Release Notes for Cisco Contact Center SIP Proxy (CCCSP)

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Release Notes for Cisco Contact Center SIP Proxy

Introduction

This document describes the new features, system requirements, licensing information, and caveats for Cisco Contact Center SIP Proxy (CCCSP).

CCCSP is a high-performance, highly available Session Initiation Protocol (SIP) server for centralized routing and SIP signaling normalization. By forwarding requests to call-control domains, CCCSP provides the means for routing sessions within enterprise and service provider networks. CCCSP provides multiple features, including SIP trunk aggregation, name resolution, routing, load balancing, scalability, and high availability.

CCCSP is delivered as an Open Virtual Appliance (OVA) and can be installed as a virtual machine on VMware ESXi or Nutanix AHV platforms. For more information on virtual machine requirements to install CCCSP, see *Virtual Machine Requirements*. CCCSP supports CISCO-USP-MIB through SNMP.

System Requirements

- Virtual Machine Requirements for VMware, on page 1
- Determine the Software Version, on page 2
- File Packages for Cisco Contact Center SIP Proxy (CCCSP), on page 3

Virtual Machine Requirements for VMware

CCCSP software requires VMware ESXi host. After configuring the server hardware, install VMware vSphere ESXi.

Note Make sure that the ESXi version is VMware vSphere ESXi 7.0.x and above.

For more information about deployment and configuration, see Installation Guide for Cisco Contact Center SIP Proxy.

Table 1: Virtual Machine Requirements for VMware

CCCSP Options	vCPU	vRAM	vDisk	vNIC
Small - 50cps	1	6 GB	80 GB	Single
Medium – 100cps	2	6 GB	80 GB	Single
Large - 200cps	4	6 GB	80 GB	Single
X-large – 400cps	6	6 GB	80 GB	Single

Note

- CPU speed is greater than or equal to 2.99 GHz.
- Changing the default log file size impacts the performance of CCCSP.
- Over subscription of hardware by virtual machines running on hypervisor is not supported.

Virtual Machine Requirements for Nutanix

CCCSP software requires Nutanix Acropolis Hypervisor (AHV) host. After configuring the server hardware, install Nutanix AHV.

Note Make sure that the Nutanix AHV version is 10.0 or later.

For more information about deployment and configuration, see Installation Guide for Cisco Contact Center SIP Proxy.

Table 2: Virtual Machine Requirements for Nutanix

CCCSP Options	vCPU	vRAM	vDisk	vNIC
Small - 50cps	1	6 GB	80 GB	Single
Medium – 100cps	2	6 GB	80 GB	Single
Large - 200cps	4	6 GB	80 GB	Single
X-large – 400cps	6	6 GB	80 GB	Single

Determine the Software Version

To determine the software version and the license used, perform the following steps:

Procedure

Step 1 Use the **show software versions** command to display the CCCSP software version:

```
Hostname# show software versions
Cisco Contact Center version (15.0.1.11000-1)
Technical Support: http://www.cisco.com/techsupport Copyright (c) 2026 by Cisco Systems,Inc.
```

Step 2 Use the **show license smart summary** command to display the CCCSP software license:

```
Hostname# show license smart summary
```

File Packages for Cisco Contact Center SIP Proxy (CCCSP)

Release 15.0(1)

Download the CCCSP OVA (virtual machine template), and the CCCSP ISO software from the Cisco site - Contact Center SIP Proxy - 15.0(1) Software Download.

Release 15.0(1) SU2

Download the CCCSP OVA (virtual machine template), and the CCCSP ISO software from the Cisco site - Contact Center SIP Proxy - 15.0(1) SU2 Software Download.

License Information

Cisco Smart Software License

Cisco Smart Software Licensing is a standardized licensing platform that facilitates you to deploy and manage Cisco software licenses easily and quickly. Cisco Smart Software Licensing establishes a pool of software licenses that can be used across your network in a flexible and automated manner. It also provides visibility to your purchased and deployed licenses in your network. Cisco Smart Software Licensing removes the need for Product Activation Keys (PAKs) and reduces your license activation and registration time.

For more information on configuring smart licensing using GUI and CLI, see GUI Administration Guide for Cisco Contact Center SIP Proxy and CLI Configuration Guide for Cisco Contact Center SIP Proxy.

Open Source Licensing

Some components of the software created for Cisco Contact Center SIP Proxy (CCCSP) are provided through open source or commercial licensing. These components and the associated copyright statements can be found at:

https://www.cisco.com/c/en/us/about/legal/open-source-documentation-responsive.html.

New Features and Enhancements

Release 15.0(1)

The following features and enhancements are introduced in Cisco Contact Center SIP Proxy (CCCSP) CCCSP-15.0(1):

- Platform upgrade—The platform upgrade process includes pre-upgrade preparation, upgrade execution via CLI or web interface, and post-upgrade verification and restoration.

  The upgrade process includes installing and configuring the application on the Virtual Machine, which can be managed via CLI commands such as utils system commands. New platform commands introduced in CCCSP Release 15.0(1) version are accessible in platform administrator (admin:) mode.

