



System Release Notes for Contact Center: Cisco Unified Communications System, Release 7.1(2)

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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 7.1(2), 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 for Cisco Unified Communications System Release 7.1(2) is available at: <http://cisco.com/go/unified-techinfo>

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) 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 and 6900 Series models 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 7.1(2) system, see [Software Version Matrix](#).

Tested Functionality

The features, functionality and deployment models tested in Cisco Unified Communications System Release 7.1(2) were the same as in Cisco Unified Communications System Release 7.0(1). For a listing of the system-wide testing done on contact center components in the Cisco Unified Communications System Release 7.0(1), see the *System Release Notes for Contact Center: Cisco Unified Communications System, Release 7.0(1)* at:

http://www.cisco.com/en/US/docs/voice_ip_comm/uc_system/UC7.0.1/release_notes/rnipc701.html

Single stage upgrade of contact center components was performed from Cisco Unified Communications Release 7.0(1) versions to Cisco Unified Communications System Release 7.1(2) versions. The following major components were upgraded:

- Unified Communications Manager to Release 7.1(2a)
- Unified Presence to Release 7.0(4)
- Unified Contact Center Enterprise/Unified Intelligent Contact Management Enterprise to Release 7.5(5)
- Unified IP IVR to Release 7.0(1) SR3
- Unity Connection to Release 7.1(2a)
- Unified Operations Manager to Release 2.2
- Cisco IOS to Release 12.4(24)T1 (on all Cisco infrastructure components, except Cisco 37xx Series)

For a list of the base Release 7.0(1) component versions, see the *System Release Notes for Contact Center: Cisco Unified Communications System, Release 7.0(1)* at:

http://www.cisco.com/en/US/docs/voice_ip_comm/uc_system/UC7.0.1/release_notes/rnipc701.html

For a list of the target Cisco Unified Communications System Release 7.1(2) versions that the contact center components were upgraded to, see [Software Version Matrix](#).

System upgrade information for this release is the same as Cisco Unified Communications System Release 7.0(1) and 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

The following new functionality was tested in this release for the contact center test environments:

- A very specific implementation of IPv6 supported by Unified Communications Manager 7.1(2a). For additional information, see [Internet Protocol Version 6 \(IPv6\)](#).
- Call functionality using Cisco Unified IP Phones 6900 Series models
- 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.
- Interoperability with IP Communications System Test Release 4.4 and Cisco Unified Communications System Release 5.1(3) and Cisco Unified Communications System Release 7.1(2) release sets.

New and Changed Features

Cisco Unified Communications Release 7.1(2) 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 7.1(2) 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 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\(24\)T1](#)
- [Cisco IOS 12.4\(15\)T7](#)
- [Cisco IOS 12.4\(23\) Mainline](#)

Cisco Unified Communications Manager

Cisco Unified Communications Manager Release 7.1(2a) includes the following changes and updates to functionality:

- Unified Communications Manager 7.1(2a) supports a very specific implementation of IPv6. For additional information, see [Internet Protocol Version 6 \(IPv6\)](#).
- Cisco Unified Communications Operating System Administration GUI includes the ability to upload a customized log on message text file and configure Ethernet IPv6 settings.
- Addition of the Phone Migration Tool allows you to migrate feature, user, and line configuration for a phone to a different phone; that is, you can migrate data to a different phone model or to the same phone model that runs a different protocol.

- Merging of Unified Communications Manager Release 6.1(3) features into Release 7.1(2a)
- Logical Partitioning— Specifies the capability of a telephony system to control calls and features on the basis of specific allowed or forbidden configurations. A common telephony system can provide access to Voice over Internet Protocol (VoIP) and Public Switched Telephone Networks (PSTN) and configuration can control access. Logical partitioning specifies a call control feature in Unified Communications Manager that provides functionality, so communication between the following pairs of VoIP entities can be controlled:
 - A VoIP phone and a VoIP gateway
 - A VoIP gateway and another VoIP gateway
 - An intercluster trunk and a VoIP phone
 - An intercluster trunk and a VoIP gateway
- Support for Cisco Unified IP Phone 6900 Series models (6921, 6941 and 6961).



Note The Cisco Unified IP Phone 6900 Series phones will be available in Q3, 2009.

- Support for Cisco **Unified Communications (UC) Integration™** for Microsoft Office Communicator—Provides seamless collaboration with Cisco Unified Communications and Microsoft instant messaging (IM) and Presence capabilities.
- Synchronization of configuration settings—A single button in Cisco Unified Communications Manager Administration allows you to synchronize various devices with the most recent configuration changes.
- Enhancements to the Data Migration Tool, Service Manager, Security, Bulk Administration Tool and Unified Communications Manager Assistant Enhancements for Numeric User ID Login.
- New CLI commands, System Enterprise and Service parameters and menu changes to the Unified Communications Manager Administration.

