



Cisco Unified Intelligent Contact Management (Unified ICM) ACD PG Supportability Matrices

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This document lists supported product combinations for the Cisco ICM ACD PG Product sets sorted by the Cisco ICM version. They include:

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1.0 Introduction

Only currently supported versions of ICM are referenced in this document. Contact CBABU Product Management for ACD support on older versions of ICM at ask-ipcc@cisco.com.

Important Notes:

1. Major ACD versions not mentioned in this document should be considered unsupported by Cisco.
2. This matrix is updated on a monthly basis.

2.0 ACD Testing

CBABU does not test every patch, service pack or maintenance release that each ACD/PBX vendor releases. Unless explicitly mentioned otherwise, it is safe to assume the latest ACD/PBX patches and maintenance releases are supported for each major/minor version of the ACD / PBX that is stated as supported within this matrix.

If a specific required ACD/PBX patch, service pack or maintenance release is required it will be stated specifically for support. Likewise for the ICM, if a specific ICM Service Release (SR), Maintenance Release (MR), or Engineering Special (ES) is required, it will be stated accordingly within the matrix.

3.0 Support Indication Key

No	"No" is to indicate there is no current support and no future support is planned for this combination.
TBD	"TBD" indicates that CBABU is considering integration and reviewing the ACD release, however Cisco has not made any decisions to support the version.
Planning	"Planning" indicates the combination is expected to be supported. However, there is no date or plan committed to as of yet. No date available for release.
Pending	"Pending" indicates that qualification is committed and underway and a release date is available from CBABU Product Management. Send mail to ask-ipc@cisco.com for latest information on the release.
Yes	"Yes" indicates that this combination is supported. ** Always look in the Miscellaneous column for special considerations.
EOL	"EOL" indicates that the ACD vendor no longer supports the ACD release, CBABU will not qualify / test this ACD version going forward and no longer supports this integration.

3.1 Alcatel

ACD Version ¹	ICM 7.0	ICM 7.1	ICM 7.2	ICM 7.5	ICM 8.0	ICM 9.0	Notes
v2.1	N	No	No	No	No	No	
v3.2	No	No	No	No	No	No	
v4.1.1	No	No	No	No	No	No	
v4.2	No	No	No	No	No	No	
v5.0	Yes	No	No	No	No	No	
v5.1	Yes	Yes	Yes	Yes	No	No	
v6.0	Yes (SR1)	Yes	Yes	Yes	No	No	
v6.1	Yes (SR1)	Yes	Yes	Yes	No	No	
v7.1	Yes	Yes	Yes	Yes	No	No	
v8.0	No	Yes (From 7.1.5 onwards)	Yes	Yes	No	No	

1. Major ACD versions not mentioned in this document should be considered unsupported by Cisco.

3.2 Aspect Call Center w/CMI

Switch Version	CMI (Contact Server)	ICM 7.0	ICM 7.1	ICM 7.2	ICM 7.5	ICM 8.0	ICM 8.5	ICM 9.0	ICM 10.0	Notes
v8.02	CMI v5.1.1	No	No	No	No	No	No	No		
v8.3	CMI v5.1.2	No	No	No	No	No	No	No		
v8.3	CMI v5.2	No	No	No	No	No	No	No		
v8.4	CMI v5.2	Yes	Yes	Yes	Yes	No	No	No		Aspect 8.4 and CMI 5.2 are End of Support (EOS) by Aspect.
v9.0	CMI v5.2	Yes	Yes	Yes	Yes	No	No	No		Aspect 9.0 and CMI 5.2 are EOS by Aspect.
v9.1 (Win2k3)	CMI v5.2	Yes (SR3)	Yes	Yes	Yes	Yes	Yes	No		Aspect 9.1 and CMI 5.2 are EOS by Aspect.
v9.1.1	CMI v5.2	Yes	Yes	Yes	Yes	Yes	Yes	No		Aspect 9.1.1 and CMI 5.2 are EOS by Aspect.
v9.2	CMI v5.2	Yes	Yes	Yes	Yes	Yes	Yes	No		
v9.2	CMI v6.2.1	Yes	Yes	Yes	Yes	Yes	Yes	No		
v9.3 ¹	CMI v5.2	Yes	Yes	Yes	Yes	Yes	Yes	No		
v9.3	CMI v6.2.1	Yes	Yes	Yes	Yes	Yes	Yes	No		
v9.3	CMI v6.3	Yes	Yes	Yes	Yes	Yes	Yes	No		CMI v6.3 is supported only on Win2k3.
v9.3	CMI v6.4	No	No	No	No	No	No	No	Yes	CMI v6.4 is supported only on Win2k8.

