



System Release Notes for Contact Center: Cisco Unified Communications System Release 8.5(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](#)
- [Troubleshooting](#)
- [Obtaining Documentation and Submitting a Service Request](#)



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

© 2010 Cisco Systems, Inc. All rights reserved.

Overview

As part of its standard methodology, Cisco Systems performs system-wide testing of Cisco Unified Communications components to supplement 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 testing teams. 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 about component software releases for Cisco Unified Communications System Release 8.5(1), see [System Requirements, page 13](#). Software compatibility data for all Cisco Unified Communications System releases, as well as updated compatibility information for this release, is available from the Cisco Unified Communications Compatibility Tool at: <http://tools.cisco.com/ITDIT/vtgsca>

This document focuses on the contact center products of Cisco Unified Communications System testing. Information about IP Telephony (IPT) components that were tested for Cisco Unified Communications System Release 8.5(1) 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 including the following major components:

- Call control components, such as Cisco Unified Communications Manager and Cisco 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, Cisco Unified Customer Voice Portal (Unified CVP), Cisco Unified Expert Advisor, Cisco MediaSense, Cisco SocialMiner, Cisco Unified Communications for RTX (UC for RTX) and Cisco Unified Contact Center Express (Unified CCX).
- Endpoints and clients, such as Cisco Unified IP Phones 7900, 6900, 8900, and 9900 Series
- Network management tools, such as Cisco Unified Operations Manager
- Security devices, such as Cisco 5500 Series Adaptive Security Appliances (ASA) and Cisco Security Agents
- Communications infrastructure devices, such as Cisco routers, gateways/gatekeepers, and switches

**Note**

For a more complete list of contact center components that are included in a Cisco Unified Communications System Release 8.5(1), see [Software Version Matrix, page 15](#).

Tested Functionality

The system-wide testing of contact center functionality for Cisco Unified Communications System Release 8.5(1) included the following direct and upgrade paths:

- Multistage upgrade of contact center components was performed from Cisco Unified Communications System Release 8.0(2) versions to Cisco Unified Communications System Release 8.5(1) versions. For a list of the system-wide testing performed on contact center components in the Cisco Unified Communications System Release 8.0(2), see *System Release Notes for Contact Center: Cisco Unified Communications System, Release 8.0(2)* at: http://www.cisco.com/en/US/docs/voice_ip_comm/uc_system/UC8.0.2/release_notes/rnipc802.html

The following major components were upgraded:

- Unified Communications Manager to Release 8.5.1
- Unified Presence to Release 8.5(1)
- Unified Contact Center Enterprise/Unified Intelligent Contact Management Enterprise to Release 8.5(1)
- Unified IP IVR to Release 8.5(1)
- Unified Operations Manager to Release 8.5

For a list of the target Cisco Unified Communications System Release 8.5(1) versions that the contact center components were upgraded to, see [Software Version Matrix, page 15](#).

For system upgrade procedures for Cisco Unified Communications System Release 8.5(1), see the *System Installation and Upgrade Manual for Contact Center* at:

http://www.cisco.com/en/US/docs/voice_ip_comm/uc_system/UC8.5.1/cc_system_inst_upg/siumc851.pdf

Deployment models tested for the contact center environments are listed below.

The Parent/Child load test bed has the following deployment models:

- Single Unified ICME Parent with Multiple Children Deployment
 - Parent: Distributed Unified ICME Option
 - Child: System Unified CCE with Unified IP IVR
 - Child: System Unified CCE with Unified CVP
 - Child: System Unified CCE Interoperability site (UC 7.1.3)
 - Child: Unified CME /Unified CCX
- IPT: Multisite with Distributed Call Processing
 - IVR: Distributed Voice Gateways with Treatment and Queuing using Unified CVP
 - Unified CCE: Distributed Unified ICME Option with Distributed Call Processing Model
- IPT: Clustering over the WAN
 - Distributed Voice Gateways with Distributed Call Treatment and Queuing using Unified CVP
- Unified Mobile Agent over Broadband
 - Unified MA with Unified IP Phones Deployed via the Business Ready Teleworker Solution
 - Unified MA using any PSTN phones
 - Unified MA Outbound Option Dialer
- Unified Outbound Option Dialer
 - Agent Based Campaigns

The Unified CVP Post Route load test bed has following deployment models:

- IPT: Multisite with Distributed Call Processing
 - IVR: Distributed Voice Gateways with Treatment and Queuing using Unified CVP
 - Unified CCE: Distributed Unified ICME Option with Distributed Call Processing Model
- IPT: Clustering over the WAN
 - Distributed Voice Gateways with Distributed Call Treatment and Queuing using Unified CVP
- Unified MA over Broadband
 - Unified MA with Unified IP Phones Deployed via the Business Ready Teleworker Solution

- Unified MA using any PSTN phones
- Cisco Unified Expert Advisor
- IPT: Multisite with Distributed Call Processing
 - Distributed Voice Gateways with Treatment and Queuing using Unified CVP
 - Unified CCE: Distributed Unified ICME Option with Distributed Call Processing Model
 - Every agent in five skill groups
 - Unified CVP comprehensive deployment
- IPT: Clustering over the WAN
 - High availability Unified Communications Manager components with A and B sides separated by delayed WAN

The Unified Communications Manager Post Route load test bed includes following deployment models:

