

Application Note

Fusion Connect: Connecting Cisco Unified Communications Manager Express (CME) 11.0 with Cisco Unified Border Controller (CUBE) (IOS 15.6(1)S) using SIP

July 2016



Table of Contents

Introduction	
Network Topology	4
Hardware Components	4
Software Requirements	4
Features	5
Features - Supported	5
Features Not Supported	5
Caveats	5
Configuration Considerations	6
Configuration	7
Cisco IOS Version	7
Cisco Unified CME	8
Cisco Unity Connection	27
Version Details	27
Cisco Unity Connection User Configuration	27
Cisco Unity Connection Telephony Integration	29
Port Group	30
Port	32
Acronyms	33



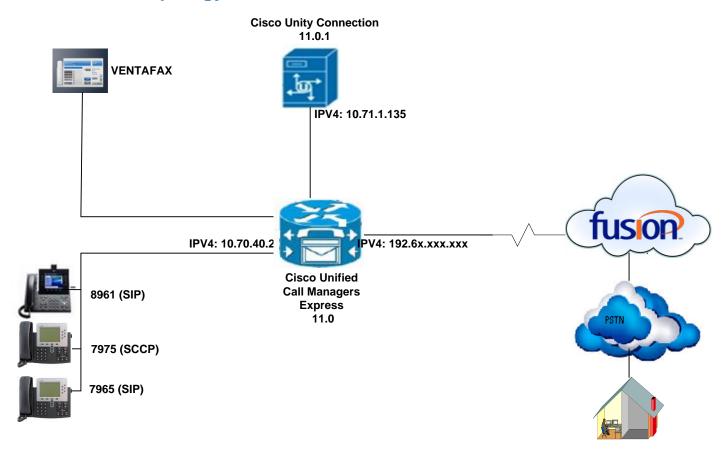
Introduction

Service Providers today, such as Fusion Connect, are offering alternative methods to connect to the PSTN via their IP network. Most of these services utilize SIP as the primary signaling method and a centralized IP to TDM gateway to provide on-net and off-net services.

- This application note describes how to configure a Cisco Unified Communications Manager Express (Cisco Unified CME) 11.0, Cisco Unity Connection 11.0.1 with connectivity to Fusion Connect SIP trunk service. The application note also covers support and configuration example Cisco Unity Connection (CUC) messaging integrated into the Cisco Unified Communications Manager Express. The deployment model covered in this application note is Customer Premises Equipment (Cisco Unified CME/CUC) to PSTN (Fusion Connect). Fusion Connect provides inbound and outbound call service.
- Testing was performed in accordance to Fusion connect test plan and all features were verified. Key features verified are: inbound and outbound basic call (including international calls), calling name delivery, calling number and name restriction, CODEC negotiation, intra-site transfers, intra-site conferencing, call hold and resume, call forward (forward all, busy and no answer), leaving and retrieving voicemail (Cisco Unity Connection), Cisco auto-attendant (BACD), fax using T.38 and G.711 (G3 and SG3 speeds).
- Consult your Cisco representative for the correct IOS image and for the specific application and Device Unit License and Feature License requirements for all your Cisco Unified CME.



Network Topology



Hardware Components

- This solution was tested with Cisco ISR4431
- Cisco IP Phones This solution was tested with 7961 and 7975 and 8961 phones, but any Cisco IP Phone model supporting RFC2833 can be used
- Cisco ISR4431/K9 (1RU) with 1653212K/6147K bytes of memory Processor board ID FOC18261KJL
- 4 Gigabit Ethernet interfaces and 2 Voice FXS interfaces
- Cisco Unity Connection VMware 1 vCPU: Intel(R) Xeon(R) CPU X5675 @ 3.07GHz
- HDD 160 GB, Memory 4096 Mbytes RAM

Software Requirements

- Cisco IOS gateway running Cisco Unified CME 11.0 Version 15.6(1) S, RELEASE SOFTWARE (fc4). This solution was tested with Cisco IOS image: "flash:/isr4400-universalk9.03.17.00.S.156-1.S-std.SPA.bin"
- This solution was tested with Cisco Unity Connection version (Version 11.0.1.10000-10)



