



Test Results for Cisco Unified Communications System Release 8.5(1) for Japanese

Add-on testing for Cisco Japan

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Test Results for Cisco Unified Communications System Release 8.5(1) for Japanese - Add-on testing for Cisco Japan

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CHAPTER 1

Cisco Unified Communications System Test

Cisco Unified Communications System Test, an Integral part of the Enterprise Voice Solution Management, is a program that validates and tests, specified systems level solution for the various products and platforms in the Cisco Unified Communications System.

Cisco Unified Communications System Test, the systems integration layer, ensures that the Unified Communications components delivered across the various engineering teams when combined, improves the Unified Communications system software quality. This is achieved by testing the various components.

The requirements for Cisco Unified Communications System Test is derived based on the following:

- Popular customer scenarios
- Input from various Business Units, fields and Cisco Services.

The test bed architecture is build based on the Solution Reference Network Design (SRND), cross-section of product deployment models etc. The different types of testing carried out as part of Cisco Unified Communications System Test are:

- Interoperability/Compatibility
- Functionality
- Availability/Reliability/Stability
- Performance/Scalability/Capacity
- Usability, Serviceability
- Special focus area—CAP (Customer Assurance Program), Technical Assistance Center (TAC)
- Security

Cisco Unified Communications System Test for Japanese

Cisco Unified Communications System Test for Japanese, in turn is an add-on testing at the solution level, where the requirements gathered are specific to Japanese usage and market. The requirements are derived based on the following:

- Customer found defects in selected UC products
- High priority cases that are covered by the Cisco Unified Communications System Test team
- Inputs from SEs, TAC team of Cisco Japan

The test execution is carried out on selected UC products, which affect the Japanese segment and that are prioritized by SE of the Cisco Japan team. Japanese specific equivalents, such as, Japanese locale, ISDN Switch type being NTT, JPNP for Numbering Plan are implemented.

The objective of Cisco Unified Communications System Test for Japanese is to run a sub-set of system testing that is not covered by Cisco Unified Communications System Test and implement equivalents with Japanese environment such as Japanese OS, Localized application, select Cisco Compatible Products, and third party equipment.

**Note**

The current release focusses on testing the UC components in UCS infrastructure. Refer to [Environment Matrix](#) for version details.

In Cisco Unified Communications System Test for Japanese tests the following new features.

- Cisco Unified Communications Manager
- Cisco Unity Connection
- Cisco Unified Presence
- Cisco Unified Survivable Remote Site Telephony
- Cisco Unified Border Element
- Cisco Unified Communications Manager Express
- Cisco Unified IP Phone
- Cisco Unified Personal Communicator
- CUCI-LYNC
- Cisco Unified Contact Center Express
- Multi-Stage Upgrade
- Single-Stage Upgrade
- Regression Testing

Acronyms

Acronym	Description
AMWI	Audible Message Waiting Indicator
AAR	Automated Alternate Routing
ANAT	Alternate Network Address Translation
ACN	Alternate Contact Number
ACD	Automatic Call Distribution
BAT	Bulk Administrator tool
BLF	Busy Lamp Field
CAD	Cisco Agent Desktop
CAD BE	Cisco Agent Desktop Browser Edition
CAS	Channel Associated Signalling
CCD	Call Control Discovery
CDA	Cisco Desktop Administrator
CDR	Call Detail Record
CED	Caller Entered Digits
CFA	Call Forward All
CFB	Call Forward Busy
CFD	Customer Found Defect
CFNA	Call Forward No Answer
CIPC	Cisco Unified IP Communicator
CFNC	Call Forward No Coverage
CFUR	Call Forward Unregistered
CLI	Command Line Interface
CLID	Caller ID
CME	Cisco Unified Communications Manager Express
CoW	Clustering over WAN
CSD	Cisco Supervisor Desktop
CSS	Calling Search Space
CSQ	Contact Service Queue
CTI	Computer Telephony Interface
CU	Cisco Unity
CUC	Cisco Unity Connection
CUP	Cisco Unified Presence
CUCM	Cisco Unified Communications Manager
CUCIMOC	Cisco UC Integration for Microsoft Office Communicator
CUPC	Cisco Unified Personal Communicator

Acronym	Description
CUPS	Cisco Unified Presence Server
DCR	Device and Credential Repository
DHCP	Dynamic Host Configuration Protocol
DN	Directory Number
DND	Do Not Disturb
DO	Delayed Offer
DPNSS	Digital Private Network Signaling System
DSCP	Differentiated Services Code Point.
EO	Early Offer
FXS	Foreign Exchange Station
GW	Gateway
HR	Historical Reporting
HA	High Availability
ICT	Inter-cluster trunk
IPMA	Cisco IP Manager Assistant
IPPA	IP Phone Agent
IPPM	IP Phone Messenger
ISDN	Integrated Services Digital Network
MGCP	Media Gateway Control Protocol
MOH	Music on hold
MWI	Message Waiting Indicator
NLP	Non Linear Processing
NTP	Network Time Protocol
POTS	Plain Old Telephony System
PCA	Personal Communication Assistant
PRI	Primary Rate Interface
PSTN	Public Switched Telephone Network
RSS	Really Simple Syndication
QRT	Quality Report Tool
QSIG	Q-Signaling protocol
SAF	Service Advertisement Framework
SIP	Session Initiation Protocol
SME	Session Management Edition
SCCP	Skinny Client Control Protocol
SRST	Survivable Remote Site Telephony
SSL	Security Socket layer
TNP	The New Phone

Acronym	Description
TRP	Trust Relay Point
TUI	Telephony User Interface
UCS	Unified Computing System
UCCX	Cisco Unified Contact Center Express
UMG	Unified Messaging Gateway
VGW	Voice Gateway
VoIP	Voice over IP
VPIM	Voice Profile for Instant Messaging
VMN	Voice Mail Notification
WAN	Wide Area Network



CHAPTER 2

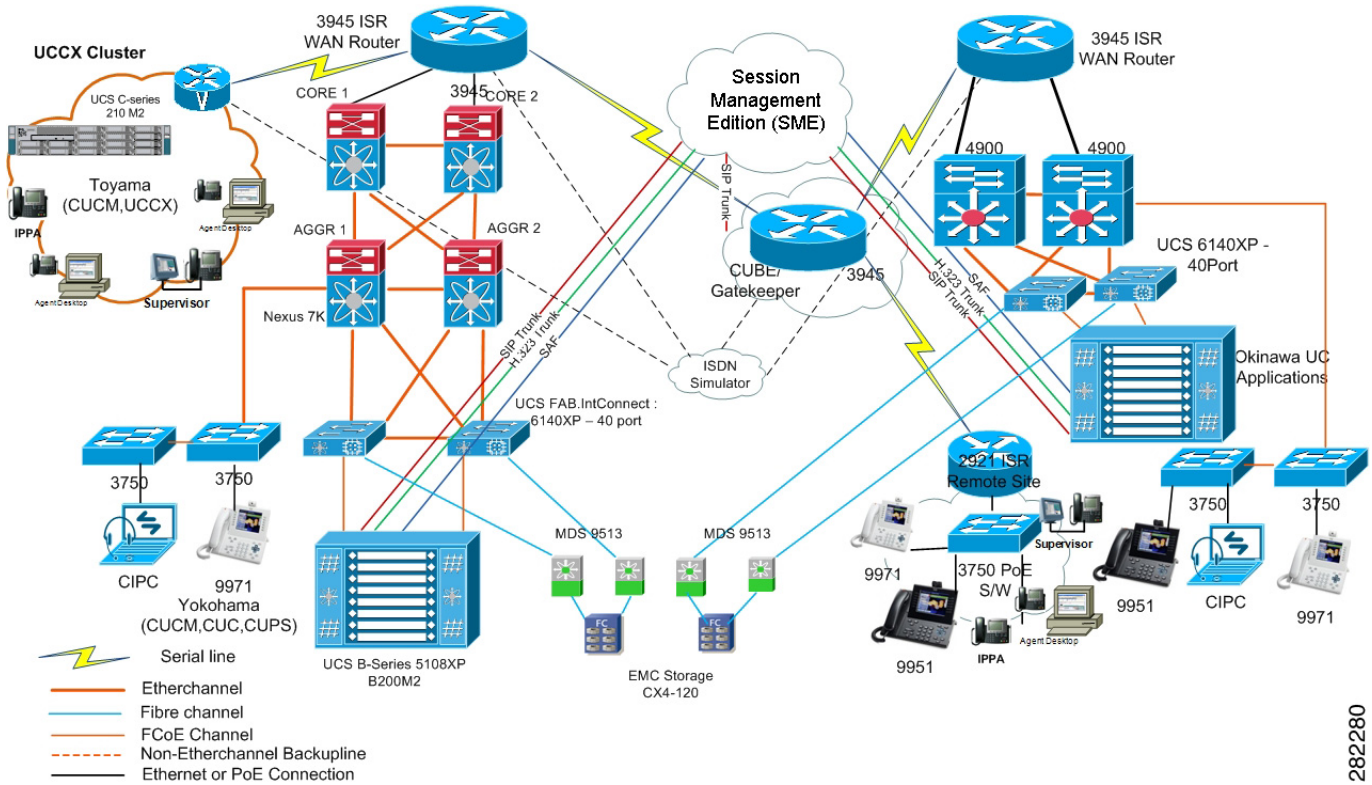
Test Topology and Environment

This section gives information about the test topology, the supporting environment details, and the open caveats:

Test Topology

Figure 2-1 Topology in Use

Unified Communications on Unified Computing System Topology



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Environment Matrix

Category	Component	Version	
Call Control	Cisco Unified Communications Manager	Version	8.5.1.119001-21
		Locale JP	JP(8.5.1.1000-1)
		DialPlan	dp-ffr.3-1-8.JP.cop.sgn
	Cisco Unified Survivable Remote Site Telephony (SRST)	Version	8.5
		IOS	15.1(3)T
	Cisco Unified Communications Manager Express	Version	8.5
		IOS	15.1(3)T
		Locale	JP (8.1.2.1)
	Applications	Cisco Unified Presence	Version
Locale			JP(8.5.1.1000-1)
Voice Mail and Unified Messaging	Cisco Unity Connection	Version	8.5.1.10000-26
		Locale	JP(8.5.0.0-181)
Endpoints	Cisco Unified IP Phones		
	SIP 3911		8-1-2SR1
	6921		9.1(1)SR2
	6941		9.1(1)SR2
	6961		9.1(1)SR2
	7925		CP7925G-1.4..1
	7961G		9-1-1SR1S
	7975		9-1-1SR1S
	7985		cmterm_7985.4-1-7-0
	7937G		1.4(3)
	8961		sip8961.9-1-1
	9951		sip9951.9-1-1
	9971		sip9971.9-1-1
	Cisco Unified Personal Communicator		8.5.1.18146
	CUCI-LYNC (CUCIMOC)		8.5(1)-4.0.15
	Cisco Supervisor Desktop		8.5.1 JP
	Cisco Agent Desktop		8.5.1 JP
	IP Phone Agent		8.5.1 JP
	Cisco Agent Desktop Browser Edition		8.5.1 JP
	Communications Infrastructure	Cisco Integrated Services Router (ISR)	IOS
Cisco IOS Voice and Data Gateways		IOS	15.1(3)T

Environment Matrix

Category	Component	Version	
UCS	UCS Blade Server Chassis	Cisco UCS 5108 (8 Blade server slots)	UCS Manager 1.4(1m)
	Fabric Interconnect	Cisco UCS 6140	UCS Manager 1.4(1m)
	VMware ESXi on UCS B200M2		VMware ESXi 4.1.0 (Build 260247)
	C series servers	C210 M2	VMware ESXi 4.1.0 (Build 260247)
	VMware Management Applications		VMware vCenter 4.1.0,VMware vSphere 4.1.0
	Nexus 1000V	Nexus 1kV	Nexus1000v.4.2.1.SV1.4
	Nexus 7K	n7000	<ul style="list-style-type: none"> • n7000-s1-dk9.5.1.3.bin • n7000-s1-kickstart.5.1.3.bin
	MDS Switch	Cisco MDS 9513	<ul style="list-style-type: none"> • m9500-sf2ek9-mz.5.0.4b.bin sup-1 • m9500-sf2ek9-kickstart-mz.5.0.4b.bin sup-2
	WS-C4900M	WS-C4900M	cat4500e-ipbase-mz.122-46.SG.bin
Client	Operating system	Win-XP	Windows XP - SP3 (Japanese)
		Windows 7	Windows 7 - SP1 (Japanese)
	Browser	IE	IE 8.0
Contact Center	Cisco Unified Contact Center Express		8.5.1

What's New?

The following table describes the New Features in Cisco Unified Communications System Release 8.5(1):

Table 2-1 **New Features**

New Feature	Description
Single Inbox	Synchronization of voice messages in Cisco Unity Connection and Microsoft Exchange mailboxes.
Service Advertisement Framework (SAF)	Cisco Service Advertisement Framework (SAF) is a network-based, scalable, bandwidth-efficient approach to service advertisement and discovery.
Session Management Edition (SME)	Cisco Unified Communications Manager Session Management Edition extends collaboration applications such as unified messaging, mobility, TelePresence, social networking, and web applications (using Web 2.0 interfaces) to every user in the network. Unified applications are deployed at the network core, so that users in multi-vendor PBX can use the centrally deployed applications.
Cisco Unified Communications Manager Express and Cisco Unified Border Element	Features such as IP Address Trusted Authentication, TLS support in Unified IP Phone 6900 Series and Unified IP Phone 9900 Series are tested as part of this release. IP Phones 6900 Series and IP Phones 9900 Series support for Unified SRST and Unified CME is tested.
CUCI-LYNC	Single Sign-on is supported.

Open Caveats

Open caveats describe the possible unexpected behaviors that you may encounter in Release 8.5(1) of Unified Communications System.

Defect ID	Defect Title
CSCtn67324	CUPS CLI which should not allow NTP config updates.
CSCtn39233	CUP Admin Splash Screen does not show any hardware information
CSCto29715	Unable to restart the Cisco Call Manager Serviceability through CLI

Limitations

1. Forced Authorization Code is not supported in SIP Phones.
2. While changing Font type for instant messages in Cisco UC Integration™ for Microsoft Office Communicator, all the font type options are in English, instead of Japanese.
3. Localization for Unified IP Phone 6900 Series will be supported by Cisco Unified Communications Manager Express 8.6, which will be released in March 2011.
4. Hankaku-Katakana (single-byte) characters in Alerting name and few other fields are garbled after migrating from 4.1.3 to 7.1.3, using DMA 7.1.3. Refer to CSCsi48359 for more details.



