



Preface

This preface discusses the objectives, audience, and organization of this document. It also provides sources for obtaining documentation and technical assistance from Cisco Systems.

Documentation Objectives

This document describes the tasks and commands necessary to install and configure the Cisco Unified CallConnector for Microsoft Dynamics Customer Relations Management (CRM) Version 2.1.2 (formerly known as Cisco Unified CRM Communications Connector). You can use this product with Cisco Unified Communications Manager (formerly known as Cisco Unified CallManager), Cisco Unified Communications Manager Express (Cisco Unified CME, formerly known as Cisco Unified CallManager Express), and Cisco Unified IP Call Control Express (Cisco Unified IPCC Express).

Audience

This document is intended primarily for Cisco Partners and Resellers who install and maintain the Cisco Unified CRM Communications Connector—developed by Cisco Systems with the support of Microsoft Corporation—to enable small- to medium-businesses (SMBs) and networked branch offices to deploy a more complete CRM solution by connecting Cisco IP Communications with the Microsoft Business Solutions Customer Relationship Management (Microsoft CRM) application.

Documentation Organization

This document includes the following sections:

Table 1 Document Organization

Title	Description
Cisco Customer Relations Management Communications Connector 2.1.2 Overview	High-level description of Cisco CRM Communications Connector 2.1.2 concepts. Includes hardware and software prerequisites.
Installing Cisco Customer Relations Management Communications Connector 2.1.2	Step-by-step procedures to install the software required for Cisco CRM Communications Connector 2.1.2.
Integrating Cisco CRM Communications Connector with Cisco IPCC Express	Step-by-step procedures for integrating Cisco CRM Communications Connector 2.1.2 with Cisco IPCC Express.
Appendix A: Troubleshooting Tips	Troubleshooting tips for Cisco CRM Communications Connector 2.1.2.

Prerequisites for Cisco CRM Communications Connector 2.1.2

- If upgrading Cisco CRM Communications Connector 2.1, you must uninstall the old version before installing version 2.1.2.
- If you are using Cisco CallManager, Cisco CRM Communications Connector 2.1.2 must operate with Cisco CallManager 4.0 or later.
- If you are using Cisco CallManager Express, Cisco CRM Communications Connector 2.1.2 must operate with Cisco CallManager Express 3.3 or later.
- If you are using Cisco IPCC Express, Cisco CCC 2.1.2 must operate with Cisco IPCC Express 4.0 or later.

Restrictions for Cisco CRM Communications Connector 2.1.2

The installation process is supported by Virtual Network Computing (VNC) or other remote control desktop software, but is not supported by Terminal Services.

Related Documents

Related Topic	Document Title or URL
Cisco CallManager Express	Cisco CallManager Express technical documentation
Cisco CallManager	Cisco CallManager technical documentation
Cisco CCC 2.1	Cisco CRM Communications Connector 2.1
Cisco IPCC Express	Cisco IPCC Express technical documentation

Related Websites

Related Topic	URL
.NET regular expression syntax	http://msdn.microsoft.com/library/en-us/cpgenref/html/cpconRegularExpressionsLanguageElements.asp
Cisco CCC	http://www.cisco.com/go/ciscomicrosoftsmb
Microsoft CRM Version 1.2 SDK	http://msdn.microsoft.com/library/en-us/CrmSdk1_2/hm/v1d2microsoftcrmversion12sdk.asp

Related Support Aliases

Related Topic	Alias
For assistance for configuring and using CAD	Ask-cad@external.cisco.com
For assistance for Cisco IPCC Express	Ask-icd-ivr-support@external.cisco.com
For product plans and marketing information	Ask-icd-ivr-pm@external.cisco.com

MIBs

MIBs	MIBs Link
No new or modified MIBs are supported by this feature, and support for existing MIBs has not been modified by this feature.	To locate and download MIBs for selected platforms, Cisco IOS releases, and feature sets, use Cisco MIB Locator found at the following URL: http://www.cisco.com/go/mibs

Technical Assistance

Description	Link
The Cisco Technical Support & Documentation website contains thousands of pages of searchable technical content, including links to products, technologies, solutions, technical tips, and tools. Registered Cisco.com users can log in from this page to access even more content.	http://www.cisco.com/techsupport