



CHAPTER 7

Resource Library

Using the Resource Library

On this tab you find an assortment of resources to help you learn more about Cisco Unified Communications.

- [Cisco Unified Communications System Description](#)
- [Cisco Unified Communications System Release Notes](#)
- [Network Topology Resources](#)
- [Ordering Guides](#)
- [Troubleshooting Individual Components](#)
- [Component Resources](#)
- [Configuration Command Files](#)
- [System Test Results](#)
- [End-of-Sale and End-of-Life Products](#)
- [Cisco Unified Communications System Demo](#)

Cisco Unified Communications System Description

For Release 6.0(1):

[Cisco Unified Communications System Description](#) (right-click to download PDF)

Cisco Unified Communications System Release Notes

[System Release Notes for IP Telephony: Cisco Unified Communications System, Release 6.0\(1\)](#)

Network Topology Resources

This topic provides topology resources that you can use to document network plans. Specifically, it includes:

- [Microsoft Visio Network Topology Diagrams](#) as individual Microsoft Visio files

- [How to Use Microsoft Visio Drawings Efficiently](#), guidelines for best practices in using Microsoft Visio files

Microsoft Visio Network Topology Diagrams

You can download zip files containing Visio drawings of the logical and physical topologies for IP telephony. [Table 7-1](#) identifies the Visio drawings in each zip file.


Note

You need Microsoft Visio 2003 to open the files.

If you need to create new Visio drawings, you can use the Cisco Visio stencils located at the [Visio Stencils resource page](#).

Table 7-1 *Microsoft Visio Topology Diagrams*

Description	Filename
Zip file includes the site model topology drawings listed below.	IPT_UC601_SiteModels.zip (right-click to download zip) 5.3 MB Note If you click the link rather than right-click, the zip file may open in the secondary window but also replace the contents of this window. Use your Back button to return to this window.
All test sites in North America Multisite Distributed deployment	SiteModel_NorthAmerica_All.vsd
Very Large Campus Clustering over the WAN (SJC-RFD) site model	SiteModel_LargeCampus_SJCRFD.vsd
Multi-Site Centralized, Clustering over the WAN with Unified SRST (SFO-ORD) site model	SiteModel_MultiCentralized_SFOORD.vsd
Large SIP Site (DFW) site model	SiteModel_LargeSIP_DFW.vsd
Medium Business with Remote Locations (AZO) site model	SiteModel_MediumBusiness_AZO.vsd
Small Campus Unified Communications Manager Site (RXB) site model	SiteModel_SmallUnifiedCM_RXB.vsd
Small Campus SIP Unified Communications Manager Express Site (ATL) site model	SiteModel_SmallSIPCME_ATL.vsd
Small Campus H.323 Unified Communications Manager Express Site (YYZ) site model	SiteModel_SmallH323CME_YYZ.vsd
Cisco CallManager Release 4.2(3) Interoperability Site (NYC) site model	SiteModel_CallManager42Interop_NYC.vsd
Cisco Unified CallManager Release 5.1(1) Interoperability Site (RDU) site model	SiteModel_CallManager51Interop_RDU.vsd
All test sites in Europe and Emerging Markets (EUEM) Multisite Distributed deployment	SiteModel_EUEM_All.vsd
EUEM Cisco Unified CallManager Interoperability Site (LGW) site model	SiteModel_EUEM_UnifiedCMInterop_LGW.vsd
EUEM Medium Site (GVA) site model	SiteModel_EUEM_MediumSite_GVA.vsd

Table 7-1 Microsoft Visio Topology Diagrams (continued)