CHAPTER 3

Test Results Summary

This section lists the various features, the test cases under each feature and the test results. The following features are tested:

- [Cisco Unified Communications Manager](#)
- [Cisco Unity Connection](#)
- [Cisco Unified Presence](#)
- [Cisco Unified Border Element](#)
- [Cisco Unified Survivable Remote Site Telephony](#)
- [Cisco Unified Communications Manager Express](#)
- [Cisco Unified IP Phone](#)
- [Cisco Unified Personal Communicator](#)
- [CUCI-LYNC \(CUCIMOC\)](#)
- [Cisco Unified Contact Center Express](#)
- [Multi-Stage Upgrade](#)
- [Single-Stage Upgrade](#)
- [Regression Testing](#)

Cisco Unified Communications Manager

Logical ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC851IF.CUCM.U.001	Conference	ConfList Feature for Adhoc conference	Verify that the conflist softkey shows all the connected participants for an Adhoc conference in Unified IP Phone 9971/9951 and Unified IP Phone 7961.		Passed	
UC851IF.CUCM.U.002	Conference	ConfList Feature for Connected Conference	Verify that the conflist softkey shows all the connected participants for a connected conference in Unified IP Phone 9971/9951 and Unified IP Phone 7961.		Passed	
UC851IF.CUCM.U.003	Conference	ConfList Feature for CCharge Conference	Verify that the conflist softkey shows all the connected participants for a CCharge conference in Unified IP Phone 9971/9951 and Unified IP Phone 7961.		Passed	
UC851IF.CUCM.U.004	Conference	ConfList Feature with Remove Participants from Consultative Conference	Verify that using the Remove softkey in the conference controller we can remove participants from consultative conference.		Passed	
UC851IF.CUCM.U.005	Conference	ConfList Feature with Remove participants from Connected Conference	Verify that using the Remove softkey in the conference controller we can remove participants from connected conference.		Passed	
UC851IF.CUCM.U.006	Conference	ConfList Feature with Remove participants from CCharge Conference	Verify that using the Remove softkey in the conference controller we can remove participants from CCharge conference.		Passed	
UC851IF.CUCM.U.007	Conference	ConfList Feature for Consultative Conference with maximum entries	Verify that the ConfList softkey shows all the participants in a Consultative Conference.		Passed	
UC851IF.CUCM.U.008	Conference	ConfList for Connected Conference with maximum entries	Verify that the ConfList softkey shows all the participants in a Connected Conference.		Passed	

Logical ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC851IF.CUCM.U.009	Conference	ConfList with CBarge Conference with maximum entries	Verify that the ConfList softkey shows all the participants in a CBarge Conference.		Passed	
UC851IF.CUCM.U.010	Conference	ConfList for Park Conference	Verify that the conference controller is able to park and retrieve the conference from another Unified IP phone. The confList softkey displays the parked and retrieved status accordingly.		Passed	
UC851IF.CUCM.U.011	Conference	ConfList with Park reversion timer	Verify that after the Park reversion timer expires for a parked conference, the conference controller is able to join back the conference and the confList softkey shows updated rejoined status.		Passed	
UC851IF.CUCM.U.013	Conference	ConfList Feature for Conference Transfer	Verify that the conference controller is able to transfer the conference to a call Forwarded activated Unified IP phone and the confList softkey displays the updated conference status.		Passed	
UC851IF.CUCM.U.014	Conference	ConfList Feature for Conference within the same cluster	Verify that the conference controller is able to remove a participant, who is registered to different Cisco Unified Communications Manager present in the same cluster.		Passed	
UC851IF.CUCM.U.015	Conference	ConfList for Conference across trunk	Verify that the conference controller is able to remove a participant, who is registered to different Cisco Unified Communications Manager present in different cluster and connected through a trunk.		Passed	

Logical ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC851IF.CUCM.U.016	Conference	ConfList feature for Conference in a shared line	Verify that the conference controller, which is configured with shared line is able to Hold and resume the conference, which is from a remote shared line.		Passed	
UC851IF.CUCM.U.017	Conference	ConfList feature when Cisco Unified Communications Manager service is shutdown	Verify that the ConfList softkey shows the call preservation status of the Unified IP Phone when Cisco Unified Communications Manager service is shutdown.		Passed	
UC851IF.CUCM.U.018	Conference	ConfList Feature for a chained conference	Verify that the ConfList softkey displays the conference status, when the meet-me and consultative conference is barged.		Passed	
UC851IF.CUCM.U.019	Conference	ConfList feature after power cycle	Verify that the ConfList softkey displays the Unified IP phone status after power cycle is done.		Passed	
UC851IF.CUCM.U.020	Conference	ConfList feature with swap	Verify that the confList softkey displays the conference controller status after swapping between a normal call and a conference call.		Passed	
UC851IF.CUCM.U.021	Conference	ConfList Feature in a secure conference	Verify that the ConfList softkey shows all the participants in a secure conference.		Passed	
UC851IF.CUCM.U.022	Conference	ConfList feature with calling name display	Verify that the ConfList softkey shows all the conference participants name.		Passed	
UC851IF.CUCM.U.023	Conference	ConfList Feature with caller id blocked	Verify that the ConfList softkey shows all the caller id blocked participants.		Passed	
UC851IF.CUCM.U.024	Conference	ConfList Feature with DN change	Verify that the ConfList softkey does not display the changed Directory number of the Unified IP Phone in a conference.		Passed	

Logical ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC851IF.CUCM.U.026	Conference	Advanced consultative (adhoc) conference	Verify that the confList softkey displays the remove and update softkeys for all the participants in advanced consultative conference.		Passed	
UC851IF.CUCM.U.027	Call Park	Call park using Assisted BLF Dpark button for Cisco Unified IP Phones registered to a subscriber	Verify that the Cisco Unified IP Phones, which is registered to a subscriber, is able to park the call using the Assisted BLF Dpark button.		Passed	
UC851IF.CUCM.U.028	Call Park	Call retrieve using Assisted BLF Dpark button for Cisco Unified IP 9971/9951 phone registered to a subscriber	Verify that the Cisco Unified IP Phone 9971/9951, which is registered to a subscriber, is able to retrieve the parked call using the Assisted BLF Dpark button.		Passed	
UC851IF.CUCM.U.029	Call Park	Call retrieve using Assisted BLF Dpark button for SCCP or SIP Phone registered to a subscriber	Verify that the SCCP or SIP Phone, which is registered to a subscriber, is able to retrieve the parked call using the Assisted BLF Dpark button.		Passed	
UC851IF.CUCM.U.030	Call Park	Call revert to Parker, after the reversion timer expires	Verify that a call reverts to parker successfully after reversion timer expires.		Passed	
UC851IF.CUCM.U.031	Call Park	Call revert to configured DN, after the reversion timer expires	Verify that a call reverts to configured DN successfully after reversion timer expires.		Passed	
UC851IF.CUCM.U.033	Call Park	Call park using Assisted BLF Dpark	Verify that call park using Assisted BLF Dpark within a cluster is successful.		Passed	
UC851IF.CUCM.U.034	Call Park	Assisted BLF Dpark on publisher and retrieve on subscriber	Verify the following scenario: <ul style="list-style-type: none"> Park a call using Assisted BLF Dpark in a Unified IP Phone, which is registered to Publisher Retrieve the parked call in a Unified IP Phone, which is registered to a subscriber 		Passed	

Logical ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC851IF.CUCM.U.035	Call Park	Assisted BLF Dpark in subscriber and retrieve in publisher	Verify the following scenario: <ul style="list-style-type: none"> Park a call using Assisted BLF Dpark in a Unified IP Phone, which is registered to subscriber Retrieve the parked call in a Unified IP Phone, which is registered to a publisher 		Passed	
UC851IF.CUCM.U.036	Call Park	Assisted BLF Dpark on publisher and reversion on subscriber	Verify the following scenario: <ul style="list-style-type: none"> Park a call using Assisted BLF Dpark in a Unified IP Phone, which is registered to a publisher After reversion timer expires call reverts to a Unified IP Phone, which is registered to a subscriber 		Passed	
UC851IF.CUCM.U.037	Call Park	Assisted BLF Dpark in subscriber and reversion in publisher	Verify the following scenario: <ul style="list-style-type: none"> Park a call using Assisted BLF Dpark in a Unified IP Phone, which is registered to a subscriber After reversion timer expires call reverts to a Unified IP Phone, which is registered to a publisher 		Passed	
UC851IF.CUCM.U.038	Call Park	Assisted BLF Dpark on same Dpark code simultaneously on different node	Verify the call park behavior in Assisted BLF Dpark, when the Dpark code is pressed simultaneously on different nodes.		Passed	
UC851IF.CUCM.U.039	Call Park	Assisted BLF Dpark with parked user is disconnected	Verify the BLF Dpark button behaviour for a parked call, when it is disconnected.		Passed	

Logical ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC851IF.CUCM.U.040	Call Park	Retrieval of parked call placed on hold	Verify that a parked call, which is parked by Assisted BLF Dpark, and placed on hold, is retrieved successfully.		Passed	
UC851IF.CUCM.U.041	Call Park	Retrieval of a parked call in another Unified IP Phone, which is already in a active call	Verify the retrieval of a parked call, which is parked using BLF Dpark, in another Unified IP Phone, which is already in a active call.		Passed	
UC851IF.CUCM.U.044	Call Park	Park through Assisted BLF Dpark	Verify that the transferred call is able to park through Assisted BLF Dpark.		Passed	
UC851IF.CUCM.U.045	Call Park	Retrieve the parked call that is in a conference	Verify that the Conference call is able to park using Assisted BLF DPark and retrieve the same.		Passed	
UC851IF.CUCM.U.046	Call Park	Revert the parked call that is in a conference	Verify that Reversion of a parked call, which is parked by Assisted BLF Dpark, in a conference is successful.		Passed	
UC851IF.CUCM.U.048	Call Park	Retrieval of parked call by normal transfer DPark	Verify the Retrieval of parked call by normal Transfer DPark.		Passed	
UC851IF.CUCM.U.049	Call Park	Assisted BLF Dpark for a transferred call	Verify the following scenario: <ul style="list-style-type: none"> • A call is parked using Assisted BLF Dpark in Unified IP Phone A. • The Unified IP Phone B transfers the call to another Unified IP Phone 9971/9951. • The Unified IP Phone A retrieves the transferred call 		Passed	

Logical ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC851IF.CUCM.U.050	Call Park	Assisted BLF Dpark for a transferred call and call reversion	Verify the following scenario: <ul style="list-style-type: none"> • A call is parked using Assisted BLF Dpark in Unified IP Phone A. • The Unified IP Phone B transfers the call to another Unified IP Phone 9971/9951. • The call is reverted to Unified IP Phone A after reversion timer expires 		Passed	
UC851IF.CUCM.U.051	Call Park	Assisted BLF Dpark and retrieve the call in Meet me conference	Verify that a call is parked using Assisted BLF Dpark and retrieve the call in Meet-me conference.		Passed	
UC851IF.CUCM.U.052	Call Park	Assisted BLF Dpark and revert the call in Meet me conference	Verify that a call is parked using Assisted BLF Dpark and revert the call in Meet me conference after reversion timer expires.		Passed	
UC851IF.CUCM.U.054	Call Park	Park and Retrieve the transferred call	Verify that a transferred call is parked and retrieved using Assisted BLF DPark.		Passed	
UC851IF.CUCM.U.055	Call Park	Park and Retrieve the blind transferred call	Verify that a blind transferred call is parked and retrieved using Assisted BLF DPark.		Passed	
UC851IF.CUCM.U.056	Call Park	Park and Retrieve the conference call	Verify that a conference call is parked and retrieved using Assisted BLF Dpark.		Passed	
UC851IF.CUCM.U.057	Call Park	Call Park and Retrieval using Assisted BLF Dpark in shared line	Verify that a call is parked and retrieved using Assisted BLF Dpark in a shared line. The shared line is between Unified IP Phone 9971/9951 and Unified IP Phone 7961.		Passed	
UC851IF.CUCM.U.058	Call Park	Assisted BLF Dpark with Idivert	Verify that a call reverts to configured DN successfully after reversion timer expires and then IDivert the call. Verify the MWI status.		Passed	

Logical ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC851IF.CUCM.U.059	Call Park	Assisted BLF Dpark with Voice Mail	Verify that a call reverts to configured DN (VoiceMail pilot number) successfully after reversion timer expires.		Passed	
UC851IF.CUCM.U.060	Call Park	Assisted BLF Dpark button with POTS phone	Verify that a call from POTS phone to Unified IP Phone 9971/9951 is parked using assisted BLF Dpark		Passed	
UC851IF.CUCM.U.061	Call Park	Park the Call using Assisted BLF Dpark in second line	Verify that a call is parked using Assisted BLF Dpark, when both phones are in connected state with the second line DN.		Passed	
UC851IF.CUCM.U.062	Call Park	Park the Call using Assisted BLF Dpark in secure mode	Verify that a call is parked using Assisted BLF Dpark, when both phones are in secure (Encrypted) mode		Passed	
UC851IF.CUCM.U.063	Call Park	Park the call using Assisted BLF Dpark when publisher server is down	Verify that a parked call using Assisted BLF Dpark is disconnected when publisher goes down		Passed	
UC851IF.CUCM.U.064	Call Park	Park the call using Assisted BLF Dpark on subscriber with publisher server down	Verify that call park and retrieval using Assisted BLF Dpark by a Unified IP Phone, which is registered to a subscriber, is connected when the publisher goes down.		Passed	
UC851IF.CUCM.U.065	Call Park	Park the call using Assisted BLF Dpark on subscriber with publisher server down and then comes up	Verify that call park and retrieval using Assisted BLF Dpark by a Unified IP Phone, which is registered to a subscriber, is connected when the publisher goes down and comes up.		Passed	
UC851IF.CUCM.U.066	Call Park	Park the Call using Assisted BLF Dpark button	Verify that a call is parked using Assisted BLF Dpark in a Unified IP Phone 9971/9951		Passed	
UC851IF.CUCM.U.067	Call Park	Retrieve the call using Assisted BLF Dpark button	Verify that call is parked and retrieved using Assisted BLF Dpark in a Unified IP Phone 9971/9951.		Passed	

Logical ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC851IF.CUCM.U.068	Call Park	Retrieve the parked call using BLF Dpark button in second Unified IP Phone 9971/9951	<p>Verify the following scenario:</p> <ul style="list-style-type: none"> • A call is parked using BLF Dpark button in a Unified IP Phone 9971/9951 • Retrieve the call in another Unified IP Phone 9971/9951 • The BLF Dpark is configured in both the Unified IP Phone 9971/9951 with same park code 		Passed	
UC851IF.CUCM.U.069	Call Park	Retrieve the parked call in a new SCCP/SIP phone	<p>Verify the following scenario:</p> <ul style="list-style-type: none"> • A call is parked using BLF Dpark button in a Unified IP Phone 9971/9951 • Retrieve the call in another SCCP or SIP Phone • The BLF Dpark is configured in both the Unified IP Phone 9971/9951 with same park code 		Passed	
UC851IF.CUCM.U.073	Call Park	Press Assisted BLF Dpark simultaneously with same Dpark code	<p>Verify that when two parties try to park the call using Assisted BLF Dpark with same park number simultaneously, one of the nodes displays that the Park Slot is unavailable on screen.</p>		Passed	

Logical ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UCJ851S.SAF.U .001	SAF	Hold and Resume a call through a SIP SAF trunk	Verify that the Hold and Resume feature for a call from an Cisco Unified Communications Manager cluster A to an Cisco Unified Communications Manager cluster B through a SIP-SAF trunk works successfully.	Cisco Unified IP Phone A -> Cisco Unified Communications Manager Cluster A -> SIP SAF trunk -> Cisco Unified Communications Manager Cluster B -> Cisco Unified IP Phone B	Passed	
UCJ851S.SAF.U .002	SAF	Hold and Resume a call through a H.323 SAF trunk	Verify that the Hold and Resume feature for a call from an Cisco Unified Communications Manager cluster A to an Cisco Unified Communications Manager cluster B through a H.323-SAF trunk works successfully.	Cisco Unified IP Phone A -> Cisco Unified Communications Manager Cluster A -> H.323 SAF trunk -> Cisco Unified Communications Manager Cluster B -> Cisco Unified IP Phone B	Passed	
UCJ851S.SAF.U .003	SAF	Call Transfer through a SIP-SAF trunk	Verify that a call transfer from an Cisco Unified Communications Manager cluster A to an Cisco Unified Communications Manager cluster B through a SIP-SAF trunk works successfully.	Cisco Unified IP Phone 1A -> Cisco Unified Communications Manager Cluster A -> Cisco Unified IP Phone 1B -> Transfer -> SIP SAF trunk -> Cisco Unified Communications Manager Cluster B -> Cisco Unified IP Phone 2A	Passed	

Logical ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UCJ851S.SAF.U .004	SAF	Call Transfer through a H.323-SAF trunk	Verify that a call transfer from an Cisco Unified Communications Manager cluster A to an Cisco Unified Communications Manager cluster B through a H.323-SAF trunk works successfully.	Cisco Unified IP Phone 1A -> Cisco Unified Communications Manager Cluster A -> Cisco Unified IP Phone 1B -> Transfer -> H.323-SAF trunk -> Cisco Unified Communications Manager Cluster B -> Cisco Unified IP Phone 2A	Passed	
UCJ851S.SAF.U .005	SAF	Add a new SAF edge forwarder in the SAF network	Verify that configuring a new SAF forwarder, which is located in CME and joining it to the SAF network, does not affect other learning routes.		Passed	
UCJ851S.SAF.U .006	SAF	Call to an Cisco Unified IP Phone in the newly added SAF edge forwarder	Verify that a call to an Cisco Unified IP Phone, which is in the newly added SAF edge forwarder, from an Cisco Unified Communications Manager cluster is successful.		Passed	
UCJ851S.SAF.U .007	SAF	Remove a SAF edge forwarder from the SAF network	Verify that the DN patterns are not advertised after the removal of a SAF forwarder from the network. The other valid learned routes are also not affected by the removal of the forwarder.		Passed	