For a detailed description of these and other new features and functionality, see *Release Notes for Cisco Unified Communications Manager Release 7.1(2a)* at:

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/rel_notes/7_1_2/cucm-rel_notes-712a.html

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

Cisco Unified Contact Center Enterprise/Unified Intelligent Contact Management Enterprise Release 7.5(5) includes the following changes and updates to functionality:

- Drop Any Party—In conference scenarios, especially when the conference happens between two external parties and the agent that is monitored by the PG, the application (CTI softphone) is able to drop only its own connection from the conference. The application is not able to drop other participants from the conference call.



Note This feature is only available to custom CTI clients. CTI OS does not support this feature.

- Outbound Option Auto Accept—Currently, an agent must respond to the Preview dialog when a reservation call is placed. With the Outbound Option Auto-Accept functionality, the call is automatically accepted in n seconds (instead of skipping) if the agent fails to respond to the preview dialog.

For a detailed description of this new functionality and other information, see *Release Notes for Cisco ICM/IPCC Enterprise & Hosted Editions Release 7.5(5)* at:

http://www.cisco.com/web/software/280840583/26706/Release_Notes_for_ICM_7.5.5.pdf

Cisco Unified Expert Advisor

Cisco 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 Expert Advisor Release 7.6(1) includes the following features:

- **Queue to Expert**—It is one of the three selection strategies for Assignment Queues (the other two being Queue Ordering and Spatial. This feature provides the ability for a Unified ICME script to target a specific expert advisor or a list containing multiple expert advisors. The Unified Expert Advisor system attempts to connect the call from Unified ICME to the specified expert(s). The broadcast size setting notifies the Unified Expert Advisor system which in turn sends a message to multiple experts at the same time. The first expert to respond to this message receives the call.
- **Bulk Management**—Using this feature, you can import contact information for new experts from a Comma Separated Value (CSV) file into the Unified Expert Advisor system on a bulk basis. You can import this CSV file from a Microsoft Excel spreadsheet, another directory, or a database source. After importing the contact information for the new experts to the Unified Expert Advisor system, you can make bulk changes to these experts and their assignments. The Unified Expert Advisor system must be configured to use either Unified Presence or Microsoft Office Communicator (MOC) clients (not both). If your system is configured for Unified Presence clients, the expert advisors must be synchronized from the Unified Presence server prior to performing bulk operations.
- **Cisco UC Integration™** for Microsoft Office Communicator Support
- Failover capabilities for Unified Expert Advisor Runtime servers
- Serviceability enhancements such as display of system conditions in RTMT Alert Central
- Support for Unified IP Phones 6900 Series models

For a detailed description of additional functionality and other information, see *Release Notes for Cisco Unified Expert Advisor Release 7.6(1)* at:

http://www.cisco.com/en/US/docs/voice_ip_comm/cust_contact/contact_center/cisco_unified_expert_advisor/ea_761/release/notes/ea761rn.pdf

Cisco Unified IP IVR

Cisco Unified IP IVR Release 7.0(1) SR3 software includes fixes to defects and the following new feature:

- **Express E-mail Manager**—Express E-mail Manager (EEM) is an add-on application to Unified IP IVR. It provides the basic set of features for receiving e-mails from customers, distributing them to agents to service customer requests, sending responses from the contact center to the customer and reporting on e-mail activity.

This feature provides GUI based applications that support a call center's agents and supervisors in handling and managing e-mails. The agent and supervisor GUIs run within Cisco Agent Desktop (CAD) and Cisco Supervisor Desktop (CSD) respectively.

For a detailed description of Cisco Unified IP IVR Release 7.0(1) SR3 supported and unsupported features and functionality, see *Release Notes for Cisco Customer Response Solutions 7.0(1) SR3* at: http://www.cisco.com/web/software/280840578/26422/Release_Notes__for_Unified_CCX_7.0.1_SR3.pdf

Cisco Unified Customer Voice Portal

In Cisco Unified Communications System Release 7.1(2), Unified CVP release version did not change from the previous Cisco Unified Communications System release.

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(5) software does not include any new features since its previous release.

For a detailed description of CTI OS Release 7.5(5) features and functionality, see *Release Notes for Cisco CTI OS Release 7.5(5)* at: http://www.cisco.com/web/software/280840587/26707/Release_notes_for_CTIOS_7.5.5.pdf

Cisco Agent Desktop

Cisco Agent Desktop Release 7.5(3) has the following software changes:

- Desktop Monitoring Console—It is a Java application that allows you to monitor the status of the CAD services and the LDAP Directory Services. In release 7.5(3), the Desktop Monitoring Console has been enhanced so that in redundant systems it displays the letter M next to the name of the master (or active) server and the letter S next to the name of the standby server.
- ShowLicenseUsage Utility—The ShowLicenseUsage utility can be run to view the IP addresses of clients that are consuming desktop seats or are running Cisco Desktop Administrator or Cisco Workflow Administrator. For Unified IP Phone Agent and CAD–BE seats, the IP address is the IP address of the active Browser and IP Phone Agent (BIPPA) service. For Cisco Desktop Presence Administrator, the IP address is the IP address of the CAD server.

