

Release Notes for Cisco Contact Center SIP Proxy (CCCSP)

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Release Notes for Cisco Contact Center SIP Proxy

Introduction

This document describes the new features, system requirements, licensing information, and caveats for Cisco Contact Center SIP Proxy (CCCSP).

CCCSP is a high-performance, highly available Session Initiation Protocol (SIP) server for centralized routing and SIP signaling normalization. By forwarding requests to call-control domains, CCCSP provides the means for routing sessions within enterprise and service provider networks. CCCSP provides multiple features, including SIP trunk aggregation, name resolution, routing, load balancing, scalability, and high availability.

CCCSP is delivered as an Open Virtual Appliance (OVA) and can be installed as a virtual machine on VMware ESXi platform. For more information on virtual machine requirements to install CCCSP, see *Virtual Machine Requirements*. CCCSP supports CISCO-USP-MIB through SNMP.

System Requirements

- [Virtual Machine Requirements for CCCSP, on page 1](#)
- [Determine the Software Version, on page 2](#)
- [File Packages for Cisco Contact Center SIP Proxy \(CCCSP\) Release 15.0\(1\), on page 2](#)

Virtual Machine Requirements for CCCSP

CCCSP software requires VMware ESXi host. After configuring the server hardware, install VMware vSphere ESXi.



Note Make sure that the ESXi version is VMware vSphere ESXi 7.0.x and above.

For more information about deployment and configuration, see *Installation Guide for Cisco Contact Center SIP Proxy*.

Table 1: Virtual Machine Requirements for Cisco UCS Platform

CCCSP Options	vCPU	vRAM	vDisk	vNIC
Small - 50cps	1	6 GB	80 GB	Single
Medium – 100cps	2	6 GB	80 GB	Single
Large - 200cps	4	6 GB	80 GB	Single
X-large – 400cps	6	6 GB	80 GB	Single

**Note**

- CPU speed is greater than or equal to 2.99 GHz.
- Changing the default log file size impacts the performance of CCCSP.
- Over subscription of hardware by virtual machines running on hypervisor is not supported.

Determine the Software Version

To determine the software version and the license used, perform the following steps:

Procedure

Step 1 Enter the following command to display the CCCSP software version:

```
Hostname# show software versions
Cisco Contact Center version (15.0.1.10000-9003)
Technical Support: http://www.cisco.com/techsupport Copyright (c) 2025 by Cisco Systems, Inc.
```

Step 2 Enter the following command to display the CCCSP software license:

```
Hostname# show license smart summary
```

File Packages for Cisco Contact Center SIP Proxy (CCCSP) Release 15.0(1)

Release 15.0(1)

Download the CCCSP OVA (virtual machine template), and the CCCSP ISO software from the Cisco site.
Cisco site to download the CCCSP software - (TBD)

License Information

Cisco Smart Software License

Cisco Smart Software Licensing is a standardized licensing platform that facilitates you to deploy and manage Cisco software licenses easily and quickly. Cisco Smart Software Licensing establishes a pool of software licenses that can be used across your network in a flexible and automated manner. It also provides visibility to your purchased and deployed licenses in your network. Cisco Smart Software Licensing removes the need for Product Activation Keys (PAKs) and reduces your license activation and registration time.

For more information on configuring smart licensing using GUI and CLI, see *GUI Administration Guide for Cisco Contact Center SIP Proxy* and *CLI Configuration Guide for Cisco Contact Center SIP Proxy*.

Open Source Licensing

Some components of the software created for Cisco Contact Center SIP Proxy (CCCSP) are provided through open source or commercial licensing. These components and the associated copyright statements can be found at:

<https://www.cisco.com/c/en/us/about/legal/open-source-documentation-responsive.html>.

New Features and Enhancements

Release 15.0(1)

The following features and enhancements are introduced in Cisco Contact Center SIP Proxy (CCCSP) CCCSP-15.0(1):

- Platform upgrade—The platform upgrade process includes pre-upgrade preparation, upgrade execution via CLI or web interface, and post-upgrade verification and restoration.

The upgrade process includes installing and configuring the application on the Virtual Machine, which can be managed via CLI commands such as `utils system` commands. New platform commands introduced in CCCSP Release 15.0(1) version are accessible in platform administrator (admin:) mode.

For more information, see *CLI Configuration Guide for CCCSP* and *Installation Guide for CCCSP*.

- TLS version 1.3 support—Transport Layer Security (TLS) version 1.3 support is introduced to enhance the security for all the secure interfaces that CCCSP supports. In addition, support for the minimum TLS version functionality with TLS version 1.2 is added. The following commands are modified: **sip tls**, and **sip tls version**.

For detailed information on TLS v1.3 support, see *CLI Configuration Guide for CCCSP*, and see *GUI Administration Guide for CCCSP*.