Logical ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UCJ851S.SAF.U .009	SAF	Transfer the RSVP SAF call from cluster A to cluster B	Verify that a call configured with RSVP between two clusters is transferred successfully through a SIP SAF trunk.	Cisco Unified IP Phone 1 (in RSVP location) -> Cisco Unified Communications Manager A -> SAF trunk -> Cisco Unified Communications Manager B -> Cisco Unified IP Phone 2 (in RSVP location) -> Transfer -> Cisco Unified IP Phone 3 (in RSVP location)	Passed	
UCJ851S.SAF.U .010	SAF	Post a VoiceMail in an Cisco Unified IP Phone in cluster B through a SIP SAF trunk	Verify that a VoiceMail is successfully posted in an Cisco Unified IP Phone, which is present in cluster B, through a SIP SAF trunk.	Cisco Unified IP Phone A -> Cisco Unified Communications Manager A -> SIP SAF trunk -> Cisco Unified Communications Manager B -> Cisco Unified IP Phone B -> VoiceMail -> Cisco Unity Connection	Passed	
UCJ851S.SAF.U .011	SAF	Post a VoiceMail in a RSVP enabled Cisco Unified IP Phone through a SIP SAF trunk.	Verify that a VoiceMail is successfully posted to a RSVP enabled Cisco Unified IP Phone through a SIP SAF trunk.	Cisco Unified IP Phone A (RSVP Enabled) -> Cisco Unified Communications Manager A -> SIP SAF trunk -> Cisco Unified Communications Manager B -> Cisco Unified IP Phone B (RSVP Enabled) -> VoiceMail -> Cisco Unity Connection	Passed	

Logical ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UCJ851S.SAF.U.012	SAF	SIP SAF call with the CfdAll enabled in the Called Party	Verify that a call to an Cisco Unified IP Phone with the CfdAll enabled is forwarded successfully.	Cisco Unified IP Phone -> Cisco Unified Communications Manager 1 -> SAF trunk -> Cisco Unified Communications Manager 2 -> Cisco Unified IP Phone -> CfdAll -> Cisco Unified IP Phone C	Passed	
UCJ851S.SAF.U.013	SAF	SAF call with the RSVP enabled end-to-end.	Verify that a call through a SIP SAF trunk (end-to-end RSVP enabled) is successful.	IP Phone (RSVP Enabled) -> Cisco Unified Communications Manager 1 -> e2e RSVP SIP SAF trunk -> Cisco Unified Communications Manager 2 -> IP Phone (RSVP Enabled)	Passed	
UCJ851S.SAF.U.014	SAF	RSVP SIP SAF call with the CfdAll enabled in the Called Party	Verify that a call to an Cisco Unified IP Phone with the CfdAll enabled in a RSVP location is forwarded successfully.	Cisco Unified IP Phone (RSVP Enabled) -> Cisco Unified Communications Manager 1 -> SAF trunk -> Cisco Unified Communications Manager 2 -> Cisco Unified IP Phone (RSVP Enabled) -> CfdAll -> Cisco Unified IP Phone C	Passed	

Logical ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UCJ851S.SAF.U .015	SAF	Conference through a SIP SAF trunk	Verify that a conference through a SIP SAF trunk is successful.	Cisco Unified IP Phone A -> Cisco Unified Communications Manager A -> Cisco Unified IP Phone B -> Conference -> SIP SAF trunk -> Cisco Unified Communications Manager B -> Cisco Unified IP Phone C	Passed	
UCJ851S.SAF.U .016	SAF	Swap the SIP and H.323 SAF trunks in the Advertising service	Verify that calls can be placed successfully after swapping the SIP and H.323 SAF trunks.		Passed	
UCJ851S.SAF.U .017	SAF	Conference through a H.323 SAF trunk	Verify that a conference through a H.323 SAF trunk is successful.	Cisco Unified IP Phone A -> Cisco Unified Communications Manager A -> Cisco Unified IP Phone B -> Conference -> H.323 SAF trunk -> Cisco Unified Communications Manager B -> Cisco Unified IP Phone C	Passed	
UCJ851S.SAF.U .018	SAF	Call Park through a H.323 SAF trunk	Verify that a H.323 SAF trunk call is parked and retrieved successfully.	Cisco Unified IP Phone 1A -> Cisco Unified Communications Manager Cluster A -> H.323 SAF trunk -> Cisco Unified Communications Manager Cluster B -> Cisco Unified IP Phone 1B -> Park -> Cisco Unified IP Phone 2B -> Park retrieval	Passed	

Logical ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UCJ851S.SAF.U.019	SAF	Call Park through a SIP SAF trunk	Verify that a SIP SAF trunk call is parked and retrieved successfully.	Cisco Unified IP Phone 1A -> Cisco Unified Communications Manager Cluster A -> SIP SAF trunktrunk -> Cisco Unified Communications Manager Cluster B -> Cisco Unified IP Phone 1B -> Park -> Cisco Unified IP Phone 2B -> Park retrieval	Passed	
UCJ851S.SME.U.001	SME	Hold and Resume a call through a SME, which is between two leaf clusters over a SIP trunk.	Verify that the Hold and Resume feature for a call from a leaf cluster A to a leaf cluster B through a SME is successful. SIP trunks are configured between SME and Leaf clusters.	Cisco Unified IP Phone -> Cisco Unified Communications Manager (Yokohama) -> SIP trunk -> SME -> SIP trunk -> Cisco Unified Communications Manager B (Okinawa) -> Cisco Unified IP Phone	Passed	
UCJ851S.SME.U.002	SME	Transfer a call through a SME, which is between two leaf clusters over an ICT and SIP trunk	Verify that a call from a leaf cluster A to a leaf cluster B through a SME is transferred to the another Cisco Unified IP Phone in leaf cluster B. An ICT trunk is configured between leaf cluster A and SME. A SIP trunk is configured between leaf cluster B and SME.	Cisco Unified IP Phone A -> Cisco Unified Communications Manager (Yokohama) -> ICT trunk -> SME -> SIP trunk -> Cisco Unified Communications Manager (Okinawa) -> Cisco Unified IP Phone B -> Transfer -> Cisco Unified IP Phone C.	Passed	

Logical ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UCJ851S.SME. U.003	SME	Blind Transfer a call through a SME, which is between two leaf clusters over an ICT trunk.	Verify that a call from a leaf cluster A to a leaf cluster B through a SME is Blind transferred to another Cisco Unified IP Phone present in the originating cluster. An ICT trunk is configured between the leaf clusters and SME.	Cisco Unified IP Phone A -> Cisco Unified Communications Manager (Yokohama) -> ICT trunk -> SME -> ICT trunk -> Cisco Unified Communications Manager (Okinawa) -> Cisco Unified IP Phone B -> Blind Transfer -> ICT trunk -> SME -> ICT trunk -> Cisco Unified Communications Manager (Yokohama) -> Cisco Unified IP Phone C	Passed	
UCJ851S.SME. U.004	SME	Consult Transfer a call through a SME, which is between two leaf clusters over an ICT trunk	Verify that a call from a leaf cluster A to a leaf cluster B through a SME is Consult transferred to the another Cisco Unified IP Phone present in the originating cluster. An ICT trunk is configured between the leaf clusters and SME.	Cisco Unified IP Phone A -> Cisco Unified Communications Manager (Yokohama) -> ICT trunk -> SME -> ICT trunk -> Cisco Unified Communications Manager (Okinawa) -> Cisco Unified IP Phone B -> Consult Transfer -> ICT trunk -> SME -> ICT trunk -> Cisco Unified Communications Manager (Yokohama) -> Cisco Unified IP Phone C	Passed	

Logical ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UCJ851S.SME. U.005	SME	Blind Transfer a call through a SME, which is between two leaf clusters over a SIP and ICT trunk	Verify that a call from a leaf cluster A to a leaf cluster B through a SME is Blind transferred to another Cisco Unified IP Phone present in the originating cluster. A SIP trunk is configured between leaf cluster A and SME. An ICT trunk is configured between leaf cluster B and SME.	Cisco Unified IP Phone A -> Cisco Unified Communications Manager (Yokohama) -> SIP trunk -> SME -> ICT trunk -> Cisco Unified Communications Manager (Okinawa) -> Cisco Unified IP Phone B -> Blind Transfer -> ICT trunk -> SME -> SIP trunk -> Cisco Unified Communications Manager (Yokohama) -> Cisco Unified IP Phone C.	Passed	
UCJ851S.SME. U.007	SME	Transfer a call through a SME, which is between two leaf clusters over a SIP and ICT trunk	Verify that a call from a leaf cluster A to a leaf cluster B through a SME is transferred to another Cisco Unified IP Phone in leaf cluster B. A SIP trunk is configured between leaf cluster A and SME. An ICT trunk is configured between leaf cluster B and SME.	Cisco Unified IP Phone A -> Cisco Unified Communications Manager (Yokohama) -> SIP trunk -> SME -> ICT trunk -> Cisco Unified Communications Manager (Okinawa) -> Cisco Unified IP Phone B -> Transfer -> Cisco Unified IP Phone C.	Passed	

Logical ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UCJ851S.SME. U.014	SME	A call from an EMCC IP Phone is consult transferred to another Cisco Unified IP Phone in the visiting cluster through a SME	Verify that a call from an EMCC logged Cisco Unified IP Phone to another Cisco Unified IP Phone in the visiting cluster performs consult transfer successfully. The call that originates from the home cluster traverses through a SIP trunk to a SME and then connects the visiting cluster over another SIP trunk.	EMCC Cisco Unified IP Phone -> Cisco Unified Communications Manager (Home cluster) -> SIP trunk -> SME -> SIP trunk -> Cisco Unified Communications Manager (Visiting cluster) -> Cisco Unified IP Phone 1 -> Consult Transfer -> Cisco Unified IP Phone 2.	Passed	
UCJ851S.SME. U.015	SME	Call Park and retrieve through a SME, which is configured between two leaf clusters over a secure SIP trunk.	Verify that a call from a Cisco Unified IP Phone in leaf cluster A to a Cisco Unified IP Phone in leaf cluster B through a SME, over a secure SIP trunk is parked and then retrieved from another Cisco Unified IP Phone in cluster B.	Cisco Unified IP Phone A -> Cisco Unified Communications Manager A (Yokohama) -> secure SIP trunk -> SME -> secure SIP trunk -> Cisco Unified Communications Manager B (Okinawa) -> Cisco Unified IP Phone B -> Call Park(2008) -> Cisco Unified IP Phone C -> Dials 2008.	Passed	
UCJ851S.SME. U.024	SME	Conference Chaining between two clusters through a SME, over a SIP trunk	Verify that two conferences are chained successfully that is between two clusters through a SME over a SIP trunk.	Cisco Unified IP Phone -> Cisco Unified Communications Manager 1 -> SIPT -> SME -> SIPT -> Cisco Unified Communications Manager 2 -> Conf Bridge	Passed	

Logical ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC851S.CUCM.T.006	DRS	Manual Backup using DRS	Verify that the Manual Backup of Cisco Unified Communication Manager using DRS is completed successfully.		Passed	
UC851S.CUCM.T.007	DRS	Deletion of Backup device in a backup schedule	Verify that the Backup device in a backup schedule cannot be deleted.		Passed	
UC851S.CUCM.T.008	DRS	Restoring Publisher using DRS	Verify that restoring Publisher data, using DRS, after fresh installation of Cisco Unified Communication Manager is successful.		Passed	
UC851S.CUCM.T.009	DRS	Restoring Subscriber with rebuild using DRS	Verify that restoring the subscriber, using DRS, after fresh installation of Cisco Unified Communication Manager is successful.		Passed	
UC851IF.CUCM.106	Cisco Unified Communications Manager	Restarting services through CLI	Verify that the Cisco Unified Communications Manager Serviceability services are restarted through CLI successfully.		Failed	CSCto 29715

