



Release Notes for Cisco Unified MeetingPlace Express Release 1.1

Revised: June 21, 2006, OL-6666-03

These release notes describe requirements and caveats for Cisco Unified MeetingPlace Express Release 1.1 up to and including Release 1.1.2.

Contents

- [Introduction, page 1](#)
- [System Requirements, page 2](#)
- [Related Documentation, page 8](#)
- [New and Changed Information, page 8](#)
- [Installation Notes, page 10](#)
- [Limitations and Restrictions, page 11](#)
- [Important Notes, page 11](#)
- [Caveats, page 13](#)
- [Troubleshooting, page 20](#)
- [Documentation Updates, page 21](#)
- [Obtaining Documentation, page 23](#)
- [Documentation Feedback, page 24](#)
- [Cisco Product Security Overview, page 24](#)
- [Obtaining Technical Assistance, page 25](#)
- [Obtaining Additional Publications and Information, page 27](#)



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Introduction

These release notes describe requirements, restrictions, and caveats for Cisco Unified MeetingPlace Express Release 1.1. These release notes are updated for every maintenance and patch release.

Before you install Cisco Unified MeetingPlace Express, we recommend that you review this document for information about issues that may affect your system. For a list of the open caveats for Cisco Unified MeetingPlace Express Release 1.1, see the “Caveats” section on page 13.

System Requirements

This section provides the following information:

- [Hardware Requirements, page 2](#)
- [Software Requirements, page 5](#)

Hardware Requirements

This section describes the hardware requirements for the Cisco Unified MeetingPlace Express system:

- [Server Requirements, page 2](#)
- [Cisco Unified IP Phones That Support the Cisco Unified MeetingPlace Express System, page 4](#)
- [Port and IP Address Requirements, page 3](#)
- [Switch Requirements, page 4](#)

Server Requirements

The Cisco Unified MeetingPlace Express system is a software product loaded onto a hardware server. [Table 1](#) lists supported Cisco 7800 Series Media Convergence Server (MCS) models. The Cisco MCS server must have a DVD-ROM drive, keyboard, mouse, and monitor.

Some exact equivalent, Cisco-approved, customer-provided third-party servers are also supported. See <http://www.cisco.com/go/swonly>.

Table 1 Supported Cisco 7800 Series MCS Models

System	Voice Conferencing Capacity ¹	Web Conferencing Capacity	Recording Capacity
Cisco MCS 7825			
Cisco MCS 7825H-3.0-IPC1 ²	20 to 40 concurrent users	6 concurrent users	150 hours of voice recordings ³
Cisco MCS 7825-H1-RC1	20 to 40 concurrent users	6 to 40 concurrent users	2000 hours of voice recordings ⁴
Cisco MCS 7825-H2-RC1 ⁵	20 to 40 concurrent users	6 to 40 concurrent users	2000 hours of voice recordings ⁴
Cisco MCS 7825I-3.0-IPC1 ²	20 to 40 concurrent users	6 concurrent users	150 hours of voice recordings ³

Table 1 Supported Cisco 7800 Series MCS Models (continued)

System	Voice Conferencing Capacity ¹	Web Conferencing Capacity	Recording Capacity
Cisco MCS 7825-I1-RC1	20 to 40 concurrent users	6 to 40 concurrent users	2000 hours of voice recordings ⁴
Cisco MCS 7825-I2-RC1 ⁵	20 to 40 concurrent users	6 to 40 concurrent users	2000 hours of voice recordings ⁴
Cisco MCS 7835			
Cisco MCS 7835H-3.0-IPC1 ²	20 to 120 concurrent users	6 concurrent users	150 hours of voice recordings ³
Cisco MCS 7835-H1-RC1	20 to 120 concurrent users	6 to 120 concurrent users	2000 hours of voice recordings ⁴
Cisco MCS 7835I-3.0-IPC1 ²	20 to 120 concurrent users	6 concurrent users	150 hours of voice recordings ³
Cisco MCS 7835-I1-RC1	20 to 120 concurrent users	6 to 120 concurrent users	2000 hours of voice recordings ⁴
Cisco MCS 7845			
Cisco MCS 7845H-3.0-IPC1 ²	20 to 120 concurrent users	6 to 120 concurrent users	3200 hours of voice recordings ⁶
Cisco MCS 7845-H1-RC1	20 to 120 concurrent users	6 to 120 concurrent users	3200 hours of voice recordings ⁶
Cisco MCS 7845-I1-RC1	20 to 120 concurrent users	6 to 120 concurrent users	3200 hours of voice recordings ⁶

1. Includes support for the noted number of concurrent users of the Lite web meeting room.
2. These are legacy servers and are used for upgrades from Cisco Conference Connection. For complete information about upgrading from Cisco Conference Connection, see the *Installation and Upgrade Guide for Cisco Unified MeetingPlace Express Release 1.1*.
3. For 36 GB hard drive system.
4. For 72 GB hard drive system.
5. These servers are only supported in Release 1.1.2.
6. For 144 GB hard drive system.

Port and IP Address Requirements

The Cisco Unified MeetingPlace Express system has two network interfaces, labeled port 1 and port 2 on the back panel of the Cisco MCS server. The operating system calls these network interfaces eth0 and eth1, respectively.



Note

The terminology can be ambiguous. The hardware ports are located on the rear panel of the Cisco MCS server and are labeled port 1 and port 2. The Ethernet ports are called eth0 and eth1. Therefore, eth0 = port 1 and eth1 = port 2.

Follow these guidelines when installing Cisco Unified MeetingPlace Express:

- Your system must have two Ethernet ports and two IP addresses. Both Ethernet ports must be configured for proper operation.

**Caution**

Both eth0 and eth1 need individual IP addresses and distinct hostnames that are fully qualified, including the domain name. The distinct hostname must be able to resolve in the DNS server with that associated IP address. Otherwise, users outside the local domain cannot access the web interfaces.

The distinct hostname must be able to resolve in the DNS server with that associated IP address.

- Port 1 (eth0) is primarily used for voice media and HTTP signaling and for the End-User Interface and Administration Center. The hostname associated with port 1 is the one that end users see.
- Port 2 (eth1) is primarily used for web conferencing.
- If connectivity is lost to port 1 (eth0), no voice connectivity is possible. Port 2 (eth1) cannot be used as a redundancy solution.

