



System Release Notes for Contact Center: Cisco Unified Communications System, Release 7.0(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 and Submitting a Service Request](#)



Overview

It is standard methodology for Cisco 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 7.0(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 products of Cisco Unified Communications System testing.

Information about IP Telephony (IPT) Enterprise and Mid-Market components that have been tested is available at the Cisco Technical Information Site: <http://www.cisco.com/iam/unified/ipt701/index.htm> Information about IPT Small and Medium Business components that have also been tested is available at the Cisco Technical Information Site: <http://www.cisco.com/iam/unified/ipt701/SMB/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 (Unified Communications Manager) and Cisco Unified Presence (Unified Presence)
- Contact center components, such as Cisco Unified Contact Center Enterprise (Unified CCE), Cisco Unified Intelligent Contact Management Enterprise (Unified ICME), Cisco Unified IP IVR (Unified IP IVR), Cisco Unified Customer Voice Portal (Unified CVP), and Cisco Unified Expert Advisor (Unified Expert Advisor)
- Video and conferencing components and endpoints such as Cisco Unified Video Advantage (Unified Video Advantage), Cisco Unified Conferencing for TelePresence (Unified Conferencing for TelePresence), and Cisco Unified Videoconferencing 3545 MCU (Unified Videoconferencing 3545).
- Voice mail and unified messaging components, such as Cisco Unity Connection (Unity Connection)
- Endpoints and clients, such as Cisco Unified IP Phone 7900 Series phones and Cisco IP Communicator (IP Communicator)
- Network management tools, such as Cisco Unified Operations Manager (Unified Operations Manager)
- Security devices, such as Cisco Catalyst 6500 Series Switch Firewall Services Module (FWSM), Cisco 5500 Series Adaptive Security Appliances (ASA) and Cisco Security Agents
- Communications infrastructure devices, such as Cisco routers, gateways/gatekeepers, and switches
- Wireless components, such as Cisco Aironet Access Points and wireless phones

**Note**

For a more complete list of contact center components that are included in a Unified Communications Release 7.0(1) system, see [Software Version Matrix](#).

Tested Functionality

The system-wide testing of contact center functionality for Cisco Unified Communications System Release 7.0(1) includes the testing of the following:

Two recommended upgrade paths for contact center environments:

- Multistage upgrade of contact center components from IP Communications System Test Release 4.5 versions to Cisco Unified Communications System Release 7.0(1) versions. For a list of the base Release 4.5 versions, see the *Systems Release Notes for Unified Contact Center Enterprise: IP Communications Systems Test Release 4.5* at: http://www.cisco.com/en/US/docs/voice_ip_comm/uc_system/GB4.5/release_notes/rng45ipc.html
- Multistage stage upgrade of contact center components from Cisco Unified Communications Release 6.1(1) versions to Cisco Unified Communications System Release 7.0(1) versions. For a list of the base Release 6.1(1) versions, see the *System Release Notes for Contact Center: Cisco Unified Communications System, Release 6.1(1)* at: http://www.cisco.com/en/US/docs/voice_ip_comm/uc_system/UC6.1.1/release_notes/rnipc611.html

The following major components were upgraded:

- Unified Communications Manager to Release 7.0(1)
- Unified Presence to Release 7.0(1)
- Unified Contact Center Enterprise/Unified Intelligent Contact Management Enterprise to Release 7.5(1)
- Unified CVP to Release 7.0(2)
- Unified IP IVR to Release 7.0(1)
- Unified Operations Manager to Release 2.1
- Unity Connection to Release 7.0(1)
- Cisco IP Communicator to Release 2.1(3)
- Cisco IOS to Release 12.4(20)T (on all Cisco infrastructure components, except Cisco 37xx Series and Cisco Communications Media Module (CMM) components)

For a list of the target Cisco Unified Communications System Release 7.0(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/en/US/docs/voice_ip_comm/uc_system/UC7.0.1/cc_system_inst_upg/siumc701.pdf

Deployment models tested for the contact center environments include:

- Unified IP IVR test bed (Unified Communications Manager Post-Routed calls):
 - Multisite deployment with distributed call processing:
 - Distributed call processing model with Unified ICME
 - Distributed voice gateways with treatment and queuing using Unified IP IVR
 - Clustering over the WAN (CoW) with centralized call processing:
 - Centralized voice gateways with centralized call treatment and queuing using Unified IP IVR
 - Unified CCE and Unified Communications Manager PG
 - Cisco Unified Mobile Agent (Unified Mobile Agent) Over Broadband

- Unified Mobile Agent with Unified IP Phones deployed via the Cisco Enterprise 881 Teleworker Solution
- Unified Mobile Agent using any PSTN phones
- Unified Mobile Agent Outbound Option
- Cisco Unified Outbound Option (Unified Outbound Option)
 - Agent-based campaigns
 - Transfer to Interactive Voice Response (IVR)
- Parent and Child test bed (Parent and Child calls)—Single parent with multiple children, where distributed Unified ICME is implemented at the parent site and all child sites have Cisco Unified System Contact Center Enterprise (Unified SCCE) implemented, with one child set up for testing interoperability.
- Unified CVP test bed (Unified CVP Post-Routed calls)
 - Multisite deployment with distributed call processing
 - Distributed call processing model with Unified ICME
 - Distributed voice gateways with treatment and queuing using Unified CVP
 - Clustering over the WAN (CoW) with centralized call processing
 - Distributed voice gateways with distributed call treatment and queuing using Unified CVP
 - Unified CCE and Unified Communications PG
 - Unified Mobile Agent Over Broadband
 - Unified Mobile Agent with Unified IP Phones Deployed via the Cisco Enterprise 881 Teleworker Solution
 - Unified Mobile Agent using any PSTN phones
 - Unified Mobile Agent Outbound Option
 - Cisco Unified Outbound Option (Unified Outbound Option)
 - Agent-based campaigns
 - Transfer to Interactive Voice Response (IVR)
 - Cisco Unified Expert Advisor (Unified Expert Advisor)
 - Transfer from formal agents to expert advisors
 - SIP-based Presence and instant messaging to interface with formal agents
 - Cisco Unified Communications Manager Express as B-ACD (Backup-ACD)
- Unified CVP implemented in multiple deployment models including:
 - Branch office model with Unified CVP in comprehensive mode
 - Unified CVP in hybrid mode with Unified CVP hybrid call routing (simultaneous support for H.323 and SIP) to child systems
 - Standalone VXML server deployment with and without Unified ICME lookup

Additional functionality tested for the contact center test environments includes:

- Unified SCCE and Cisco Unified System Contact Center Gateway (Unified SCCG) integration with Unified CVP for both standalone and parent and child deployment models.
- Unified IP IVR Release 7.0(1) and service release SR1 that includes features such as Agent E-mail.

