GLOSSARY

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A

AA	Automated attendant
AAD	Alerts and Activities Display
AAR	Automated Alternate Routing
AC	Cisco Attendant Console
ACD	Automatic call distribution
ACE	Cisco Application Control Engine
ACF	Admission Confirm
ACL	Access control list
ACS	Access Control Server
AD	Microsoft Active Directory
ADAM	Active Directory Application Mode
ADPCM	Adaptive Differential Pulse Code Modulation
ADUC	Active Directory Users and Computers
AES	Advanced Encryption Standards
AFT	ALI Formatting Tool
AGM	Cisco Access Gateway Module
ALG	Application Layer Gateway
ALI	Automatic Location Identification
AMI	Alternate mark inversion
AMIS	Audio Messaging Interchange Specification
AMWI	Audible message waiting indication
ANI	Automatic Number Identification

AP	Access point
APDU	Application protocol data unit
API	Application Program Interface
ARJ	Admission Reject
ARP	Address Resolution Protocol
ARQ	Admission Request
ASA	Cisco Adaptive Security Appliance
ASP	Active server page
ASR	Automatic speech recognition
ATA	Cisco Analog Telephone Adapter
ATM	Asynchronous Transfer Mode
AXL	Administrative XML Layer

B

BAT	Cisco Bulk Administration Tool
BBWC	Battery-backed write cache
BES	Blackberry Enterprise Server
BFCP	Binary Flow Control Protocol
BGP	Border Gateway Protocol
BHCA	Busy hour call attempts
BHCC	Busy hour call completions
BIB	Built-in bridge
BLF	Busy lamp field
BOSH	Bidirectional-streams Over Synchronous HTTP
BPDU	Bridge protocol data unit
bps	Bits per second
BRI	Basic Rate Interface
BTN	Bill-to number

C

CA	Certificate Authority
CAC	Call admission control
CAM	Content-addressable memory
CAMA	Centralized Automatic Message Accounting
CAPF	Certificate Authority Proxy Function
CAPWAP	Control and Provisioning of Wireless Access Points
CAR	Cisco CDR Analysis and Reporting
CAS	Channel Associated Signaling
CBWFQ	Class-Based Weighted Fair Queuing
CCA	Clear channel assessment
CCD	Call Control Discovery
CCS	Common channel signaling
CDP	Cisco Discovery Protocol
CDR	Call detail record
CGI	Common Gateway Interface
CIF	Common Intermediate Format
CIR	Committed information rate
CKM	Cisco Centralized Key Management
CLEC	Competitive local exchange carrier
CLID	Calling line identifier
CM	Cisco Unified Communications Manager (Unified CM)
CMC	Client Matter Code
CME	Cisco Unified Communications Manager Express (Unified CME)
CMI	Cisco Messaging Interface
CMM	Cisco Communication Media Module
CNG	Comfort noise generation
CO	Central office

Co-located	Two or more devices in the same physical location, with no WAN or MAN connection between them
COM	Component Object Model
COP	Cisco Options Package
COR	Class of restriction
Co-resident	Two or more services or applications running on the same server
CoS	Class of service
CPCA	Cisco Unity Personal Assistant
CPI	Cisco Product Identification tool
CPN	Calling party number
CRS	Cisco Customer Response Solution
cRTP	Compressed Real-Time Transport Protocol
CSF	Client Services Framework
CSTA	Computer-Supported Telecommunications Applications
CSUF	Cross-Stack UplinkFast
CSV	Comma-separated values
CTI	Computer telephony integration
CTL	Certificate Trust List
CUBE	Cisco Unified Border Element, formerly the Cisco Multiservice IP-to-IP Gateway (IP-IP Gateway)
CUE	Cisco Unity Express
CUSP	Cisco Unified SIP Proxy
CVTQ	Cisco Voice Transmission Quality

D

DC	Domain controller
DDNS	Dynamic Domain Name Server
DDR	Delayed Delivery Record
DFS	Dynamic Frequency Selection
DHCP	Dynamic Host Configuration Protocol