**Caution**

Both eth0 and eth1 must be accessible by end users. (You cannot have one connected to an outside segment and the other connected to an inside segment unless connectivity is available between those segments.)

Switch Requirements

The following requirements apply to all releases:

- Ensure that the network configuration for the two ports matches your switch configuration. This configuration can be either 100 or 1000 Mbps full duplex.
- We do not recommend using 10 Mbps links and we do not support that for Release 1.1.2.

The following requirement applies to Release 1.1.2 only:

- Your switch must be set to auto negotiation if your speed is set to 1000 Mbps. Otherwise, the interface will not synchronize with the switch and you will not see any network connectivity. If you look at the back of the switch, it will show no connectivity and if you look at the back of the eth0 server, no lights will be lit.

Cisco Unified IP Phones That Support the Cisco Unified MeetingPlace Express System

The following Cisco Unified IP Phones support the Cisco Unified MeetingPlace Express application:

- Cisco Unified IP Phone 7940 G and G-GE series
- Cisco Unified IP Phone 7960 G and G-GE series

**Note**

For Cisco Unified IP Phone 7940 G and G-GE and 7960 G and G-GE series, the minimum requirement is to use firmware load “P00306000403” — which is version 6.0(4.3) — or later. To upgrade the firmware, see the Cisco Unified CallManager documentation.

- Cisco Unified IP Phone 7970 G series
- Cisco IP Communicator Release 1.1(5) or later

**Note**

Cisco Unified MeetingPlace Express service for the Cisco Unified IP Phone is not supported if you are using Cisco Unified CallManager Express.

Software Requirements

This section describes the software requirements for the Cisco Unified MeetingPlace Express system:

- [Server Software Requirements, page 5](#)
- [Client Software Requirements: Windows, page 5](#)
- [Client Software Requirements: Apple Macintosh, page 6](#)
- [Client Software Requirements: Linux, page 6](#)
- [Client Software Requirements: Sun Solaris, page 7](#)
- [Call Control Requirements, page 7](#)
- [Directory Requirements, page 7](#)
- [Quality of Service \(QoS\) Requirements, page 8](#)
- [Ad-Hoc Web Conferencing Requirements, page 8](#)

Server Software Requirements

The Cisco Unified MeetingPlace Express server runs on the Cisco Linux-based operating system. This operating system is included with the application.

Client Software Requirements: Windows

Make sure that user workstations meet the client software requirements, or provide these requirements to your users.

Operating System

Cisco Unified MeetingPlace Express clients can run on the following Microsoft Windows operating system versions:

- Windows 2000 Pro SP2 or later
- Windows 2000 Server Edition SP2 or later
- Windows 2000 Advanced Server SP2 or later
- Windows XP SP1 or later

Browsers

The following browsers are supported in a Windows environment:

- Internet Explorer 5.5 or later
- Netscape 7.1 or later
- Mozilla 1.6 or later
- Firefox 1.0.3 or later

Adobe Macromedia Flash Player

- Adobe Macromedia Flash Player Release 6.0.79 or later

Client Software Requirements: Apple Macintosh

Make sure that user workstations meet the client software requirements, or provide these requirements to your users.

Operating System

Cisco Unified MeetingPlace Express clients can run on the following Macintosh operating system versions:

- Mac OS 9.2



Note On Mac OS 9.2, Mozilla 1.2.1 is the only supported browser. Sharing a screen from Mac OS 9.2 is not available.

- Mac OS 10.2 or later

Browsers

The following browsers are supported in a Macintosh environment:

- Safari 1.1 or later
- Netscape 7.1 or later
- Mozilla 1.2.1, 1.6, or later
- Firefox 1.0.3 or later

Adobe Macromedia Flash Player

- Adobe Macromedia Flash Player Release 6.0.79 or later

Client Software Requirements: Linux

You can use the Cisco Unified MeetingPlace Express system with Linux, but the screen sharing feature is not available on this platform. However, users may view and annotate screens shared by users on other platforms.

Make sure that user workstations meet the client software requirements, or provide these requirements to your users.

Operating System

Cisco Unified MeetingPlace Express clients can run on the following Linux operating system versions:

- RedHat 9
- RedHat Enterprise Linux 3 or later

Browsers

The following browsers are supported in a Linux environment:

- Netscape 7.1 or later
- Mozilla 1.4, 1.6, or later

- Firefox 1.0.3 or later

Adobe Macromedia Flash Player

- Adobe Macromedia Flash Player Release 6.0.79 or later

Client Software Requirements: Sun Solaris

You can use the Cisco Unified MeetingPlace Express system with the Sun Solaris operating system, but the screen sharing feature is not available on this platform. However, users may view and annotate screens shared by users on other platforms.

Make sure that user workstations meet the client software requirements, or provide these requirements to your users.

Operating System

Cisco Unified MeetingPlace Express clients can run on the following Sun Solaris operating system versions:

- Solaris 9
- Solaris 10

Browsers

The following browsers are supported in a Sun Solaris environment:

- Netscape 7.1
- Mozilla 1.4, 1.7, or later
- Firefox 1.0.3 or later

Adobe Macromedia Flash Player

- Adobe Macromedia Flash Player Release 7.0 or later

Call Control Requirements

The Cisco Unified MeetingPlace Express system requires one of the following call control systems:

- Cisco CallManager, version 3.3



Note Cisco CallManager version 3.3 does not support SIP. It only supports H.323.

- Cisco Unified CallManager version 4.0 or later



Note For SIP integration with Cisco Unified CallManager Release 5.0, Cisco Unified MeetingPlace Express Release 1.1.2 requires Cisco Unified CallManager Release 5.0.4 or later.

- Cisco Unified CallManager Express 3.3 or later



Note The Cisco Unified MeetingPlace Express service for the Cisco Unified IP Phone is not currently supported if you are using Cisco Unified CallManager Express.