- Basic and Full Video Service call treatment and agent support in Unified CVP test bed.
- New Unified Expert Advisor functionality extends the scope of Unified Contact Center Enterprise by allowing select enterprise employees to handle certain incoming calls targeted for the call center. These calls can be treated with a self-service application such as Unified CVP and then either handled by a formal call center agent, or directly queued to an expert advisor. Unified Expert Advisor uses SIP-based Presence and instant messaging and related Cisco devices to interface with the agents.
- Unified Presence for providing presence information in call center for expert advisors.
- Unified Expert Advisor uses the Unified CVP VRU and a Unified Gateway, which is a PG that provides for the integration of Unified ICME with Unified Expert Advisor.
- Cisco Unified Personal Communicator and IP Communicator is implemented as the “desktop” for expert advisors when they are alerted by formal call center agents that their assistance is required for an incoming call.
- Enterprise SIP proxy support capabilities in Unified Presence for Unified CVP SIP call flows.
- Support for 4000 agents per Peripheral Gateway (PG).
- Unified Mobile Agents and remote agents with Cisco Unified IP Phones deployed via the Cisco Enterprise 881 Teleworker Solution.
- Unified Video Advantage, Unified Videoconferencing for TelePresence, and Unified Videoconferencing 3545 are used as endpoints and clients for Unified CVP video call flows.
- Interoperability with IP Communications System Test Release 4.4 and Cisco Unified Communications System Release 7.0(1) release sets.
- Infrastructure security implemented with Cisco Catalyst 6500 Series Switch Firewall Services Module and Cisco Adaptive Security Appliance 5540 Services.
- Cisco Unified Cisco Contact Center Express (Unified CCX) implemented as a child system.
- Wideband codec support for transcoding and conferencing includes AAC/iLBC and G.722.
- TNP Unified IP Phone models tested include 7940, 7941, 7960, 7961G, 7962G, 7970, and 7971G.
- Support for Cisco Unified IP Phone 7921G (wireless phone) and Cisco Unified IP Phone 7962G (wideband codec phone) as agent endpoints. Additionally, Cisco Unified IP Phone 7985G (video phone) is supported for testing Unified CVP video functionality.
- Cisco Unified Border Element (Unified Border Element) gateway colocated on Unified CVP branch office gateway that functions as an MGCP Gateway (branch office gateway can be an H.323 or a SIP gateway).
- VXML gateways interoperability with ASR/TTS update with Media Resource Control Protocol 2.0 (MRCP) and qualification of SIP trunks in Unified CVP deployments.
- Cisco gateways and gatekeepers implemented as follows:
 - For Unified CVP test bed—Branch office gateway as combined PSTN and VXML gateways, Unified Border Element gateway co-located on a branch office gateway, which can be a combined H.323 and SIP gateway.
 - For Unified IP IVR test bed—SIP, H.323, and MGCP gateways that route VoIP traffic.
- Failover and redundancy testing of all major contact center components.

New and Changed Features

Cisco Unified Communications Release 7.0(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 7.0(1) major components and links to release note documentation:

- [Cisco Unified Communications Manager](#)
- [Cisco Unified Contact Center Enterprise and Cisco Unified Intelligent Contact Management Enterprise Software](#)
- [Cisco Unified Expert Advisor](#)
- [Cisco Unified IP IVR](#)
- [Cisco Unified Customer Voice Portal](#)
- [Cisco Computer Telephony Integration Object Server](#)
- [Cisco Agent Desktop](#)
- [Cisco Unified Presence](#)
- [Cisco Unified Videoconferencing 3545 Media Conferencing Unit \(MCU\)](#)
- [Cisco Unified Conferencing for TelePresence](#)
- [Cisco Unity Connection](#)
- [Cisco IP Communicator](#)
- [Cisco Unified Personal Communicator](#)
- [Cisco Unified Video Advantage](#)
- [Cisco Unified IP Phone Support](#)
- [Catalyst 6500 Series Firewall Services Module](#)
- [Cisco Adaptive Security Appliance 5540 Services](#)
- [Cisco Unified Operations Manager](#)
- [Cisco IOS 12.4\(20\)T](#)
- [Cisco IOS 12.4\(15\)T7](#)
- [Cisco IOS 12.4\(18c\) Mainline](#)

Cisco Unified Communications Manager

Unified Communications Manager Release 7.0(1) includes the following changes and updates to functionality:

- Unified Communications Manager will no longer support the Windows OS starting with this release. Future releases of Unified Communications Manager will be built on Linux and will be referred to as the Appliance model.
- Installation, upgrade, migration, replacement, and disaster recovery changes including:
 - Installation—The Apply a Patch option of the installation program now supports applying full patch ISO upgrade patch file, in addition to the previously supported ES and SU patch types.

- Upgrade—When you upgrade from an earlier version of Unified Communications Manager to a later version of Cisco Unified Communications Manager, you may not be able to upgrade all of your CDR data.
- Migration—The Data Migration Assistant tool exports RTMT Reports and Quality Reporting Tool (QRT reports) from Cisco Unified Serviceability to the DMA TAR file.
- Replacement—When you reinstall or restore data to a first node in a cluster, you no longer need to reinstall the subsequent nodes in the cluster.
- Recovery—The Disaster Recovery System automatically backs up and restores the backup device and the scheduled backups that you may have configured, so you do not have to reconfigure those settings. In addition, the Disaster Recovery System also provides a status of the current restore procedure on the Restore Status window.
- Unified Communications Operating System Administration GUI—The GUI contains a new Show IP Preferences window that displays a list of registered ports that the system can use.
- Unified Communications Manager Administration—Changes include:
 - Enterprise and Service Parameters—New parameters have been added and existing ones have been updated.
 - Menu Changes—If you have Unified Presence in your cluster, you can access Unified Presence Administration on the Unified Presence publisher server from the Main Window. There are additional changes to System, Media Resources, Call Routing and other menus.
- Unified Communications Manager Features and Applications—Several new features and applications have been added such as:
 - SIP Support for Unified Communications Manager Features—SIP support added for features that were previously only available on phones that were running SCCP such as Single Button Barge/cBarge, Join and Join Across Lines, Programmable Line Keys and others.
 - Cisco Emergency Responder Location Management Support—Support for off-premise emergency call support in Cisco Emergency Responder 7.0(1).
 - Cisco Unified IP Phone Expansion Module 7915 and 7916 Support—The Cisco Unified IP Phone Expansion Modules 7915 and 7916 can be attached to Unified IP Phone 7962G to provide 48 extra line appearances or programmable buttons.
 - Do Not Disturb Call Reject—The Do Not Disturb (DND) Call Reject feature, which is an enhancement to Do Not Disturb, allows the user or the administrator to configure Unified Communications Manager, so no incoming call information gets presented to user
 - Intelligent Bridge Selection— Unified Communications Manager can intelligently select a video conference bridge from the configured Media Resource Group List (MRGL) if two or more of the original conference participants are video enabled.
 - Local Route Groups—The Local Route Group feature provides the ability to reduce the number of route lists and route patterns that need to be provisioned for implementations of Unified Communications Manager.
 - G.729a and G.729b Codecs Over SIP Trunks—You can use G.729a and G.729b, which are low-bandwidth codecs, for calls that are initiated over SIP trunks.
- Unified Communications Manager CDR Analysis and Reporting—Changes include:
 - Backup of CAR Database—The CAR and CDR Disaster Recovery Service (DRS) now integrates into the Disaster Recovery System (DRS). The DRS includes the backup of the CAR database, pregenerated reports, and the CDR preserved flat files.

- Logging On to CAR—Only CAR administrators and normal end users can log on to the CAR web interface. Users do not need to be a member of a standard CAR administrator group to be a CAR administrator. Any user who has the role, Standard Admin Rep Tool Admin, associated with the user ID can access CAR as a CAR administrator
- Unified Communications Manager Call Detail Records—Changes include:
 - Calling Party Normalization and Support for Dialing “+”—The callingPartyNumber, originalCalledPartyNumber, finalCalledPartyNumber, lastRedirectDN, and the new fields, outpulsedCallingPartyNumber and outpulsedCalledPartyNumber can now contain a “+” in the CDR.
 - Global Call Identifier—The Cisco Unified Communications Manager allocates a global call identifier (GlobalCallID_callId) each time that a Cisco Unified IP Phone is taken off hook or a call is received from a gateway.
- Cisco Unified Real-Time Monitoring Tool—This release adds the following new features and changes:
 - New preconfigured Perfmon system performance-monitoring memory counters
 - New and updated alert notifications and default procedures
 - Changes related to Unity Connection
- Cisco Unified Reporting—New data reporting on trace settings for the publisher server and trace settings on cluster servers that do not match the publisher trace settings. This now displays in the Unified CM Cluster Overview report under Unified CM Trace Information.
- Unified Communications Manager User Options—Starting with Unified Communications Manager Release 6.1(2), you can control whether the end user can view the manager name and user ID in the Directory Find/List window in Cisco Unified CM User Options.
- Bulk Administration Tool—Enhancements such as import and export tool updates, a new Time of Day Access feature and GUI changes.
- Cisco Unified Serviceability—The following features and changes are new to this release:
 - Two new Cisco Syslog Agent enterprise parameters in Cisco Unified Communications Manager Administration allow you to forward all alarms that meet or exceed the configured threshold to a remote syslog server.
 - The SNMP Access Privileges setting in the MIB now supports the ReadNotifyOnly option.
 - Changes related to Unity Connection
- Security—A new Secure-Indication Tone feature that is a special tone played on both ends of a call that is established through devices configured as “protected” and when encrypted media is established. The tone denotes that the call is protected and that confidential information may get exchanged. The tone lasts for 2 seconds and begins to play as soon as the called party answers.