Cisco Unity Connection

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UCJ851S.CUC.U.05	Cisco Unity Connection	Cisco Unity Connection SCCP Integration (IPv6 Enabled in Cisco Unity Connection and Cisco Unified Communications Manager)	Verify that the SCCP Integration works successfully with dual stack.	Cisco Unified IP Phone -> Cisco Unified Communications Manager -> Cisco Unified IP Phone -> CFNA -> SCCP Cisco Unity Connection	Passed	
UCJ851S.CUC.U.06	Cisco Unity Connection	Diversion header support for multiple call forwards in a dual stack environment	Verify that the Cisco Unity Connection dual stack integration can support more than one diversion header with an early offer.	Cisco Unified IP Phone A -> Cisco Unified Communications Manager -> Cisco Unified IP Phone B -> Forward -> Cisco Unified IP Phone C -> SCCP -> Cisco Unity Connection	Passed	
UCJ851S.CUC.U.07	Cisco Unity Connection	Message notification through a dual stack SIP integration	Verify that the message notification through a dual stack SIP integration is successful.	Cisco Unified IP Phone A -> Cisco Unified Communications Manager -> IP Phone B -> CFNA -> Cisco Unity Connection	Passed	
UCJ851S.CUC.U.10	Cisco Unity Connection	Transcription services (Speech View) for dual stack configuration	Verify that speech view can be invoked, when the media is IPv6 for a call to Cisco Unity Connection.	Cisco Unified IP Phone A -> Cisco Unified Communications Manager -> Cisco Unified IP Phone B -> CFNA -> Cisco Unity Connection	Passed	
UCJ851S.CUC.U.11	Cisco Unity Connection	Transfer an IPV6 call to an alternate contact number	Verify that Cisco Unity Connection can transfer an IPV6 call to an alternate contact number successfully.		Passed	
UCJ851S.CUC.U.15	Cisco Unity Connection	Accessing email present in an external message store for an IPv6 call	Verify that subscribers can call Cisco Unity Connection and hear the emails present in the exchange successfully.		Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UCJ851S.CUC.U.17	Cisco Unity Connection	Single Inbox	Verify that the Single Inbox feature works successfully when the Cisco Unified Communications Manager and Cisco Unity Connection are integrated using IPv6 (SCCP/SIP).	Cisco Unified IP Phone A -> Cisco Unified Communications Manager -> Cisco Unified IP Phone B -> CFNA -> Cisco Unity Connection	Passed	
UCJ851S.CUC.U.18	Cisco Unity Connection	PSTN access from a dual stack SIP Gateway to Cisco Unity Connection	Verify that Cisco Unity Connection can inter-operate seamlessly with Cisco Unity Connection. The SIP Gateway and Cisco Unity Connection support IPv4 and IPv6.	Analog Phone -> SIP Gateway -> Cisco Unified Communications Manager -> Cisco Unified IP Phone -> CFNA -> Cisco Unity Connection	Passed	
UCJ851S.CUC.U.19	Cisco Unity Connection	Voice Mail for user	Verify that a Voicemail is sent successfully when the dual stack is enabled.	Cisco Unified IP Phone A -> Cisco Unified Communications Manager -> Cisco Unified IP Phone B -> CFNA -> Cisco Unity Connection	Passed	
UCJ851S.CUC.U.20	Cisco Unity Connection	Reply to a voicemail by placing a call, when the media is IPv6	Verify that the Cisco Unity Connection responds to a message by placing a call. Ensure that the media for the call is IPv6.		Passed	
UCJ851S.CUC.U.21	Cisco Unity Connection	Addressing and deleting a message through a TUI	Verify that the user can listen to Voicemails and delete them through a TUI, when IPv6 is enabled.		Passed	
UCJ851S.CUC.U.22	Cisco Unity Connection	Single Inbox - Secure message synchronization with MS-Exchange 2010	Verify that Cisco Unity Connection can synchronize messages that are marked as secure by the sender.	Cisco Unified IP Phone A -> Cisco Unified Communications Manager -> Cisco Unified IP Phone B -> CFNA -> Cisco Unity Connection	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UCJ851S.CUC.U.23	Cisco Unity Connection	Single Inbox - New and saved messages with MWI indicator	Verify that the MWI is turned ON when the saved message is marked as new. The MWI status should be updated based on the actions specified in the email client.		Passed	
UCJ851S.CUC.U.24	Cisco Unity Connection	Single Inbox - Synchronizing voice message with attachments	Verify that Cisco Unity Connection can synchronize voice message with the attachments successfully.		Passed	
UCJ851S.CUC.U.25	Cisco Unity Connection	Single Inbox - Deleting voicemails from MS-Exchange 2010, using Email client	Verify that Voicemails can be deleted successfully from MS-Exchange 2010, using Email client.		Passed	
UCJ851S.CUC.U.26	Cisco Unity Connection	Single Inbox - Marking voice messages urgent	Verify that the status of a Voicemail marked as urgent is updated in the email client.	Cisco Unified IP Phone A -> Cisco Unified Communications Manager -> Cisco Unified IP Phone B -> CFNA -> Cisco Unity Connection	Passed	
UCJ851S.CUC.U.26	Cisco Unity Connection	Single Inbox - Marking voice messages urgent	Verify that the status of a Voicemail marked as urgent is updated in the email client.	Cisco Unified IP Phone A -> Cisco Unified Communications Manager -> Cisco Unified IP Phone B -> CFNA -> Cisco Unity Connection	Passed	
UCJ851S.CUC.U.27	Cisco Unity Connection	Single Inbox - Read receipts for synchronized voicemails	Verify that read receipts are synchronized with the email client.	Cisco Unified IP Phone A -> Cisco Unified Communications Manager -> Cisco Unified IP Phone B -> CFNA -> Cisco Unity Connection	Passed	
UCJ851S.CUC.U.28	Cisco Unity Connection	Single Inbox-Message synchronization when the primary Connection server in the cluster is down	Verify that synchronization happens successfully, when the primary connection server is down.		Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UCJ851S.CUC M.D.014	Cisco Unity Connection	Redirecting a Conference party to Voicemail	Verify that redirecting a Conference party to Voicemail does not fail.		Passed	
UCJ851S.CUC .D.001	Cisco Unity Connection	Text to Speech	Verify that the Text to speech feature with display name works successfully.	Cisco Unified IP Phone A -> Unified Call Manager -> Cisco Unified IP Phone B -> Cisco Unity Connection.	Passed	
UCJ851S.CUC .D.002	Cisco Unity Connection	Cisco Unity Connection License	Verify that the Cisco Unity Connection supports Unity License.		Passed	
UCJ851S.CUC .D.003	Cisco Unity Connection	Connection SMTP Server	Verify that the SMTP Server sends and receives messages successfully.		Passed	
UCJ851S.CUC .D.004	Cisco Unity Connection	Post Greeting Recorded message in a single site	Verify that the Post Greeting in a single site is played correctly.	Cisco Unified IP Phone A -> Unified Call -> Cisco Unified IP Phone B -> Cisco Unity Connection	Passed	
UCJ851S.CUC .D.005	Cisco Unity Connection	Post Greeting Recorded Message in a multi-site	Verify that the Post Greeting in a multi-site is played correctly.	Cisco Unified IP Phone A -> Unified Call Manager A -> ICT -> Unified Call Manager B -> Cisco Unified IP Phone B -> Cisco Unity Connection.	Passed	
UCJ851S.CUC .D.006	Cisco Unity Connection	Call Routing rule - Forwarded Routing rule	Verify that the Forwarded Call Routing rule in Cisco Unity Connection works successfully.	Cisco Unified IP Phone A -> Cisco Unified Communications Manager -> Cisco Unified IP Phone B -> Cisco Unity Connection. Cisco Unified IP Phone C -> Cisco Unified Communications Manager -> Cisco Unified IP Phone B -> Cisco Unity Connection	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UCJ851S.CUC.D.007	Cisco Unity Connection	Call Routing rule - Direct Routing Rule	Verify that the Direct Call Routing rule in Cisco Unity Connection works successfully.	Cisco Unified IP Phone A -> Cisco Unity Connection. Cisco Unified IP Phone B -> Cisco Unity Connection.	Passed	
UCJ851S.CUC.D.008	Cisco Unity Connection	Bulk Administration Tool	Verify that a csv file is imported successfully using BAT .		Passed	
UCJ851S.CUC.D.009	Cisco Unity Connection	SMTP Timeout	Verify that the number of seconds to wait for SMTP response is configurable.		Passed	
UCJ851S.CUC.D.010	Cisco Unity Connection	Voice Enabled Directory Handler - Direct Routing	Verify that the Voice Enabled Directory Handler works successfully for Direct routing.		Passed	
UCJ851S.CUC.D.011	Cisco Unity Connection	Voice Enabled Directory Handler -Forward Routing	Verify that the Voice Enabled Directory Handler works successfully for Forwarded routing.		Passed	
UCJ851S.CUC.D.012	Cisco Unity Connection	Voice Enabled Directory Handler - Custom Enabled Routing	Verify that the Voice Enabled Directory Handler works successfully for custom enabled greeting.		Passed	
UCJ851S.CUC.D.043	Cisco Unity Connection	Move a message from deleted items to the Inbox in the Cisco Unity Connection Mailbox.	Verify that Cisco Unity Connection and Exchange Synchronization are working correctly.	Cisco Unified IP Phone A -> Cisco Unified Communications Manager -> Cisco Unified IP Phone B -> CFNA -> Cisco Unity Connection	Passed	
UCJ851S.CUC.D.044	Cisco Unity Connection	Move a secure message to a folder in an email client	Verify that a secure message is moved successfully to a folder in an email client.	Cisco Unified IP Phone A -> Cisco Unified Communications Manager -> Cisco Unified IP Phone B -> CFNA -> Cisco Unity Connection	Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UCJ851S.CUC .D.045	Cisco Unity Connection	Move a private message to a folder in an email client	Verify that a private message is moved successfully to a folder in an email client.	Cisco Unified IP Phone A -> Cisco Unified Communications Manager -> Cisco Unified IP Phone B -> CFNA -> Cisco Unity Connection	Passed	
UCJ851S.CUC .D.046	Cisco Unity Connection	Forward a private message from an email client	Verify that a private message is forwarded successfully from an email client.	Cisco Unified IP Phone A -> Cisco Unified Communications Manager -> Cisco Unified IP Phone B -> CFNA -> Cisco Unity Connection	Passed	
UCJ851S.CUC .D.047	Cisco Unity Connection	Move a Voicemail to any other folder other than an inbox folder in an email client	Verify that a Voicemail is moved successfully to any other folder other than an inbox folder in an email client.	Cisco Unified IP Phone A -> Cisco Unified Communications Manager -> Cisco Unified IP Phone B -> CFNA -> Cisco Unity Connection	Passed	
UCJ851S.CUC .D.048	Cisco Unity Connection	Move a Voicemail to a private folder in an email client	Verify that a Voicemail is moved successfully to a private folder in an email client.	Cisco Unified IP Phone A -> Cisco Unified Communications Manager -> Cisco Unified IP Phone B -> CFNA -> Cisco Unity Connection	Passed	
UCJ851S.CUC .D.049	Cisco Unity Connection	Move the Unified Messaging user exchange Mailbox to a different database in the Exchange	Verify that synchronization is successful, when the Unified Messaging user exchange Mailbox is moved to a different database in the MS Exchange.		Passed	
UCJ851S.CUC .D.050	Cisco Unity Connection	Unified Messaging User Message Length	Verify that the Unified Messaging users Message length setting is working successfully.		Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UCJ851S.CUC.D.051	Cisco Unity Connection	Unified Messaging users mailbox restriction	Verify that Unified Messaging user mailbox restriction is working successfully.		Passed	
UCJ851S.CUC.D.052	Cisco Unity Connection	Importing user from LDAP	Verify that the extension field is editable for LDAP users.		Passed	

Cisco Unified Presence

ID	Feature tested	Case Title	Description	Call Component Flow	Status	Defects
UC851F.CUP.001	Cisco Unified Presence	Cisco Unified Presence upgrade	<p>Verify the following after the two Cisco Unified Presence cluster peers are upgraded from 8.0 to 8.5:</p> <ul style="list-style-type: none"> The sub-cluster logical topology remains intact and High availability is not enabled immediately. The user buddy lists remain intact and intra and inter-cluster presence functions properly. 	Cisco Unified Personal Communicator 1 -> Cisco Unified Presence Server 1 -> WAN -> Cisco Unified Presence Server 2 -> Cisco Unified Personal Communicator 2	Passed	
UC851F.CUP.002	Cisco Unified Presence	HA over WAN client failover during manual fallback	<p>Verify that the Cisco Unified Presence node failure in the CoW deployment, results in all clients and communication to failover automatically to another Cisco Unified Presence node located across the WAN with a 80ms delay. The clients fallback to the original configuration when the node is UP and manual fallback is initiated.</p>	<p>Cisco Unified Personal Communicator 1 -> Cisco Unified Presence Server 1;</p> <p>After failover: Cisco Unified Personal Communicator 1 -> WAN -> Cisco Unified Presence Server 2</p>	Passed	
UC851F.CUP.003	Cisco Unified Presence	Co-located High availability client failover during manual fallback	<p>Verify that the Cisco Unified Presence node failure, results in all clients and communication to failover automatically to another Cisco Unified Presence node. The clients fallback to the original configuration using a manual system fallback.</p>	<p>Cisco Unified Personal Communicator 1 -> Cisco Unified Presence Server 1;</p> <p>After failover: Cisco Unified Personal Communicator 1 -> Cisco Unified Presence Server 2</p>	Passed	
UC851F.CUP.004	Cisco Unified Presence	CoW user rebalance	<p>Verify that the user rebalance is successful when all the users are assigned from one node to another node in a CoW setup.</p>	<p>Cisco Unified Personal Communicator 1 -> Cisco Unified Presence Server 1;</p> <p>After failover: Cisco Unified Personal Communicator 1 -> Cisco Unified Presence Server 2</p>	Passed	
UC851F.CUP.005	Cisco Unified Presence	Inter-cluster peer fail over	<p>Verify that the inter-cluster functionality is successful when the server fails over to the backup due to inter-cluster peer node failure.</p>		Passed	

ID	Feature tested	Case Title	Description	Call Component Flow	Status	Defects
UC851F.CUP.006	Cisco Unified Presence	Do Not Disturb with Shared line	Verify that the Do Not Disturb feature works successfully, when the secondary phone unregisters from Cisco Unified Communications Manager.		Passed	
UC851F.CUP.007	Cisco Unified Presence	Presence status in the Presence viewer page	Verify that the Presence Viewer displays the buddy presence status correctly, when the user ID in the contact list has spaces.		Passed	
UC851F.CUP.008	Cisco Unified Presence	Adding a new contact using the Unified Personal Communicator	Verify that a new contact is added through the Unified Personal Communicator. The added contact is not case sensitive.		Passed	
UC851F.CUP.009	Cisco Unified Presence	Unified Presence Server GUI display for a Cisco Unified Personal Communicator end user with a space in his user id	Verify that the end user ID with space is correctly displayed in the Unified Presence Server GUI.		Passed	
UC851F.CUP.010	Cisco Unified Presence	Status of SIP Publish model in the troubleshooter page.	Verify that the status of the SIP Publish model in the troubleshooter page is displayed without any error.		Passed	
UC851F.CUP.011	Cisco Unified Presence	Buddy list with mixed characters.	Verify that a buddy with mixed characters is added successfully in the buddy list. The buddy status is also updated in the Unified Presence Server successfully.		Passed	
UC851F.CUP.012	Cisco Unified Presence	Inter domain Federation	Verify that the user can enable or disable the Audible Alert Notification from an Cisco Unified IP Phone Manager or web GUI.		Passed	
UC851F.CUP.013	Cisco Unified Presence	Adding custom messages in the Cisco Unified Personal Communicator	Verify that custom messages are added successfully in the Cisco Unified Personal Communicator.		Passed	

ID	Feature tested	Case Title	Description	Call Component Flow	Status	Defects
UC851F.CUP.014	Cisco Unified Presence	Cisco Unified Presence authentication with the user having the same Directory number in different partitions	Verify that the Cisco Unified Presence authentication is successful for a user having the same Directory number in different partitions.		Passed	
UC851F.CUP.015	Cisco Unified Presence	Checkmark in Cisco Unified Presence or Unified Personal Communicator Licensed column	Verify that the Cisco Unified Presence or Cisco Unified Personal Communicator Licensed column is updated successfully.		Passed	
UC851F.CUP.016	Cisco Unified Presence	Cisco Unified Personal Communicator device versions	Verify that the device versions are correctly listed in the Cisco Unified Presence viewer.		Passed	
UC851F.CUP.017	Cisco Unified Presence	Connectivity to Presence server when SIP proxy domain has space	Verify that the Cisco Unified Personal Communicator connects to the Presence server successfully, when the SIP proxy domain has spaces.		Passed	
UC851F.CUP.018	Cisco Unified Presence	Instant Message	Verify that Instant Messages can be sent and received immediately without any failure or time delay.		Passed	
UC851F.CUP.019	Cisco Unified Presence	Outbound Call using the soft key	Verify that an outbound call is made successfully using the Dial soft key in Cisco Unified Personal Communicator.		Passed	
UC851F.CUP.020	Cisco Unified Presence	CoW data center failover	Verify that the clustering over WAN (CoW) is successful when the server fails over to backup due to data center failover.		Passed	
UC851F.CUP.021	Cisco Unified Presence	NTP server update using Presence server CLI	Verify that the Presence server CLI does not allow NTP configuration changes to be updated		Failed	CSCtn 67324
UC851F.CUP.022	Cisco Unified Presence	Virtual Machine details in the Cisco Unified Presence Administrator page	Verify that the hardware information of the Virtual Machine is displayed in the Cisco Unified Presence Administrator page.		Failed	CSCtn 39233

Cisco Unified Border Element

ID	Features tested	Case Title	Description	Call Component Flow	Status	Defects
UCJ851S.CUBE.U.001	Cisco Unified Border Element	Voice class codec transcoding and handling mid call codec changes	Verify the voice class codec transcoding of Cisco Unified Border Element.	Cisco Unified IP Phone (SIP) -> Cisco Unified Communications Manager Express -> Cisco Unified Border Element -> Session Management Edition -> Cisco Unified IP Phone	Passed	
UCJ851S.CUBE.U.002	Cisco Unified Border Element	Invoke Transcoder in Cisco Unified Communication Manager Express, when there is codec mismatch	Verify the codec mismatch for the following call: <ul style="list-style-type: none"> A call from a SIP Phone that is registered to Cisco Unified Communications Manager goes to Cisco Unified Border Element through a SIP trunk. From Cisco Unified Border Element the call goes to Cisco Unified Communications Manager Express and then to SCCP Phone. 	Cisco Unified IP Phone (SIP) -> Cisco Unified Communications Manager-> Cisco Unified Border Element -> Cisco Unified Communications Manager Express -> SCCP IP Phone	Passed	
UCJ851S.CUBE.U.003	Cisco Unified Border Element	High Density transcoding for Delayed Offer to Early Offer	Verify that transcoding is invoked for a codec mismatch in a H.323 - SIP call.	Unified IP Phone (SIP) -> Cisco Unified Communications Manager -> H.323 Gateway -> Cisco Unified Border Element -> SIP trunk -> Cisco Unified Communications Manager Express -> Cisco Unified IP Phone	Passed	