- Cisco SIP Proxy Server version 2.11 or later
- Standards-based H.323 or SIP call-control systems

Directory Requirements

The Cisco Unified MeetingPlace Express system requires one of the following systems for directory integration:

- Cisco Unified CallManager 3.3 or later
- Cisco Unified CallManager 3.3 or later using Microsoft Active Directory 2000 or later
- Cisco Unified CallManager 3.3 or later using SunONE Directory Server 5.2
- Cisco Unified CallManager 3.3 or later using Netscape Directory Server 4.x

Quality of Service (QoS) Requirements

The Cisco Unified MeetingPlace Express system requires a network enabled with DiffServ (RFC 2474, 2475) QoS for voice traffic.

Ad-Hoc Web Conferencing Requirements

Cisco Unified MeetingPlace Express Release 1.1.2 is compatible with Cisco Unified Personal Communicator Release 1.1.



Note

Cisco Unified MeetingPlace Express Release 1.1.1 and earlier is *not* compatible with Cisco Unified Personal Communicator Release 1.1.

For more information about ad-hoc web conferencing with Cisco Unified Personal Communicator, see the “[Added Cisco Unified Personal Communicator Support](#)” section on page 9.

Related Documentation

See the *Cisco Unified MeetingPlace Express Documentation Guide* at http://www.cisco.com/en/US/products/ps6533/products_documentation_roadmaps_list.html.

New and Changed Information

The following are new features in Cisco Unified MeetingPlace Express Release 1.1.2:

- [Changed Name of Product Suite, page 8](#)
- [Added Support for Additional Servers, page 9](#)

- [Added Cisco Unified Personal Communicator Support, page 9](#)
- [Added Support for French, German, and Australian English, page 9](#)
- [Upgraded the License Capabilities, page 10](#)
- [Updated the Network Configuration Installation, page 10](#)
- [Changed the Configuration for Backups, page 10](#)
- [Changed the Cisco Unified CallManager Authentication to a PIN, page 10](#)

Changed Name of Product Suite

The Cisco Unified MeetingPlace Express product was formerly called “Cisco MeetingPlace Express” but has changed as of March 6, 2006. Cisco Systems, Inc. debuted a new product line called Cisco Unified Communications, of which Cisco Unified MeetingPlace Express is a part.

Other products affected by this new product line include Cisco Unified CallManager, Cisco Unified IP Phone, Cisco Unified Video Advantage, and Cisco Unified Personal Communicator.

Added Support for Additional Servers

In Cisco Unified MeetingPlace Express Release 1.1.2, we added support for the following servers:

- Cisco MCS 7825-H2-RC1
- Cisco MCS 7825-I2-RC1
- Cisco MCS 7845H-3.0-IPC1
- Cisco MCS 7845-H1-RC1
- Cisco MCS 7845-I1-RC1

See the “[Server Requirements](#)” section on [page 2](#) for details.

Added Cisco Unified Personal Communicator Support

This feature allows Cisco Unified Personal Communicator Release 1.1 users to attend a Cisco Unified MeetingPlace Express web-only meeting.



Note

These web-only meetings have no voice component—the voice component of the meeting is handled by Cisco Unified Personal Communicator.

To *initiate* a Cisco Unified MeetingPlace Express web-only meeting, a Cisco Unified Personal Communicator user must have a Cisco Unified MeetingPlace Express profile; however, to *attend* a Cisco Unified MeetingPlace Express web-only meeting, Cisco Unified Personal Communicator users do not need a Cisco Unified MeetingPlace Express profile.

When a Cisco Unified Personal Communicator user initiates a web-only meeting, the Cisco Unified MeetingPlace Express system assigns a unique meeting ID to the web-only meeting (but does not display this meeting ID on the Cisco Unified MeetingPlace Express End-User Interface). The web-only meeting launches automatically and brings in all Cisco Unified Personal Communicator users as guests. No Cisco Unified MeetingPlace Express profile passwords are required.

Non-Cisco Unified Personal Communicator users can also attend the web-only meeting but they have to receive and enter the web-only meeting's URL manually. The meeting initiator usually supplies the URL to non-Cisco Unified Personal Communicator users.

Added Support for French, German, and Australian English

In Cisco Unified MeetingPlace Express Release 1.1.1 and earlier, we only supported English (US) (English as spoken in the United States) in the End-User Interface, the web meeting room, Cisco Unified MeetingPlace Express service for the Cisco Unified IP Phones, and the end-user documentation. Voice prompts were in English (US) (English as spoken in the United States) and English (UK) (English as spoken in the United Kingdom).

In Cisco Unified MeetingPlace Express Release 1.1.2, we added support in the End-User Interface, the web meeting room, the voice prompts, Cisco Unified MeetingPlace Express service for the Cisco Unified IP Phones, and the end-user documentation for the following languages:

- French (FR) (French as spoken in France)
- German

We also added voice prompts in the following languages:

- French (CA) (French as spoken in Canada)
- English (AU) (English as spoken in Australia)

Upgraded the License Capabilities

The system software license enables all other Cisco Unified MeetingPlace Express licenses. If you do not install the system software license, or if the version is obsolete, the system behaves as if there are no voice or web conferencing licenses installed: the system ignores any voice or web conferencing licenses and uses the default values for those (six each). (The only exception is if you have a web conferencing license installed with no system software license, then the system honors the six web conferencing licenses as permanent, meaning they will not expire after 60 days.)

If you later buy more voice or web conferencing licenses, when you install the new voice or web conferencing licenses, the system will still ignore them and operate with the default values (six each). *You must install the system software license for the system to use the voice and web conferencing licenses.*

Updated the Network Configuration Installation

In Cisco Unified MeetingPlace Express Release 1.1.2, we updated the screens during the operating system installation where you enter the network configuration details, such as the IP values for eth0 and eth1. In Release 1.1.1 and earlier, you had to enter values on several screens, but in Release 1.1.2, you only need to enter values on a single screen.

Changed the Configuration for Backups

In Cisco Unified MeetingPlace Express Release 1.1.2, we removed the local (CP) method of archiving. The only archiving method supported in Release 1.1.2 is remote SSH/rsync (previously called SCP).

Changed the Cisco Unified CallManager Authentication to a PIN

Cisco Unified CallManager has two fields for authenticating Cisco Unified IP Phone users: the user password and the PIN. In Release 1.1.2, we changed the password required by Cisco Unified CallManager from the user password to the PIN. Authentication over telephones typically uses a PIN.