- IPT: Multisite with Distributed Call Processing
 - Unified CCE: Distributed Voice Gateways with Treatment and Queuing using Unified IP IVR
 - Unified CCE: Distributed Unified ICME Option with Distributed Call Processing Model
- IPT: Clustering over the WAN
 - Centralized Voice Gateways with Centralized Call Treatment and Queuing using Unified IP IVR
- Unified Mobile Agent over Broadband
 - Unified MA with Unified IP Phones Deployed via the Business Ready Teleworker Solution
 - Unified MA using any PSTN phones
 - Unified MA Outbound Option Dialer
- Unified Outbound Option Dialer
 - Agent Based Campaigns

New functionality tested for the contact center test environments includes:

- Cisco MediaSense. Call Recording test cases were performed using MediaSense. MediaSense is an IP media recording and playback system that implements the Open Recording Architecture open interfaces.
- Cisco SocialMiner. SocialMiner is a social media customer care solution that can help organizations proactively respond to customers and prospects communicating through public social media networks
- Unified Communications for RTX. Cisco Unified Communications for RTX adds several user interface (UI) items to the RTX window.
- Agent Greeting. Agent Greeting is a new feature for Cisco Unified Communications System Release 8.5(1). Agent Greeting enables a CTI application to instruct the Unified Communications Manager to automatically play a pre-recorded announcement to the Customer immediately following a successful media connection to the Agent device.
- Whisper Announcement. Whisper Announcement is a new feature for Cisco Unified Communications System Release 8.5(1). A Whisper Announcement CTI application instructs Unified Communications Manager via CTI (J/TAPI) to play a prerecorded announcement to the agent before the customer media connection is established.

The following Unified Communications components were tested on Unified Computing System C-Series Blade Servers:

- Unified Contact Center Enterprise

- Unified Communications Manager
- Unified Customer Voice Portal
- Cisco MediaSense
- Cisco SocialMiner

For more information about Unified Communications on Unified Computing System (Virtualization), see http://docwiki.cisco.com/wiki/Unified_Communications_Virtualization.

New and Changed Features

Cisco Unified Communications System Release 8.5(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 part 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 8.5(1) major components and links to release note documentation:

- [Cisco Unified Communications Manager](#)
- [Cisco Unified Intelligent Contact Center Management Enterprise and Cisco Unified Contact Center Enterprise](#)
- [Cisco Unified Contact Center Express and Unified IP IVR](#)
- [Cisco Unified Customer Voice Portal](#)
- [Cisco Unified Intelligence Center](#)
- [Cisco Finesse](#)
- [Cisco MediaSense](#)
- [Cisco SocialMiner](#)
- [Cisco Agent Desktop](#)
- [Cisco Unified Presence](#)
- [Cisco Unified SIP Proxy](#)
- [Cisco Unified IP Phone Support](#)
- [Cisco Unified Communications for RTX](#)
- [Cisco Adaptive Security Appliance](#)
- [Cisco Unified Operations Manager](#)
- [Unified Computing System C-Series Blade Servers \(Unified Communications Virtualization\)](#)
- [Cisco IOS Release 15.1\(3\)T](#)

Cisco Unified Communications Manager

Cisco Unified Communications Manager Release 8.5(1) includes the following new features and changes to functionality:

- Installation, Upgrade, and Migration changes
- Command Line Interface changes
- Cisco Unified Communications Manager Administration changes
- Cisco Unified Communications Manager Features and Applications changes
- Security changes
- Bulk Administration tool changes
- Enhanced support for Cisco Unified IP Phones and Video Endpoints
- Cisco Unified Serviceability changes
- Cisco Unified Communication Manager Express
- Cisco Unified Survivable Remote Site Telephony (SRST)

For detailed information about these changes, see *New and Changed Info for Cisco Unified Communications Manager Release 8.5(1)* at:

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/rel_notes/8_5_1/delta/delta.pdf

For other information about Release 8.5(1), see *Release Notes for Cisco Unified Communications Manager Release 8.5(1)* at:

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/rel_notes/8_5_1/cucm-rel_notes-851.pdf

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

Cisco Unified Contact Center Enterprise/Unified Intelligent Contact Management Enterprise Release 8.5(1) includes the following new features and changes to functionality:

- Agent Greeting
- Whisper Announcement
- Discontinued Support for Cisco WebView and Cisco Support Tools

For information about features and functionality, see *Release Notes for Cisco Unified Contact Center Enterprise Release 8.5(1)* at:

http://www.cisco.com/en/US/docs/voice_ip_comm/cust_contact/contact_center/ipcc_enterprise/ipccenterprise8_5_1/release/notes/icm85rlsnts.pdf

Cisco Unified Contact Center Express and Unified IP IVR

Cisco Unified Contact Center Express and Unified IP IVR 8.5(1) includes the following new features and changes to functionality:

- Outbound IVR feature
- Increased scalability to support 400 agents and 400 unified ports
- Simplified and enhanced Telephony Data Synchronization
- Agent Email feature enhancements
- Support for multiple new platforms

- Support for Virtualization

For information about features and functionality, see *Release Notes for Cisco Unified Contact Center Express Release 8.5(1)* at:

http://www.cisco.com/en/US/docs/voice_ip_comm/cust_contact/contact_center/crs/express_8_5/release/guide/uccx851rn.pdf

Cisco Unified Customer Voice Portal

Cisco Unified Customer Voice Portal 8.5(1) includes the following new features and changes to functionality:

- Support for Dialed Number Pattern
- Support for Agent Greeting
- Support for default media server
- Support for Whisper Announcement

For information about features and functionality, see *Release Notes for Cisco Unified Customer Voice Portal (Unified CVP) 8.5(1)* at:

http://www.cisco.com/en/US/docs/voice_ip_comm/cust_contact/contact_center/customer_voice_portal/cvp8_5/release/notes/cvp85rlsnts.pdf

Cisco Unified Intelligence Center

The features included in the 8.0(3) release of the Cisco Unified Intelligence Center include:

- Real-time and historical dashboards that include charts, grids, web content, and notes to team.
- Wizard-based interface to extend reporting to data sources inside and outside of the contact center.
- Customizable interface
- User groups and access control to data, reports, and capabilities
- Thresholds and drill downs
- Time zone preference.