1. ICM will support four digit Application IDs and CCT with Aspect Switch Version 9.3 from 7.5(9) onwards in the 7.5(x) stream and 8.0(2) onwards in the 8.(x) stream.

DataInterLink with Application Bridge 6.0 is supported for all versions of ICM.

3.3 Avaya

Following notes should be considered while reviewing the supported matrices below. These are caveats and special considerations related to Avaya support.

1. **Avaya Name Changes:** Avaya changed names from DEFINITY to MultiVantage to Avaya Communications Manager (ACM) to Avaya Aura Communications Manager.
2. RTA 5.0.5 and RTA 6.0 enhanced functionality (60 skills per agent and 2000 skill groups per system) are not supported by ICM).
3. ICM currently does not support more than 12000 active associations on a single system.
4. All CMS versions are supported as long as a supported RTA is being used.
5. Cisco supports the Avaya S8300, S8400, S85XX, S87XX, and S88XX Servers in support of ACM.
6. Cisco supports the general use of Avaya IP Phones.
7. MAPD is EOL from June 2008.
8. Support for third-party ACD clients, SDKs, and interfaces integrated with ICM ends when the third-party ACD manufacturer ends mainstream support.
9. Ten digit Agent extension and Agent ID is supported from ICM 9.0(3) and higher that has ACM 6.2 and higher, AES 6.2 and higher, and CMS R16 with RTA 6.0 pl: 13g.

3.3.1 Avaya CMS RTA Support Matrix

RTA Version	ICM 7.0	ICM 7.1	ICM 7.2	ICM 7.5	ICM 8.0	ICM 8.5	ICM 9.0	ICM 10.0	Notes
4.1	No	No	No	No	No	No	No	No	
4.5	No	No	No	No	No	No	No	No	
4.6.1	No	No	No	No	No	No	No	No	
4.6.2	No	No	No	No	No	No	No	No	
4.6.4	No	No	No	No	No	No	No	No	
4.6.5	No	No	No	No	No	No	No	No	
4.7.3	No	No	No	No	No	No	No	No	
4.8.1	No	No	No	No	No	No	No	No	
5	No	No	No	No	No	No	No	No	
5.0.5	Yes	Yes	Yes	Yes	No	No	No	No	
5.0.5e	No	No	No	No	No	No	No	No	
6.0(x)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
6.0 Extended	No	No	No	No	No	No	No	No	

