vista support for Cisco Agent Desktop (CAD) and Cisco Supervisor Desktop (CSD), Historical Report Client (HRC) and Editor.
- Standard licence repackaging will not support CAD and will include skill-based routing. CAD support will be part of the Enhanced license package.
- Support for SQL Server 2005 as enterprise database.
- Support for WFO 1.1.
- Support for Danish localization.

For a detailed description of Cisco CRS (Unified IP IVR) Release 5.0(2) supported and unsupported features and functionality, see *Release Notes for Cisco Customer Response Solutions 5.0(2)* at:

http://www.cisco.com/en/US/docs/voice_ip_comm/cust_contact/contact_center/express/crs5_02/release/notes/crs502rn.pdf

Cisco Unified Customer Voice Portal

In Cisco Unified Communications System Release 6.1(1), Unified CVP release version did not change from the previous Cisco Unified Communications System release.

For a detailed description of Unified CVP Release 4.0(2) features and functionality, see *Release Notes for Cisco Customer Voice Portal (CVP) Release 4.0(2)* at:

http://www.cisco.com/web/ccbu/CVP/4/0/2/0/0/0/CVP4.0.2_Release_Notes.pdf

Cisco Computer Telephony Integration Object Server

CTI OS Release 7.2(2) is a maintenance release that contains fixes to defects found in CTI OS Release 7.2(1) and earlier and does not have any enhancements. For additional information, see *Release Notes for Cisco CTI OS Release 7.2(2)* at:

http://www.cisco.com/en/US/docs/voice_ip_comm/cust_contact/contact_center/ctios/ctios7_2/release/notes/CTI722RelNotes.pdf

Cisco Agent Desktop

In Cisco Unified Communications System Release 6.1(1), CAD release version did not change from the previous Cisco Unified Communications System release.

For a detailed description of CAD Release 7.2(1) features and functionality, see *Release Notes for Cisco Agent Desktop 7.2(1)* at:

http://www.cisco.com/en/US/docs/voice_ip_comm/cust_contact/contact_center/cad_enterprise/cadenterprise7_2/release/notes/cad721rn.pdf

Cisco Unified Presence

Cisco Unified Presence Release 6.0(2) can be installed on a VMWare platform, which enables Unified Presence to run on virtual machines in non-production, demonstration and development environments. However, Cisco does not offer support for such an environment. Since VMWare Player is not yet supported, only a fresh install of Unified Presence on an MCS or equivalent server is supported.

For a detailed description of this new functionality and other information, see *Release Notes for Cisco Unified Presence Release 6.0(2)* at:

http://www.cisco.com/en/US/docs/voice_ip_comm/cups/6_0_2/english/rel_notes/cup602rn.html

Cisco Unified Operations Manager

Unified Operations Manager Release 2.0.2 provides support for additional devices that are part of the Cisco Unified Communications System Release 6.1(1).

For a detailed description of Unified Operations Manager Release 2.0.2 features and functionality, see *Release Notes for Cisco Unified Operations Manager 2.0.2* available at:

http://www.cisco.com/en/US/products/ps6535/prod_release_notes_list.html

Cisco IP Communicator

In Cisco Unified Communications System Release 6.1(1), IP Communicator release version did not change from the previous Cisco Unified Communications System release.

For a detailed description of IP Communicator Release 2.1(1) features and functionality, see *Release Notes for Cisco IP Communicator Release 2.1* at:

http://www.cisco.com/en/US/products/sw/voicesw/ps5475/prod_release_note09186a0080758002.html

Cisco Unity Connection

In Cisco Unified Communications System Release 6.1(1), Unity Connection release version did not change from the previous Cisco Unified Communications System release.

