



# Release Notes for Cisco Unity-CM TSP Release 8.0(1b)

*Published June 20, 2005*

These release notes contain download and installation instructions, information on new and changed requirements and support, and caveats for Cisco Unity-CM TAPI service provider (TSP) Release 8.0(1b).

The Cisco Unity-CM TSP is used only for the Cisco CallManager and Cisco CallManager Express integrations. Cisco Unity-CM TSP version 8.0(1b) is automatically installed with Cisco Unity version 4.0(5) on DVDs and CDs, and with Cisco Unity 4.0(5) software downloaded June 20, 2005, or later. Cisco Unity 4.0(5) downloads prior to June 20, 2005, automatically installed version 8.0(1) of the Cisco Unity-CM TSP; version 8.0(1b) is available on the Cisco Unity-CM TSP Software Download page of the Cisco Software Center (see the [“Downloading Cisco Unity-CM TSP Version 8.0\(1b\)”](#) section on page 4).

[Table 1](#) lists the versions of Cisco CallManager, Cisco CallManager Express, and Cisco Unity that are supported with Cisco Unity-CM TSP 8.0(1b).

**Table 1** *Supported Versions of Cisco CallManager, Cisco CallManager Express, and Cisco Unity with Cisco Unity-CM TSP 8.0(1b)*

Phone System	Phone System Versions	Cisco Unity Versions	Cisco Unity-CM TSP
Cisco CallManager	4.1(3), 4.1(2), 4.0(2), 4.0(1), 3.3(4), 3.3(3), 3.3(2), 3.3(1), 3.2(3), 3.2(2), 3.2(1)	4.0(5), 4.0(4), 4.0(3), 4.0(2), 4.0(1), 3.1(6), 3.1(5), 3.1(4), 3.1(3), 3.1(2c), 3.1(2b), 3.1(2), 3.1(1), 3.0(4), 3.0(3), 3.0(2), 3.0(1)	8.0(1b)
Cisco CallManager Express	3.2, 3.1, 3.0(3), 3.0(2), 3.0(1)	4.0(5)	8.0(1b)



**Note**

For the most current list of all qualified version combinations of the Cisco Unity-CM TSP with Cisco Unity, Cisco CallManager, and Cisco CallManager Express—including versions qualified since the release of Cisco Unity-CM TSP 8.0(1b)—and for the version support policy for Cisco Unity and



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Cisco CallManager, refer to *Compatibility Matrix: Cisco Unity, the Cisco Unity-CM TSP, Cisco CallManager, and Cisco CallManager Express* at [http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_unity/cmptblty/tspmtrx.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/cmptblty/tspmtrx.htm).

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Cisco CallManager Support Patch (sp) releases are not listed in [Table 1](#) unless they affect compatibility with Cisco Unity or the Cisco Unity-CM TSP. If not listed, a support patch has the same compatibility as the base release. In addition, rereleased versions—for example, 3.x(xa) rereleased as 3.x(xb)—are assumed to have the same compatibility unless noted.

Cisco Unity service releases (SR) are not listed in [Table 1](#) unless they affect compatibility with Cisco CallManager or the Cisco Unity-CM TSP. If not listed, a service release has the same compatibility as the base release.

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## System Requirements

- A supported version of Cisco Unity running on the Cisco Unity server:
  - For an integration with Cisco CallManager, Cisco Unity 3.0(1) through 4.0(x).
  - For an integration with Cisco CallManager Express, Cisco Unity 4.0(5) or later.
- An account with local administrator privileges must be used to upgrade the Cisco Unity-CM TSP. Otherwise, no Cisco Unity ports will be available after the upgrade.
- If you are changing the number of voice messaging ports on the Cisco Unity system, you must adjust the ports in Cisco CallManager before installing the Cisco Unity-CM TSP. Refer to the “Changing the Number of Voice Messaging Ports” section in the applicable version of the Cisco CallManager

integration guide. Cisco CallManager integration guides are available at [http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products\\_installation\\_and\\_configuration\\_guides\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_installation_and_configuration_guides_list.html).