Cisco Unified Survivable Remote Site Telephony

ID	Features tested	Case Title	Description	Call Component Flow	Status	Defects
UCJ851S.CME. U.005	Cisco Unified Survivable Remote Site Telephony	A VoIP call from a SRST to an Cisco Unified Communications Manager Express with no IP address trusted authentication	Verify that a VoIP call is placed from a SRST to an Cisco Unified Communications Manager Express with no IP address trusted authentication.	Cisco Unified IP Phone 3 -> SRST -> Cisco Unified Communications Manager Express -> Cisco Unified IP Phone 1, Cisco Unified IP Phone 2	Passed	
UCJ851S.CME. U.006	Cisco Unified Survivable Remote Site Telephony	A VoIP call from a SRST to an Cisco Unified Communications Manager Express, which has the Gateway configuration and no RAS dial peer	Verify that a VoIP call is placed from a SRST to an Cisco Unified Communications Manager Express, which has the Gateway configuration and no RAS dial peer.	Cisco Unified IP Phone 3 -> SRST -> Cisco Unified Communications Manager Express (remote) -> Cisco Unified IP Phone 1, Cisco Unified IP Phone 2	Passed	
UCJ851S.CME. U.007	Cisco Unified Survivable Remote Site Telephony	A VoIP call from a SRST to an Cisco Unified Communications Manager Express, which has the Gateway configuration and no RAS dial peer, is blocked	Verify that a VoIP call placed from a SRST to an Cisco Unified Communications Manager Express, which has the Gateway configuration and no RAS dial peer, is blocked.	Cisco Unified IP Phone 3 -> SRST -> Cisco Unified Communications Manager Express (remote) -> Cisco Unified IP Phone 1, Cisco Unified IP Phone 2	Passed	
UCJ851S.CME. U.008	Cisco Unified Survivable Remote Site Telephony	A VoIP call from a SRST to an Cisco Unified Communications Manager Express, which has no Gateway configuration and RAS dial peer.	Verify that a VoIP call is placed from a SRST to an Cisco Unified Communications Manager Express, which has no Gateway configuration and RAS dial peer.	Cisco Unified IP Phone 3 -> SRST -> Cisco Unified Communications Manager Express (remote) -> Cisco Unified IP Phone 1, Cisco Unified IP Phone 2	Passed	

ID	Features tested	Case Title	Description	Call Component Flow	Status	Defects
UCJ851S.CME. U.009	Cisco Unified Survivable Remote Site Telephony	A VoIP call from a SRST to an Cisco Unified Communications Manager Express, which has no Gateway configuration and the RAS dial peer, is blocked.	Verify that a VoIP call placed from a SRST to an Cisco Unified Communications Manager Express, which has no Gateway configuration and the RAS dial peer, is blocked.	Cisco Unified IP Phone 3 -> SRST -> Cisco Unified Communications Manager Express (remote) -> Cisco Unified IP Phone 1, Cisco Unified IP Phone 2	Passed	
UCJ851S.CME. U.010	Cisco Unified Survivable Remote Site Telephony	A VoIP call from a SRST to an Cisco Unified Communications Manager Express, which no Gateway configuration and no RAS dial peer	Verify that a VoIP call is placed from a SRST to an Cisco Unified Communications Manager Express which no Gateway configuration and no RAS dial peer.	Cisco Unified IP Phone 3 -> SRST -> Cisco Unified Communications Manager Express (remote) -> Cisco Unified IP Phone 1, Cisco Unified IP Phone 2	Passed	
UCJ851S.CME. U.011	Cisco Unified Survivable Remote Site Telephony	A VoIP call from a SRST to an Cisco Unified Communications Manager Express, which has no Gateway configuration and no RAS dial peer, is blocked.	Verify that a VoIP call placed from a SRST to an Cisco Unified Communications Manager Express, which has no Gateway configuration and no RAS dial peer, is blocked.	Cisco Unified IP Phone 3 -> SRST -> Cisco Unified Communications Manager Express (remote) -> Cisco Unified IP Phone 1, Cisco Unified IP Phone 2-	Passed	

Cisco Unified Communications Manager Express

ID	Features tested	Case Title	Description	Call Component Flow	Status	Defects
UCJ851S.CME.U.001	Cisco Unified Communications Manager Express	Direct Transfer	Verify that the Unified IP Phone 6900 Series can register with the Unified Communications Manager Express and Direct Transfer across lines is supported.	Unified IP Phone 6900 Series -> Cisco Unified Communications Manager Express -> PSTN phone	Passed	
UCJ851S.CME.U.002	Cisco Unified Communications Manager Express	Authentication and encryption support	Verify that the communication and media between the Unified IP Phone 6900 Series, Unified IP Phone 9900 Series, and Cisco Unified Communications Manager Express is secure.	Unified IP Phone 6900 Series -> Cisco Unified Communications Manager Express -> Unified IP Phone 9900 Series	Passed	
UCJ851S.CME.U.003	Cisco Unified Communications Manager Express	Conference across lines	Verify that conference across lines can be performed from Unified IP Phone 9900 Series, which is registered to the Cisco Unified Communications Manager Express router support.	Unified IP Phone 9971/9951 -> Cisco Unified Communications Manager Express -> Conference	Passed	
UCJ851S.CME.U.004	Cisco Unified Communications Manager Express	Shared lines	Verify that the Cisco Unified Communications Manager Express can support shared lines between Unified IP Phone 9971/9951 and Unified IP Phone 6900 Series.	PSTN -> Cisco Unified Communications Manager Express -> Unified IP Phone 9971/9951 and Unified IP Phone 6900 Series	Passed	

ID	Features tested	Case Title	Description	Call Component Flow	Status	Defects
UCJ851S.CME.U.012	Cisco Unified Communications Manager Express	A VoIP call from an Cisco Unified Communications Manager through an Cisco Unified Communications Manager Gateway to a Cisco Unified Communications Manager Express with no IP address trusted authentication.	Verify that a VoIP call is placed from an Cisco Unified Communications Manager through an Cisco Unified Communications Manager Gateway to a Cisco Unified Communications Manager Express with no IP address trusted authentication.	Cisco Unified IP Phone 3 -> Cisco Unified Communications Manager -> Cisco Unified Communications Manager Gateway -> Cisco Unified Communications Manager Express (remote) -> Cisco Unified IP Phone 1, Cisco Unified IP Phone 2	Passed	
UCJ851S.CME.U.013	Cisco Unified Communications Manager Express	A VoIP call from an Cisco Unified Communications Manager through an Cisco Unified Communications Manager Gateway to an Cisco Unified Communications Manager Express, which has the Gateway configuration and no RAS dial peer.	Verify that a VoIP call is placed from an Cisco Unified Communications Manager through an Cisco Unified Communications Manager Gateway to an Cisco Unified Communications Manager Express, which has the Gateway configuration and no RAS dial peer.	Cisco Unified IP Phone 3 -> Cisco Unified Communications Manager -> Cisco Unified Communications Manager Gateway -> Cisco Unified Communications Manager Express (remote) -> Cisco Unified IP Phone 1, Cisco Unified IP Phone 2	Passed	
UCJ851S.CME.U.014	Cisco Unified Communications Manager Express	A VoIP call from an Cisco Unified Communications Manager through an Cisco Unified Communications Manager Gateway to an Cisco Unified Communications Manager Express, which has the Gateway configuration and no RAS dial peer, is blocked.	Verify that a VoIP call placed from an Cisco Unified Communications Manager through an Cisco Unified Communications Manager Gateway to an Cisco Unified Communications Manager Express, which has the Gateway configuration and no RAS dial peer, is blocked.	Cisco Unified IP Phone 3 -> Cisco Unified Communications Manager -> Cisco Unified Communications Manager Gateway -> Cisco Unified Communications Manager Express (remote) -> Cisco Unified IP Phone 1, Cisco Unified IP Phone 2	Passed	

ID	Features tested	Case Title	Description	Call Component Flow	Status	Defects
UCJ851S.CME. U.015	Cisco Unified Communications Manager Express	A VoIP call from an Cisco Unified Communications Manager through an Cisco Unified Communications Manager Gateway to an Cisco Unified Communications Manager Express with no Gateway configuration and RAS dial peer	Verify that a VoIP call is placed from an Cisco Unified Communications Manager through an Cisco Unified Communications Manager Gateway to an Cisco Unified Communications Manager Express, which has no Gateway configuration and RAS dial peer.	Cisco Unified IP Phone 3 -> Cisco Unified Communications Manager -> Cisco Unified Communications Manager gateway -> Cisco Unified Communications Manager Express (remote) -> Cisco Unified IP Phone 1, Cisco Unified IP Phone 2	Passed	
UCJ851S.CME. U.016	Cisco Unified Communications Manager Express	Placing a call from Cisco Unified Communications Manager via Cisco Unified Communications Manager Gateway to Cisco Unified Communications Manager Express with blocked ip address trusted authentication	Verify that the VoIP call placed from Cisco Unified Communications Manager via Cisco Unified Communications Manager Gateway to a Cisco Unified Communications Manager Express, which has no Gateway configuration and RAS dial peer, is blocked.	Cisco Unified IP Phone 3 -> Cisco Unified Communications Manager -> Cisco Unified Communications Manager gateway -> Cisco Unified Communications Manager Express (remote) -> Cisco Unified IP Phone 1, Cisco Unified IP Phone 2	Passed	

ID	Features tested	Case Title	Description	Call Component Flow	Status	Defects
UCJ851S.CME. U.017	Cisco Unified Communications Manager Express	A VoIP call from an Cisco Unified Communications Manager through an Cisco Unified Communications Manager Gateway to an Cisco Unified Communications Manager Express , which has no Gateway configuration and no RAS dial peer.	Verify that a VoIP call is placed from an Cisco Unified Communications Manager through an Cisco Unified Communications Manager Gateway to an Cisco Unified Communications Manager Express , which has no Gateway configuration and no RAS dial peer.	Cisco Unified IP Phone 3 -> Cisco Unified Communications Manager -> Cisco Unified Communications Manager gateway -> Cisco Unified Communications Manager Express (remote) -> Cisco Unified IP Phone 1, Cisco Unified IP Phone 7	Passed	
UCJ851S.CME. U.018	Cisco Unified Communications Manager Express	A VoIP call placed from an Cisco Unified Communications Manager through an Cisco Unified Communications Manager Gateway to a Cisco Unified Communications Manager Express, which has no Gateway configuration and no RAS dial peer, is blocked.	Verify that a VoIP call placed from Cisco Unified Communications Manager through an Cisco Unified Communications Manager Gateway to a Cisco Unified Communications Manager Express, which has no Gateway configuration and no RAS dial peer, is blocked.	Cisco Unified IP Phone 3 ->Cisco Unified Communications Manager -> Cisco Unified Communications Manager gateway -> Cisco Unified Communications Manager Express (remote) -> Cisco Unified IP Phone 1, Cisco Unified IP Phone 2	Passed	

Cisco Unified IP Phone

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC851S.CUC M.T.001	IP Phone Firmware Upgrade	Upgrade 6921 Unified IP Phone SCCP firmware with Japanese Locale	Verify that the 6921 Unified IP Phone SCCP firmware with Japanese locale is upgraded from 9.1(1) to 9.1(1) SR2 version successfully.		Passed	
UC851S.CUC M.T.002	IP Phone Firmware Upgrade	Upgrade 6941 Unified IP Phone SCCP firmware with Japanese Locale	Verify that the 6941 Unified IP Phone SCCP firmware with Japanese locale is upgraded from 9.1(1) to 9.1(1) SR2 version successfully.		Passed	
UC851S.CUC M.T.003	IP Phone Firmware Upgrade	Upgrade 6961 Unified IP Phone SCCP firmware with Japanese Locale	Verify that the 6961 Unified IP Phone SCCP firmware with Japanese locale is upgraded from 9.1(1) to 9.1(1) SR2 version successfully.		Passed	
UC851S.CUC M.T.004	IP Phone Firmware Upgrade	Upgrade 99XX Unified IP Phone SIP firmware with Japanese Locale	Verify that the 99XX Unified IP Phone SIP firmware with Japanese locale is upgraded from 9.0(2) to 9.1(1) version successfully.		Passed	
UC851S.CUC M.T.005	IP Phone Firmware Upgrade	Upgrade 8961 Unified IP Phone firmware with Japanese Locale	Verify that the 8961 Unified IP Phone SIP firmware with Japanese locale is upgraded from 9.0(2) to 9.1(1) version successfully.		Passed	
UC851S.CUC M.T.010	Unified IP Phone	Extension Mobility in 7937G Unified IP Phone	Verify that the Extension Mobility user can login to 7937G Unified IP Phone.		Passed	
UC851S.CUC M.T.011	Unified IP Phone	Initiate a Meet-Me Conference in 7937G Unified IP Phone	Verify that the 7937G Unified IP Phone initiates a meet-me conference successfully.		Passed	
UC851S.CUC M.T.012	Unified IP Phone	Join Meet-Me Conference in 7937G Unified IP Phone	Verify that the 7937G Unified IP Phone joins a meet-me conference successfully.		Passed	
UC851S.CUC M.T.013	Unified IP Phone	Barge in 7937G Unified IP Phone	Verify that the Barge functionality in 7937G Unified IP Phone works successfully.		Passed	
UC851S.CUC M.T.014	Unified IP Phone	cBarge in 7937G Unified IP Phone	Verify that the cBarge functionality in 7937G Unified IP Phone works successfully.		Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC851S.CUC M.T.015	Unified IP Phone	Join functionality in 7937G Unified IP Phone	Verify that Join functionality works successfully in 7937G.		Passed	
UC851S.CUC M.T.016	Unified IP Phone Firmware Upgrade	Upgrade 6921 Unified IP Phone SIP firmware with Japanese Locale	Verify that the 6921 Unified IP Phone SIP firmware with Japanese locale is upgraded from 9.1(1) to 9.1(1) SR2 version successfully.		Passed	
UC851S.CUC M.T.017	Unified IP Phone Firmware Upgrade	Upgrade 6941 Unified IP Phone SIP firmware with Japanese Locale	Verify that the 6941 Unified IP Phone SIP firmware with Japanese locale is upgraded from 9.1(1) to 9.1(1) SR2 version successfully.		Passed	
UC851S.CUC M.T.018	Unified IP Phone Firmware Upgrade	Upgrade 6961 Unified IP Phone SIP firmware with Japanese Locale	Verify that the 6961 Unified IP Phone SIP firmware with Japanese locale is upgraded from 9.1(1) to 9.1(1) SR2 version successfully.		Passed	
UC851S.CUC M.T.019	Unified IP Phone	Convert 6921 Unified IP Phone SCCP firmware to SIP Firmware	Verify that the 6921 Unified IP Phone with SCCP firmware 9.1(1) version is converted to SIP Firmware 9.1(1) successfully.		Passed	
UC851S.CUC M.T.020	Unified IP Phone	Convert 6941 Unified IP Phone SCCP firmware to SIP Firmware	Verify that the 6941 Unified IP Phone with SCCP firmware 9.1(1) version is converted to SIP Firmware 9.1(1) successfully.		Passed	
UC851S.CUC M.T.021	Unified IP Phone	Convert 6961 Unified IP Phone SCCP firmware to SIP Firmware	Verify that the 6961 Unified IP Phone with SCCP firmware 9.1(1) version is converted to SIP Firmware 9.1(1) successfully.		Passed	

