



## Resource Library

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### Using the Resource Library

On this tab you find an assortment of resources to help you learn more about Cisco Unified Communications.

- [Cisco Unified Communications System Description](#)
- [Cisco Unified Communications System Release Notes](#)
- [Network Topology Resources](#)
- [Ordering Guides for Cisco Partners and Employees](#)
- [Troubleshooting Individual Components](#)
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#### Cisco Unified Communications System Description

For Release 5.0(2):

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

#### Cisco Unified Communications System Release Notes

[System Release Notes for IP Telephony: Cisco Unified Communications System, Release 5.0\(2\)](#)

### Network Topology Resources

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

- [Microsoft Visio Network 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 Network Topology Diagrams

You can download zip files containing Visio drawings of the logical and physical topologies for IP telephony. [Table 7-1](#) identifies the Visio drawings in each zip file.

If you need to create new Visio drawings, you can use the Cisco Visio stencils located at the [Visio Stencils resource page](#).

**Table 7-1** Microsoft Visio Topology Diagrams

| Description  | Filename   |
|--|--|
| Zip file includes the site model topology drawings listed below.                       | <a href="#">IPT_STARM_SiteModels.zip</a> (right-click to download zip) 4.5 MB<br><b>Note</b> 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. |
| All test sites in North America Multisite Distributed deployment                       | SiteModel_NorthAmerica_All.vsd   |
| All test sites in Europe and Emerging Markets (EUEM) Multisite Distributed deployment  | SiteModel_EUEM_All.vsd   |
| Very Large Campus Clustering over the WAN (SJC-RFD) site model                         | SiteModel_LargeCampus_SJCRFD.vsd   |
| Multi-Site Centralized, Clustering over the WAN with Unified SRST (SFO-ORD) site model | SiteModel_MultiCentralized_SFOORD.vsd  |
| Large SIP Site (DFW) site model  | SiteModel_LargeSIP_DFW.vsd   |
| Small-Campus H.323 Site (YYZ) site model   | SiteModel_SmallH323_YYZ.vsd  |
| Small-Campus SIP Site (ATL) site model   | SiteModel_SmallSIP_ATL.vsd   |
| Non-Cisco CallManager Interoperability Site (HNL) site model                           | SiteModel_NonCallManagerInterop_HNL.vsd  |
| Cisco CallManager Interoperability Site (NYC) site model                               | SiteModel_CallManagerInterop_NYC.vsd   |
| Small Site (RDU) site model  | SiteModel_SmallSite_RDU.vsd  |
| Zip file includes component topology drawings listed below.                            | <a href="#">IPT_STARM_Components.zip</a> (right-click to download zip) 5.4 MB<br><b>Note</b> 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. |
| Cisco Unified CallManager Express and Cisco Unity Express test topology                | CME_CUE_Site_Topology.vsd  |
| Cisco IP Video Telephony topology  | IPVideo_OverallTopology.vsd  |
| Multisite Centralized video deployment using Cisco IP Video Telephony PSTN gateway     | IPVideo_MultiCentralized_EUEM.vsd  |

Table 7-1 Microsoft Visio Topology Diagrams (continued)

| Description  | Filename                            |
|--|-------------------------------------|
| Basic video deployment with Cisco RSVP Agent   | IPVideo_WithRSVP.vsd                |
| Cisco Unified MeetingPlace Topology in Multisite Distributed Deployment  | MeetingPlace_Topology.vsd           |
| QSIG connections to a Cisco Unified CallManager cluster  | QSIG_Topology.vsd                   |
| Cisco Unity logical topology   | Unity_Logical_Topology.vsd          |
| Cisco Unity and Unity Connection physical topology - North America   | Unity_NA_Site_Topology.vsd          |
| Cisco Unity setup in EUEM test environment   | Unity_EUEM_Site_Topology.vsd        |
| Cisco Unified CallManager Express integrated with Cisco IP-to-IP Gateways  | CME_IP-IP_Gateways.vsd              |
| Security test topology using Cisco Catalyst Firewall Security Module (FWSM)  | SecurityTopology_FWSM.vsd           |
| Security test topology using Cisco Secure PIX Firewalls  | SecurityTopology_PIX.vsd            |
| Cisco Unity Connection test topology for Unified CallManager and Unified CallManager Express multisite integration | UnityConnection_MultIntegration.vsd |