- If you are setting up a Cisco CallManager integration for the first time, refer to the applicable version of the Cisco CallManager integration guide, instead of using the instructions in these release notes. Cisco CallManager integration guides are available at [http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products\\_installation\\_and\\_configuration\\_guides\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_installation_and_configuration_guides_list.html).

## Determining the Software Version

This section contains procedures for determining the version in use for the following software:

- [Cisco Unity-CM TSP, page 3](#)
- [Cisco Unity, page 4](#)

### Cisco Unity-CM TSP

#### To Determine the Cisco Unity-CM TSP Version in Use by Using the Cisco Unity Telephony Integration Manager

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- Step 1** On the Windows Start menu of the Cisco Unity server, click **Programs > Cisco Unity > Manage Integrations**. The UTIM window appears.
- Step 2** In the left pane, click the Cisco CallManager integration.
- Step 3** In the right pane, click **Properties**. On the Integration tab, the Cisco Unity-CM TSP version is displayed in the TSP Version field.
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#### To Determine the Cisco Unity-CM TSP Version in Use by Using the AvSkinny.tsp File

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- Step 1** Browse to the WinNT\System32 directory.
- Step 2** Right-click **AvSkinny.tsp**, and click **Properties**.
- Step 3** In the Properties window, click the **Version** tab.
- Step 4** In the Item Name list, click **Product Version**. The Cisco Unity-CM TSP version is displayed in the Value window.
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## Cisco Unity

### To Determine the Cisco Unity Version in Use by Using the Cisco Unity Administrator

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In the Cisco Unity Administrator, go to the **System > Configuration > Software Versions** page. The Cisco Unity version is displayed in the Cisco Unity Build Number field.

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### To Determine the Cisco Unity Version in Use by Using the AvCsMgr.exe File (Version 3.0(4) and Later Only)

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- Step 1** Browse to the **CommServer** directory.
  - Step 2** Right-click **AvCsMgr.exe**, and click **Properties**.
  - Step 3** In the Properties window, click the **Version** tab.
  - Step 4** In the Item Name list, click **Product Version**. The Cisco Unity version is displayed in the Value window.
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## Downloading Cisco Unity-CM TSP Version 8.0(1b)

Do the procedure in this section only if you are installing Cisco Unity-CM TSP 8.0(1b) on a Cisco Unity version 4.0(4) or earlier system, or on a version 4.0(5) system installed by using software downloaded prior to June 20, 2005. (Version 8.0(1b) is automatically installed with Cisco Unity version 4.0(5) on DVDs and CDs, and with Cisco Unity 4.0(5) software downloaded June 20, 2005, or later.)

### To Download the Cisco Unity-CM TSP

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- Step 1** Confirm that the Cisco Unity server has at least 6 MB of hard-disk space available for the download file and the extracted files.
- Step 2** On a computer with a high-speed Internet connection, go to the Cisco Unity-CM TSP Software Download page at <http://www.cisco.com/cgi-bin/tablebuild.pl/unity-cm-tsp>.



**Note** To access the software download page, you must be logged on to Cisco.com as a registered user.

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- Step 3** Download the file **CiscoUnityCMTSP8.0.1b.exe** to the directory of your choice.
  - Step 4** Unzip the file **CiscoUnityCMTSP8.0.1b.exe** to the default directory or to the directory of your choice.
  - Step 5** Delete the file **CiscoUnityCMTSP8.0.1b.exe** to free hard disk space.
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# Installing the Cisco Unity-CM TSP

This section contains procedures for installing the Cisco Unity-CM TSP depending on the version of Cisco Unity:

- [For a Cisco Unity 4.0\(x\) System, page 5](#)
- [For a Cisco Unity 3.1\(x\) or 3.0\(x\) System, page 5](#)

## For a Cisco Unity 4.0(x) System

Do the procedure in this section only if you are installing Cisco Unity-CM TSP 8.0(1b) on a Cisco Unity version 4.0(x) system. (Note that version 8.0(1b) is automatically installed with Cisco Unity version 4.0(5) on DVDs and CDs, and with Cisco Unity 4.0(5) software downloaded June 20, 2005 or later.)