For information about features and functionality, see *Release Notes for Cisco Unified Intelligence Center Release 8.0(3)* at:

http://www.cisco.com/en/US/products/ps9755/prod_release_notes_list.html

Cisco Finesse

Cisco Finesse is the next-generation agent and supervisor desktop for Cisco Unified Contact Center Enterprise, providing benefits across a variety of communities that interact with the customer service organization. It is designed to provide a collaborative experience that improves the customer experience by enhancing customer service representative experience.

For IT professionals, Cisco Finesse offers smooth integration with the Cisco Collaboration portfolio. It is standards-compliant, and offers low cost of customization of the agent and supervisor desktops.



Note

The first release of Cisco Finesse, Release 8.5(1), is for lab use only. The production release of Cisco Finesse, Release 8.5(2), is scheduled to be available in CYQ4 2011.

For information about features and functionality, see the documentation available at:
http://www.cisco.com/en/US/products/ps11324/prod_literature.html

Cisco MediaSense

Cisco MediaSense is a media recording platform that uses Web 2.0 Application Programming Interfaces (APIs) to expose its functionality to third-party customers so they can create custom applications.

The system is comprised of several components. The *Capture Server* terminates media streams for storage on a local disk; meta data associated with the recording is stored in a database, and exportable to open file format. The *Application Management Server* provides web services interfaces to enable applications to search for and retrieve recordings and associated call history and meta data. A web-based media replay application connects with the Application Management Server to play back recordings.

Cisco MediaSense provides the following features:

- Audio capture
- Video capture
- Screen capture
- Media storage and management
- Meta data storage and search
- Scalable and reliable architecture
- Open web-based application interfaces
- Web-based GUI search / replay application
- Open SIP interface for call control
- Integration with Cisco Unified Communications Manager recording interface
- Integration with Unified CVP recording interface

For information about features and functionality, see *Release Notes for Cisco MediaSense Release 8.5(1)* at:

http://www.cisco.com/en/US/docs/voice_ip_comm/cust_contact/contact_center/mediasense/85/release_notes/msrn851.pdf

Cisco SocialMiner

Cisco SocialMiner is a social media customer care solution that can help organizations proactively respond to customers and prospects communicating through public social media networks like Twitter, Facebook, or other public forums or blogging sites. By providing social media monitoring, queuing, and workflow to organize customer posts on social media networks and deliver them to a social media customer care team, a company can respond to customers in real time using the same social network they are using. The 8.5.1 release is available with Cisco Unified Contact Center Enterprise and Cisco Unified Contact Center Express.

Features of Cisco SocialMiner include:

- Social media campaign management
- Route and queue contacts to experts (extension of Cisco Unified Contact Center)
- Social Screen Pop (Customer Identification)
- Conversation history for social media and traditional care channels
- Customer care and brand monitoring analytics

- Optional integration with full suite of Cisco Collaboration Tools (Quad)

For information about features and functionality, see *Release Notes for Cisco SocialMiner Release 8.5(1)* at:

http://www.cisco.com/en/US/docs/voice_ip_comm/cust_contact/contact_center/socialminer/socialminer_85/release/notes/sm85rlsnts.pdf

Cisco Agent Desktop

Cisco Agent Desktop Release 8.5(1) includes the following new features and changes to functionality:

- Display and control of non-ACD calls for phones with multiple phone lines
- Improved support for Freedom Scientific JAWS 11 (screen reader)
- Improved accessibility options and toolbar navigation through keyboard shortcuts
- Single-step transfer and single-step conference
- The integrated browser in Agent Desktop now supports popups as new tabs or as an Internet Explorer popup window
- HTTPS support for Desktop Administrator
- Enhanced LDAP Monitor Service to automatically make nightly backups of the LDAP database and to ensure backup validity before archiving
- Improved phone device search in the Cisco Desktop Administrator VoIP Monitor Device page
- Support for Microsoft Internet Explorer 8 and Mozilla Firefox 3.6
- Support for Redhat Linux 4.0 and 5.0 for CAD-BE
- Support for JRE 1.6.0, build 20 or later for Agent Desktop and CAD-BE
- Support for 32-bit Microsoft Windows 7 Professional, Enterprise, and Ultimate
- Support for 64-bit Microsoft Windows 7 running the Windows 32-bit on Windows 64-bit (WoW64) emulation layer
- Desktop Monitoring and Recording on Agent Desktop with Windows 7 64-bit operating system running in compatibility mode (WoW64)
- Localization in Finnish

For information about features and functionality, see *Release Notes for Cisco Agent Desktop 8.5(1)* at: http://www.cisco.com/en/US/docs/voice_ip_comm/cust_contact/contact_center/ipcc_enterprise/ipccenterprise8_5_1/release/notes/cad85ccern.pdf

