

Beginning in Release 10.0, browser support is defined at the solution level.

### Contents

- [1 SocialMiner Integrated with Cisco Unified Contact Center Enterprise](#)
- [2 SocialMiner Integrated with Cisco Unified Contact Center Express](#)
- [3 Standalone SocialMiner](#)
  - ◆ [3.1 SocialMiner Release 11.0\(1\)](#)
  - ◆ [3.2 SocialMiner Release 10.6\(1\)](#)
  - ◆ [3.3 SocialMiner Release 10.0\(1\) and 10.5\(1\)](#)
  - ◆ [3.4 SocialMiner Release 9.0\(1\)](#)
- [4 Notes](#)
- [5 Definitions and Terminology](#)

## SocialMiner Integrated with Cisco Unified Contact Center Enterprise

For information about browser support for all Unified Contact Center Enterprise components, see the [Unified CCE Software Compatibility Matrix](#) for your release.

## SocialMiner Integrated with Cisco Unified Contact Center Express

For information about browser support for all Unified Contact Center Express components, see the [Unified CCX Software Compatibility Matrix](#) for your release.

## Standalone SocialMiner

### SocialMiner Release 11.0(1)

SocialMiner Release 11.0(1) supports the following browsers:

- Internet Explorer versions 10 and 11 (Native mode)
- Firefox 38 ESR and later ESR releases

### SocialMiner Release 10.6(1)

For Release 10.6(1), a standalone SocialMiner system supports the same browsers as a SocialMiner system integrated with Cisco Unified Contact Center Express. (Note: SocialMiner Release 10.6(1) is not supported with Unified Contact Center Enterprise.) For information about browser support for all Unified Contact Center Express components, see the preceding link.

### SocialMiner Release 10.0(1) and 10.5(1)

For Release 10.0(1) and 10.5(1), a standalone SocialMiner system supports the same browsers as a SocialMiner system integrated with Cisco Unified Contact Center Enterprise or Cisco Unified Contact Center Express. For more information, see one of the preceding links.

### SocialMiner Release 9.0(1)

SocialMiner Release 9.01(1) supports the following browsers:

- Firefox versions 12 and 13
  - Internet Explorer 8.0
- Note:** Internet Explorer is supported only for customer and agent chat.

## Notes

Cookies and JavaScript must be enabled on your browser to use SocialMiner.

## Definitions and Terminology

**Supported:** Tested by the Cisco development team and supported by Cisco TAC

**Not Supported:** This browser is not included in the Cisco testing process and errors in this browser will not be troubleshooted by TAC.

**Blocked:** The web server blocks this browser type