Note that if you are changing the number of voice messaging ports on the Cisco Unity system, you must add a voice messaging port to Cisco CallManager for each port that you are connecting to Cisco Unity before you install the Cisco Unity-CM TSP. Refer to the “Changing the Number of Voice Messaging Ports” section in the applicable version of the Cisco CallManager integration guide. Cisco CallManager integration guides are available at

[http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products\\_installation\\_and\\_configuration\\_guides\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_installation_and_configuration_guides_list.html).

You can keep the previous voice messaging ports, and the Cisco Unity-CM TSP configuration is automatically retained.

### To Install the Cisco Unity-CM TSP on a Cisco Unity 4.0(x) System

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- Step 1** Stop Cisco Unity (right-click the **Cisco Unity** icon in the system tray, then click **Stop Cisco Unity**).
  - Step 2** Browse to the directory in which you saved the extracted Cisco Unity-CM TSP files in the “[Downloading Cisco Unity-CM TSP Version 8.0\(1b\)](#)” section on page 4, and double-click **SkinnySetup.exe**.
  - Step 3** Follow the on-screen prompts.
  - Step 4** Restart the Cisco Unity server.
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## For a Cisco Unity 3.1(x) or 3.0(x) System

Do the procedure in this section only if you are installing Cisco Unity-CM TSP 8.0(1b) on a Cisco Unity version 3.1(x) or 3.0(x) system.

Note that if you are changing the number of voice messaging ports on the Cisco Unity system, you must add a voice messaging port to Cisco CallManager for each port that you are connecting to Cisco Unity before you install the Cisco Unity-CM TSP. Refer to the “Changing the Number of Voice Messaging Ports” section in the applicable version of the Cisco CallManager integration guide. Cisco CallManager integration guides are available at

[http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products\\_installation\\_and\\_configuration\\_guides\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_installation_and_configuration_guides_list.html).

You can keep the previous voice messaging ports, and the Cisco Unity-CM TSP configuration is automatically retained.

### To Install the Cisco Unity-CM TSP on a Cisco Unity 3.1(x) or 3.0(x) System

- Step 1** Stop Cisco Unity (right-click the **Cisco Unity** icon in the system tray, then click **Stop Cisco Unity**).
- Step 2** Browse to the directory in which you saved the extracted Cisco Unity-CM TSP files in the “[Downloading Cisco Unity-CM TSP Version 8.0\(1b\)](#)” section on page 4, and double-click **SkinnySetup.exe**.
- Step 3** Follow the on-screen prompts.
- Step 4** In the Cisco Unity-CM TSP dialog box, in the Select Cisco CallManager list, click the Cisco CallManager or Cisco CallManager Express server to which Cisco Unity is connected.
- If the Select Cisco CallManager list is empty, click **Add**, enter the IP address of the Cisco CallManager server to which Cisco Unity is connected, then click **OK**.
- Step 5** In the Cisco Unity-CM TSP Settings dialog box, verify the information in the following three fields:
- Primary CallManager IP Address
  - Number of Voice Ports
  - Device Name Prefix (The prefix must match the prefix for the Voice Mail ports. Note that the device name prefix is case-sensitive.)
- Step 6** Confirm that the dial numbers in the MessageWaitingOffDN and MessageWaitingOnDN fields match the Cisco CallManager settings on the applicable Cisco CallManager Administration page:

<b>Cisco CallManager version 3.2(1) and later</b>	Settings are on the Features > Voice Mail > Message Waiting page in Cisco CallManager Administration.
<b>Cisco CallManager version 3.1(4) and earlier</b>	Settings are on the Service > Service Parameters page in Cisco CallManager Administration

If the dial numbers are not in the MessageWaiting fields of the Cisco Unity-CM TSP Settings dialog box, enter them.