For a detailed description of these and other new features and functionality, see *Release Notes for Cisco Unified Communications Manager Release 7.0(1)* at:

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/rel_notes/7_0_1/cucm-rel_note-701.html

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

Unified Contact Center Enterprise/Unified Intelligent Contact Management Enterprise Release 7.5(1) includes the following changes and updates to functionality:

- Enhancements to Unified SCCE including support for Unified CVP and co-location of Unified Outbound Option Controller on the Agent/IVR Controller
- Unified SCCE and Unified SCCG integration with Unified CVP for both standalone and parent and child deployment models:
 - Pre-configured IVR and ECC variables
 - Unified CVP support on Unified SCCG-enabled child enterprise systems (parent originated calls)
 - Bundled MR PG with Agent PG in Unified SCCE deployment
 - QoS Support for VRU PIM and JTAPI
- Platform updates including Logger/HDS/AW database support on Microsoft SQL2005 and Windows Vista Desktop support is provided by CTI OS, CAD, WebView client, and all web-based applications. This release requires the installation of Windows Server 2003 for servers.
- Serviceability improvements such as:
 - Additional SNMP support and alarms in CTI OS
 - Outbound Option reports, campaign import, and error handling.
 - Increased default trace levels in the Open Peripheral Controller (OPC) expanded default window over which trace events are recorded (larger/more logs)
- Improved scalability by increasing number of configured PGs to 250 and multi-peripheral consolidation of PGs and CTI OS.



Note This support does not apply to Unified SCCE installation or web administration, since Unified SCCE only supports one PG by design.

- CAD enhancements such as
 - Presence enabling the agent desktop
 - Multiple supervisor browser tabs
 - SQL Server/Microsoft SQL Server 2000 Desktop Engine (MSDE) database applications replacement
 - Enhanced agent accessibility
- Translation Route and User List Tool enhancements
- Unified Expert Advisor functionality and Unified Expert Advisor Peripheral Gateway



Note This support does not apply to Unified SCCE.

- Performance and scalability updates to enhance the Unified CCE sizing calculator
- Security enhancements such as a new-wizard based UI for configuring Unified ICME/Unified CCE security, rate limit on incorrect password logins, and others.

For a detailed description of this new functionality and other information, see *Release Notes for Cisco ICM/IPCC Enterprise & Hosted Editions Release 7.5(1)* at:

http://www.cisco.com/en/US/docs/voice_ip_comm/cust_contact/contact_center/icm_enterprise/icm_enterprise_7_5/release/notes/icm75rlsnts.pdf

Cisco Unified Expert Advisor

Cisco Unified Expert Advisor (Unified Expert Advisor) functionality is a new feature in Cisco Unified Communications System Release 7.0(1).

Cisco Unified Expert Advisor is product option within a unified contact center. It extends the contact center by allowing an “expert(s)” to handle certain incoming contacts. For example, there might be a situation where the contact center customer requires a discussion or advice from a specialist or expert(s). This expert is not a member of the formal contact center but agrees to be “on call” to provide consultation services.

Expert advisors establish their presence and availability to take a call by the presence state of their instant messaging (IM) Client, for example: Available or Away. The expert advisor IM Client (such as Unified Personal Communicator) effectively serves as the “agent desktop” for experts. Once an expert's availability and acceptance of the message request are confirmed, the call is routed to the expert. The formal contact center agent can also conference the expert into a customer call.

For a detailed description of the new functionality and other information, see *Release Notes for Cisco Unified Expert Advisor Release 7.5(1)* at:

http://www.cisco.com/en/US/products/ps9675/prod_release_notes_list/EA_751_rnotes.pdf

Cisco Unified IP IVR

Cisco Unified IP IVR Release 7.0(1) software includes the following new features:

- Starting with Release 7.0(1), the name Customer Response Solutions (CRS) will no longer be used. The official name is Cisco Unified Contact Center Express (Unified CCX). However, in enterprise contact center deployments, the name Cisco Unified IP IVR will be used to represent Unified CCX.
- Supports upgrade from CRS 4.5.x to Unified IP IVR Release 7.0(1), CRS 5.0(x) to Unified IP IVR Release 7.0(1)
- Backup and Restore of Unified IP IVR Release 7.0(1)
- Backward compatibility with all the features of CRS 5.0(1)
- Supports presence integration via Cisco Agent Desktop (CAD) (chat only)
- Support for CAD features and serviceability enhancements
- Support for JRE Version 1.5.0_14.
- Unified Outbound Option feature licence is now included as part of the Unified CCX Premium license. There is no separate Unified Outbound Option feature license.
- Support for Agent E-mail functionality, which is included in the Premium License, and for Nuance 9.0 is available only with Unified IP IVR Release 7.0(1) SR1.

For a detailed description of Cisco Unified IP IVR Release 7.0(1) and Release 7.0(1) SR1 supported and unsupported features and functionality, see *Release Notes for Cisco Customer Response Solutions 7.0(1)* at:

http://www.cisco.com/en/US/docs/voice_ip_comm/cust_contact/contact_center/crs/express_7_0/release/notes/uccx701rn.pdf

Cisco Unified Customer Voice Portal

In Cisco Unified Communications System Release 7.0(2), Unified CVP has the following new features and functionality:

- **New Video Feature**—Unified CVP adds video self-service and queuing capabilities with this release. Unified CVP is fully integrated with Unified CCE and offers the following two types of video services:
 - **Full Video Service**—This call flow model is for video-capable customers who want to use video capabilities for every phase of the caller interaction with the call center. Unified CCE, Unified IP Phone 7985, Cisco IP video conferencing hardware such as Unified Video Advantage and Unified Videoconferencing 3545 MCU, and software from third-party video vendors makes video capabilities such as video call treatment and queuing and video-capable agents available to customers.



Note Multi-party conferencing and route pattern transfer are not supported with this release.

- **Basic Video Service**—This call flow model provides video-capable customers with initial audio-only call treatment and queuing and then transfers the call to video-capable agents at the call center. Unified Conferencing for TelePresence, Unified Video Advantage and Unified IP Phone 7985 provide video support for customers and agents.
- **Unified CVP Video Media Server**—This is a Unified CVP component that provides the ability to stream live and recorded video content to callers with video-enabled devices. It provides storage and management for 3gp videos and is accessible from two web interfaces: the Unified CVP Video Media Server Administration and the Unified CVP Video Desktop.
- **Unified CVP Operation Console's Device Version feature**—The new Operation Console's Device Version option allows you to display the Unified CVP software versions of all Unified CVP devices that are configured in the network.
- **Mid-call Media Changes not currently supported on VoiceXML gateway**—When using the Warm Transfer feature for SIP Calls with queuing, call flows must have MTP enabled on the SIP trunk that is associated with the VRU label route pattern in the case where the agent completes consult transfer to a caller while the call is still in the queue (VoiceXML Gateway).
- **Firefox support**— Firefox Version 2 is a supported browser for the video desktop.
- **Cisco IP Phone 7985G videophone**—The basic and full video solution fully supports the Unified IP Phone 7985G Videophone.
- **Unified Personal Communicator**—The basic and full video solution fully supports the Unified Personal Communicator video desktop and softphone.
- **Cisco Security Agent**—Version 5.2.238, Policy 305, both in standalone form and policy export file, has been released to work specifically with Unified CVP 7.0(2).
- **VoiceXML Server Gateway Adapters**—Two new VoiceXML Server Gateway Adapters are added in Unified CVP 7.0(2). Use the new Gateway Adapters only in setups that use third-party Automatic Speech Recognition (ASR) engines that are currently not supported by any other adapter.

