

Third-Party Platform Agents Running with Cisco CallManager

PB2875

Product Overview

Cisco® CallManager is a highly complex application that has been extensively tested on designated servers in specific software environments. Platform agents are applications that reside on the same server as Cisco CallManager and interact with it to provide a desired function, for example, virus protection or a monitoring agent. Cisco understands that customers require this protection and monitoring. Customers should note the following:

- Adding agents to the Cisco CallManager environment may have an impact on the functions and performance of Cisco CallManager.
- These applications have been verified for interoperability by Cisco Systems® or third-party labs on a standalone basis, not together. Combining more than one agent has not been tested and may affect performance.
- Cisco Security Agent includes policies for all these agents. Refer to http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_installation_guide09186a0080242186.html. Customers should consult this installation guide before installing any platform agent.
- Customers running Cisco Security Agent must download the latest Cisco Security Agent policies before installing any of the third-party platform agents listed in Table 1 and 2. The latest version of Cisco Security Agent policies can be found at <http://www.cisco.com/cgi-bin/tablebuild.pl/cmva-3des>.
- Customers must acquire the software on their own, and install it according to the application notes provided.
- The Cisco Technical Assistance Center (TAC) provides coordinated support for customers who install Cisco CallManager with supported third-party platform agents and does not ask them to remove the platform agent software, but if the problem is with the third-party software, Cisco TAC asks the customers to consult the third party.

Supported Antivirus Software

Table 1 lists the antivirus software supported on Cisco CallManager. When “and later” is specified in the supported release, this includes all versions released after that version. For example, “Cisco CallManager 3.2(x) and later” includes 3.3(x), 4.0(x), 4.1(x), etc.

Table 1. Verified Antivirus Agents

Antivirus Product	Cisco CallManager Release	Application Note
Network Associates		
McAfee VirusScan Enterprise 4.5	Cisco CallManager 3.1(x) to 3.3(3)	
McAfee VirusScan Enterprise 7.0	Cisco CallManager 3.2(x) and later	http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_bulletin0900aecd802e6ae6.html

McAfee VirusScan Enterprise 7.1	Cisco CallManager 3.2(x) and later	http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_bulletin0900aecd802e6ae6.html
McAfee VirusScan Enterprise 8.0i	Cisco CallManager 3.2(x) and later	http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_bulletin0900aecd800f617e.html
McAfee ePolicy Orchestrator 3.5	Cisco CallManager 3.2(x) and later	http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_bulletin0900aecd8028a5da.html
Symantec		
Norton Antivirus Corporate Edition Version 7.61	Cisco CallManager 3.2(2c) to 3.3(3)	http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_bulletin0900aecd804be52a.html
Symantec AntiVirus Corporate Edition Version 8.0	Cisco CallManager 3.2(2c) to 3.3(3)	http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_bulletin0900aecd804be52a.html
Symantec AntiVirus Corporate Edition Version 8.1	Cisco CallManager 3.2(2c) and later	http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_bulletin0900aecd804be52a.html
Symantec AntiVirus Corporate Edition Version 9.0	Cisco CallManager 3.2(2c) and later	The tests have not been done yet.
Symantec AntiVirus Corporate Edition Version 10.0	Cisco CallManager 3.2(2c) and later	http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_bulletin0900aecd804be52a.html
Symantec AntiVirus Corporate Edition Version 10.1.4	Cisco CallManager Version 3.3(0) and Cisco Unified CallManager Versions 4.1(0), and 4.2(0)	http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_bulletin0900aecd804be52a.html
Trend Micro		
ServerProtect5	Cisco CallManager 3.2(2c) and later	http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_bulletin0900aecd800f6182.html
OfficeScan version 7.3	Cisco CallManager 4.0(x) Cisco CallManager 4.1(x)	
Computer Associates		
eTrust Antivirus 7.0	Cisco CallManager 3.3.3	

Cisco AVVID Partner Program Platform Agents for Cisco Callmanager

For additional information about the Cisco AVVID (Architecture for Voice, Video and Integrated Data) partner program, access the Cisco Technology Developer partner program site at <http://www.cisco.com/web/partners/pr46/tdp/>.

This site includes the latest Cisco CallManager version support information as well as partner product version information.

Table 2 lists the supported management platform agents that can run on the Cisco CallManager server.

Table 2. Management Platform Agents

Management Platform Agents	Cisco CallManager Release
Voice Monitoring	
Integrated Research	
IR Prognosis Version 7.05.02	Cisco CallManager 3.1(2c) and 3.3(x)
IR Prognosis Version 7.07	Cisco CallManager 3.3(x)
IR Prognosis Version 7.07 GA4	Cisco CallManager 4.0.1
IR Prognosis Version 7.07 GA4.1	Cisco CallManager 4.1.2
NetIQ	

NetIQ Vivinet Manager Suite 2.1	Cisco CallManager 3.1(x) to 3.3(x)
NetIQ AppManager 5.01 SP1	Cisco CallManager 3.2.3 and 3.3.3
NetIQ AppManager 6	Cisco CallManager 3.3(4), 4.0(1)sr2a
NetIQ AppManager 6.0	Cisco CallManager 4.1.2; 4.2
OEM Server Agents	
Hewlett Packard [HP-based servers only]	
HP Insight Foundation Agent	Cisco CallManager 3.1 and later
HP Insight NIC Agent	Cisco CallManager 3.1 and later
HP Insight Server Agent	Cisco CallManager 3.1 and later
HP Insight Storage Agent	Cisco CallManager 3.1 and later
HP Proliant System Shutdown Service	Cisco CallManager 3.1 and later
IBM [IBM-based servers only]	
IBM Director Support Program	Cisco CallManager 3.1 and later
Server Management	
Concord	
eHealth for Cisco CallManager 5.6.5	Cisco CallManager 3.2(3) and 3.3(x)
eHealth Suite 5.7	Cisco CallManager 4.1(2)
Hewlett Packard	
HP OpenView, Performance Manager Version 3.30, Operations Agent 7.0	Cisco CallManager 3.1(2c) and 3.2(x)
HP OpenView, Performance Manager Version 3.30, Operations Agent 7.1	Cisco CallManager 3.3(x)
HP OpenView Operations Agent 7.27, OVPA3.65, OVIS 5.2	Cisco CallManager 4.1.2
Micromuse	
Netcool for Voice over IP Version 10	Cisco CallManager 3.3(x)
Netcool for VoIP1.1, Netcool/SSM Agent 3.1 SP2	Cisco CallManager 4.1.2
BMC Software	
PATROL for Microsoft Windows Servers, version 3.0.03	Cisco CallManager 3.3(x)
Info Vista	
InfoVista IP Telephony Solution, version 1.0	Cisco CallManager 3.3(3) and 4.0(1)
Power Management	
APC	
PowerChute for Smart-UPS 2.2.1	Cisco CallManager 4.0(2a)
Liebert Corporation	
NterpriseIP Power System	Cisco CallManager 4.0(x) and 4.1(x)
Tripp Lite	
PowerAlert	Cisco CallManager 3.3(x) 4.0(x)
Remote Access	
VNC	Ships with Cisco CallManager; for administrator use and remote upgrades
Windows Terminal Services	Ships with Cisco CallManager; for administration use only; no remote installs
iLO	Ships with HP-based Cisco media convergence servers; for administrator use only
Disk Utilities	
DiskKeeper 9.0	Cisco CallManager 3.3(x) and later

For More Information

For more information about third-party platform agents with Cisco CallManager, visit
http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_software_versions_comparison.html



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