



Resource Library

Using the Resource Library

This tab includes resources to help you learn more about Cisco Unified Communications.

- [Cisco Unified Communications System Description](#)
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Cisco Unified Communications System Description

[Cisco Unified Communications System Description](#) (right-click to download PDF)

Cisco Unified Communications System Release Notes

[System Release Notes for Contact Center: Cisco Unified Communications Release 5.1\(1\)](#)

[System Release Notes for IP Telephony: Cisco Unified Communications Release 5.1\(1\)](#)

Network Topology Resources

This topic provides topology resources you can use to document network plans. Specifically, it includes:

- [Microsoft Visio Contact Center Topology Diagrams](#) as individual Microsoft Visio files
- [How to Use Microsoft Visio Drawings Efficiently](#)—Guidelines for best practices in using Microsoft Visio files

Microsoft Visio Contact Center Topology Diagrams

You can download zip files containing Visio drawings of the logical and physical topologies for the contact center that are documented on the [Prepare and Plan](#) tab. [Table 7-1](#) identifies the Visio drawings in each zip file.



Note

You need Microsoft Visio 2003 to open the files.

If you need to create new Visio drawings, you can use the Cisco Visio stencils located at:

http://www.cisco.com/en/US/products/prod_visio_icon_list.html

Table 7-1 Microsoft Visio Logical and Physical Topology Diagrams

Description	Filename
Zip file includes logical and physical drawings in Test Bed 1 as listed below.	Oxf_TB1_Topos.zip (right-click to download zip) 7.2 MB Note If you click the link rather than right-click, the zip file may open in the secondary window but also replace the contents of this window. Use your Back button to return to this window.
Unified IP IVR Sites in Test Bed 1	Oxf_IPCC_CCM_Logical_ALL.vsd
Parent and Child Sites in Test Bed 1	Oxf_IPCC_CCM_Logical_PC.vsd
Site 1 IP IVR Logical Topology	Oxf_IPCC_CCM_Logical_Site1.vsd
Site 2 IP IVR Logical Topology	Oxf_IPCC_CCM_Logical_Site2.vsd
Site 3 IP IVR Logical Topology	Oxf_IPCC_CCM_Logical_Site3.vsd
Site 4 IP IVR Logical Topology	Oxf_IPCC_CCM_Logical_Site4.vsd
Site 5 IP IVR Logical Topology	Oxf_IPCC_CCM_Logical_Site5.vsd
Site 6 IP IVR Logical Topology	Oxf_IPCC_CCM_Logical_Site6.vsd
Site 7 IP IVR Logical Topology	Oxf_IPCC_CCM_Logical_Site7.vsd
Site 8 IP IVR Logical Topology	Oxf_IPCC_CCM_Logical_Site8.vsd
Site 9 IP IVR Logical Topology	Oxf_IPCC_CCM_Logical_Site9.vsd
Site 1 IP IVR Physical Topology	Oxf_IPCC_CCM_Physical_Site1.vsd
Site 2 IP IVR Physical Topology	Oxf_IPCC_CCM_Physical_Site2.vsd
Site 3 IP IVR Physical Topology	Oxf_IPCC_CCM_Physical_Site3.vsd
Site 4 IP IVR Physical Topology	Oxf_IPCC_CCM_Physical_Site4.vsd
Site 5 IP IVR Physical Topology	Oxf_IPCC_CCM_Physical_Site5.vsd
Site 6 IP IVR Physical Topology	Oxf_IPCC_CCM_Physical_Site6.vsd
Site 7 IP IVR Physical Topology	Oxf_IPCC_CCM_Physical_Site7.vsd
Site 8 IP IVR Physical Topology	Oxf_IPCC_CCM_Physical_Site8.vsd
Site 9 IP IVR Physical Topology	Oxf_IPCC_CCM_Physical_Site9.vsd

Table 7-1 Microsoft Visio Logical and Physical Topology Diagrams (continued)

