



CHAPTER 8

Resource Library

Using the Resource Library

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

[System Release Documentation](#)

[Solution Reference Network Design](#)

[Tested Deployment and Site Models](#)

[Network Topology Diagrams](#)

[Component Resources](#)

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System Release Documentation

[System Description](#)

[System Release Notes](#)

[System Installation and Upgrade Manual](#)

[System Test Results](#)

System Description

[System Description for Cisco Unified Communications System, Release 7.0\(1\)](#)

System Release Notes

- IP Telephony for Enterprise and Midmarket
 - [System Release Notes for IP Telephony for Enterprise and Midmarket: Cisco Unified Communications System, Release 7.0\(1\)](#)
- IP Telephony for Small and Medium Business
 - [System Release Notes for IP Telephony for Small and Medium Business: Cisco Unified Communications System, Release 7.0\(1\)](#)
- Contact Center
 - [System Release Notes for IP Telephony for Contact Center: Cisco Unified Communications System, Release 7.0\(1\)](#)

System Installation and Upgrade Manual

- IP Telephony for Enterprise and Midmarket
 - [System Installation and Upgrade Manual for IP Telephony for Enterprise and Midmarket: Cisco Unified Communications System, Release 7.0\(1\)](#)
- IP Telephony for Small and Medium Business
 - [System Installation and Upgrade Manual for IP Telephony for Small and Medium Business: Cisco Unified Communications System, Release 7.0\(1\)](#)
- Contact Center
 - [System Installation and Upgrade Manual for IP Telephony for Contact Center: Cisco Unified Communications System, Release 7.0\(1\)](#)

System Test Results

- IP Telephony for Enterprise and Midmarket
 - [System Test Results Manual for IP Telephony for Enterprise and Midmarket: Cisco Unified Communications System, Release 7.0\(1\)](#)
- IP Telephony for Small and Medium Business
 - [System Test Results Manual for IP Telephony for Small and Medium Business: Cisco Unified Communications System, Release 7.0\(1\)](#)
- Contact Center
 - [System Test Results for Contact Center: Cisco Unified Communications System, Release 7.0\(1\)](#)

Test Results Information


[Testing Objectives](#) will give information on the intent of system testing

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://tools.cisco.com/Support/BugToolKit/> 

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

Solution Reference Network Design

Solution Reference Network Design (SRND) guides provide considerations and guidelines for deploying components for the Cisco Unified Communications System. SRND resources are available at <http://www.cisco.com/go/srnd>.

Tested Deployment and Site Models

Cisco Unified Communications Systems Release 7.0(1) testing was designed to test the hardware and software components that work together in a multisite distributed deployment. For this testing, several site models were created. Each site model was designed to test a specific set of features and interactions. For information about the components, configurations, and environment tested in this Cisco Unified Communications Release, see [Table 8-1](#).

Table 8-1 *Tested Deployment and Site Models*

Deployment Model	Description
Single-Site Model	This model is designed for autonomous offices in which most or all employees are IPC users. This model can support up to 30,000 users.
Multisite Centralized Call Processing Model	This model is designed for distributed operations with a large central or headquarters site and multiple remote or branch sites. This model can support up to a total of 30,000 phones distributed among up to a maximum of 1000 sites. Based upon the bandwidth available, each site can support any number of users up to the overall total of 30,000 phones.
Multisite Distributed Call Processing Model	This model is designed for organizations with large user populations or large numbers of geographically distributed sites resulting in the need for more than a single call processing entity. This model is suited for deployments that require multiple Cisco Unified Communications Manager clusters or Cisco Unified Communications Manager Express platforms. Each call processing entity in this model is configured as a Single-Site Model or Multisite Centralized Call Processing Model and each has a common dial plan and feature set.
Clustering Over IP WAN Call Processing Model	This model is designed for organizations with large user populations across multiple sites that are connected by an IP WAN with the QoS features enabled. It supports the Local Failover Deployment Model and the Remote Failover Deployment Model.

Network Topology Diagrams

This topic provides topology resources that you can use to document network plans.

- For IP Telephony for Enterprise and Midmarket
 - [Network Topology Diagrams for IP Telephony for Enterprise and Midmarket](#)
- For IP Telephony for Small and Medium Business
 - [Network Topology Diagrams for IP Telephony for Small and Medium Business](#)
- For Contact Center
 - [Network Topology Diagrams for Contact Center](#)

You can download zip files containing Visio drawings of the logical and physical topologies.

**Note**

You need Microsoft Visio 2003 to open the files. For more information, see [How to Use Microsoft Visio Drawings Efficiently](#).

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

Network Topology Diagrams for IP Telephony for Enterprise and Midmarket

Table 8-2 Network Topology Diagrams for IP Telephony for Enterprise and Midmarket

