



Release Notes for Cisco CTI OS, Release 8.0(2)

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Introduction

These release notes describe the new information and caveats for Cisco CTI OS release 8.0(2).



Note

To view the release notes for previous versions of Cisco CTI OS, go to:
http://www.cisco.com/en/US/partner/products/sw/custcosw/ps14/prod_release_notes_list.html

Before you install Cisco CTI OS, Cisco recommends that you review the section [Important Notes, page 11](#) for information about issues that may affect your system.

For a list of the open and resolved caveats for Cisco CTI OS Release 8.0(2), see the [Resolved Caveats in This Release, page 11](#) and the [Open Caveats in This Release, page 13](#). Updates for these release notes occur with every maintenance release and major release.

While CTI OS Release 8.0(2) supports updates from previous releases, Release 8.0(1) requires a full installation/setup. No rollback is available.

The CTI OS software Release 8.0(1) supports Unified Contact Center Enterprise (Unified CCE). Unified CCE consists of the following software:

- Unified Intelligent Contact Management Enterprise (Unified ICME)
- Unified Intelligent Contact Management Hosted (Unified ICMH)
- Unified Contact Center Hosted (Unified CCH)

Additional information on new features, and on many of the product changes, is available in the relevant end-user documentation.

Release Notes for Unified CCE, Release 8.0(2), Cisco Agent Desktop, Cisco Unified E-Mail Manager (Unified EIM), and Cisco Unified Web Interaction Manager (Unified WIM) are available separately and are not included as part of these Release Notes.



Note

For the most up-to-date version of these release notes, as well as all other CTI OS, Unified ICM/ Contact Center documentation, go to the Cisco Web page: <http://www.cisco.com>

Product Name Changes

Starting with Release 8.0(1), in order to simplify the software user experience, there will be one comprehensive product name, “**Cisco Unified Contact Center Enterprise**” (**Unified CCE**):

- There will no longer be a distinct software product called “ICM.” Instead, there will only be one product: “Unified CCE.” When required, we will use the term “Third Party ACD Deployment Model” to refer to the previous term “ICM.”
- There will no longer be products called “ICM Hosted” and “Contact Center Hosted.” Instead, there will only be one product: “Unified CCE” with “Hosted Deployment Model.”
- This naming unification does not include or imply functionality changes or license entitlement changes for previously purchased software licenses.

The naming unification process will be phased in over time in both the software and the documentation. Naming unification-related changes that are applicable starting with Release 8.0(1) are as follows:

- The **Start** menu now includes a Cisco Unified CCE Tools folder.
- The Desktop icons include shortcuts to the Unified CCE Web Setup, Unified CCE Service Control, and Unified CCE Tools folders.
- There will only be a single medium distributed as opposed to separate Unified CCE, ICM, and Hosted kits.
- Release 8.0(1) documentation only displays on the Unified CCE Cisco.com site (http://www.cisco.com/en/US/products/sw/custcosw/ps1844/tsd_products_support_series_home.html.) instead of displaying over many sites, making it much easier to locate the documentation.

About Cisco CTI OS and CTI OS Maintenance Releases

Cisco CTI OS software is a component of Cisco IPCC Enterprise, Cisco ICM Enterprise, Cisco ICM Hosted Edition and System IPCC Enterprise deployments. CTI OS maintenance releases deliver code updates that resolve issues in CTI OS software. They are made available as part of the CTI OS software maintenance strategy.

As of CTI OS Release 7.1(1), service releases are being renamed as maintenance releases. Cisco CTI OS Release 8.0(2) is the first maintenance release built on CTI OS Release 8.0(1).

Maintenance releases for particular CTI OS versions are cumulative; they include code updates present in earlier minor, maintenance and service releases for their respective version. Due to this, ensure you read the previous CTI OS 8.0(1) Release Notes prior to installing Release 8.0(2).

CTI OS Minor Release 8.0(1) incorporates the following releases:

- CTI OS 8.0(2)

CTI OS Release 8.0(2) can be installed over all previous CTI OS 8.0(1) releases. The release is available on DVD and as downloadable installers from cisco.com.

For additional information on the Cisco software support methodology, refer to the ICM/IPCC Enterprise Maintenance Support Strategy, available at:

<http://www.cisco.com/kobayashi/sw-center/telephony/icm/icm-planner.shtml> (requires login).

