



# FIPS 140-2 Non-Proprietary Security Policy for the Cisco Unified Wireless IP Phone 7921G and 7925G

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## Introduction

This is a non-proprietary Cryptographic Module Security Policy for the Cisco Unified Wireless IP Phone 7921G and 7925G. This policy describes how the Cisco Unified Wireless IP Phone 7921G and 7925G meet the requirements of FIPS 140-2. This document also includes instructions for configuring the phones in FIPS mode.

This policy was prepared as part of the Level 1 FIPS 140-2 validation for the Cisco Unified Wireless IP Phone 7921G and 7925G.

FIPS 140-2 (Federal Information Processing Standards Publication 140-2 — Security Requirements for Cryptographic Modules) details the U.S. Government requirements for cryptographic modules. More information about the FIPS 140-2 standard and validation program is available on the NIST website at <http://csrc.nist.gov/groups/STM/index.html>.



### Note

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## FIPS 140-2 Submission Package

The security policy document is one document in a complete FIPS 140-2 Submission Package. In addition to this document, the complete submission package contains:

- Vendor Evidence
- Finite State Machine
- Other supporting documentation as additional references

With the exception of this non-proprietary security policy, the FIPS 140-2 validation documentation is proprietary to Cisco Systems, Inc. and is releasable only under appropriate non-disclosure agreements. For access to these documents, please contact Cisco Systems, Inc. See [“Obtaining Technical Assistance” section on page 15](#) for more information.

## Overview

For workers who need to communicate while moving about the workplace or campus, the Cisco Unified Wireless IP Phone 7921G and 7925G provide wired phone capabilities in an easy-to-navigate, menu directed wireless phone. These phones can be programmed with six extensions or a combination of extensions and speed dials. Each have a 2-inch color display; speakerphone capabilities, a new combination charger and speakerphone stand. Additionally, the 7925G provides support for bluetooth headsets. The devices support mute, volume and an application button for push-to-talk via XML, and a long battery life (90 hours of standby time). Unique to the Cisco Unified Wireless IP Phone 7921G and 7925G is the capability of displaying text and graphics-based messages on the screen by using an XMLbased format. The phones support the 802.11a, b, and c protocols. It also provides fast roaming, robust security, extension mobility support, services, configuration utility updates, user-profile enhancements, text-entry enhancements, Cisco Unified Contact Center and Unified Contact Center Express support, quality of service (QoS), and management across an end-to-end Cisco network.

The power of the Cisco Unified Communications family of products extends throughout the enterprise by delivering a powerful, converged wireless solution with intelligent wireless infrastructure and an innovative product with the new Cisco Unified Wireless IP Phone 7921G and 7925G. The devices deliver on-campus mobility to users using the voice over wireless LAN. The Cisco Unified Wireless IP Phone 7921G and 7925G support a host of calling features and voice-quality enhancements. The devices are an advanced media IP phone i.e. delivers wideband audio capabilities. Besides wideband audio, Cisco Unified Wireless IP Phone 7921G and 7925G also support presence which enables indication on the current status of other parties to users in a mobile WiFi environment. Because the Cisco Unified Wireless IP Phone 7921G and 7925G are designed to grow with system capabilities, features will keep pace with new system enhancements. The Data-Sheet for the 7921G can be found on the Cisco website at

[http://www.cisco.com/en/US/prod/collateral/voicesw/ps6788/phones/ps379/product\\_data\\_sheet0900aec805e315d.html](http://www.cisco.com/en/US/prod/collateral/voicesw/ps6788/phones/ps379/product_data_sheet0900aec805e315d.html). Likewise the datasheet for the 7925 can be found at [http://www.cisco.com/en/US/prod/collateral/voicesw/ps6788/phones/ps379/ps9900/data\\_sheet\\_c78-504890.html](http://www.cisco.com/en/US/prod/collateral/voicesw/ps6788/phones/ps379/ps9900/data_sheet_c78-504890.html)



Figure 1 - The Cisco Unified Wireless IP Phone 7921G



Figure 2 - The Cisco Unified Wireless IP Phone 7925G

# Cryptographic Module Validation Level

Table 1 lists the level of validation for each area in the FIPS PUB 140-2.