For a detailed description of Unity Connection Release 2.0(1) features and functionality, see *Release Notes for Cisco Unity Connection Release 2.0(1)* at:

http://www.cisco.com/en/US/docs/voice_ip_comm/connection/2x/release/notes/201ucrn.html

Cisco Unified IP Phone Support

For information on Cisco Unified IP Phone models, see the appropriate release notes at:

http://www.cisco.com/en/US/products/hw/phones/ps379/prod_release_notes_list.html

Cisco IOS

For a detailed description of Cisco IOS Release 12.4(15)T3 features and functionality, see *Cross-Platform Release Notes for Cisco IOS Release 12.4T, Part 3: New Feature Descriptions and Important Notes* at:

http://www.cisco.com/en/US/products/ps6441/prod_release_note09186a00804a19ae.html

System Requirements

This section provides the following information about the software versions of Cisco components and firmware versions of Cisco Unified IP phones used in system-wide testing of Cisco Unified Communications System Release 6.1(1) for Contact Center.

- [End-of-Sale Components](#)
- [Deployment Considerations](#)
- [Software Version Matrix](#)
- [Firmware Version Matrix](#)
- [Latest Software Upgrades and Licenses](#)

End-of-Sale Components

The following components have reached end-of sale (EOS) status. However, because they are still supported and may be present in existing customer deployments, have remained installed in the Cisco Unified Contact Center Enterprise test beds for this Cisco Unified Communications System release.

- Cisco MCS-7845H-3000
- Cisco MCS-7835H-3000
- Cisco MCS-7825H-3000
- Cisco MCS 7845H-2400
- Cisco MCS 7835H-2400
- Cisco MCS 7855I-1500

- Cisco MCS 7845-H1
- Cisco MCS 7835-H1
- Cisco 3550 Catalyst Switches (replaced by Cisco 3750 Catalyst Switches)
- Cisco 3600 Series Routers (Cisco 3620, Cisco 3640A, and Cisco 3660 (non “-CO” models))
- Cisco 3700 Series Routers (replaced by Cisco 3800 Series Routers)
- Cisco Catalyst 6500 Series Supervisor Engine 2 / MSFC2

The EOS date is the last date to order the product through Cisco point-of-sale mechanisms. The product is no longer for sale. There is also an end-of-life (EOL) cycle that is a process that guides the final business operations associated with the product life cycle.

The EOL process consists of a series of technical and business milestones and activities that, once completed, make a product obsolete. Once obsolete, the product is not sold, manufactured, improved, repaired, maintained, or supported.

For information about recommended replacements, see the comprehensive list of announcements at End-of-Life and End-of-Sale Products at the following URL:
http://www.cisco.com/en/US/products/prod_end_of_life.html

For information on specific products, choose a product from the following URL:
http://www.cisco.com/en/US/products/sw/voicesw/tsd_products_support_category_home.html. Then click on the End-of-Life and End-of-Sale Notices link in the Product Literature box.

For an overview of the Products and Services EOL policy, see the information at the following URL:
http://www.cisco.com/en/US/products/products_end-of-life_policy.html

Deployment Considerations

Tables in this section list the recommended software and firmware releases based on Cisco Unified Communications System Release 6.1(1) for Contact Center. Note that not every rebuild is tested as part of the Cisco Unified Communications System testing. Therefore, additional regression testing in a customer or Cisco-specific certification lab is recommended before deployment.

When deploying the Cisco Unified Communications System in a customer environment, remember the following:

- At the minimum, customers should deploy the software release recommended in these tables.
- For CSA, customers should use the latest engine and policy release. CSA software is available at:
<http://www.cisco.com/cgi-bin/tablebuild.pl/csa>
- For other software components, customers should use the most current rebuild of a maintenance release. For IOS, information about the latest releases, including deferral advisories, is available at:
<http://www.cisco.com/kobayashi/sw-center/sw-ios.shtml>

At this URL, you can also access Feature Navigator and read about the Cisco IOS Roadmap.

- If the recommended release has been deferred to a subsequent release, customers should use the subsequent release.
- Before deploying a release, examine the open caveats in the chosen release to determine if any will impact your implementation. Open caveats can be viewed through the Bug Toolkit, located at:
http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl
- Deploy the chosen release in a lab environment that uses the same product components as the customer's product components before moving it to a production environment.