DID	Direct inward dial
DIT	Directory Information Tree
DMVPN	Dynamic Multipoint Virtual Private Network
DMZ	Demilitarized zone
DN	Directory number
DNIS	Dialed number identification service
DNS	Domain Name System
DoS	Denial of service
DPA	Digital PBX Adapter
DSCP	Differentiated Services Code Point
DSE	Digital set emulation
DSP	Digital signal processor
DTIM	Delivery Traffic Indicator Message
DTLS	Datagram Transport Layer Security protocol
DTMF	Dual tone multifrequency
DTPC	Dynamic Transmit Power Control
DUC	Domino Unified Communications Services

E

E&M	Receive and transmit, or ear and mouth
EAP	Extensible Authentication Protocol
EAPOL	Extensible Authentication Protocol over LAN
EC	Echo cancellation
ECM	Error correction mode
ECS	Empty Capabilities Set
EI	Enhanced Image
EIGRP	Enhanced Interior Gateway Routing Protocol
ELIN	Emergency location identification number

EM	Extension Mobility
EMCC	Extension Mobility Cross Cluster
ER	Cisco Emergency Responder
ERL	Emergency response location
ESF	Extended Super Frame
E-SRST	Enhanced Survivable Remote Site Telephony

F

FAC	Forced Account Code
FCC	Federal Communications Commission
FCoE	Fibre Channel over Ethernet
FIFO	First-in, first-out
FQDN	Fully qualified domain name
FR	Frame Relay
FWSM	Firewall Services Module
FXO	Foreign Exchange Office
FXS	Foreign Exchange Station

G

GARP	Gratuitous Address Resolution Protocol
GC	Global catalog
GKTMP	Gatekeeper Transaction Message Protocol
GLBP	Gateway Load Balancing Protocol
GMS	Greeting management system
GPO	Group Policy Object
GPRS	General Packet Radio Service
GSM	Global System for Mobile Communication
GSS	Global Site Selector

GUI	Graphical user interface
GUP	Gatekeeper Update Protocol

H

H.225D	H.225 daemon
HDLC	High-Level Data Link Control
HMS	Hardware Media Server
HP	Hewlett-Packard
HSRP	Hot Standby Router Protocol
HTTP	Hyper-Text Transfer Protocol
HTTPS	HTTP Secure
HVD	Hosted virtual desktop
Hz	Hertz

I

IANA	Internet Assigned Numbers Authority
IAPP	Inter-Access Point Protocol
ICA	Independent Computing Architecture
ICCS	Intra-Cluster Communication Signaling
ICMP	Internet Control Message Protocol
ICS	IBM Cabling System
ICT	Intercluster trunk
IETF	Internet Engineering Task Force
IGMP	Internet Group Management Protocol
IIS	Microsoft Internet Information Server
IM	Instant messaging
IMAP	Internet Message Access Protocol
IntServ	Integrated Services

IntServ/DiffServ	Integrated Services/Differentiated Services
IOPS	Input/output operations per second
IP	Internet Protocol
IPCC	Cisco IP Contact Center
IPMA	Cisco IP Manager Assistant
IPPM	Cisco IP Phone Messenger
IPSec	IP Security
ISO	International Standards Organization
ISR	Integrated Services Router
ITEM	CiscoWorks IP Telephony Environment Monitor
ITU	International Telecommunication Union
IVR	Interactive voice response

J

JTAPI	Java Telephony Application Programming Interface

K

kbps	Kilobits per second
KPML	Key Press Markup Language

L

LAN	Local area network
LBR	Low bit-rate
LCD	Liquid crystal display
LCF	Location Confirm
LCS	Live Communications Server
LDAP	Lightweight Directory Access Protocol
LDAPS	LDAP over SSL

LDIF	LDAP Data Interchange Format
LDN	Listed directory number
LEAP	Lightweight Extensible Authentication Protocol
LEC	Local Exchange Carrier
LFI	Link fragmentation and interleaving
LLDP	Link Layer Discovery Protocol
LLDP-MED	Link Layer Discovery Protocol for Media Endpoint Devices
LLQ	Low-latency queuing
LRG	Local route group
LRJ	Location Reject
LRQ	Location Request
LSC	Locally significant certificate
LUN	Logical unit number
LWAP	Light Weight Access Point
LWAPP	Light Weight Access Point Protocol