For a detailed description of Unified CVP Release 7.0(2) features and functionality, see *Release Notes for Cisco Unified Customer Voice Portal (Unified CVP) Release 7.0(2)* at:

http://www.cisco.com/en/US/docs/voice_ip_comm/cust_contact/contact_center/customer_voice_portal/cvp7_0/release/notes/cvp702rn.pdf

Cisco Computer Telephony Integration Object Server

Cisco CTI OS Release 7.5(1) software includes the following new features:

- CTI OS Multi-Server Modifications—In previous release, when Unified ICME was deployed for multiple small customers, each customer required its own PG running on its own server. CTI OS Server setup restricted one CTI OS Server per instance. To simplify this deployment and reduce box count, the following changes were made:
 - Unified Communications PG is now deployed with multiple PIMs connecting to the same OPC process.
 - Similarly, multiple CTI OS Servers can be deployed connecting to the same CTI Server. CTI OS Server setup now allows ten (10) CTI OS Servers per instance.
- CTI OS Toolkit 7.5(1) enhancements—Platform enhancements include support for Microsoft Visual Studio .NET 2005 and Microsoft Windows Vista.
- CTI OS Serviceability—Improved to provide better event and alert and event notifications that can be processed by the Microsoft Windows Event Viewer and a SNMP Manger (Management Station). CTI OS Server was enhanced to generate Window's events and SNMP traps.

For a detailed description of CTI OS Release 7.5(1) features and functionality, see *Release Notes for Cisco CTI OS Release 7.5(1)* at:

http://www.cisco.com/en/US/docs/voice_ip_comm/cust_contact/contact_center/ctios/ctios7_5/release/guide/cti75rn.pdf

Cisco Agent Desktop

In Cisco Unified Communications System Release 7.0(1), the following software changes apply to Cisco Agent Desktop family of products:

- Discontinuation of support for Microsoft Windows 2000 Professional on PCs running desktop applications (Agent Desktop, Supervisor Desktop, and Desktop Administrator)
- Integration with Unified Presence
- Support for Microsoft SQL Server 2005 and automated updates with Windows Vista
- Enhanced accessibility through additional shortcut keys
- Cisco Agent Desktop (CAD):
 - Requires either Microsoft Windows XP Service Pack 2 and Pack 3, Microsoft Windows Vista, Citrix MetaFrame Presentation Server, or Microsoft Terminal Server for Windows.
 - Integration with Unified Presence, giving chat access to non-agent users such as expert advisors as part of the Unified Expert Advisor functionality.
- Cisco Supervisor Desktop (CSD):
 - Requires either Microsoft Windows XP Service Pack 2 and Pack 3 or Microsoft Windows Vista
 - Integration with Unified Presence, giving chat access to non-agent users such as expert advisors as part of the Unified Expert Advisor functionality
- Cisco Desktop Administrator (CDA):
 - Requires either Microsoft Windows XP Service Pack 2 and Pack 3 or Microsoft Windows Vista
 - Administration of integrated Unified Presence feature through a new browser-based interface called Cisco Desktop Presence Administrator

For a detailed description of CAD Release 7.5(1) features and functionality, see *Release Notes for Cisco Agent Desktop 7.5(1)* at:

http://www.cisco.com/en/US/docs/voice_ip_comm/cust_contact/contact_center/cad_enterprise/cadenterprise7_5/release/guide/cad751rn.pdf

Cisco Unified Presence

Unified Presence Release 7.0(1) includes the following changes and updates to functionality:

- Multi-node clustering delivering scalability of up to 30,000 users
- High and partial availability options when operational with Unified Personal Communicator
- Inter-domain federation with Microsoft Office Communications Server and Unified Presence, providing enhanced security via Adaptive Security Appliance
- Enablement of WEB 2.0 API's to exposed Unified Presence into developers environments for value add applications
- Exposing Unified Presence into environments such as IBM Lotus Sametime and Unified Expert Advisor
- Security and serviceability enhancements

For a detailed description of this new functionality and other information, see *Release Notes for Cisco Unified Presence Release 7.0(1)* at:

http://www.cisco.com/en/US/docs/voice_ip_comm/cups/7_0/english/rel_notes/cup7.0rn.html

Cisco Unified Videoconferencing 3545 Media Conferencing Unit (MCU)

The Cisco Unified Videoconferencing 3500 Series products are multipoint video conferencing and media processing systems that provide extensive audio and video processing capabilities and web-based conference monitoring and management. They support a wide range of telephony protocols and media communication networks and are interoperable with other video conferencing network devices.

Unified Videoconferencing 3545 MCU is used as a video conferencing endpoint in contact center deployments where Unified CVP with full video service is implemented.

Cisco Unified Videoconferencing 3500 MCU Release 5.5.0.0.54 introduces the following features:

- High Definition Continuous Presence support.
- HTTPS support in the web interface.
- MCU web interface supports Internet Explorer 7.

For more detailed information, see the *Release Notes for Cisco Unified Videoconferencing 3500 Release 5.5* at:

http://www.cisco.com/en/US/docs/video/cuvc/5_5/mcu/release/notes/mcu55rn.html

Cisco Unified Conferencing for TelePresence

Unified Conferencing for TelePresence combines high-quality audio, high-definition video, and interactive elements to deliver an in-person meeting experience over a customer network. The comprehensive Cisco TelePresence solution includes a portfolio of Unified Conferencing for TelePresence endpoints with management software, multipoint switching capabilities, and integration with Unified Communications Manager and the network.

Unified Conferencing for TelePresence System 1000 is a single-screen system designed for small group meetings or one-on-one meetings and is a new component of the Cisco Unified Communications System Release 7.0(1). Unified Conferencing for TelePresence Release 2.1, along with other Cisco components, provides video support for customers and agents for the basic video implementation of Unified CVP in contact center environments.

Cisco Unity Connection

Cisco Unity Connection Release 7.0(1) includes the following changes and updates to functionality:

- Support for Digital Networking that enables connecting up to five Unity Connection 7.x servers with the following functionality:
 - Network discovery
 - Directory synchronization
 - Message exchange

Additionally, you can configure the settings to allow cross-server call handling features like Cross-server logon, Cross-server transfer, and Cross-server live reply.

- Support for G.722 and iLBC codecs in Unified Communications Manager integrations
- Support calendar integration with the Microsoft Exchange Server 2007 and 2003
- Supports Cisco Unity Connection ViewMail for Microsoft Outlook
- Support integration with an LDAP directory, including:
 - Provisioning Unity Connection users by importing user data from an LDAP directory
 - Automatically synchronizing Unity Connection users with a corporate directory
 - Authenticating access to Unity Connection web applications against an LDAP directory
- New command-line interface commands for Unity Connection clusters and passwords

For a detailed description of Unity Connection Release 7.0(1) features and functionality, see *Release Notes for Cisco Unity Connection Release 7.0(1)* at:

http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/release/notes/701cucrn.html

Cisco IP Communicator

IP Communicator Release 2.1(3) has no new functionality from Release 2.1(1) which was a part of the previous Cisco Unified Communications System Release 6.1(1).