Description	Filename
Zip file includes logical and physical drawings in Test Bed 2 as listed below.	Oxf_TB2_Topos.zip (right-click to download zip) 7.8 MB Note If you click the link rather than right-click, the zip file may open in the secondary window but also replace the contents of this window. Use your Back button to return to this window.
Unified CVP Sites in Test Bed 2	Oxf_IPCC_CVP_Logical_ALL.vsd
Site 1 CVP Logical Topology	Oxf_IPCC_CVP_Logical_Site1.vsd
Site 3 CVP Logical Topology	Oxf_IPCC_CVP_Logical_Site3.vsd
Site 5 CVP Logical Topology	Oxf_IPCC_CVP_Logical_Site5.vsd
Site 6 CVP Logical Topology	Oxf_IPCC_CVP_Logical_Site6.vsd
Site 7 CVP Logical Topology	Oxf_IPCC_CVP_Logical_Site7.vsd
Site 8 CVP Logical Topology	Oxf_IPCC_CVP_Logical_Site8.vsd
Site 1 CVP Physical Topology	Oxf_IPCC_CVP_Physical_Site1.vsd
Site 3 CVP Physical Topology	Oxf_IPCC_CVP_Physical_Site3.vsd
Site 5 CVP Physical Topology	Oxf_IPCC_CVP_Physical_Site5.vsd
Site 6 CVP Physical Topology	Oxf_IPCC_CVP_Physical_Site6.vsd
Site 7 CVP Physical Topology	Oxf_IPCC_CVP_Physical_Site7.vsd
Site 8 CVP Physical Topology	Oxf_IPCC_CVP_Physical_Site8.vsd

How to Use Microsoft Visio Drawings Efficiently

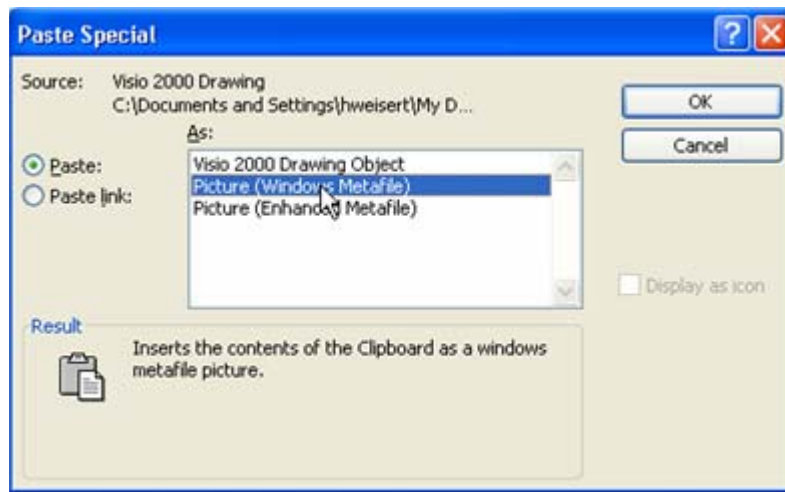
Microsoft Visio allows you to bring drawings into several applications (for example, Microsoft Word, PowerPoint). Unfortunately, the default method is to insert the whole “Visio object” into a file. This can cause problems.

When you copy and paste a Visio drawing into another application, the Visio object includes all the application data with the drawing. This object information is needed if you want to be able to double-click the drawing from Word or PowerPoint and have it open in Visio for editing. But pasting as an object adds many megabytes to the size of your file. With only a few such drawings, a Word document can bloat from 300 KB to 12 MB, making it troublesome to share among authors or reviewers and a trial for partners or customers to download. (They might even give up before it is done.) In addition, very large documents are more problem-prone.

Bringing a Visio Drawing into a Document

Unless you really need the live editing capability, avoid unnecessary file bloating by performing an extra step when you paste.

-
- Step 1** In Visio, copy the drawing as you normally do. Tip: **Ctrl-C** copies the whole drawing.
- Step 2** At the desired location in the destination document, choose **Edit > Paste Special**. In the Paste Special dialog box, choose **Picture (Windows Metafile)**.



- Step 3** Click **OK**. The drawing pastes as an ordinary picture. If it is not positioned properly, choose **Format > Picture**, click the **Layout** tab and select **In line with text**. This is generally the most reliable layout option.

The Bottom Line

Do not use the paste default (**Edit > Paste** or **Ctrl-V**) to paste Visio drawings. Always use **Paste Special**.