Description	Filename
Zip file includes the site model topology drawings listed below.	IPT_ENT_UC701_site_models.zip (5.3) 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.
All test sites in North America Multisite Distributed deployment	SiteModel_NorthAmerica_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
Medium Business with Remote Locations (AZO) site model	SiteModel_MediumBusiness_AZO.vsd
Small Campus Unified Communications Manager Site (RXB) site model	SiteModel_SmallUnifiedCM_RXB.vsd
Small Campus SIP Unified Communications Manager Express Site (ATL) site model	SiteModel_SmallSIPCME_ATL.vsd
Small Campus H.323 Unified Communications Manager Express Site (YYZ) site model	SiteModel_SmallH323CME_YYZ.vsd
Cisco CallManager Release 4.2(3) Interoperability Site (NYC) site model	SiteModel_CallManager42Interop_NYC.vsd
Cisco Unified CallManager Release 5.1(1) Interoperability Site (RDU) site model	SiteModel_CallManager51Interop_RDU.vsd
All test sites in Europe and Emerging Markets (EUEM) Multisite Distributed deployment	SiteModel_EUEM_All.vsd
EUEM Cisco Unified CallManager Interoperability Site (LGW) site model	SiteModel_EUEM_UnifiedCMInterop_LGW.vsd
EUEM Medium Site (GVA) site model	SiteModel_EUEM_MediumSite_GVA.vsd
EUEM Large Multisite Centralized with Unified SRST (CDG) site model	SiteModel_EUEM_MultiCentral_CDG.vsd
EUEM Small Campus Multisite H.323 (WAW) site model	SiteModel_EUEM_MultiH323_WAW.vsd

Table 8-2 Network Topology Diagrams for IP Telephony for Enterprise and Midmarket (continued)

Description	Filename
EUEM Non-Cisco Unified CallManager Interoperability Site (RKV) Site model	SiteModel_EUEM_SIPSite_RKV.vsd
EUEM Small Site (MAD) site model	SiteModel_EUEM_SmallSite_MAD.vsd
MediumBusiness Manchester (MAN) site model	SiteModel_MediumBusiness_MAN.vsd
Zip file includes component topology drawings listed below.	IPT_ENT_UC701_topology_diagrams.zip (2.55) 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.
Cisco Unified MeetingPlace Topology in Multisite Distributed Deployment	MeetingPlace_Topology.vsd
QSIG connections to Cisco Unified Communications Manager clusters	QSIG_UnifiedCM_Clusters.vsd
QSIG connections to Cisco Unified Communications Manager Express sites	QSIG_UnifiedCMExpress.vsd
Cisco Unity logical topology	GB_IPTNA_Load_Diagrams.vsd (tab: Unity DFW)
Cisco Unity and Unity Connection physical topology - North America	GB_IPTNA_Load_Diagrams.vsd (tab: Unity SJC-RFD)
Cisco Unity setup in NA test environment	GB_IPTNA_Load_Diagrams.vsd (tab: RDU)
Cisco Unified CallManager Express integrated with Cisco IP-to-IP Gateways	GB_IPTNA_Load_Diagrams.vsd (tab: ATL-YYZ)

Network Topology Diagrams for IP Telephony for Small and Medium Business

Table 8-3 Network Topology Diagrams IP Telephony for Small and Medium Business

Description	Filename
Zip file includes the site model topology drawings listed below.	IPT_SMB_UC701_topology_diagrams.zip (1.83 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.
SBCS Single Site Model	single-site-UC500.vsd
Cisco Unified Communication 500 Series configured for T.37 Fax	UC500-fax.vsd
Inter-Cluster Calls Between Two UC 500 Systems Through IP-IP Gateway (Convinton-Freddo and Robins-Freddo)	UC500-scenario.vsd
Cisco Communications Manager Express Single Site Model	single-site-CMECUE.vsd

Table 8-3 Network Topology Diagrams IP Telephony for Small and Medium Business (continued)

Description	Filename
Cisco Communications Manager Express Multisite Distributed Call Processing Model	multisite-CMECUE.vsd
IP-to-IP Gateway Deployment and Cisco Communications Manager Express Sites	IPIPGW-deploy.vsd

Network Topology Diagrams for Contact Center

Table 8-4 Network Topology Diagrams for Contact Center

Description	Filename
Zip file includes logical and physical drawings in Test Bed 1 as listed below.	<p>CC_UC701_topology_diagrams1.zip (right-click to download zip) 6.8 MB</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>
Unified IP IVR Sites in Test Bed 1	UC701 UCCE IP IVR Logical All.vsd
Site 1 IP IVR Logical Topology	UC701 UCCE IP IVR Logical Site1.vsd
Site 2 IP IVR Logical Topology	UC701 UCCE IP IVR Logical Site2.vsd
Site 3 IP IVR Logical Topology	UC701 UCCE IP IVR Logical Site3.vsd
Site 4 IP IVR Logical Topology	UC701 UCCE IP IVR Logical Site4.vsd
Site 5 IP IVR Logical Topology	UC701 UCCE IP IVR Logical Site5.vsd
Site 6 IP IVR Logical Topology	UC701 UCCE IP IVR Logical Site6.vsd
Site 7 IP IVR Logical Topology	UC701 UCCE IP IVR Logical Site7.vsd
Site 8 IP IVR Logical Topology	UC701 UCCE IP IVR Logical Site8.vsd
Site 1 IP IVR Physical Topology	UC701 UCCE IP IVR Physical Site1.vsd
Site 2 IP IVR Physical Topology	UC701 UCCE IP IVR Physical Site2.vsd
Site 3 IP IVR Physical Topology	UC701 UCCE IP IVR Physical Site3.vsd
Site 4 IP IVR Physical Topology	UC701 UCCE IP IVR Physical Site4.vsd
Site 5 IP IVR Physical Topology	UC701 UCCE IP IVR Physical Site5.vsd
Site 6 IP IVR Physical Topology	UC701 UCCE IP IVR Physical Site6.vsd
Site 7 IP IVR Physical Topology	UC701 UCCE IP IVR Physical Site7.vsd
Site 8 IP IVR Physical Topology	UC701 UCCE IP IVR Physical Site8.vsd
Zip file includes logical and physical drawings in Test Bed 2 as listed below.	<p>CC_UC701_topology_diagrams3.zip (right-click to download zip) 4.9 MB</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>
Parent and Child Sites in Test Bed 2	UC701 UICM PC Logical All.vsd