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/docs/voice_ip_comm/cipc/2_1/english/release/notes/ol113782.html

Cisco Unified Personal Communicator

Cisco Unified Personal Communicator 7.0(1) includes the following new features:

- Inter-domain presence and instant messaging federations—When you integrate Microsoft Office Communications Server (OCS) or Microsoft Live Communications Server (LCS) with Unified Presence and configure federations, inter-domain presence and instant messages can be exchanged between users. The contact list in Unified Personal Communicator will contain foreign and internal usernames, with associated presence and IM support.
- Secure messaging—When you configure secure messaging in Unified Presence Administration and configure Unity Connection to encrypt messages, Unified Personal Communicator users can retrieve, play, and delete secure voice-mail messages.
- Unified Presence multi-node clustering—Allows scaling beyond the two-node cluster limit in previous releases and provides presence services for all users within a single Unified Presence cluster.

For a detailed description of Unified Video Advantage Release 7.0(1) features and functionality, see *Release Notes for Cisco Unified Personal Communicator, Release 7.0(1)* at:

http://www.cisco.com/en/US/docs/voice_ip_comm/cupc/7_0/english/release/notes/ol15710.html

Cisco Unified Video Advantage

Cisco Unified Video Advantage Release 2.1(1) provides these new features:

- Camera support:
 - Support for third-party video cameras.
 - Separate installers for Unified Video Advantage and for Cisco VT Camera drivers (Unified Video Advantage no longer installs the Cisco VT Camera drivers).
- Operating systems—Support for Windows Vista (in addition to Windows XP and Windows 2000).
- Phone support—Unified Video Advantage supports all Unified IP Phones running SCCP (CDP enabled and CAST enabled) that can be enabled for video on Unified Communications Manager.
- User interface improvements and installation and upgrades/updates
- Serviceability enhancements such as support for call quality logging.

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

http://www.cisco.com/en/US/docs/video/cuva/2_1/english/release/notes/ol15290.html

Cisco Unified IP Phone Support

The following features and functionality are introduced in phone firmware release 8.4(1):

- Enhanced Services Provisioning—Allows Unified Communications Manager administrators to offer a wider variety of phone services on Unified IP Phones. Administrators can configure these services as default features, or allow phone users to subscribe or unsubscribe to the services by using Unified Communications Manager User Options.
- Host Movement Detection—Extends Cisco Discovery Protocol (CDP) to include a Second Port Status Type, Length, Value (TLV) that informs a network switch of the presence or absence of devices connected to a Unified IP Phone. This enhancement ensures that the Unified IP Phone port is closed when a device is removed, so the port cannot be accessed by plugging in another unauthorized device.

- Phone screen appearance changes including:
 - Dynamic call window—Minimizes the amount of screen space obscured when an active call is present.
 - Transparent line label—Minimizes the amount of screen space obscured when a line button has been provisioned with a text label.
 - Transparent status message line—Minimizes the amount of screen space obscured by the phone status messages by changing from using a shaded background to shadowed text.
- Secure Indication Tone—Unified IP Phones now support protected calling, which plays a security tone at the beginning of a call to indicate the connection is secure (encrypted) on both ends, providing integrity and privacy to the call. Some features, such as conference calling, shared lines, Extension Mobility, and Join across Lines are not available when protected calling is configured. Protected calls are not authenticated.
- Phone support— Unified Video Advantage supports all Unified IP Phones running SCCP (CDP enabled and CAST enabled) that can be enabled for video on Unified Communications Manager.
- Cisco Unified IP Phone Expansion Module 7915/7916— This expansion module attaches to the Cisco Unified IP Phone 7962G. Each Expansion Module adds up to 24 extra line appearances or programmable buttons to your IP Phone.
 - For SCCP phones, you can attach up to two Expansion Modules to your Cisco Unified IP Phone for a total of 48 extra line appearances or programmable buttons.
 - For SIP phones, you can attach up to two Expansion Modules to your Cisco Unified IP Phone for a total of 36 extra line appearances or programmable buttons.
- Cisco Unified IP Video Phone 7985G provides an all-in-one system designed for personal video in any workspace with the following features:
 - Integrated 8.4” LCD, and an integrated keypad for both voice and video calls
 - Handset, speakerphone, and headset jack and softkeys for easy control of the video phone
 - Online control from your User Options web pages to customize your phone’s features using a web browser on your computer
 - Direct access to voicemail
 - More than five user-adjustable ring tones are available
 - Support for Skinny Client Control Protocol (SCCP)
 - Support for G.711, G.729ab, and G722 audio compression codecs
 - IP address assignment can be configured statically or through DHCP

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

Catalyst 6500 Series Firewall Services Module

Cisco Catalyst 6500 Series Firewall Services Module Release 4.0(3) introduces the following new features and functionality:

- SCCP inspection has been enhanced to do the following:
 - Support registrations of SCCP version 17 phones.
 - Support SCCP version 17 media related messages for opening up pinholes for video/audio streams.

For additional information on features and functionality, see *Release Notes for the Catalyst 6500 Series and Cisco 7600 Series Firewall Services Module, 4.0(3)* at:

<http://www.cisco.com/en/US/docs/security/fwsm/fwsm40/release/notes/fwsmrn40.html>

Cisco Adaptive Security Appliance 5540 Services

Cisco Adaptive Security Appliance (ASA) 5540 Series Release 8.0(4) introduces the following new features and functionality:

- Phone Proxy Support—ASA Phone Proxy provides similar features to those of the Metreos Cisco Unified Phone Proxy with additional support for SIP inspection and enhanced security. The ASA Phone Proxy has the following key features:
 - Secures remote IP phones by forcing the phones to encrypt signaling and media
 - Performs certificate-based authentication with remote IP phones
 - Terminates SRTP and initiates RTP/SRTP to the called party
- TLS Proxy for Presence Federation—Secure connectivity (TLS proxy) between Unified Presence servers and Cisco/Microsoft Presence servers is supported. With the Presence solution, businesses can securely connect their Unified Presence clients back to their enterprise networks, or share Presence information between Presence servers in different enterprises.
- Interaction of Temporary and Permanent Licenses—The interaction of temporary and permanent licenses has been changed so that features from both licenses combine to form the running license.
- QoS Traffic Shaping—To manage networks with differing line speeds, you can now configure the security appliance to transmit packets at a fixed slower rate
- TCP Normalization Enhancements—You can now configure TCP normalization actions for certain packet types by setting the TCP normalizer to allow the packets.
- Timeout for SIP Provisional Media—You can now configure the timeout for SIP provisional media.

For additional information on features and functionality, see *Cisco ASA 5500 Series Release Notes Version 8.0(4)* at:

<http://www.cisco.com/en/US/docs/security/asa/asa80/release/notes/arn804n.html>

Cisco Unified Operations Manager

Cisco Unified Operations Manager 2.1 includes the following new features:

- Incremental support for Cisco Unified Communications family of products.
- Support for Unified Expert Advisor Release 7.0(1) and Unified Customer Voice Portal Release 7.0(2).
- Support for routers with SIP gateways capability.
- Broader event scope and scale:
 - Broader Unified Communications Manager fault coverage by leveraging syslog messages and real-time monitoring threshold (RTMT) integration.
 - Improved system capability to process higher event rate.
- Auto-discovery improvements that speed the discovery process by allowing various options such as:
 - Enable/disable Cisco Discovery Protocol (CDP) discovery.
 - Choice of single or multiple cluster discovery.

- Service Level View enhancements:
 - Gateways and application servers are automatically grouped if the quantities grow beyond a specified limit.
 - Unmanaged devices are grouped under a single group to reduce clutter.
- Phone Notifications—Capability to group phones for phone outage notifications.
- Web Services API for phone inventory export.