## How to Use Microsoft Visio Drawings Efficiently

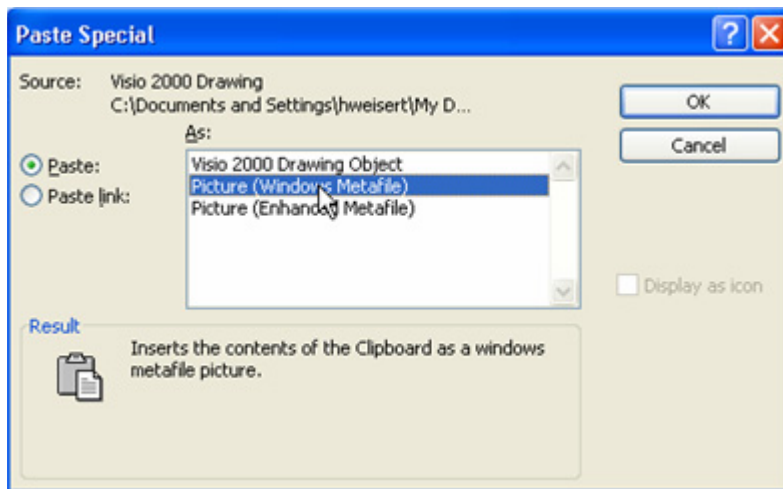
Microsoft Visio allows you to bring drawings into several applications (for example, Microsoft Word, Powerpoint). Unfortunately, the default method is to insert the whole “Visio object” into a file. This can cause problems.

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 up 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 bloat 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**), then repaste it 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 for Cisco Partners and Employees

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



**Note**

Some of these guides require software to open, such as Microsoft Powerpoint or Adobe Acrobat Reader. You can also right-click on these files and select Save Target As to download them to your desktop.

**Software Bundles**

- [Unified Communications Solution Bundle](#) (Powerpoint)

**Call Control, End Points, and Call Control Applications**

- [Cisco Unified CallManager 5.0](#) (Powerpoint)
- [Cisco Unified IP Phones](#) (Powerpoint)
- Cisco Emergency Responder (this will be available in a future release)
- Cisco Unified MobilityManager (this will be available in a future release)
- [Cisco CallManager Express](#) 
- [Cisco Unified Survivable Remote Site Telephony \(SRST\)](#) 

**Contact Center**

- [Cisco Customer Contact Center Business Unit Price List](#) (PDF)—This list addresses pricing and packaging structure for all Contact Center products.

**Conferencing**

- [Cisco Unified MeetingPlace](#) (PDF)
- [Cisco Unified MeetingPlace Express](#) (PDF)

**Messaging**

- [Cisco Unity](#) (PDF)
- [Cisco Unity Connection](#) (PDF)

**Network Management**

- Operations Manager (this will be available in a future release)
- Service Monitor (this will be available in a future release)

## Troubleshooting Individual Components

See the table [IP Telephony Component Troubleshooting Tools and Documentation](#) on the Implement tab for individual component troubleshooting information.

# Component Resources

The following list contains links to individual component documentation for the Cisco Unified Communications family of products.