Table 8-4 Network Topology Diagrams for Contact Center (continued)

Description	Filename
Site 1 Parent and Child Logical Topology	UC701 UICM PC Logical Site1.vsd
Site 4 Parent and Child Logical Topology	UC701 UICM PC Logical Site4.vsd
Site 5 Parent and Child Logical Topology	UC701 UICM PC Logical Site5.vsd
Site 8 Parent and Child Logical Topology	UC701 UICM PC Logical Site8.vsd
Site 9 Parent and Child Logical Topology	UC701 UICM PC Logical Site9.vsd
Site 1 Parent and Child Physical Topology	UC701 UICM PC Physical Site1.vsd
Site 4 Parent and Child Physical Topology	UC701 UICM PC Physical Site4.vsd
Site 5 Parent and Child Physical Topology	UC701 UICM PC Physical Site5.vsd
Site 8 Parent and Child Physical Topology	UC701 UICM PC Physical Site8.vsd
Site 9 Parent and Child Physical Topology	UC701 UICM PC Physical Site8.vsd
Zip file includes logical and physical drawings in Test Bed 3 as listed below.	CC_UC701_topology_diagrams2.zip (right-click to download zip) 9 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 3	UC701 UCCE CVP Logical All.vsd
Site 1 CVP Logical Topology	UC701 UCCE CVP Logical Site1.vsd
Site 2 CVP Logical Topology	UC701 UCCE CVP Logical Site2.vsd
Site 3 CVP Logical Topology	UC701 UCCE CVP Logical Site3.vsd
Site 5 CVP Logical Topology	UC701 UCCE CVP Logical Site5.vsd
Site 6 CVP Logical Topology	UC701 UCCE CVP Logical Site6.vsd
Site 7 CVP Logical Topology	UC701 UCCE CVP Logical Site7.vsd
Site 8 CVP Logical Topology	UC701 UCCE CVP Logical Site8.vsd
Site 1a CVP Physical Topology	UC701 UCCE CVP Physical Site1a.vsd
Site 1b CVP Physical Topology	UC701 UCCE CVP Physical Site1b.vsd
Site 1c CVP Physical Topology	UC701 UCCE CVP Physical Site1c.vsd
Site 2 CVP Physical Topology	UC701 UCCE CVP Physical Site2.vsd
Site 3 CVP Physical Topology	UC701 UCCE CVP Physical Site3.vsd
Site 5a CVP Physical Topology	UC701 UCCE CVP Physical Site5a.vsd
Site 5b CVP Physical Topology	UC701 UCCE CVP Physical Site5b.vsd
Site 6 CVP Physical Topology	UC701 UCCE CVP Physical Site6.vsd
Site 7 CVP Physical Topology	UC701 UCCE CVP Physical Site7.vsd
Site 8 CVP Physical Topology	UC701 UCCE CVP Physical Site8.vsd

How to Use Microsoft Visio Drawings Efficiently

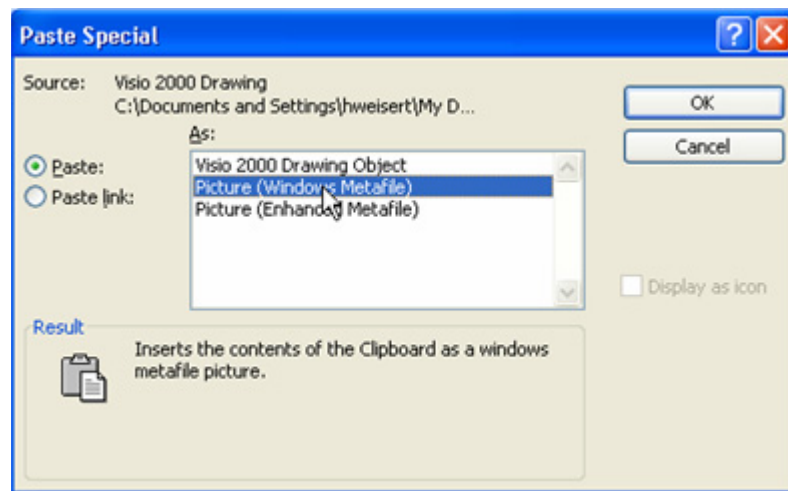
Microsoft Visio allows you to bring drawings into several applications (for example, Microsoft Word, Powerpoint). Unfortunately, the default method is to insert the whole “Visio object” into a file. This can cause problems.

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 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.

Component Resources

[Component Resources Documentation](#)

[Configuration Command Files](#)

Component Resources Documentation

- [Component Resources Documentation for IP Telephony for Enterprise and Midmarket](#)
- [Component Resources Documentation for IP Telephony for Small and Medium Business](#)
- [Component Resources Documentation for Contact Center](#)

Component Resources Documentation for IP Telephony for Enterprise and Midmarket

Table 8-5 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 [Component Installation and Configuration](#) on the Implement tab. For documentation on all other Cisco products, go to <http://www.cisco.com/web/psa/products/index.html>.

