

## Below are some useful links that I have come across:

Note: Listed in no particular order ...

### **All Collaboration Endpoints**

*Information about Cisco endpoints ranging from IP phones to web, mobile, and desktop clients.*

<https://www.cisco.com/c/en/us/products/collaboration-endpoints/product-listing.html>

### **Cisco Call Detail Records Codes**

*Common codes that can be viewed with CDRs.*

[https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/cucm/service/11\\_5\\_1/cdrdef/cucm\\_b\\_cucm-cdr-administration-guide-1151/cucm\\_b\\_cucm-cdr-administration-guide-1151\\_chapter\\_0110.html](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/service/11_5_1/cdrdef/cucm_b_cucm-cdr-administration-guide-1151/cucm_b_cucm-cdr-administration-guide-1151_chapter_0110.html)

### **Cisco Collaboration Systems Release Compatibility Matrix**

*List of Cisco applications and their compatibility based on different versions.*

[https://www.cisco.com/c/dam/en/us/td/docs/voice\\_ip\\_comm/uc\\_system/unified/communications/system/Compatibility/CSR-Compatibility-Matrix-InteractiveHTML.html](https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/uc_system/unified/communications/system/Compatibility/CSR-Compatibility-Matrix-InteractiveHTML.html)

### **Cisco Coverage Checker** \* requires cisco.com account.

*The Device Coverage Checker tool allows you to determine the current contract status of your Cisco devices.*

<https://cway.cisco.com/sncheck/>

### **Cisco IOS Configuration Fundamentals Command Reference**

*This document contains Cisco IOS commands that are supported in many different software releases and on many different platforms.*

[https://www.cisco.com/c/en/us/td/docs/ios/fundamentals/command/reference/cf\\_book.html](https://www.cisco.com/c/en/us/td/docs/ios/fundamentals/command/reference/cf_book.html)

### **Cisco IOS Voice Command Reference**

*This document contains Cisco IOS Voice commands that are supported in many different software releases and on many different platforms.*

[https://www.cisco.com/c/en/us/td/docs/ios/voice/command/reference/vr\\_book.html](https://www.cisco.com/c/en/us/td/docs/ios/voice/command/reference/vr_book.html)

### **Cisco Tools & Resources** \* requires cisco.com account.

*Browse the many tools available from Cisco.*

<https://www.cisco.com/c/en/us/support/web/tools-catalog.html>

### **Cisco Unified Communication Tools**

*This page is a collection of free Cisco Unity and Cisco Unity Connection related tools.*

<https://www.ciscounitytools.com/index.html>

### **Packet Capture on CUCM**

*How to collect packets which are being sent to and from the network interface on a CUCM server. This also applies to other applications such as CUC, UCCX, CER and IM&P.*

<https://community.cisco.com/t5/collaboration-voice-and-video/packet-capture-on-cucm-appliance-model/ta-p/3118507>

**Quick Reference CLI Commands for CUCM, CUC and IM & Presence**

*This page contains a list of all Cisco CLI commands and their syntax in brief format. Even though the website does not specify versions past 10.x many of the commands still apply.*

<http://www.voicecerts.com/2010/05/cucm-cli-commands.html>

**RTMT Trace Locations via the CLI**

*This document maps the RTMT check boxes to CLI file locations.*

<https://www.cisco.com/c/en/us/support/docs/unified-communications/unified-communications-manager-callmanager/211620-CUCM-11-0-1-RTMT-Trace-Locations-in-CLI.html>

**Cisco Unified Contact Center Express Getting Started with Script**

[https://www.cisco.com/c/dam/en/us/td/docs/voice\\_ip\\_comm/cust\\_contact/contact\\_center/crs/express\\_11\\_0/programming/guide/EditorSeriesVol1.pdf](https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/crs/express_11_0/programming/guide/EditorSeriesVol1.pdf)

**Cisco Unified Contact Center Express Editor Step Reference Guide**

[https://www.cisco.com/c/dam/en/us/td/docs/voice\\_ip\\_comm/cust\\_contact/contact\\_center/crs/express\\_11\\_0/programming/guide/EditorSeriesVol2.pdf](https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/crs/express_11_0/programming/guide/EditorSeriesVol2.pdf)

**Cisco Unified Contact Center Express Expression Language Reference Guide**

[https://www.cisco.com/c/dam/en/us/td/docs/voice\\_ip\\_comm/cust\\_contact/contact\\_center/crs/express\\_11\\_0/programming/guide/EditorSeriesVol3.pdf](https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/crs/express_11_0/programming/guide/EditorSeriesVol3.pdf)

**Cisco Unified Contact Center Express Historical Reporting Guide**

*This guide describes all the fields in a historical report.*

[https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/cust\\_contact/contact\\_center/crs/express\\_11\\_0/user/guide/UCCX\\_BK\\_UA808DBF\\_00\\_uccx-historical-reporting-guide-11.html](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/crs/express_11_0/user/guide/UCCX_BK_UA808DBF_00_uccx-historical-reporting-guide-11.html)

**VoIP Per Call Bandwidth Consumption**

*This document describes voice codec bandwidth calculations.*

<https://www.cisco.com/c/en/us/support/docs/voice/voice-quality/7934-bwidth-consume.html>

# Below are some useful tools and applications that I have come across:

Note: Listed in no particular order ...