Cisco Unified Presence

Cisco Unified Presence Server Release 8.5(1) includes the following new features and changes to functionality:

- Support for High Availability
- Support for Email Address for Interdomain Federation
- Support for Turning On or Off Instant Message Capabilities
- Support for Turning On or Off Availability Sharing
- Support for Clustering over WAN
- Support for Exchange Web Services Exchange 2010 Calendar Integration

- Support for SIP Federation with AOL
- Support for Global Do Not Disturb Settings
- Support for Temporary (Ad-Hoc) Presence Subscriptions
- Support for Cisco Unified Personal Communicator Release 8.5
- Support for Cisco Adaptive Security Appliance
- Support Policy for Extensible Messaging and Presence Protocol
- Support for VMware on Customer Deployments

For information about features and functionality, see *Release Notes for Cisco Unified Presence Release 8.5* at:

http://www.cisco.com/en/US/docs/voice_ip_comm/cups/8_5/english/rel_notes/cup8xrn.pdf

Cisco Unified SIP Proxy

Cisco Unified SIP Proxy Release 8.5 includes the following new features and changes to functionality:

- An intuitive and easy-to-use graphical user interface (GUI)
- Support for Cisco Unified SIP Proxy on the SM-SRE-700-K9 and the SM-SRE-900-K9 SRE modules
- The ability to enable or disable Lite Mode
- Enforced licensing using Cisco Software Licensing (CSL)
- Updated functionality for route tables

For information about features and functionality, see *Release Notes for Cisco Unified SIP Proxy Release 8.5* at:

http://www.cisco.com/en/US/docs/voice_ip_comm/cusp/rel8_5/release_notes/cuspr85.pdf

Cisco Unified IP Phone Support

Cisco Unified IP Phones 6901, 6911, 6921, 6941, 6961, 6945, 9951, 9971, and 8961(SIP) run on SIP firmware release 9.1(1). SIP Firmware Release 9.1(1) includes the following new features and changes to functionality:

- Automatic port synchronization
- Call History Enhancement
- SIP firmware support for Cisco Unified Video Advantage
- Support for Cisco Unified Communications Manager Express
- Support for Device Unregistration
- Support for Bluetooth Handsfree Profile
- Http Download
- Peer firmware sharing
- Support for '+' dialing
- Power Negotiation
- Support for VDI Client
- Support for VPN Client

- WPA2/AES Encryption with CCKM
- Whisper Coaching

For a detailed description of SIP Firmware Release 9.1(1) features and functionality, see *Cisco Unified IP Phone 8961, 9951, and 9971 (SIP) Release Notes for Firmware Release 9.1(1)SR1* at:

http://www.cisco.com/en/US/docs/voice_ip_comm/cuipph/9971_9951_8961/firmware/9_1_1/release_notes/9900_8900_911.pdf

Cisco Unified Communications for RTX

Cisco UC Integration for RTX 8.5(1) includes the following new features and changes to functionality:

- The ability to place and receive phone calls, including high-definition video calls
- The ability to place conference calls, transfer calls, park calls, and forward calls
- The ability to start meetings to talk to, and to share documents with, one or more other people

For information about features and functionality, see *Release Notes for Cisco Unified Communications for RTX Release 8.5* at:

http://www.cisco.com/en/US/docs/voice_ip_comm/cucrxt/8_5/english/release/ReleaseNotes8_5.pdf

Cisco Adaptive Security Appliance

Cisco Adaptive Security Appliance Release 8.4(1) includes the following new features and changes to functionality:

- Additional hardware support
- New remote access features
- New interface features
- Increased scalability
- New High Availability features
- New Unified Communication features
- Enhanced inspection
- Improved troubleshooting and monitoring
- New security features

For information about features and functionality, see *Release Notes for the Cisco ASA 5500 Series, Version 8.4(x)* at:

<http://www.cisco.com/en/US/docs/security/asa/asa84/release/notes/asarn84.pdf>

Cisco Unified Operations Manager

Cisco Unified Operations Manager 8.5.1 will be available in CYQ1 2011. For information about features and functionality, see *Release Notes for Cisco Unified Operations Manager 8.5(1)* at:

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

Unified Computing System C-Series Blade Servers (Unified Communications Virtualization)

The following Unified Communications components were tested on Unified Computing System C-Series Blade Servers:

- Unified Contact Center Enterprise
- Unified Communications Manager
- Unified Customer Voice Portal
- Open Recording Architecture
- Cisco Finesse
- Cisco Customer Collaboration Platform

For more information about Unified Communications on Unified Computing System (Virtualization), see http://docwiki.cisco.com/wiki/Unified_Communications_Virtualization.