Features

Features - Supported

- Basic Call using G.729 & G711
- Calling Party Number Presentation and Restriction
- Calling Name
- Call Transfer
- Conference
- Call Hold and Resume (See Caveat section for details)
- Call Forward All, Busy and No Answer
- Fax using T.38 (See Caveat section for details)
- Fax over G.711 (See Caveat section for details)
- Incoming DID Translation and Routing
- Outbound calls and Inbound calls
- Voicemail
- Auto-attendant (See Caveat section for details)

Features Not Supported

- Transfer Blind
- Dual codecs (G711 & G729) are not supported by Fusion Connect at the moment
- 0 and 0+10 digit dial plan operator assisted calls are not supported by Fusion Connect at the moment
- Rel100 feature is not supported by Fusion Connect
- Privacy ID feature is not supported by Fusion Connect

Caveats

Fax:

- The maximum fax rate achieved using T.38 (G3 or SG3) fax protocol is only 14400 kbps
- For T38 test related scenario achieved using "fax protocol t38 version 0 ls-redundancy 0 hs-redundancy 0 fallback none" on dial peer
- For G711Passthrough test achieved using "fax protocol pass-through g711ulaw"

Auto-Attendant:

 The Cisco Unified CME Basic Automatic Call Distribution (BACD) was employed to enable the auto-attendant feature. The test was performed using the default codec G711u for auto attendant prompts. G.729 prompts can be used; however it was not tested here.

Hold & Resume:

 Cisco Unified CME consumes the re-invites for hold and resume scenarios. Re-invites for hold/resume from the network would potentially depend on the carrier/network the call is traversing.



Configuration Considerations

- 10 Digit BTN (Billing Telephone Number) is used to register Cisco Unified CME to Fusion connect SIP trunk (See configuration section for details)
- Fusion Connect require that the SIP Diversion header contain the full 10-digit DID number of the forwarding party. In this application note the assumption was made that a typical customer will utilize extension numbers (4-digit assignments in this example) and map 10-digit DID number using Cisco Unified CME translation patterns. Because 4-digit extensions configured on Cisco Unified CME IP phones, it is necessary to expand the 4-digit extension included in the Diversion header of a forwarding INVITE message, to its full 10-digit DID number when the IP phone is set to call-forward. The requirement to expand the Diversion-Header has been achieved by the use of a SIP profile in Cisco Unified CME (See configuration section for details)
- Fusion requires 10 digit BTN number in From and Contact header to process the basic calls successfully (See configuration section for details)



Configuration

Cisco IOS Version

Fusion# show version
Cisco IOS XE Software, Version 03.17.00.S - Standard Support Release
Cisco IOS Software, ISR Software (X86_64_LINUX_IOSD-UNIVERSALK9-M), Version
15.6(1)S, RELEASE SOFTWARE (fc4)
Technical Support: http://www.cisco.com/techsupport
Copyright (c) 1986-2015 by Cisco Systems, Inc.
Compiled Wed 25-Nov-15 14:33 by mcpre

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ROM: IOS-XE ROMMON

Fusion uptime is 1 week, 5 days, 4 hours, 24 minutes
Uptime for this control processor is 1 week, 5 days, 4 hours, 25 minutes
System returned to ROM by reload at 10:25:10 UTC Fri Jul 8 2016
System restarted at 10:29:57 UTC Fri Jul 8 2016
System image file is "bootflash:/isr4400-universalk9.03.17.00.S.156-1.S-std.SPA.bin"
Last reload reason: Reload Command

This product contains cryptographic features and is subject to United States and local country laws governing import, export, transfer and use. Delivery of Cisco cryptographic products does not imply Third-party authority to import, export, distribute or use encryption. Importers, exporters, distributors and users are responsible for compliance with U.S. and local country laws. By using this product you agree to comply with applicable laws and regulations. If you are unable to comply with U.S. and local laws, return this product immediately.

A summary of U.S. laws governing Cisco cryptographic products may be found at: http://www.cisco.com/wwl/export/crypto/tool/stqrg.html

If you require further assistance please contact us by sending email to export@cisco.com.