Software Version Matrix

Table 1 lists the software release versions of the system components in the contact center test environment. For links to the latest software upgrades and licenses for Cisco Unified Communications System Release 6.1(1) components, see [Latest Software Upgrades and Licenses](#).

Table 1 *Software Versions for Contact Center Components in Cisco Unified Communications System Release 6.1(1)*

Category	Component	Release Version
Call Control	Cisco Unified Communications Manager ¹	6.1(1a)
	Cisco Unified Presence ¹	6.0(2)
Contact Center	Cisco Unified Intelligent Contact Management and Cisco Unified Contact Center Enterprise	7.2(2)
	Cisco Unified Intelligent Contact Management and Cisco Unified Contact Center Enterprise Operating System	Win2003 SP2/ Win2003 R2 SP2
	Cisco Unified ICM Support Tools (Server and Agent)	2.2(1)
	Cisco Customer Response Solutions (Unified IP IVR)	5.0(2)
	Cisco Customer Response Solutions (Unified IP IVR) Operating System	2003.1.2a SR5
	Cisco Unified Customer Voice Portal	4.0(2) ²
	Cisco Unified Customer Voice Portal Operating System	Win2003 SP2/ Win2003 R2 SP2
Voice Mail and Unified Messaging	Cisco Unity Connection	2.0
End Points and Clients	Cisco IP Communicator	2.1(1)
	Cisco Unified IP Phones (7921 (Wireless), 7940, 7940G, 7960, 7960G, 7962, 7970, and 7970G)	Bundled with Unified Communications Manager
Network Management	Cisco Unified Operations Manager ³	2.0.2
Security	Cisco Catalyst 6500 Series Switch Firewall Services Module (FWSM)	3.2(2)
	Cisco Adaptive Security Appliance (ASA) 5540 Services	8.0(3)
	CiscoWorks Management Center for Cisco Security Agents	5.0.0.216
	Cisco Security Agent for Unified Communications Manager	Bundled with Unified Communications Manager
	Cisco Security Agent for Customer Response Solutions	5.0.0.217-3.0.6
	Cisco Security Agent for Unified Intelligent Contact Management	5.0.0.210-3.0.1
	Cisco Security Agent for Unified Customer Voice Portal	5.2.0.203-2.2.1

Table 1 *Software Versions for Contact Center Components in Cisco Unified Communications System Release 6.1(1) (continued)*

Category	Component	Release Version
Communications Infrastructure	Cisco 3725, 3745 (Unified CVP VXML, voice/data, H.323, SIP, and MGCP gateways)	12.4(15)T3
	Cisco 3825, 3845 (Unified CVP VXML, voice/data, H.323, SIP, and MGCP gateways)	12.4(15)T3
	Cisco AS5400HPX, AS5400XM (Unified CVP VXML, voice, H.323, and PSTN gateways)	12.4(15)T3
	Cisco AS5850 (PSTN and voice gateway)	12.4(15)T3
	Cisco 3745 (gatekeeper)	12.4(15)T3
	RSVP Agent (on 37xx and 38xx platforms)	12.4(15)T3
	Cisco 7206 (core/WAN router)	12.4(15)T3
	Cisco 871 router	12.3(8)Y12
	Cisco Catalyst 3750 (access switch)	12.2(25)SEE2
	Cisco Catalyst 6506, 6509 (core switch, Supervisor 2)	CatOS 8.5(8)
	Cisco Catalyst 6506, 6509 (MSFC, Supervisor 2)	12.2(18)SXF8
	Cisco Catalyst 6506, 6509 (Supervisor 720)	12.2(18)SXF8
	Cisco CSS 11501 Content Services Switch	WebNs 7.50.3.3
	Cisco Communication Media Module (CMM)	12.4(15)T3
Wireless	Cisco Aironet Access Point 1240AG	12.3-8.JA2
Third-Party Products	McAfee Antivirus	Enterprise 8.0.0 Patch Version: 11

1. See [Resolved Caveats](#) for important information on servers on which the component software is running.
2. See [Cisco Unified Voice Portal Engineering Specials](#) for important information on engineering specials associated with Unified CVP Release 4.0(2).
3. See [Cisco Unified Operations Manager Defects](#) for important information on defects associated with Unified Operations Manager Release 2.0(2).