For systems that were installed before Release 1.1.2, the system administrator must ensure that all end users enter their PINs in Cisco Unified CallManager. See the *Installation and Upgrade Guide for Cisco Unified MeetingPlace Express Release 1.1* for information on how to do this.

Installation Notes

For step-by-step installation and upgrade instructions, see the *Installation and Upgrade Guide for Cisco Unified MeetingPlace Express Release 1.1*.

Each Cisco Unified MeetingPlace Express Release 1.1 shipment comes with two disks:

- Preparation CD (required for the Cisco MCS 7835 series, the Cisco MCS 7845H-3.0-IPC1, and the Cisco MCS 7845-I1-RC1 only)

If you are installing Cisco Unified MeetingPlace Express onto the Cisco MCS 7835 series, the Cisco MCS 7845H-3.0-IPC1, or the Cisco MCS 7845-I1-RC1 for the first time, you must first configure the RAID (redundant array of independent disks) and upgrade the BIOS from the preparation CD.

- Installation DVD (required for all new installations)

The Cisco Unified MeetingPlace Express operating system and application software is installed from the installation DVD.

You may download the following software from Cisco.com:

- Upgrade-only software images—Used to upgrade from an earlier software release to a later software release of Cisco Unified MeetingPlace Express.
- Password recovery software images—Used to recover the root password on your Cisco Unified MeetingPlace Express server.

To download this software, go to <http://www.cisco.com/kobayashi/sw-center/sw-voice.shtml>. You must have an account on Cisco.com to access the Software Center. The images posted at the Software Center require existing installations of Cisco Unified MeetingPlace Express.

For new installations, you must order the Cisco Unified MeetingPlace Express system software and licensing. Go to <http://www.cisco.com/en/US/ordering/> or contact your Cisco sales representative.

Limitations and Restrictions

Must Always Use a Certificate from a Trusted Certificate Authority

To use Secure Sockets Layer (SSL) to provide secure web communications to and from Cisco Unified MeetingPlace Express, you must obtain two certificates from a trusted certificate authority (CA):

- One for the End-User Interface and the Administration Center
- One for web conferencing

Each certificate uses the digital signature of a trusted CA to confirm that a cryptographic key belongs to a specific organization at a specific location. Each certificate also includes a validity period, after which the certificate expires.

**Note**

Cisco Unified MeetingPlace Express does not support self-signed nor untrusted certificates.

Maximum Number of Concurrent Voice or Web Users That a System Can Support

The maximum number of concurrent voice or web users that a system can support depends on the specific Cisco 7800 Series Media Convergence Server (MCS) model and the licensing installed. See the [“Server Requirements” section on page 2](#). Also see the licensing information in the *Configuration and Maintenance Guide for Cisco Unified MeetingPlace Express Release 1.1*.

RAID Not Supported in Release 1.1.1

Cisco Unified MeetingPlace Express Release 1.1.1 and earlier does not support RAID (redundant array of independent disks) for the Cisco MCS 7825 series servers. Only Cisco Unified MeetingPlace Express Release 1.1.2 supports RAID for the Cisco MCS 7825 series servers.

Important Notes

The following sections contains important information about Cisco Unified MeetingPlace Express Release 1.1:

- [LAN Port Requirements, page 12](#)
- [Third Party Software, page 12](#)
- [Open Source Copyright Information, page 12](#)
- [Adobe Technology, page 13](#)

LAN Port Requirements

Make sure that your server meets the requirements that are described in the [“Port and IP Address Requirements” section on page 3](#).

Third Party Software

This software includes software governed by certain open source licenses as follows:

LAME 3.xx found at <http://www.mp3dev.org>.

LAME Ain't an MP3 Encoder

<http://www.mp3dev.org>

March 2001

Originally developed by Mike Cheng (www.uq.net.au/~zzmcheng).

Now maintained by Mark Taylor (www.mp3dev.org).

This code is distributed under the GNU LESSER PUBLIC LICENSE (LGPL, see www.gnu.org) with the following modification:

1. If you determine that distribution of LAME requires a patent license, and you obtain a patent license, you may distribute LAME even though redistribution of LAME may also require a patent license.
2. You agree not to enforce any patent claims for any aspect of MPEG audio compression, or any other techniques contained in the LAME source code.

LAME uses the MPGLIB decoding engine, from the MPG123 package, written by: Michael Hipp (www.mpg123.de) MPGLIB is released under the GPL.

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Copyrights (c) 1998 by Michael Cheng

Copyrights (c) 1995,1996,1997 by Michael Hipp: mpplib

As well as additional copyrights as documented in the source code.

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Caveats

This topic includes the following sections:

- [Using Bug Toolkit, page 14](#)
- [Saving Bug Toolkit Queries, page 15](#)
- [Hardware Caveats, page 16](#)
- [Open Caveats, page 16](#)
- [Resolved Caveats, page 18](#)

You can find the latest caveat information for Cisco Unified MeetingPlace Express by using Bug Toolkit, which is an online tool that is available for customers to query defects according to their own needs.



Tip

You need an account with Cisco.com (Cisco Connection Online) to use the Bug Toolkit to find open and resolved caveats of any severity for any release.

To access the Bug Toolkit, log on to http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl.

This section includes the following topics:

- [Using Bug Toolkit, page 14](#)
- [Saving Bug Toolkit Queries, page 15](#)
- [Hardware Caveats, page 16](#)
- [Open Caveats, page 16](#)
- [Resolved Caveats, page 18](#)

Using Bug Toolkit

To access Bug Toolkit, you need the following items:

- Internet connection
- Web browser
- Cisco.com user ID and password

To use Bug Toolkit, follow this procedure.

Procedure

- Step 1** To access the Bug Toolkit, go to http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl.
Log on with your Cisco.com user ID and password.
- Step 2** Click the **Launch Bug Toolkit** hyperlink.
- Step 3** If you are looking for information about a specific caveat, enter the ID number in the “Enter known bug ID:” field.

To view all caveats for Cisco Unified MeetingPlace Express, go to the “Search for bugs in other Cisco software and hardware products” section, and enter **Cisco Unified MeetingPlace Express** in the Product Name field. Alternatively, you can scroll through the product name list and click **Cisco Unified MeetingPlace Express**.