Suite License Information for Module: 'esg'

Suite	Suite Current	Туре	Suite Next reboot
FoundationSuiteK securityk9 appxk9	9 None	None	None
AdvUCSuiteK9 uck9 cme-srst cube	None	None	None

Technology Package License Information:

Technology Technology-package Technology-package Current Type Next reboot

.....

appxk9 appxk9 RightToUse appxk9 uck9 uck9 RightToUse uck9 securityk9 securityk9 RightToUse securityk9 ipbase ipbasek9 Permanent ipbasek9

cisco ISR4431/K9 (1RU) processor with 1653212K/6147K bytes of memory Processor board ID FTX1845AJ9S
4 Gigabit Ethernet interfaces
2 Voice FXS interfaces
32768K bytes of non-volatile configuration memory
4194304K bytes of physical memory
7057407K bytes of flash memory at bootflash:

Configuration register is 0x2102

Cisco Unified CME



```
Fusion#show running-config
Building configuration...
Current configuration: 9213 bytes
! Last configuration change at 09:32:06 UTC Thu Jul 21 2016 by cisco
! NVRAM config last updated at 09:31:59 UTC Thu Jul 21 2016 by cisco
version 15.6
service timestamps debug datetime msec
service timestamps log datetime msec
no platform punt-keepalive disable-kernel-core
hostname Fusion
boot-start-marker
boot system flash isr4400-universalk9.03.17.01.S.156-1.S1-std.SPA.bin
boot-end-marker
!
vrf definition Mgmt-intf
!
address-family ipv4
exit-address-family
!
address-family ipv6
exit-address-family
no aaa new-model
```

Note: Testing was conducted in tekVizion labs



!
!
!
!
!
!
!
!
!
ip name-server 10.85.0.232
ip domain name lab.tekvizion.com
!
!
!
!
!
!
!
!
!
!
subscriber templating
!
!
!
multilink bundle-name authenticated
!
!
!



```
voice service voip
ip address trusted list
 ipv4 216.86.XX.XX
 ipv4 10.71.1.135
 ipv4 10.70.40.2
no ip address trusted authenticate
callmonitor
address-hiding 1
allow-connections sip to sip<sup>2</sup>
no supplementary-service sip moved-temporarily
no supplementary-service sip refer
redirect ip2ip
fax protocol t38 version 0 ls-redundancy 0 hs-redundancy 0 fallback none 3
sip
 session refresh4
 registrar server
```

¹ Enables IP address hiding between the private network (Cisco Unified CME side) and the public network (Fusion Connect Network)

² This command enables the Cisco Unified CME to perform basic IP to IP voice communication

³ This command enables T.38 fax at global level, meaning all VoIP dial-peers not configured for specific fax protocol will use this setting. T.38 fax protocol may be configured under appropriate dial-peers

⁴ Use the SIP session refresh command to send the session refresh request



```
voice class codec 15
codec preference 1 g729r8
codec preference 2 g711ulaw
voice class sip-profiles 16
request INVITE sip-header From modify "<sip:(.*)@(.*)" "<sip:9733397580@\2"7
request INVITE sip-header Contact modify "<sip:(.*)@(.*)" "<sip:9733397580@\2"8
request INVITE sip-header Diversion modify "<sip:(.*)@(.*)>" "<sip:973339\1@\2>"9
request INVITE sip-header Privacy add "Privacy: id"10
!
voice register global
mode cme
source-address 10.70.40.2 port 5060
max-dn 10
max-pool 10
load 7945 SIP45.9-4-2SR1-1S
load 7961 SIP41.9-2-1S
load 8961 sip8961.9-2-2SR1-9
authenticate register
```

⁵ This command enables multiple codec support and performs codec filtering required for correct interoperability between Fusion Connect SIP network and Cisco Unified CME

⁶ SIP Profiles can be used to manipulate SIP header attributes

⁷ FROM header should contain 10 digit BTN number for successful registration

⁸ Contact header should contain 10 digit BTN number for successful registration

⁹ SIP profile is used to convert 4 digit extension number to 10 digit DID for call forward

