

Cisco Customer Contact Software Policy for Use of Third-Party Software

PB2444

Scope

This product bulletin outlines the Cisco® policy for installing third-party software in conjunction with the following Cisco Customer Contact software:

- Appliance based: These products are those that ship and are ordered on Cisco specified hardware – Cisco media convergence servers (MCSs). For these products, Cisco licenses and packages the required third-party software as part of the product. The following Cisco Customer Contact products are in this category:
 - Cisco Unified IP IVR
 - Cisco Unified Contact Center Express
- Non-appliance based: These products are software products that are installed and deployed on hardware and software specified in the Hardware and System Software Specification document (formerly known as the Bill of Materials [BOM]) for each product. For these products, customers purchase MCSs, or off-the-shelf hardware that meets or exceeds the specifications, and license the required third-party software components according to Cisco specifications. The following Cisco Customer Contact software products are in this category:
 - Cisco Unified Intelligent Contact Management Enterprise
 - Cisco Unified Intelligent Contact Management Hosted
 - Cisco Unified Contact Center Enterprise
 - Cisco Unified Contact Center Hosted
 - Cisco Unified Customer Voice Portal

Policy

The Cisco Customer Contact software is a suite of highly sophisticated applications that cater to mission-critical environments. These products are extensively tested in their respective hardware and third-party software environments. Making changes to these environments by adding third-party components may negatively impact how these products function, and may also affect Cisco support for these products.

Cisco qualifies a fixed set of required third-party software, including remote-access and antivirus. This set is documented in the Hardware and System Software Specification document for each product.

Based on the mission-critical nature of Cisco Unified Intelligent Contact Management Enterprise and Hosted, Cisco Unified Contact Center Enterprise and Hosted, and Cisco Unified Customer Voice Portal, Cisco maintains a policy that does not allow additional software applications to be loaded in conjunction with these applications. However, Cisco understands that you may require protection and monitoring of your system through the installation of third-party software applications that provide these services, and hence Cisco permits the use of other third-party software on the following bases:

General Third-Party Software

Cisco provides Cisco Technical Assistance Center (TAC) support for customers deploying Cisco validated third-party software, but only as it relates to Cisco Customer Contact software. If a problem arises related to these products and components and reasonable TAC troubleshooting efforts point to the root cause being the third-party applications, the TAC will not create a workaround solution to fix it and may require that the third-party software be disabled.

You must use third-party software product guidelines and Cisco Customer Contact software installation guidelines to minimize the effects of third-party software on Cisco Customer Contact software. When opening a service request, customers are expected to inform the TAC engineer of any third-party software installed on the server. If it is deemed that this software is directly affecting the functions of the system, such as taxing the processor or memory and causing system slowdowns, you will be required to remove the third-party software from the system. Alternatively, TAC can defer the problem to you or your third-party software vendor.

Note: Cisco may require third-party software to be uninstalled while troubleshooting problems. All third-party software must be thoroughly tested in your lab prior to deployment.

Antivirus Software

Cisco understands that you must protect and monitor your Cisco Customer Contact software product through the installation of third-party antivirus software applications that provide these services by scanning files for known virus signatures. You are responsible for purchasing and installing this software and keeping the scan engine and virus data files up-to-date.

Antivirus software can be taxing on system resources and, depending on how the antivirus software is configured, can affect the Cisco Customer Contact software product operation. In order to help you use antivirus software in a way that minimizes its effect on system operations, Cisco offers detailed guidelines and recommendations for all products. If you follow these guidelines and recommendations, Cisco will continue to provide TAC support, but only as it relates to the Cisco Customer Contact software product and components.

- Appliance products: Antivirus software guidelines and recommendations for the appliance products are available at:

http://www.cisco.com/warp/public/788/AVVID/netshield_cm_12445.pdf

This document is specifically written for Cisco Unified Communications Manager, but applies directly to Cisco Unified IP IVR and Cisco Unified Contact Center Express, which use the same hardware and OS. Before applying antivirus software on Cisco Unified IP IVR or Cisco Unified Contact Center Express servers, you should check the Cisco Unified Contact Center Express compatibility matrix at:

http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_device_support_tables_list.html

- Cisco Unified Intelligent Contact Management Enterprise and Hosted, and Cisco Unified Contact Center Enterprise and Hosted: Antivirus software guidelines and recommendations for Cisco Unified Intelligent Contact Management-based products are available in the security best practices guide for Cisco Unified Intelligent Contact Management and Cisco Unified Contact Center Enterprise and Hosted at:
http://www.cisco.com/en/US/products/sw/custcosw/ps1001/prod_technical_reference_list.html
- Cisco Unified Customer Voice Portal: Antivirus software guidelines and recommendations for all supported Cisco Unified Customer Voice Portal versions are available at:
http://www.cisco.com/en/US/products/sw/custcosw/ps1006/tsd_products_support_series_home.html



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