Release Notes for Cisco Unified Contact Center Security Wizard

ICM Software Releases 7.0, 7.1, and 7.2

October 2007

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Introduction

These release notes introduces a new product, the Cisco Unified Contact Center Security Wizard and a new utility, the Network Isolation Utility. See the *Security Best Practices Guide for ICM and IPCC Enterprise & Hosted Editions for ICM Software Releases 7.0, 7.1, and 7.2* for a complete description of the Security Wizard and the Cisco Network Isolation Utility and for how to use them.

The Cisco Unified Contact Center Security Wizard is a new security deployment tool for Cisco Unified ICM and the Cisco Unified Contact Center Enterprise, introduced after the publication of Unified ICM 7.2, that simplifies security configuration through its step-by-step wizard based approach.

The Security Wizard is a new graphical user interface to configure security by means of the Unified ICM and Unified Contact Center Enterprise security command-line utilities:

- The Security Hardening Utility
- The Windows Firewall Utility

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- The Network Isolation Utility

The Security Hardening and Windows Firewall utilities are two command-line security utilities that have existed since the 7.0 release. The Network Isolation Utility was introduced after the ICM 7.2 release and is also included in this release. The Security Wizard installer installs both the Security Wizard and the Network Isolation Utility.

System Requirements

This section contains the following:

- Cisco Unified Platform Compatibility, page 2
- Requirements, page 2

Cisco Unified Platform Compatibility

The Cisco Unified Contact Center Security Wizard works with ICM 7,0, 7.1, and 7.2. That is, all three security utilities within the wizard (the Security Hardening Utility, the Windows Firewall Utility, and the Network Isolation Utility) can be used in ICM 7.0, 7.1. and 7.2.

The utilities available through the wizard are designed to work only on Unified ICM and Unified Contact Center Enterprise servers. They are not designed for Multimedia application servers or Agent Desktops. See the respective chapters on these Security Wizard utilities in the *Security Best Practices Guide for ICM and IPCC Enterprise & Hosted Editions* for more compatibility details about each utility. The related chapters are:

- IPSec and NAT Support
- Applying IPSec with the Network Isolation Utility
- Windows Server 2003 Firewall Configuration
- Automated Security Hardening Settings on Windows Server 2003
- Applying Security with the Cisco Unified Contact Center Security Wizard

Requirements

You must be a direct member of the local administrators group to execute the Security Wizard.

Before running the Security Wizard you should be familiar with all the utilities that you can run from it and their requirements. This information is in the *Security Best Practices Guide for ICM and IPCC Enterprise & Hosted Editions* in the chapters listed in the preceding section.

Limitations and Restrictions

The purpose of the Network Isolation Utility is to limit network connectivity in your contact center system to only those devices that you consider safe. Therefore, the Network Isolation Utility requires careful planning before deployment or you could accidentally lose required network connectivity.

To help you plan and to understand the Network Isolation Utility limitations and restrictions, you should read the *How to Deploy the Network Isolation Feature* and the *Caveats* sections in the *Security Best Practices Guide for ICM and IPCC Enterprise & Hosted Editions* before planning your deployment of the network isolation feature.

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/univercd/home/home.htm

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

Ordering Documentation

You can find instructions for ordering documentation at this URL:

http://www.cisco.com/univercd/cc/td/doc/es_inpck/pdi.htm

You can order Cisco documentation in these ways:

- Registered Cisco.com users (Cisco direct customers) can order Cisco product documentation from the Ordering tool:

   http://www.cisco.com/en/US/partner/ordering/index.shtml

- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco Systems Corporate Headquarters (California, USA) at 408 526-7208 or, elsewhere in North America, by calling 800 553-NETS (6387).

Documentation Feedback

You can send comments about technical documentation to bug-doc@cisco.com.

You can submit comments 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.

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Obtaining Technical Assistance

For all customers, partners, resellers, and distributors who hold valid Cisco service contracts, Cisco Technical Support provides 24-hour-a-day, award-winning technical assistance. The Cisco Technical Support Website on Cisco.com features extensive online support resources. In addition, Cisco Technical Assistance Center (TAC) engineers provide telephone support. If you do not hold a valid Cisco service contract, contact your reseller.

Cisco Technical Support Website

The Cisco Technical Support 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, 365 days a year at this URL:

http://www.cisco.com/techsupport

Access to all tools on the Cisco Technical Support 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

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 automatically provides recommended solutions. If your issue is not resolved using the recommended resources, your service request will be assigned to a Cisco TAC 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 TAC 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)—Your 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 operation 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 your network is impaired, but 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.

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

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

- The Cisco *Product Catalog* describes the networking products offered by Cisco Systems, as well as ordering and customer support services. Access the Cisco Product Catalog at this URL:

  http://cisco.com/univercd/cc/td/doc/pcat/

- *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

- *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

- 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