¹⁰ "request INVITE sip-header Privacy add "privacy id" is added to make call From a CPE Phone to some PSTN phone; Pass Calling Party Number (CPN), marked private and Verify display at called party phone



```
authenticate realm cisco
timezone 8
tftp-path flash:
file text
create profile sync 0003244205203966
voice register dn 1
number 7580
call-forward b2bua noan 7777 timeout 9
name CPE-1
voice register dn 2
number 3067
name CPE-4
voice register pool 1
registration-timer max 600 min 60
busy-trigger-per-button 1
id mac 001D.A21A.2791
type 7961
number 1 dn 1
dtmf-relay rtp-nte
voice-class codec 1
username 7580 password
voice register pool 2
id mac 081F.F362.5DD1
type 8961
number 1 dn 2
```



```
voice-class codec 1
username 3067 password
ļ
voice translation-rule 1
rule 1 /973339\(....\)/ \/1/
rule 2 /408470\(....\)/ \/1/
voice translation-rule 2
rule 2 \(\^3067\)/ /408470\1/
rule 3 \(^7...\)/ /973339\1/
ļ
voice translation-profile test
!
voice translation-profile to-10dig
translate calling 2
!
voice translation-profile to-ext
translate called 1
voice-card 0/1
no watchdog
license udi pid ISR4431/K9 sn FOC18261KJL
license accept end user agreement
```



license boot level appxk9
license boot level uck9
license boot level securityk9
!
spanning-tree extend system-id
!
username cisco privilege 15 secret 5
!
redundancy
mode none
!
!
!
!
!
vlan internal allocation policy ascending
!
!
!
!
!
!
!
!
!
!
!
!
1



```
interface GigabitEthernet0/0/0
ip address 10.64.4.19 255.255.0.0
shutdown
media-type rj45
negotiation auto
interface GigabitEthernet0/0/1
no ip address
shutdown
media-type rj45
negotiation auto
interface GigabitEthernet0/0/2
description WAN
ip address 192.65.XX.XXX 255.255.255.128
media-type rj45
negotiation auto
```

interface GigabitEthernet0/0/3



```
description LAN
ip address 10.70.40.2 255.255.255.0
media-type rj45
negotiation auto
interface Service-Engine0/1/0
interface GigabitEthernet0
vrf forwarding Mgmt-intf
no ip address
negotiation auto
interface Vlan1
no ip address
shutdown
ip forward-protocol nd
no ip http server
no ip http secure-server
ip tftp source-interface GigabitEthernet0/0/3
ip route 0.0.0.0 0.0.0.0 192.65.XX.XXX
ip route 10.64.0.0 255.255.0.0 10.70.40.1
ip route 10.70.40.0 255.255.255.0 10.70.40.1
ip route 10.85.0.232 255.255.255.255 GigabitEthernet0/0/3
ip route 172.16.24.0 255.255.248.0 10.70.40.1
```



```
tftp-server flash:RedHotChiliPeppers.wav
tftp-server flash:apps45.9-4-2ES9.sbn
tftp-server flash:cnu45.9-4-2ES9.sbn
tftp-server flash:cvm45sip.9-4-2ES9.sbn
tftp-server flash:dsp45.9-4-2ES9.sbn
tftp-server flash:jar45sip.9-4-2ES9.sbn
tftp-server flash:SIP45.9-4-2SR1-1S.loads
tftp-server flash:term45.default.loads
tftp-server flash:term65.default.loads
tftp-server flash:SampleAudioSource.g729.wav
tftp-server flash:SampleAudioSource.wav
tftp-server flash:ToneOnHold.ulaw.wav
tftp-server flash:apps41.9-2-1TH1-13.sbn
tftp-server flash:cnu41.9-2-1TH1-13.sbn
tftp-server flash:cvm41sip.9-2-1TH1-13.sbn
tftp-server flash:dsp41.9-2-1TH1-13.sbn
tftp-server flash:jar41sip.9-2-1TH1-13.sbn
tftp-server flash:SIP41.9-2-1S.loads
tftp-server flash:term61.default.loads
tftp-server flash:dkern8961.100609R2-9-2-2SR1-9.sebn
tftp-server flash:kern8961.9-2-2SR1-9.sebn
tftp-server flash:rootfs8961.9-2-2SR1-9.sebn
tftp-server flash:sboot8961.031610R1-9-2-2SR1-9.sebn
tftp-server flash:sip8961.9-2-2SR1-9.loads
tftp-server flash:skern8961.022809R2-9-2-2SR1-9.sebn
control-plane
```



```
voice-port 0/1/0
cptone IN
station-id number 973339XXXX
caller-id enable
voice-port 0/1/1
!
!
!
!
mgcp behavior rsip-range tgcp-only
mgcp behavior comedia-role none
mgcp behavior comedia-check-media-src disable
mgcp behavior comedia-sdp-force disable
mgcp profile default
telephony-service
conference transfer-pattern
no auto-reg-ephone
max-ephones 20
max-dn 20
ip source-address 10.70.40.2 port 2000
```



```
voicemail 7777<sup>11</sup>
max-conferences 8 gain -6
call-forward pattern .T
moh enable-g711 "flash:ToneOnHold.ulaw.wav"
multicast moh 239.0.2.1 port 2000
transfer-system full-consult
transfer-pattern .T
create cnf-files version-stamp 7960 Jul 21 2016 06:58:11
!
dial-peer voice 100 voip
description inbound from Fusion
translation-profile incoming to-ext
session protocol sipv2
session target sip-server
session transport udp
incoming called-number 973339....
voice-class codec 1
dtmf-relay rtp-nte
fax rate 14400
fax nsf 000000
fax protocol t38 version 0 ls-redundancy 0 hs-redundancy 0 fallback none
dial-peer voice 200 voip
description outboud to Fusion
translation-profile outgoing to-10dig
destination-pattern [2-9]......
```

