

## Third-Party Platform Agents Running on Cisco Unified CallManager and Cisco Unified Communications Manager

PB2875

### Product Overview

Cisco engineers test the Cisco® Unified CallManager and Cisco Unified Communications Manager products on specific hardware, operating system, and software configurations to maximize predictability and stability in customer deployments. Platform agents, also called **onboard agents**, **on-box agents**, or **co-resident agents**, are third-party applications that reside on the same hardware and operating system as Cisco Unified Communications products and interact with them to provide a desired function. Examples include virus protection and system management.

Cisco understands that certain customers want to use platform agents with Cisco Unified CallManager or Cisco Unified Communications Manager as part of their operations strategy. Please note the following:

- The Cisco Technology Developer Program offers third-party technology integration (including agents) support with Cisco Unified Communications products. You should encourage your agents' vendors to join this program for deployment success. More information is available at: <http://www.cisco.com/web/partners/pr46/tdp/index.html>.
- Cisco performs “best-effort or passive” testing of select agents from vendors that are not in the Cisco Technology Developer Program. For these agents, no agent-specific “test to fail” or “test to verify” tests are performed, but if standard Cisco testing succeeds with the agents loaded on select representative releases, support is claimed. In other words, not all combinations of agent versions with Cisco versions are explicitly tested (including regression), and application notes are updated less frequently. Agents are supported only on specific versions of Cisco Unified CallManager and Cisco Unified Communications Manager running on the IP telephony (Windows) OS that Cisco provides. This bulletin does not address other Cisco applications, whether or not they run on this same OS (for example, Cisco Emergency Responder 1.2, Cisco Unified Contact Center Express 3.3 and 4.0, etc.).
- Agents are not supported on non-Windows versions of Cisco Unified CallManager or Cisco Unified Communications Manager (that is, Versions 5.0, 6.0, and 7.0). Cisco provides software interfaces with these versions for third-party integration.
- Installing agents with Cisco Unified CallManager or Cisco Unified Communications Manager may affect functions and performance. Cisco or third-party labs have verified interoperability for a single-agent scenario only. Multiple agents deployed together are not tested, so these deployments may experience additional effects on function and performance.

- Cisco Security Agent policies apply to all the agents listed in Tables 1 through 6. You should consult the installation guide at the following URL before installing any platform agent:  
[http://www.cisco.com/en/US/customer/docs/voice\\_ip\\_comm/cucm/csa\\_token\\_ids/csa\\_ccm\\_g.html](http://www.cisco.com/en/US/customer/docs/voice_ip_comm/cucm/csa_token_ids/csa_ccm_g.html). If you are running Cisco Security Agent, you must download the latest Cisco Security Agent policies before installing any of the agents listed in Table 1; the latest version of Cisco Security Agent policies is available at <http://www.cisco.com/cgi-bin/tablebuild.pl/cmva-3des>.
- You must provide agent software and install it. Anti-virus agents must follow the guidelines listed above Table 1.
- The Cisco Technical Assistance Center (TAC) provides coordinated support for customers who install supported third-party platform agents with Cisco Unified CallManager and Cisco Unified Communications Manager. Cisco TAC will not ask you to remove a supported platform agent, but if the root cause of a problem is with the third-party agent, Cisco TAC will ask you to consult the third party.

### Supported Antivirus Agents

Table 1 lists the antivirus software supported on Cisco Unified CallManager and Cisco Unified Communications Manager. “And later” indicates all later versions that run on Windows. For example, “Cisco CallManager 3.2 and later” includes Cisco CallManager 3.3 and Cisco Unified CallManager 4.0, 4.1, 4.2, and Cisco Unified Communications Manager 4.3, but not Cisco Unified Communications Manager 5.0, 5.1, or 6.0.