3.3.2 AES/CVLAN Server and CVLAN Client Support Matrix

AES (CVLAN) Server	CVLAN Client Supported	ICM 7.0	ICM 7.1	ICM 7.2	ICM 7.5	ICM 8.0	ICM 8.5 ⁶	ICM 9.0 ⁷	ICM 10.0	Notes
3.0.x	8.2.5	No ⁵	No ⁵	No ⁵	No ⁵	No ⁵	No ⁵	No ⁵	No ⁵	8.2.5 client is EOL from Avaya.
3.1.x	8.2.5	No ⁵	No ⁵	No ⁵	No ⁵	No ⁵	No ⁵	No ⁵	No ⁵	8.2.5 client is EOL from Avaya.
4.0.x	8.2.5	No ⁵	No ⁵	No ⁵	No ⁵	No ⁵	No ⁵	No ⁵	No ⁵	8.2.5 client is EOL from Avaya.
4.1.x	4.1.0 ¹ 4.2.2 ² 6.1 ³	No	No	Yes (7.2.7 onwards)	Yes	Yes	Yes	Yes	No	
4.2.x	4.1.0 4.2.2 6.1	No	No	Yes	Yes	Yes	Yes	Yes	No	
5.2.1 ⁴	4.1.0 4.2.2 6.1	No	No	Yes (7.2.7 onwards)	Yes	Yes	Yes	Yes	No	
5.2.2	4.1.0 4.2.2 6.1	No	No	Yes (7.2.7 onwards)	Yes	Yes	Yes	Yes	No	
6.1	4.1.0 4.2.2 6.1	No	No	Yes (7.2.7 onwards)	Yes	Yes	Yes	Yes	No	
6.2	4.1.0 4.2.2 6.1	No	No	No	No	Yes	Yes	Yes	No	
6.3	4.1.0 4.2.2 6.1	No	No	No	No	Yes	Yes	Yes	Yes	

1. CVLAN Client 4.1.0 is integrated from UCCE/ICM 7.2.7 to 7.5.6.
2. CVLAN Client 4.2.2 is integrated from UCCE/ICM 7.5.7 to 8.5.1.
3. CVLAN Client 6.1 is integrated from UCCE/ICM 8.5.2 onwards and UCCE/ICM 10.0(x) supports only CVLAN Client 6.1.
4. Processor Ethernet is supported with AES 5.2.1 and ACM 5.2.1.
5. Support for third-party ACD clients, SDKs, and interfaces integrated with ICM ends when the third-party ACD manufacturer ends mainstream support.
6. Starting with UCCE/ICM 8.5(2), the Cisco Avaya PG is supported on both Windows 2008 R2 and Windows 2003. Prior versions are supported only on Windows 2003.
7. Starting with UCCE/ICM 9.0(1), the Cisco Avaya PG is supported only on Windows 2008 R2

3.3.3 Avaya Aura Communications Manager Support Matrix

ACD Version ¹	ICM 7.0	ICM 7.1	ICM 7.2	ICM 7.5	ICM 8.0	ICM 8.5	ICM 9.0	ICM 10.0	Notes
ACM 2.2.2	Yes	Yes	Yes (Up to 7.2.4)	No	No	No	No	No	
ACM 3.0 ² (See Notes Column)	Yes	Yes	Yes	Yes	No	No	No	No	

ACM 3.1.0	No	No	No	No	No	No	No	No	No support due to Avaya regression fix being provided with 3.1.1
ACM 3.1.1.628.7 Patch 11761	Yes (SR3)	Yes	Yes	Yes	No	No	No	No	Supported with both AES 3.0 & AES 3.1 in CMS environments. No support in CMS-less with AES.
ACM 3.1.2	Yes	Yes	Yes	Yes	No	No	No	No	Only supported in a CMS environment
ACM 3.1.3	Yes	Yes	Yes	Yes	No	No	No	No	Supports both CMS and CMS-Less configurations
ACM 3.1.4	Yes	Yes	Yes	Yes	No	No	No	No	
ACM 3.1.5	Yes	Yes	Yes	Yes	No	No	No	No	
ACM 4.0 ²	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	
ACM 4.0.1	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	
ACM 4.0.3	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	
ACM 4.0.4	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	
ACM 5.0	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	
ACM 5.1	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	
ACM 5.1.2	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	
ACM 5.2	No	No	Yes (From 7.2.7 onwards)	Yes	Yes	Yes	Yes	No	
ACM 5.2.1 ³	No	No	Yes (From 7.2.7 onwards)	Yes	Yes	Yes	Yes	No	
ACM 6.0	No	No	Yes (From 7.2.7 onwards)	Yes	Yes	Yes	Yes	No	
ACM 6.2	No	No	No	No	Yes	Yes	Yes	No	
ACM 6.3	No	No	No	No	Yes	Yes	Yes	Yes	

1. Major ACD versions not mentioned in this document should be considered unsupported by Cisco.
2. Avaya CM 4.x support both MAPD and AES. However, MAPD is supported up to ICM 7.2.4 only.
3. Processor Ethernet is supported with AES 5.2.1 and ACM 5.2.1.