Firmware Version Matrix

[Table 2](#) lists the recommended firmware versions of the Cisco Unified IP Phones (SCCP and SIP) used in the contact center test environment.

Table 2 *Firmware Versions of Cisco SCCP and SIP Phones in Cisco Unified Communications System Release 6.1(1)*

Component	SCCP Firmware Version	SIP Firmware Version
Cisco Unified IP Phone 7921G (Wireless)	CP7921G-1.0.5	not applicable
Cisco Unified IP Phone 7940	P00308000700	not applicable
Cisco Unified IP Phone 7941G	SCCP41.8-3-3SR2S	SIP41.8-3-3SR2S
Cisco Unified IP Phone 7960	P00308000700	not applicable
Cisco Unified IP Phone 7961G	SCCP41.8-3-3SR2S	SIP41.8-3-3SR2S
Cisco Unified IP Phone 7962G	SCCP42.8-3-3SR2S	SIP42.8-3-3SR2S

Table 2 *Firmware Versions of Cisco SCCP and SIP Phones in Cisco Unified Communications System Release 6.1(1)*

Component	SCCP Firmware Version	SIP Firmware Version
Cisco Unified IP Phone 7970	SCCP70.8-3-3SR2S	SIP70.8-3-3SR2S
Cisco Unified IP Phone 7971G	SCCP70.8-3-3SR2S	SIP70.8-3-3SR2S

Latest Software Upgrades and Licenses

The following are links to the latest software upgrades and licenses for Cisco Unified Communications System Release 6.1(1) components:

- Unified Communications Manager, Unified IP Phones, Customer Response Solutions, Cisco Unified Presence, Cisco Unity Connection, Cisco Customer Contact software, Cisco Interactive Voice Response Product Family software:
<http://www.cisco.com/kobayashi/sw-center/sw-voice.shtml>
- Cisco IOS routers and gateways: <http://www.cisco.com/kobayashi/sw-center/sw-ios.shtml>
- Catalyst switches:
<http://tools.cisco.com/support/downloads/go/MDFTree.x?butype=switches>
- Wireless products: <http://www.cisco.com/kobayashi/sw-center/sw-wireless.shtml>
- Firewalls and security modules: <http://www.cisco.com/kobayashi/sw-center/sw-ciscosecure.shtml>
- Network management software:
<http://www.cisco.com/kobayashi/sw-center/cw2000/lan-planner.shtml>
- Cisco Agent Desktop Web Licensing Site:
<http://209.46.83.138/sws/WebLicensingInitial/InitialLicensePage.html>
- Cisco Unity Connection License Files:
http://www.cisco.com/en/US/products/ps6509/products_installation_guide_chapter09186a008055e1f6.html#wp1041859
- Product Upgrade Tool (for ordering CDs of new major/minor releases):
<http://tools.cisco.com/gct/Upgrade/jsp/index.jsp>

Related Documentation

The components in these release notes, including the platforms tested, are discussed in the Technical Information Site at:

http://www.cisco.com/iam/unified/ipcc611/Install_and_Configure_System_Components.htm

See this content for additional information on the components tested and links to relevant product documentation for installation and configuration procedures.

Installation and upgrade information for components that have been tested and verified during system testing is provided in the *System Installation and Upgrade Manual for Contact Center* at:

<http://www.cisco.com/univercd/cc/td/doc/systems/unified/uc611/siumipc/siumc611.pdf>

For additional information on specific hardware recommendations or bills of material for each product, see the [System Requirements](#) section.

[Table 3](#) provides links to the main page for documentation on various Cisco Unified Communications components, from which you can navigate to individual documents.

