Overview

Enabling seamless and secure communication and collaboration among employees, customers, and business partners is critical to any organization looking to thrive in today’s digital economy.

Providing reliable anytime, anywhere, any device access to voice, video, messaging, and content-sharing services on a global scale is a challenge for even the best resourced enterprises.

But what if you could deliver superior user experiences while simultaneously simplifying the administrator workload? That type of collaboration is now easier to achieve than ever.

Cisco® Collaboration Systems Release (CSR) 12.0 provides a comprehensive set of infrastructure, applications, and endpoints. All designed, integrated, and validated to deliver a superior user experience and a simplified administrator workload. Whether deployed on-premises, in the cloud, or through a hybrid model, Collaboration Systems Releases enable simple, productive, and cost-effective unified communications and collaboration.

CSR 12.0 is the latest in the ongoing evolution of our portfolio of collaboration products and solutions (Figure 1). Building on prior releases, CSR 12.0 continues Cisco’s focus on key qualities that matter to users: experience, simplicity, and ubiquity.

Benefits

- Enhance the mobile worker experience with the latest Apple notification technology and faster login performance.
- Increase security (and PCI compliance) with enhanced support for Transport Layer Security.
- Conserve IPv4 addresses by deploying Cisco IP Phone 7800 and 8800 Series using IPv6.
- Keep track of your unified communications investments and stay compliant with Cisco Smart Software Licensing.
- Easily manage your unified communications with new administrator tools.
Why Cisco?
When you choose Cisco, you benefit from our expertise as a global leader in collaboration and cloud solutions. With the broad Cisco product portfolio and commitment to open-standards solutions that work smoothly together, you can begin using Cisco Collaboration Systems Releases with confidence.

For more information about Cisco Collaboration Systems Releases, please visit the Cisco Collaboration Systems Release documentation.

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New solution features for Cisco Collaboration Systems Release 12.0
Enhanced mobile experience
Apple Push Notification Service (APNs) is a new way that applications on Apple iOS devices receive notifications of incoming calls and messages. Apple is expected to standardize on APNs (and cease use of its previous "keep-alive" approach) during the latter part of 2018.

CSR 12.0 supports APNs for voice and video calls, taking full advantage of APNs to improve the user's experience while also extending the iOS device's battery life.

Availability of these features in CSR 12.0 gives customers sufficient time to prepare their network infrastructure before Apple's rollout of APNs in a future release of iOS. Customers should upgrade their unified communications environment to Cisco Unified Communications Manager 11.5 SU3/12.0, Cisco Expressway™ 8.10, and Cisco Jabber® 11.9 before summer 2018.

We've also taken the opportunity to change the way Cisco Jabber sign-in works, dramatically speeding things up. If your device is asleep, Cisco Jabber now reconnects almost instantaneously when it wakes up. This is made possible through Fast Login and OAuth Token Refresh, available in all Cisco Jabber 11.9 clients. And we have introduced support for new offline login capabilities, meaning that Cisco Jabber can still connect to some services, even if others are unavailable.
Cisco Spark Hybrid Services
A key advantage of Cisco's collaboration offerings is the increasing integration of on-premises capabilities with Cisco Spark's cloud-based features. In CSR 12.0, such hybrid services have been enhanced to help customers transition to the cloud and make even more effective and efficient use of their existing unified communications investments. Several of the new hybrid capabilities in CSR 12.0 include:

- Interoperability between Cisco Spark™ users and Cisco Jabber/Cisco WebEx Messenger™ instant messaging and presence (IM&P) users
- Enhancements to the way Cisco Unified Communications Manager accounts for Cisco Spark remote devices and also anchors hybrid calls to a user's home cluster, enabling more efficient use of UCL-E licenses and SIP trunks for Cisco Spark hybrid calling
- Consolidated Expressway VM requirements for hybrid services with co-residency for traversal/B2B, Calendar, and Call connectors to reduce deployment complexity and hardware footprint

Security and compliance
In an increasingly online world, financial transactions are only as secure as the network they occur on. Businesses use the Payment Card Industry Data Security Standards (PCI DSS) as guidelines for deploying secure systems to protect those transactions.

To help customers meet the PCI DSS requirements for secure systems, CSR 12.0 supports the latest version of Transport Layer Security (specifically TLS 1.2) to protect client/server connections in the customer's unified communications environment. Those connections include a range of functions, from system administrators managing Cisco Unified Communications Manager through a browser, to endpoints communicating with it using SIP signalling, to a variety of intrasystem connections to route and complete calls.

For added security, CSR 12.0 allows the system administrator to mandate that client/server connections use TLS 1.2, significantly reducing the “attack surface” of the unified communications deployment and helping the organization pass PCI compliance audits.

IPv6 support
IPv6 is a network addressing scheme that provides a dramatically larger number of IP addresses than its predecessor, IPv4. In very large unified communications deployments, or in anticipation of the addressing needs of the Internet of Things (IoT), the limited IPv4 address space becomes a real issue, and IPv6 becomes a necessity.

To help customers migrate from IPv4 to IPv6, CSR 12.0 supports the deployment of IP phones and video endpoints using only IPv6 addresses. By eliminating the need for IPv4 addresses on IP phones and video endpoints, CSR 12.0 can reduce the number of IPv4 addresses used in a typical unified communications deployment by as much as 98 percent. These IPv4 addresses can be reused for other devices in the network, or simply eliminated as a first step in the transition to pure IPv6.

Smart licensing
Smart licensing is a new license management approach that answers two key questions:

1. What have I purchased?
2. What is it that I am using?

Smart licensing is built around Cisco Smart Software Licensing Manager and corresponding smart licensing agents built into Cisco’s products. Smart Software Licensing Manager is a cloud-based license compliance repository and checker with the following features:

- Licenses the customer, not the product installation
- All purchased licenses go directly into the customer's Smart Account
- Licenses are pooled for the entire Smart Account or subaccount
- Licenses are not node-locked to a device
- Easy registration; product authorization keys (PAKs) have been eliminated.

1 7800 and 8800 Series IP phones, except the 8831 model. Legacy endpoints can continue to use IPv4 addresses.
Smart licensing is a Cisco-wide initiative – now including Cisco Unified Communications Manager, Cisco Unity® Connection, Expressway, Cisco Unified Border Element (CUBE), and Cisco Emergency Responder. The benefits include:

- Easier to order and activate licenses:
  - No PAK
  - No license file
- Easy visibility and tracking of entitlements
- Accurate source for entitlement reports
- Single location to view usage reports
- Ability to deposit licenses into the Smart Account and share across virtual accounts
- Replaces Cisco Prime® Licensing Manager server

**Simplified administration**

CSR 12.0 has several enhancements to make the system administrator’s job easier. These include:

- Simplified administration of external IM&P databases with a new cleanup utility that can help avoid logging issues and erroneous data loss
- Device Last Seen Report, which simplifies device and license management with a new capability to generate administrative reports and BAT update for:
  - Devices seen earlier (1-day granularity) and not seen now
  - Devices not used (that have not made or answered a call) in a given time period
- Significantly reduced time required to perform Cisco Unified Communications Manager upgrades