3.3.4 Avaya ARS Support Matrix

ACD Version ¹	ICM 7.0	ICM 7.1	ICM 7.2	ICM 7.5	ICM 8.0	ICM 8.5	ICM 9.0	Notes
4.0	No	No	Yes	Yes	Yes	No	No	
4.0.1	No	No	Yes	Yes	Yes	No	No	
4.0.3	No	No	Yes	Yes	Yes	No	No	
4.0.4	No	No	Yes	Yes	Yes	No	No	
5.0	No	No	Yes	Yes	Yes	No	No	
5.1	No	No	Yes	Yes	Yes	No	No	
5.1.2	No	No	Yes	Yes	Yes	No	No	
5.2.1	No	No	No	No	No	No	No	

1. Major ACD versions not mentioned in this document should be considered unsupported by Cisco.

3.4 Ericsson

ACD Version ¹	ICM 7.0	ICM 7.1	ICM 7.2	ICM 7.5	ICM 8.0	ICM 8.5	ICM 9.0	Notes
ACP 1000 ASDP 201 016	No	No	No	No	No	No	No	(R1A and R5A recommended)
MD110 BC9 App Link 3.0	Yes	Yes	Yes	Yes	No	No	No	
MD110 BC10 App Link 3.0 (running in CSTA mode)	No	No	No	No	No	No	No	Must be with ADN or ODN Monitoring enabled. (BC version is not concern - App Link version is a concern)
MD110 BC11 App Link 3.0	No	No	No	No	No	No	No	

1. Major ACD versions not mentioned in this document should be considered unsupported by Cisco.

3.5 NEC

ACD Version ¹	ICM 7.0	ICM 7.1	ICM 7.2	ICM 7.5.x	ICM 8.0	ICM 8.5	ICM 9.0	Notes
NEAX 2400 IMX 4.13	No	No	No	No	No	No	No	
APEX 7600 - I41.00.001 equiv. to 4.12	No	No	No	No	No	No	No	
AEX 7400 model 140/160 - I41.00.005 equiv. to 4.13	No	No	No	No	No	No	No	
NEC NEAX 2400 IPX 2 with NEC C++ OAI/Infolink SDK 4.2.2	No	Yes (7.1.5 ES1 onwards)	Yes (7.2.2 to 7.2.6)	Yes (Up to 7.5.2)	No	No	No	
NEC NEAX 2400 IPX 2 with NEC C++ OAI/Infolink SDK 5.1.7	No	No	Yes (From 7.2.7 onwards)	Yes (From 7.5.3 onwards)	Yes	No	No	

1. Major ACD versions not mentioned in this document should be considered unsupported by Cisco.

3.6 Avaya/Nortel

Following notes should be observed and considered as customers review the supported matrices below. These are caveats and special considerations for support of this vendor ACD/Switch types.