**Table 1 Validation Level by Section**

No.	Area Title	Level
1	Cryptographic Module Specification	1
2	Cryptographic Module Ports and Interfaces	1
3	Roles, Services, and Authentication	1
4	Finite State Model	1
5	Physical Security	1
6	Operational Environment	N/A
7	Cryptographic Key management	1
8	Electromagnetic Interface/Electromagnetic Compatibility	1
9	Self-Tests	1
10	Design Assurance	1
11	Mitigation of Other Attacks	N/A
	<b>Overall Level</b>	<b>1</b>

## Physical Characteristics and Phone Interfaces

The logical interfaces and their mapping for the 7921G and 7925G Phones are described in Tables 2 and 3:

**Table 2 Cisco 7921G Physical Interface/Logical Interface Mapping**

Physical Interface	FIPS 140-2 Logical Interface
802.1x Radio, 7921G Keypad, Data Port, 7921G Microphone,	Data Input
802.1x Radio, 7921G Speaker, Data Port, 7921G Display	Data Output
802.1x Radio, 7921G Keypad, Data Port	Control Input
7921G Display, 802.1x Radio, Phone Speaker	Status Output

**Table 3 Cisco 7925G Physical Interface/Logical Interface Mapping**

Physical Interface	FIPS 140-2 Logical Interface
802.1x Radio, 7925G Keypad, Data Port, 7925G Microphone, Bluetooth Radio	Data Input
802.1x Radio, 7925G Speaker, Data Port, 7925G Display, Bluetooth Radio	Data Output

<b>Physical Interface</b>	<b>FIPS 140-2 Logical Interface</b>
802.1x Radio, 7925G Keypad, Data Port	Control Input
7925G Display, 802.1x Radio, Phone Speaker	Status Output

# Roles and Services

The 7921G and 7925G phones can be accessed by turning the phones on.

As required by FIPS 140-2, there are two main roles in the 7921G and 7925G Phones that operators may assume: a Crypto Officer role and User role. The respective services for each role are described in the [“Crypto Officer Services” section on page 6](#), and the [“User Services” section on page 6](#).

## Crypto Officer Services

The Crypto Officer role is responsible for the configuration and maintenance of the phones. For the purposes of this test effort, the Crypto Officer will be defined as the operations and processes performed by the Cisco Unified Call Manager (CUCM). The authentication mechanism associated with the Crypto-Officer has not been tested for FIPS level one validation. The Crypto Officer services consist of the following:

- Establish TLS sessions for configuration
- Perform configuration of the phone
- Transport Keys to the phone
- View Status of the phone
- Reboot the phone
- Reset the phone
- Initiate Self-tests by rebooting the phone.

## User Services

A user initialises the phone by turning it on. There is no login interface for the phone, as level 1 allows for implicit role assumptions. Some services may require the “\*, \*, #” key combination to access the features. The services available to the User role consist of the following:

- Make and Recieve Calls (Encrypt/Decrypt data)
- Run Self-Tests
- Customize Sound, Display, and keypad parameters
- View and EditNetwork Profile Parameters (SSID, DHCP Server, TFTP Server, etc)
- View and Edit System Configuration (Security, USB, and Wavelink)
- View and Edit Device information (CallManager, Network, WLAN, HTTP, Locale, Security, QoS, and UI information)
- Display Model Information
- View Phone Status (Phone Status, Network Statistics, Call Statistics, Firmware versions, etc)

## Critical Security Parameters

The services accessing the Critical Service Parameters (CSP)s, the type of access and which role accesses the CSPs are listed in Table 4.