Description	Filename
EUEM Large Multisite Centralized with Unified SRST (CDG) site model	SiteModel_EUEM_MultiCentral_CDG.vsd
EUEM Small Campus Multisite H.323 (WAW) site model	SiteModel_EUEM_MultiH323_WAW.vsd
EUEM Non-Cisco Unified CallManager Interoperability Site (RKV) Site model	SiteModel_EUEM_SIPSite_RKV.vsd
EUEM Small Site (MAD) site model	SiteModel_EUEM_SmallSite_MAD.vsd
Zip file includes component topology drawings listed below.	IPT_UC601_Components.zip (right-click to download zip) 4.2 MB Note If you click the link rather than right-click, the zip file may open in the secondary window but also replace the contents of this window. Use your Back button to return to this window.
Cisco Unified Communications UC550 configured for T.37 fax	UC500_fax.vsd
Cisco Unified Communications UC500 configuration	UC500.vsd
Cisco TelePresence Multipoint Switch	Telepresence.vsd
Cisco Unified MeetingPlace Topology in Multisite Distributed Deployment	MeetingPlace_Topology.vsd
QSIG connections to Cisco Unified Communications Manager clusters	QSIG_UnifiedCM_Clusters.vsd
QSIG connections to Cisco Unified Communications Manager Express sites	QSIG_UnifiedCMEExpress.vsd
Cisco Unity logical topology	Unity_Logical_Topology.vsd
Cisco Unity and Unity Connection physical topology - North America	Unity_NA_Site_Topology.vsd
Cisco Unity setup in EUEM test environment	Unity_EUEM_Site_Topology.vsd
Cisco Unified CallManager Express integrated with Cisco IP-to-IP Gateways	CME_IPIP_Gateways.vsd
Security test topology using Cisco Catalyst Firewall Security Module (FWSM)	SecurityTopology_FWSM.vsd
Security test topology using Cisco Adaptive Security Appliance (ASA) Firewalls	SecurityTopology_ASA.vsd

How to Use Microsoft Visio Drawings Efficiently

Microsoft Visio allows you to bring drawings into several applications (for example, Microsoft Word, Powerpoint). Unfortunately, the default method is to insert the whole “Visio object” into a file. This can cause problems.

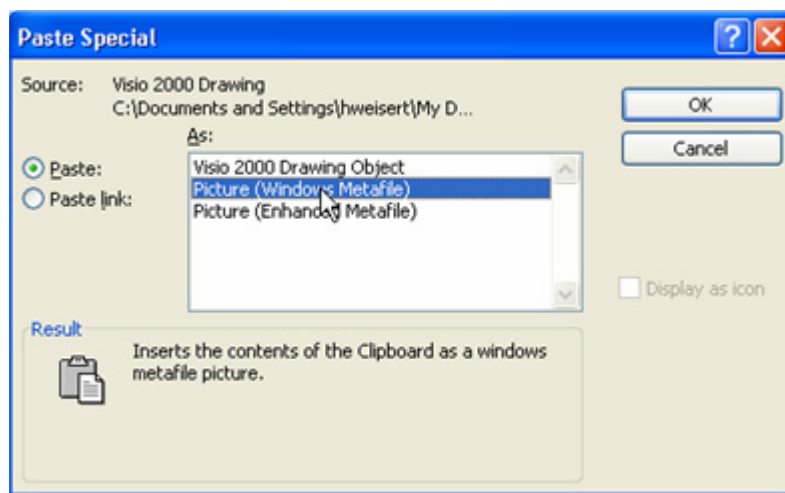
When you copy and paste a Visio drawing into another application, the Visio object includes all the application data with the drawing. This object information is needed if you want to be able to double-click the drawing from Word or Powerpoint and have it open up in Visio for editing. But pasting

as an object adds many megabytes to the size of your file. With only a few such drawings, a Word document can bloat from 300 KB to 12 MB, making it troublesome to share among authors or reviewers, and a trial for partners or customers to download. (They might even give up before it is done.) In addition, very large documents are more problem-prone.

Bringing a Visio Drawing into a Document

Unless you really need the live editing capability, avoid unnecessary file bloat by performing an extra step when you paste:

-
- Step 1** In Visio, copy the drawing as you normally do. Tip: **Ctrl-C** copies the whole drawing.
- Step 2** At the desired location in the destination document, choose **Edit > Paste Special**. In the Paste Special dialog box, choose **Picture (Windows Metafile)**.



- Step 3** Click **OK**. The drawing pastes as an ordinary picture. If it is not positioned properly, choose **Format > Picture**, click the **Layout** tab and select **In line with text**. This is generally the most reliable layout option.
-

The Bottom Line

Do not use the paste default (**Edit > Paste** or **Ctrl-V**) to paste Visio drawings. Always use **Paste Special**.

Downsizing Existing Drawings

If a document is larger than it should be, you can check to see if the Visio drawings are the reason and, if so, fix the problem.