Downsizing Existing Drawings

If a document is larger than it should be, you can check to see if the Visio drawings are the reason and, if so, fix the problem.

- Step 1** With the drawing selected in the Word or PowerPoint document, choose **Edit**. At the bottom of the Edit menu, you will see one of the following:
- Edit Object, if the drawing was inserted by simple pasting. It is a Visio object and taking up much more file space than it needs to. Go on to [Step 2](#).
 - Edit Picture, if the drawing was inserted properly, as a picture. It is not the source of the large file size.
- Step 2** If the drawing is an object, cut it (**Ctrl-X**), and then repaste as in [Bringing a Visio Drawing into a Document](#).



Tip

You can easily click through the document to check each picture by using Word's handy Go To feature: Where you want to start searching, press **Ctrl-G**. In the Go To What list, select **Graphic** and click **Next**. You go to the next graphic. Click it to select and then check as in Step 1. If needed, repaste as in Step 2. Click **Next** and continue these steps for other graphics.



Ordering Guides

Ordering guides for most Cisco Unified Communications products are available for partners and Cisco employees.

Software Bundles

- [Unified Communications Solution Bundle \[INTERNAL\]](#)

Call Control, End Points, and Call Control Applications

- [Cisco Unified CallManager 5.0 \[INTERNAL\]](#)
- [Cisco Unified IP Phones \[INTERNAL\]](#)
- [Cisco CallManager Express](#) 
- [Cisco Unified Survivable Remote Site Telephony \(SRST\)](#) 

Contact Center



- [Cisco Customer Contact Center Business Unit Price List](#)  (right-click to download PDF)

This list addresses pricing and packaging structure for all Contact Center products.

Conferencing

- [Cisco Unified MeetingPlace \[INTERNAL\]](#) (right-click to download PDF)
- [Cisco Unified MeetingPlace Express](#)  (right-click to download PDF)

Messaging

- [Cisco Unity](#)  (right-click to download PDF)
- [Cisco Unity Connection](#)  (right-click to download PDF)

Troubleshooting Individual Components

For a list of the diagnostic tools and supporting troubleshooting documentation available for most components in a contact center network, see [Contact Center Component Troubleshooting Tools and Documentation](#) on the Implement tab.

To search for support for a product or to find technical information on products, solutions, and technologies, go to the following URL:

http://www-tac.cisco.com/Support_Library

Component Resources

The following list provides links to the main page for documentation on various Cisco Unified Communications components, from which you can navigate to individual documents. For documentation on specific tasks, see the relevant topic, such as [Component Installation and Configuration Guides](#) on the Implement tab.

Voice Documentation

http://www.cisco.com/en/US/products/sw/voicesw/tsd_products_support_category_home.html

Cisco Unified CallManager

http://www.cisco.com/en/US/products/sw/voicesw/ps556/tsd_products_support_series_home.html

Cisco Unified IP Phone

http://www.cisco.com/en/US/products/sw/voicesw/tsd_products_support_category_home.html

Cisco Unified Intelligent Contact Management/Unified Contact Center Enterprise Edition

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 Operations Manager

http://www.cisco.com/en/US/products/ps6535/tsd_products_support_series_home.html

Cisco Unity Connection

http://www.cisco.com/en/US/products/ps6509/tsd_products_support_series_home.html

Customer Response Solutions

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

Cisco Telephony Integration Object Server

http://www.cisco.com/en/US/products/sw/custcosw/ps14/tsd_products_support_series_home.html

Cisco Agent Desktop

http://www.cisco.com/en/US/products/sw/custcosw/ps427/tsd_products_support_series_home.html

Cisco Unified Mobile Agent

http://www.cisco.com/en/US/products/ps6223/tsd_products_support_series_home.html

Cisco Security Agents

http://www.cisco.com/en/US/products/sw/secursw/ps5057/tsd_products_support_series_home.html

CiscoWorks Management Center for Cisco Security Agents

http://www.cisco.com/en/US/products/sw/cscowork/ps5212/tsd_products_support_series_home.html

Cisco Catalyst 3550 Series Switches

http://www.cisco.com/en/US/products/hw/switches/ps646/tsd_products_support_series_home.html