Step 4 Click **Next**. The Cisco Unified MeetingPlace Express search window displays.

Step 5 Choose the filters to query for caveats. You can choose any or all of the available options:

a. Choose the Cisco Unified MeetingPlace Express version:

- Choose the major version for the major releases.

A major release contains significant new features, enhancements, architectural changes, and/or defect fixes.

- Choose the revision for more specific information.

A revision (maintenance) release primarily contains defect fixes to address specific problems, but it may also include new features and/or enhancements.

b. Choose the Features or Components to query; make your selection from the “Available” list and click Add to place your selection in the “Limit search to” list.

c. Enter keywords to search for a caveat title and description, if desired.



Note To make queries less specific, use the All wildcard for the major version/revision, features/components, and keyword options.

d. Choose the Set Advanced Options, including the following items:

- Bug Severity level—The default specifies 1-3.
- Bug Status Group—Check the **Fixed** check box for resolved caveats.
- Release Note Enclosure—The default specifies Valid Release Note Enclosure.

e. Click **Next**.

Bug Toolkit returns the list of caveats on the basis of your query.

- You can modify your results by submitting another query and using different criteria.
 - You can save your query for future use. See the [“Saving Bug Toolkit Queries” section on page 15](#).
-



Note For detailed online help with Bug Toolkit, click **Help** on any Bug Toolkit window.

Saving Bug Toolkit Queries

Bug Toolkit allows you to create and then save your queries to monitor a specific defect or network situation. You can edit a saved search at any time to change the alert conditions, the defects being watched, or the network profile.

Follow this procedure to save your Bug Toolkit queries.

Procedure

-
- Step 1** Perform your search for caveats, as described in the “Using Bug Toolkit” section on page 14.
- Step 2** In the search result window, click the **This Search Criteria** button that displays at the bottom of the window.
- A new window displays.
- Step 3** In the Name of saved search field, enter a name for the saved search.
- Step 4** Under My Bug Groups, use one of the following options to save your defects in a bug group:
- Click the **Existing group** radio button and choose an existing group name from the drop-down list box.
 - Click the **Create new group named:** radio button and enter a group name to create a new group for this saved search.



Note This bug group will contain the bugs that are identified by using the search criteria that you have saved. Each time that a new bug meets the search criteria, the system adds it to the group that you chose.

Bug Toolkit saves your bugs and searches, and makes them available through the My Stuff window. (The My Stuff window allows you to view, create, and/or modify existing bug groups or saved searches. Choose the My Stuff link to see a list of all your bug groups.)

- Step 5** Under Email Update Options, you can choose to set optional e-mail notification preferences if you want to receive automatic updates of a bug status change. Bug Toolkit provides the following options:
- **Do NOT send me any email updates**—If you choose this default setting, Bug Toolkit does not send e-mail notifications.
 - **Send my updates to:**—Click the radio button to choose this option to send e-mail notifications to the user ID that you enter in this field. Additional notification options include:
 - **Updates as they occur**—Bug Toolkit provides updates that are based on status change.
 - **Weekly summaries**—Bug Toolkit provides weekly summary updates.
 - **Apply these email update options to all of my saved searches**—Check this check box to use these e-mail update options for all of your saved searches.
- Step 6** To save your changes, click **Save**.
- Step 7** A window displays the bug group(s) that you have saved. From this window, you can click a bug group name to see the bugs and the saved searches; you can also edit the search criteria.
-

Hardware Caveats

See the documentation for your specific hardware server. Documentation for Cisco 7800 Series Media Convergence Servers can be found at the following URL:

http://www.cisco.com/en/US/products/hw/voiceapp/ps378/tsd_products_support_series_home.html

Open Caveats

The caveats in [Table 2](#) describe possible unexpected behavior in the latest Cisco Unified MeetingPlace Express software release. These caveats may also be open in previous releases. Only severity 1, severity 2, and select severity 3 open caveats are provided in this document, and they are listed in alphanumeric order by bug identifier. For more information about an individual defect, click or go to the URL in [Table 2](#) to access the online record for that defect, including workarounds.

Because defect status continually changes, be aware that [Table 2](#) reflects a snapshot of the defects that were open at the time this report was compiled. For an updated view of open defects, access Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. Bug Toolkit requires that you have an account with Cisco.com (Cisco Connection Online).

For more information about the Bug Toolkit, see these sections:

- [Using Bug Toolkit, page 14](#)
- [Saving Bug Toolkit Queries, page 15](#)

Table 2 *Open Caveats for Cisco Unified MeetingPlace Express*

Identifier	Severity	Component	Headline
CSCsb03664	2	web-conf	Unable to schedule a continuous meeting http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb03664
CSCsc04431	2	web-conf	Network glitch caused entries in part list to be repeated http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc04431
CSCsc29572	2	web-conf	Reconnect after network disconnect does not work http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc29572
CSCsc29979	2	web-conf	Speaker status not updated in meeting room - while load traffic http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc29979
CSCsc42040	2	web-conf	Web conference crash when using hi-resolution presentation load http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc42040
CSCsc66338	2	web-conf	Unable to join web meeting room in specific scenario http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc66338
CSCsc73825	2	web-conf	Reconnect after network disconnect does not work http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc73825
CSCsc87081	2	web-conf	iptables stop/restart command gets stuck on soft reboot http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc87081
CSCsd09329	2	web-conf	After upgrade old continuous meetings fail to load meeting room http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd09329
CSCsd18176	2	web-conf	Failed to reconnect the web meeting room while disconnection happened http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc18176
CSCsd20410	2	web-conf	Reservationless meeting stays locked on the web when the floor is open http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd20410