For additional information on features and functionality, see *Release Notes for Cisco Unified Operations Manager 2.1* at:

http://www.cisco.com/en/US/docs/net_mgmt/cisco_unified_operations_manager/2.1/release/notes/OM_RN21.html

Cisco IOS 12.4(20)T

In Cisco Unified Communications System Release 7.0(1), the latest Cisco IOS Release 12.4(20)T has the following changes and updates to functionality since its previous release:

- Transcoding and conferencing with G.722 and iLBC for Unified Communications Manager
- VXML gateways interoperability with ASR/TTS and qualification of SIP trunks in Unified CVP deployments
- Malicious Call Identification on Cisco voice gateways with Unified Communications Manager
- Cisco Unified Border Element (Unified Border Element) enhancements for H.323-SIP and SIP-SIP supplementary services, transcoding optimization, and firewall integration
- Call Detail Records (CDR) Comma Separated Value Format with FTP and Flash Storage
- H.323 name display
- Enhanced ARQ and RRQ security for gatekeeper registrations
- Gatekeeper support for extended Interzone Clear Token
- Voice quality enhancements
- Configuration enhancements such as:
 - Configurable Bandwidth Parameters for SIP Calls
 - Configurable SIP Listening Port
 - Configurable SIP Parameter Modification
- Control Media Cut-Through on SIP 18x Response
- Detecting Presence of Analog Phones
- Ability to Generate a Busy After Remote End On-Hook
- ISDN Q.931 tunneling over SIP TDM Gateway
- Transparent Tunneling of QSIG and Q.931 over SIP—SIP Unified Border Element
- Transparent Tunneling of QSIG over SIP TDM Gateway

For a detailed description of Cisco IOS Release 12.4(20)T 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/docs/ios/12_4t/release/notes/124TNEWF.html

Cisco IOS 12.4(15)T7

Cisco IOS Release 12.4(15)T7 was tested on Cisco 37xx Series voice gateways and gatekeepers and on the Cisco Communications Media Module in the contact center environment. Cisco IOS Software Release 12.4(15)T will be the last Cisco IOS T release for several Cisco hardware platforms. The following platforms will be supported by Release 12.4(15)T7 and higher releases via regularly scheduled software maintenance rebuilds and bug fix support until the end of software maintenance date for the respective platform is reached.

- Cisco 831, 836, and 837 Series
- Cisco 3725 and 3745 Series
- Cisco AS5850 Universal Gateway
- Cisco AS5400HPX Gateway
- Cisco Catalyst Switch Communications Media Module (CMM)

For more information on the unsupported platforms, see:

http://www.cisco.com/en/US/prod/collateral/iosswrel/ps8802/ps6968/ps6441/product_bulletin_c25_466578.html

This section describes new and changed features in Cisco IOS Release 12.4(15)T7. Some features may be new to Cisco IOS Release 12.4T but were released in earlier Cisco IOS software releases. Some features may have been released in earlier Cisco IOS software releases and have been changed in Cisco IOS Release 12.4(15)T7.

IOS Software Release 12.4(15)T7 includes the following hardware changes and updates to functionality since Release 12.4(15)T:

- New hardware features supported include Cisco Serial/DSU/CSU High-Speed WAN interface cards

IOS Software Release 12.4(15)T5 includes the following software changes and updates to functionality since Release 12.4(15)T:

- Cisco Group Encrypted Transport VPN—The Cisco Group Encrypted Transport feature is now supported on VSA.
- RSVP Agent on Cisco 7200 Series Routers—The RSVP Agent feature is now supported on the following router platforms using the Cisco IOS Advanced IP Services Image or higher:
 - Cisco 7200 series router (with NPE-G1 or NPE-G2)
 - Cisco 7201 series router
 - Cisco 7301 series router

For a detailed description of Cisco IOS Release 12.4(15)T7 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

Cisco IOS 12.4(18c) Mainline

The majority of Cisco Unified Communications Release 7.0(1) system testing was performed using Cisco IOS Release 12.4(20)T. However, automated testing of basic call functionality and additional load testing were performed using the Cisco IOS Release 12.4(18c) Mainline. Because Cisco IOS Mainline releases do not support many of the calling features found in Cisco IOS T releases, this additional testing involved only basic call functionality between IP phones and IP phones to PSTN endpoints.

Testing was performed using the following voice/data gateways:

- Cisco 3700 Series Multiservice Access Routers: Cisco 3725 (H.323) and Cisco 3745 (MGCP)
- Cisco 3800 Series Integrated Services Routers: Cisco 3825 and Cisco 3845 (H.323 and MGCP)
- Cisco Catalyst Switch Communications Media Module (CMM)

To compare the differences in features and functionality between 12.4(20)T and 12.4(18c), you can use Feature Navigator, a web-based tool. To access Feature Navigator, you must have an account on Cisco.com. If you have forgotten or lost your account information, e-mail the Contact Database Administration group at cdbadmin@cisco.com. If you want to establish an account on Cisco.com, go to <http://www.cisco.com/register> and follow the directions.

You can access Feature Navigator at the following URL:

<http://www.cisco.com/go/fn>

Click **Compare Images** and enter the following values in the popup window:

- Software—IOS (in both fields)
- Major Release—12.4 in the first field, 12.4T in the second field
- Release Number—12.4(18c) in the first field, 12.4(15)T in the second field
- Platform—Same device in both fields
- Feature Set—IP Voice (in both fields)

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 7.0(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 7845H/7835H/7825H-3000 Media Convergence Servers
- Cisco 7845H/7835-2400 Media Convergence Servers
- Cisco 7855I-1500 Media Convergence Servers
- Cisco 7845-H1/I1 and 7835-H1/I1 Media Convergence Servers
- Cisco 831, 836, and 837 Series Routers
- Cisco Catalyst 3550 Series Switches (replaced by Cisco 3750 Catalyst Switches)

- Cisco 3600 Series Multiservice Platforms (Cisco 3620, Cisco 3640A, and Cisco 3660 (non “-CO” models))
- Cisco 3700 Series Multiservice Access Routers (replaced by Cisco 3800 Series Routers)
- Cisco AS5850 Series Universal Gateways
- 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/web/psa/products/index.html>. Then click on the End-of-Sale and End-of-Life Products link in the Select a category 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 7.0(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://tools.cisco.com/Support/BugToolKit/>
- 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 7.0(1) components, see [Latest Software Upgrades and Licenses](#).

Table 1 *Software Versions for Contact Center Components in Cisco Unified Communications System Release 7.0(1)*

Category	Component	Release Version
Call Control	Cisco Unified Communications Manager	7.0(1)
Contact Center	Cisco Unified Intelligent Contact Management Enterprise and Cisco Unified Contact Center Enterprise	7.5(1)
	Cisco Unified Intelligent Contact Management Enterprise, Cisco Unified Contact Center Enterprise Operating System	Win2003 SP2/ Win2003 R2 SP2
	Cisco Support Tools	2.3(1)
	Cisco Unified IP IVR	7.0(1) SR1
	Cisco Unified IP IVR Operating System	2003.1.2a SR13
	Cisco Unified Customer Voice Portal	7.0(2)
	Cisco Unified Customer Voice Portal Operating System	Win2003 SP2/ Win2003 R2 SP2
Applications	Cisco Unified Presence	7.0(1)
Conferencing	Cisco Unified Videoconferencing 3545 MCU	5.5.0.0.54
	Cisco Unified Conferencing for TelePresence	1.2
Voice Mail and Unified Messaging	Cisco Unity Connection ¹	7.0(1)
End Points and Clients	Cisco IP Communicator	2.1(3)
	Cisco Unified Personal Communicator	7.0(1)
	Cisco Unified Video Advantage	2.1(1)
	Cisco Unified IP Phones (7921G (Wireless), 7940, 7940G, 7960, 7960G, 7962, 7970, 7970G, and 7985G (Video))	Bundled with Unified Communications Manager
Wireless	Cisco Aironet Access Point 1240AG	12.3-8.JA2
Security	Cisco Catalyst 6500 Series Switch Firewall Services Module	4.0(3)
	Cisco Adaptive Security Appliance 5540 Services	8.0.4.3
	CiscoWorks Management Center for Cisco Security Agents	5.2.0.245
	Cisco Security Agent for Unified Communications Manager	Bundled with Unified Communications Manager
	Cisco Security Agent for Unified IP IVR	5.0.0.217-3.0.6
	Cisco Security Agent for Unified Intelligent Contact Management Enterprise	5.2.0.245-4.0.1
	Cisco Security Agent for Unified Customer Voice Portal	5.2.0.268
Network Management	Cisco Unified Operations Manager	2.1