-
- Step 1** With the drawing selected in the Word or Powerpoint document, choose **Edit**. At the bottom of the Edit menu, you will see one of the following:
- **Edit Object**, if the drawing was inserted by simple pasting. It is a Visio object and taking up much more file space than it needs to. Go on to step 2.

- Edit Picture, if the drawing was inserted properly, as a picture. It is not the source of the large file size.

Step 2 If the drawing is an object, cut it (**Ctrl-X**), then repaste it as in [Bringing a Visio Drawing into a Document](#).




Tip

You can easily click through the document to check each picture by using Word's handy **Go To** feature: Where you want to start searching, press **Ctrl-G**. In the **Go to what** list, select **Graphic** and click **Next**. You go to the next graphic. Click it to select, and then check as in step 1. If needed, repaste as in step 2. Click **Next** and continue these steps for other graphics.

Ordering Guides

Ordering guides for most Cisco Unified Communications products are available for partners and Cisco employees. For information on ordering guides, go to the following URL:

http://www.cisco.com/web/partners/sell/technology/ipc/announcements/unified_communications_system_6_launch.html 

Click the “What is available for Partners” tab to view a list of the ordering guides and other marketing collaterals.

Troubleshooting Individual Components

See the table [IP Telephony Component Troubleshooting Tools and Documentation](#) on the Implement tab for individual component troubleshooting information.

Component Resources

[Table 7-2](#) provides links to the main page for documentation on various Cisco Unified Communications components, from which you can navigate to individual documents. For documentation on specific tasks, see [Component Installation and Upgrade](#) and [Component Reference Configurations](#) on the Implement tab.

Table 7-2 *Component Resources Documentation*

Category	Component	Documentation URL
General	Voice documentation	http://www.cisco.com/en/US/products/sw/voicew/ts_d_products_support_category_home.html

Table 7-2 Component Resources Documentation (continued)

Category	Component	Documentation URL
Call Control	Cisco Unified Communications Manager	http://www.cisco.com/en/US/products/sw/voicesw/ps556/tsd_products_support_series_home.html
	Cisco Unified Communications Manager Business Edition	http://www.cisco.com/en/US/products/ps7273/tsd_products_support_series_home.html
	Cisco Unified Communications Manager Express	http://www.cisco.com/en/US/products/sw/voicesw/ps4625/tsd_products_support_series_home.html
	Cisco Unified Survivable Remote Site Telephony (SRST)	http://www.cisco.com/en/US/products/sw/voicesw/ps2169/tsd_products_support_series_home.html
	Cisco Unified Presence	http://www.cisco.com/en/US/products/ps6837/tsd_products_support_series_home.html
	Cisco Unified Communications 500 Series for Small Business	http://www.cisco.com/en/US/products/ps7293/tsd_products_support_series_home.html
Contact Center	Cisco Customer Response Solutions (Cisco Unified Contact Center Express)	http://www.cisco.com/en/US/products/sw/custcosw/ps1846/tsd_products_support_series_home.html
Applications	Cisco Emergency Responder	http://www.cisco.com/en/US/products/sw/voicesw/ps842/tsd_products_support_series_home.html
	Cisco Fax Server	http://www.cisco.com/en/US/products/ps6178/tsd_products_support_series_home.html
	Cisco Unified Application Environment	http://www.cisco.com/en/US/products/ps7058/tsd_products_support_series_home.html
	Cisco Unified PhoneProxy	http://www.cisco.com/en/US/products/ps7057/tsd_products_support_series_home.html
Conferencing	Cisco Unified MeetingPlace	http://www.cisco.com/en/US/products/sw/ps5664/ps5669/tsd_products_support_series_home.html
	Cisco Unified MeetingPlace Express	http://www.cisco.com/en/US/products/ps6533/tsd_products_support_series_home.html
	Cisco Unified Conferencing for TelePresence	http://www.cisco.com/en/US/products/ps7266/tsd_products_support_series_home.html
	Cisco Unified Videoconferencing	http://www.cisco.com/en/US/products/hw/video/ps1870/tsd_products_support_series_home.html
Voice Mail and Unified Messaging	Cisco Unity	http://www.cisco.com/en/US/products/sw/voicesw/ps2237/tsd_products_support_series_home.html
	Cisco Unity Connection	http://www.cisco.com/en/US/products/ps6509/tsd_products_support_series_home.html
	Cisco Unity Express	http://www.cisco.com/en/US/products/sw/voicesw/ps5520/tsd_products_support_series_home.html