For a detailed description of CAD Release 7.5(3) features and functionality, see *Release Notes for Cisco Agent Desktop 7.5(3)* at:

<http://www.cisco.com/web/ccbu/CAD/7/5/3/cad75mr3rn.pdf>

Cisco Unified Presence

Cisco Unified Presence Release 7.0(4) includes the following changes and updates to functionality:

- Changes to upgrade process—To preserve system stability during upgrades, the system throttles the upgrade process, which may take considerably longer to complete in Cisco Unified Presence 7.0(1) and later than it did in earlier releases.
- Interdomain Federation—Unified Presence Release 7.0(4) requires Cisco Adaptive Security Appliance Release 8.2 for interdomain federation integration.

- Microsoft Office Communicator (MOC) Call Control—This feature update allows users to sign out and in again after the first time they select a device when switching between devices using the Microsoft Office Communicator.
- Creating a customized log-on message—You can upload a text file that contains a customized log-on message that appears in each of the Cisco Unified Presence applications administrative interfaces.
- Support for OpenLDAP servers—Unified Presence 7.0(4) provides support for OpenLDAP servers for use with Unified Personal Communicator.
- Server-side failback for Unified Personal Communicator clients— Unified Presence 7.0(4) provides server-side failback as a new scalability and high-availability feature.
- Multi-device Remote Call Control (RCC) Available as an Application Plug-in—This feature, which is a plug-in for the MOC client that allows the user to select any phone device that they wish to control via MOC, can now be downloaded directly from Unified Presence Administration.
- Changes and additions to the Command Line Interface commands.

For a detailed description of this new functionality and other information, see *Release Notes for Cisco Unified Presence Release 7.0(4)* at:

http://www.cisco.com/en/US/docs/voice_ip_comm/cups/7_0_3/rel_notes/cup7xrn.html

Cisco Unified Videoconferencing 3545 Media Conferencing Unit (MCU)

Cisco Unified Videoconferencing 3545 MCU is used as a video conferencing endpoint in contact center deployments where Unified CVP with full video service is implemented. Unified Videoconferencing 3545 MCU Release 5.7 introduces these new features:

- The TCS4 timeout can be set up to 120 seconds to improve ISDN endpoint connectivity in TCS4 calls.
- Support for sending Alert Message to the PSTN side with a ringback field that is NOT empty.
- Source number display in voice calls from the ISDN side.

For more detailed information, see the *Release Notes for Cisco Unified Videoconferencing 3500 Release 5.7* at:

http://www.cisco.com/en/US/docs/video/cucvc/5_7/gateway/release/notes/cucvcgwv57rn.html

Cisco Unity Connection

Cisco Unity Connection Release 7.1(2a) includes the following changes and updates to functionality:

- Deactivating Message Notifications—On a notification dialout, the person answering the phone can deactivate message notifications to the phone number that Unity Connection called.
- Repeat Notification Option for Pager Devices—Unity Connection can send multiple message notifications to a pager device for each new message that a user receives.
- LDAP Directories—You can synchronize Unity Connection user data with additional LDAP directories such as Microsoft Active Directory 2008, Netscape Directory Server, Sun iPlanet Directory Server and Sun ONE Directory Server
- Filtering LDAP Users—If you are synchronizing Unity Connection user data with user data in an LDAP directory, you can have additional control over which LDAP users you import into Unity Connection. Use the “set cuc ldapfilter” CLI command to filter the users in the LDAP directory whose accounts can be accessed by Unity Connection.
- Digital Networking—Up to ten Cisco Unity Connection servers can be joined to form a digital network.

- Unity Connection Conversation Changes—Some default settings and functionality have changed in the Unity Connection conversation such as Speed and Volume changes can be saved.

For a detailed description of existing features and functionality, see *Release Notes for Cisco Unity Connection Release 7.1(2a)* at:

http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/release/notes/712cucrn.html

Cisco IP Communicator

Cisco IP Communicator Release 7.0(2) includes the following changes and updates to functionality since Release 2.1(3):

- Unified Communications Manager Release 6.x Call Feature support
- Support for Unified Contact Center Enterprise
- Audio enhancements
- Security enhancements
- Replaced the Hide on minimize option with the Close hides application.
- Replaced Audio Preferences with the Optimize for low bandwidth option.