- Cisco currently supports only select Succession platforms with Symposium. See the following chart for details.
- SEI Lite integration is available for select ICM versions. The Cisco Automated Administrator for Symposium is required in order to integrate SEI Lite on ICM versions 5.0 and higher. See chart below for details.
- Cisco does not support more than one PG pair connected to a single Symposium server.
- Customers who need to obtain the SCCS Toolkit must request this from Cisco. Please send an email to icm-nortelpg-sdk@cisco.com indicating the following information:
 - Customer name
 - Maintenance contract number
 - ICM version
 - PG version
 - Number of PGs

3.6.1 Avaya Aura Contact Center (AACC), Nortel Contact Center Manager (NCCM) [Formerly Symposium (SCCS)]

AACC/SCCS/ NCCM Version	Meridian Succession Version	Nortel SEI Lite	ICM 7.0	ICM 7.1	ICM 7.2	ICM 7.5	ICM 8.0	ICM 8.5	ICM 9.0	Notes
AACC 6.0	CS1000 Succession 7.5 CS1000 Succession 7.0 CS1000 Succession 6.0	Planned	No	No	Yes (7.27 only)	Yes	Yes	Yes ¹	Yes	
5.0	Meridian Option 11 ²	Yes, SU03 with designer patch (NN_SCCS_5.0 _DP_03_S) or SU06 AAS is supported with ICM 6.0(0) SR3, 7.0(0) SR2, and later releases of ICM	Yes SR1	Yes	Yes	Yes	No	No	No	<ul style="list-style-type: none"> HDX SDK R5.0 needs to be installed on the PG. Feature Pack 1 is now supported with SCCS 5.0. No SWAP feature support prior to 5.0 SR13 From September 2008, no further support from Nortel will be provided for SCCS 5.0.
5.0	Succession Communication Server 1000 (CS1K)	Yes, SU03 with designer patch (NN_SCCS_5.0 _DP_03_S) or SU06 AAS is supported with ICM 6.0(0) SR3, 7.0(0) SR2 and later releases of ICM	Yes (7.0SR1)	Yes	Yes	Yes	No	No	No	From September 2008, no further support from Nortel will be provided for SCCS 5.0.
6.0	CS1000 Succession 4.5	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
6.0	CS1000 Succession 5.0	Yes	No	Yes (From 7.1.5 onwards)	Yes	Yes	Yes	Yes	Yes	
6.0	CS1000 Succession 5.5	Yes	No	No	Yes (From 7.2.5 onwards)	Yes	Yes	Yes	Yes	

- Starting with UCCE/ICM 8.5(2), the Cisco Nortel PG is supported on both Windows 2008 R2 and Windows 2003 with AACC 6.0 only. Prior versions of the Cisco Nortel PG are supported only on Windows 2003.
- While Cisco does not have a Nortel Meridian Option 51/61/81C in the testing environment, we do support ICM integration with these Nortel Meridian models with CCM 5/6 since the PG to Symposium/CCM interface is tested. We have multiple customers running these environments in production. Please note that Nortel has stopped support for CCM 5 and therefore, our support is limited.

3.6.2 Nortel SDK

ACD Version ¹	ICM 7.0	ICM 7.1	ICM 7.2	ICM 7.5	ICM 8.0	ICM 8.5	ICM 9.0	Notes
Nortel SDK 5.0 (With SCCS 5.0 and NCCM 6.0)	Yes	Yes	Yes	Yes	No	No	No	From September 2008, no further support from Nortel will be provided for SCCS 5.0.
Nortel SDK 6.0 (With NCCM 6.0, NCCM 7.0 and AACC 6.0)	No	No	Yes (From 7.2.7 onwards)	Yes	Yes	Yes	Yes	HDX 6, RTD 6 needs to be installed on the PG. Note: SDKs are not integrated with ICM.

- Major ACD versions not mentioned in this document should be considered unsupported by Cisco.