Table 7-2 **Component Resources Documentation (continued)**

Category	Component	Documentation URL
Endpoints and Clients	Cisco Unified IP Phone 7900 Series	http://www.cisco.com/en/US/products/hw/phones/ps379/tsd_products_support_series_home.html
	Cisco IP Communicator	http://www.cisco.com/en/US/products/sw/voicesw/ps5475/tsd_products_support_series_home.html
	Cisco Unified Personal Communicator	http://www.cisco.com/en/US/products/ps6844/tsd_products_support_series_home.html
	Cisco Unified Video Advantage	http://www.cisco.com/en/US/products/sw/voicesw/ps5662/tsd_products_support_series_home.html
Wireless and Mobility	Cisco Aironet 1200 Series Access Points	http://www.cisco.com/en/US/products/hw/wireless/ps430/tsd_products_support_series_home.html
	Cisco Unified Mobility Advantage	http://www.cisco.com/en/US/products/ps7270/tsd_products_support_series_home.html
	Cisco Unified Mobile Communicator	http://www.cisco.com/en/US/products/ps7271/tsd_products_support_series_home.html
Security	Cisco ASA 5500 Series Adaptive Security Appliances	http://www.cisco.com/en/US/products/ps6120/tsd_products_support_series_home.html
	Cisco Catalyst 6500 Series Firewall Services Module (FWSM)	http://www.cisco.com/en/US/products/hw/modules/ps2706/ps4452/tsd_products_support_model_home.html
	Cisco Catalyst 6500 Series Intrusion Detection System (IDSM-2) Module	http://www.cisco.com/en/US/products/hw/modules/ps2706/ps5058/tsd_products_support_model_home.html
	Cisco Intrusion Prevention System Appliance IPS-4200	http://www.cisco.com/en/US/products/sw/secursw/ps2113/tsd_products_support_series_home.html
	Cisco NAC Appliance (Clean Access)	http://www.cisco.com/en/US/products/ps6128/tsd_products_support_series_home.html
	Management Center for Cisco Security Agents	http://www.cisco.com/en/US/products/sw/secursw/ps5057/products_installation_and_configuration_guides_list.html
	Cisco Security Agents	http://www.cisco.com/en/US/products/sw/secursw/ps5057/tsd_products_support_series_home.html

Table 7-2 *Component Resources Documentation (continued)*

Category	Component	Documentation URL
Network Management	Cisco Unified Operations Manager	http://www.cisco.com/en/US/products/ps6535/tsd_products_support_series_home.html
	Cisco Unified Service Monitor	http://www.cisco.com/en/US/products/ps6536/tsd_products_support_series_home.html
	Cisco netManager - Unified Communications	http://www.cisco.com/en/US/products/ps7243/tsd_products_support_series_home.html
	Cisco Unified Service Statistics Manager	http://www.cisco.com/en/US/products/ps7285/tsd_products_support_series_home.html
	Cisco Unified Provisioning Manager	http://www.cisco.com/en/US/products/ps7125/tsd_products_support_series_home.html
	Cisco Monitor Manager	http://www.cisco.com/en/US/products/ps7244/tsd_products_support_series_home.html
	Cisco Monitor Director	http://www.cisco.com/en/US/products/ps7246/tsd_products_support_series_home.html
	CiscoWorks Resource Management Essentials (RME)	http://www.cisco.com/en/US/products/sw/cscowork/p/s2073/tsd_products_support_series_home.html

Table 7-2 Component Resources Documentation (continued)