- Step 7** Confirm that the Cisco CallManager Device list displays the correct number of Cisco Unity ports and that the port names match the names of the Voice Mail ports.
- Step 8** Click **OK**.
- Step 9** In the Cisco Unity-CM Service Provider dialog box, click **Test**.
- Step 10** In the Test Configuration and Connection dialog box, click **OK**.
- Step 11** If the configuration is correct, the Test Succeeded dialog box appears. Click **OK**, then skip to [Step 13](#).
- If incorrect information was entered during configuration, the Error dialog box appears. Errors can be caused by:
- Entering the wrong IP address for the Cisco CallManager server during configuration.
  - Entering the wrong device name prefix during configuration.

**Step 12** Correct errors in the Service Provider dialog box.

In Windows 2000, on the Start menu, click **Settings > Control Pane > Phone and Modem Options > Advanced > Cisco Unity-CM Service Provider > Settings**.

or

In Windows NT, on the Start menu, click **Settings > Control Panel > Telephony > Telephony Drivers > Cisco Unity-CM Service Provider > Settings**.

**Step 13** Restart the Cisco Unity server.

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## New and Changed Support—Release 8.0(1b)

This section contains information about new and changed support for Cisco Unity-CM TSP Release 8.0(1b) only. Refer to the applicable release notes for information on new and changed functionality in earlier versions of the Cisco Unity-CM TSP. Release notes for all versions of the Cisco Unity-CM TSP are available at

[http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod\\_release\\_notes\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_release_notes_list.html).

## Version 8.0(1b) Highly Recommended

We highly recommend upgrading to Cisco Unity-CM TSP 8.0(1b) to avoid undesirable impacts on call transfers and voice messaging ports that may occur under certain circumstances with Cisco Unity-CM TSP 8.0(1).

## New and Changed Functionality—Release 8.0(1b)

There is no new functionality in Cisco Unity-CM TSP Release 8.0(1b). See the “[Resolved Caveats—Release 8.0\(1b\)](#)” section on page 9 for software fixes in this release.

Refer to the applicable release notes for information on new and changed functionality in earlier versions of the Cisco Unity-CM TSP. Release notes for all versions of the Cisco Unity-CM TSP are available at [http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod\\_release\\_notes\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_release_notes_list.html).

## Installation and Upgrade Notes

### Uninstalling the Cisco Unity-CM TSP

It is not necessary to uninstall an earlier version of the Cisco Unity-CM TSP before installing version 8.0(1b). The installation process automatically removes the older Cisco Unity-CM TSP.

# Caveats

This section describes only severity 1, 2, and select severity 3 caveats.

If you have an account with Cisco.com, you can use Bug Toolkit to find more information on the caveats in this section, in addition to caveats of any severity for any release. Bug Toolkit is available at the website [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl).

Note that this section contains caveat information for Cisco Unity-CM TSP Release 8.0(1b) only. For caveat information for earlier versions of the Cisco Unity-CM TSP, refer to the applicable release notes. Release notes for all versions of the Cisco Unity-CM TSP are available at [http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod\\_release\\_notes\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_release_notes_list.html).

## Open Caveats—Release 8.0(1b)

**Table 2** Cisco Unity-CM TSP Release 8.0(1b) Open Caveats

Caveat Number	Severity	Component	Description
CSCsa79169	2	telephony	<p>Transfers from Cisco Unity 4.x will be dropped if the destination DN is out of bandwidth and the DN has call waiting enabled.</p> <p>This problem occurs with Cisco Unity 4.x and Cisco CallManager 4.x, when locations and call waiting are enabled.</p> <p><b>Workaround</b></p> <p>Disable call waiting on the extensions that Cisco Unity needs to transfer calls to.</p>