¹¹ 7777 - Voicemail pilot number used in this example



```
session protocol sipv2
session target sip-server<sup>12</sup>
session transport udp
voice-class codec 113
no voice-class sip asserted-id
voice-class sip profiles 114
dtmf-relay rtp-nte
fax rate 14400
fax nsf 000000
fax protocol t38 version 0 ls-redundancy 0 hs-redundancy 0 fallback none<sup>15</sup>
no vad
dial-peer voice 101 voip
description inbound from Fusion
translation-profile incoming to-ext
shutdown
session protocol sipv2
session target sip-server
session transport udp
incoming called-number 408470....
voice-class codec 1
dtmf-relay rtp-nte
no vad
dial-peer voice 999 voip
```

¹² This command sets the SIP server target for outgoing SIP calls

¹³ This command assigns the voice class codec setting to this dial-peer

¹⁴ This command assigns the applicable SIP profile to use for this dial-peer

¹⁵ Example of configuring T.38 as fax protocol per dial peer



```
description "Emergency and Operator call"
destination-pattern 91.
session protocol sipv2
session target sip-server
session transport udp
voice-class codec 1
no voice-class sip asserted-id
voice-class sip profiles 1
dtmf-relay rtp-nte
no vad
dial-peer voice 7777 voip<sup>16</sup>
description voice mail pilot
huntstop
max-conn 8
destination-pattern 7777
session protocol sipv2
session target ipv4:10.71.1.135:5060<sup>17</sup>
session transport udp
voice-class sip bind control source-interface GigabitEthernet0/0/3
voice-class sip bind media source-interface GigabitEthernet0/0/3
dtmf-relay rtp-nte
codec g711ulaw
no vad
dial-peer voice 1000 pots
```

-

¹⁶ Dial peer used to route the calls to Cisco unity connection server for voicemail access

¹⁷ This command sets the Cisco unity connection server target for voicemail calls



```
preference 2
service session
destination-pattern 7583
no digit-strip
port 0/1/0
gateway
timer receive-rtp 1200
sip-ua
credentials number 973339XXX username 973339XXXX password 7 realm asterisk
authentication username 9733397580 password 7 realm asterisk
mwi-server ipv4:10.71.1.135 expires 3600 port 5060 transport udp unsolicited
registrar ipv4:216.86.41.69 expires 3600
sip-server ipv4:216.86.41.69:5060
!
ephone-template 1
softkeys hold Resume Newcall Select Join
softkeys idle Redial Newcall ConfList RmLstC Cfwdall Join Pickup Login HLog Dnd Gpickup
softkeys seized Endcall Redial Cfwdall Meetme Pickup Callback
softkeys alerting Endcall Callback
softkeys connected Hold Endcall Confrn Trnsfer Select Join ConfList RmLstC Park Flash
!
ephone-dn 1 dual-line
number 7593
label 7593
```



```
name CPE-3
!
ephone-dn 2 dual-line
number 7583
label 7583
name CPE-2
!
ephone 1
conference max-length 16
device-security-mode none
mac-address 0008.3031.F49B
ephone-template 1
max-calls-per-button 2
type 7975
button 1:1
!
ephone 2
device-security-mode none
mac-address 0C27.2431.5F6B
ephone-template 1
max-calls-per-button 2
type 7965
button 1:2
```



```
ephone 3
device-security-mode none
line con 0
exec-timeout 0 0
logging synchronous
stopbits 1
line aux 0
privilege level 15
stopbits 1
line vty 0
exec-timeout 0 0
no activation-character
logging synchronous
login local
transport preferred ssh
transport input telnet ssh
line vty 14
exec-timeout 0 0
logging synchronous
login local
transport input telnet ssh
ntp server 10.10.10.5
end
```