Table 2 *Open Caveats for Cisco Unified MeetingPlace Express (continued)*

Identifier	Severity	Component	Headline
CSCsd57367	1	web-conf	Web conferencing crash when exceeding 60 users in hi-resolution meetings session -GigE http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd57367
CSCsd64808	2	web-conf	Web conferencing can't be started after date change even after rebooting (daylight savings time and standard time) http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd64808
CSCsd72638	2	web-conf	Java with PID 2010 has memory leak http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd72638
CSCsd81531	2	web-conf	Lock down Cisco Unified MeetingPlace Express web conferencing able to see OEM-specific information http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd81531
CSCsd85309	1	web-conf	Time changes causes web engine to freeze http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd85309
CSCsd86333	2	web-conf	640x480 meeting room resolution settings does not resize room perfectly http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd86333
CSCsd86353	2	web-conf	Meeting room -optimize room bandwidth does not have impact on data rate http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd86353
CSCsd87801	2	web-conf	Web conference failed http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd87801
CSCsd90342	2	web-conf	1024x768 high resolution presentation - data being sent twice to the participant list http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd90342
CSCse11387	2	web-conf	Unable to reconnect to the web meeting room after the disconnection http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse11387
CSCse16565	2	web-conf	SQLException: deadlock detect and unable to join the meeting http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse16565
CSCse28643	2	web-conf	Unable to launch web conferencing after 20 web-conf users on RoHS servers 782512 http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse28643
CSCse31014	3	system	CCA crash http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse31014

Resolved Caveats

[Table 3](#) lists caveats that are resolved in Cisco Unified MeetingPlace Express Release 1.1.2 but that may be open in previous releases. Only severity 1, severity 2, and select severity 3 resolved caveats are provided in this document, and they are listed in alphanumeric order by bug identifier. For more information about an individual defect, click or go to the URL in [Table 3](#) to access the online record for that defect.

Because defect status continually changes, be aware that [Table 3](#) reflects a snapshot of the defects that were resolved at the time this report was compiled. For an updated view of resolved defects, access Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. Bug Toolkit requires that you have an account with Cisco.com (Cisco Connection Online).

For more information about the Bug Toolkit, see these sections:

- [Using Bug Toolkit, page 14](#)
- [Saving Bug Toolkit Queries, page 15](#)

Table 3 *Resolved Caveats for Cisco Unified MeetingPlace Express*

Resolved in Release 1.1.2			
Identifier	Severity	Component	Headline
CSCsc65582	2	system	Prep CD doesn't work cause 7825H as uninstallable platform http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc65582
CSCsc86599	2	telephony	CCA -H.323 calls failing beyond 30-40 users after load traffic http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc86599
CSCsd00900	3	admin	Upgrade install doesn't correctly update SysAppl MIB values http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd00900
CSCsd68152	2	web-conf	Web meeting room not available if SSL enabled http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd68152
Resolved in Release 1.1.1.1001			
CSCsc52317	2	telephony	LDAP authentication failed -> call dropped when profile user join via VUI http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc52317
CSCsc98251	2	telephony	User recorded names are gone after upgrading Cisco Unified MeetingPlace Express http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc98251
CSCsd18761	2	system	Code dump occurred for module twatch cause system reboot http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd18761
CSCsd51365	3	email	Notification not being delivered to all invitees http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd51365
CSCsd55576	2	telephony	Meeting recording starts; but is deleted if meeting has a second session http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd55576
CSCsd62819	3	email	Cannot schedule meeting even though there are available ports http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd62819
Resolved in Release 1.1.1			
Identifier	Severity	Component	Headline
CSCsc10260	2	web	Guest user used owner of reservationless name when entered in meeting room http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc10260
CSCsc92835	2	admin	SYSAPPLMIB: sysApplRunCurrentState does not show correct values http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc92835
CSCsc99074	2	web-conf	Delete web recordings when meetings end to free up disk space http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc99074

Troubleshooting

All troubleshooting topics are described in the Cisco Unified MeetingPlace Express documentation listed below.

Configuration and Maintenance Guide for Cisco Unified MeetingPlace Express Release 1.1

This guide includes troubleshooting information that can be performed by system administrators in the Administration Center.

- User cannot get in to system
- User cannot join a meeting
- User cannot receive “find me” calls on a non-direct-dial pager
- The system does not answer
- About system logs
- About alarms
- About system status

Troubleshooting Guide for Cisco Unified MeetingPlace Express Release 1.1

This guide includes troubleshooting information that can be performed by system administrators but *cannot* be performed in the Administration Center.

- Recovering the root password
- Recovering the mpxadmin password
- Recovering the system administrator password used in the End-User Interface and the Administration Console
- Accessing the system after installing the wrong SSL certificate or key
- Troubleshooting a failed LDAP log on attempt
- Backing up data
- Archiving data
- Restoring data
- Fixing undetected key presses
- Fixing failed incoming calls
- Fixing dropped calls
- Fixing dead air during calls
- Fixing dropped packets
- Swapping out a disk drive on a Cisco MCS server
- File locations
- Exception codes
- Module numbers and names

User Guide for Cisco Unified MeetingPlace Express Release 1.1

This guide includes troubleshooting information that can be performed by end users.

- Problems logging in
- Problems scheduling meetings
- Problems finding meetings
- Problems joining meetings
- Problems during the meeting
- Getting help from a live attendant

Documentation Updates

This section contains updates to the Cisco Unified MeetingPlace Express documentation that were unavailable when Cisco Unified MeetingPlace Express Release 1.1.2 was released.

For the latest versions of all Cisco Unified MeetingPlace Express documentation, go to http://www.cisco.com/en/US/products/ps6533/tsd_products_support_series_home.html.

Configuration and Maintenance Guide

H.323 ID Field

Added the following note about the H.323 ID field:



Note On the H.323 Configuration page in the Administration Center (**System Configuration > Call Configuration > H.323 Configuration**), do not leave the H.323 ID field blank. You must enter a value in that field.

Delegate Behavior

Added a note about delegate behavior that was not previously documented:



Note All end users can have a delegate who can schedule meetings on the end user's behalf. An end user can also schedule a password-protected meeting and not invite his delegate. However, in this situation, the delegate can still attend the meeting from the web, even if he is not invited and does not know the password. This behavior may present a security risk.

To join a password-protected meeting from the phone, everyone (including the meeting owner, his delegate, the system administrator, profiled users, and guest users) must enter the meeting password.

To join a password-protected meeting from the web, only profiled users and guest users must enter the meeting password. The meeting owner, his delegate, and the system administrator are NOT required to enter the meeting password.