Table 3 *Related Documentation URLs*

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

Table 3 *Related Documentation URLs (continued)*

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

Table 3 *Related Documentation URLs (continued)*

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

The following URLs are additional links to related documentation:

- Cisco Unified Communications System:
<http://www.cisco.com/go/unified-techinfo>
- Voice documentation:
<http://www.cisco.com/web/psa/products/index.html>

Limitations and Restrictions

This section includes the following:

- [Important Notes, page 15](#)
- [Resolved Caveats](#)
- [Open Caveats, page 18](#)

If you are a Cisco partner or a registered Cisco.com user with a Cisco service contract, you can use the Bug Toolkit to find caveats of any severity for any release. Access the Bug Toolkit at:

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

Cisco also offers a Product Alert Tool that provides you the ability to set up one or more profiles that will enable you to receive email notification of new Field Notices, Product Alerts or End of Sale information for the products that you have selected. The Product Alert Tool is available at:

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

**Note**

Not all caveats documented in this section are applicable to the contact center environment or deployment scenarios. They have been included for information purposes only.

Important Notes

This section includes important notes related to the testing of Cisco Unified Communications System Release 6.1(1) for Contact Center.

- [ASA Firewall Performance \(CSCsg26064\)](#)
- [Bidirectional NAT on Firewall Services Module Not Supported for VoIP Calls \(CSCsh83414\)](#)
- [Resolved Caveats](#)
- [Cisco Unified Voice Portal Engineering Specials](#)
- [Cisco Unified Operations Manager Defects](#)

ASA Firewall Performance (CSCsg26064)

During a sudden or prolonged burst of certain traffic, Cisco ASA 5500 Series Adaptive Security Appliance may log error messages indicating no interface buffers available and exhibit lower performance, despite reporting CPU utilization of only 90%. Because the CPU utilization is an average calculation, it does not reflect the heavy load burst that caused the condition.

Bidirectional NAT on Firewall Services Module Not Supported for VoIP Calls (CSCsh83414)

On a Cisco Catalyst 6500 Series Switch Firewall Services Module (FWSM), you can configure the **inspect ctique** command to enable CTIQBE protocol inspection which supports Network Address Translation (NAT) and Port Address Translation (PAT). However, Firewall Services Modules running Release 3.1(5) do not support bidirectional NAT for VoIP calls.

Unexpected Reboots on MCS7825-H2 Servers (CSCsi20970)

Cisco MC7825-H2 or HP DL320G4 servers running the following Cisco Unified Communications System Release 6.1(1) software may reboot unexpectedly:

- Cisco Unified Communications Manager 6.1(1a)
- Cisco Unified Presence 6.0(1)
- Cisco Unified MeetingPlace Express 2.0(2)
- Cisco Emergency Responder 2.0(3)

Servers with this issue will appear to become non-responsive for a period of time. If that period of time exceeds ten minutes, the server will reboot and return to normal operation. During the time of non-responsiveness, the server clock will stop updating and will continue to display the same time for the duration of the hang. The frequency of this system hang may vary from only once in many months to multiple times a week.

A diagnostic and a patch file to address this problem are available:

- **ciscocm.hpasm-7.8-verify.cop.sgn**—A benign diagnostic file that does not affect any server resources; it simply indicates whether the server qualifies for the second file by verifying that the server is a MCS-7825-H2 and that version 7.6 or 7.7 of the HP Advanced Server Management software is installed. This diagnostic file will not install the fix.
- **ciscocm.hpasm-7.8-install.cop.sgn**—A patch file that removes the older version of the HP Advanced Server Management software and replaces it with the newer 7.8 HP Advanced Server Management software, which addresses the sporadic system halts and reboots. Even if this event has not already occurred on a given server, Cisco recommends installing the second patch file on affected servers.



Note Once installed, the patch cannot be uninstalled.