For a detailed description of IP Communicator Release 7.0(2) features and functionality, see *Release Notes for Cisco IP Communicator Release 7.0* at:

http://www.cisco.com/en/US/docs/voice_ip_comm/cipc/7_0/english/release/notes/CIPC70_RN.html

Cisco Unified Personal Communicator

Cisco Unified Personal Communicator 7.0(2) includes the following new features:

- Basic support for Cisco WebEx meetings—You can configure Unified Personal Communicator to launch an unscheduled web conference from the audio or video conversation window using Cisco Webex.
- Unified Personal Communicator is now available in the following languages: Chinese (Traditional Chinese and Simplified Chinese), Danish, Dutch, English, French, German, Italian, Japanese, Korean, Portuguese (Brazilian), Spanish, Russian, Swedish all for both Windows and Mac OS X. Arabic is also available for Microsoft Windows.

For a detailed description of Unified Personal Communicator Release 7.0(2) features and functionality, see *Release Notes for Cisco Unified Personal Communicator, Release 7.0(2)* at:

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

Cisco Unified Video Advantage

In Cisco Unified Communications System Release 7.1(2), Unified Video Advantage release version did not change from the previous Cisco Unified Communications System release.

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

New Cisco Unified IP Phone models 6921, 6941, and 6961 with 2, 4, and 12 lines respectively are introduced with the Unified Communications System Release 7.1(2) release:

- These phone models are intended for cost-sensitive customers as a replacement for analog phones (TDM) used in small and medium business or emerging markets.
- These phones can replace the existing Unified IP Phone models 7911, 7940, and 7960.
- The main feature in these phone models is a “single call per line button” with consult call allowed. Each line button supports only a single call session, and whenever the user invokes a transfer or conference, Unified Communications Manager will use the consult call allowed feature to establish the conference or transfer the session. However, a new incoming call will always be presented on a new line button.

The following features and functionality are introduced in the firmware release 8.5(2) in the SIP and SCCP Unified IP Phones 7900 Series:

- Secure Icon—Starting with Unified Communications Manager Release 7.1(2a), Unified Communications Manager uses a different method of calculating which Security icon to send to Unified IP Phones.
- Security Tone Behavior—Beginning with Unified Communications Manager Release 7.1(2a), if a video stream is also involved in the call, the security tone will play only if both phones are receiving and transmitting encrypted video as well as encrypted audio
- 802.1x EAP-FAST Authentication—This release introduces the EAP-FAST authentication mechanism to authenticate a Unified IP Phone to the network.
- IPv6 Support—For Unified IP Phones (SCCP only).
- Off-Hook Abbreviated Dialing—The user can initiate Off-Hook Abbreviated Dialing while conferencing a call, while transferring a call, or while placing a new call after putting a call on hold.
- Test Tone—Unified IP Phones support a “test tone,” which allows administrators to troubleshoot echo on a call as well as to test lost plan volume levels.

Cisco Unified IP Video Phone 7985G Release 4.1(7) provides the following features:

- Support for Cisco Unified CallManager 4.1(3) SR1 and later. Cisco Unified CallManager in the enterprise must be upgraded to release 4.1(3) SR1 or later to prevent problems with intercluster video calls.
- Full support for all releases of Unified Communications Manager 5.x and 6.x
- Support for Unified IP Phone 7985G Release 4.1(4) and later on Revision 74-3636-02 hardware

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(4) introduces the following new features and functionality:

- PISA integration—The FWSM can leverage the high-performance deep packet inspection of the PISA card so that it can permit or deny traffic based on the application type.



Note This feature depends on Cisco IOS Release 12.2(18)ZYA or later and is only available on the Catalyst 6500 switch.

- Route Health Injection—Route Health Injection, or RHI, is used for injecting the connected routes, static routes, and NAT addresses configured on the FWSM into the MSFC routing table. In multiple context mode, this feature is especially valuable because of the lack of dynamic routing protocol support. The MSFC can then redistribute the route to other routing tables.



Note This feature depends on Cisco IOS Release 12.2(33)SXI or later and is only available on the Catalyst 6500 switch.

- Virtual Switching System (VSS) support—VSS is a system virtualization technology that allows the pooling of multiple Catalyst 6500 switches into a single virtual switch. If you have the FWSM installed, FWSM traffic benefits from this feature. There is no configuration on the FWSM required.



Note This feature depends on Cisco IOS Release 12.2(33)SXI or later and is only available on the Catalyst 6500 switch.