Cisco Unified Personal Communicator

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC850F.CUPC.001	Cisco Unified Personal Communicator	Outbound call in softphone mode does not make the Cisco Unified Personal Communicator inaccessible	Verify that a two-way voice call is established, for an outbound call from an Cisco Unified Personal Communicator, which is in the softphone mode.		Passed	
UC850F.CUPC.002	Cisco Unified Personal Communicator	Pick a Parked call from an Cisco Unified Personal Communicator application (shared line).	Verify that a parked call from an Cisco Unified Personal Communicator is picked.		Passed	
UC850F.CUPC.003	Cisco Unified Personal Communicator	Placing a call from the contact list	Verify that an Cisco Unified Personal Communicator provides an option to place a call from the contact list.		Passed	
UC850F.CUPC.004	Cisco Unified Personal Communicator	Cisco Unified Personal Communicator Presence status	Verify that the changed status of the Cisco Unified Personal Communicator Presence is updated.		Passed	
UC850F.CUPC.005	Cisco Unified Personal Communicator in softphone mode	Transfer a video call to another Video phone	Verify that the caller ID of the called party is displayed successfully in the Video phone after a blind transfer of the video call.		Passed	
UC850F.CUPC.006	Cisco Unified Personal Communicator	Call to an external PSTN phone	Verify that an outbound call to an external PSTN phone through H.323 gateway is successful.		Passed	
UC850F.CUPC.007	Cisco Unified Personal Communicator	Calling party information displayed in corresponding locale	Verify that the Calling party information is displayed in the corresponding locale successfully.		Passed	
UC850F.CUPC.008	Cisco Unified Personal Communicator	Initiating Instant Messaging from Recent Communications module	Verify that all valid Cisco Unified Presence users are able to initiate Instant Messages from the Recent communications module successfully.		Passed	
UC850F.CUPC.009	Cisco Unified Personal Communicator	Cisco Unified Personal Communicator Login	Verify that the Cisco Unified Personal Communicator Login is successful.		Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UC850F.CUPC.010	Cisco Unified Personal Communicator	Instant messaging	Verify that the user can send an Instant message successfully.		Passed	
UC850F.CUPC.011	Cisco Unified Personal Communicator	Pick up an inbound ringing conference call from a Cisco Unified Personal Communicator	Verify that the Cisco Unified Personal Communicator can pick up a conference call.		Passed	
UC850F.CUPC.012	Cisco Unified Personal Communicator	Video call (soft phone mode)	Verify that the Cisco Unified Personal Communicator can make inbound and outbound video calls in Soft phone mode successfully.		Passed	
UC850F.CUPC.013	Cisco Unified Personal Communicator	Cisco Unified Personal Communicator login with a long username or domain name	Verify that the Cisco Unified Personal Communicator login with a long username or domain name is successful.		Passed	
UC850F.CUPC.014	Cisco Unified Personal Communicator	Video call (Desk phone mode)	Verify that the Cisco Unified Personal Communicator can make inbound and outbound video calls in Desk phone mode successfully.		Passed	
UC850F.CUPC.015	Cisco Unified Personal Communicator	Cisco Unified Personal Communicator Music On Hold	Verify that music is played successfully, when a call is put on hold in the Cisco Unified Personal Communicator if MOH is configured.		Passed	
UC850F.CUPC.016	Cisco Unified Personal Communicator	Cisco Unified Personal Communicator Registration	Verify that the Cisco Unified Personal Communicator Registration is successful when the network is restored.		Passed	
UC850F.CUPC.017	Cisco Unified Personal Communicator	Cisco Unified Personal Communicator Call termination	Verify that the Cisco Unified Personal Communicator Call is terminated when the Cisco Unified Personal Communicator is closed.		Passed	
UC850F.CUPC.018	Cisco Unified Personal Communicator	Cisco Unified Personal Communicator and DeskPhone	Verify that the Cisco Unified Personal Communicator and DeskPhone share the same or different Directory number.		Passed	
UC850F.CUPC.019	Cisco Unified Personal Communicator	DTMF signals	Verify that a DTMF signal is heard for a key press, during IVR instructions, in the Cisco Unified Personal Communicator.		Passed	

CUCI-LYNC (CUCIMOC)

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UCJ85F.CSF. U.001	CUCI-LYNC	The user calls a IP Communicator	Verify that the UC integration for Microsoft Office Communicator, is able to make a call to a DND enabled IP Communicator.	UC Integration for Microsoft Office Communicator 1 -> Unified Communications Manager -> Unified IP Communicator	Passed	
UCJ85F.CSF. U.002	CUCI-LYNC	The user calls a Cisco Unified Personal Communicator	Verify that the UC integration for Microsoft Office Communicator, is able to make a call to a DND enabled Cisco Unified Personal Communicator.	UC Integration for Microsoft Office Communicator 1 -> Cisco Unified Communications Manager -> Cisco Unified Personal Communicator	Passed	
UCJ85F.CSF. U.003	CUCI-LYNC	The user calls a DND enabled SCCP Phone	Verify that the UC integration for Microsoft Office Communicator, is able to make a call to a DND enabled SCCP Phone.	UC Integration for Microsoft Office Communicator 1 -> Cisco Unified Communications Manager -> SCCP Phone	Passed	
UCJ85F.CSF. U.004	CUCI-LYNC	Call transfer to an alternate device	Verify that the Transfer feature in the UC Integration for Microsoft Office Communicator works successfully and the call connectivity to the alternate device is successful.		Passed	
UCJ85F.CSF. U.005	CUCI-LYNC	Call park in softphone mode	Verify that the user can park an active call in the UC Integration for Microsoft Office Communicator, when it is in the softphone mode.		Passed	
UCJ85F.CSF. U.006	CUCI-LYNC	Call park in deskphone mode	Verify that the user can Park an active call in the UC Integration for Microsoft Office Communicator, when it is in the deskphone mode.		Passed	

ID	Features Tested	Case Title	Description	Call Component Flow	Status	Defects
UCJ85F.CSF. U.007	CUCI-LYNC	Single Sign-on: UC Integration for Microsoft Office Communicator user with the LDAP setting "User must change password at next logon" enabled is able to reset the password and register with the UC application on login.	Verify that the UC Integration for Microsoft Office Communicator user is able to reset the password and change the password on next login. Once logged the user registers with all the UC applications.		Passed	
UCJ85F.CSF. U.008	CUCI-LYNC	Call from UC Integration for Microsoft Office Communicator to a SCCP Phone with the shared line configured	Verify that call connectivity is successful, while making a call from UC Integration for Microsoft Office Communicator to an SCCP phone, which is registered to the Cisco Unified Communications Manager and has the shared line configured.	UC Integration for Microsoft Office Communicator -> Cisco Unified Communications Manager -> SCCP Phone A, SCCP Phone B	Passed	

Cisco Unified Contact Center Express

Logical ID	Feature Tested	Title	Description	Call Component Flow	Status	Defect
UCCXJ851S.ACD.101	UCCX	Agent based routing	Verify that an Agent-based routing call is successful.	Cisco Unified IP Phone -> Voice Gateway-> Cisco Unified Communication Manager-> Cisco Unified Contact Center Express-> CAD Agent	Passed	
UCCXJ851S.ACD.103	UCCX	CED resource routing	Verify that call routing based on a caller entered digits works successfully.	Cisco Unified IP Phone -> Voice Gateway -> Cisco Unified Communication Manager -> Cisco Unified Contact Center Express -> CAD Agent	Passed	
UCCXJ851S.ACD.105	UCCX	CSQ based agent routing	Verify that the CSQ based agent routing call is successful	Cisco Unified IP Phone -> Voice Gateway-> Cisco Unified Communication Manager -> Cisco Unified Contact Center Express -> CAD Agent	Passed	
UCCXJ851S.ACD.107	UCCX	Agent Based routing with multiple agents using same extension	Verify that Agent based routing is successful for multiple agents having the same extension.	PSTN Phone -> Voice Gateway-> Cisco Unified Communication Manager -> Cisco Unified Contact Center Express -> Agent	Passed	
UCCXJ851S.ACD.109	UCCX	Call routing using caller entered DN	Verify that call routing based on the caller entered directory number is successful.	PSTN Phone -> Voice Gateway -> Cisco Unified Communication Manager -> Cisco Unified Contact Center Express -> Agent	Passed	
UCCXJ851S.CAD.101	UCCX	Team message	Verify that the supervisor is able to post team message from CSD successfully.	CSD -> Cisco Unified Contact Center Express -> CAD	Passed	
UCCXJ851S.CAD.103	UCCX	Agent status	Verify that the supervisor is able to view the agent status from the supervisor desktop successfully.		Passed	
UCCXJ851S.CAD.106	UCCX	Real time display	Verify the real time report when an agent is in an active call.		Passed	
UCCXJ851S.CAD.108	UCCX	Agent chat with Supervisor during active call	Verify that agents can chat with supervisor during an active call successfully.	CAD -> Cisco Unified Contact Center Express -> CSD	Passed	

Logical ID	Feature Tested	Title	Description	Call Component Flow	Status	Defect
UCCXJ851S. CBE.102	UCCX	Conference using CAD-BE	Verify that the conference call feature successfully from CAD BE.	CAD BE -> Cisco Unified Contact Center Express -> CSD	Passed	
UCCXJ851S. CBE.105	UCCX	Call transfer from CAD-BE	Verify that the transfer feature using CAD BE is successful.	CAD BE -> Cisco Unified Contact Center Express -> CSD/CAD	Passed	
UCCXJ851S. CBE.107	UCCX	High priority chat	Verify that High priority chat from CAD BE to CSD works successfully.	CAD BE -> Cisco Unified Contact Center Express -> CSD	Passed	
UCCXJ851S. CSD.101	UCCX	Intercept feature	Verify that the supervisor is able to intercept an agent call from CSD.	CSD -> Cisco Unified Contact Center Express -> CAD	Passed	
UCCXJ851S. CSD.103	UCCX	Barge-in feature	Verify that the supervisor can successfully barge-in an active call.		Passed	
UCCXJ851S. CSD.104	UCCX	Forced log off from CSD	Verify that the supervisor can force log out agents from the Cisco supervisor desktop.		Passed	
UCCXJ851S. IPPA.102	UCCX	IPPA agent login with Extension Mobility	Verify that the agents can login with Extension Mobility extension .		Passed	
UCCXJ851S. SBR.101	UCCX	Skill based routing when agents are available	Verify that the skill based routing functionality is successful when agents are available.		Passed	
UCCXJ851S. HA.102	UCCX	CAD with Extension Mobility in high availability	Verify the basic CAD call flow with Extension Mobility user in HA mode.	PSTN Phone -> Voice Gateway ->Cisco Unified Communication Manager -> Cisco Unified Contact Center Express -> CAD	Passed	
UCCXJ851S. HA.103	UCCX	Remote CAD agent in high availability	Verify the basic CAD call flow for an agent in remote site in HA mode.	PSTN Phone -> Voice Gateway -> Cisco Unified Communication Manager -> Cisco Unified Contact Center Express -> Voice Gateway -> CAD	Passed	

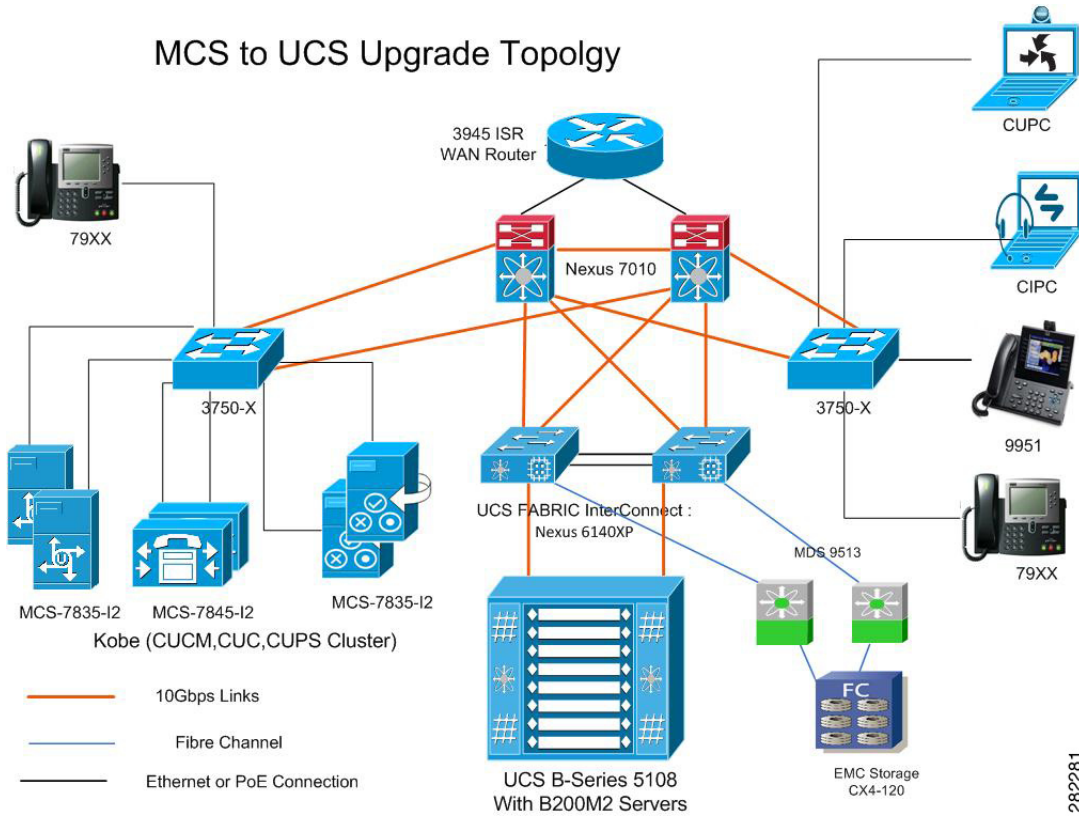
Logical ID	Feature Tested	Title	Description	Call Component Flow	Status	Defect
UCCXJ851S. HA.104	UCCX	IPPA in High availability	Verify the basic IPPA call flow in HA mode .	PSTN Phone -> Voice Gateway ->Cisco Unified Communication Manager -> Cisco Unified Contact Center Express -> IPPA	Passed	
UCCXJ851S. HA.106	UCCX	CAD and CSD in High availability	Verify the basic call flow when CAD and CSD are in main location in HA mode.	PSTN Phone -> Voice Gateway -> Cisco Unified Communication Manager -> Cisco Unified Contact Center Express -> CAD, CSD	Passed	
UCCXJ851S. HA.108	UCCX	CAD BE in High availability	Verify the basic CAD BE call flow in HA mode.	PSTN Phone -> Voice Gateway -> Cisco Unified Communication Manager -> Cisco Unified Contact Center Express -> CAD BE	Passed	
UCCXJ851S. HA.109	UCCX	CAD BE conference call in High availability mode	Verify that a conference call between CAD BE Agents in main site and remote site in HA mode works successfully.	PSTN Phone -> Voice Gateway -> Cisco Unified Communication Manager -> Cisco Unified Contact Center Express -> CAD BE -> Voice Gateway -> CAD BE	Passed	
UCCXJ851S. HA.110	UCCX	Remote CAD BE in high availability	Verify that the remote CAD BE agents are able to receive calls when there is a failover.	PSTN Phone -> Voice Gateway ->Cisco Unified Communication Manager -> Cisco Unified Contact Center Express -> Voice Gateway -> CAD BE	Passed	
UCCXJ851S. HA.112	UCCX	High availability transfer by CAD BE	Verify that call transfer is possible from CAD BE to supervisor when there is a failover.	PSTN Phone -> Voice Gateway -> Cisco Unified Communication Manager -> Cisco Unified Contact Center Express -> CAD BE -> CSD	Passed	
UCCXJ851S. HA.113	UCCX	CAD CSD Conference in High availability	Verify the successful Conference call flow between CAD and CSD in HA mode.	PSTN Phone -> Voice Gateway -> Cisco Unified Communication Manager -> Cisco Unified Contact Center Express -> CAD -> CSD	Passed	
UCCXJ851S. HA.117	UCCX	Chat during High availability	Verify that the chat feature works for agents in HA mode.	CAD -> Cisco Unified Contact Center Express -> CAD	Passed	
UCCXJ851S. HA.119	UCCX	High Priority during High availability	Verify that High Priority chat between CAD BE and CSD in HA mode is successful.	CAD BE -> Cisco Unified Contact Center Express -> CSD	Passed	
UCCXJ851S. HA.120	UCCX	High availability Real Time reports	Verify that the administrator can view Real Time reports in HA mode.		Passed	

