



System Release Notes for Contact Center: Cisco Unified Communications System Release 8.6(1)

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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 8.6(1), see [System Requirements, page 11](#). 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 8.6(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 MediaSense, Cisco Finesse, 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 6900, 7900, 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 8.6(1), see [Software Version Matrix, page 13](#).

Tested Functionality

This section covers the following areas of system-wide testing for Contact Center:

- [Feature Testing](#)
- [Upgrade Paths](#)
- [Upgraded Components](#)
- [Testbed Summary](#)

Feature Testing

The system-wide testing of Contact Center functionality for Cisco Unified Communications System Release 8.6(1) included the following features:

- Installation and Upgrade - testing included single stage upgrades from UC 8.5 releases. New feature installations were performed on MCS and UCS-B and C series equipment.
- Agent Greeting - testing focused on Mobile Agent and Parent/Child support
- Whisper Announcement- testing focused on Mobile Agent and Parent/Child support.
- Failover and Customer Use Case Scenarios - testing focused on Use Cases compiled from customer visits
- Media Sense - testing focused on recording.
- Contact Center solution - testing focused on multi-line testing, Agent Wrap Up, and VRU.
- Windows 2008 R2 Qualification - testing focused on Mixed Deployment Call flows (Side A: Windows 2003, Side B: Windows 2008) with TCD verification.
- Security Test Cases - testing focused on Cisco Adaptive Security Appliance and included IPS. ASA is included in CVP production test beds (data center and one stand alone site). Cisco Security Agent (management console) was also tested.
- Cisco Unified Border Element Enterprise Edition for Cisco ASR 1000 Series - testing focused on latest versions to verify work around for MoH issue.
- Smart Business Architecture - testing focused on Smart business Architecture Borderless Network configurations on CVP-PR topology. This included new C3750G and C2960 MLS switches. Configuration for QoS was added. All additional testing for Borderless Network is implicit.
- Cisco Unified Intelligence Center - testing focused on Dashboard Permalinks.
- Cisco Unified Operations Manager - testing focused on regression test cases to verify detection and monitoring of Contact Center applications and devices.
- Cisco Unified SIP Proxy - testing focused on CVP-PR test beds replacing CUPS (SIP Proxy). Testing is implicit.
- Cisco IP Communicator - testing focused on Agent Greeting and Whisper Announcement scenarios on H.323 and SIP phones.
- Deployments, call flows, and new features of the following existing products were also tested:
 - Cisco Unified Communications Manager
 - Cisco Unified Presence
 - Cisco Unified Contact Center Express
 - Cisco Unified Contact Center Enterprise

- Cisco Unified Customer Voice Portal

Upgrade Paths

The system-wide testing of Contact Center functionality for Cisco Unified Communications System Release 8.6(1) included the following upgrade paths:

- Multistage upgrade of IP telephony components from Cisco Unified Communications System Release 7.1(3) to Cisco Unified Communications System Release 8.6(1). For a list of the base Release 7.1(3) versions, see the *System Release Notes for IP Telephony: Cisco Unified Communications System, Release 7.1(3)* at:
http://www.cisco.com/en/US/docs/voice_ip_comm/uc_system/UC7.1.3/release_notes/rnipt713.html
- Single stage upgrade of IP telephony components from Cisco Unified Communications System Release 8.5(1) to Cisco Unified Communications System Release 8.6(1). For a list of the base Release 8.5(1) versions, see *System Release Notes for IP Telephony: Cisco Unified Communications System, Release 8.5(1)* at:
http://www.cisco.com/en/US/docs/voice_ip_comm/uc_system/UC8.5.1/release_notes/rnipt851.html

Upgraded Components

The following major components were upgraded:

- Unified Communications Manager to Release 8.6(1a)
- Cisco Unified Intelligence Center to Release 8.0(4)
- Cisco MediaSense to Release 8.5(2)
- Cisco Unified Presence to Release 8.6(1)
- Cisco Unified Operations Manager to Release 8.6(1)
- Cisco Unified IP IVR to Release 8.5(1) SU1
- Cisco IOS Mainline Release to Release 15.1(4)M1

For a list of the target Cisco Unified Communications System Release 8.6(1) versions that the Contact Center components were upgraded to, see [Software Version Matrix, page 13](#).