Cisco Catalyst 6500 Series Switches Install and Upgrade Guides

http://www.cisco.com/en/US/products/hw/switches/ps708/tsd_products_support_series_home.html

Cisco CSS 11000 Series Content Services Switches

http://www.cisco.com/en/US/products/hw/contnetw/ps789/tsd_products_support_eol_series_home.html

Cisco 7800 Series Media Convergence Servers Guideshttp://www.cisco.com/en/US/products/hw/voiceapp/ps378/tsd_products_support_series_home.html**Cisco AS5400 Series Universal Gateways**http://www.cisco.com/en/US/products/hw/univgate/ps505/tsd_products_support_series_home.html**Cisco AS5800 Series Universal Gateways**http://www.cisco.com/en/US/products/hw/univgate/ps509/tsd_products_support_series_home.html**Cisco 3600 Series Multiservice Platforms**<http://www.cisco.com/en/US/products/hw/routers/ps274/index.html>**Cisco 3700 Series Multiservice Access Routers**http://www.cisco.com/en/US/products/hw/routers/ps282/tsd_products_support_series_home.html**Cisco 3800 Series Integrated Services Routers**http://www.cisco.com/en/US/products/ps5855/tsd_products_support_series_home.html**Cisco IOS Software Release 12.4 T**http://www.cisco.com/en/US/products/ps6350/tsd_products_support_series_home.html

Configuration Command Files

You can download sample configuration files for the call flow components described in [Tested Call Flows](#).

Table 7-2 Sample Call Flow Component Configuration Files

Description	Filename
Test Bed 1 Call Flows: Cisco Unified CallManager Post-Routed Call Flow Components	Oxf_TB1_Configs.zip (right-click to download zip) includes the files below. Note If you click the link rather than right-click, the zip file may open in the secondary window but also replace the contents of this window. Use your Back button to return to this window.
Site1 Cisco 3660 Gatekeeper1	cs1-3660-gk1-config
Site1 Cisco 3660 Gatekeeper2	cs1-3660-gk2-config
Site1 Cisco 3660 Gatekeeper3	cs1-3660-gk3-config
Site1 Cisco 3745 Gateway1	cs1-3745-gw1-config
Site1 Cisco CMM Gateway1	cs1-cmm-gw1-config
Site1 Cisco CMM Gateway2	cs1-cmm-gw2-config
Site3 Cisco 3725 Gateway1	cs3-3725-gw1-config
Site4 Cisco 3660 Gatekeeper1	cs4-3660-gk1-config

Table 7-2 Sample Call Flow Component Configuration Files (continued)

Description	Filename
Site4 Cisco 3660 Gatekeeper2	cs4-3660-gk2-config
Site4 Cisco 3660 Gatekeeper3	cs4-3660-gk3-config
Site4 Cisco 3745 Gateway1	cs4-3745-gw1-config
Site4 Cisco 5850 Gateway1	cs4-5850-gw1-config
Site5 Cisco CMM Gateway1	cs5-cmm-gw1-config
Site6 Cisco 3745 Gateway1	cs6-3745-gw1-config
Site6 Cisco 3745 Gateway2	cs6-3745-gw2-config
Site9 Cisco 3660 Gatekeeper1	cs9-3660-gk1-config
Site9 Cisco CMM Gateway1	cs9-cmm-gw1-config
Test Bed 2 Call Flows: Cisco Unified Customer Voice Portal Post-Routed Call Flow Components	<p>Oxf_TB2_Configs.zip (right-click to download zip) includes the files below.</p> <p>Note If you click the link rather than right-click, the zip file may open in the secondary window but also replace the contents of this window. Use your Back button to return to this window.</p>
Site1 Cisco 3660 Gatekeeper1	ps1-3660-gk1-config
Site1 Cisco 3660 Gatekeeper2	ps1-3660-gk2-config
Site1 Cisco 6509 Switch1	ps1-6509-SW1-config
Site1 Cisco 7206VXR Router	ps1-7206-config
Site1 Cisco Content Services Switch1	ps1-css1-config
Site3 Cisco AS5400HPX Gateway2	ps3-5400-gw2-config
Site3 Cisco AS5400HPX Gateway3	ps3-5400-gw3-config
Site3 Cisco 6506 Router	ps3-6506-rtr-config
Site3 Cisco 6506 Switch1	ps3-6506-SW1-config
Site5 Cisco 6509 Router	ps5-6509-rtr-config
Site5 Cisco Content Services Switch2	ps5-css2-config
Site6 Cisco AS5400HPX Gateway2	ps6-5400-gw2-config
Site6 Cisco AS5400HPX Gateway3	ps6-5400-gw3-config
Site6 Cisco AS5400HPX Gateway4	ps6-5400-gw4-config
Site6 Cisco AS5400HPX Gateway5	ps6-5400-gw5-config

