

Cisco Unified Communications IVT FAQs

Q: What does IVT stand for?

A: Interoperability Verification Testing.

Q: What is the benefit of participating in IVT?

A: By demonstrating compliance through IVT, you can promote your products and technologies as “Cisco Compatible.” This informs prospective customers that you have taken the appropriate steps to prove the interoperability of the solution. Customers faced with a choice between tested and un-tested products are likely to prefer the product that has gone through IVT.

Q: Is IVT required?

A: IVT is required for CDN program members in the Preferred Solution and Solution Developer tiers. IVT is optional for Registered Developer Members if a CDN Compatibility logo is desired.

Q: Can I participate in IVT if I am not a member of CDN?

A: IVT is only available for CDN program members.

Q: When and how often does IVT need to be completed?

A: Preferred Solution and Solution Developer Members are required to test per the program agreement as follows:

- Within 6 months of application acceptance
 - With each major* release of either Cisco product or program member product.
- *Major release constitutes feature additions to either product.

Q: If I have a major product release that has no changes to the interface to Cisco, do I still have to test?

A: The program is not designed to require unnecessary testing. If a statement guaranteeing no changes were made to the interface with Cisco product is provided to the IVT program, the requirement may be waived and the version recognized as having met testing requirements in CDN. This is policy is at the sole discretion of the IVT program.

Q: How do I initiate testing?

A: Access your Developer Dashboard, <http://developer.cisco.com/group/partner/home> , go to the Registered Products Tab and select "Actions" and "Add New IVT Request" next to the product to be submitted for IVT.

Q: How often do I need complete IVT?

A: Approximately once per year for required tiers. The requirement is to test with each Major version pairing of your product and the Cisco product to be supported in the program. Testing must continue with forward releases to maintain good standing in the program.

It is recommended that Registered Developers participating in optional IVT, perform testing forward with later major releases to satisfy customer requirements.

Q: Can I test with multiple versions of my product at one time?

A: Yes. Testing with more than one version of your product or a Cisco product is supported. Testing may be performed serially or in parallel depending on lab availability. Additional fees may apply.

Q: Can I test with multiple Cisco Products at a test occurrence?

A: Yes. The labs are equipped and configured to represent a complete Cisco Enterprise VOIP solution. This generally includes Cisco enterprise VOIP products such as: Unity, CME, CUE, etc. See the pricing area on the UC IVT site.

Q: Am I required to test at a specific lab or location?

A: No, you may test at any location that supports the technologies you wish to test with. In most cases, program members are not required to attend the IVT, though are required to provide local lab time zone support for any issues that may arise. You will want to consider whether time zone/location or schedule availability is most important. By default, the system will route the test to the lab with schedule availability to meet the request unless a specific lab/location is selected in the IVT Request.

Q: Are successful tests recognized globally or do I need to test in each region I intend to market in? I tested in the US lab, but want to market in Europe, is this possible or do I need to test in a lab supporting that region?

A: CDN and IVT are global. Program and benefits are not restricted to the region or testing location.

Q: Are the IVT criteria and test requirements the same in all locations?

A: Yes, all criteria and test plans are defined and approved by Cisco. All authorized labs work with the same criteria.

Q: How much does testing cost?

A: Testing costs are directly associated with resources required in testing. Current pricing is based on the lab deployment model required:

Contact Center- \$13,500

Enterprise UC- \$9,500.00

Branch/Remote Site (IP Phones only) - \$4,500.00

Costs may be higher based on type of application/complexity of integration, number of versions being tested, or the number of Cisco products being interfaced with. For pricing package details see Pricing area on the IVT web page.

Q: Why do I need to test?

Testing is required by the program to ensure that the integration between 3rd party products and Cisco products provide a reliable solutions for our joint customers.

Q: What is the objective of IVT?

A: The objective of IVT is to provide verification that 3rd party CDN product meets the following criteria:

- Successfully Integrate and scale as defined by program guidelines
- Operate and perform as indicated in collateral and specifications (from integration perspective only)
- Successfully integrate with Cisco products while not adversely affecting Cisco product operation

Q: What is Developer Services?

A: Developer Support provides support expertise to developers who are enabling their products with Cisco supported interfaces. The Developer Support Program engineers are an extension of the product engineering teams of the technologies they support. They have direct access to the resources necessary to provide expert support for marketed API's in a timely and efficient manner in support of program members and joint customer deployments via a developer services case.

Q: Where can I test?

A: Testing can be completed at Cisco authorized test facilities. See Authorized UC Labs and supported technologies for locations and supported Cisco products.

Q: What constitutes a test failure?

A: A test is considered failed for any Severity 1 or 2 problems (outage related on either Cisco product or 3rd party product) resulting from the integration. Multiple severity 3 issues may also result in test failure. This list may not be comprehensive, severity of problems and testing failures are at the discretion of Cisco and its authorized labs.

Q: What Constitutes a Test Pass?

A: All test cases result in expected behavior, no severity 1 or 2 problems, less than 3 severity 3 problems. Severity of problems and testing passed are at the discretion of Cisco and its authorized labs.

Q: What if there is a Cisco product problem during testing?

A: The testing is focused on the integration of a Cisco product and a 3rd party product. Issues identified on either side of the integration will affect the test outcome. If the problem is a severity 1 or 2, testing will be failed. In the case of an issue on the Cisco side of the integration, a Developer Services case must be opened and reported in the final Test Report document. If the issue identified results in a test failure, all additional fees for re-testing when the problem is addressed are charged to the 3rd party.