For system upgrade procedures to Cisco Unified Communications System Release 8.6(1), see the *System Installation and Upgrade Manual for Contact Center* at:

http://www.cisco.com/en/US/docs/voice_ip_comm/uc_system/UC8.6.1/cc_system_inst_upg/siumc861.pdf

Testbed Summary

The Contact Center test environments are summarized in the following table:

	CVP-PR	Parent-Child	CVP Self Service
Deployment Models	SIP with Unified CVP, Comprehensive, Combined Branch Gateways, Branch Agents	Parent/Child, Unified CVP and Unified Communications Manager and children	Unified CVP Self Service
Protocols and Endpoints	SCCP, SIP, CTIOS, CAD	SCCP, SIP, CTIOS, CAD	n/a
Ingress GW	Cisco Unified Border Element/Cisco Unified SIP Proxy (H.323 Gateway, SIP Gateway)	H.323, SIP	SIP

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 8.6(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 8.6(1) major components and links to release note documentation:

- [Cisco Unified Communications Manager](#)
- [Cisco Unified Intelligent Contact 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 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\(4\)M1](#)

Cisco Unified Communications Manager

Cisco Unified Communications Manager Release 8.6(1a) includes new features and changes to functionality in the following areas:

- Installation, upgrade, and migration
- Cisco Unified Communications Operating System
- Command line interface
- Cisco Unified Communications Manager administration
- Destination code control
- Security
- Cisco Unified IP Phones
- JTAPI Support
- Cisco Unified Serviceability
- Cisco Unified Real-Time Monitoring Tool

For detailed information about these changes, see *New and Changed Information for Cisco Unified Communications Manager Release 8.6(1)* at:

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/rel_notes/8_6_1/delta/delta.html

For more information about Release 8.6(1a), see *Release Notes for Cisco Unified Communications Manager Release 8.6(1a)* at:

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/rel_notes/8_6_1/cucm-rel_notes-861a.html

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

Cisco Unified Intelligent Contact Management Enterprise Release 8.5(2) includes the following new features and changes to functionality:

- Support for Windows Server 2008 R2 SP1
- Support for Active Directory Windows Server 2008 R2
- Whisper Announcement and Agent Greeting for Mobile Agent
- Performance Monitor shortcut for 32-bit monitoring
- EMS log compression
- EMSMON changes
- Default trace levels
- Virtual Machine OVA templates

For configuration options, and for information about features and functionality, see *Release Notes for Cisco Unified Contact Center Enterprise Release 8.5(2)* at:

http://www.cisco.com/en/US/products/sw/custcosw/ps1001/prod_release_notes_list.html

Cisco Unified Contact Center Express and Unified IP IVR

Cisco Unified Communications System Release 8.6(1) supports Cisco Unified Contact Center Express and Unified IP IVR 8.5(1). This release version did not change from the previous Cisco Unified Communications System release.

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/products/sw/custcosw/ps1846/prod_release_notes_list.html

Cisco Unified Customer Voice Portal

Cisco Unified Communications System Release 8.6(1) supports Cisco Unified Customer Voice Portal Release 8.5(1). This release version did not change from the previous Cisco Unified Communications System release.

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/products/sw/custcosw/ps1006/prod_release_notes_list.html

Cisco Unified Intelligence Center

Cisco Unified Intelligence Center Release 8.0(4) includes the following new features and changes to functionality:

- Support for Permalinks
- Support for Unified CCE Release 7.5 report templates
- Additional CLI commands

For information about features and functionality, see *Release Notes for Cisco Unified Intelligence Center Release 8.0(4)* at:

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

Cisco Finesse

Cisco Unified Communications System Release 8.6(1) supports Cisco Finesse Release 8.5(1). This release version did not change from the previous Cisco Unified Communications System release.