Table 8-5 Component Resources Documentation for IP Telephony for Enterprise and Midmarket

Category	Component	Documentation URL
Call Control	Cisco Unified Communications Manager	http://www.cisco.com/en/US/products/sw/voicesw/ps556/tsd_products_support_series_home.html
	Cisco Unified Communications Manager Business Edition	http://www.cisco.com/en/US/products/ps7273/tsd_products_support_series_home.html
	Cisco Unified Communications Manager Express	http://www.cisco.com/en/US/products/sw/voicesw/ps4625/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
	Cisco Unified Presence	http://www.cisco.com/en/US/products/ps6837/tsd_products_support_series_home.html
	Cisco Unified Business Attendant Console and Unified Department Attendant Console	http://www.cisco.com/en/US/partner/products/ps7282/tsd_products_support_series_home.html
	Cisco Unified Communications 500 Series for Small Business	http://www.cisco.com/en/US/products/ps7293/tsd_products_support_series_home.html
Contact Center	Cisco Customer Response Solutions (Cisco Unified Contact Center Express)	http://www.cisco.com/en/US/products/sw/custcosw/ps1846/tsd_products_support_series_home.html
Applications	Cisco Emergency Responder	http://www.cisco.com/en/US/products/sw/voicesw/ps842/tsd_products_support_series_home.html
	Cisco Fax Server	http://www.cisco.com/en/US/products/ps6178/tsd_products_support_series_home.html
	Cisco Unified Application Environment	http://www.cisco.com/en/US/products/ps7058/tsd_products_support_series_home.html
	Cisco Unified PhoneProxy	http://www.cisco.com/en/US/products/ps7057/tsd_products_support_series_home.html
Conferencing	Cisco Unified MeetingPlace	http://www.cisco.com/en/US/products/sw/ps5664/ps5669/tsd_products_support_series_home.html
	Cisco Unified MeetingPlace Express	http://www.cisco.com/en/US/products/ps6533/tsd_products_support_series_home.html
	Cisco Unified Videoconferencing	http://www.cisco.com/en/US/products/hw/video/ps1870/tsd_products_support_series_home.html
Voice Mail and Unified Messaging	Cisco Unity	http://www.cisco.com/en/US/products/sw/voicesw/ps2237/tsd_products_support_series_home.html
	Cisco Unity Connection	http://www.cisco.com/en/US/products/ps6509/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
	Cisco Unified Messaging Gateway	http://www.cisco.com/en/US/partner/products/ps8605/tsd_products_support_series_home.html

Table 8-5 *Component Resources Documentation for IP Telephony for Enterprise and Midmarket (continued)*

Category	Component	Documentation URL
Endpoints and Clients	Cisco Unified IP Phone 7900 Series	http://www.cisco.com/en/US/products/hw/phones/ps379/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
	Cisco Unified Personal Communicator	http://www.cisco.com/en/US/products/ps6844/tsd_products_support_series_home.html
	Cisco Unified Video Advantage	http://www.cisco.com/en/US/products/sw/voicesw/ps5662/tsd_products_support_series_home.html
Wireless and Mobility	Cisco Aironet 1200 Series Access Points	http://www.cisco.com/en/US/products/hw/wireless/ps430/tsd_products_support_series_home.html
	Cisco Unified Mobility Advantage	http://www.cisco.com/en/US/products/ps7270/tsd_products_support_series_home.html
	Cisco Unified Mobile Communicator	http://www.cisco.com/en/US/products/ps7271/tsd_products_support_series_home.html
Security	Cisco ASA 5500 Series Adaptive Security Appliances	http://www.cisco.com/en/US/products/ps6120/tsd_products_support_series_home.html
	Cisco Catalyst 6500 Series Firewall Services Module (FWSM)	http://www.cisco.com/en/US/products/hw/modules/ps2706/ps4452/tsd_products_support_model_home.html
	Cisco Catalyst 6500 Series Intrusion Detection System (IDSM-2) Module	http://www.cisco.com/en/US/products/hw/modules/ps2706/ps5058/tsd_products_support_model_home.html
	Cisco Intrusion Prevention System Appliance IPS-4200	http://www.cisco.com/en/US/products/sw/secursw/ps2113/tsd_products_support_series_home.html
	Cisco NAC Appliance (Clean Access)	http://www.cisco.com/en/US/products/ps6128/tsd_products_support_series_home.html
	Management Center for Cisco Security Agents	http://www.cisco.com/en/US/products/sw/secursw/ps5057/products_installation_and_configuration_guides_list.html
	Cisco Security Agents	http://www.cisco.com/en/US/products/sw/secursw/ps5057/tsd_products_support_series_home.html
Network Management	Cisco Unified Operations Manager	http://www.cisco.com/en/US/products/ps6535/tsd_products_support_series_home.html
	Cisco Unified Service Monitor	http://www.cisco.com/en/US/products/ps6536/tsd_products_support_series_home.html
	Cisco netManager - Unified Communications	http://www.cisco.com/en/US/products/ps7243/tsd_products_support_series_home.html
	Cisco Unified Service Statistics Manager	http://www.cisco.com/en/US/products/ps7285/tsd_products_support_series_home.html

Table 8-5 Component Resources Documentation for IP Telephony for Enterprise and Midmarket (continued)