Organization Unit Field

Added the following note to the description of the Organization Unit field which is described in the section about the Fields on the Generate Certificate Signing Request Page:



Note This value cannot contain commas.

Importing User Profiles and User Groups from Cisco Conference Connection

Removed the sentence that states that you can import user profile or user group information from Cisco Conference Connection to Cisco Unified MeetingPlace Express. (Only Cisco Conference Connection meetings may be imported into Cisco Unified MeetingPlace Express.)

Importing Cisco Conference Connection Meetings

Added the following information at the beginning of the “Importing Cisco Conference Connection Meetings” section in the “Importing Data into Cisco Unified MeetingPlace Express” chapter:



Note When meetings are imported from Cisco Conference Connection into Cisco Unified MeetingPlace Express, the user who performs the import process automatically becomes the scheduler for those meetings.

Before You Begin

Before you begin importing meetings from Cisco Conference Connection into Cisco Unified MeetingPlace Express, ensure the following:

- The number of Cisco Unified MeetingPlace Express voice licenses installed on your system is equal to or greater than the number of voice licenses in the Cisco Conference Connection system from which you are importing meetings.
- Unless you have purchased additional web licenses (the same amount as the number of voice licenses that your system has) and you want the imported meetings to have web conferencing capability, make sure that the profile of the person who is importing the meetings has the Host web meetings with parameter set to **Participant list only (no licenses required)**.
- See the “Upgrading Cisco Unified MeetingPlace Express” chapter of the *Installation and Upgrade Guide for Cisco Unified MeetingPlace Express Release 1.1* for a list of the tasks you must perform before upgrading your system from Cisco Conference Connection to Cisco Unified MeetingPlace Express.

Adding the SIP Trunk and Route Pattern in Cisco Unified CallManager Release 5.x

Added the following step between step 4 and step 5 of the “Adding the SIP Trunk and Route Pattern in Cisco Unified CallManager Release 5.x” section.

Step 4.5 Configure the nonsecure SIP trunk profile by completing the following actions:

- a. In the menu at the top of the Cisco Unified CallManager Administration page, click **System > Security Profile > SIP Trunk Security Profile**.
- b. To list all SIP trunk security profiles, click **Find** without entering anything in the Search Options fields.
- c. Under Search Results, click **Non Secure SIP Trunk Profile**.
- d. On the SIP Trunk Security Profile Configuration page, configure the fields described in [Table 4](#).

Table 4 Fields for Configuring the Non Secure SIP Trunk Profile in Cisco Unified CallManager

SIP Trunk Security Profile Information Field	Action
Incoming Transport Type	Keep the default value of TCP+UDP .
Outgoing Transport Type	Select UDP .

- e. For all other required fields on the SIP Trunk Security Profile Configuration page, configure the fields appropriately for the current Cisco Unified CallManager deployment. For information about each field, see the Cisco Unified CallManager online help or see the administration guide for your specific Cisco Unified CallManager release.
- f. Click **Save**.

End User Guide

Joining Meetings and No System Resources Available

Added the following note to the section about joining meetings:



Note If you try to join a web meeting and get an error message similar to “No system resources available for operation,” this is because your system does not have enough licenses available. Contact your system administrator to have more web conferencing licenses added to your system or wait until some licenses become available (such as when other end users have finished their web meetings).

Joining Meetings and Phone Profile Password

Added the following note to the section about joining meetings, to avoid confusion about which password to enter at which times:



Note Enter the password associated with your phone profile number, *not* the meeting password.

Obtaining Documentation

Cisco documentation and additional literature are available on Cisco.com. Cisco also provides several ways to obtain technical assistance and other technical resources. These sections explain how to obtain technical information from Cisco Systems.

Cisco.com

You can access the most current Cisco documentation at this URL:

<http://www.cisco.com/techsupport>

You can access the Cisco website at this URL:

<http://www.cisco.com>

You can access international Cisco websites at this URL:

http://www.cisco.com/public/countries_languages.shtml

Product Documentation DVD

The Product Documentation DVD is a comprehensive library of technical product documentation on a portable medium. The DVD enables you to access multiple versions of installation, configuration, and command guides for Cisco hardware and software products. With the DVD, you have access to the same HTML documentation that is found on the Cisco website without being connected to the Internet. Certain products also have .PDF versions of the documentation available.

The Product Documentation DVD is available as a single unit or as a subscription. Registered Cisco.com users (Cisco direct customers) can order a Product Documentation DVD (product number DOC-DOCDVD= or DOC-DOCDVD=SUB) from Cisco Marketplace at this URL:

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

Ordering Documentation

Registered Cisco.com users may order Cisco documentation at the Product Documentation Store in the Cisco Marketplace at this URL:

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

Nonregistered Cisco.com users can order technical documentation from 8:00 a.m. to 5:00 p.m. (0800 to 1700) PDT by calling 1 866 463-3487 in the United States and Canada, or elsewhere by calling 011 408 519-5055. You can also order documentation by e-mail at tech-doc-store-mkpl@external.cisco.com or by fax at 1 408 519-5001 in the United States and Canada, or elsewhere at 011 408 519-5001.

Documentation Feedback

You can rate and provide feedback about Cisco technical documents by completing the online feedback form that appears with the technical documents on Cisco.com.

You can submit comments about Cisco documentation by using the response card (if present) behind the front cover of your document or by writing to the following address:

Cisco Systems
Attn: Customer Document Ordering
170 West Tasman Drive
San Jose, CA 95134-9883

We appreciate your comments.

Cisco Product Security Overview

Cisco provides a free online Security Vulnerability Policy portal at this URL:

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

From this site, you will find information about how to:

- Report security vulnerabilities in Cisco products.
- Obtain assistance with security incidents that involve Cisco products.
- Register to receive security information from Cisco.

A current list of security advisories, security notices, and security responses for Cisco products is available at this URL:

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

To see security advisories, security notices, and security responses as they are updated in real time, you can subscribe to the Product Security Incident Response Team Really Simple Syndication (PSIRT RSS) feed. Information about how to subscribe to the PSIRT RSS feed is found at this URL:

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

Reporting Security Problems in Cisco Products

Cisco is committed to delivering secure products. We test our products internally before we release them, and we strive to correct all vulnerabilities quickly. If you think that you have identified a vulnerability in a Cisco product, contact PSIRT:

- For Emergencies only—security-alert@cisco.com

An emergency is either a condition in which a system is under active attack or a condition for which a severe and urgent security vulnerability should be reported. All other conditions are considered nonemergencies.