## **Advanced IP Scanner**

*This program can locate all computers on your wired or wireless local network and scan their ports.*

<https://www.advanced-ip-scanner.com/>

## **Audacity**

*Easy-to-use, multi-track audio editor and recorder. Useful when creating Music on hold prompts or prompt for UCCX.*

<https://www.audacityteam.org/>

## **Certificate Decoder**

*decodes your PEM encoded SSL certificate and verifies that it contains the correct information.*

<https://www.sslshopper.com/certificate-decoder.html>

## **Data conversion**

*converts Bytes to Kilobytes to Megabytes to Gigabytes to Terabytes, and Vice Versa*

<https://whatsabyte.com/P1/byteconverter.htm>

## **Diagrams.net**

*free online diagram software for making flowcharts, a great Visio alternative.*

<https://app.diagrams.net/>

## **File Transfer Time Calculator**

*determines how much time and bandwidth it takes to move large files around a network.*

<https://www.expedient.com/file-transfer-time-calculator/>

## **freeFTPd**

*free sFTP server*

<http://www.freesshd.com/?ctt=download>

## **Greenshot**

*free screenshot tool optimized for productivity.*

<https://getgreenshot.org/>

## **IP Subnet Mask Calculator**

*enables subnet network calculations.*

<http://www.subnet-calculator.com/subnet.php?>

## **Notepad++**

*free source code editor*

<https://notepad-plus-plus.org/>

**PDF Creator**

*allows you to convert files to PDF.*

<https://www.pdfforge.org/pdfcreator>

**Percentage Calculator**

*Free online tool to calculate percentages.*

<https://percentagecalculator.net/>

**Putty**

*Popular SSH and telnet client*

<https://www.putty.org/>

**SecureCRT**

*Commercial SSH and Telnet client and terminal emulator*

<https://www.vandyke.com/products/securecrt/>

**Solarwinds SFTP/SCP Server**

*Free SFTP server*

<https://www.solarwinds.com/free-tools/free-sftp-server>

**Solarwinds TFTP Server**

*Free TFTP server*

<https://www.solarwinds.com/free-tools/free-tftp-server>

**TranslatorX**

*Allows you to quickly parse through CUCM or CUBE trace files.*

<https://translatorx.org/>

**Treesize**

*Free disk space manager for Windows*

[https://www.jam-software.com/treesize\\_free/](https://www.jam-software.com/treesize_free/)

**WinDirStat**

*Disk usage statistics viewer and cleanup tool*

<https://windirstat.net/>

**WinMerge**

*Useful tool that can determine the differences between two files.*

<http://winmerge.org/?lang=en>

**WinSCP**

*Free SFTP and FTP client for Windows*

<https://winscp.net/eng/download.php>

**Wireshark**

*Free and open-source packet analyzer*

<https://www.wireshark.org/>

**Cisco UC Answer File Generator**

Generates answer files for unattended Cisco UC installations.

<https://www.cisco.com/c/en/us/applicat/content/cuc-afg/index.html>

**Collaboration Solutions Analyzer**

Allows you to troubleshoot and validate your Cisco Collaboration deployments.

<https://cwa.cisco.com/csa/>

**CUC OVAs**

Used to build CUC virtual machines.

[https://www.cisco.com/c/dam/en/us/td/docs/voice\\_ip\\_comm/uc\\_system/virtualization/virtualization-cisco-unity-connection.html](https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/uc_system/virtualization/virtualization-cisco-unity-connection.html)

**CUCM OVAs**

Used to build CUCM virtual machines.

[https://www.cisco.com/c/dam/en/us/td/docs/voice\\_ip\\_comm/uc\\_system/virtualization/virtualization-cisco-unified-communications-manager.html](https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/uc_system/virtualization/virtualization-cisco-unified-communications-manager.html)

**EVE-NG**

Clientless multivendor network emulation software

<https://www.eve-ng.net/>

**GNS3**

Graphical network simulator that allows you to design complex network topologies.

<https://www.gns3.com/>

**ISO Creator**

ISO Image file creation tool

<http://www.freeisocreator.com/>

**MailServer**

Open-source email server for Microsoft Windows. Perfect for lab environments.

<https://www.hmailserver.com/>

**Meinberg NTP server**

NTP client and server

<https://www.meinbergglobal.com/english/sw/ntp.htm>

**Rufus**

Utility that helps format and create bootable USB flash drives from ISO files.

<https://rufus.ie/>

**UCCX OVAs**

Used to build UCCX virtual machines.

[https://www.cisco.com/c/dam/en/us/td/docs/voice\\_ip\\_comm/uc\\_system/virtualization/virtualization-cisco-unified-contact-center-express.html](https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/uc_system/virtualization/virtualization-cisco-unified-contact-center-express.html)

### **WinImage**

Enables you to create floppy images for your virtual machines. Works well when performing unattended Cisco UC installations.

<http://www.winimage.com/winimage.htm>

### **Free Text-To-Speech**

Converts your Text into professional speech for free. Very helpful when creating prompts in your lab environment.

<https://ttsmp3.com/>

### **Convert Audio Online**

Convert Audio to PCM ulaw 8000Hz

<https://www.networkclan.com/tools/convert-audio-to-pcm-ulaw-8000hz/>