## Voice Documentation

[http://www.cisco.com/en/US/products/sw/voicesw/tsd\\_products\\_support\\_category\\_home.html](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](http://www.cisco.com/en/US/products/sw/voicesw/ps556/tsd_products_support_series_home.html)

## Cisco Unified Presence Server

[http://www.cisco.com/en/US/products/ps6837/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/ps6837/tsd_products_support_series_home.html)

## Cisco Unity Connection

[http://www.cisco.com/en/US/products/ps6509/tsd\\_products\\_support\\_series\\_home.html](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](http://www.cisco.com/en/US/products/sw/custcosw/ps1846/tsd_products_support_series_home.html)

## Cisco Emergency Responder

[http://www.cisco.com/en/US/products/sw/voicesw/ps842/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/sw/voicesw/ps842/tsd_products_support_series_home.html)

## Cisco Unity

[http://www.cisco.com/en/US/products/sw/voicesw/ps2237/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/tsd_products_support_series_home.html)

## Cisco Unified MeetingPlace

[http://www.cisco.com/en/US/products/sw/ps5664/ps5669/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/sw/ps5664/ps5669/tsd_products_support_series_home.html)

## Cisco Unified CallManager Express

[http://www.cisco.com/en/US/products/sw/voicesw/ps4625/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/sw/voicesw/ps4625/tsd_products_support_series_home.html)

## Cisco Unity Express

[http://www.cisco.com/en/US/products/sw/voicesw/ps5520/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/sw/voicesw/ps5520/tsd_products_support_series_home.html)

## Cisco Unity Connection

[http://www.cisco.com/en/US/products/ps6509/tsd\\_products\\_support\\_series\\_home.html](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](http://www.cisco.com/en/US/products/sw/custcosw/ps1846/tsd_products_support_series_home.html)

## Cisco Unified MeetingPlace Express

[http://www.cisco.com/en/US/products/ps6533/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/ps6533/tsd_products_support_series_home.html)

## Cisco Unified Survivable Remote Site Telephony (SRST)

[http://www.cisco.com/en/US/products/sw/voicesw/ps2169/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2169/tsd_products_support_series_home.html)

**Cisco Unified Videoconferencing Products**

[http://www.cisco.com/en/US/products/hw/video/ps1870/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/hw/video/ps1870/tsd_products_support_series_home.html)

**Cisco 2600 Series Routers**

[http://www.cisco.com/en/US/products/hw/routers/ps259/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/hw/routers/ps259/tsd_products_support_series_home.html)

**Cisco 2800 Series Routers/Voice Gateways**

[http://www.cisco.com/en/US/products/ps5854/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/ps5854/tsd_products_support_series_home.html)

**Cisco 3700 Series Voice Gateways/Gatekeepers**

[http://www.cisco.com/en/US/products/hw/routers/ps282/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/hw/routers/ps282/tsd_products_support_series_home.html)

**Cisco 7200 Series Voice Gateways**

[http://www.cisco.com/en/US/products/hw/routers/ps341/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/hw/routers/ps341/tsd_products_support_series_home.html)

**Cisco Catalyst 3550 Series Access Switches**

[http://www.cisco.com/en/US/products/hw/switches/ps646/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/hw/switches/ps646/tsd_products_support_series_home.html)

**Cisco Catalyst 3560 Series Access Switches**

[http://www.cisco.com/en/US/products/hw/switches/ps5528/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/hw/switches/ps5528/tsd_products_support_series_home.html)

**Cisco Catalyst 3750 Series Data Center Switches**

[http://www.cisco.com/en/US/products/hw/switches/ps5023/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/hw/switches/ps5023/tsd_products_support_series_home.html)

**Cisco Catalyst 6500 Series Switches**

[http://www.cisco.com/en/US/products/hw/switches/ps708/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/hw/switches/ps708/tsd_products_support_series_home.html)

**Cisco VG224/248 Analog Voice Gateways**

[http://www.cisco.com/en/US/products/hw/gatecont/ps2250/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/hw/gatecont/ps2250/tsd_products_support_series_home.html)

**Cisco ATA 186/188 Analog Telephone Adaptors**

[http://www.cisco.com/en/US/products/hw/gatecont/ps514/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/hw/gatecont/ps514/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](http://www.cisco.com/en/US/products/sw/secursw/ps5057/tsd_products_support_series_home.html)