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

<http://www.cisco.com/en/US/docs/security/fws/fws40/release/notes/fwsrn40.html>

Cisco Adaptive Security Appliance 5540 Services

Cisco Adaptive Security Appliance (ASA) 5540 Series Release 8.2(1) introduces the following new features and functionality:

- One Time Password Support for ASDM Authentication
- Pre-fill Username from Certificate
- Double Authentication
- AnyConnect Essentials
- Disabling Cisco Secure Desktop per Connection Profile
- Certificate Authentication Per Connection Profile
- ECU Extensions for Certificate Mapping
- SSL VPN SharePoint Support for Win 2007 Server
- Shared license for SSL VPN sessions
- TCP state bypass
- Per-Interface IP Addresses for the Media-Termination Instance Used by the Phone Proxy
- Displaying the CTL File for the Phone Proxy
- Clearing Secure-phone Entries from the Phone Proxy Database
- H.239 Message Support in H.323 Application Inspection
- Processing H.323 Endpoints When the Endpoints Do Not Send OLCAck
- Botnet Traffic Filter

- AIP SSC card for the ASA 5505
- SNMP version 3 and encryption
- Multicast NAT

For additional information on features and functionality, see the *Release Notes for the Cisco ASA 5500 Series, 8.2(x)* at:

<http://www.cisco.com/en/US/docs/security/asa/asa82/release/notes/asarn82.html>

Cisco Unified Operations Manager

Cisco Unified Operations Manager 2.2 includes the following new features:

- Incremental support for Cisco Unified Communications family of products and other new devices.
- Support for 45,000 phones in a single instance on Operations Manager on a single server.
- Virtualization support for VMware ESX 3.5:
 - Support for a single virtual instance of Operations Manager scaling up to 30,000 phones deployed on a single VMWare ESX server.
 - Support for three virtual instances of Operations Manager, each scaling up to 5,000 phones deployed on a single VMWare ESX server.
- Improved events with more intuitive descriptions, attribute enhancements, recommended actions, and detailed descriptions of each event.

For additional information on features and functionality, see *Release Notes for Cisco Unified Operations Manager 2.2* at:

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

Cisco IOS 12.4(24)T1

In Cisco Unified Communications System Release 7.0(1), the latest Cisco IOS Release 12.4(24)T1 has the following changes and updates to functionality since its previous release:

- Border Gateway Protocol (BGP) support for 4-byte autonomous system numbers
- Call Home feature provides email-based and web-based notification of critical system events
- Removal of support for DistributedDirector features and commands in Cisco IOS Release 12.4(24)T and later releases
- Endpoint Agnostic Port Allocation, also known as Symmetric Port Allocation, allows you to configure NAT with pool overload or interface overload.
- IKE Responder-Only Mode feature provides support for controlling the initiation of Internet Key Exchange (IKE) negotiation and rekeying.
- Mobile IP–Policy and Application Based Routing for Mobile Router Multipath Support feature extends the Mobile Router functionality to multiple interfaces.
- Multi-VRF Selection Using Policy Based Routing (PBR) feature allows a specified interface on a provider edge (PE) router to route packets to Virtual Private Networks (VPNs) based on packet length or match criteria defined in an IP access list.
- PfR—Protocol Independent Route Optimization (PIRO)
- IPv6 Secure Neighbor Discovery Support

- SIP—Ability to send a SIP registration message on a Unified Border Element and RSVP Preconditions for Video Gateway feature, which expands existing support for SIP video calls on H.324 to SIP video gateways to include H.320 to SIP video gateways.
- Voice Gateway Enhancements
- Web Services Management Agent (WSMA) defines a mechanism through which a network device can be managed, configuration data information can be retrieved, and new configuration data can be uploaded and manipulated.

**Note**

When you configure Cisco 38xx routers for ingress and VXML gateways, the minimum RAM required is 512MB. See [Important Notes](#).

For a detailed description of Cisco IOS Release 12.4(24)T1 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 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

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

In Cisco Unified Communications System Release 7.1(2), Cisco IOS release version tested on the above gatekeepers and gateways did not change from the previous Cisco Unified Communications System release.

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(23) Mainline

The majority of Cisco Unified Communications Release 7.1(2) system testing was performed using Cisco IOS Release 12.4(24)T1. However, automated testing of basic call functionality and additional load testing were performed using the Cisco IOS Release 12.4(23) 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, MGCP and SIP)

To compare the differences in features and functionality between 12.4(24)T1 and 12.4(23), 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(23) in the first field, 12.4(24)T1 in the second field
- Platform—Same device in both fields
- Feature Set—IP Voice (in both fields)

Internet Protocol Version 6 (IPv6)

Cisco Unified Communications Manager 7.1(2a) supports a very specific implementation of IPv6 which may or may not meet enterprise customer requirements. Therefore, we require that enterprise customers interested in deploying IPv6 in their lab or production environments use the Controlled Release Process as below:

1. Email the Controlled Release team at ipv6release@cisco.com.
2. An application will be sent back to you for review and completion.
3. Send back to ipv6release@cisco.com for review and approval.
4. You will then be provided with a set of instructions and reference material listing caveats of IPv6 solution in Unified Communications Manager 7.1(2a) as well as general instructions for use.