Cisco IOS Release 15.1(3)T

In Cisco Unified Communications System Release 8.5(1), Cisco IOS Release 15.1(3)T includes the following new features and changes to functionality:

- EHWIC Multimode VDSL2/ADSL+
- VDSL HWIC: HWIC-1VDSL over POTS
- VWIC3—4MFT-T1/E1
- Advanced FXS Analog Gateway features and SCCP over TLS with Cisco UCM
- Cisco CME and SRST features enhancement for SCCP and SIP
- Cisco IOS PKI performance monitoring enhancements
- Cisco IOS SSL VPN Smart Tunnels support
- Cisco ISR G2 Multi Gigabit Fabric
- DHCP—tunnels support
- Embedded Event Manager 3.2
- Enhancement to bandwidth QoS-Reference command
- GETVPN troubleshooting
- IKEv1 hardening
- IKEv2 remote access headend
- IP Tunneling—IPv6 rapid deployment
- IPv6—Full Selective Packet Discard support
- IPv6—Per Interface Neighbor Discovery cache limit
- ISDN leased line
- Legacy QoS command deprecation: hidden commands
- MediaTrace 1.0
- Multicast for virtual multipoint interfaces
- NBAR Static IPv4 IANA protocols
- NSE capability negotiations via SDP
- Performance Monitor (Phase 1)
- Radio Aware Routing RFC 4938bis
- RSVP support for Ingress Call Admission Control

- Session-Based FPM
- Suite-B IPSec algorithm support for the On-Board Crypto Engine for Cisco 2951 and Cisco 3900 Series ISRs
- Support for conditional header manipulation of SIP headers
- Support for Interworking Between CUCM-Controlled RSVP-Capable networks and RSVP-Incapable Networks
- Support for limiting the rate of incoming SIP calls processing
- Support for Media Flow-Around with SIP Signaling Control on Cisco UBE
- Support for Release of Media Flow with Retention of SIP Signaling Control on Cisco UBE for Media Trombone or Media Hairpin Call Is Detected
- Support for reporting End-of-Call statistics in SIP BYE Message
- Support for SIP registration proxy on Cisco UBE
- Support for SIP UPDATE message per RFC 3311
- Switch image and configuration manageability
- Video monitoring MIB support for Medianet Video Monitoring

For a detailed description of the new and changed information of Cisco IOS Release 15.1(3)T, see *Release Notes for Cisco IOS Release 15.1T* at:
http://www.cisco.com/en/US/docs/docs/ios/15_1/release/notes/151TRN.pdf


Note

Cisco IOS Release 15.1(3)T is a short deployment Standard Maintenance release that is ideal for the very latest new features and hardware support from Cisco. Cisco provides 18 months of support for Standard Maintenance releases. Customers who require longer-term maintenance support should consider upgrading to the next 15 M Extended Maintenance release (when it becomes available), which will incorporate all features and hardware support of previous Standard Maintenance and Extended Maintenance releases. For more information, see *Cisco IOS Software Release 15M&T Q&A* at:
http://www.cisco.com/en/US/prod/collateral/iosswrel/ps8802/ps10587/ps10591/ps10621/qa_c67_561940.pdf

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 8.5(1) for Contact Center.

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

End-of-Sale Components

The following components have reached end-of-sale (EOS) status but are still supported. Because they may be present in existing customer deployments, they remained installed in the test-bed sites for this Cisco Unified Communications System release.

- Cisco 7815-1000 Media Convergence Servers
- Cisco 7825H-2266 Media Convergence Servers
- Cisco 7825, 7827, 7835, 7837 Media Convergence Servers
- 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. Another process, the end-of-life (EOL) cycle, guides the final business operations associated with the product.

The EOL process consists of a series of technical and business milestones and activities that, when completed, make a product obsolete. After a product becomes obsolete, it 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 about 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 8.5(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 affect 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 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 8.5(1) components, see [Latest Software Upgrades and Licenses](#).



Note You can set up a virtualized environment by running Unified Communications applications on a virtual machine on a Unified Computing System (UCS). For additional details, including UCS hardware information and third-party requirements, see: http://docwiki.cisco.com/wiki/Unified_Communications_Virtualization.

Table 1 *Software Versions for Contact Center Components in Cisco UC Release 8.5(1)*

| Category | Component | Release 8.5(1) |
|--------------|--------------------------------------|-------------------|
| Call Control | Cisco Unified Communications Manager | 8.5(1) |

Table 1 Software Versions for Contact Center Components in Cisco UC Release 8.5(1)

| Category | Component | Release 8.5(1) |
|--------------------------------------|--|--|
| Contact Center | Cisco Unified Intelligent Contact Management Enterprise and Cisco Unified Contact Center Enterprise | 8.5(1) |
| | Cisco Unified Intelligent Contact Management Enterprise and Cisco Unified Contact Center Enterprise Operating System | Win2003 SP2/ Win2003 R2 SP2 |
| | Cisco Unified ICME Support Tools | 2.4(1) |
| | Cisco Unified Expert Advisor Operating System | Bundled with Software |
| | Cisco Unified Contact Center Express | 8.5(1) |
| | Cisco Unified IP IVR | 8.5(1) |
| | Cisco Unified Contact Center Express/Unified IP IVR Operating System | Bundled with Software |
| | Cisco Unified Customer Voice Portal | 8.5(1) |
| | Cisco Unified Customer Voice Portal Operating System | Win2003 SP2/ Win2003 R2 SP2 |
| | Cisco Unified Intelligence Center | 8.0(3) |
| | Cisco Finesse | 8.5(1) Lab use only |
| | Cisco MediaSense | 8.5(1) |
| | Cisco SocialMiner | 8.5(1) |
| Applications | Cisco Unified Presence | 8.5(1) |
| | Cisco Unified SIP Proxy | 8.5(1) |
| Voice Mail and Unified Messaging | Cisco Unity Connection | 8.5(1) |
| Endpoints and Clients | Cisco IP Communicator | 7.0(5) |
| | Cisco Unified Personal Communicator | 8.0(1) |
| | Cisco Unified Video Advantage | 2.2(1) |
| | Cisco Unified IP Phones 7900 Series: 7921G (Wireless), 7940, 7940G, 7960, 7960G, 7962, 7970, and 7970G | Bundled with Unified Communications Manager. |
| | Cisco Unified IP Phones 6900 Series: 6911, 6921, 6941 6961, and 6945 | Firmware 9.1.1 SR1 |
| | Cisco Unified IP Phones models 9951 and 9971 | Firmware 9.1.1 SR1 |
| | Cisco Unified IP Phones model 8961 | Firmware 9.1.1 SR1 |
| | Cisco Unified IP Phones models 6945, 8941, 8945 | Firmware 9.1.1 SR1 |
| Cisco Unified Communications for RTX | 8.5(1) | |