Category	Component	Documentation URL
Communications Infrastructure	Cisco IOS Software Release 12.4 T	http://www.cisco.com/en/US/products/ps6441/tsd_products_support_series_home.html
	Cisco 1700 Series Modular Access Routers	http://www.cisco.com/en/US/products/hw/routers/ps221/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
	Cisco 2800 Series Routers/Voice Gateways	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
	Cisco 3800 Series Routers/Voice Gateways	http://www.cisco.com/en/US/products/ps5855/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
	Cisco Integrated Services Router (ISR) 1861	http://www.cisco.com/en/US/products/ps5853/tsd_products_support_series_home.html
	Cisco Unified Border Element	http://www.cisco.com/en/US/products/sw/voicesw/ps5640/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
	Cisco Catalyst 3560 Series Access Switches	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
	Cisco Catalyst 4500 Series Access Switches	http://www.cisco.com/en/US/products/hw/switches/ps4324/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
	Cisco Catalyst 6600 Series Voice Gateways	http://www.cisco.com/en/US/products/hw/switches/ps700/tsd_products_support_eol_series_home.html
	Cisco VG224/248 Analog Voice Gateways	http://www.cisco.com/en/US/products/hw/gatecon/ps2250/tsd_products_support_series_home.html
Cisco ATA 186,188 (analog telephony adaptor)	http://www.cisco.com/en/US/products/hw/gatecon/ps514/tsd_products_support_series_home.html	

Component Resources Documentation for IP Telephony for Small and Medium Business

Table 8-6 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 [Component Installation and Upgrade](#) on the Implement tab. For documentation on all other Cisco products, go to <http://www.cisco.com/web/psa/products/index.html>.

Table 8-6 *Component Resources Documentation for IP Telephony for Small and Medium Business*

Category	Component	Documentation URL
Call Control	Cisco Unified Communications 500 Series for Small Business	http://www.cisco.com/en/US/products/ps7293/tsd_products_support_series_home.html
	Cisco Unified Communications Manager Express	http://www.cisco.com/en/US/products/sw/voicesw/ps4625/tsd_products_support_series_home.html
Contact Center	Cisco Unified Contact Center Express	http://www.cisco.com/en/US/products/sw/custcosw/ps1846/tsd_products_support_series_home.html
Conferencing	Cisco Unified MeetingPlace Express	http://www.cisco.com/en/US/products/ps6533/tsd_products_support_series_home.html
	Cisco Unified Video Advantage	http://www.cisco.com/en/US/products/sw/voicesw/ps5662/tsd_products_support_series_home.html
Voice Mail and Unified Messaging	Cisco Unity Express	http://www.cisco.com/en/US/products/sw/voicesw/ps5520/tsd_products_support_series_home.html
Endpoints and Clients	Cisco Unified IP Phone 7900 Series	http://www.cisco.com/en/US/products/hw/phones/ps379/tsd_products_support_series_home.html
	Cisco Unified IP Phone 500 series	http://www.cisco.com/en/US/products/ps9730/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
	Cisco Unified CallConnector MS Windows Client	http://www.cisco.com/en/US/products/ps7274/tsd_products_support_series_home.html
Network Management	Cisco netManager Unified Communications	http://www.cisco.com/en/US/products/ps7243/tsd_products_support_series_home.html
Communications Infrastructure	Cisco IOS Software Release 12.4(20)T	http://www.cisco.com/en/US/products/ps6441/tsd_products_support_series_home.html
	Cisco 3800 Integrated Services Router	http://www.cisco.com/en/US/products/ps5855/tsd_products_support_series_home.html
	Cisco 2800 Integrated Services Router	http://www.cisco.com/en/US/products/ps5854/tsd_products_support_series_home.html
	Cisco 870 Integrated Services Router	http://www.cisco.com/en/US/products/hw/routers/ps380/tsd_products_support_series_home.html
	Cisco 1861 Integrated Services Router	http://www.cisco.com/en/US/products/ps5853/tsd_products_support_series_home.html
	Cisco Catalyst 500 series Switch	http://www.cisco.com/en/US/products/ps6545/tsd_products_support_series_home.html
	Cisco Catalyst 3560 series Switch	http://www.cisco.com/en/US/products/hw/switches/ps5528/prod_release_notes_list.html

Component Resources Documentation for Contact Center

Table 8-7 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 [Component Installation and Configuration Guides](#) on the Implement tab. For documentation on all other Cisco products, go to <http://www.cisco.com/web/psa/products/index.html>.

Table 8-7 Component Resources Documentation for Contact Center

Category	Component	Documentation URLs
Call Control	Cisco Unified Communications Manager	http://www.cisco.com/en/US/products/sw/voicesw/ps556/tsd_products_support_series_home.html
Contact Center	Cisco Unified Intelligent Contact Management Enterprise	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 Support Tools	http://www.cisco.com/en/US/products/ps5905/tsd_products_support_series_home.html
	Cisco Unified Expert Advisor	http://www.cisco.com/en/US/products/ps9675/tsd_products_support_series_home.html
	Cisco Unified IP IVR	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
	Computer Telephony Integration Object Server (CTI OS) and Agent Desktop	http://www.cisco.com/en/US/products/sw/custcosw/ps14/tsd_products_support_series_home.html
	Cisco Agent Desktop (CAD) Server and Agent Desktop	http://www.cisco.com/en/US/products/sw/custcosw/ps427/tsd_products_support_series_home.html
Applications	Cisco Unified Presence	http://www.cisco.com/en/US/products/ps6837/tsd_products_support_series_home.html
Conferencing	Cisco Unified Conferencing for TelePresence	http://www.cisco.com/en/US/products/ps7266/tsd_products_support_series_home.html
	Cisco Unified Videoconferencing 3500 Series Products	http://www.cisco.com/en/US/products/hw/video/ps1870/tsd_products_support_series_home.html
Voice Mail and Unified Messaging	Cisco Unity Connection	http://www.cisco.com/en/US/products/ps6509/tsd_products_support_series_home.html
End Points and Clients	Cisco IP Communicator	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
	Cisco Unified Video Advantage	http://www.cisco.com/en/US/products/sw/voicesw/ps5662/tsd_products_support_series_home.html
	Cisco Unified IP Phones	http://www.cisco.com/en/US/products/hw/phones/ps379/tsd_products_support_series_home.html
Network Management	Cisco Unified Operations Manager	http://www.cisco.com/en/US/products/ps6535/tsd_products_support_series_home.html