**Table 2** *Cisco Unity-CM TSP Release 8.0(1b) Open Caveats (continued)*

Caveat Number	Severity	Component	Description
CSCsa67988	3	telephony	<p>Although the Cisco Unity-CM TSP is properly configured with primary, secondary, and tertiary Cisco CallManager servers, when the Cisco CallManager service on the primary Cisco CallManager server is stopped, the Cisco Unity voice messaging ports will not fail over to the secondary or tertiary Cisco CallManager servers. According to the Cisco CallManager Administration web interface, the Cisco Unity voice messaging ports will remain in the “Unregistered” or “Not Found” state.</p> <p>This problem may occur with any current version of Cisco CallManager, Cisco Unity, and Cisco Unity-CM TSP including Cisco CallManager 4.0(2a) SR1, Cisco Unity 4.0(4) SR1, and Cisco Unity-CM TSP 7.0(4b) or any earlier versions.</p> <p>This problem will occur when the Cisco CallManager service on the primary Cisco CallManager server is stopped, but the server is still listening on TCP port 2000. This scenario can occur due to defect CSCsa67507 or other similar scenarios.</p> <p><b>Workarounds</b></p> <p>There are two workarounds:</p> <ul style="list-style-type: none"> <li>Restart the primary Cisco CallManager server to clear any and all TCP sessions stuck in the LAST_ACK state on TCP port 2000.</li> <li>From <a href="http://www.sysinternals.com/ntw2k/source/tcpview.shtml">http://www.sysinternals.com/ntw2k/source/tcpview.shtml</a>, download the TCP View utility, and run the utility on the primary Cisco CallManager server. You use this utility to close manually any TCP session hung in the LAST_ACK state on TCP port 2000. Closing hung TCP sessions will cause the Cisco CallManager server to stop listening on TCP port 2000 and let Cisco Unity fail over to the secondary Cisco CallManager server. Remove the TCP View utility from the Cisco CallManager server after you complete the workaround.</li> </ul>

## Resolved Caveats—Release 8.0(1b)

**Table 3** *Cisco Unity-CM TSP Release 8.0(1b) Resolved Caveats*

Caveat Number	Severity	Component	Description
CSCsb07764	2	telephony	Cisco Unity ports fail to answer when using old call reference.
CSCsb08723	2	telephony	Cisco Unity-CM TSP ignoring StationKeypadButtonMessage due to stale call reference.
CSCsb11926	2	telephony	VMSec—TFTP download fails if Cisco Unity install directory contains spaces.
CSCsa60275	3	telephony	Release transfers to busy phone with no call forward are not handled with Cisco CallManager.
CSCsa96647	3	telephony	VMSec—Upon failback to primary server, not all ports register.

# Troubleshooting

For information on troubleshooting the Cisco Unity-CM TSP and the phone system integration, refer to the *Cisco Unity Troubleshooting Guide*, available at [http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod\\_troubleshooting\\_guides\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_troubleshooting_guides_list.html).

## Cisco Unity Documentation

For descriptions and URLs of Cisco Unity documentation on Cisco.com, refer to the *Cisco Unity Documentation Guide*. The document is shipped with Cisco Unity and is available at [http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_unity/about/aboutdoc.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/about/aboutdoc.htm).

## Obtaining Documentation

Cisco documentation and additional literature are available on Cisco.com. Cisco also provides several ways to obtain technical assistance and other technical resources. These sections explain how to obtain technical information from Cisco Systems.

### Cisco.com

You can access the most current Cisco documentation at this URL:

<http://www.cisco.com/techsupport>

You can access the Cisco website at this URL:

<http://www.cisco.com>

You can access international Cisco websites at this URL:

[http://www.cisco.com/public/countries\\_languages.shtml](http://www.cisco.com/public/countries_languages.shtml)

## Product Documentation DVD

Cisco documentation and additional literature are available in the Product Documentation DVD package, which may have shipped with your product. The Product Documentation DVD is updated regularly and may be more current than printed documentation.

The Product Documentation DVD is a comprehensive library of technical product documentation on portable media. The DVD enables you to access multiple versions of hardware and software installation, configuration, and command guides for Cisco products and to view technical documentation in HTML. With the DVD, you have access to the same documentation that is found on the Cisco website without being connected to the Internet. Certain products also have .pdf versions of the documentation available.

The Product Documentation DVD is available as a single unit or as a subscription. Registered Cisco.com users (Cisco direct customers) can order a Product Documentation DVD (product number DOC-DOCDVD=) from the Ordering tool or Cisco Marketplace.