**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 Release 8.5(2) includes the following new features and changes to functionality:

- Scalability enhancements
- New Virtualization-related hardware options

- VMWare Hypervisor support
- API changes
- Streaming Playback and Silence Suppression
- Serviceability Enhancements
- UI Changes

For information about features and functionality, see *Release Notes for Cisco MediaSense Release 8.5(2)* at:

http://www.cisco.com/en/US/products/ps11389/prod_release_notes_list.html

Cisco Unified Presence

Cisco Unified Communications System Release 8.6(1) supports Cisco Unified Presence Release 8.5(1). This release version did not change from the previous Cisco Unified Communications System release.

For information about features and functionality, see *Release Notes for Cisco Unified Presence Release 8.5* at: http://www.cisco.com/en/US/products/ps6837/prod_release_notes_list.html

Cisco Unified SIP Proxy

Cisco Unified SIP Proxy Release 8.5(2) includes the following new features and changes to functionality:

- Support for call admission control for server group elements.
- Performance control support to restrict the total calls-per-second that are processed.
- SIP message log to capture SIP messages sent and received.
- Failed call log to capture call record details for calls that do not terminate normally.
- Support for Simple Network Management Protocol (SNMP).

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.html

Cisco Unified IP Phone Support

Cisco Unified IP Phones 6911, 6921, 6941, 6961, 6945, 8941, 8945, 8961, 9951, 9971 run on SIP firmware release 9.2(1). SIP Firmware Release 9.2(1) includes the following new features and changes to functionality:

- EnergyWise
- Enhanced Call Forward notification
- Forced Authentication Code and Client Matter Code support
- Next Generation Power over Ethernet
- PLKs as SoftKeys
- SSH access
- Toast Timer
- Wide screen video enhancements

For a detailed description of SIP Firmware Release 9.2(1) features and functionality, see *Cisco Unified IP Phone 8961, 9951, and 9971 (SIP) Release Notes for Firmware Release 9.2(1)SR1* at: http://www.cisco.com/en/US/docs/voice_ip_comm/cuiphp/9971_9951_8961/firmware/9_2_1/release_notes/9900_8900_921.pdf

Cisco Unified Communications for RTX

Cisco Unified Communications System Release 8.6(1) supports Cisco Unified Communications for RTX Release 8.5(1). This release version did not change from the previous Cisco Unified Communications System release.

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/products/ps11241/prod_release_notes_list.html

Cisco Adaptive Security Appliance

Cisco Unified Communications System Release 8.6(1) supports Cisco Adaptive Security Appliance Release 8.4(1). This release version did not change from the previous Cisco Unified Communications System release.

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/products/ps6120/prod_release_notes_list.html

Cisco Unified Operations Manager

Cisco Unified Operations Manager 8.6(1) will be available in CYQ3 2011. For information about features and functionality, see *Release Notes for Cisco Unified Operations Manager 8.6* 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(4)M1

Cisco IOS Release 15.1(4)M1 includes support for new hardware and software features.

For a detailed description of new and changed features for Cisco IOS Release 15.1(4)M1, see *Release Notes for Cisco IOS Release 15.1M&T* at:

http://www.cisco.com/en/US/docs/docs/ios/15_1/release/notes/151TRN.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 8.6(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 8.6(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

The following table 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 8.6(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 8.6(1)**

Category	Component	Release 8.6(1)
Call Control	Cisco Unified Communications Manager	8.6(1a)
Contact Center	Cisco Unified Intelligent Contact Management Enterprise and Cisco Unified Contact Center Enterprise	8.5(2) ¹
	Cisco Unified Intelligent Contact Management Enterprise and Cisco Unified Contact Center Enterprise Operating System	Win2008 R2 SP1 Win2003 SP2/ Win2003 R2 SP2
	Cisco Unified ICME Support Tools	2.4(1)
	Cisco Unified Contact Center Express	8.5(1) SU1
	Cisco Unified IP IVR	8.5(1) SU1
	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(4)
	Cisco Finesse	8.5(1) Lab use only
	Cisco MediaSense	8.5(2)
Applications	Cisco Unified Presence	8.5(1)
	Cisco Unified SIP Proxy	8.5(2)