CTI OS 8.0(1) must be installed prior to installing Release CTI OS 8.0(2).

Essential Operate Services (ESW) is required to upgrade to Unified CCE maintenance releases.

Localization

CTI OS 8.0(2) comes with LanguagePack 8.0(2), which is available on cisco.com.

LanguagePack 8.0(2) is used only if you want to change WebView or Script Editor to a different language after you have applied CTI OS 8.0(2). English customers do not need to run LanguagePack.

If you have installed LanguagePack 8.0(1) on top of CTI OS 8.0(1), you do not need to run LanguagePack as the Unified CCE 8.0(2) Patch Installer automatically updates the localized files on your system.

Please refer to the *Cisco Unified ICM/Contact Center Product and System Localization Matrix* available at:

http://www.cisco.com/en/US/docs/voice_ip_comm/cust_contact/contact_center/icm_enterprise/localization_matrix/guide/G11nMap.xls

for:

- A detailed list of language localizations implemented for different portions of this release
- Notes regarding product-specific limitations in supporting international character data

System Requirements

For hardware and third-party software specifications for this release, refer to the *Hardware and System Software Specification (Bill of Materials) for Cisco Unified ICM/Contact Center Enterprise & Hosted*, which is accessible from

http://www.cisco.com/en/US/products/sw/custcosw/ps1001/products_user_guide_list.html

Related Documentation

Documentation for Cisco CTI Object Server (CTI OS), as well as related documentation, is accessible from [Cisco.com](http://cisco.com) at:

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

- The most current version of this document, *Release Notes for Cisco CTI OS, Release 8.0(2)*, can be accessed from http://www.cisco.com/en/US/products/sw/custcosw/ps14/prod_release_notes_list.html
- Related documentation includes the documentation sets for IPCC/ICM Enterprise & Hosted Editions, Cisco Agent Desktop (CAD), Cisco Agent Desktop - Browser Edition (CAD-BE), Cisco Customer Voice Portal (CVP), Cisco IP IVR, Cisco Support Tools, Cisco Unified Intelligence Suite and Intelligence Center (CUIS), Cisco Contact Management Portal (CCMP), Cisco Unified E-Mail Interaction Manager (EIM), Cisco Unified Web Interaction Manager (WIM), and Cisco Remote Monitoring Suite (RMS).

For documentation for these Cisco Unified Contact Center Products, go to

<http://www.cisco.com/web/psa/products/index.html>

click on **Voice and Unified Communications**, then click on **Cisco Unified Contact Center Products** or **Cisco Unified Voice Self-Service Products**, then click on the product/option you are interested in.

- Also related is the documentation for Cisco Unified Communications Manager, which can also be accessed from <http://www.cisco.com/web/psa/products/index.html>.
- Technical Support documentation and tools can be accessed from <http://www.cisco.com/en/US/support/index.html>
- The Product Alert tool can be accessed through (login required) <http://www.cisco.com/cgi-bin/Support/FieldNoticeTool/field-notice>

Obtaining Upgrade Media

- If you are upgrading, use the Cisco Product Upgrade Tool (PUT) or the PUT for registered customers only to obtain a media kit and license or purchase the upgrade from Cisco Sales.
- To use the PUT, you must enter your Cisco contract number (Example: Smartnet, SASU, or ESW) and request the CD/DVD set. If you do not have a valid contract, you must purchase the upgrade from Cisco Sales. It is the contract that validates your entitlement to updates through the Cisco PUT.

Installation Notes

Before you install Cisco CTI OS Release 8.0(2), Cisco recommends that you review the section [Important Notes, page 11](#) for information about issues that may affect your system.

This section contains the following information:

- [CTI OS Maintenance Release Installation Planning, page 5](#)
- [Deploying CTI OS Releases, page 8](#)
- [Maintenance Release \(MR\) Installation, page 10](#)

CTI OS Maintenance Release Installation Planning

This section provides information to help you understand when to install a CTI OS maintenance release and the tasks it involves. It contains the following subsections:

- [When to Install a CTI OS Maintenance Release, page 5](#)
- [Installation Order for CTI OS Components and Checklists, page 6](#)
- [Deploying CTI OS Releases, page 8](#)

When to Install a CTI OS Maintenance Release

Installing a CTI OS release requires temporarily stopping all CTI OS services and CTI OS Client Applications. Therefore, to limit impact to a live CTI OS system, schedule and install CTI OS releases during a maintenance period when your CTI OS system is out of production.