**Cisco Fax Server**

[http://www.cisco.com/en/US/products/ps6178/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/ps6178/tsd_products_support_series_home.html)

**Cisco Secure PIX Firewall Servers**

[http://www.cisco.com/en/US/products/hw/vpndevc/ps2030/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/hw/vpndevc/ps2030/tsd_products_support_series_home.html)

**Cisco SIP Proxy Server**

[http://www.cisco.com/en/US/products/sw/voicesw/ps2157/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2157/tsd_products_support_series_home.html)

**Cisco Unified Operations Manager**

[http://www.cisco.com/en/US/products/ps6535/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/ps6535/tsd_products_support_series_home.html)

**CiscoWorks Resource Manager Essentials**

[http://www.cisco.com/en/US/products/sw/cscowork/ps2073/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/sw/cscowork/ps2073/tsd_products_support_series_home.html)

**Cisco Unified IP Phones**

[http://www.cisco.com/en/US/products/sw/voicesw/tsd\\_products\\_support\\_category\\_home.html](http://www.cisco.com/en/US/products/sw/voicesw/tsd_products_support_category_home.html)

**Cisco Unified VT Advantage**

[http://www.cisco.com/en/US/products/sw/voicesw/ps5662/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/sw/voicesw/ps5662/tsd_products_support_series_home.html)

**Cisco IP Communicator**

[http://www.cisco.com/en/US/products/sw/voicesw/ps5475/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/sw/voicesw/ps5475/tsd_products_support_series_home.html)

**Cisco Unified Personal Communicator**

[http://www.cisco.com/en/US/products/ps6844/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/ps6844/tsd_products_support_series_home.html)

**Cisco Aironet 1200 Series Access Points**

[http://www.cisco.com/en/US/products/hw/wireless/ps430/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/hw/wireless/ps430/tsd_products_support_series_home.html)

**Cisco Unified Mobility Manager**

[http://www.cisco.com/en/US/products/ps6567/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/ps6567/tsd_products_support_series_home.html)

**Cisco IOS Software Releases 12.4 T**

[http://www.cisco.com/en/US/products/ps6441/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/ps6441/tsd_products_support_series_home.html)

## Configuration Command Files

You can download sample configuration files from this table for the components described in the [Additional Configuration Information](#) topic in the Implement tab.

*Table 7-2 Sample Component Configuration Files*

| Description  | Filename   |
|--|--|
| <p>Zip file includes Cisco device configurations listed below:</p> <p><b>Note</b> Some parameters, such as passwords, have been removed from the configuration files for security reasons.</p> | <p><a href="#">IPT_Tested_Configs.zip</a> (right-click to download zip) includes the files below.</p> <p><b>Note</b> 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> |
| Cisco Unified CallManager Express on a Cisco 2611 (ALT-CME-2611-4)   | CME_2611_Config.txt  |
| Cisco Unified CallManager Express on a Cisco 2651 (YYZ-CME-2651-2)   | CME_2651_Config.txt  |
| Cisco Unified CallManager Express on a Cisco 2691 (ALT-CME-2691-2)   | CME_2691_Config.txt  |
| Cisco Unified CallManager Express on a Cisco 3745 (YYZ-CME-3745-1)   | CME_3745_Config.txt  |