- For Nonemergencies—psirt@cisco.com

In an emergency, you can also reach PSIRT by telephone:

- 1 877 228-7302
- 1 408 525-6532



Tip

We encourage you to use Pretty Good Privacy (PGP) or a compatible product (for example, GnuPG) to encrypt any sensitive information that you send to Cisco. PSIRT can work with information that has been encrypted with PGP versions 2.x through 9.x.

Never use a revoked or an expired encryption key. The correct public key to use in your correspondence with PSIRT is the one linked in the Contact Summary section of the Security Vulnerability Policy page at this URL:

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

The link on this page has the current PGP key ID in use.

If you do not have or use PGP, contact PSIRT at the aforementioned e-mail addresses or phone numbers before sending any sensitive material to find other means of encrypting the data.

Obtaining Technical Assistance

Cisco Technical Support provides 24-hour-a-day award-winning technical assistance. The Cisco Technical Support & Documentation website on Cisco.com features extensive online support resources. In addition, if you have a valid Cisco service contract, Cisco Technical Assistance Center (TAC) engineers provide telephone support. If you do not have a valid Cisco service contract, contact your reseller.

Cisco Technical Support & Documentation Website

The Cisco Technical Support & Documentation website provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The website is available 24 hours a day, at this URL:

<http://www.cisco.com/techsupport>

Access to all tools on the Cisco Technical Support & Documentation website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a user ID or password, you can register at this URL:

<http://tools.cisco.com/RPF/register/register.do>



Note

Use the Cisco Product Identification (CPI) tool to locate your product serial number before submitting a web or phone request for service. You can access the CPI tool from the Cisco Technical Support & Documentation website by clicking the **Tools & Resources** link under Documentation & Tools. Choose **Cisco Product Identification Tool** from the Alphabetical Index drop-down list, or click the **Cisco Product Identification Tool** link under Alerts & RMAs. The CPI tool offers three search options: by product ID or model name; by tree view; or for certain products, by copying and pasting **show** command output. Search results show an illustration of your product with the serial number label location highlighted. Locate the serial number label on your product and record the information before placing a service call.

Submitting a Service Request

Using the online TAC Service Request Tool is the fastest way to open S3 and S4 service requests. (S3 and S4 service requests are those in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Service Request Tool provides recommended solutions. If your issue is not resolved using the recommended resources, your service request is assigned to a Cisco engineer. The TAC Service Request Tool is located at this URL:

<http://www.cisco.com/techsupport/servicerequest>

For S1 or S2 service requests, or if you do not have Internet access, contact the Cisco TAC by telephone. (S1 or S2 service requests are those in which your production network is down or severely degraded.) Cisco engineers are assigned immediately to S1 and S2 service requests to help keep your business operations running smoothly.

To open a service request by telephone, use one of the following numbers:

Asia-Pacific: +61 2 8446 7411 (Australia: 1 800 805 227)

EMEA: +32 2 704 55 55

USA: 1 800 553-2447

For a complete list of Cisco TAC contacts, go to this URL:

<http://www.cisco.com/techsupport/contacts>

Definitions of Service Request Severity

To ensure that all service requests are reported in a standard format, Cisco has established severity definitions.

Severity 1 (S1)—An existing network is down, or there is a critical impact to your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation.

Severity 2 (S2)—Operation of an existing network is severely degraded, or significant aspects of your business operations are negatively affected by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.

Severity 3 (S3)—Operational performance of the network is impaired, while most business operations remain functional. You and Cisco will commit resources during normal business hours to restore service to satisfactory levels.

Severity 4 (S4)—You require information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on your business operations.

Obtaining Additional Publications and Information

Information about Cisco products, technologies, and network solutions is available from various online and printed sources.

- The *Cisco Product Quick Reference Guide* is a handy, compact reference tool that includes brief product overviews, key features, sample part numbers, and abbreviated technical specifications for many Cisco products that are sold through channel partners. It is updated twice a year and includes the latest Cisco offerings. To order and find out more about the Cisco Product Quick Reference Guide, go to this URL:

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

- Cisco Marketplace provides a variety of Cisco books, reference guides, documentation, and logo merchandise. Visit Cisco Marketplace, the company store, at this URL:

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

- *Cisco Press* publishes a wide range of general networking, training and certification titles. Both new and experienced users will benefit from these publications. For current Cisco Press titles and other information, go to Cisco Press at this URL:

<http://www.ciscopress.com>

- *Packet* magazine is the Cisco Systems technical user magazine for maximizing Internet and networking investments. Each quarter, Packet delivers coverage of the latest industry trends, technology breakthroughs, and Cisco products and solutions, as well as network deployment and troubleshooting tips, configuration examples, customer case studies, certification and training information, and links to scores of in-depth online resources. You can access Packet magazine at this URL:

<http://www.cisco.com/packet>

- *iQ Magazine* is the quarterly publication from Cisco Systems designed to help growing companies learn how they can use technology to increase revenue, streamline their business, and expand services. The publication identifies the challenges facing these companies and the technologies to help solve them, using real-world case studies and business strategies to help readers make sound technology investment decisions. You can access iQ Magazine at this URL:

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

or view the digital edition at this URL:

<http://ciscoiq.texterity.com/ciscoiq/sample/>

- *Internet Protocol Journal* is a quarterly journal published by Cisco Systems for engineering professionals involved in designing, developing, and operating public and private internets and intranets. You can access the Internet Protocol Journal at this URL:

<http://www.cisco.com/ipj>

- Networking products offered by Cisco Systems, as well as customer support services, can be obtained at this URL:

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

- Networking Professionals Connection is an interactive website for networking professionals to share questions, suggestions, and information about networking products and technologies with Cisco experts and other networking professionals. Join a discussion at this URL:

<http://www.cisco.com/discuss/networking>

- World-class networking training is available from Cisco. You can view current offerings at this URL:

<http://www.cisco.com/en/US/learning/index.html>

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