Category	Component	Documentation URL
Communications Infrastructure	Cisco IOS Software Release 12.4 T	http://www.cisco.com/en/US/products/ps6441/tsd_products_support_series_home.html
	Cisco 1700 Series Modular Access Routers	http://www.cisco.com/en/US/products/hw/routers/ps221/tsd_products_support_series_home.html
	Cisco 2600 Series Routers	http://www.cisco.com/en/US/products/hw/routers/ps259/tsd_products_support_series_home.html
	Cisco 2800 Series Routers/Voice Gateways	http://www.cisco.com/en/US/products/ps5854/tsd_products_support_series_home.html
	Cisco 3700 Series Voice Gateways/Gatekeepers	http://www.cisco.com/en/US/products/hw/routers/ps282/tsd_products_support_series_home.html
	Cisco 3800 Series Routers/Voice Gateways	http://www.cisco.com/en/US/products/ps5855/tsd_products_support_series_home.html
	Cisco 7200 Series Voice Gateways	http://www.cisco.com/en/US/products/hw/routers/ps341/tsd_products_support_series_home.html
	Cisco IP-to-IP Gateways	http://www.cisco.com/en/US/products/sw/voicesw/ps5640/tsd_products_support_series_home.html
	Cisco Catalyst 3550 Series Access Switches	http://www.cisco.com/en/US/products/hw/switches/ps646/tsd_products_support_series_home.html
	Cisco Catalyst 3560 Series Access Switches	http://www.cisco.com/en/US/products/hw/switches/ps5528/tsd_products_support_series_home.html
	Cisco Catalyst 3750 Series Data Center Switches	http://www.cisco.com/en/US/products/hw/switches/ps5023/tsd_products_support_series_home.html
	Cisco Catalyst 4500 Series Access Switches	http://www.cisco.com/en/US/products/hw/switches/ps4324/tsd_products_support_series_home.html
	Cisco Catalyst 6500 Series Switches	http://www.cisco.com/en/US/products/hw/switches/ps708/tsd_products_support_series_home.html
	Cisco Catalyst 6600 Series Voice Gateways	http://www.cisco.com/en/US/products/hw/switches/ps700/tsd_products_support_eol_series_home.html
	Cisco VG224/248 Analog Voice Gateways	http://www.cisco.com/en/US/products/hw/gatecont/ps2250/tsd_products_support_series_home.html
Cisco ATA 186,188 (analog telephone adaptor)	http://www.cisco.com/en/US/products/hw/gatecont/ps514/tsd_products_support_series_home.html	

Configuration Command Files

You can download sample configuration files from [Table 7-3](#) for the components described in the [Component Reference Configurations](#) topic in the Implement tab.

Table 7-3 Configuration Command Files

Description	Filename
Zip file includes Cisco device configurations listed below: Note Some parameters, such as passwords, have been removed from the configuration files for security reasons.	IPT_UC601_Reference_Configs.zip (right-click to download zip) includes the files below. Note If you click the link rather than right-click, the zip file may open in the secondary window but also replace the contents of this window. Use your Back button to return to this window.
Cisco Unified Communications Manager Express on a Cisco 3845 (ALT-CME-3845-3)	ATL_3845.txt
Cisco Unified Communications Manager Express on a Cisco 2651 (YYZ-CME-3745-1)	YYZ_Config.txt
Cisco Unified Communications Manager Express on a Cisco 3725 with SIP and SCCP configured (Covington-3725-CME)	Covington-SIP-SCCP.txt
Cisco Unified Communications Manager Express on a Cisco 2801 with SIP configured (Ely-2801-CME)	ELY-PureSIP.txt
Cisco Unified Communications Manager Express on a Cisco 2801 with SCCP configured (Robins-2801-GW)	Robins-PureSCCP.txt
Cisco Unity Express on a Cisco 3745 (YYZ-CUE-3745)	CUE_3745_Config.txt
Cisco Catalyst switch Firewall Service Module (SJC-RFD-FWSM-1)	FWSM_Config.txt
Cisco 3745 primary gatekeeper (SJC-RFD-GK-1)	Gatekeeper_Primary_Config.txt
Cisco 3745 alternate gatekeeper (SJC-RFD-GK-2)	Gatekeeper_Alternate_Config.txt
Gatekeeper configured as first gatekeeper in a cluster (SJC-RFD-VID-GK-1)	Gatekeeper_FirstinCluster_Config.txt
Gatekeeper configured as second gatekeeper in a cluster (SJC-VIDEO-GK-2)	Gatekeeper_SecondinCluster_Config.txt
IP-IP gateway configured for Cisco Unified Communications Manager to IP-IP gateway SIP trunks (ATL-IPIPGW)	ATL-IPIPGW.txt
Inter-cluster calls from Cisco Unified Communications Manager Express to Cisco Communications Manager via IP-IP gateway (Robins-IPIP-GW)	Robins-IPIPGW-config.txt
Cisco 3745 SIP gateway (DFW-3745GW)	SIPGW_3745_Config.txt
Cisco Catalyst 6500 switch (CDG_CMM-GW_1) configured for QSIG links	QSIG_Cat6500_Config.txt
Cisco Unified SRST for H.323 gateway on a Cisco 2851 (HNL1-SRST-2851)	hnl1-srst-2581-config.txt
Cisco Unified SRST for MGCP gateway on a Cisco 2691 (HNL2-SRST-2691)	hnl2-srst-2691-config.txt
Cisco Aironet WLAN Controller	wlan-controller.txt