Table 1 **Software Versions for Contact Center Components in Cisco UC Release 8.5(1)**

| Category | Component | Release 8.5(1) |
|-------------------------------|--|---|
| Security | Cisco Adaptive Security Appliance (5520, 5540, 5580) Services | 8.4(1) |
| | Cisco Adaptive Security Appliance 5500 AIP Security Services Module (IPS) | 7.0(2) E3 |
| | CiscoWorks Management Center for Cisco Security Agents | 6.0(2) |
| | Cisco Security Agent for Unified Communications Manager | Bundled with Unified Communications Manager |
| | Cisco Security Agent for Unified IP IVR | Bundled with Unified IP IVR |
| | Cisco Security Agent for Unified Contact Center Express | Bundled with Unified Contact Center Express |
| | Cisco Security Agent for Unified Expert Advisor | Bundled with Unified Expert Advisor |
| | Cisco Security Agent for Unified Intelligent Contact Management Enterprise | 6.0(1) |
| | Cisco Security Agent for Unified Customer Voice Portal | 6.0(1) |
| Network Management | Cisco Unified Operations Manager | 8.5.1 ¹ |
| Communications Infrastructure | Cisco IOS Mainline Release | |
| | Cisco 3825, 3845 (Unified CVP VXML, voice/data, H.323, SIP, MGCP, IOS-based Transcoders and Conference Bridges, and Cisco Unified Border Element gateways) | 15.1(3)T ² |
| | Cisco AS5400XM (Unified CVP VXML, voice, H.323, SIP and PSTN gateways) | 15.1(3)T ² |
| | Cisco Unified Border Element - ISR | 15.1(3)T ² |
| | Cisco Unified Border Element - ASR | 3.2 |
| | Cisco VGD-1T3 Voice Gateway | 15.1(3)T ² |
| | Cisco 3825 MGCP gateway | 15.1(3)T ² |
| | RSVP Agent (on 38xx platforms) | 15.1(3)T ² |
| | Cisco 7206VXR (core/WAN router) | 15.1(3)T ² |
| | Cisco 881 router | 15.1(3)T ² |
| | Cisco Catalyst 3750 (access switch) | 12.2(53)SE2 |
| | Cisco Catalyst 6506, 6509 (core switch, Supervisor 2) | 8.6(6a) |

1. Will be available in CYQ1 2011.

2. Cisco IOS Release 15.1(3)T and 15.1(1)T are short deployment Standard Maintenance releases ideal for the very latest new features and hardware support from Cisco. Cisco provides 18 months of support for Standard Maintenance releases. Customers requiring longer-term maintenance support should consider upgrading to the next 15 M Extended Maintenance release (when it becomes available), which will incorporate all features and hardware support of previous Standard Maintenance and Extended Maintenance releases. For more information, refer to http://www.cisco.com/en/US/prod/collateral/iosswrel/ps8802/ps10587/ps10591/ps10621/qa_c67_561940.html.