Support of antivirus agents includes these requirements:

- In scan settings, exclude the following from on-access and scheduled scans:
  - All Trace directories
  - Cisco Security Agent installation directory
  - Cisco Intrusion Detection System installation directory
  - Directory containing the Microsoft Windows pagefile (e.g. c:\pagefile.sys)
  - Directories for trusted third-party software  
For example, third-party software included with Cisco Unified CallManager or Cisco Unified Communications Manager (such as Microsoft SQL Server), third-party software from Cisco Technology Developer Program or other onboard agents from this document.
  - Database Installation directory
- In scan settings, disable the following from on-access and scheduled scans:
  - Do not enable scheduled scans during peak traffic times. Passive scanning is typically always allowed.
  - Disable heuristics scanning.
  - Disable script scanning.
  - Disable scanning of Windows Protected files.
  - Disable inheritance of policies, except for policies created for Cisco Unified CallManager or Cisco Unified Communications Manager that comply with the other requirements in this document.
  - Where the option is available, restrict scans to Low CPU priority or 10% CPU or less

- For compressed files (e.g. .ZIP, .RAR, .CAB, .JAR, etc.), limit size of scanning to a maximum of 2MB

**Table 1.** Verified Antivirus Agents

Antivirus Product and Version	Cisco Unified CallManager or Cisco Unified Communications Manager Release	Application Note
<b>Network Associates/McAfee (best-effort or passive testing)</b>		
McAfee VirusScan Enterprise 8.0i	Cisco CallManager 3.2(1) to Cisco Unified Communications Manager 4.3(x)	<a href="#">Refer to guidelines immediately before this table.</a>
McAfee VirusScan Enterprise 7.1	Cisco CallManager 3.2(1) to 3.3(4)	<a href="#">Refer to guidelines immediately before this table.</a>
McAfee VirusScan Enterprise 7.0	Cisco CallManager 3.2(1) to 3.3(4)	<a href="#">Refer to guidelines immediately before this table.</a>
McAfee VirusScan Enterprise 4.5	Cisco CallManager 3.1(1) to 3.3(4)	<a href="#">Refer to guidelines immediately before this table.</a>
McAfee ePolicy Orchestrator 3.5	Cisco CallManager 3.2(1) to 3.3(4)	<a href="#">Refer to guidelines immediately before this table.</a>
<b>Symantec/Norton (best-effort or passive testing)</b>		
		Symantec Anti-Virus lifecycle and support policy at: <a href="http://www.symantec.com/enterprise/support/release_details.jsp?pid=51852">http://www.symantec.com/enterprise/support/release_details.jsp?pid=51852</a>
Symantec AntiVirus Corporate Edition Version 10.1.6.6000	Cisco Unified CallManager 4.1(3) SR 5b and 4.2(3) SR3 and Cisco Unified Communications Manager 4.3(x)	<a href="#">Refer to guidelines immediately before this table.</a>
Symantec AntiVirus Corporate Edition Version 10.1.5.x	Not tested	Not tested
Symantec AntiVirus Corporate Edition Version 10.1.4	Cisco CallManager Manager 3.3(1-4) 4.1(1), and 4.2(1)	<a href="#">Refer to guidelines immediately before this table.</a>
Symantec AntiVirus Corporate Edition Version 10.0	Cisco CallManager 3.2(2c) to 3.3(4)	<a href="#">Refer to guidelines immediately before this table.</a>
Symantec AntiVirus Corporate Edition Version 9.0	Not tested	Not tested
Symantec AntiVirus Corporate Edition Version 8.1	Cisco CallManager 3.2(2c) to 3.3(4)	<a href="#">Refer to guidelines immediately before this table.</a>
Symantec AntiVirus Corporate Edition Version 8.0	Cisco CallManager 3.2(2c) to 3.3(3)	<a href="#">Refer to guidelines immediately before this table.</a>
Norton Antivirus Corporate Edition Version 7.61	Cisco CallManager 3.2(2c) to 3.3(3)	<a href="#">Refer to guidelines immediately before this table.</a>
<b>Trend Micro (Cisco Technology Development Partner)</b>		
		Latest support information available at <a href="http://www.cisco.com/cgi-bin/ctdp/Search.pl">http://www.cisco.com/cgi-bin/ctdp/Search.pl</a> ; search for "Trend Micro"
ServerProtect, Version 5.58	Cisco Unified CallManager 4.0 and 4.1	<a href="#">Refer to guidelines immediately before this table. and on Cisco Technology Development Partner site for Trend Micro</a>
OfficeScan, Version 7.3	Cisco Unified CallManager 4.0, 4.1, and 4.2	<a href="#">Refer to guidelines immediately before this table and on Cisco Technology Development Partner site for Trend Micro</a>
<b>Computer Associates (Cisco Technology Development Partner)</b>		
		Latest support information available at: <a href="http://www.cisco.com/cgi-bin/ctdp/Search.pl">http://www.cisco.com/cgi-bin/ctdp/Search.pl</a> ; search for "CA"
eTrust eAV Antivirus, Versions 6, 7 and 7.1	Cisco CallManager 3.3(3) and Network Access Control for desktops	<a href="#">Refer to guidelines immediately before this table. and on Cisco Technology Development Partner site for Trend Micro</a>