Table 4 Cisco 7921G and 7925G Phones Validation Level by Section

CSP/Role/Service Access Policy	Critical Security Parameter	CSP 1	CSP 2	CSP 3	CSP 4	CSP 5	CSP 6	CSP 7	CSP 8	CSP 9	CSP 10	CSP 11	CSP 12
Role/Service													
User Role													
Make and Recieve Calls		r	r	r	r	r	r	r	r	r	r	r	r
Run Self-Tests		r	r	r	r	r	r	r	r	r	r	r	r
Customize Sound, Display, and keypad parameters		r	r	r	r	r	r	r	r	r	r	r	r
View and EditNetwork Profile Parameters		r	r	r	r	r	r	r	r	r	r	r	r
View and Edit System Configuration		r	r	r	r	r	r	r	r	r	r	r	r
View and Edit Device information		r	r	r	r	r	r	r	r	r	r	r	r
Display Model Information		r	r	r	r	r	r	r	r	r	r	r	r
View Phone Status		r	r	r	r	r	r	r	r	r	r	r	r
Crypto-Officer Role													
Establish TLS sessions for configuration		rwd	rwd	rwd	rwd	rwd	rwd	rwd	rwd	rwd	rwd	rwd	rwd
Perform configuration of the phone		rwd	rwd	rwd	rwd	rwd	rwd	rwd	rwd	rwd	rwd	rwd	rwd
Transport Keys to the phone		rwd	rwd	rwd	rwd	rwd	rwd	rwd	rwd	rwd	rwd	rwd	rwd
View Status of the phone		rwd	rwd	rwd	rwd	rwd	rwd	rwd	rwd	rwd	rwd	rwd	rwd
Reboot the phone		rwd	rwd	rwd	rwd	rwd	rwd	rwd	rwd	rwd	rwd	rwd	rwd
Reset the phone		rwd	rwd	rwd	rwd	rwd	rwd	rwd	rwd	rwd	rwd	rwd	rwd
Initiate Self-tests		rwd	rwd	rwd	rwd	rwd	rwd	rwd	rwd	rwd	rwd	rwd	rwd

r = read w = write d = delete

## Cryptographic Key Management

The appliance use a variety of Critical Security Parameters during operation.

Table 5 lists the cryptographic keys used by the 7921G and 7925G Phones.

**Table 5 Secret and Private Cryptographic Keys Used by the 7921G and 7925G**

#	Key/CSP Name	Generation/ Algorithm	Description	Storage	Zeroization
1	Configuration File AES-128 Key	Generated by the CUCM	Key used to decrypt the configuration file once it is on the phone	Stored in volatile memory	Discarded from Volatile memory after use
2	sRTP Master Key (AES)	Generated by the CUCM and sent to phone in TLS session	Key used to generate sRTP session keys	Stored in volatile memory	via stream tear down or device reset.
3	sRTP Encryption key (AES)	Generated via the sRTP protocol	Key used to encrypt/decrypt sRTP packets	Stored in volatile memory	via stream tear down or device reset.
4	sRTP Authentication key (HMAC)	Generated via the sRTP protocol	Key used to authenticate sRTP packets	Stored in volatile memory	via stream tear down or device reset.
5	CUCM TLS Session Encryption key (AES/TDES)	Generated via the TLS Protocol	TLS sessions keys based on the LSC for derivation	Stored in volatile memory	via stream tear down or device reset.
6	CUCM TLS Session Authentication key (HMAC)	Generated via the TLS Protocol	TLS sessions keys based on the LSC for derivation	Stored in volatile memory	via stream tear down or device reset.
7	Webserver TLS Session Encryption key (AES/TDES)	Generated via the TLS Protocol	TLS sessions keys based on the LSC for derivation	Stored in volatile memory	via stream tear down or device reset.
8	Webserver TLS Session Authentication key (HMAC)	Generated via the TLS Protocol	TLS sessions keys based on the LSC for derivation	Stored in volatile memory	via stream tear down or device reset.

**Table 5 Secret and Private Cryptographic Keys Used by the 7921G and 7925G**

#	Key/CSP Name	Generation/Algorithm	Description	Storage	Zeroization
9	PRNG Seed Key	Multiple data bytes retrieved from time, date, MAC address, Serial number and HW RNG	Seed used to randomize the initialization of the PRNG	Stored in volatile memory	Reset or loss of power
10	LSC Private Key (RSA)	Generated by the module but converted into a certificate by the CAPF/CUCM (Note that the RSA keys generated must be at least a 1024 bit key)	Private key for locally signed certificates. Used for TLS negotiation with CUCM and Web Clients	/flash0/sec/lsc	Zeroized by resetting phone to default settings

**Table 6 Public Keys**

#	Key/CSP Name	Generation/Algorithm	Description	Storage
11	LSC Public Key (RSA)	Generated by the module but converted into a certificate by the CAPF/CUCM (Note that the RSA keys generated must be at least a 1024 bit key)	Public key for locally signed certificates. Used for TLS negotiation with CUCM and Web Clients	/flash0/sec/lsc
12	Manufacturing Root CA Public Key	Generated during manufacturing	Certificate Authority Root Public Key	/flash0/sec/mic

## Self-Tests

The 7921G and 7925G Phones include an array of self-tests that are run during startup and periodically during operations to prevent any secure data from being released and to ensure all components are functioning correctly.