Cisco Ordering tool:

<http://www.cisco.com/en/US/partner/ordering/>

Cisco Marketplace:

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

## Ordering Documentation

Beginning June 30, 2005, registered Cisco.com users may order Cisco documentation at the Product Documentation Store in the Cisco Marketplace at this URL:

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

Cisco will continue to support documentation orders using the Ordering tool:

- Registered Cisco.com users (Cisco direct customers) can order documentation from the Ordering tool:  
<http://www.cisco.com/en/US/partner/ordering/>
- Instructions for ordering documentation using the Ordering tool are at this URL:  
[http://www.cisco.com/univercd/cc/td/doc/es\\_inpck/pdi.htm](http://www.cisco.com/univercd/cc/td/doc/es_inpck/pdi.htm)
- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco Systems Corporate Headquarters (California, USA) at 408 526-7208 or, elsewhere in North America, by calling 1 800 553-NETS (6387).

## Documentation Feedback

You can rate and provide feedback about Cisco technical documents by completing the online feedback form that appears with the technical documents on Cisco.com.

You can send comments about Cisco documentation to [bug-doc@cisco.com](mailto:bug-doc@cisco.com).

You can submit comments by using the response card (if present) behind the front cover of your document or by writing to the following address:

Cisco Systems  
Attn: Customer Document Ordering  
170 West Tasman Drive  
San Jose, CA 95134-9883

We appreciate your comments.

## Cisco Product Security Overview

Cisco provides a free online Security Vulnerability Policy portal at this URL:

[http://www.cisco.com/en/US/products/products\\_security\\_vulnerability\\_policy.html](http://www.cisco.com/en/US/products/products_security_vulnerability_policy.html)

From this site, you can perform these tasks:

- Report security vulnerabilities in Cisco products.
- Obtain assistance with security incidents that involve Cisco products.
- Register to receive security information from Cisco.

A current list of security advisories and notices for Cisco products is available at this URL:

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

If you prefer to see advisories and notices as they are updated in real time, you can access a Product Security Incident Response Team Really Simple Syndication (PSIRT RSS) feed from this URL:

[http://www.cisco.com/en/US/products/products\\_psirt\\_rss\\_feed.html](http://www.cisco.com/en/US/products/products_psirt_rss_feed.html)

## Reporting Security Problems in Cisco Products

Cisco is committed to delivering secure products. We test our products internally before we release them, and we strive to correct all vulnerabilities quickly. If you think that you might have identified a vulnerability in a Cisco product, contact PSIRT:

- Emergencies—[security-alert@cisco.com](mailto:security-alert@cisco.com)

An emergency is either a condition in which a system is under active attack or a condition for which a severe and urgent security vulnerability should be reported. All other conditions are considered nonemergencies.

- Nonemergencies—[psirt@cisco.com](mailto:psirt@cisco.com)

In an emergency, you can also reach PSIRT by telephone:

- 1 877 228-7302
- 1 408 525-6532



**Tip**

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We encourage you to use Pretty Good Privacy (PGP) or a compatible product to encrypt any sensitive information that you send to Cisco. PSIRT can work from encrypted information that is compatible with PGP versions 2.x through 8.x.

Never use a revoked or an expired encryption key. The correct public key to use in your correspondence with PSIRT is the one linked in the Contact Summary section of the Security Vulnerability Policy page at this URL:

[http://www.cisco.com/en/US/products/products\\_security\\_vulnerability\\_policy.htm](http://www.cisco.com/en/US/products/products_security_vulnerability_policy.htm)

The link on this page has the current PGP key ID in use.

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## Obtaining Technical Assistance

Cisco Technical Support provides 24-hour-a-day award-winning technical assistance. The Cisco Technical Support & Documentation website on Cisco.com features extensive online support resources. In addition, if you have a valid Cisco service contract, Cisco Technical Assistance Center (TAC) engineers provide telephone support. If you do not have a valid Cisco service contract, contact your reseller.