The files are available at the Cisco Unified Communications Manager Utilities Software Downloads page (registered customers only) at:

<http://www.cisco.com/cgi-bin/apps/tblbld/tablebuild.pl/callmgr-utilpage?psrtdcat20e2>

Additional information on this issue is available at:

http://www.cisco.com/en/US/products/sw/voicew/ps556/products_field_notice09186a00808854a6.shtml

Cisco Unified Voice Portal Engineering Specials

Cisco Unified Communications System Release 6.1(1) includes Unified CVP Release 4.0(2). There are additional engineering specials that should be installed along with Unified CVP Release 4.0(2) to address the following defects:

- Unified CVP 4.0(2) ES1: [CSCsi79546](#), [CSCsj01972](#), [CSCsj20192](#)
- Unified CVP 4.0(2) ES2: [CSCsk88062](#)
- Unified CVP 4.0(2) ES3: [CSCsk95914](#), [CSCsk37704](#)

Click on the individual defect for more information and to access the associated engineering specials.

Cisco Unified Operations Manager Defects

The following defects have been identified for Cisco Unified Operations Manager Release 2.0(2):

- [CSCsk36823](#): Cisco Unified Operations Manager should support RouteListFailed and RouteGroupFailed events sent from Cisco Unified Communications Manager
- [CSCsl61793](#): Cisco Unified Operations Manager unable to poll registered gateways
- [CSCsl78085](#): No alert sent for Cisco Unified Communications Manager CPU spikes that occur for less than five minutes

These defects may be fixed in future service pack releases of Cisco Unified Operations Manager. For more information on each defect and to determine if a fix is contained in a subsequent release, click on the defect ID in the list above to view the defect's details and status in the Bug Toolkit (for registered customers only).

Resolved Caveats

[Table 4](#) lists caveats, grouped by severity, that are resolved now but are *not* included in the recommended component versions of Cisco Unified Communications System Release 6.1(1) for Contact Center.



Note

For information on the caveats that were resolved in specific versions of each component, refer to the appropriate release notes for each component.

To determine the software version that includes the fix, click on the linked caveat number in the Identifier column in [Table 4](#) to go to the Bug Toolkit.

Table 4 Resolved Caveats Not Included in Cisco Unified Communications System Release 6.1(1)

Identifier	Headline
Severity 1-3 caveats	
CSCsi05452	CTI OS agent desktop of outbound agent displays the wrong dialing mode
CSCsk25778	CPU utilization by 'Voice Conferenci' process is very high when "Invalid socket" error messages occur
CSCsk45274	MCS Operating System upgrade causes the Task Scheduler service to become disabled
CSCsk59990	After upgrade, CTI OS agent desktop CtiosA/B values in registry were deleted
CSCsl05637	Timeout occurs while creating 50 CTI ports
CSCsl16440	System overview report failure causes active partition filling with large number of files
CSCsl59762	Unified CVP VRU PIM takes 30 seconds to become active after a PG failover
Severity 4-6 caveats	
CSCeb41568	Unified Outbound Dialer Desktop display shows mode as PREDICTIVE, when the mode is PROGRESSIVE
CSCsi60925	Issuing a show debug command shows that syslog debug messages are enabled by default
CSCsl08658	Unified CVP H.323 mode does not provide call-specific RNA timeout capability
CSCsl70581	McAfee port exception list should not be configured with a space character

Open Caveats

Table 5 lists known caveats, grouped by severity, related to the testing of contact center components in Cisco Unified Communications System Release 6.1(1) and previous releases, which were not resolved at the time this document was written.

For additional information on each defect, click on the linked caveat number in the Identifier column in Table 5 to go to the Bug Toolkit.