System Test Results

This topic summarizes the results of Cisco Unified Communications Release 5.1(1) system testing for contact center environments. This topic contains the following sections:

- [Testing Objectives](#)

- [Tested Deployment Models and Sites](#)
- [Test Results](#)

Testing Objectives

Cisco Systems validates Cisco Unified Communications systems by designing, installing, configuring, and testing hardware and software to achieve a predictable, effective, and reliable system. The intent of system testing is to validate the seamless interoperability and stability of the components that make up a complete and optimized Cisco Unified Communications system.

Testing performed for Cisco Unified Communications includes (but is not limited to) the following:

- Installation, Upgrade, and Usability Testing—To verify software installation and upgrades at the system level and usability for system components
- End-to-End Functionality Testing—To verify the end-to-end functionality of system components
- Basic Functionality and Feature Testing—To verify basic call flows and component features
- Customer Assurance Program (CAP) Scenario Testing—To re-create and test CAP scenarios based on TAC input
- Interoperability Testing—To verify the interoperability among system components
- Scalability Testing—To verify system functionality during scalability tests
- Performance, Load, and Stress Testing—To verify system functionality during performance, load, and stress tests
- Failover, Recovery, and Redundancy Testing—To verify system behavior during failover and recovery, and behavior in redundant configurations

Tested Deployment Models and Sites


Several deployment models and sites were designed and tested as part of Cisco Unified Communications System Release 5.1(1) for Contact Center. For information about the hardware and software components, configurations, and environment tested and verified for interoperability in Cisco Unified Communications Release 5.1(1), see [Test Deployment Models and Sites](#).

Test Results

The results of the system tests performed for contact center during Cisco Unified Communications Release 5.1(1) are shown in the [System Test Results](#) (right-click to download PDF).

The test results contain the following information:

- Title—Title of the test.
- ID—Identifier for the test.
- Description—Description of the purpose of the test.
- Features Tested—Component feature tested.
- Status—Result of the test and any defects related to the test case. Possible values are:
 - Passed—Test case passed as described in the table.
 - Failed—Test case failed and the reason is described in the listed defect.

- Passed with exception—Test case as described passed but an anomaly occurred that was not directly related to the functionality being tested. Possible anomalies are as follows:
 - The test *steps* were modified based on the actual feature implementation.
 - The test *setup* was modified based on the actual feature implementation.
 - The test results did not exactly match what was expected although the feature performed as required.
- Defects—Identifier for any defect that was opened against the test. If you have an account with Cisco.com, you can use the Bug Toolkit to view information about defects.
To access the Bug Toolkit, go to this URL:
http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl 

End-of-Sale and End-of-Life

The end-of-sale (EOS) date is the last date to order the product through Cisco point-of-sale mechanisms. The product is no longer for sale. There is also an end-of-life (EOL) process that guides the final business operations associated with the product life cycle.

The EOL process consists of a series of technical and business milestones and activities that, once completed, make a product obsolete. Once obsolete, the product is not sold, manufactured, improved, repaired, maintained, or supported.

For information about recommended replacements, see the comprehensive list of announcements at the following URL:

http://www.cisco.com/en/US/products/prod_end_of_life.html

For information on specific products, choose a product from the following URL:

http://www.cisco.com/en/US/products/sw/voicesw/tsd_products_support_category_home.html

Then click on the End-of-Life and End-of-Sale Notices link in the Product Literature 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

Cisco Unified Communications System Demo

The Cisco Unified Communications System Demo describes the various methods that are available for use by Cisco field offices worldwide to demonstrate the Cisco Unified Communications system.

[Cisco Unified Communications System Demonstration \[INTERNAL\]](#)