M

MAC	Media Access Control
MAN	Metropolitan area network
Mbps	Megabits per second
MCM	Multimedia Conference Manager
MCS	Media Convergence Server
MCU	Multipoint Control Unit
MDN	Mobile Data Network
MDS	Mobile Data Services
MFT	Multiflex trunk
MGCP	Media Gateway Control Protocol
MIB	Management Information Base

MIC	Manufacturing installed certificate
MIME	Multipurpose Internet Mail Extension
MIPS	Millions of instructions per second
MISTP	Multiple Instance Spanning Tree Protocol
MITM	Man-in-the-middle
MLA	Cisco Multi-Level Administration
MLP	Multilink Point-to-Point Protocol
MLPP	Multilevel Precedence and Preemption
MLPPP	Multilink Point-to-Point Protocol
MLTS	Multi-line telephone system
MMoIP	Multimedia Mail over IP
MMP	Mobile Multiplexing Protocol
MOC	Microsoft Office Communicator
MoH	Music on hold
MOS	Mean Opinion Score
MPLS	Multiprotocol Label Switching
MRG	Media resource group
MRGL	Media resource group list
ms	Millisecond
MSP	Managed service provider
MTP	Media termination point
mW	Milli-Watt
MWI	Message Waiting Indicator

N

NAT	Network Address Translation
NDR	Non-delivery receipt
NENA	National Emergency Number Association

NFAS	Non-Facility Associated Signaling
NIC	Network interface card
NOC	Network operations center
NPA	Numbering Plan Area
NSE	Named Service Event
NSF	Network Specific Facilities
NTE	Named Telephony Event
NTP	Network Time Protocol

O

ORA	Open Recording Architecture
OSPF	Open Shortest Path First
OU	Organizational unit
OVA	Open Virtualization Archive
OWA	Outlook Web Access

P

PAC	Protected Access Credential
PBX	Private branch exchange
PC	Personal computer
PCI	Peripheral Component Interconnect
PCM	Pulse code modulation
PCoIP	PC over IP
PCTR	Personal call transfer rule
PD	Powered device
PHB	Per-hop behavior
PIN	Personal identification number
PINX	Private integrated services network exchange

PIX	Private Internet Exchange
PKI	Public Key Infrastructure
PLAR	Private Line Automatic Ringdown
PoE	Power over Ethernet
POTS	Plain old telephone service
PPP	Point-to-Point Protocol
pps	Packets per second
PQ	Priority Queue
PRI	Primary Rate Interface
PSAP	Public safety answering point
PSE	Power source equipment
PSK	Pre-Shared Key
PSTN	Public switched telephone network
PVC	Permanent virtual circuit

Q

QBE	Quick Buffer Encoding
QBSS	QoS Basic Service Set
QoS	Quality of Service
QSIG	Q signaling

R

RADIUS	Remote Authentication Dial-In User Service
RAS	Registration Admission Status
RCP	Remote Copy Protocol
RDNIS	Redirected Dialed Number Information Service
REST	Representational State Transfer
RF	Radio frequency

RFC	Request for Comments
RIM	Research In Motion
RIP	Routing Information Protocol
RIS	Real-Time Information Server
RMTP	Reliable Multicast Transport Protocol
RoST	RSVP over SIP Trunks
RSNA	Reservationless Single Number Access
RSP	Route/Switch Processor
RSSI	Relative Signal Strength Indicator
RSTP	Rapid Spanning Tree Protocol
RSVP	Resource Reservation Protocol
RTCP	Real-Time Transport Control Protocol
RTMP	Real-Time Messaging Protocol
RTMT	Cisco Real-Time Monitoring Tool
RTP	Real-Time Transport Protocol
RTSP	Real Time Streaming Protocol
RTT	Round-trip time

S

S1, S2, S3, and S4	Severity levels for service requests
SaaS	Software-as-a-Service
SAF	Service Advertisement Framework
SAN	Storage area networking
SBC	Session Border Controller
SCCP	Skinny Client Control Protocol
SCSI	Small Computer System Interface
SDI	System Diagnostic Interface