## Supported Management Agents

Tables 2 through 6 list the supported management agents that you can deploy with Cisco Unified CallManager or Cisco Unified Communications Manager running on Windows.

**Table 2.** Management Agents – Voice Monitoring

Voice Monitoring Agents	Cisco Unified CallManager or Cisco Unified Communications Manager Release
<b>Integrated Research</b>	
<b>Prognosis for IP Telephony Manager 8.1</b>	Cisco Unified CallManager 4.0, 4.1, and 4.2
<b>Prognosis for IP Telephony Manager 8.0</b>	Cisco Unified CallManager 4.0 and 4.1
<b>Prognosis Version 7.07 GA4.1</b>	Cisco Unified CallManager 4.1(2)
<b>Prognosis Version 7.07 GA4</b>	Cisco Unified CallManager 4.0(1)
<b>Prognosis Version 7.07</b>	Cisco CallManager 3.3
<b>Prognosis Version 7.05.02</b>	Cisco CallManager 3.1(2c) and 3.3
<b>NetIQ</b>	
<b>AppManager 6.0</b>	Cisco CallManager 3.3(4) and Cisco Unified CallManager 4.0(1) SR 2a, 4.1(2), and 4.2(1)
<b>AppManager 5.01 SP1</b>	Cisco CallManager 3.2(3) and 3.3(3)
<b>Vivinet Manager Suite 2.1</b>	Cisco CallManager 3.1 to 3.3

**Table 3.** Management Agents – Systems and Server Management

Systems and Server Management Agents	Cisco Unified CallManager or Cisco Unified Communications Manager Release
<b>Hewlett Packard (Cisco Technology Development Partner)</b>	Latest support information available at: <a href="http://www.cisco.com/pcgi-bin/ctdp/Search.pl">http://www.cisco.com/pcgi-bin/ctdp/Search.pl</a> ; search for "Hewlett-Packard"
<b>HP Insight Foundation Agent (HP-based servers only)</b>	Cisco CallManager 3.1 and later
<b>HP Insight NIC Agent (HP-based servers only)</b>	Cisco CallManager 3.1 and later
<b>HP Insight Server Agent (HP-based servers only)</b>	Cisco CallManager 3.1 and later
<b>HP Insight Storage Agent (HP-based servers only)</b>	Cisco CallManager 3.1 and later
<b>HP Proliant System Shutdown Service (HP-based servers only)</b>	Cisco CallManager 3.1 and later
<b>HP OpenView Operations Agent 8.10</b>	Cisco Unified CallManager 4.0, 4.1, and 4.2
<b>HP OpenView Operations Agent 7.27</b>	Cisco Unified CallManager 4.0, 4.1, and 4.2
<b>HP OpenView Operations Agent 7.10 and Performance Agent 3.30</b>	Cisco CallManager 3.3
<b>HP OpenView Operations Agent 7.00 and Performance Agent 3.30</b>	Cisco CallManager 3.1 and 3.2
<b>HP OpenView Performance Agent 3.65</b>	Cisco Unified CallManager 4.0 and 4.1
<b>HP OpenView Internet Services Probe 5.2</b>	Cisco Unified CallManager 4.0 and 4.1
<b>IBM</b>	
<b>IBM Director Support Program (IBM-based servers only)</b>	Cisco CallManager 3.1 and later
<b>Computer Associates/Concord (Cisco Technology Development Partner)</b>	Latest support information available at: <a href="http://www.cisco.com/pcgi-bin/ctdp/Search.pl">http://www.cisco.com/pcgi-bin/ctdp/Search.pl</a> ; search for "CA"
<b>eHealth 5.7</b>	Cisco Unified CallManager 4.0 and 4.1
<b>eHealth 5.65</b>	Cisco CallManager 3.2(3) and 3.3 and Cisco Unified CallManager 4.0, and 4.1
<b>eHealth 5.02</b>	Cisco CallManager 3.3
<b>eHealth 4.0</b>	Cisco CallManager 3.3 and Cisco Unified CallManager 4.0, 4.1, and 4.2