Table 1 **Software Versions for Contact Center Components in Cisco UC Release 8.6(1)**

Category	Component	Release 8.6(1)
Endpoints and Clients	Cisco IP Communicator	8.6(1)
	Cisco Unified Video Advantage	2.2(1)
	Cisco Unified IP Phones 7900 Series: 7921G (Wireless), 7940, 7960, 7962, 7970, and 7970G	Bundled with Unified Communications Manager. Firmware 9.2(1)
	Cisco Unified IP Phones 6900 Series: 6911, 6921, 6941 6961, and 6945	Firmware 9.2(1)
	Cisco Unified IP Phones models 9951 and 9971	Firmware 9.2(1)
	Cisco Unified IP Phones model 8961, 8941, 8945	Firmware 9.2(1)
	Cisco Unified Communications for RTX	8.5(1)
	Security	Cisco Adaptive Security Appliance (5520, 5540, 5580) Services
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 Intelligent Contact Management Enterprise	6.0(1)
	Cisco Security Agent for Unified Customer Voice Portal	6.0(1)
	Network Management	Cisco Unified Operations Manager

Table 1 **Software Versions for Contact Center Components in Cisco UC Release 8.6(1)**

Category	Component	Release 8.6(1)
Communications Infrastructure	Cisco IOS Mainline Release	15.1(4)M1
	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(4)M1
	Cisco AS5400XM (Unified CVP VXML, voice, H.323, SIP and PSTN gateways)	15.1(4)M1
	Cisco Unified Border Element Enterprise Edition for Cisco ISR Series	15.1(4)M1
	Cisco Unified Border Element Enterprise Edition for Cisco ASR 1000 Series	3.3
	Cisco VGD-1T3 Voice Gateway	15.1(4)M1
	Cisco 3825 MGCP gateway	15.1(4)M1
	RSVP Agent (on 38xx platforms)	15.1(4)M1
	Cisco 7206VXR (core/WAN router)	15.1(4)M1
	Cisco 881 router	15.1(4)M1
	Cisco Catalyst 3750 (access switch)	12.2(53)SE2
	Cisco Catalyst 6506, 6509 (core switch, Supervisor 2)	8.6(6a)

1. For configuration options, see [Release Notes for Cisco Unified Contact Center Enterprise Release 8.5\(2\)](#).
2. Will be available in CYQ3 2011.

**Note**

Product specific compatibility documents provide complete compatibility information between components.

Firmware Version Matrix

The following table 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 8.6(1)*

Component	SCCP Firmware Version	SIP Firmware Version
Cisco Unified IP Phone 6911	SCCP6911.9-2-1-a	SIP6911.9-2-1-0
Cisco Unified IP Phone 6921	SCCP69xx.9-2-1-0	SIP69xx.9-1-1-3-sr
Cisco Unified IP Phone 6941	SCCP69xx.9-2-1-0	SIP69xx.9-1-1-3-sr
Cisco Unified IP Phone 6945	SCCP6945.9-2-1-0	SIP6945.9-1-1-0
Cisco Unified IP Phone 6961	SCCP69xx.9-2-1-0	SIP69xx.9-1-1-3-sr
Cisco Unified IP Phone 7921	CP7921G-1.4.1	—
Cisco Unified IP Phone 7940	P00308010200	P0S3-8-12-00
Cisco Unified IP Phone 7960	P00308010200	P0S3-8-12-00
Cisco Unified IP Phone 7961G-GE	SCCP41.9-2-1S	SIP41.9-2-1S
Cisco Unified IP Phone 7962	SCCP42.9-2-1S	SIP42.9-2-1S
Cisco Unified IP Phone 7970	SCCP70.9-2-1S	SIP70.9-2-1S
Cisco Unified IP Phone 7985	cmterm_7985.4-1-7-0	—
Cisco Unified IP Phone 8941	SCCP894x.9-1-2-SR-1	—
Cisco Unified IP Phone 8945	SCCP894x.9-1-2-SR-1	—
Cisco Unified IP Phone 8961	—	sip8961.9-2-1
Cisco Unified IP Phone 9951	—	sip9951.9-2-1
Cisco Unified IP Phone 9971	—	sip9971.9-2-1