**Table 7 7921G and 7925G Power-On Self-Tests**

<b>Implementation</b>	<b>Tests Performed</b>
sRTP Library	<ul style="list-style-type: none"> <li>• Firmware Integrity Test</li> <li>• Bypass Test</li> <li>• AES KAT</li> <li>• SHA-1 KAT</li> <li>• HMAC SHA-1 KAT</li> </ul>
RSA B-Safe C Micro edition	<ul style="list-style-type: none"> <li>• Firmware Integrity Test</li> <li>• RSA KAT (signature/verification)</li> <li>• AES KAT</li> <li>• Triple-DES KAT</li> <li>• SHA-1 KAT</li> <li>• HMAC SHA-1 KAT</li> <li>• PRNG KAT</li> </ul>

The phone performs all power-on self-tests automatically at boot when FIPS mode is enabled. All power-on self-tests must be passed before a User/Crypto Officer can perform services. The power-on self-tests are performed after the cryptographic systems are initialized but prior to the initialization of the Wi-Fi interface; this prevents the phone from passing any data during a power-on self-test failure. In the unlikely event that a power-on self-test fails, an error message is displayed on the console.

Table 8 lists the conditional self-tests that the 7921G and 7925G phones perform.

**Table 8 7921G and 7925G Conditional Self-Tests**

<b>Implementation</b>	<b>Tests Performed</b>
sRTP	<ul style="list-style-type: none"> <li>• Continuous Random Number Generator Test for the non-approved RNG</li> <li>• Conditional Bypass test</li> </ul>
RSA B-Safe C Micro edition	<ul style="list-style-type: none"> <li>• Pairwise consistency test for RSA</li> <li>• Continuous Random Number Generator Test for the FIPS-approved RNG</li> <li>• Continuous Random Number Generator Test for the non-approved RNG</li> </ul>

## Mitigation of Other Attacks

The 7921G and 7925G do not claim to mitigate any attacks in a FIPS-approved mode of operation.

# Secure Operation

The Cisco 7921G and 7925G phones meet FIPS 140-2 Level 1 requirements. This section describes how to place and keep the phone in a FIPS-approved mode of operation. Operating the phone without maintaining the following settings will remove the phone from the FIPS-approved mode of operation.

## Crypto Officer Guidance – System Initialization

The Crypto Officer must create a device security profile in Call manager. Below, find instructions on creating the device security profile.

- 
- Step 1** Login to Call Manager
  - Step 2** Navigate to System -> Security Profile -> Phone Security Profile.
  - Step 3** Click the Add New button
  - Step 4** Select “Cisco 7921” or “Cisco 7925G” from the drop down box and click next.
  - Step 5** From the Drop down box, select SCCP for the security protocol profile and click next.
  - Step 6** In the Name box, give an appropriate name such as “Cisco 7921 FIPS Security Profile”, or “Cisco 7925G FIPS Security Profile”, followed by an appropriate description.
  - Step 7** In the section titled, “Phone Security Profile CAPF Information, Select the “Authentication Mode” to be “By Existing Certificate (Precedence to LSC), and select the key size to be 1024 bits.
  - Step 8** Click “Save”.

## Crypto Officer Guidance – System Configuration

The Cisco 7921G and 7925G phones were tested with firmware version 1.3(2) (file name: CP7921G-1.3.2.TAR) and version 1.4(1) (filename:CP7921G-1.4.1.TAR). These are the only allowable images for the FIPS-approved mode of operation.