Table 8-7 Component Resources Documentation for Contact Center (continued)

Category	Component	Documentation URLs
Security	Cisco Catalyst 6500 Series Switch Firewall Services Module (FWSM)	http://www.cisco.com/en/US/products/hw/module_s/ps2706/ps4452/tsd_products_support_model_home.html
	Cisco Adaptive Security Appliance (ASA) 5540 Services	http://www.cisco.com/en/US/products/ps6120/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_eol_series_home.html
	Cisco Security Agent for Unified Communications Manager	http://www.cisco.com/en/US/products/sw/voicesw/ps556/tsd_products_support_series_home.html
	Cisco Security Agent for Unified IP IVR	http://www.cisco.com/en/US/products/sw/custcosw/ps1846/tsd_products_support_series_home.html
	Cisco Security Agent for Unified Intelligent Contact Management Enterprise	http://www.cisco.com/en/US/products/sw/custcosw/ps1001/tsd_products_support_series_home.html
	Cisco Security Agent for Unified Customer Voice Portal	http://www.cisco.com/en/US/products/sw/custcosw/ps1006/tsd_products_support_series_home.html
Communications Infrastructure	Cisco IOS Software Release 12.4 T	http://www.cisco.com/en/US/products/ps6441/tsd_products_support_series_home.html
	Cisco 3825, 3845 (Unified CVP VXML, voice/data, H.323, SIP, and MGCP gateways)	http://www.cisco.com/en/US/products/ps5855/tsd_products_support_series_home.html
	Cisco AS5400XM (Unified CVP VXML voice, H.323, and PSTN gateways)	http://www.cisco.com/en/US/products/hw/univgate/ps505/tsd_products_support_series_home.html
	RSVP Agent (on 38xx platforms)	http://www.cisco.com/en/US/products/hw/routers/ps282/tsd_products_support_series_home.html
	Cisco 7206VXR (core/WAN router)	http://www.cisco.com/en/US/products/hw/routers/ps341/tsd_products_support_series_home.html
	Cisco 881 router	http://www.cisco.com/en/US/products/hw/routers/ps380/tsd_products_support_series_home.html
	Cisco Catalyst 3750 (access switch)	http://www.cisco.com/en/US/products/hw/switches/ps5023/tsd_products_support_series_home.html
	Cisco Catalyst 6506, 6509 (core switch, Supervisor 2)	http://www.cisco.com/en/US/products/hw/switches/ps708/tsd_products_support_series_home.html
	Cisco Catalyst 6506, 6509 (MSFC, Supervisor 2)	
	Cisco CSS 11501 Content Services Switch	http://www.cisco.com/en/US/products/hw/contnetw/ps792/tsd_products_support_series_home.html
	Cisco Communication Media Module (CMM)	http://www.cisco.com/en/US/products/hw/switches/ps708/tsd_products_support_series_home.html
Wireless	Cisco Aironet Access Point 1240AG	http://www.cisco.com/en/US/products/ps6521/tsd_products_support_series_home.html

Configuration Command Files

- [Configuration Command Files for IP Telephony for Enterprise and Midmarket](#)
- [Configuration Command Files for IP Telephony for Small and Medium Business](#)
- [Configuration Command Files for Contact Center](#)

Configuration Command Files for IP Telephony for Enterprise and Midmarket

Table 8-8 Configuration Command Files for IP Telephony for Enterprise and Midmarket

Description	Filename
<p>Zip file includes Cisco device configurations listed below:</p> <p>Note Some parameters, such as passwords, have been removed from the configuration files for security reasons.</p>	<p>IPT_ENT_UC701_reference_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>
Cisco Unified Communications Manager Express on a Cisco 3845 (ALT-CME-3845-3)	ATL_3845.txt
Cisco Unified Communications Manager Express on a Cisco 2651 (YYZ-CME-3745-1)	YYZ_Config.txt
Cisco Unified Communications Manager Express on a Cisco 3725 with SIP and SCCP configured (Covington-3725-CME)	Covington-SIP-SCCP.txt
Cisco Unified Communications Manager Express on a Cisco 2801 with SIP configured (Ely-2801-CME)	ELY-PureSIP.txt
Cisco Unified Communications Manager Express on a Cisco 2801 with SCCP configured (Robins-2801-GW)	Robins-PureSCCP.txt
Cisco Unity Express on a Cisco 3745 (YYZ-CUE-3745)	ABI-SRST3-CUE
Cisco 3745 primary gatekeeper (SJC-RFD-GK-1)	Gatekeeper_Primary_Config.txt
Cisco 3745 alternate gatekeeper (SJC-RFD-GK-2)	Gatekeeper_Alternate_Config.txt
IP-IP gateway configured for Cisco Unified Communications Manager to IP-IP gateway SIP trunks (ATL-IPIP GW)	ATL-IPIP GW.txt
Inter-cluster calls from Cisco Unified Communications Manager Express to Cisco Communications Manager via IP-IP gateway (Robins-IPIP-GW)	Robins-IPIP GW-config.txt
Cisco 3745 SIP gateway (DFW-3745GW)	SJC-RFD-GK1 and SJC-RFD-GK2
Cisco Aironet WLAN Controller	wlan-controller.txt