Table 5 Open Caveats in Cisco Unified Communications System Release 6.1(1)

Identifier	Headline
Severity 1-3 caveats	
CSCse58807	CPU is not protected by current ARP throttling code
CSCsf07135	Adaptive Security Device Manager (ASDM) connection may cause packet loss
CSCsg13979	Inside ACL and Same-Security settings on Adaptive Security Appliance (ASA) allows SIP/SCCP signaling but no audio
CSCsg33442	Drives not detected correctly on MCS 7845-H1 platform
CSCsh06553	Extension Mobility auto-logout occurs after Extension Mobility login to another phone fails many times
CSCsi40221	Unified Operations Manager generates false BackupActivated alerts for gateways
CSCsi56067	Adaptive Security Appliance (ASA) Unicorn Admin Thread process consumes CPU when new Adaptive Security Device Manager (ASDM) connection launched
CSCsi57171	Adaptive Security Appliance (ASA) Dispatch Unit process consumes CPU when new Adaptive Security Device Manager (ASDM) connection launched
CSCsi70718	Cisco IP Communicator SCCP client not registered in SRST mode
CSCsj27101	Unified Communications Manager Ethernet interface (eth0) stops functioning and logs NETDEV WATCHDOG error
CSCsk10870	CPU utilization by SSH process is very high while transferring IOS image to a device
CSCsk37734	Uploading duplicate contact in an outbound campaign fails; however, the import tool displays upload successful message
CSCsk39272	RisDC core dump after server reboot or Unified Communications Manager Release 5.1(3.1000-2) upgrade
CSCsk46742	Critical services in Unified Communications Manager fail when a single hard disk drive fails
CSCsk62515	No failure alert in Unified Communications Manager when RTMT hardware fails during boot up
CSCsk85285	Cisco Unified Mobile Agent phone loses RTP when agent has been idle for 5 minutes or more
CSCsl17593	Update documentation to explain the G.722 incompatibility with Unified Communication Manager software conference bridge
CSCsl34659	Unified Communications Manager requires manual intervention for database replication after performing system recovery
CSCsl52812	Unity Connection intermittent fail-safe while retrieving messages
CSCsl55131	After upgrade to Unified Communications Manager 6.1(1a), RTMT reports DBReplicationFail alert temporarily
CSCsl56249	During backup of TFTP directory using (Disaster Recovery System), the CPU usage increases momentarily above 90%, when the TFTP directory is above 1GB in size

Table 5 *Open Caveats in Cisco Unified Communications System Release 6.1(1) (continued)*

Identifier	Headline
CSCsl57291	Unified CVP Voice Browser H.323 Service restarts suddenly in heavy traffic conditions
Severity 4-6 caveats	
CSCdv21481	Unified Communications Manager TFTP issues in large scale Cisco 7900 Series Unified IP Phone deployments
CSCea82559	Unified Communications Manager in call throttling mode still accepts incoming calls
CSCsb92419	Unified Communications Manager does not support static codec G.726r32 on a SIP trunk
CSCsb96065	BAT.xlt Device and Line fields should match the Unified Communications Manager phone fields
CSCsb96526	Job Configuration Page does not automatically update
CSCsc30731	Multicast Music-On-Hold not supported by SIP gateway
CSCsd56104	Resetting CFwdALL on Unified IP Phones does not produce correct tone
CSCsd62658	Certificate Authority Proxy Function (CAPF) logging requires service restart
CSCsd64029	Bulk Administration Tool (BAT) should support more than 12,000 records per transaction
CSCse06753	No protection for limiting number of active nailed up callers
CSCsf04535	Unified Communications Manager Recovery CD should have hardware diagnostic option
CSCsg51364	Several Unified Communications Manager critical alarms need option for being sent to remote syslog server
CSCsh67902	Codec preference not getting used during calls through an IP-to-IP Gateway
CSCsh69250	Call is dropped when Unified Communications Manager Assistant does not have enough bandwidth
CSCsh76093	Disaster Recovery System does not back up or restore its own settings
CSCsh80286	After Unified Communications Manager upgrade, you cannot access the Alert Central window after opening an Real-Time Monitoring Tool (RTMT) saved profile with Alert Central
CSCsi26984	Need a way to set Unified Communications Manager route list and route group thresholds using Unified Operations Manager Service Level View
CSCsj20487	Update documentation for changing a Unified Communications Manager cluster's or cluster node's IP address
CSCsk62385	Secure SCCP Unified IP Phone transfers call to unsecure SIP Unified IP Phone, but SCCP Unified IP Phone shows padlock indicating call is secure
CSCsk64072	During a new installation of CRS as Unified IP IVR in a Unified Contact Center Express deployment, the Unified ICM subsystem configuration shows "Service Control: with No selected as the default choice"
CSCsk70971	NTP server synchronization problems when external NTP server is unavailable
CSCsk74637	Updating CTI ports returns a null pointer exception message