SDK	Software Development Kit
SDL	Signaling Distribution Layer
SDP	Session Description Protocol
SE	Cisco Systems Engineer
SF	Super Frame
SFTP	Secure File Transfer Protocol
SI	Standard Image
SIMPLE	SIP for Instant Messaging and Presence Leveraging Extensions
SIP	Session Initiation Protocol
SIS	Symbian installation system
SIW	Service Inter-Working
SLB	Server load balancing
SLDAP	Secure LDAP
SMA	Segmented Meeting Access
SMDI	Simplified Message Desk Interface
SMTP	Simple Mail Transfer Protocol
SNMP	Simple Network Management Protocol
SOAP	Simple Object Access Protocol
SPA	Shared Port Adapter
SQL	Structured Query Language
SRND	Solution Reference Network Design
SRST	Survivable Remote Site Telephony
SRSV	Survivable Remote Site Voicemail
SRTP	Secure Real-Time Transport Protocol
SRV	Server
SS7	Signaling System 7
SSID	Service set identifier
SSL	Secure Sockets Layer
SSO	Single Sign-On

STP	Spanning Tree Protocol
SUP1	Cisco Supervisor Engine 1
SUP2	Cisco Supervisor Engine 2
SUP2+	Cisco Supervisor Engine 2+
SUP3	Cisco Supervisor Engine 3

T

TAC	Cisco Technical Assistance Center
TAPI	Telephony Application Programming Interface
TCD	Telephony Call Dispatcher
TCER	Total Character Error Rate
TCL	Tool Command Language
TCP	Transmission Control Protocol
TCS	Terminal Capabilities Set
TDD	Telephone Device for the Deaf
TDM	Time-division multiplexing
TEHO	Tail-end hop-off
TFTP	Trivial File Transfer Protocol
TKIP	Temporal Key Integrity Protocol
TLS	Transport Layer Security
ToD	Time of day
ToS	Type of service
TPC	Transmit Power Control
TRaP	Telephone record and playback
TRP	Trusted Relay Point
TSP	Telephony Service Provider
TTL	Time to live
TTS	Text-to-speech

| **TTY** | Terminal teletype |
| **TUI** | Telephony user interface |

U

UAC	User agent client
UAS	User agent server
UCCN	Unified Client Change Notifier
UCS	Cisco Unified Computing System
UDC	Universal data connector
UDLD	UniDirectional Link Detection
UDP	User Datagram Protocol
UDPTL	Unnumbered Datagram Protocol Transport Layer
UMTS	Universal Mobile Telecommunications System
UN	Unsolicited SIP Notify
UNC	Universal Naming Convention
UP	User Priority
UPS	Uninterrupted power supply
URI	Uniform resource identifier
USB	Universal Serial Bus
UTIM	Cisco Unity Telephony Integration Manager
UTP	Unshielded twisted pair
UUIE	User-to-User Information Element

V

V3PN	Cisco Voice and Video Enabled Virtual Private Network
VAD	Voice activity detection
VAF	Voice-Adaptive Fragmentation
VATS	Voice-Adaptive Traffic Shaping

VCS	Cisco TelePresence Video Communication Server
VDI	Virtual Desktop Infrastructure
VIC	Voice interface card
VLAN	Virtual local area network
VMO	ViewMail for Outlook
VoIP	Voice over IP
VoPSTN	Voice over the PSTN
VoWLAN	Voice over Wireless LAN (WLAN)
VPIM	Voice Profile for Internet Mail protocol
VPN	Virtual private network
VRRP	Virtual Router Redundancy Protocol
VUI	Voice User Interface
VWIC	Voice/WAN interface card
VXC	Cisco Virtualization Experience Client
VXI	Cisco Virtualization Experience Infrastructure

W

WAN	Wide area network
WebDAV	Web-Based Distributed Authoring and Versioning
WEP	Wired Equivalent Privacy
WFQ	Weighted fair queuing
WINS	Windows Internet Naming Service
WLAN	Wireless local area network
WLC	Wireless LAN controller
WLSM	Cisco Wireless LAN Services Module
WMM	Wi-Fi Multimedia
WMM TSPEC	Wi-Fi Multimedia Traffic Specification
WPA	Wi-Fi Protected Access

X

XCP   Jabber Extensible Communications Platform

XML   Extensible Markup Language

XMPP   Extensible Messaging and Presence Protocol