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 8.5(1)*

| Component | SCCP Firmware Version | SIP Firmware Version |
|---------------------------------|-----------------------|-----------------------|
| Cisco Unified IP Phone 3911 | — | SIP3951.8-1-2SR1 |
| Cisco Unified IP Phone 3951 | — | SIP3951.8-1-2SR1 |
| Cisco Unified IP Phone 6901 | SCCP6901.9-1-0-00-28 | SIP6901.9-1-0-00-27 |
| Cisco Unified IP Phone 6911 | SCCP6911.9-1-0-0-280 | SIP6911.9-1-0-00-27 |
| Cisco Unified IP Phone 6921 | SCCP69xx.9-1-0-75-14 | SIP69xx.9-1-0-76-13 |
| Cisco Unified IP Phone 6941 | SCCP69xx.9-1-0-75-14 | SIP69xx.9-1-0-76-13 |
| Cisco Unified IP Phone 6961 | SCCP69xx.9-1-0-75-14 | SIP69xx.9-1-0-76-13 |
| Cisco Unified IP Phone 7902 | CP7902080002SCCP0608 | — |
| Cisco Unified IP Phone 7905 | CP7905080003SCCP0704 | CP7905080001SIP060412 |
| Cisco Unified IP Phone 7906 | SCCP11.9-1-1TH1-12S | SIP11.9-1-1TH1-12S |
| Cisco Unified IP Phone 7910 | P00405000700 | — |
| Cisco Unified IP Phone 7911 | SCCP11.9-1-1TH1-12S | SIP11.9-1-1TH1-12S |
| Cisco Unified IP Phone 7912 | CP7912080002SCCP0704 | CP7912080001SIP060412 |
| Cisco Unified IP Phone 7920 | CMTERM_7920.4.0-03-02 | — |
| Cisco Unified IP Phone 7921 | CP7921G-1.3.3 | — |
| Cisco Unified IP Phone 7925 | CP7925G-1.3.3 | — |
| Cisco Unified IP Phone 7931 | SCCP31.9-1-1TH1-12S | SIP31.9-1-1TH1-12S |
| Cisco Unified IP Phone 7935 | P00503021900 | — |
| Cisco Unified IP Phone 7936 | CMTERM_7936.3-3-20-0 | — |
| Cisco Unified IP Phone 7937 | APPS37SCCP.1-4-2-0 | — |
| Cisco Unified IP Phone 7940 | P00308010200 | POS3-8-12-00 |
| Cisco Unified IP Phone 7941 | SCCP41.9-1-1TH1-12S | SIP41.9-1-1TH1-12S |
| Cisco Unified IP Phone 7941G-GE | SCCP41.9-1-1TH1-12S | SIP41.9-1-1TH1-12S |
| Cisco Unified IP Phone 7942 | SCCP42.9-1-1TH1-12S | SIP42.9-1-1TH1-12S |
| Cisco Unified IP Phone 7945 | SCCP45.9-1-1TH1-12S | SIP45.9-1-1TH1-12S |
| Cisco Unified IP Phone 7960 | P00308010200 | — |
| Cisco Unified IP Phone 7961 | SCCP41.9-1-1TH1-12S | SIP41.9-1-1TH1-12S |
| Cisco Unified IP Phone 7961G-GE | SCCP41.9-1-1TH1-12S | SIP41.9-1-1TH1-12S |
| Cisco Unified IP Phone 7962 | SCCP42.9-1-1TH1-12S | SIP42.9-1-1TH1-12S |
| Cisco Unified IP Phone 7965 | SCCP45.9-1-1TH1-12S | SIP45.9-1-1TH1-12S |
| Cisco Unified IP Phone 7970 | SCCP70.9-1-1TH1-12S | SIP70.9-1-1TH1-12S |
| Cisco Unified IP Phone 7971 | SCCP70.9-1-1TH1-12S | SIP70.9-1-1TH1-12S |

Table 2 *Firmware Versions of Cisco SCCP and SIP Phones in Cisco Unified Communications System Release 8.5(1)*

| Component | SCCP Firmware Version | SIP Firmware Version |
|-----------------------------|-----------------------|----------------------|
| Cisco Unified IP Phone 7975 | SCCP75.9-1-1TH1-12S | SIP75.9-1-1TH1-12S |
| Cisco Unified IP Phone 7985 | CMTERM_7985.4-1-7-0 | — |
| Cisco ATA 186 | ATA030204SCCP090202A | SIP8961.9-0-2 |
| Cisco ATA 187 | ATA187.9-0-3-0 | SIP9951.9-0-2 |

Latest Software Upgrades and Licenses

The following are links to the latest software upgrades and licenses for Cisco Unified Communications System Release 8.5(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 Unified Personal Communicator
 - Voice/video endpoints such as Cisco Unified IP Phones
- 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>
- Cisco Agent Desktop Web Licensing Site: <http://209.46.83.138/sws/WebLicensingInitial/InitialLicensePage.html>
- Product Upgrade Tool (for ordering CDs of new major/minor releases): <http://tools.cisco.com/gct/Upgrade/jsp/index.jsp>

Related Documentation

System Documentation

The components in these release notes, including the platforms tested, are the same as Cisco Unified Communications System Release 8.5(1) and are discussed in the Technical Information Site at: http://www.cisco.com/cisco/web/docs/iam/unified/ipcc851/Install_and_Configure_System_Components.html

For high-level information about the Cisco Unified Communications System, see Cisco Unified Communications System Documentation at: <http://www.cisco.com/go/unified-techinfo>

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

The 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/UC8.5.1/system_description/SD851.pdf

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/UC8.5.1/cc_system_inst_upg/siumc851.pdf

For additional information about specific hardware recommendations or bills of material for each product, see [System Requirements, page 13](#).

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

The following table provides links to the main page for documentation on various Cisco Unified Communications components, from which you can navigate to individual documents.

Table 3

| Category | Component | Documentation URLs |
|--------------|--------------------------------------|---|
| Call Control | Cisco Unified Communications Manager | http://www.cisco.com/en/US/products/sw/voicesw/ps556/tsd_products_support_series_home.html |
| | Cisco Unified SIP Proxy | http://www.cisco.com/en/US/products/ps10140/tsd_products_support_model_home.html |

Table 3

| Category | Component | Documentation URLs |
|----------------------------------|---|---|
| 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 Unified ICME 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 |
| | Cisco Unified Intelligence Center | http://www.cisco.com/en/US/products/ps9755/tsd_products_support_series_home.html |
| | Cisco Unified Contact Center Express | http://www.cisco.com/en/US/products/sw/custcosw/ps1846/tsd_products_support_series_home.html |
| | Cisco Finesse | http://www.cisco.com/en/US/products/ps11324/tsd_products_support_series_home.html |
| | Cisco MediaSense | http://www.cisco.com/en/US/products/ps11389/tsd_products_support_series_home.html |
| | Cisco SocialMiner | http://www.cisco.com/en/US/products/ps11349/tsd_products_support_series_home.html |
| Applications | Cisco Unified Presence | http://www.cisco.com/en/US/products/ps6837/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 |