Latest Software Upgrades and Licenses

The following are links to the latest software upgrades and licenses for Cisco Unified Communications System Release 8.6(1) components.

To launch the Product Upgrade Tool, go to:

<http://tools.cisco.com/gct/Upgrade/jsp/index.jsp>

To access the Cisco Agent Desktop Web licensing site, go to:

<http://209.46.83.138/sws/WebLicensingInitial/InitialLicensePage.html>

To download the latest software for all other components, go to:

<http://www.cisco.com/cisco/software/navigator.html>

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/iam/unified/ipcc861/Install_and_Configure_System_Components.htm

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/UC8.6.1/system_description/SD861.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/UC8.6.1/cc_system_inst_upg/siumc861.pdf

For additional information about specific hardware recommendations or bills of material for each product, see [System Requirements, page 11](#).

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 *Component Resources Documentation*

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/ps10475/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 Unified ICME Support Tools	http://www.cisco.com/en/US/products/ps5905/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
Applications	Cisco Unified Presence	http://www.cisco.com/en/US/products/ps6837/tsd_products_support_series_home.html

Table 3 **Component Resources Documentation**

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 Agent	http://www.cisco.com/en/US/products/sw/secursw/ps5057/tsd_products_support_eol_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 **Component Resources Documentation**

Category	Component	Documentation URLs
Communications Infrastructure	Cisco IOS Software Release 15.1	http://www.cisco.com/en/US/products/ps10592/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/ps6832/index.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 21](#)
- [Resolved Caveats](#)
- [Open Caveats, page 22](#)

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 8.6(1) for Contact Center and includes the following issue:

- [DTMF signaling type 'no preference' with DTMF relay sip-kpml](#)

DTMF signaling type 'no preference' with DTMF relay sip-kpml

Do not configure a Unified Communications Manager SIP trunk pointing to the SIP gateway as DTMF signaling type 'no preference' when the SIP gateway is DTMF relay sip-kpml.

This combination results in bulk call failures during heavy traffic loads, followed by a gateway crash. To recover from the crash the gateway router must be reloaded. For more information, see [CSCtq56727](#), SIP GW crash with MALLOCFAIL during heavy call traffic.

Workaround:

Set the DTMF signaling type as 'OOB and RFC 2833' in Unified Communications Manager SIP trunk configuration.

OR

Configure dtmf-relay rtp-nte at the SIP gateway dial-peer configuration, instead of sip-kpml. The Unified Communications Manager SIP trunk is configured with 'no preference.'

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 8.6(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 8.6(1)

Identifier	Headline
Severity 2-3 Caveats	
CSCtq26609	Dataset status failed DB error displays on scheduled reports
Severity 4-6 caveats	
CSCtk66134	Service cores during shutdown

Open Caveats

Table 5 lists known caveats, grouped by severity, related to the testing of Contact Center components in Cisco Unified Communications System Release 8.6(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 8.6(1)

Identifier	Headline
Severity 2-3 Caveats	
CSCte86123	If System IPCC is selected and Peripheral ID is 5000 CTIOS error occurs
Severity 4-6 caveats	
CSCtd52204	SIP session/sip_tx and possible TD memory leak during tls testing

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/iam/unified/ipcc851/Introduction_to_Troubleshooting.htm

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 an RSS feed and set content to be delivered directly to your desktop using a reader application. The RSS feeds are a free service. Cisco currently supports RSS Version 2.0.

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

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System Release Notes for Contact Center: Cisco Unified Communications System Release 8.6(1)

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