Troubleshooting

For important troubleshooting information, tips, and recommendations related to the testing of Cisco Unified Communications System Release 6.1(1) for Contact Center, see Troubleshooting information at: http://www.cisco.com/iam/unified/ipcc611/Introduction_to_Troubleshooting.htm

Documentation Updates

- **Technical Information Sites**—The Cisco Unified Communications System Technical Information Site at <http://www.cisco.com/go/unified-techinfo> is your one-stop location for all system-level documentation, resources, and training. This site provides information on tested deployment models and sites, topology diagrams, and call flows.

The information sites specific to IP telephony and contact center system applications for Cisco Unified Communications System Release 6.1(1) are:

- Cisco Unified Communications System for Contact Center Release 6.1(1) at: <http://www.cisco.com/iam/unified/ipcc611/index.htm>
- Cisco Unified Communications System for IP Telephony Release 6.1(1) at: <http://www.cisco.com/iam/unified/ipt611/index.htm>
- **System Installation and Upgrade Manual**—The document provides system-level information required to install and upgrade contact center components, including types of installations, upgrade paths, installation and upgrade strategies and considerations, and the recommended installation and upgrade sequences. This document is available at: <http://www.cisco.com/univercd/cc/td/doc/systems/unified/uc611/siumipc/siumc611.pdf>
- **System Test Results for Contact Center: Cisco Unified Communications System Release 6.1(1)**—Test results of the contact center system testing are now available at: http://www.cisco.com/iam/unified/ipcc611/System_Test_Results.htm

Obtaining Documentation, Obtaining Support, and Security Guidelines

For information on obtaining documentation, obtaining support, providing documentation feedback, security guidelines, and also recommended aliases and general Cisco documents, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

CCVP, the Cisco logo, and Welcome to the Human Network are trademarks of Cisco Systems, Inc.; Changing the Way We Work, Live, Play, and Learn is a service mark of Cisco Systems, Inc.; and Access Registrar, Aironet, Catalyst, CCDA, CCDP, CCIE, CCIP, CCNA, CCNP, CCSP, Cisco, the Cisco Certified Internetwork Expert logo, Cisco IOS, Cisco Press, Cisco Systems, Cisco Systems Capital, the Cisco Systems logo, Cisco Unity, Enterprise/Solver, EtherChannel, EtherFast, EtherSwitch, Fast Step, Follow Me Browsing, FormShare, GigaDrive, HomeLink, Internet Quotient, IOS, iPhone, IP/TV, iQ Expertise, the iQ logo, iQ Net Readiness Scorecard, iQuick Study, LightStream, Linksys, MeetingPlace, MGX, Networkers, Networking Academy, Network Registrar, PIX, ProConnect, ScriptShare, SMARTnet, StackWise, The Fastest Way to Increase Your Internet Quotient, and TransPath are registered trademarks of Cisco Systems, Inc. and/or its affiliates in the United States and certain other countries.

All other trademarks mentioned in this document or Website are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (0711R)

Any Internet Protocol (IP) addresses used in this document are not intended to be actual addresses. Any examples, command display output, and figures included in the document are shown for illustrative purposes only. Any use of actual IP addresses in illustrative content is unintentional and coincidental.

System Release Notes for Contact Center: Cisco Unified Communications System Release 6.1(1)

Copyright © 2008 Cisco Systems, Inc. All right reserved.