Table 1 *Software Versions for Contact Center Components in Cisco Unified Communications System Release 7.0(1) (continued)*

Category	Component	Release Version
Communications Infrastructure	Cisco IOS Mainline Release ²	12.4(18c)
	Cisco 3725, 3745 (Unified CVP VXML, voice/data, H.323, SIP, MGCP, IOS-based Transcoders and Conference Bridges, and Cisco Unified Border Element gateways) ³	12.4(15)T7
	Cisco 3825, 3845 (Unified CVP VXML, voice/data, H.323, SIP, MGCP, IOS-based Transcoders and Conference Bridges, and Cisco Unified Border Element gateways)	12.4(20)T
	Cisco AS5400XM (Unified CVP VXML, voice, H.323, and PSTN gateways)	12.4(20)T
	Cisco 3745 (gatekeeper) ³	12.4(15)T7
	RSVP Agent (on 38xx platforms)	12.4(20)T
	Cisco 7206VXR (core/WAN router)	12.4(20)T
	Cisco 881 router	12.4(20)T
	Cisco Catalyst 3750 (access switch)	12.2(25)SEE4
	Cisco Catalyst 6506, 6509 (core switch, Supervisor 2)	CatOS 8.5(8)
	Cisco Catalyst 6506, 6509 (Supervisor 720)	12.2(18)SXF11
	Cisco CSS 11501 Content Services Switch	WebNs 7.50.3.3
	Cisco Communication Media Module ³	12.4(15)T7
Third-Party Products	McAfee Antivirus	Enterprise 8.0.0 Patch Version: 11

1. An Engineering Special or Service Release available in Q4, 2008 will address defect [CSCsr83757](#).
2. IOS Mainline Release 12.4(18b) was used for additional basic PSTN functionality and load testing as part of regression testing conducted in contact center environments.
3. Cisco IOS Release 12.4(15)Tx is the last release supported on the 37xx Series and CMM platforms; these components are not supported on Release 12.4(20)T.

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 7.0(1)*

Component	SCCP Firmware Version	SIP Firmware Version
Cisco Unified IP Phone 7921G (wireless)	CP7921G-1.2.1	not applicable
Cisco Unified IP Phone 7940	P00308000900	not applicable
Cisco Unified IP Phone 7941G	SCCP41.8-4-1S	SIP41.8-4-1S
Cisco Unified IP Phone 7960	P00308000900	not applicable
Cisco Unified IP Phone 7961G	SCCP41.8-4-1S	SIP41.8-3-3SR2S
Cisco Unified IP Phone 7962G	SCCP42.8-4-1S	SIP42.8-3-3SR2S

Table 2 *Firmware Versions of Cisco SCCP and SIP Phones in Cisco Unified Communications System Release 7.0(1)*

Component	SCCP Firmware Version	SIP Firmware Version
Cisco Unified IP Phone 7970	SCCP70.8-4-1S	SIP70.8-4-1S
Cisco Unified IP Phone 7971G	SCCP70.8-4-1S	SIP70.8-4-1S
Cisco Unified IP Phone 7985G (video)	cmterm_7985.4-1-6-0	not applicable

Latest Software Upgrades and Licenses

The following are links to the latest software upgrades and licenses for Cisco Unified Communications System Release 7.0(1) components:

- Go to <http://www.cisco.com/kobayashi/sw-center/sw-voice.shtml> to download the software for the following products:
 - Cisco Unified Communications Manager
 - Cisco Unified Presence
 - Cisco Unified IP IVR
 - Cisco Unity Connection
 - Cisco Unified Personal Communicator
 - Voice/video endpoints such as Cisco Unified IP Phones, Cisco IP Communicator and Cisco Unified Video Advantage
- Go to <http://tools.cisco.com/support/downloads/pub/Redirect.x?mdfid=268439682> to download the software for the following products:
 - Cisco Unified Contact Center Products such as Unified ICME and Unified CCE
 - Cisco Unified Voice Self-Service Products such as Unified CVP and Unified IP IVR
- Cisco IOS software: <http://www.cisco.com/kobayashi/sw-center/sw-ios.shtml>
- Routers software: <http://tools.cisco.com/support/downloads/go/Redirect.x?mdfid=268437899>
- Switches software: <http://tools.cisco.com/support/downloads/go/Redirect.x?mdfid=268438038>
- Universal Gateways and Access Servers: <http://www.cisco.com/kobayashi/sw-center/sw-access.shtml>
- Wireless software: <http://www.cisco.com/kobayashi/sw-center/sw-wireless.shtml>
- Security software: <http://www.cisco.com/kobayashi/sw-center/sw-ciscosecure.shtml>
- Network management software: <http://www.cisco.com/kobayashi/sw-center/sw-netmgmt.shtml>
- TelePresence software: <http://tools.cisco.com/support/downloads/go/Redirect.x?mdfid=280789323>
- Video and Content Delivery (Cisco Unified Video Advantage or Cisco Unified Videoconferencing 3545 MCU): <http://www.cisco.com/kobayashi/sw-center/sw-video.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/ipcc701/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/en/US/docs/voice_ip_comm/uc_system/UC7.0.1/cc_system_inst_upg/suimc701.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 for Contact Center*

Category	Component	Documentation URLs
Call Control	Cisco Unified Communications Manager	http://www.cisco.com/en/US/products/sw/voicew/ps556/tsd_products_support_series_home.html
Contact Center	Cisco Unified Intelligent Contact Management Enterprise	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 Unified Expert Advisor	http://www.cisco.com/en/US/products/ps9675/tsd_products_support_series_home.html
	Cisco 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
Applications	Cisco Unified Presence	http://www.cisco.com/en/US/products/ps6837/tsd_products_support_series_home.html

Table 3 *Related Documentation URLs for Contact Center (continued)*

Category	Component	Documentation URLs
Conferencing	Cisco Unified Videoconferencing 3500 Series Products	http://www.cisco.com/en/US/products/hw/video/ps1870/tsd_products_support_series_home.html
	Cisco Unified Conferencing for TelePresence	http://www.cisco.com/en/US/products/ps7266/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/voicew/ps5475/tsd_products_support_series_home.html
	Cisco Unified Personal Communicator	http://www.cisco.com/en/US/products/ps6844/tsd_products_support_series_home.html
	Cisco Unified Video Advantage	http://www.cisco.com/en/US/products/sw/voicew/ps5662/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
Wireless	Cisco Aironet Access Point 1240AG	http://www.cisco.com/en/US/products/ps6521/tsd_products_support_series_home.html
Security	Cisco Catalyst 6500 Series Switch Firewall Services Module	http://www.cisco.com/en/US/products/hw/modules/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_eol_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 Unified IP IVR	http://www.cisco.com/en/US/products/sw/custcosw/ps1846/tsd_products_support_series_home.html
	Cisco Security Agent for Unified Intelligent Contact Management Enterprise	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
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 for Contact Center (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 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 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
	RSVP Agent (on 38xx platforms)	http://www.cisco.com/en/US/products/hw/routers/ps282/tsd_products_support_series_home.html
	Cisco 7206VXR (core/WAN router)	http://www.cisco.com/en/US/products/hw/routers/ps341/tsd_products_support_series_home.html
	Cisco 881 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://www.cisco.com/en/US/products/hw/contnetw/ps792/tsd_products_support_series_home.html
Cisco Communication Media Module	http://www.cisco.com/en/US/products/hw/switches/ps708/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 28](#)
- [Resolved Caveats](#)
- [Open Caveats, page 30](#)

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 7.0(1) for Contact Center.