Note

General queries about the Controlled Release Process for Unified Communications Manager 7.1(2a) may also use the email alias listed above.

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 7.1(2) 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
- Cisco Communications Media Module (CMM) (replaced by Cisco 3800 Series Routers)

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 7.1(2) 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 7.1(2) components, see [Latest Software Upgrades and Licenses](#).

Table 1 *Software Versions for Contact Center Components in Cisco Unified Communications System Release 7.1(2)*

Category	Component	Release Version
Call Control	Cisco Unified Communications Manager	7.1(2a)
Contact Center	Cisco Unified Intelligent Contact Management Enterprise and Cisco Unified Contact Center Enterprise	7.5(5)
	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 Expert Advisor	7.6(1)
	Cisco Unified IP IVR	7.0(1) SR3
	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(4)
Conferencing	Cisco Unified Videoconferencing 3545 MCU	5.7
Voice Mail and Unified Messaging	Cisco Unity Connection	7.1(2a)

Table 1 *Software Versions for Contact Center Components in Cisco Unified Communications System Release 7.1(2) (continued)*

Category	Component	Release Version
End Points and Clients	Cisco IP Communicator	7.0(2)
	Cisco Unified Personal Communicator	7.0(2)
	Cisco Unified Video Advantage	2.1(1)
	Cisco Unified IP Phones 7900 Series (7921G (Wireless), 7940, 7940G, 7960, 7960G, 7962, 7970, 7970G, and 7985G (Video))	Bundled with Unified Communications Manager. See Firmware Version Matrix
	Cisco Unified IP Phones 6900 Series (6921, 6941 and 6961) ¹	See Firmware Version Matrix
Wireless	Cisco Aironet Access Point 1240AG	12.3-8.JA2
Security	Cisco Catalyst 6500 Series Switch Firewall Services Module	4.0(4)
	Cisco Adaptive Security Appliance 5540 Services	8.2(1)
	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	2.2

Table 1 *Software Versions for Contact Center Components in Cisco Unified Communications System Release 7.1(2) (continued)*

Category	Component	Release Version
Communications Infrastructure	Cisco IOS Mainline Release ²	12.4(23)
	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(24)T1
	Cisco AS5400XM (Unified CVP VXML, voice, H.323, and PSTN gateways)	12.4(24)T1
	Cisco 3745 (gatekeeper) ³	12.4(15)T7
	RSVP Agent (on 38xx platforms)	12.4(24)T1
	Cisco 7206VXR (core/WAN router)	12.4(24)T1
	Cisco 881 router	12.4(24)T1
	Cisco Catalyst 3750 (access switch)	12.2(25)SEE4
	Cisco Catalyst 6506, 6509 (core switch, Supervisor 2)	CatOS 8.6(3)
	Cisco Catalyst 6506, 6509 (Supervisor 720)	12.2(33)SX1
	Cisco CSS 11501 Content Services Switch	WebNs 7.50.3.3
Third-Party Products	McAfee Antivirus	Enterprise 8.0.0 Patch Version: 11

1. Cisco Unified IP Phone 6900 Series models will be available in Q3, 2009.
2. IOS Mainline release was used for additional basic PSTN functionality 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; this series is 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 7.1(2)*

Component	SCCP Firmware Version	SIP Firmware Version
Cisco Unified IP Phone 6921	SCCP69xx.8-5-2-68-1	not applicable
Cisco Unified IP Phone 6941	SCCP69xx.8-5-2-68-1	not applicable
Cisco Unified IP Phone 6961	SCCP69xx.8-5-2-68-1	not applicable
Cisco Unified IP Phone 7921G (wireless)	CP7921G-1.3.2	not applicable
Cisco Unified IP Phone 7940	P00308010100	not applicable
Cisco Unified IP Phone 7941G	SCCP41.8-5-2S	SIP41.8-5-2S
Cisco Unified IP Phone 7960	P00308010100	not applicable
Cisco Unified IP Phone 7961G	SCCP41.8-5-2S	SIP41.8-5-2S

Table 2 *Firmware Versions of Cisco SCCP and SIP Phones in Cisco Unified Communications System Release 7.1(2)*

Component	SCCP Firmware Version	SIP Firmware Version
Cisco Unified IP Phone 7962G	SCCP42.8-5-2S	SIP42.8-5-2S
Cisco Unified IP Phone 7970	SCCP70.8-5-2S	SIP70.8-5-2S
Cisco Unified IP Phone 7971G	SCCP70.8-5-2S	SIP70.8-5-2S
Cisco Unified IP Phone 7985G (video)	cmterm_7985.4-1-7-0	not applicable