Logical ID	Feature Tested	Title	Description	Call Component Flow	Status	Defect
UCCXJ851S. HA.121	UCCX	High availability Historical reports	Verify that the supervisor can extract Historical reports in HA mode.		Passed	
UCCXJ851S. HA.123	UCCX	Barge in to CAD BE High availability	Verify that CSD can Barge-in to a CAD BE call during failover.	PSTN Phone -> Voice Gateway -> Cisco Unified Communication Manager -> Cisco Unified Contact Center Express -> CAD BE -> CSD	Passed	
UCCXJ851S. HA.124	UCCX	Intercept with CAD BE in High availability mode	Verify that CSD is able to intercept a CAD BE call during failover.	PSTN Phone -> Voice Gateway -> Cisco Unified Communication Manager -> Cisco Unified Contact Center Express -> CAD BE -> CSD	Passed	
UCCXJ851S. HA.125	UCCX	Barge in with CAD during High availability	Verify that CSD can Barge-in to a CAD call during failover.	PSTN Phone -> Voice Gateway -> Cisco Unified Communication Manager -> Cisco Unified Contact Center Express -> CAD -> CSD	Passed	
UCCXJ851S. HA.126	UCCX	Intercept with CAD in High availability mode	Verify that CSD is able to intercept a CAD call during failover.	PSTN Phone -> Voice Gateway -> Cisco Unified Communication Manager -> Cisco Unified Contact Center Express -> CAD -> CSD	Passed	
UCCXJ851S. HA.127	UCCX	Intercept with IPPA in High availability mode	Verify that CSD is able to intercept an IPPA call during failover.	PSTN Phone -> Voice Gateway -> Cisco Unified Communication Manager -> Cisco Unified Contact Center Express -> IPPA -> CSD	Passed	
UCCXJ851S. HA.128	UCCX	Barge in to IPPA High availability	Verify that CSD can Barge-in to an IPPA call during failover.	PSTN Phone -> Voice Gateway -> Cisco Unified Communication Manager -> Cisco Unified Contact Center Express -> IPPA -> CSD	Passed	
UCCXJ851S. HR.101	UCCX	Historical Report	Verify that the supervisor can extract Historical Reports on call activity for the last one week successfully.		Passed	
UCCXJ851S. HR.102	UCCX	Scheduled Historical Report	Verify that the Scheduled Historical Reporting working successfully.		Passed	
UCCXJ851S. HR.103	UCCX	Historical Report for user name in Japanese	Verify that the supervisor can extract Historical Reports for a user with Japanese username successfully.		Passed	

Upgrade

Upgrade Topology

Figure 3-1 Upgrade Topology



UCS Component Matrix for all release sets

Category	Component	Hardware	Version
UCS-B Series	Cisco UCS B Series Chassis	UCS 5108	1.4(1m)
Servers	Cisco UCS B200 M2	B200 M2	1.4(1m)
IO Module	Fabric Extender	UCS 2104XP	1.4(1m)
Fabric Interconnect	Fabric Interconnect PRIMARY	Cisco UCS 6140XP	UCS Manager 1.4(1m)
Fabric Interconnect	Fabric Interconnect SUBORDINATE	Cisco UCS 6140XP	UCS Manager 1.4(1m)
Fabric Interconnect	Fabric Cluster	Cisco UCS 6140XP	UCS Manager 1.4(1m)
Hypervisor	ESXi host on Blade Server	N/A	ESXi 4.1
Virtual Switch	Nexus 1000V	N/A	Nexus1000v.4.2.1.SV1.4
Storage Switch	MDS Switch	M9513	5.0(3)
MCS	CUCM	MCS 7835 -I2	
MCS	CUC	MCS 7845 -I2 and H2	
MCS	CUP	MCS 7835 -I2	
Cisco Router	SRST	Cisco 2800	
Voice Gateway	IOS	Voice gateways 3945	
Switch	Access Switch	Cisco 3750	

Upgrade Path to Unified CM 8.5

Base Release Set	Intermediate Release Set	Upgrade Type
4.1(3)	7.1(3)	Multi-Stage
5.1(3)	7.1(5)	Multi-Stage
6.1(3)	7.1(5)	Multi-Stage
6.1(5)	—	Single-Stage
7.1(3)	—	Single-Stage
7.1(5)	—	Single-Stage

Multi-Stage Upgrade

Upgrade 4.1.3 through 7.1(3) to 8.5(1)

Environment matrix of Upgrade 4.1.3

Product/Component	Base Release Set	Intermediate Release set	Target Release set
Cisco Unified Communications Manager	4.1.3	7.1(3)	8.5.1
DMA(Data Migration Assistant)	7.1(3)	—	—
Cisco Unified Communications Manager Locale	cm-locale-ja_JP-4.1.3.4200	cm-locale-ja_JP-7.1.3.2000-1.cop.sgn	cm-locale-ja_JP-8.5.1.9902-34.cop.sgn
Cisco Unity Connection	—	7.1(3)	8.5.1
Cisco Unity Connection Locale	—	uc-locale-ja_JP-7.1.2.0-139.cop.sgn	uc-locale-ja_JP-8.5.0.0-128.cop
Cisco Unified Presence	—	7.0(5)	8.5.1-10000-35
Cisco Unified Presence Locale	—	ps-locale-ja_JP-7.0.4.1000-1.cop.sgn	ps-locale-ja_JP-8.5.1.1000-1.cop.sgn
Cisco Unified Survivable Remote Site Telephony	3.3	8	8.5
Cisco Unified Survivable Remote Site Telephony IOS	12.3(14) T	15.0(1)M XA	15.1.3 T
IOS (Voice gateways 2801)	12.4(13d)	15.0(1)M	15.1.3 T
Access Switch (3750)	12.2-35.SE5.bin	12.2(44)SE6	12.2(53)SE2
IP Communicator	2.0(1)	7.0(3)	7.0(3)
Cisco Unified Personal Communicator	—	7.0(2)	

Test Results

ID	Features tested	Case Title	Description	Call Component Flow	Status	Defects
UC851S.UPGRADE.U.101	Upgrade	Upgrade Cisco Unified Communications Manager publisher 4.1.3	Verification of a successful upgrade of Cisco Unified Communications Manager to version 7.1(3)		Passed	
UC851S.UPGRADE.U.114	Upgrade	Upgrade Cisco Unified Communications Manager publisher 7.1(3)	Verification of a successful upgrade of Cisco Unified Communications Manager to 8.5.1		Passed	
UC851S.UPGRADE.U.118	Upgrade	Upgrade Cisco Unified Presence 7.1(3) Primary	Verification of successful upgrade of Release set 8.5.1 Cisco Unified Presence		Passed	

ID	Features tested	Case Title	Description	Call Component Flow	Status	Defects
UC851S.UPGRADE.U.121	Upgrade	Upgrade of Cisco Unity Connection 7.1.3 primary	Verification of a successful upgrade of Cisco Unity connection 8.5.1		Passed	
UC851S.UPGRADE.U.125	Upgrade	Upgrade SRST endpoints	Verification of a successful upgrade of SRST endpoints		Passed	
UC851S.UPGRADE.U.126	Upgrade	Backup – Cisco Unified Communications Manager using Disaster recovery system in MCS	Verify that 100% backup of Cisco Unified Communications Manager is successful.		Passed	
UC851S.UPGRADE.U.131	Upgrade	Installation of Cisco Unified Presence 8.5.1 on UCS	Verify that Cisco Unified Presence 8.5.1 installation is successful.		Passed	
UC851S.UPGRADE.U.135	Upgrade	Applying License for Cisco Unified Communications Manager 8.5.1 installed on UCS	Verify that license upload is successful.		Passed	
UC851S.UPGRADE.U.139	Upgrade	Restore – Cisco Unified Communications Manager using Disaster recovery system in UCS	Verify that 100% restore of Cisco Unified Communications Manager is successful.		Passed	

Upgrade 5.1.3 through 7.1(5) to 8.5(1)

Environment matrix of Upgrade 5.1.3

Product/Component	Base Release Set	Intermediate Release set	Target Release set
Cisco Unified Communications Manager	5.1.3-10000-9	7.1.5-10000-10 to 7.1.5-32900-2	8.5.1-10000-26
Cisco Unified Communications Manager Locale	cm-locale-ja_JP-5.1.1.2 000-1.cop.sgn	cm-locale-ja_JP-7.1.5.1200-1. cop.sgn	cm-locale-ja_JP-8.5.1.1000-1. cop.sgn
Cisco Unity Connection	2.1.2.1000-380	7.1.5-32900-2 with ciscocm.cuc_cluster_715.cop. sgn	8.5.1-10000-26
Cisco Unity Connection Locale	uc-locale-ja_JP-6.1.1.0- 362.cop.sgn	uc-locale-ja_JP-7.1.2.0-139.c op.sgn	uc-locale-ja_JP-8.5.0.0-181.c op.sgn
Cisco unified Presence	—	7.0.5-10000	8.5.1-10000-35
Cisco Unified Presence Locale	—	ps-locale-ja_JP-7.0.4.1000-1. cop.sgn	ps-locale-ja_JP-8.5.1.1000-1. cop.sgn
Cisco Unified Survivable Remote Site Telephony	4.0(2)	8.0	8.5
Cisco Unified Survivable Remote Site Telephony IOS	12.4(11)T3	15.0(1)M XA	15.1.3 T
IOS (Voice gateways 2801)	12.4(15)T4	15.0(1)M	15.1.3T
Access Switch (3750)	12.2(35)SE5	12.2(44)SE6	12.2(53)SE2
IP Communicator	2.0(1)	7.0(3)	7.0(3)
Cisco Unified Personal Communicator	—	7.0(2)	8.5.1

Test Results

ID	Features tested	Case Title	Description	Call Component Flow	Status	Defects
UC851S.UPGRADE.U.142	Upgrade	Upgrade Cisco Unified Communications Manager publisher 5.x	Verification of a successful upgrade of Cisco Unified Communications Manager 7.1(5)		Passed	
UC851S.UPGRADE.U.146	Upgrade	Upgrade Cisco Unified Presence 5.x Primary	Verification of successful upgrade of Release set 7.1(5) Cisco Unified Presence		Passed	
UC851S.UPGRADE.U.149	Upgrade	Upgrade of Cisco Unity Connection 5.x primary	Verification of a successful upgrade for release set 7.1(5) Cisco Unity connection		Passed	
UC851S.UPGRADE.U.153	Upgrade	Upgrade SRST endpoints	Verification of a successful upgrade of SRST endpoints		Passed	

ID	Features tested	Case Title	Description	Call Component Flow	Status	Defects
UC851S.UPGRADE.U.155	Upgrade	Upgrade Cisco Unified Communications Manager publisher 7.1(5)	Verification of a successful upgrade of Cisco Unified Communications Manager 8.5.1		Passed	
UC851S.UPGRADE.U.167	Upgrade	Backup – Cisco Unified Communications Manager using Disaster recovery system in MCS	Verify that 100% backup of Cisco Unified Communications Manager is successful.		Passed	
UC851S.UPGRADE.U.170	Upgrade	Installation of Cisco Unified Communications Manager 8.5.1 on UCS	Verify that Cisco Unified Communications Manager 8.5.1 installation is successful.		Passed	
UC851S.UPGRADE.U.176	Upgrade	Applying License for Cisco Unified Communications Manager 8.5.1 installed on UCS	Verify that license upload is successful.		Passed	
UC851S.UPGRADE.U.180	Upgrade	Restore – Cisco Unified Communications Manager using Disaster recovery system in UCS	Verify that 100% restore of Cisco Unified Communications Manager is successful.		Passed	

Upgrade 6.1.3 through 7.1(5) to 8.5(1)

Environment matrix of Upgrade 6.1.3

Product/Component	Base Release Set	Intermediate Release set	Target Release set
Cisco Unified Communications Manager	6.1.3.1000-16	7.1.5.10000-12	8.5.1-10000-26
Cisco Unified Communications Manager Locale	cm-locale-ja_JP-6.1.3.3000-1.cop.sgn	cm-locale-ja_JP-7.1.5.1200-1.cop.sgn	cm-locale-ja_JP-8.5.1.1000-1.cop.sgn
Cisco Unity Connection	2.1.2.1000-380 to 6.1.3.1000-16	7.1.5-32900-2 with ciscocm.cuc_cluster_715.cop.sgn	8.5.1-10000-26
Cisco Unity Connection Locale	uc-locale-ja_JP-6.1.1.0-362.cop.sgn	uc-locale-ja_JP-7.1.2.0-139.cop.sgn	uc-locale-ja_JP-8.5.0.0-181.cop.sgn
Cisco unified Presence	6.0.5.1000-13	7.0.9.10000-6	8.5.1-10000-35
Cisco Unified Presence Locale	ps-locale-ja_JP-6.0.2.1000-1.cop.sgn	ps-locale-ja_JP-7.0.4.1000-1.cop.sgn	ps-locale-ja_JP-8.5.1.1000-1.cop.sgn
Cisco Unified Survivable Remote Site Telephony	4.0(2)	8.0	8.5
Cisco Unified Survivable Remote Site Telephony IOS	12.4(11)T3	15.0(1)M XA	15.1.3 T
IOS (Voice gateways 2801)	12.4(15)T4	15.0(1)M	15.1.3T
Access Switch (3750)	12.2(35)SE5	12.2(44)SE6	12.2(53)SE2
IP Communicator	2.0(1)	7.0(3)	7.0(3)
Cisco Unified Personal Communicator	1.2(1)	7.0(2)	8.5.1

Test Results

ID	Features tested	Case Title	Description	Call Component Flow	Status	Defects
UC851S.UPGRADE.U.184	Upgrade	Upgrade Cisco Unified Communications Manager publisher 6.1.3	Verification of a successful upgrade of Cisco Unified Communications Manager 7.1(5)		Passed	
UC851S.UPGRADE.U.188	Upgrade	Upgrade Cisco Unified Presence 6.1.3 Primary	Verification of successful upgrade of Release set 7.1(5) Cisco Unified Presence		Passed	
UC851S.UPGRADE.U.191	Upgrade	Upgrade of Cisco Unity Connection 6.1.3 primary	Verification of a successful upgrade for release set 7.1(5) Cisco Unity connection		Passed	
UC851S.UPGRADE.U.195	Upgrade	Upgrade SRST endpoints	Verification of a successful upgrade of SRST endpoints		Passed	

ID	Features tested	Case Title	Description	Call Component Flow	Status	Defects
UC851S.UPGRADE.U.197	Upgrade	Upgrade Cisco Unified Communications Manager publisher 7.1(5)	Verification of a successful upgrade of Cisco Unified Communications Manager 8.5.1		Passed	
UC851S.UPGRADE.U.209	Upgrade	Backup – Cisco Unified Communications Manager using Disaster recovery system in MCS	Verify that 100% backup of Cisco Unified Communications Manager is successful.		Passed	
UC851S.UPGRADE.U.212	Upgrade	Installation of Cisco Unified Communications Manager 8.5.1 on UCS	Verify that Cisco Unified Communications Manager 8.5.1 installation is successful.		Passed	
UC851S.UPGRADE.U.219	Upgrade	Applying License for Cisco Unity Connection 8.5.1 installed on UCS	Verify that license upload is successful.		Passed	
UC851S.UPGRADE.U.222	Upgrade	Restore – Cisco Unified Communications Manager using Disaster recovery system in UCS	Verify that 100% restore of Cisco Unified Communications Manager is successful.		Passed	

Single-Stage Upgrade

Upgrade from 6.1.(5) to 8.5(1)

Environment matrix of Upgrade 6.1..5

Product/Component	Base Release Set	Target Release set
Cisco Unified Communications Manager	6.1.5.12900-7	8.5.1-10000-26
Cisco Unified Communications Manager Locale	cm-locale-ja_JP-6.1.3.3000-1.cop.sgn	cm-locale-ja_JP-8.5.1.1000-1.cop.sgn
Cisco Unity Connection	6.1.5.12900-7	8.5.1-10000-26
Cisco Unity Connection Locale	uc-locale-ja_JP-6.1.1.0-362.cop.sgn	uc-locale-ja_JP-8.5.0.0-181.cop.sgn
Cisco unified Presence	1.0.3 to 7.0.9.10000-6	8.5.1-10000-35
Cisco Unified Presence Locale	ps-locale-ja_JP-6.0.2.1000-1.cop.sgn and ps-locale-ja_JP-7.0.4.1000-1.cop.sgn	ps-locale-ja_JP-8.5.1.1000-1.cop.sgn
Cisco Unified Survivable Remote Site Telephony	4.1	8.5
Cisco Unified Survivable Remote Site Telephony IOS	12.4(15)T4	15.1.3 T
IOS (Voice gateways 2801)	12.4(15)T4	15.1.3T
Access Switch (3750)	12.2(35)SE5	12.2(53)SE2
IP Communicator	2.1	7.0(3)
Cisco Unified Personal Communicator	1.2(1)	8.5.1