  For more information, see CLI Configuration Guide for CCCSP and Installation Guide for CCCSP.

- TLS version 1.3 support—Transport Layer Security (TLS) version 1.3 support is introduced to enhance the security for all the secure interfaces that CCCSP supports. In addition, support for the minimum TLS version functionality with TLS version 1.2 is added. The following commands are modified: **sip tls**, and **sip tls version**.

  For detailed information on TLS v1.3 support, see CLI Configuration Guide for CCCSP, and see GUI Administration Guide for CCCSP.

Release 15.0(1) SU2

The following features and enhancements are introduced in Cisco Contact Center SIP Proxy (CCCSP) CCCSP-15.0(1) SU2:

- Support for Nutanix Acropolis Hypervisor (AHV) virtualized environment

  For more information, see Installation Guide for Cisco Contact Center SIP Proxy (CCCSP) .

- SNMPv3 support for CCCSP

  For more information, see GUI Administration Guide for Cisco Contact Center SIP Proxy (CCCSP) and CLI Command Reference for Cisco Contact Center SIP Proxy (CCCSP) .

- CCCSP NTP Network Time Security (NTS) TLS 1.3 based authentication

  For more information, see GUI Administration Guide for Cisco Contact Center SIP Proxy (CCCSP) and CLI Command Reference for Cisco Contact Center SIP Proxy (CCCSP) .

- SIP TLS cipher and signature preference support

  For more information, see CLI Command Reference for Cisco Contact Center SIP Proxy (CCCSP) .

New and Modified CLI Commands

The following are the new VOS commands introduced in CCCSP Release 15.0(1) that can be accessed in platform administrator (admin:) mode:

- **Utility Commands:** See Utility Commands for Cisco Contact Center SIP Proxy (CCCSP).

- **File Commands:** See File Commands for Cisco Contact Center SIP Proxy (CCCSP)
- **Show Commands:** See Show Commands for Cisco Contact Center SIP Proxy (CCCSP)
- **Set Commands:** See Set Commands for Cisco Contact Center SIP Proxy (CCCSP)

The following are the commands introduced in CCCSP Release 15.0(1) SU2:

- **SNMP Commands:** See Module Commands for Cisco Contact Center SIP Proxy (CCCSP)
- **SIP TLS Commands:** See SIP Commands for Cisco Contact Center SIP Proxy (CCCSP)
- **Network Time Security (NTS) Commands:** See Module Commands for Cisco Contact Center SIP Proxy (CCCSP)

Limitations

This product is applicable for Contact Center deployments, refer to Solution Design Guide for Cisco Unified Contact Center Guide for supported use cases.

Caveats

Bug Search Tool

The Bug Search Tool contains information about open and resolved issues for this release, including descriptions of the problems and available workarounds. The identifiers listed in this release notes takes you directly to a description of each issue.

To look for information about a specific issue:

1. Using a web browser, go to the Bug Search Tool.
2. Sign in with a cisco.com username and password.
3. Enter the bug identifier in the **Search field** and click **Search**.

To look for information when you do not know the identifier:

1. Type the product name in the **Search field** and click **Search**.
2. From the list of bugs that appear, use the **Filter** drop-down list to filter on **Keyword**, **Modified Date**, **Severity**, **Status**, or **Bug Type**.

Use **Advanced Search** on the Bug Search Tool home page for a specific software version. The help pages have further information on using the Bug Search Tool.

Open and Resolved Issues

Follow the links to read the most recent information about open and resolved issues in the release.

- Open issues
- Resolved issues

Migration from CUSP Release 10.2(3) to CCCSP Release 15.x

The migration from CUSP Release 10.2(3) to CCCSP Release 15.x allows an upgrade path where you need to ensure that data and configuration are properly backed up and restored. For comprehensive details on migration, refer to the Installation Guide for Cisco Contact Center SIP Proxy (CCCSP).

Note M2 migration on Nutanix is not supported.

- Migrate from CUSP Release 10.2(3) to CCCSP Release 15.0(1)
- Migrate from CUSP Release 10.2(3) to CCCSP Nutanix Release 15.0(1) SU2

Related Documentation

The below table lists the documentation available for CCCSP:

Table 3: Related Documentation

Document	Description
Installation Guide for CCCSP	Describes how to install the CCCSP software, including licenses. Also i to Release 15.0(1), and migration from Release ESXi 10.2(3) to Relea Installation Guide for Cisco Contact Center SIP Proxy (CCCSP)
CLI Configuration Guide for CCCSP	Contains administrator information, such as maintenance and troubles CLI Configuration Guide for Cisco Contact Center SIP Proxy (CCCS
CLI Command Reference for CCCSP	Contains descriptions of all the CCCSP release specific CLI comman CLI Command Reference for Cisco Contact Center SIP Proxy (CCCS
GUI Administration Guide for CCCSP	Contains administrator information, such as maintenance and troublesh online help. GUI Administration Guide for Cisco Contact Center SIP Proxy (CCC
Commercial Open Source Information for CCCSP	Lists all the open source software used in this project. Open Source used in CCCSP