Table 3

| Category | Component | Documentation URLs |
|-----------------------|---|---|
| Endpoints and Clients | Cisco Unified IP Phone 6900 Series | http://www.cisco.com/en/US/products/ps10326/tsd_products_support_series_home.html |
| | Cisco Unified IP Phone 7900 Series | http://www.cisco.com/en/US/products/hw/phones/ps379/tsd_products_support_series_home.html |
| | Cisco Unified IP Phone 8900 Series | http://www.cisco.com/en/US/products/ps10451/tsd_products_support_series_home.html |
| | Cisco Unified IP Phone 9900 Series | http://www.cisco.com/en/US/products/ps10453/tsd_products_support_series_home.html |
| | 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 UC Integration™ for Lync (formerly Microsoft Office Communicator) | http://www.cisco.com/en/US/products/ps10317/tsd_products_support_series_home.html |
| | Cisco Unified Communications for RTX | http://www.cisco.com/en/US/products/ps11241/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 ASA 5500 Series Adaptive Security Appliances (ASA 5520, ASA 5540, ASA 5580) | http://www.cisco.com/en/US/products/ps6120/tsd_products_support_series_home.html |
| | Cisco ASA Advanced Inspection and Prevention Security Services Module (AIP-SSM) | http://www.cisco.com/en/US/products/ps9774/prod_module_series_home.html |
| | Cisco Security Agents | http://www.cisco.com/en/US/products/sw/secursw/ps5057/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

| Category | Component | Documentation URLs |
|-------------------------------|---|---|
| Communications Infrastructure | Cisco IOS Software Release 15.1T | http://www.cisco.com/en/US/products/ps10618/tsd_products_support_series_home.html |
| | Cisco 3800 Series Integrated Services Routers (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/voicew/p5640/tsd_products_support_series_home.html |
| | Cisco VGD 1T3 Voice Gateway | http://www.cisco.com/en/US/products/ps9890/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 Integrated Services Router | http://www.cisco.com/en/US/products/hw/routers/ps380/tsd_products_support_series_home.html |
| | Cisco Catalyst 3750 Series Switches | http://www.cisco.com/en/US/products/hw/switches/ps5023/tsd_products_support_series_home.html |
| | Cisco Catalyst 6500 Series Switches | http://www.cisco.com/en/US/products/hw/switches/ps708/tsd_products_support_series_home.html |
| Unified Computing | Cisco Unified Computing System | http://www.cisco.com/en/US/products/ps10477/tsd_products_support_series_home.html |
| | Cisco UCS B-Series Blade Servers | http://www.cisco.com/en/US/products/ps10280/tsd_products_support_series_home.html |
| | Cisco UCS C-Series Rack-Mount Servers | http://www.cisco.com/en/US/products/ps10493/tsd_products_support_series_home.html |

Limitations and Restrictions

This section includes the following:

- [Important Notes, page 25](#)
- [Resolved Caveats](#)
- [Open Caveats, page 26](#)

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 offers a Product Alert Tool that allows you to set up one or more profiles that 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 8.5(1) for Contact Center and includes the following issue.

- [NextPort Digital Signal Processor card nearing end-of-life](#)

NextPort Digital Signal Processor card nearing end-of-life

There will be no software updates for the NextPort Digital Signal Processor card after March 31, 2011. Outstanding issues with the NextPort DSP include the following:

[CSCtj23118](#) AS5400 intermittent problem sending rtp-nte packets. Between 0.1 and 0.2% of calls experience mid-call DTMF failure. However, if the digits are re-entered, they are properly sent by the gateway.

[CSCtj73695](#) AS5400 NextPort sip-notify leaking memory. The Console displays a “low memory” message. The problem does not occur if the rtp-nte protocol is used instead of sip-notify.

Workaround:

New installations and upgrades should use the Cisco AS5X-FC card.

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 8.5(1) for Contact Center.



Note

For information about the caveats that were resolved in specific versions of each component, see 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 8.5(1)*

| Identifier | Headline |
|-----------------------------|--|
| Severity 4-6 caveats | |
| CSCth70899 | Large DNS responses cannot be resolved (such as SRV records that resolve to many hosts). |

Open Caveats

Table 5 lists known caveats, grouped by severity, related to the testing of contact center components in Cisco Unified Communications System Release 8.5(1) and previous releases, which were not resolved at the time this document was written.

For additional information about 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 8.5(1)*

| Identifier | Headline |
|-----------------------------|---|
| Severity 4-6 caveats | |
| CSCtd52204 | Memory leak while encrypted SIP and SCCP make calls through the TLS Proxy. |
| CSCsd62658 | Certificate Authority Proxy Function (CAPF) logging requires service restart. |
| CSCtk66134 | Services associated with unconfigured feature core after auto-start. |
| CSCsw97184 | Document CLIs on H.323 gateway for nailed Unified Mobile Agent setup. |

Troubleshooting

For important troubleshooting information, tips, and recommendations related to Cisco Unified Communications System Release for Contact Center, see the Troubleshooting information at: http://www.cisco.com/cisco/web/docs/iam/unified/ipcc851/Introduction_to_Troubleshooting.html

Obtaining Documentation and Submitting a Service Request

For information about 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.

Cisco and the Cisco Logo are trademarks of Cisco Systems, Inc. and/or its affiliates in the U.S. and other countries. A listing of Cisco's trademarks can be found at www.cisco.com/go/trademarks. Third party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1005R)

System Release Notes for Contact Center: Cisco Unified Communications System Release 8.5(1)

Copyright © 2011 Cisco Systems, Inc. All right reserved.