Test Results

ID	Features tested	Case Title	Description	Call Component Flow	Status	Defects
UC851S.UPGRADE.253	Upgrade	Upgrade Cisco Unified Communications Manager publisher 6.1.5	Verification of a successful upgrade of Cisco Unified Communications Manager 8.5.1		Passed	
UC851S.UPGRADE.257	Upgrade	Upgrade Cisco Unified Presence 6.0.5 Primary	Verification of successful upgrade of Release set 7.x Cisco Unified Presence		Passed	
UC851S.UPGRADE.260	Upgrade	Upgrade of Cisco Unity Connection 6.1.5 primary	Verification of a successful upgrade to Cisco Unity connection 8.5.1		Passed	
UC851S.UPGRADE.264	Upgrade	Upgrade SRST endpoints	Verification of a successful upgrade of SRST endpoints		Passed	

ID	Features tested	Case Title	Description	Call Component Flow	Status	Defects
UC851S.UPGRADE.265	Upgrade	Backup – Cisco Unified Communications Manager using Disaster recovery system in MCS	Verify that 100% backup of Cisco Unified Communications Manager is successful.		Passed	
UC851S.UPGRADE.268	Upgrade	Installation of Cisco Unified Communications Manager 8.5.1 on UCS	Verify that Cisco Unified Communications Manager 8.5.1 installation is successful.		Passed	
UC851S.UPGRADE.274	Upgrade	Applying License for Cisco Unified Communications Manager 8.5.1 installed on UCS	Verify that license upload is successful.		Passed	
UC851S.UPGRADE.277	Upgrade	Restore – Cisco Presence using Disaster recovery system in UCS	Verify that 100% restore of Cisco Presence is successful.		Passed	

Upgrade from 7.1(3) to 8.5(1)

Environment matrix of Upgrade 7.1.3

Product/Component	Base Release Set	Target Release set
Cisco Unified Communications Manager	7.1.3-32900-4	8.5.1-10000-26
Cisco Unified Communications Manager Locale	cm-locale-ja_JP-7.1.3.2000-1.cop.sgn	cm-locale-ja_JP-8.5.1.1000-1.cop.sgn
Cisco Unity Connection	7.1.3-32900-4	8.5.1-10000-26
Cisco Unity Connection Locale	uc-locale-ja_JP-7.1.2.0-139.cop.sgn	uc-locale-ja_JP-8.5.0.0-181.cop.sgn
Cisco unified Presence	7.0.8	8.5.1-10000-35
Cisco Unified Presence Locale	ps-locale-ja_JP-7.0.4.1000-1.cop.sgn	ps-locale-ja_JP-8.5.1.1000-1.cop.sgn
Cisco Unified Survivable Remote Site Telephony	8.0	8.5
Cisco Unified Survivable Remote Site Telephony IOS	15.0(1)M XA	15.1.3 T
IOS (Voice gateways 2801)	15.0(1)M	15.1.3T
Access Switch (3750)	12.2(44)SE6	12.2(53)SE2
IP Communicator	7.0(3)	7.0(3)
Cisco Unified Personal Communicator	7.0(2)	8.5.1

Test Results

ID	Features tested	Case Title	Description	Call Component Flow	Status	Defects
UC851S.UPGRADE.281	Upgrade	Upgrade Cisco Unified Communications Manager publisher 7.1.3	Verification of a successful upgrade of Cisco Unified Communications Manager 8.5.1		Passed	
UC851S.UPGRADE.285	Upgrade	Upgrade Cisco Unified Presence 7.0.9 Primary	Verification of successful upgrade of Release set 8.5.1 Cisco Unified Presence		Passed	
UC851S.UPGRADE.287	Upgrade	Upgrade of Cisco Unity Connection 7.1.3 primary	Verification of a successful upgrade of Cisco Unity connection 8.5.1		Passed	
UC851S.UPGRADE.291	Upgrade	Upgrade SRST endpoints	Verification of a successful upgrade of SRST endpoints		Passed	
UC851S.UPGRADE.292	Upgrade	Backup – Cisco Unified Communications Manager using Disaster recovery system in MCS	Verify that 100% backup of Cisco Unified Communications Manager is successful.		Passed	

ID	Features tested	Case Title	Description	Call Component Flow	Status	Defects
UC851S.UPGRADE.295	Upgrade	Installation of Cisco Unified Communications Manager 8.5.1 on UCS	Verify that Cisco Unified Communications Manager 8.5.1 installation is successful.		Passed	
UC851S.UPGRADE.301	Upgrade	Applying License for Cisco Unified Communications Manager 8.5.1 installed on UCS	Verify that license upload is successful.		Passed	
UC851S.UPGRADE.305	Upgrade	Restore – Cisco Unified Communications Manager using Disaster recovery system in UCS	Verify that 100% restore of Cisco Unified Communications Manager is successful.		Passed	

Upgrade from 7.1(5) to 8.5(1)

Environment matrix of Upgrade 7.1.5

Product/Component	Base Release Set	Target Release set
Cisco Unified Communications Manager	7.1.5-32900-2	8.5.1-10000-26
Cisco Unified Communications Manager Locale	cm-locale-ja_JP-7.1.3.2000-1.cop.sgn	cm-locale-ja_JP-8.5.1.1000-1.cop.sgn
Cisco Unity Connection	7.1.5-32900-2 with ciscoem.cuc_cluster_715.cop.sgn	8.5.1-10000-26
Cisco Unity Connection Locale	uc-locale-ja_JP-7.1.2.0-139.cop.sgn	uc-locale-ja_JP-8.5.0.0-181.cop.sgn
Cisco unified Presence	7.0.5	8.5.1-10000-35
Cisco Unified Presence Locale	ps-locale-ja_JP-7.0.4.1000-1.cop.sgn	ps-locale-ja_JP-8.5.1.1000-1.cop.sgn
Cisco Unified Survivable Remote Site Telephony	8.0	8.5
Cisco Unified Survivable Remote Site Telephony IOS	15.0(1)M XA	15.1.3 T
IOS (Voice gateways 2801)	15.0(1)M	15.1.3T
Access Switch (3750)	12.2(44)SE6	12.2(53)SE2
IP Communicator	7.0(3)	7.0(3)
Cisco Unified Personal Communicator	7.0(2)	8.5.1

Test Results

ID	Features tested	Case Title	Description	Call Component Flow	Status	Defects
UC851S.UPGRADE.308	Upgrade	Upgrade Cisco Unified Communications Manager publisher 7.1.5	Verification of a successful upgrade of Cisco Unified Communications Manager 8.5.1		Passed	
UC851S.UPGRADE.312	Upgrade	Upgrade Cisco Unified Presence 7.0.9 Primary	Verification of successful upgrade of Release set 8.5.1 Cisco Unified Presence		Passed	
UC851S.UPGRADE.314	Upgrade	Upgrade of Cisco Unity Connection 7.1.5 primary	Verification of a successful upgrade to Cisco Unity connection 8.5.1		Passed	
UC851S.UPGRADE.318	Upgrade	Upgrade SRST endpoints	Verification of a successful upgrade of SRST endpoints		Passed	

ID	Features tested	Case Title	Description	Call Component Flow	Status	Defects
UC851S.UPGRADE.319	Upgrade	Backup – Cisco Unified Communications Manager using Disaster recovery system in MCS	Verify that 100% backup of Cisco Unified Communications Manager is successful.		Passed	
UC851S.UPGRADE.322	Upgrade	Installation of Cisco Unified Communications Manager 8.5.1 on UCS	Verify that Cisco Unified Communications Manager 8.5.1 installation is successful.		Passed	
UC851S.UPGRADE.325	Upgrade	Installation of Cisco Unified Communications Manager 8.5.1 on UCS using Answer file generator	Verify that Cisco Unified Communications Manager 8.5.1 installation is successful.		Passed	
UC851S.UPGRADE.328	Upgrade	Applying License for Cisco Unified Communications Manager 8.5.1 installed on UCS	Verify that license upload is successful.		Passed	
UC851S.UPGRADE.332	Upgrade	Restore – Cisco Unified Communications Manager using Disaster recovery system in UCS	Verify that 100% restore of Cisco Unified Communications Manager is successful.		Passed	

Regression Testing

ID	Features tested	Case Title	Description	Call Component Flow	Status	Defects
UCJ713F.CU CM.D.001	Cisco Unified Communications Manager	Call routing in newly added gateways (members) in a Route Group	Verify that the communication and media between the Unified IP Phone 6900 Series, Unified IP Phone 9900 Series and Cisco Unified Communications Manager Express is secure.		Passed	
UCJ713F.CU CM.D.002	Cisco Unified Communications Manager	CFNA in a shared line	Verify that CFNA in a shared line works successfully.		Passed	
UCJ713F.CU CM.D.003	Cisco Unified Communications Manager	Privacy feature in the Shared Line	Verify that the Privacy feature in the shared line works successfully.		Passed	
UCJ713F.CU CM.D.004	Cisco Unified Communications Manager	Call Pickup in different partitions	Verify that Call Pickup works successfully, when the Call Pickup groups are in different partition but in the same calling search space.	Cisco Unified IP Phone -> Cisco Unified Communications Manager -> Cisco Unified IP Phone -> Call Pick up	Passed	
UCJ713F.CU CM.D.005	Cisco Unified Communications Manager	cBarge after call hold and resume	Verify that cBarge feature after call hold and resume works successfully.	Cisco Unified IP Phone -> Unified Communications Manager -> Cisco Unified IP Phones -> cBarge	Passed	
UCJ713F.CU CM.D.006	Directed Call Park	Directed call park to a remote phone	Verify that Directed Call Park feature works successfully between a remote phone and main site phone. After timeout the call is retrieved with the Reversion number configured in the partition.	Remote Cisco Unified IP Phone -> Cisco Unified Communications Manager -> Cisco Unified IP Phone -> Directed Call Park	Passed	
UCJ713F.CU CM.D.007	Cisco Unified Communications Manager	Privacy settings in shared lines	Verify that privacy on hold toggling setting in the shared line works successfully.		Passed	
UCJ713F.CU CM.D.008	Cisco Unified Communications Manager	Auto Pickup feature works with the Privacy feature and Privacy on hold in a shared line	Verify that the Auto Pickup feature works successfully with the Privacy feature and Privacy on hold in a shared line.		Passed	

ID	Features tested	Case Title	Description	Call Component Flow	Status	Defects
UCJ713F.CU CM.D.009	Cisco Unified Communications Manager	Auto Pickup feature in a shared line	Verify that the Auto Pickup feature works successfully in a shared line.		Passed	
UCJ713F.CU CM.D.010	Cisco Unified Communications Manager	Call park with service parameters configured	Verify that the call park with the following service parameters is configured successfully: <ul style="list-style-type: none"> • Display timer is 0 • Caller ID display priority enabled is set to True 		Passed	
UCJ713F.CU CM.D.011	Directed Call Pickup	Directed Call PickUp with Group PickUp in a different partition	Verify that Directed Call Pick up works successfully, when the PickUp Groups are configured with a partition and CSS.		Passed	
UCJ713F.CU CM.D.012	Directed Call Pickup	Directed Call Pickup when multiple calls are available for pickup	Verify that Directed Call Pickup works successfully, when multiple calls are available for pickup.		Passed	
UCJ713F.CU CM.D.013	MOH	MOH for call park and blind transfer	Verify that MOH is played during a Call Park or Blind Transfer. Verify that the appropriate status message appears in the Cisco Unified IP Phone.	Cisco Unified IP Phone -> Cisco Unified Communications Manager -> Cisco Unified IP Phone -> Call Park and Blind Transfer	Passed	
UCJ713F.CU CM.D.014	Cisco Unified Communications Manager	Ring back tone in Cisco Unified IP Phones during a call transfer.	Verify that ring back tone is heard during a Call Transfer successfully.		Passed	
UCJ713F.CU CM.D.015	Cisco Unified Communications Manager	Blind Transfer across SIP trunks	Verify Blind transfer across SIP trunks works successfully.		Passed	
UCJ713F.CU CM.D.016	Cisco Unified Communications Manager	Busy Tone with SIP Phone	Verify that the busy tone is heard for a SIP phone, when the called party is busy.		Passed	
UCJ713F.CU CM.D.017	Cisco Unified Communications Manager	Mutual Hold and Resume feature	Verify that the mutual Hold and Resume feature works successfully during a conference.		Passed	

ID	Features tested	Case Title	Description	Call Component Flow	Status	Defects
UCJ713F.CU CM.D.018	Cisco Unified Communications Manager	Multiple SIP phones with shared line	Verify that multiple SIP phones with a shared line works successfully.		Passed	
UCJ713F.CU CM.D.019	Cisco Unified Communications Manager	Adhoc Inter-Cluster Conference with SIP Phones	Verify that a six-party ad hoc inter-cluster conference is established using SIP phones and the conference is still active after the originator is dropped from the conference.		Passed	
UCJ713F.CU CM.D.020	Cisco Unified Communications Manager	Long duration call between SIP Phones	Verify that a 30-minute long duration call is maintained successfully between SIP phones.		Passed	
UCJ713F.CU CM.D.021	Cisco Unified Communications Manager	Call Pickup Priority	Verify that the Call Pickup feature works successfully based on the priority set in the OtherGroup list, for inbound calls from multiple groups.		Passed	
UCJ713F.CU CM.D.022	Cisco Unified Communications Manager	One touch call pickup	Verify that one touch Call Pickup using a softkey works successfully.		Passed	
UCJ713F.CU CM.D.023	Cisco Unified Communications Manager	Group Pickup	Verify that the one touch Group Pickup using a softkey works successfully.		Passed	
UCJ713F.CU CM.D.0024	Cisco Unified Communications Manager	SIP-to-SIP intra-cluster call in a shared line	Verify that the directory number is displayed for a SIP-to-SIP intra-cluster call, when a SIP call is placed to a shared line directory number.		Passed	
UCJ713F.CU CM.D.025	Cisco Unified Communications Manager	Call Park for intra-cluster calls between encrypted SIP phones	Verify that the Call Park feature works successfully for intra-cluster calls between encrypted SIP phones.		Passed	
UCJ713F.CU CM.D.026	Cisco Unified Communications Manager	Call Forward Chain	Verify that a call can be forwarded 6 times and that each time the call is forwarded to the proper DN and there is voice path		Passed	
UCJ713F.CU CM.D.027	Cisco Unified Communications Manager	DND feature during Callback	Verify the DND feature during Callback		Passed	

ID	Features tested	Case Title	Description	Call Component Flow	Status	Defects
UCJ713F.CU CM.D.028	Cisco Unified Communications Manager	DND Feature and Hold Reversion	Verify the DND Feature and Hold Reversion		Passed	
UCJ713F.CU CM.D.029	Cisco Unified Communications Manager	Hold Reversion for Shared Line SCCP Phone	Verify Hold Reversion for Shared Line SCCP Phone		Passed	
UCJ713F.CU CM.D.030	Cisco Unified Communications Manager	Hold Reversion for Shared Line SIP Phone	Verify Hold Reversion for Shared Line SIP Phone		Passed	
UCJ713F.CU CM.D.031	Cisco Unified Communications Manager	Hold/Resume During Ad Hoc Conference	Verify the ability perform a Hold and Resume during an ad hoc conference.		Passed	
UCJ713F.CU CM.D.032	Cisco Unified Communications Manager	Consultative Transfer During Ad Hoc Conference	Verify the ability perform a consultative transfer during an ad hoc conference.		Passed	
UCJ713F.CU CM.D.033	Cisco Unified Communications Manager	MOH should be available to others when Phone A does Call Park and Blind Transfer	Verify whether MOH is available to others when Phone A does Call Park and Blind Transfer		Passed	

Related Documentation

Cisco Unified Communications Manager Documentation Guide

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/docguide/7_1_3/dg713.html
http://www.cisco.com/en/US/partner/docs/voice_ip_comm/cucm/srnd/8x/uc8x.html
http://www.cisco.com/en/US/partner/docs/voice_ip_comm/cucm/docguide/8_5_1/dg851.html

Cisco Unified Communications System Documentation

http://www.cisco.com/en/US/docs/voice_ip_comm/uc_system/unified/communications/system/ucstart.htm

Cisco Unified Communications System Description

http://www.cisco.com/en/US/docs/voice_ip_comm/uc_system/UC7.1.3/system_description/SD713.pdf

SAF Configuration Guide

<http://www.cisco.com/go/saf>

SME Guide

<http://www.cisco.com/en/US/partner/products/ps10661/index.html>