The Crypto Officer must configure and enforce the following initialization steps:

- 
- Step 1** **Login to Call Manager**
  - Step 2** Navigate to phone page
  - Step 3** Select the 7921 or 7925 in the list of phones
  - Step 4** Click on the phone in question to navigate to the configuration page.
  - Step 5** Find the section titled “Protocol Specific Information” and select the device security profile that you created in the previous section above.
  - Step 6** At the bottom of the list of configuration items, select to enable FIPS mode.
  - Step 7** Save the configurations by clicking on save.
  - Step 8** Reset the phone by clicking reset

## Approved Cryptographic Algorithms

The Cisco 7921G and 7925G phones support many different cryptographic algorithms; however, only the following FIPS approved algorithms may be used while in the FIPS mode of operation:

- AES encryption/decryption
- Triple-DES encryption/decryption
- SHA-1 hashing
- SHA-1 HMAC for hashed message authentication
- RSA signing and verifying
- FIPS 186-2 for RNG

In addition, the following algorithms are FIPS-allowed:

- RSA encryption/decryption (used only for key transport)

**Table 9** 7921G Algorithm Certificates

Algorithm	sRTP Library	RSA Library
AES	987	988
Triple-DES	N/A	773
SHA-1	954	955
HMAC SHA-1	555	556
RNG	N/A	560
RSA	N/A	475

## Non-FIPS Approved Algorithms

The 7921G and 7925G implement the following non-FIPS-approved cryptographic algorithms:

- MD5
- MD5 HMAC
- RSA (allowed in FIPS mode for key transport) (key wrapping; key establishment methodology provides 80 or 112 bits of encryption strength)

## Non-FIPS Approved Random Number Generators

The 7921G and 7925G implement the following non-FIPS approved Random Number Generators

- Hardware Non-Approved RNG
- Software Non-Approved RNG

## Related Documentation

This document deals only with operations and capabilities of the phone in the technical terms of a FIPS 140-2 cryptographic device security policy. More information is available on the phone from the sources listed in this section and from the following source:

- The NIST Cryptographic Module Validation Program website (<http://csrc.nist.gov/cryptval/>) contains contact information for answers to technical or sales-related questions for the 7921G and 7925G phones.

## 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/techsupport>

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](http://www.cisco.com/public/countries_languages.shtml)

## Product Documentation DVD

Cisco documentation and additional literature are available in the Product Documentation DVD package, which may have shipped with your product. The Product Documentation DVD is updated regularly and may be more current than printed documentation.

The Product Documentation DVD is a comprehensive library of technical product documentation on portable media. The DVD enables you to access multiple versions of hardware and software installation, configuration, and command guides for Cisco products and to view technical documentation in HTML. With the DVD, you have access to the same documentation that is found on the Cisco website without being connected to the Internet. Certain products also have .pdf versions of the documentation available.

The Product Documentation DVD is available as a single unit or as a subscription. Registered Cisco.com users (Cisco direct customers) can order a Product Documentation DVD (product number DOC-DOCDVD=) from Cisco Marketplace at this URL:

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

## Ordering Documentation

Beginning June 30, 2005, registered Cisco.com users may order Cisco documentation at the Product Documentation Store in the Cisco Marketplace at this URL:

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

Nonregistered Cisco.com users can order technical documentation from 8:00 a.m. to 5:00 p.m. (0800 to 1700) PDT by calling 1 866 463-3487 in the United States and Canada, or elsewhere by calling 011 408 519-5055. You can also order documentation by e-mail at [tech-doc-store-mkpl@external.cisco.com](mailto:tech-doc-store-mkpl@external.cisco.com) or by fax at 1 408 519-5001 in the United States and Canada, or elsewhere at 011 408 519-5001.

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San Jose, CA 95134-9883

We appreciate your comments.

## Cisco Product Security Overview

Cisco provides a free online Security Vulnerability Policy portal at this URL:

[http://www.cisco.com/en/US/products/products\\_security\\_vulnerability\\_policy.html](http://www.cisco.com/en/US/products/products_security_vulnerability_policy.html)

From this site, you can perform these tasks:

- Report security vulnerabilities in Cisco products.
- Obtain assistance with security incidents that involve Cisco products.
- Register to receive security information from Cisco.