<b>Micromuse</b>	
<b>Netcool for Voice over IP Version 10</b>	Cisco CallManager 3.3
<b>Netcool for VoIP1.1, Netcool/SSM Agent 3.1 SP2</b>	Cisco Unified CallManager 4.1(2)
<b>BMC Software</b>	
<b>PATROL for Microsoft Windows Servers, version 3.0.03</b>	Cisco CallManager 3.3
<b>InfoVista (Cisco Technology Development Partner)</b>	Latest support information available at: <a href="http://www.cisco.com/pcgi-bin/ctdp/Search.pl">http://www.cisco.com/pcgi-bin/ctdp/Search.pl</a> ; search for "InfoVista"
<b>InfoVista IP Telephony Solution, version 1.0</b>	Cisco CallManager 3.3(3) and Cisco Unified CallManager 4.0

**Table 4.** Management Agents – Power Management

<b>Power Management Agents</b>	<b>Cisco Unified CallManager or Cisco Unified Communications Manager Release</b>
<b>APC (Cisco Technology Development Partner)</b>	Latest support information available at: <a href="http://www.cisco.com/pcgi-bin/ctdp/Search.pl">http://www.cisco.com/pcgi-bin/ctdp/Search.pl</a> ; search for "APC"
<b>PowerChute for Smart-UPS 2.2.1</b>	Cisco Unified CallManager 4.0(2a) and 4.2
<b>Liebert Corporation (Cisco Technology Development Partner)</b>	Latest support information available at: <a href="http://www.cisco.com/pcgi-bin/ctdp/Search.pl">http://www.cisco.com/pcgi-bin/ctdp/Search.pl</a> ; search for "Liebert"
<b>NterpriseIP Power System 2.0</b>	Cisco Unified CallManager 4.0 and 4.1
<b>Tripp Lite (Cisco Technology Development Partner)</b>	Latest support information available at: <a href="http://www.cisco.com/pcgi-bin/ctdp/Search.pl">http://www.cisco.com/pcgi-bin/ctdp/Search.pl</a> ; search for "Tripp Lite"
<b>PowerAlert 12.5</b>	Cisco Unified CallManager 4.0 and 4.1
<b>PowerAlert 12.0</b>	Cisco CallManager 3.3(4) and Cisco Unified CallManager 4.0(2)

**Table 5.** Management Agents – Remote Control

<b>Remote Control Agents</b>	<b>Cisco Unified CallManager or Cisco Unified Communications Manager Release</b>
<b>VNC</b>	
<b>VNC</b>	Ships with Cisco Unified CallManager; for administrator use and remote upgrades
<b>Microsoft</b>	
<b>Windows Terminal Services</b>	Ships with Cisco Unified Communications Manager; for administration use only; no remote installs
<b>Hewlett Packard</b>	
<b>Integrated Lights Out (iLO; HP-based servers only)</b>	Ships with select models of HP-based Cisco 7800 Series Media Convergence Servers; for administrator use only
<b>IBM</b>	
<b>Remote Supervisor Adapter (RSA; IBM-based servers only)</b>	Ships with select models of IBM-based Cisco 7800 Series Media Convergence Server; for administrator use only

**Table 6.** Management Agents – Disk Utilities

<b>Disk Utilities</b>	<b>Cisco Unified CallManager or Cisco Unified Communications Manager Release</b>
<b>DiskKeeper</b>	
<b>DiskKeeper 9.0</b>	Cisco CallManager 3.3 and later

## For More Information

For additional information about compatibility with Cisco CallManager or Cisco Unified Communications Manager, visit

[http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/cucm/compat/ccmcompmatr.html](http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/compat/ccmcompmatr.html)



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