3.6.3 DMS 100

ACD Version ¹	ICM 7.0	ICM 7.1	ICM 7.2	ICM 7.5	ICM 8.0	ICM 8.5	ICM 9.0	Notes
NA09 SCAI 11	Yes	Yes	Yes	Yes	No	No	No	
NA10 SCAI 12	No	No	No	No	No	No	No	
NA11 SCAI 13	No	No	No	No	No	No	No	
Eur08 SCAI 11	Yes	Yes	Yes	Yes	No	No	No	
Eur09 SCAI 12	No	No	No	No	No	No	No	
Eur10 SCAI 13	No	No	No	No	No	No	No	
APC05 SCAI 10	No	No	No	No	No	No	No	
APC06 SCAI 11	Yes	Yes	Yes	Yes	No	No	No	
APC07 SCAI 12	No	No	No	No	No	No	No	
APC08 SCAI 13	No	No	No	No	No	No	No	
SCAI 14	No	No	No	No	No	No	No	
SCAI 17	Yes	Yes	Yes	Yes	No	No	No	SCAI 17 supported at the server level, client must be at SCAI 11. No new features introduced by Nortel with SCAI 17 are supported.
SCAI 18	No	No	No	No	No	No	No	

1. Major ACD versions not mentioned in this document should be considered unsupported by Cisco.

3.6.4 SL 100

ACD Version ¹	ICM 7.0	ICM 7.1	ICM 7.2	ICM 7.5	ICM 8.0	ICM 8.5	ICM 9.0	Notes
MSLIVD08 SCAI 11	No	No	No	No	No	No	No	
MSLIVD09 SCAI 12	No	No	No	No	No	No	No	
MSLIVD10 SCAI 13	No	No	No	No	No	No	No	
SCAI 17	Yes	Yes	SCAI 17 supported at the server level, client must be at SCAI 11. No new features introduced by Nortel with SCAI 17 are supported.	SCAI 17 supported at the server level, client must be at SCAI 11. No new features introduced by Nortel with SCAI 17 are supported.	No	No	No	
SCAI 18	No	No	No	No	No	No	No	

1. Major ACD versions not mentioned in this document should be considered unsupported by Cisco.

3.7 Siemens

Special considerations:

- As of September 30, 2005 Cisco no longer provide support for Hicom 300 E or North America versions prior to 4.1 on any ICM versions.

ACD Version ¹	ICM 7.0	ICM 7.1	ICM 7.2	ICM 7.5	ICM 8.0	ICM 8.5	ICM 9.0	Notes
HICOM 300 North America Call Bridge 4.1	Yes	Yes	Yes	Yes	No	No	No	
HiCom 300 H Call Bridge 4.1 (Switch version 6.6)	Yes	Yes	Yes	Yes	No	No	No	
ROLM 9751 CBX 9005.6.83	No	No	No	No	No	No	No	Does not support 3rd party call control
ROLM 9751 CBX 9006.3	No	No	No	No	No	No	No	Does not support 3rd party call control
HiPath	No	No	No	No	No	No	No	

1. Major ACD versions not mentioned in this document should be considered unsupported by Cisco.

4.0 CTI Support for ACD Types

ACD Vendor	ACD Model	CTI Server Protocol Support	CTIOS Support
Alcatel	4400 ACD w/CSTA-2	Yes	Yes
Aspect	Contact Server	Yes	Yes
Avaya	Avaya Communication Manager driven by Avaya S8300, S8400, S85xx, S87xx, and S88xx Servers	Yes	Yes
Cisco	IPCC	Yes	Yes
Ericsson	ACP1000	No	No
Ericsson	MD110	No	No
NEC	NEAX 2400 IMX	Yes	No
NEC	APEX 7600	No	No
NEC	AEX 7400 Model 140/160	No	No
NEC	2400 IPX	No	No
Nortel	DMS - 100	Yes	No
Nortel	DMS - 500	Yes	No
Nortel	SL - 100	No	No
Nortel	Symposium	Yes	Yes
Rockwell	Galaxy	No	No
Aspect	Spectrum w/ LAN Transaction Link	Yes	Yes
Aspect	Spectrum w. X.25 Transaction Link	Yes	Yes
Siemens	Hicom 300 North America	Yes	Yes
Siemens	Hicom 300 Euro	Yes	No
Siemens	Rolm 9751 CBX	No	No

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