A current list of security advisories and notices for Cisco products is available at this URL:

<http://www.cisco.com/go/psirt>

If you prefer to see advisories and notices as they are updated in real time, you can access a Product Security Incident Response Team Really Simple Syndication (PSIRT RSS) feed from this URL:

[http://www.cisco.com/en/US/products/products\\_psirt\\_rss\\_feed.html](http://www.cisco.com/en/US/products/products_psirt_rss_feed.html)

## Reporting Security Problems in Cisco Products

Cisco is committed to delivering secure products. We test our products internally before we release them, and we strive to correct all vulnerabilities quickly. If you think that you might have identified a vulnerability in a Cisco product, contact PSIRT:

- Emergencies—[security-alert@cisco.com](mailto:security-alert@cisco.com)

An emergency is either a condition in which a system is under active attack or a condition for which a severe and urgent security vulnerability should be reported. All other conditions are considered nonemergencies.

- Nonemergencies—[psirt@cisco.com](mailto:psirt@cisco.com)

In an emergency, you can also reach PSIRT by telephone:

- 1 877 228-7302
- 1 408 525-6532



### Tip

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We encourage you to use Pretty Good Privacy (PGP) or a compatible product to encrypt any sensitive information that you send to Cisco. PSIRT can work from encrypted information that is compatible with PGP versions 2.x through 8.x.

Never use a revoked or an expired encryption key. The correct public key to use in your correspondence with PSIRT is the one linked in the Contact Summary section of the Security Vulnerability Policy page at this URL:

[http://www.cisco.com/en/US/products/products\\_security\\_vulnerability\\_policy.html](http://www.cisco.com/en/US/products/products_security_vulnerability_policy.html)

The link on this page has the current PGP key ID in use.

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## Obtaining Technical Assistance

Cisco Technical Support provides 24-hour-a-day award-winning technical assistance. The Cisco Technical Support & Documentation website on Cisco.com features extensive online support resources. In addition, if you have a valid Cisco service contract, Cisco Technical Assistance Center (TAC) engineers provide telephone support. If you do not have a valid Cisco service contract, contact your reseller.

## Cisco Technical Support & Documentation Website

The Cisco Technical Support & Documentation 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, at this URL:

<http://www.cisco.com/techsupport>

Access to all tools on the Cisco Technical Support & Documentation 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>

**Note**

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Use the Cisco Product Identification (CPI) tool to locate your product serial number before submitting a web or phone request for service. You can access the CPI tool from the Cisco Technical Support & Documentation website by clicking the **Tools & Resources** link under Documentation & Tools. Choose **Cisco Product Identification Tool** from the Alphabetical Index drop-down list, or click the **Cisco Product Identification Tool** link under Alerts & RMAs. The CPI tool offers three search options: by product ID or model name; by tree view; or for certain products, by copying and pasting **show** command output. Search results show an illustration of your product with the serial number label location highlighted. Locate the serial number label on your product and record the information before placing a service call.

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## 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 provides recommended solutions. If your issue is not resolved using the recommended resources, your service request is assigned to a Cisco 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 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, documentation, and logo merchandise. Visit Cisco Marketplace, the company store, at this URL:

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- *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>

or view the digital edition at this URL:

<http://ciscoiq.texterity.com/ciscoiq/sample/>

- *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>

- Networking products offered by Cisco Systems, as well as customer support services, can be obtained at this URL:

<http://www.cisco.com/en/US/products/index.html>

- Networking Professionals Connection is an interactive website for networking professionals to share questions, suggestions, and information about networking products and technologies with Cisco experts and other networking professionals. Join a discussion at this URL:

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- 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>

# Definition List

AES—Advanced Encryption Standard  
CMVP—Cryptographic Module Validation Program  
CUCM-Cisco Unified Call Manager  
CSP—Critical Security Parameter  
DES—Data Encryption Standard  
FIPS—Federal Information Processing Standard  
HMAC—Hash Message Authentication Code  
HTTP—Hyper Text Transfer Protocol  
KAT—Known Answer Test  
LED—Light Emitting Diode  
MAC—Message Authentication Code  
NIST—National Institute of Standards and Technology  
NVRAM—Non-Volatile Random Access Memory  
OSCP—Online Certificate Status Protocol  
RAM—Random Access Memory  
RNG—Random Number Generator  
RSA—Rivest Shamir and Adleman method for asymmetric encryption  
SHA—Secure Hash Algorithm  
SSL—Secure Sockets Layer  
Triple-DES—Triple Data Encryption Standard  
TLS—Transport Layer Security  
VOIP - Voice over IP Protocol

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