Installation Order for CTI OS Components and Checklists

CTI OS releases need to be installed first on the server platform (Side A and B), then on the client components in order to avoid a temporary situation of mismatched components.

Deploying a CTI OS Maintenance Release requires the following general tasks:

- CTI OS Server Installation

CTI OS Server Installation Checklist

- Schedule a maintenance period for installation
- Because CTI OS release installation requires bringing down a CTI OS system, schedule release installation for a maintenance period when your CTI OS system is out of production.
- Determine which CTI OS components require release installation.
- Inventory CTI OS nodes targeted for release installation.
- Install the release on CTI OS nodes.
- Install the release on each Peripheral Gateway in your system where CTI OS is co-located.
- Test and troubleshoot the installation.
- CTI OS Desktops Installation

CTI OS Desktops Installation Checklist

- Schedule a maintenance period for installation.
- Because CTI OS release installation requires bringing down the CTI OS Agent/IPCC Supervisor Desktop, schedule release installation for a maintenance period when your agents are inactive.
- Determine which CTI OS components require release installation.
- Inventory CTI OS desktops targeted for release installation.
- Install the release on CTI OS desktops.
- Install the release on each Agent/IPCC Supervisor desktop system where a CTI OS desktop is loaded.
- Test and troubleshoot the installation.
- CTI OS Driver for Siebel 7.x Installation

CTI OS Driver for Siebel 7.x Installation Checklist

- Schedule a maintenance period for installation.
- Because CTI OS release installation requires closing down the Siebel Client running at an agent's desktop or browser, schedule release installation for a maintenance period when your CTI OS system is out of production.
- Determine which CTI OS components require release installation.
- Inventory the call centers in the Siebel configuration database targeted for release installation.
- Take an inventory of all call centers defined in the Siebel configuration database that use this CTI OS Driver release.
- Install the release on the Siebel Communications Server host.

- Install the CTI OS Driver release on each Siebel Communications Server where the CTI OS Driver is loaded.
- Test and troubleshoot the installation.
- After installation, test your CTI OS Driver to ensure that it is working properly.
- CTI OS Data Store Installation

CTI OS Data Store Installation Checklist

- Schedule a maintenance period for installation.
- Because CTI OS release installation requires closing down CTI OS Data Store, schedule release installation for a maintenance period when your CTI OS system is out of production.
- Determine which CTI OS components require release installation.
- Inventory the CTI OS Data Stores in a Siebel Environment targeted for release installation.
- Take an inventory of all CTI OS Data Stores used by the CTI OS Driver for Siebel 7.x that use this release.
- Install the release on the CTI OS Data Store Server host.
- Install the CTI OS Data Store release on each host where the CTI OS Data Store is loaded.
- Test and troubleshoot the installation.
- After installation, test your CTI OS Driver and CTI OS Data Store together to ensure that they are working properly.
- CTI OS SDK Installation

CTI OS SDK Installation Checklist

- Schedule a maintenance period for installation.
- Because CTI OS release installation requires bringing down the developer's programming environment and may require rebooting the workstation, schedule release installation for a maintenance period when your developer is off hours.
- Determine which CTI OS components require release installation.
- Inventory developer's workstations targeted for release installation.
- Install the release on developer's workstations.
- Install the release on each developer's workstation where CTI OS SDK is loaded.
- Test and troubleshoot the installation.

CTI OS documentation is available at:

http://www.cisco.com/en/US/partner/products/sw/custcosw/ps1844/tsd_products_support_series_home.html

Deploying CTI OS Releases

This section provides important information to be read before installing the Release 8.0(2) update and how to troubleshoot the installation. It contains the following:

- [CTI OS Server Deployment, page 8](#)
- [CTI OS Desktops Deployment, page 8](#)
- [CTI OS Driver for Siebel 7.x Deployment, page 9](#)
- [CTI OS Data Store Deployment, page 9](#)
- [CTI OS SDK Deployment, page 10](#)

CTI OS Server Deployment

If you are installing this release on multiple CTI OS systems, you must install CTI OS releases on each host one at a time.