Latest Software Upgrades and Licenses

The following are links to the latest software upgrades and licenses for Cisco Unified Communications System Release 7.1(2) 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>
- 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

System Documentation

- 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 7.1(2) are the same as Cisco Unified Communications System Release 7.0(1) and are available at:

- Cisco Unified Communications System for Contact Center:
<http://www.cisco.com/cisco/web/docs/iam/unified/ipcc701/index.html>
- Cisco Unified Communications System for IP Telephony for Enterprise and Midmarket:
<http://www.cisco.com/cisco/web/docs/iam/unified/ipt701/index.html>
- Cisco Unified Communications System for IP Telephony for SMB:
<http://www.cisco.com/cisco/web/docs/iam/unified/ipt701/SMB/index.html>
- *System Description*—Provides an overview of the Cisco Unified Communications system and the steps you follow when you deploy a Cisco Unified Communications solution. It describes the Cisco Unified Communications system-level approach, lists key features of the Cisco Unified Communications components, and illustrates the various Cisco Unified Communications deployment models.
http://www.cisco.com/en/US/docs/voice_ip_comm/uc_system/UC7.1.2/system_description/SD712.pdf
- *System Installation and Upgrade Manual*—Provides installation and upgrade information about the contact center components and configurations that have been tested and verified as a part of Cisco Unified Communications system testing. The following document is also applicable for Cisco Unified Communications System Release 7.1(2).
http://www.cisco.com/en/US/docs/voice_ip_comm/uc_system/UC7.0.1/cc_system_inst_upg/suimc701.pdf
- *System Release Notes for IP Telephony: Unified Communications System*—Describe the system-wide testing done on IP telephony components in Cisco Unified Communications System Release 7.1(2).
http://www.cisco.com/en/US/docs/voice_ip_comm/uc_system/UC7.1.2/release_notes/rnipt712.html
- *System Test Results for Contact Center: Cisco Unified Communications System Release 7.1(2)*—Document the interoperability testing done between contact center components and the consequent test results. http://www.cisco.com/cisco/web/docs/iam/unified/ipcc712/System_Test_Results.html

Manageability Documentation

For manageability information of certain products, see documentation at:

http://www.cisco.com/en/US/docs/voice_ip_comm/uc_system/unified/communications/system/Managed_Services.html

Product Documentation

See this content for additional information on the components tested and links to relevant product documentation for installation and configuration procedures. 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/voicesw/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
Conferencing	Cisco Unified Videoconferencing 3500 Series Products	http://www.cisco.com/en/US/products/hw/video/ps1870/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 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/voicesw/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

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

Category	Component	Documentation URLs
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/voicesw/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
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
	Cisco Unified Border Element	http://www.cisco.com/en/US/products/sw/voicesw/ps5640/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

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>
- Cisco Unified Communications Compatibility Tool:
<http://tools.cisco.com/ITDIT/vtgsca/>

Limitations and Restrictions

This section includes the following:

- [Important Notes, page 23](#)
- [Resolved Caveats](#)
- [Open Caveats, page 27](#)

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 7.1(2) for Contact Center.

- [HP SCSI Hard Drive Firmware Update](#)
- [High CPU Utilization Causing Call Failures \(CSCsr56225\)](#)
- [Firewall Services Module does not support TCP SACK option](#)
- [12.4\(24\)T Memory Fragmentation Causing Failed Calls \(CSCsy34772\)](#)
- [Monitoring of Unified System Contact Center Enterprise by Cisco Unified Operations Manager \(CSCsy93494\)](#)