Q: Can I apply Patches during testing?

A: The standard policy is that no patches can be applied during testing. There is consideration given to the issue, amount of testing completed at the time of requested patch and patch contents in order to make a reasonable and fair decision.

Q: Who has to be onsite at the lab during testing?

A: Generally, it is not required for a program member to have a person onsite during the testing. It is required that a product representative who is technically knowledgeable on the product configuration, operation and troubleshooting is available via remote connection and phone for the duration of the test. This is usually a sales engineer, field engineer, support or QA engineer. Onsite participation is at the discretion of the lab.

Q: Do I need to provide equipment for testing?

A: This depends on your product and lab equipment resources. If your product is an endpoint or runs on a proprietary platform (can't run on a standard server or OS), then equipment must be provided to the lab. The labs have some servers available for hosting; they may not have appropriate HW or OS for your product. In many cases, you will need to provide your product configured and running on a server that is generally available (production hardware) and meets the scalability testing requirements. All Cisco equipment is provided by the lab.

Q: How do I apply for a new product in CDN?

A: Application and program information can be found on the CDN site at:
<http://developer.cisco.com/web/partner/join>

Q: Why do I need additional applications in CDN for additional test effort?

A: One of the major benefits of the CDN is the listing of 3rd party products on the Cisco.com site. This site is used for field, channels and customers to find information about CDN member products that have been tested. Listings are based on product pairings (Cisco Product and Version + CDN member Product and Version) In order to maintain previous listings, a new application is required.

Q: What is "Version Pairing"?

A: Version pairing is a term used to identify specific releases that have completed IVT. The program requires testing with each major release of Cisco product and vendor product. Each of these tests result in a version pairing. If both products have a major release and another test is executed, an additional version pairing is created. If the vendor version stays the same and a new Cisco version or product is tested, the existing version pairing is updated. If the vendor version changes and it to be tested against a new Cisco version or product, a new application is required.

Example:

Test 1: Cisco Unified Communications Manager Version 6.1(X) + Vendor Product Version 2.0 = Initial version pairing, application required in CDN.

Test 2: Cisco Unified Communications Manager Version 6.1(X) or additional Cisco UC product + Vendor Product Version 2.0 = Existing version pairing, the new Cisco version and/or product can be added to the existing Vendor Product Version 2.0 application by lab representatives.

Test 3: Cisco Unified Communications Manager Version 7.0(X) or additional Cisco UC product + Vendor Product Version 3.0 = Additional version pairing, a new application

require in CDN.

Q: How does my company benefit from testing?

A: By demonstrating compliance through IVT, you can promote your products and technologies as “Cisco Compatible.” This informs prospective customers that you have taken the appropriate steps to prove the interoperability of the solution. Customers faced with a choice between tested and un-tested products are likely to prefer the product that has gone through IVT.

Q: How can I reduce testing costs?

Testing costs are greatly increased when there are issues in either the configuration or with the integration during testing. Fees are associated with all test overages and retests due to failure. To increase the likelihood that your IVT will be successful, consider the following options:

Review of the test plan and execute pre-testing in a qualified lab environment (either your own or through an authorized lab). This will greatly increase the odds that your testing event will be a success. Most failures in IVT are related to load and performance or redundancy and lack of pre-testing.

Verify that you have implemented the integration using supported methods and best practices through review with our Developer Services team.

Regular testing can also reduce costs as we can many times perform a regression test if no major changes were made to either side of the integration in follow on test events.

Combine test events. If you intend to integrate with more than one Cisco product or multiple versions of Cisco product, plan to have all testing done in one test event. Many times efficiencies in product configuration and lab pre-work can be recognized, resulting in savings.

Inquire with labs on pre-payment or subscription programs if you will be requesting more than one test event per year.

Q: What is testing focused on?

A: Testing focused on integration points of program member products and Cisco products, not on the product itself. Types of tests executed:

Functional verification of interfaces between partner product and Cisco product.

Functional verification of integrated features.

Load/Performance testing (traffic over time) using a subset of functional test scenarios

Negative testing (connectivity failure, redundancy, and recovery)

Q: What does unsupported method mean?

A: Unsupported methods, means use of a un-marketed API or interface, use of a API or interface in a unsupported method, or use of any Cisco proprietary protocol without authorization via a license agreement (ex: SCCP). Supported interfaces and methods can be found on the Developer Services site:

<http://developer.cisco.com/web/cdc/tech/ucvoice>

Q: How do I purchase equipment for my lab?

A: Through the CDN Equipment Discount Program. Information is available on the CDN site:

<http://developer.cisco.com/web/partner/discount-purchase-programs>

Q: How long does testing take?

A: The entire process generally takes an average of 6 weeks, depending on lab availability and payment processing.

Q: When do I get my test results?

A: Test results will be provided verbally on the last day of the test. The final Test Report will be delivered within 1 week of testing, unless fees are due. Certificates are sent from the CDN system immediately upon the application status being changed in the system to Testing Passed. Test Reports or certificates will not be delivered until all lab fees are paid.

Q: Who sees my test results?

A: Cisco CDN and product engineering teams at request. Currently Cisco does not make available or allow for external release of Test Plans or Reports and as such are covered under the CDN NDA. In certain circumstances, a Test Report may be provided to a customer on request, if Cisco and the CDN member approve.