## Cisco Technical Support & Documentation Website

The Cisco Technical Support & Documentation website provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The website is available 24 hours a day, at this URL:

<http://www.cisco.com/techsupport>

Access to all tools on the Cisco Technical Support & Documentation website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a user ID or password, you can register at this URL:

<http://tools.cisco.com/RPF/register/register.do>

**Note**

Use the Cisco Product Identification (CPI) tool to locate your product serial number before submitting a web or phone request for service. You can access the CPI tool from the Cisco Technical Support & Documentation website by clicking the **Tools & Resources** link under Documentation & Tools. Choose **Cisco Product Identification Tool** from the Alphabetical Index drop-down list, or click the **Cisco Product Identification Tool** link under Alerts & RMAs. The CPI tool offers three search options: by product ID or model name; by tree view; or for certain products, by copying and pasting **show** command output. Search results show an illustration of your product with the serial number label location highlighted. Locate the serial number label on your product and record the information before placing a service call.

## Submitting a Service Request

Using the online TAC Service Request Tool is the fastest way to open S3 and S4 service requests. (S3 and S4 service requests are those in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Service Request Tool provides recommended solutions. If your issue is not resolved using the recommended resources, your service request is assigned to a Cisco engineer. The TAC Service Request Tool is located at this URL:

<http://www.cisco.com/techsupport/servicerequest>

For S1 or S2 service requests or if you do not have Internet access, contact the Cisco TAC by telephone. (S1 or S2 service requests are those in which your production network is down or severely degraded.) Cisco engineers are assigned immediately to S1 and S2 service requests to help keep your business operations running smoothly.

To open a service request by telephone, use one of the following numbers:

Asia-Pacific: +61 2 8446 7411 (Australia: 1 800 805 227)

EMEA: +32 2 704 55 55

USA: 1 800 553-2447

For a complete list of Cisco TAC contacts, go to this URL:

<http://www.cisco.com/techsupport/contacts>

## Definitions of Service Request Severity

To ensure that all service requests are reported in a standard format, Cisco has established severity definitions.

Severity 1 (S1)—Your network is “down,” or there is a critical impact to your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation.

Severity 2 (S2)—Operation of an existing network is severely degraded, or significant aspects of your business operation are negatively affected by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.

Severity 3 (S3)—Operational performance of your network is impaired, but most business operations remain functional. You and Cisco will commit resources during normal business hours to restore service to satisfactory levels.

Severity 4 (S4)—You require information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on your business operations.

## Obtaining Additional Publications and Information

Information about Cisco products, technologies, and network solutions is available from various online and printed sources.

- Cisco Marketplace provides a variety of Cisco books, reference guides, documentation, and logo merchandise. Visit Cisco Marketplace, the company store, at this URL:  
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- *Cisco Press* publishes a wide range of general networking, training and certification titles. Both new and experienced users will benefit from these publications. For current Cisco Press titles and other information, go to Cisco Press at this URL:  
<http://www.ciscopress.com>
- *Packet* magazine is the Cisco Systems technical user magazine for maximizing Internet and networking investments. Each quarter, Packet delivers coverage of the latest industry trends, technology breakthroughs, and Cisco products and solutions, as well as network deployment and troubleshooting tips, configuration examples, customer case studies, certification and training information, and links to scores of in-depth online resources. You can access Packet magazine at this URL:  
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- *iQ Magazine* is the quarterly publication from Cisco Systems designed to help growing companies learn how they can use technology to increase revenue, streamline their business, and expand services. The publication identifies the challenges facing these companies and the technologies to help solve them, using real-world case studies and business strategies to help readers make sound technology investment decisions. You can access iQ Magazine at this URL:  
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or view the digital edition at this URL:  
<http://ciscoiq.texterity.com/ciscoiq/sample/>
- *Internet Protocol Journal* is a quarterly journal published by Cisco Systems for engineering professionals involved in designing, developing, and operating public and private internets and intranets. You can access the Internet Protocol Journal at this URL:  
<http://www.cisco.com/ipj>
- Networking products offered by Cisco Systems, as well as customer support services, can be obtained at this URL:  
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- Networking Professionals Connection is an interactive website for networking professionals to share questions, suggestions, and information about networking products and technologies with Cisco experts and other networking professionals. Join a discussion at this URL:

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