New and Modified CLI Commands

The following are the new VOS commands introduced in CCCSP Release 15.0(1) that can be accessed in platform administrator (admin:) mode:

Utility Commands:

- **utils system boot***
- **utils system restart**
- **utils system shutdown**
- **utils system switch-version**
- **utils system upgrade***
- **utils core active analyze**
- **utils core active list**
- **utils network arp***
- **utils network capture**
- **utils network capture-rotate**
- **utils network host**
- **utils network name-service***
- **utils network ping**
- **utils network traceroute**

File Commands

- **file check**
- **file delete***
- **file dump***
- **file get***
- **file list***
- **file search***
- **file tail***
- **file view***

Show Commands

- **show date**
- **show diskusage***
- **show hardware**
- **show myself**
- **show network***
- **show open***

- **show status**
- **show tech***
- **show timezone***
- **show version***

Set Commands

- **set account***
- **set accountlocking***
- **set cli***
- **set Login***
- **set logging***
- **set network***
- **set password***
- **set timezone**
- **set workingdir***

For more details on these commands, see *Utility Commands for CCCSP*.

Limitations

This product is applicable for Contact Center deployments, refer to *Solution Design Guide for Cisco Unified Contact Center Guide* for supported use cases.

Caveats

Bug Search Tool

The Bug Search Tool contains information about open and resolved issues for this release, including descriptions of the problems and available workarounds. The identifiers listed in this release notes takes you directly to a description of each issue.

To look for information about a specific issue:

1. Using a web browser, go to the [Bug Search Tool](#).
2. Sign in with a cisco.com username and password.
3. Enter the bug identifier in the **Search field** and click **Search**.

To look for information when you do not know the identifier:

1. Type the product name in the **Search field** and click **Search**.

2. From the list of bugs that appear, use the **Filter** drop-down list to filter on **Keyword**, **Modified Date**, **Severity**, **Status**, or **Bug Type**.

Use **Advanced Search** on the Bug Search Tool home page for a specific software version. The help pages have further information on using the Bug Search Tool.

Open and Resolved Issues

Follow the links to read the most recent information about open and resolved issues in CCCSP-15.0(1) release.

- [Open issues](#)
- [Resolved issues](#)

Migration from CUSP Release 10.2(3) to CCCSP Release 15.0(1)

You can upgrade from the existing CUSP Release 10.2(3) to CCCSP Release 15.0(1). Following are the steps to migrate from any of the existing releases to CCCSP Release 15.0(1):



Note Data and configuration from an earlier release must be restored from an SFTP server using the absolute path to the backup files. For more details on how to configure the backup server, see *Backup and Restore Data* section of the *CLI Configuration Guide for CCCSP*.

Procedure

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|---------------|--|
| Step 1 | Copy the running configuration to the startup configuration. For more information, see <i>Maintaining the CCCSP System</i> chapter in <i>CLI Configuration Guide for CCCSP</i> . |
| Step 2 | Unregister CUSP 10.2(3) from CSSM if you are using Smart Licensing. |
| Step 3 | Take a backup of the existing CUSP 10.2(3) configuration. For more information, see <i>CLI Configuration Guide for CCCSP</i> and <i>GUI Administration Guide for CCCSP</i> . |
| Step 4 | Deploy the CCCSP Release 15.0(1) ISO on a virtual machine and perform the mandatory configurations. Installs the CCCSP Release 15.0(1) image onto a system that has a CUSP Release 10.x image. For more information, see <i>Installation Guide for CCCSP</i> . |
| Step 5 | Configure the Smart licenses. For more information, see <i>GUI Administration Guide for CCCSP</i> and <i>CLI Configuration Guide for CCCSP</i> . |
| Step 6 | Restore the configuration backup of CUSP 10.2(3) in CCCSP 15.0(1). For more information, see <i>CLI Configuration Guide for CCCSP</i> and <i>GUI Administration Guide for CCCSP</i> . |
| Step 7 | Reregister to CSSM. |
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For detailed installation procedure, see *Installation Guide for CCCSP*.

Related Documentation

The below table lists the documentation available for CCCSP:

Table 2: Related Documentation

Document	Description
Installation Guide for CCCSP	Describes how to install the CCCSP software, including licenses. A to Release 15.0(1). Installation Guide for Cisco Contact Center SIP Proxy (CCCSP)
CLI Configuration Guide for CCCSP	Contains administrator information, such as maintenance and trou CLI Configuration Guide for Cisco Contact Center SIP Proxy (CC
CLI Command Reference for CCCSP	Contains descriptions of all the CCCSP Release 15.0(1) specific C CLI Command Reference for Cisco Contact Center SIP Proxy (CC
GUI Administration Guide for CCCSP	Contains administrator information, such as maintenance and troub online help. GUI Administration Guide for Cisco Contact Center SIP Proxy (C
Commercial Open Source Information for CCCSP	Lists all the open source software used in this project. Open Source Used In CCCSP