Cisco Unity Connection

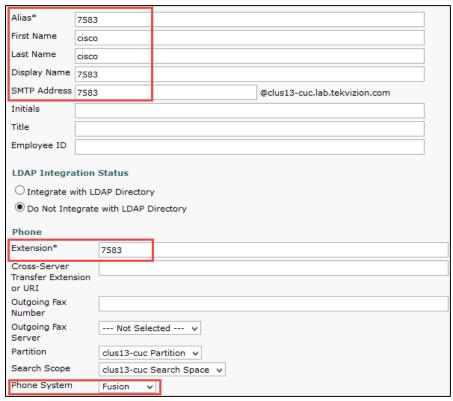
Version Details

Cisco Unity Connection Administration Version 11.0.1.10000-10

Cisco Unity Connection User Configuration

Navigation: Cisco Unity Connection → Users → Users

- 1. Set **Alias**= 7583 is used for this example
- 2. Set **First Name** = *cisco* is used to identify this User
- 3. Set **Last Name** = *cisco* is used for this example
- 4. Set **Display Name** = 7583 is used in this example
- 5. Set **SMTP Address** = 7583 is used in this example
- 6. Set **Extension** = 7583 is used in this example
- 7. Set **Phone System** = *Fusion* is used in this example
- 8. All other values are default





Cisco Unity Connection User Configuration (Continued)

9. All values are default

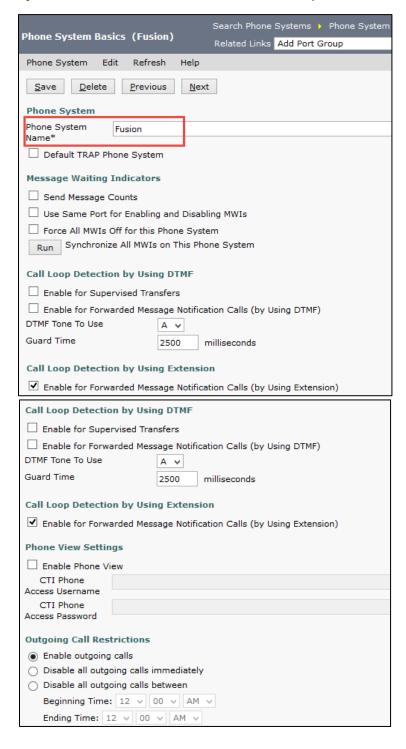
Class of Service	Voice Mail User COS ♥
Active Schedule	All Hours View
Set for Self-er	nrollment at Next Sign-In
✓ List in Director	ry
✓ Send Non-Del	ivery Receipts on Failed Message Delivery
Skip PIN When	n Calling From a Known Extension
Use Short Cal	endar Caching Poll Interval
Recorded Name	Play/Record
Location	
Address	
Building	
City	
State	
Postal Code	
Country Unit	ed States 🔻
✓ Use System D	efault Time Zone
Time Zone (GM	T-06:00) America/Chicago V
Language OU	Jse System Default Language
•	English(United States) 🗸
Department	English (Onico Scatos)
Manager	