Configuration Command Files for IP Telephony for Small and Medium Business

Table 8-9 Configuration Command Files for Small Business

Description	Filename
Zip file includes Cisco device configurations listed below: Note Some parameters, such as passwords, have been removed from the configuration files for security reason.	IPT_SMB_UC701_reference_configs.zip (50 KB) 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.
Cisco Unified Communications 500 Series (Convington-Freddo-UC500)	uc500-Covington-Freddo.txt
Cisco Unified Communications 500 Series (Robins-Freddo-UC500)	isr1861-Robins-Freddo.txt

Table 8-10 Configuration Command Files for Medium Business

Definition	Filename
Zip file includes Cisco device configurations listed below: Note Some parameters, such as passwords, have been removed from the configuration files for security reasons.	IPT_SMB_UC701_reference_configs.zip (50 KB) 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.
Cisco Unified Communications Manager Express on a Cisco 2801 Series Cisco Integrated Router (Ely-2801-CME)	ELY-PureSIP.txt
Cisco Unified Communications Manager Express on a Cisco 3825 Series Cisco Integrated Router (Otis-2825-CME)	Otis-2825-CME.txt

Configuration Command Files for Contact Center

Table 8-11 Configuration Command Files for Contact Center

Description	Filename
Test Bed 1 Call Flows: Cisco Unified Communications Manager Post-Routed Call Flow Components	CC_UC701_reference_configs_CCM.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 3750 Switch1	cs1-3750-sw1.txt
Site1 Cisco 3845 Conference/Transcoder Bridge1	cs1-3845-ct1.txt
Site1 Cisco 6509 Switch1	cs1-6509-sw1.txt
Site1 Cisco 7206VXR Router	cs1-7206.txt

Table 8-11 Configuration Command Files for Contact Center (continued)

Description	Filename
Site1 Cisco CMM Gateway1	cs1-cmm-gw1.txt
Site1 Cisco CMM Gateway2	cs1-cmm-gw2.txt
Site2 Cisco 3750 Switch1	cs2-3750-sw1.txt
Site2 Cisco 7206VXR Router	cs2-7206.txt
Site2 Cisco 3845 Conference/Transcoder Bridge2	cs2-3845-ct1.txt
Site3 Cisco 3750 Switch1	cs3-3750-sw1.txt
Site3 Cisco 7206VXR Router	cs3-7206.txt
Site3 Cisco 3845 Conference/Transcoder Bridge3	cs3-3845-ct1.txt
Site4 Cisco 3750 Switch1	cs4-3750-sw1.txt
Site4 Cisco 3745 Gatekeeper3	cs4-3745-gk3.txt
Site4 Cisco AS5400HPX Gateway1	cs4-5400-gw1.txt
Site4 Cisco AS5400HPX Gateway2	cs4-5400-gw2.txt
Site4 Cisco AS5400HPX Gateway3	cs4-5400-gw3.txt
Site4 Cisco 7206VXR Router	cs4-7206.txt
Site4 Cisco 6509 Switch1	cs4-6509-sw1.txt
Site5 Cisco 3750 Switch1	cs5-3750-sw1.txt
Site5 Cisco 7206VXR Router	cs5-7206.txt
Site5 Cisco CMM Gateway1	cs5-cmm-gw1.txt
Site5 Cisco 3845 Conference/Transcoder Bridge5	cs5-3845-ct1.txt
Site5 Cisco 6506 Switch1	cs5-6506-sw1.txt
Site6 Cisco 3750 Switch1	cs6-3750-sw1.txt
Site6 Cisco 3745 Gateway1	cs6-3745-gw1.txt
Site6 Cisco 3745 Gateway2	cs6-3745-gw2.txt
Site6 Cisco 7206VXR Router	cs6-7206.txt
Site6 Cisco 3845 Conference/Transcoder Bridge6	cs6-3845-ct1.txt
Site8 Cisco 3750 Switch1	cs8-3750-sw2.txt
Site8 Cisco 3825 Gatekeeper1	cs8-3825-gk1.txt
Site8 Cisco 3825 Gateway1	cs8-3825-gw1.txt
Site8 Cisco 3825 Gateway2	cs8-3825-gw2.txt
Site8 Cisco 3825 Gateway3	cs8-3825-gw3.txt
Site8 Cisco 3845 Conference/Transcoder Bridge1	cs8-3845-ct1.txt
Site8 Cisco 7206VXR Router	cs8-7206.txt

Table 8-11 Configuration Command Files for Contact Center (continued)