**Table 7-2 Sample Component Configuration Files (continued)**

| Description  | Filename                              |
|--|---------------------------------------|
| Cisco Unified CallManager Express on a Cisco 3845 (ALT-CME-3845-3)             | CME_3845_Config.txt                   |
| Cisco Unity Express on a Cisco 3745 (YYZ-CUE-3745)                             | CUE_3745_Config.txt                   |
| Cisco 3745 gatekeeper (SJC-RFD-GK-1)   | Gatekeeper_3745_Config.txt            |
| Gatekeeper configured as first gatekeeper in a cluster                         | Gatekeeper_FirstinCluster_Config.txt  |
| Gatekeeper configured as second gatekeeper in a cluster                        | Gatekeeper_SecondinCluster_Config.txt |
| Cisco 3725 H.323 gateway (SJC-RFD-3725GW1)                                     | H323GW_3725_Config.txt                |
| Cisco 3845 H.323 gateway (SJC-RFD-3845GW)                                      | H323GW_3845_Config.txt                |
| Cisco 3725 MGCP gateway (SJC-RFD-3725-GW2)                                     | MGCPGW_3725_Config.txt                |
| Cisco 2851 SIP gateway (DFW-2851-GW)   | SIPGW_2851_Config.txt                 |
| Cisco 3745 SIP gateway (DFW-3745GW)  | SIPGW_3745_Config.txt                 |
| Cisco Unified MeetingPlace Audio Server MP-8112 (SJC-RFD-MP-1) license summary | MeetingPlace_License.txt              |
| Cisco RSVP Agent configured for video deployment                               | RSVPAgent_Video_ConfigExcerpt.txt     |
| QoS configured on a Cisco 3745 (SFO-ORD-104-3745)                              | QoS_3745_ConfigExcerpt.txt            |
| QoS configured on a Cisco Catalyst 4506 (SFO-ORD-4506)                         | QoS_4506_ConfigExcerpt.txt            |
| QoS configured on a Cisco Catalyst 7200 (SFO-ORD-WAN-1)                        | QoS_7200_ConfigExcerpt.txt            |
| Cisco Catalyst 6500 switch (CDG_CMM-GW_1) configured for QSIG links            | QSIG_Cat6500_Config.txt               |
| Cisco 2801 configured as SIP MWI Client (YYZ-CME-2801-6)                       | SIP_MWI_Client_2801.txt               |
| Cisco 2851 configured as SIP MWI Relay Server(YYZ-CME-2851-5)                  | SIP_MWI_Relay_2851.txt                |
| Cisco Unified SRST for H.323 on a Cisco 2691 (HNL1-WAN-2691)                   | SRST_H323_HNL1_Config.txt             |
| Cisco Unified SRST for MGCP on a Cisco 2691 (HNL2-SRST-2691)                   | SRST_MGCP_HNL2_Config.txt             |
| Cisco Unified SRST for SIP on a Cisco 2821 (DFW-2-2821)                        | SRST_SIP_Remote2821_Config.txt        |
| Cisco Unified SRST for SIP on a Cisco 3845 (DFW-REMOTE-3845)                   | SRST_SIP_Remote3845_Config.txt        |
| Cisco Aironet 1200 Access Point (AP)   | Wireless_AironetAP1200_Config.txt     |

**Table 7-2** Sample Component Configuration Files (continued)

| Description  | Filename                     |
|--|------------------------------|
| Cisco Access Control Server for LEAP                           | Wireless_ACS_LEAP_Config.txt |
| Cisco Catalyst switch Firewall Service Module (SJC-RFD-FWSM-1) | FWSM_Config.txt              |
| Cisco Secure PIX Firewall (DFW-PIX-1)                          | PIX_Firewall_Config.txt      |
| Cisco RSVP Agent on a Cisco 2821 (DFW-2-2821)                  | RSVPAgent_2821_Config.txt    |

## System Test Results

This topic summarizes the results of Cisco Unified Communications Release 5.0(2) system testing for IP telephony environments. This topic contains the following sections:

- [Testing Objectives](#)
- [Tested Deployment and Site Models](#)
- [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 and Site Models

The *System Test Architecture Reference Manual* provides information about the components and configurations that have been tested and verified as part of a given Cisco Unified Communications release. For information about the components, configurations, and environment tested in Cisco Unified Communications Release 5.0(2), see [Tested Deployments and Site Models](#).

## Test Results

The results of the system tests performed for IP telephony during Cisco Unified Communications Release 5.0(2) 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](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl) 

## Cisco Sales Demo

The Cisco Sales Demo document is for Cisco sales teams and describes the various methods available to demonstrate the Cisco Unified Communications System.

[Cisco Unified Communications System Demonstration Programs](#) 