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 7.1(2). 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>

```

High CPU Utilization Causing Call Failures ([CSCsr56225](#))

For the Cisco 7200 Series routers with IOS image 12.4(20)T, a higher CPU utilization causes call failures. Currently, there is no known workaround.

Firewall Services Module does not support TCP SACK option

The lack of SACK support in the Firewall Services Module addresses the following defects:(

- [CSCeb16752](#): Support TCP selective ACK for TCP connection—TCP SACK option.
- [CSCsr81535](#): Unified Communication Manager SDL Links go out of service under load with seq# rand and SACK data.
- [CSCsi54863](#): New MPC command to clear TCP Sack-Permitted option in 3WHS—SACK.

The Firewall Services Module does not support the TCP SACK option, which means that the sequence numbers carried in the TCP SACK option are not randomized the same way the normal TCP sequence numbers are randomized as they cross the Firewall Services Module. Due to this issue, the sequence numbers carried in the TCP SACK option will appear corrupted to the TCP end points and may reject these packets. This issue is documented in [CSCeb16752](#).

Many TCP end points, among others like the Unified Communication Manager and Unified Presence, support the TCP SACK option to speed up data transfer in case of packet loss. If two such end points establish a TCP session through the Firewall Services Module, they will agree during the three-way handshake to use the TCP SACK option in case of a packet loss. However, if there is packet loss and the end points attempt to use TCP SACK option, they will encounter the problem described in [CSCeb16752](#) and the TCP session may fail. One such instance of a failure is captured in [CSCsr81535](#), where the SDL link between two Unified Communication Managers went out of service due to this issue.

A workaround to this problem was introduced through the defect [CSCsi54863](#). The **no sysopt connection tcp sack-permitted** command in global configuration mode will instruct the Firewall Services Module to modify the TCP packets during the three-way handshake as if the TCP end points did not support the TCP SACK option. With this workaround, the end points will not attempt to use the TCP SACK option and so the lack of support for this option in the Firewall Services Module will not cause any problems.



Note

The **no sysopt connection tcp sack-permitted** command does not work for pre-allocated connections. Pre-allocated connections are connections opened by an inspect. In Unified Communications, the H.323/H.225 and the SIP inspects may open pre-allocated TCP connections. This means that **calls that rely on H.323 or SIP signaling crossing and Firewall Services Module may still experience intermittent call failures** despite applying the workaround described in the defects.

12.4(24)T Memory Fragmentation Causing Failed Calls (CSCsy34772)

When you configure Cisco 38xx routers for ingress and VXML gateways, the minimum RAM required is 512MB. If the RAM is less than 512 MB, the router becomes non responsive and voice calls will start to fail, and the memory allocation failure and tracebacks are logged in the buffer. Additional information is available at:

http://www.cisco.com/en/US/docs/voice_ip_comm/cusrst/requirements/guide/srs71spc.html

Monitoring of Unified System Contact Center Enterprise by Cisco Unified Operations Manager (CSCsy93494)

When Unified Operations Manager monitors multiple Cisco Unified System Contact Center Enterprise (Unified SCCE) sites, it is unable to differentiate between the Unified ICME devices in the various sites. The Service Level View groups all the devices in the multiple Unified SCCE sites into a single cloud. Currently, there is no known workaround.

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 7.1(2) 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 7.1(2)

Identifier	Headline
Severity 1-3 caveats	
CSCsu46215	H.323 communication fails through Firewall Services Module with tcp-normalizer enabled
CSCsv02334	ServerPeripheralID1 Value resets to "0"
CSCsx97983	Adaptive Security Appliance runs out of memory after upgrade to Release 8.2
CSCsz01881	cccaPimPeripheralHostName is not populated with Unified CVP server for Unified SCCE
CSCsz31766	Agent stuck in talking state upon network Blind Transfer
CSCsz91530	Logical Partitioning feature does not work for Conference when multiple H.323 gateways are added in single Route Group
Severity 4-6 caveats	
CSCso17336	Backup not adjusted for daylight savings time
CSCsu48147	Unified Personal Communicator gets stuck in call after other party hangs up

Open Caveats

Table 5 lists known caveats, grouped by severity, related to the testing of contact center components in Cisco Unified Communications System Release 7.1(2) 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 7.1(2)

Identifier	Headline
Severity 1-3 caveats	
CSCsw85306	Data resynchronization fails on Unified Contact Center Express Release 7.0(1)
CSCsx03457	Override media termination group displayed twice
CSCsz12278	Disabling send messages to SDL in Class Of Service (COS) does not take effect for VUI user
CSCsz21235	Cisco Security Agents CoreDump generated in Unified Communications Manager
Severity 4-6 caveats	
CSCsd62658	Certificate Authority Proxy Function (CAPF) logging requires service restart
CSCsk37734	Uploading duplicate contact in an outbound campaign fails; however, the import tool displays upload successful message
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”
CSCsq43974	Unable to add hostnames instead of IP addresses for Unity Connection Active/Active cluster
CSCsr65970	Feature required to turn on/off audio played to handset while on headset
CSCsw41371	Unified Border Element should support video calls between H.323 and SIP gateways
CSCsw97184	Document CLIs on H.323 gateway for nailed Unified Mobile Agent setup
CSCsy74205	Unified Operations Manager is unable to monitor critical Unity Connection services
CSCsz12017	Alert required that auto failback is not available when secondary server is acting as the primary

Troubleshooting

Troubleshooting information, tips, and recommendations related to the testing of Cisco Unified Communications System Release 7.1(2) for Contact Center are the same as Cisco Unified Communications System Release 7.0(1). See Troubleshooting information at: http://www.cisco.com/cisco/web/docs/iam/unified/ipcc701/Introduction_to_Troubleshooting.html

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>

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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 7.1(2)

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