Description	Filename
Test Bed 2 Call Flows: Parent and Child Call Flows	<p>CC_UC701_reference_configs_PC.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 3750 Switch1	pcs1-sw1.txt
Site1 Cisco 3845 Gateway1	pcs1-3845-gw1.txt
Site1 Cisco 6509 Switch	pcs1-6509-sw1.txt
Site1 Cisco 7206VXR Router	pcs1-7206.txt
Site4 Cisco 3750 Switch1	pcs4-sw1.txt
Site4 Cisco 3745 Gatekeeper1	pcs4-3745-gk1.txt
Site4 Cisco 3745 Gatekeeper2	pcs4-3745-gk2.txt
Site4 Cisco 3845 Gateway1	pcs4-3845-gw1.txt
Site4 Cisco 7206VXR Router	pcs4-7206.txt
Site4 Cisco 6509 Switch	pcs4-6509-sw1.txt
Site5 Cisco 3750 Switch1	pcs5-3750-sw1.txt
Site5 Cisco 6506 Switch	pcs5-6506-sw1.txt
Site5 Cisco 7206VXR Router	pcs5-7206.txt
Site8 Cisco 3750 Switch1	pcs8-3750-sw1.txt
Site8 Cisco 3750 Switch2	pcs8-3750-sw2.txt
Site8 Cisco 3825 Gatekeeper1	pcs8-3825-gk1.txt
Site8 Cisco 3825 Gateway1	pcs8-3825-gw1.txt
Site8 Cisco 3825 Gateway2	pcs8-3825-gw2.txt
Site8 Cisco 3825 Gateway3	pcs8-3825-gw3.txt
Site8 Cisco 7206VXR Router	pcs8-7206.txt
Site9 Cisco 3845 Gatekeeper1	pcs9-3845-gk1.txt
Site9 Cisco 7206VXR Router	pcs9-7206.txt
Test Bed 3 Call Flows: Cisco Unified Customer Voice Portal Post-Routed Call Flow Components	<p>CC_UC701_reference_configs_CVP.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 3745 Gatekeeper1	ps1-3745-gk1.txt
Site1 Cisco 3745 Gatekeeper2	ps1-3745-gk2.txt
Site1 Cisco 6509 Switch1	ps1-6509-sw1.txt
Site1 Cisco 7206VXR Router	ps1-7206.txt

Table 8-11 Configuration Command Files for Contact Center (continued)

Description	Filename
Site1 Cisco Content Services Switch1	ps1-css1.txt
Site1 Cisco Firewall Service Module1	ps1-fwsm1.txt
Site3 Cisco AS5400HPX Gateway2	ps3-5400-gw2.txt
Site3 Cisco AS5400HPX Gateway3	ps3-5400-gw3.txt
Site3 Cisco 6506 Router	ps3-6506-rtr.txt
Site3 Cisco 6506 Switch1	ps3-6506-sw1.txt
Site5 Cisco 6509 Router	ps5-6509-rtr.txt
Site5 Cisco Content Services Switch2	ps5-css2.txt
Site6 Cisco AS5400HPX Gateway2	ps6-5400-gw2.txt
Site6 Cisco AS5400HPX Gateway3	ps6-5400-gw3.txt
Site6 Cisco AS5400HPX Gateway4	ps6-5400-gw4.txt
Site6 Cisco AS5400HPX Gateway5	ps6-5400-gw5.txt
Site6 Cisco PSTN/VXML Gateway2	ps6-pstn-vxml-gw2.txt
Site6 Cisco 3845 Cisco Unified Border Element1	ps6-3845-cube1.txt
Site8 Cisco PSTN Gateway1 (with Unified Presence)	ps8-pstn-gw1-cup.txt
Site8 Cisco 3845 SIP VXML Gateway1 (with Unified Presence)	ps8-3845-gw1-vxml-cup.txt

System Demo


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

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

System Compatibility Tool

The [Cisco Unified Communications Compatibility Tool](#) provides tables that identify the compatible software release versions for each product element in each Cisco Unified Communications release.

Ordering Guides

[Ordering guides](#)  for most Cisco Unified Communications products are available for Cisco partners, Cisco sales staff, and Cisco service providers.

End-of-Sale and End-of-Life Products

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/index.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 Workspace Licensing

Cisco Unified Workspace Licensing is an easy, affordable program for procurement of a broad range of Cisco Unified Communications applications and services. Unified Workspace Licensing facilitates consistent deployment of multiple applications to all users in their workspaces and helps organizations maximize the potential of unified communications.

This program streamlines pricing, licensing, and deployment of Cisco Unified Communications solutions and enables organizations to implement a media-rich unified communications experience at a cost-effective user basis.

Documentation Wiki

The Cisco documentation wiki (**DocWiki**) contains information on a number of Cisco product-related topics. Among these is a category for Cisco Unified Communications Systems, which currently includes topics for:

- **Unified Communications System Design:** This topic includes information and tutorials on design tools such as the Cisco Unified Communications Sizing Tool, which can be used to design and model solutions for existing and prospective customers.
- **Unified Communications System Implementation:** This topic includes information on installing and configuring system components, and provides detailed configuration examples based on tested deployment models.
- **Unified Communications System Operations:** This topic includes information on the tasks you need to perform to maintain and optimize your system and keep it operating as trouble-free as possible. These tasks are broken down into two areas: one-time and infrequent tasks, and regular and scheduled tasks.

- [Unified Communications System Troubleshooting](#): This topic includes information that will assist you with isolating and resolving problems you may have with Unified Communications system components. This topic offers sections for system troubleshooting methodology and commonly encountered problems.

For additional Cisco Unified Communications topics posted on the Cisco documentation wiki, see http://docwiki.cisco.com/wiki/Cisco_Unified_Communications.

