



Release Notes for Cisco CTI OS, Release 7.5(9)

December 1, 2010

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Introduction

These release notes describe the new information and caveats for Cisco CTI OS release 7.5(9).

**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.htm

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 7.5(9), see the [Resolved Caveats in This Release, page 12](#) and the [Open Caveats in This Release, page 13](#). Updates for these release notes occur with every maintenance release and major release.

The CTI OS software Release 7.5(9) supports:

- ICM Enterprise Edition [Unified Intelligent Contact Management Enterprise (ICME)]
- ICM Hosted Edition [Unified Intelligent Contact Management Hosted (ICMH)]
- IPCC Enterprise Edition [Unified Contact Center Enterprise (CCE)]
 - System IPCC Enterprise Edition [Unified System Contact Center Enterprise (SCCE)]
- IPCC Hosted Edition [Unified Contact Center Hosted (CCH)]

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

**Note**

- Cisco Web Collaboration Option 5.0 and Cisco E-Mail Manager Option 5.0 are supported by IPCC/ICM Release 7.5(9). However, Cisco Web Collaboration Option 5.0 and Cisco E-Mail Manager Option 5.0 are not supported with System IPCC Enterprise deployment, or the IPCC System PG, and therefore are not supported for the parent/child relationship established by the IPCC Enterprise Gateway PG.
- Cisco Unified E-Mail Interaction Manager (Unified EIM) and Cisco Unified Web Interaction Manager (Unified WIM) 4.3.1 is supported for Cisco Unified ICM/Contact Center Enterprise & Hosted, Release 7.5(9). System PG support is also available.
- Release Notes for Cisco ICM/Contact Center Enterprise & Hosted, Cisco Agent Desktop, Cisco E-Mail Manager Option, Cisco Web Collaboration Option (including Cisco Collaboration Server, Cisco Dynamic Content Adapter, Cisco Media Blender) and Cisco Unified Intelligence Suite (CUIS) are available separately and are not included as part of these Release Notes.
- For additional information on the Cisco software support methodology, see to *Software Release and Support Methodology: ICM/IPCC*, available at:
http://www.cisco.com/en/US/partner/products/sw/custcosw/ps1844/prod_bulletins_list.html (requires login).
- The most up-to-date version of these release notes is available on the Web at:
http://www.cisco.com/en/US/partner/products/sw/custcosw/ps1844/prod_release_notes_list.html

A Note about Product Naming

Cisco IPCC Enterprise Edition is being renamed Cisco Unified Contact Center Enterprise (abbreviated as Unified CCE)

Cisco System IPCC Enterprise Edition is being renamed Cisco Unified System Contact Center Enterprise (abbreviated as Unified SCCE)

Cisco IPCC Hosted Edition is being renamed Cisco Unified Contact Center Hosted (abbreviated as Unified CCH).

Cisco Intelligent Contact Management (ICM) Enterprise Edition is being renamed Cisco Unified Intelligent Contact Management Enterprise (Unified ICME).

Cisco Intelligent Contact Management (ICM) Hosted Edition is being renamed Cisco Unified Intelligent Contact Management Hosted (Unified ICMH).

Cisco CallManager/Cisco Unified CallManager is being renamed Cisco Unified Communications Manager.

These new names appear in this release for Agent and Supervisor product opening-screens, but they do not yet appear throughout the user interface or documentation. These release notes generally use the previous naming convention.

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 7.5(9) is the seventh maintenance release built on CTI OS Release 7.5(1).

Minor 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 7.5(x) Release Notes prior to installing Release 7.5(9).

CTI OS Minor Release 7.5(9) incorporates the following minor, maintenance, and service releases:

- CTI OS 7.5(2)
- CTI OS 7.5(3)
- CTI OS 7.5(4)
- CTI OS 7.5(5)
- CTI OS 7.5(6)
- CTI OS 7.5(8)

CTI OS Release 7.5(9) can be installed over all previous CTI OS 7.5(x) releases. The release is available on CD and as downloadable installers from cisco.com.



Note

There is no CTI OS Release 7.5(7) release.