How to Deploy CTI OS Server

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- Step 1** Logout all the agents from both servers (side A and side B).
 - Step 2** Stop all CTI OS and Cisco Security Agent (CSA) services on each peer (side A and side B).
 - Step 3** Install the release on side A, following the steps described in How to Install CTI OS.
 - Step 4** Restart the CTI OS services on side A. Ensure the newly patched system is running with no errors and comes back on-line.
 - Step 5** Once you have confirmed that side A is working correctly, install the release on side B.
 - Step 6** Restart the CTI OS services on side B. Ensure the newly patched system is running with no errors and comes back on-line.
 - Step 7** Restart CSA on both sides.
 - Step 8** Repeat this procedure on the other CTI OS systems.

CTI OS Desktops Deployment

This section describes how to install the CTI OS Desktop release.

**Caution**

The release installer package cannot be used or replaced by any silent installation tool.

**Caution**

Component update must be performed only using the installer package provided with the release. You can not simply copy files from one client system to another as a way of avoiding running the installer package at each system.

How to Install the CTI OS Desktop Release

- Step 1** Logout all the agents and close the client at each host desktop.
- Step 2** Install the release on the host desktop following the steps described in How to Install CTI OS.
- Step 3** Restart the CTI OS Desktop. Ensure the newly patched CTI OS Phone is running with no errors by logging in a call center agent and perform call and agent state control.
- Step 4** Repeat this procedure for the other host desktops.

CTI OS Driver for Siebel 7.x Deployment

Installing this release on multiple Siebel Communications servers can be done simultaneously.



Caution The release installer package cannot be used or replaced by any silent installation tool.

How to Install the CTI OS Driver for Siebel 7.x Deployment

- Step 1** Logout all the agents using a Siebel CTI client and close the browser, or Siebel application, at each host desktop.
- Step 2** Install the release on the Siebel Communications server following the steps described in How to Install CTI OS.
- Step 3** Restart the Siebel client. Ensure the newly patched CTI OS Driver for Siebel is running with no errors by logging in a call center agent and performing call and agent state control.
- Step 4** Repeat this procedure for the other host desktops.

CTI OS Data Store Deployment

If you are installing this release on multiple CTI OS Data Store hosts, you must install CTI OS releases on each host, one at a time.

How to Deploy CTI OS Data Store

- Step 1** Stop all CTI OS and Cisco Security Agent (CSA) services on each host.
- Step 2** Install the release.
- Step 3** Restart the CTI OS Data Store service. Ensure the newly patched system is running with no errors and comes back on-line.
- Step 4** Restart CSA.
- Step 5** Repeat this procedure for the other CTI OS systems.

CTI OS SDK Deployment



Caution The release installer package cannot be used or replaced by any silent installation tool.

- Step 1** Close all programming environments and any client applications using any of the components in the CTI OS SDK.
- Step 2** Install the release on a developer workstation.
- Step 3** Restart the programming environment or application. Ensure the newly patched CTI OS SDK works appropriately by building one of the examples included in the SDK and logging in a call center agent and performing call and agent state control.
- Step 4** Repeat this procedure for the other developer workstations.

Maintenance Release (MR) Installation

To Install this MR:

- Plan and schedule the maintenance period.
- Review all applicable documentation.
- Download the MR.
- Perform the MR installation by double-clicking the downloaded MR file.



Note Unified CCE and CTI OS MRs are separate installers and must be installed individually.

New and Changed Information

This section discusses in somewhat more detail the new information for this release.

- None



Note Defects, enhancements and features are cumulative and apply both to the current maintenance version and to previous maintenance versions, unless otherwise noted.

Important Notes

The following sections contain important information that may have been unavailable upon the initial release of documentation for this release.

- None

Resolved Caveats in This Release

This section contains a list of defects resolved in this release. Defects are listed by component and then by identifier. For a keyword search of the CTI OS defects using the Bug Toolkit, select the product Cisco Computer Telephony Integration Option.



Note

Defects, enhancements and features are cumulative and apply both to the current maintenance version and to previous maintenance versions, unless otherwise noted.