Cisco Unity Connection Telephony Integration

Navigation: Telephony Integrations → Phone System

1. Set **Phone System Name** = *Fusion* is used for this example

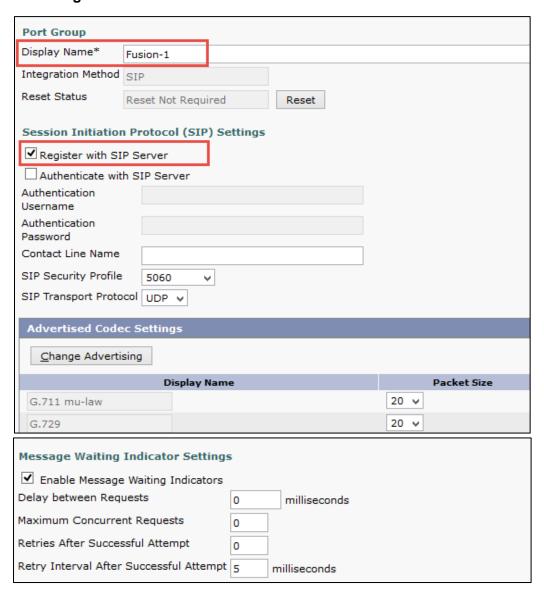




Port Group

Navigation: Telephony Integrations → Port Group

- 1. Set **Display Name** = *Fusion-1* is used for this example
- 2. Check Register with SIP Server





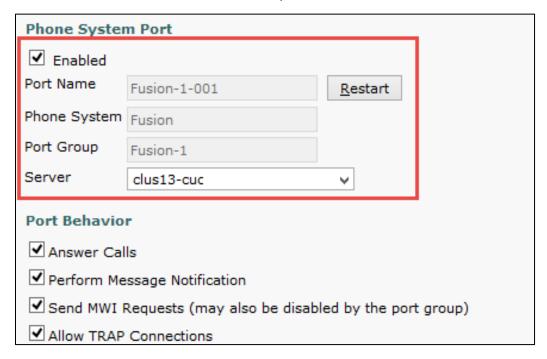
Navigation: Telephony Integrations \rightarrow Port Group \rightarrow Edit \rightarrow Servers

5.13. C			Search Port Gro	ups 🕨 Por	t Group Basics	(Fusion-1)	Edit Server	rs
Edit Servers			Rela	ted Links	Check Telephor	ny Configurati	on y G <u>o</u>]
Port Group	Edit	Refresh	Help					
<u>S</u> ave								
SIP Server	5							
Delete Sel	lected	Add						
Orde	r 1	Pv4 Addre	ss or Host Name	IPv	6 Address or H	ost Name	Port	
	10	0.70.40.2					5060	
Delete Se	lected	Add						
TFTP Serve	rs							
Delete Sel	lected	Add						
Orde	er .	IPv4 A	Address or Host Na	ame	IPv6 A	ldress or Host	Name	
Delete Sel	lected	Add						
IPv6 Addres	ssing M	lode						
Preference for	r Signa	ling IPv4	~					
Preference for	r Media	IPv4	<u> </u>					



Port

- 1. Set Port Name = Fusion-1-001 is used for this example
- 2. Phone System = Fusion
- 3. Port Group = Fusion-1
- 4. Server = clus13-cuc is used for this example



Note: Testing was conducted in tekVizion labs



Acronyms

SIP	Session Initiation Protocol		
MGCP	Media Gateway Control Protocol		
SCCP	Skinny Client Control Protocol		
Cisco Unified CME	Cisco Unified Communications Manager Express		
SP	Service Provider		
PSTN	Public switched telephone network		
DTMF	Dual Tone Multi-Frequency		
CUC	Cisco Unity Connection		
VOIP	Voice Over Internet Protocol		
IP	Internet Protocol		
TDM	Time-division multiplexing		
BTN	Billed (or Billing) Telephone Number		
CODEC	Coder-Decoder (in this document a device used to digitize and un digitize voice		
	signals)		

Important Information

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Corporate Headquarters

Cisco Systems, Inc. 170 West Tasman Drive San Jose, CA 95134-1706 USA

www.cisco.com

Tel: 408 526-4000 800 553-NETS (6387) Fax: 408 526-4100 **European Headquarters**

Cisco Systems
International BV
Haarlerbergpark
Haarlerbergweg 13-19
1101 CH Amsterdam
The Netherlands
www-europe.cisco.com

Tel: 31 0 20 357 1000 Fax: 31 0 20 357 1100 **Americas Headquarters**

Cisco Systems, Inc. 170 West Tasman Drive San Jose, CA 95134-1706

USA

www.cisco.com

Tel: 408 526-7660 Fax: 408 527-0883 Asia Pacific Headquarters

Cisco Systems, Inc. Capital Tower 168 Robinson Road #22-01 to #29-01 Singapore 068912 www.cisco.com

Tel: +65 317 7777 Fax: +65 317 7799

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