For additional information on the Cisco software support methodology, see 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 7.5(1) must be installed prior to installing Release CTI OS 7.5(9).

Localization

CTI OS 7.5(9) comes with LanguagePack 7.5(9), which is available on cisco.com.

LanguagePack 7.5(9) is used only if you want to change WebView or Script Editor to a different language after you have applied CTI OS 7.5(9). English customers do not need to run LanguagePack.

If you have installed LanguagePack 7.5(1) on top of CTI OS 7.5(1), you do not need to run LanguagePack as the ICM/CCE 7.5(9) Patch Installer automatically updates the localized files on your system.

See 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, see 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 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 7.5(9)*, 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 E-mail Manager Option, Cisco Web Collaboration Option (including Cisco Collaboration Server, Cisco Dynamic Content Adapter, Cisco Media Blender), Cisco Customer Voice Portal (CVP), Cisco IP IVR, Cisco Support Tools, and Cisco Remote Monitoring Suite (RMS).

- The documentation for Cisco Unified Contact Center Products, is available at: <http://www.cisco.com/cisco/web/psa/default.html?mode=prod> 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/cisco/web/psa/default.html?mode=prod>
- 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>

Installation Notes

Before you install Cisco CTI OS Release 7.5(9), 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 7](#)
- [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 5](#)

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.

Deploying CTI OS Releases

This section provides important information to be read before installing the Release 7.5(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 9](#)

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

-
- 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

ICM 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.

- [Citrix XenApp Server 5 with Windows 7 support for CTI OS, page 10](#)
- [Citrix Xenapp 5.0 with Windows 2003 R2, page 10](#)

Citrix XenApp Server 5 with Windows 7 support for CTI OS

Starting CTI OS 7.5(9) release, you can access the CTI OS Client with Citrix XenApp Server 5 32 bit on Windows 7 32 bit.

Detailed installation and configuration instructions are available in the CTIOS System Manager's guide at:

http://www.cisco.com/en/US/docs/voice_ip_comm/cust_contact/contact_center/ctios/ctios7_5/install/guide/cti75smg.pdf

Citrix Xenapp 5.0 with Windows 2003 R2

.Net CTI OS desktop supports Citrix Xenapp 5.0 on Windows 2003 R2 64 bit.



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 7.5(9)

Identifier	Component	Sev	Headline
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
CSCsx67942	ctios-server	3	Wrapup mode 'Required' disables buttons when wrapup string is empty
CSCta74007	ctios-server	3	Supervisor desktop RTG displays improper Sub-skillgroup data for agents
CSCtf12306	ctios-server	3	Service Queue Thread exception in enableand disable stat req
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.
CSCtf51163	ctios-server	3	Hold button disabled on the CTIOS agentdesktop during conferencescenario
CSCtg41640	ctios-server	3	CTIOS crash/Unresponsive due to OnDistributionList Event exception.
CSCth12205	ctios-server	3	Exception in ServiceQueuePostThread during processing of AgentStateEvent
CSCtc93817	cti-toolkit-agent	4	Closing OB Agt Dktp results in Application error wth wrapup windw opened
CSCte31457	ctios-server	4	Incorrect message in CTI OS server logs during SST

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:

- 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 7.5(9)

Identifier	Component	Sev	Headline
CSCtf36233	cti-toolkit-superv	3	Call disappears from RTS grid on super desktop aft ctios serv failover
CSCtf27585	ctios-server	3	Agent cannot change state from wrap-up
CSCth05506	ctios-server	3	CTIOS crashed and minidump created
CSCth28590	cti-toolkit-agent	3	CTIOS Agent desktop crashes after silent monitoring session failed
CSCth32141	cti-toolkit-superv	3	CTIOS Supervisor Desktop Crashes when processing endcallevent
CSCth21172	ctios-server	3	Trans/Conf buttons getting grayed out on dialing num with spl char
CSCth45490	silent-monitor	3	Silent monitoring service reloads.
CSCth18784	documentation	3	cti msg need to be documented for symposium alternate functionality.
CSCth33739	ctios-server	2	Call not getting cleared from Agent desktop after completing transfer

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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