- [HP SCSI Hard Drive Firmware Update](#)

HP SCSI Hard Drive Firmware Update

The HP SCSI hard drive firmware update issue addresses the following defects:

- [CSCse71185](#): Certain HP Ultra320 SCSI HDs May Exhibit Reduced Perf and Timeouts
- [CSCse71295](#): HP FW Recommended to Min Potential for Media Errors on Certain SCSI HD
- [CSCso98836](#): HP Ultra320 SCSI HDD FW Upgrade

CSCse71185: Certain HP Ultra320 SCSI HDs May Exhibit Reduced Perf and Timeouts

A ProLiant server configured with any of the HP Ultra320 SCSI hard drives listed in HP Customer Advisory #C00677430 (available at <http://www.hp.com>) may exhibit reduced performance or have excessive timeouts. This performance issue is caused by the dynamically adjusted seek time profile table in the drive firmware after it becomes degraded.

When this problem occurs, the reduced performance is characterized by occasional brief delays in command response time while servicing random workloads and in severe cases the drive may exhibit command timeouts, which requires a server reboot for recovery.

CSCse71295: HP FW Recommended to Min Potential for Media Errors on Certain SCSI HD

A ProLiant server configured with any of the HP Ultra320 SCSI hard drives listed in HP Customer Advisory #C00542020 (available at <http://www.hp.com>) may report media errors or illuminate the drive fault LED. The corrected firmware version (HPB4 or later) reduces the hard drive idle time that could potentially lead to build-up of media lubricant on the disk surface or drive head, causing the drives to report media errors or illuminate the drive fault LED.

CSCso98836: HP Ultra320 SCSI HDD FW Upgrade

A ProLiant server configured with any of the HP Ultra320 SCSI hard drives listed in HP Customer Advisory #C00859596 (available at <http://www.hp.com>) may exhibit timeouts and SCSI downshifts.

These problems may occur on the following server models:

- MCS-7835-1266 (DL380-G2)
- MCS-7835H-2.4 (DL380-G3)
- MCS-7835H-3.0 (DL380-G3)
- MCS-7835-H1 (DL380-G4)

- MCS-7845-1400 (DL380-G2)
- MCS-7845H-2.4 (DL380-G3)
- MCS-7845H-3.0 (DL380-G3)
- MCS-7845-H1 (DL380-G4)

The affected hard drives for these problems are listed in the associated HP Customer Advisories. However, the Cisco provided HP SCSI Hard Drive Firmware Update CD can be applied to all listed server types and the impacted drives will be updated if applicable.

To update the firmware to a Cisco tested level, use the Cisco provided HP SCSI Hard Drive Firmware Update CD released simultaneous to the Cisco Unified Communications System Release 7.0(1). For more details on installing the firmware, see the README.txt file for HP SCSI Hard Drive Firmware Update CD.

The ISO image for the Cisco provided HP SCSI Hard Drive Firmware Update CD and associated readme file may be obtained from Cisco.com at the following navigation path:

<http://tools.cisco.com/support/downloads/go/Redirect.x?mdfid=278875240>

From the Tools and Resources Downloads page, go to:

Communications Infrastructure ->

Voice Servers ->

Cisco 7800 Series Media Convergence Servers

<SERVER MODEL>

Latest Releases ->

Firmware ->

<Select: HP_SCSI_FW-1.0.1.iso>

<Select: HP_SCSI_FW-Readme.txt>

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 7.0(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 7.0(1)

Identifier	Headline
Severity 1-3 caveats	
CSCse58807	CPU is not protected by current ARP throttling code
CSCsi16878	Only one-way video is available when H.320 endpoints place a call over Cisco Unified Videoconferencing 3545 gateway to a SIP MCU

Table 4 Resolved Caveats Not Included in Cisco Unified Communications System Release 7.0(1) (continued)

Identifier	Headline
CSCsr83757	Adaptive Security Appliance blocks SCCP registration message in Unity Connection if SCCP inspect turned on
CSCsr93799	dbreplication status shown in Unified Communication Manager GRT page and the CLI differs
CSCsr94230	High IOWAIT on Unified Communications Manager subsequent nodes result in call failures

Open Caveats

Table 5 lists known caveats, grouped by severity, related to the testing of contact center components in Cisco Unified Communications System Release 7.0(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 7.0(1)

Identifier	Headline
Severity 1-3 caveats	
CSCsi40221	Unified Operations Manager generates false BackupActivated alerts for gateways
CSCsq84101	Communications Media Module (CMM) sends ACK message after connection is closed
CSCsr39311	Unified Communications Manager SIP Trunk calls fail when SIP Inspect is turned on in Adaptive Security Appliance
CSCsr39880	Insert and removal of compact flash cards on Adaptive Security Appliance may result in the flash card file system hanging
CSCsr42066	Unable to connect to secondary node in Unity Connection cluster after a manual failback
CSCsr46668	Firewall Services Module with H.323 RAS inspection enabled causes call failures
CSCsr46822	Unified Personal Communicator endpoints fail to connect to Login Server after Unified Presence is upgraded from Release 6.x version to Release 7.0(1)
CSCsr81535	SDL communication links go out of service when Adaptive Security Appliance is deployed between Unified Communications Manager nodes
CSCsu46215	H.323 calls fail during heavy traffic load
CSCsu49149	CMR data is not recorded in the index file due to permission problems
Severity 4-6 caveats	
CSCsb92419	Unified Communications Manager does not support static codec G.726r32 on a SIP trunk
CSCsc30731	Multicast Music-On-Hold not supported by SIP gateway
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
CSCsj27101	Unified Communications Manager Ethernet interface (eth0) stops functioning and logs NETDEV WATCHDOG error

Table 5 Open Caveats in Cisco Unified Communications System Release 7.0(1) (continued)

Identifier	Headline
CSCsk37734	Uploading duplicate contact in an outbound campaign fails; however, the import tool displays upload successful message
CSCsk46742	Critical services in Unified Communications Manager fail when a single hard disk drive fails
CSCsk64072	During a new installation of Unified IP IVR in a Unified CCX deployment, the Unified ICME subsystem configuration shows “Service Control: with No selected as the default choice”
CSCsk70971	NTP server synchronization problems when external NTP server is unavailable
CSCsl17593	G.722 incompatibility with Unified Communication Manager software conference bridge
CSCso92808	Unified Personal Communicator fails to transmit port 50001 due to reassembly limit of 8192
CSCsq43974	Unable to add hostnames instead of IP addresses for Unity Connection Active/Active cluster
CSCsr26017	Adaptive Services Appliance does not support H.323 version 5
CSCsr38749	Unified Operations Manager threshold settings cannot be configured at the cluster level

Troubleshooting

For important troubleshooting information, tips, and recommendations related to the testing of Cisco Unified Communications System Release 7.0(1) for Contact Center, see Troubleshooting information at: http://www.cisco.com/iam/unified/ipcc701/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 7.0(1) are:

- Cisco Unified Communications System for Contact Center Release 7.0(1) at: <http://www.cisco.com/iam/unified/ipcc701/index.htm>
- Cisco Unified Communications System for IP Telephony for Enterprise and Midmarket Release 7.0(1) at: <http://www.cisco.com/iam/unified/ipt701/index.htm>
- Cisco Unified Communications System for IP Telephony for Small and Medium Business Release 7.0(1) at: <http://www.cisco.com/iam/unified/ipt701/SMB/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/en/US/docs/voice_ip_comm/uc_system/UC7.0.1/cc_system_inst_upg/suimc701.pdf

- *System Test Results for Contact Center: Cisco Unified Communications System Release 7.0(1)*—
Test results of the contact center system testing are now available at:
http://www.cisco.com/iam/unified/ipcc701/System_Test_Results.htm

Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, submitting a service request, and gathering additional information, 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>

Subscribe to the *What's New in Cisco Product Documentation* as a Really Simple Syndication (RSS) feed and set content to be delivered directly to your desktop using a reader application. The RSS feeds are a free service and Cisco currently supports RSS Version 2.0.

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

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System Release Notes for Contact Center: Cisco Unified Communications System Release 7.0(1)

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