System Test Results

This topic summarizes the results of Cisco Unified Communications Release 6.0(1) system testing for IP telephony environments. This topic contains the following sections:

- [Testing Objectives](#)
- [Tested Deployment and Site Models](#)
- [Test Results](#)

Testing Objectives

Cisco Systems validates Cisco Unified Communications systems by designing, installing, configuring, and testing hardware and software to achieve a predictable, effective, and reliable system. The intent of system testing is to validate the seamless interoperability and stability of the components that make up a complete and optimized Cisco Unified Communications system.

Testing performed for Cisco Unified Communications includes (but is not limited to) the following:

- **Installation, Upgrade, and Usability Testing**—To verify software installation and upgrades at the system level and usability for system components
- **End-to-End Functionality Testing**—To verify the end-to-end functionality of system components
- **Basic Functionality and Feature Testing**—To verify basic call flows and component features
- **Customer Assurance Program (CAP) Scenario Testing**—To re-create and test CAP scenarios based on TAC input
- **Interoperability Testing**—To verify the interoperability among system components
- **Scalability Testing**—To verify system functionality during scalability tests
- **Performance, Load, and Stress Testing**—To verify system functionality during performance, load, and stress tests
- **Failover, Recovery, and Redundancy Testing**—To verify system behavior during failover and recovery, and behavior in redundant configurations

Tested Deployment and Site Models


Cisco Unified Communications Release 6.0(1) testing for IP telephony was designed to test the hardware and software components that work together in a multi-site distributed IP telephony deployment. For this testing, several site models were created. Each site model was designed to test a specific set of features and interactions. For information about the components, configurations, and environment tested in Cisco Unified Communications Release 6.0(1), see [Tested Deployments and Site Models](#).

Test Results

The results of the system tests performed for IP telephony during Cisco Unified Communications Release 6.0(1) are shown in the [System Test Results](#) (right-click to download PDF).

The test results contain the following information:

- **Title**—Title of the test.

- ID—Identifier for the test.
- Description—Description of the purpose of the test.
- Features Tested—Component feature tested.
- Status—Result of the test and any defects related to the test case. Possible values are:
 - Passed—Test case passed as described in the table.
 - Failed—Test case failed and the reason is described in the listed defect.
 - Passed with exception—Test case as described passed but an anomaly occurred that was not directly related to the functionality being tested. Possible anomalies are as follows:
 - The test *steps* were modified based on the actual feature implementation.
 - The test *setup* was modified based on the actual feature implementation.
 - The test results did not exactly match what was expected although the feature performed as required.
- Defects—Identifier for any defect that was opened against the test. If you have an account with Cisco.com, you can use the Bug Toolkit to view information about defects.
To access the Bug Toolkit, go to this URL:
 - http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl 

End-of-Sale and End-of-Life Products

The end-of-sale (EOS) date is the last date to order the product through Cisco point-of-sale mechanisms. The product is no longer for sale. There is also an end-of-life (EOL) process that guides the final business operations associated with the product life cycle.

The EOL process consists of a series of technical and business milestones and activities that, once completed, make a product obsolete. Once obsolete, the product is not sold, manufactured, improved, repaired, maintained, or supported.

For information about recommended replacements, see the comprehensive list of announcements at the following URL:

http://www.cisco.com/en/US/products/prod_end_of_life.html

For information on specific products, choose a product from the following URL:

<http://www.cisco.com/en/US/products/sw/voicesw/index.html>

Then click on the End-of-Life and End-of-Sale Notices link in the Product Literature box.

For an overview of the Products and Services EOL policy, see the information at the following URL:

http://www.cisco.com/en/US/products/products_end-of-life_policy.html

Cisco Unified Communications System Demo

The Cisco Unified Communications system demonstration document is for Cisco sales teams and describes the various methods available to demonstrate the Cisco Unified Communications System.

- [Cisco Unified Communications System Demo \(INTERNAL\)](#)