Table 1 Resolved Caveats for Cisco CTI OS Release 8.0(2)

| Identifier | Component | Sev | Headline |
|----------------------------|--------------------|-----|--|
| CSCtg47516 | cti-toolkit-superv | 2 | Supervisor desktop crashes during CG failover. |
| CSCte23962 | ctios-server | 2 | CTIOS stuck in socket closure loop and exception handling |
| CSCtf94772 | ctios-server | 2 | Processing a duplicate client identifier string causes exception. |
| CSCtg14101 | silent-monitor | 2 | CTI OS server based silent monitoring fails with cluster of 4 |
| CSCtf35971 | client-libs | 3 | CTI agent logging in w/invalid or null Instrument ID |
| CSCtf26141 | cti-toolkit-superv | 3 | Recording button does not work |
| CSCsx67942 | ctios-server | 3 | Wrapup mode 'Required' disables buttons when wrapup string is empty |
| CSCtf16384 | ctios-server | 3 | Need to make the server code thread safe. |
| CSCtf24040 | ctios-server | 3 | CTIOS Server does not release all memory after agent logs out. |
| CSCtc93817 | cti-toolkit-agent | 4 | Closing OB Agt Dktp results in Application error with wrapup window opened |
| CSCte07696 | ctios-server | 4 | Agent State timer reset when reskilling occurs. |

Using Bug Toolkit

In general, you can find the latest caveat information through Bug Toolkit, which is an online tool that is available for customers to query defects according to their own needs.

**Tips**

You need an account with Cisco.com (Cisco Connection Online) to use the Bug Toolkit to find open and resolved caveats of any severity for any release.

To access the Bug Toolkit, log onto

<http://tools.cisco.com/Support/BugToolKit/action.do?hdnAction=searchBugs>

To access Bug Toolkit, you need the following items:

- Internet connection
- Web browser
- Cisco.com user ID and password

This section contains a list of defects that are currently pending in CTI OS for this release. Defects are listed by component and then by identifier.

Procedure

To use the Software Bug Toolkit, follow these steps:

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- Step 1** To access the Bug Toolkit, go to <http://tools.cisco.com/Support/BugToolKit/action.do?hdnAction=searchBugs>
- Step 2** Log in with your Cisco.com user ID and password.
- Step 3** To look for information about a specific problem, enter the bug ID number in the “Search for Bug ID” field then, click **Go**.
Alternatively, under “Select Product Category”, choose Voice and Unified Communications; or, under “Select Products” choose Cisco Unified Intelligent Contact Management Enterprise and then choose the “Software Version” you are interested in.
- For information about how to search for bugs, create saved searches, create bug groups, and so on, click **Help** in the Bug Toolkit window.

Open Caveats in This Release

This section contains a list of defects that are currently pending in CTI OS for this release. Defects are listed by component and then by identifier. For a keyword search of the CTI OS defects using the Bug Toolkit, select the product Cisco Computer Telephony Integration Option.

Table 2 Open Caveats for Cisco CTI OS Release 8.0(2)

| Identifier | Component | Sev | Headline |
|----------------------------|--------------------|-----|--|
| CSCtg55020 | ctios-server | 2 | CTIOS appears to have a memory leak during bulk login logout |
| CSCtc57805 | client-libs | 3 | CTIOS desktop takes 10 seconds to connect and 15 seconds to login |
| CSCtf36233 | cti-toolkit-superv | 3 | Call disappears from RTS grid on super desktop aft ctios serv failover |
| CSCtc94798 | ctios-server | 3 | Agent desktop grayed out when changing the agent state |
| CSCtf51163 | ctios-server | 3 | Hold button disabled on the CTIOS agentdesktop during conferencescenario |
| CSCtg41640 | ctios-server | 3 | CTIOS Server catches exception while processing OnDistributionListEvent |
| CSCtg45190 | ctios-server | 3 | Incorrect data seen on Supervisor CTIToolKit Statics. |
| CSCtg45238 | ctios-server | 3 | Supervisor desktop disabled when barge during conference |
| CSCtg52888 | ctios-server | 3 | Agent desktop shows monitored online even when supervisor is not monitor |
| CSCte89965 | i18n-110n | 3 | JPN: Entered multi byte characters are corrupted on Desktop Agent |
| CSCtg52965 | patch | 3 | AllAgentsCSharp sample app is not updated with MR patch |
| CSCtg19929 | setup | 3 | "EMSFormatMessage failed" in router mds log |
| CSCtg58025 | setup | 3 | CTIOS 8.0(2) patch installer fail to install the patch |

Obtaining Documentation, Obtaining Support, and Security Guidelines

For information on obtaining documentation, obtaining support, providing documentation feedback, security guidelines, and also recommended aliases and general Cisco documents, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

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