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Introduction

This compatibility matrix specifies all supported configurations and versions for Cisco Unified Contact Center Enterprise 9.0(x).

Details are also provided about Unified ICM ACD Software Compatibility.

The information in this compatibility matrix supersedes compatibility information in any other Cisco Unified Contact Center Enterprise documentation. If a configuration or version is not stated, that configuration or version is not supported.

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Unified CCE 9.0(x) Product Sets

| Unified CM | IVR (IP-IVR and CVP) | PG/CAD/CTI OS Server (See Note 3, 4, 5, 6) | CTI OS Desktop (See Note 3) | Unified Intelligence Center | Unified EIM/WIM | Siebel CRM | RSM | Unified CCMP | MediaSense | SocialMine |
|------------------|--|--|------------------------------------|---|--|---------------------------------|--------------------------------|------------------------------|--|--------------------------------------|
| 9.1(1) 9.1(2) | IP-IVR 9.0(x) 8.5(x) CVP 10.0(1) 9.0(1) 8.5(x) | PG 9.0(2) and higher CAD 9.0(x) CTIOS Server 9.0(x) | 9.0(x) 8.5(x) 8.0(x) | 10.5 (1) 10.0(1) 9.1(x) 9.0(x) | 9.0(2) 9.0(1) 4.4(1) 4.3(2) | CRM for Siebel 8.0 8.1 | 9.1(1) 9.0(1) 8.5(x) | 10.5(x) 10.0(x) 9.x(x) | 10.5(1) 10.0(1) 9.1(1) 9.0(1) | 10.5(1) 10.0(1) 9.0(1) |
| 9.0(1) | IP-IVR 9.0(x) 8.5(x) CVP 10.0(1) 9.0(x) 8.5(x) | PG 9.0(x) CAD 9.0(x) CTIOS Server 9.0(x) | 9.0(x) 8.5(x) 8.0(x) | 10.5 (1) 10.0(1) 9.1 (1) 9.0 (x) | 9.0(2) 9.0(1) 4.4(1) 4.3(2) | CRM for Siebel 8.0 8.1 | 9.1(1) 9.0(1) 8.5(x) | 10.5(x) 10.0(x) 9.x(x) | 10.5(1) 10.0(1) 9.1(1) 9.0(1) | 10.5(1) 10.0(1) 9.0(1) |
| 8.6(x) | IP-IVR 9.0(x) 8.5(x) CVP 10.0(1) 9.0(x) 8.5(x) | PG 9.0(x) CAD 9.0(x) CTIOS Server 9.0(x) | 9.0(x) 8.5(x) 8.0(x) | 10.5 (1) 10.0(1) 9.1 (1) 9.0 (x) | 9.0(2) 9.0(1) 4.4(1) 4.3(2) | CRM for Siebel 8.0(1) 8.1 | 9.1(1) 9.0(1) 8.5(x) | 10.5(x) 10.0(x) 9.0(x) | 10.5(1) 10.0(1) 9.1(1) 9.0(1) | 10.5(1) 10.0(1) 9.0(1) |

Microsoft System Software Requirements

For Microsoft system software requirements, see the Hardware & System Software Specification (Bill of Materials) for C...
 ICM/Contact Center Enterprise & Hosted, available at
<http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-technical-referen>

Cisco Gateway Requirements

Hardware

| Category | Requirements |
|------------------|---|
| Hardware Options | Supports 28xx, 38xx, AS5350xm, and AS5400xm gateways with a PVDM2 DSP card. |
| | Supports ISR G2 gateways (29xx and 39xx) with PVDM3 DSP card. |

Bold text==== Software ====

| | Category | Requirements | |
|-------------------------|------------|------------------------|-----------|
| Software Options | AS5350XM | 15.1(4) M | |
| | AS5400XM | 15.0(1) M | |
| | 28xx, 38xx | | 15.0(1) M |
| | | | 15.1(1) T |
| | | | 15.1(4) M |
| 29xx, 39xx | | 15.1(4) M | |
| | | 15.2(4) M | |
| | | 15.3(3) M 15.4(3) M | |
| 39xxE | | 15.1(4) M | |
| | | 15.2(4) M | |
| | | 15.3(3) M | |
| | | 15.4(3) M | |

Additional Unified CCE 9.0(x) Notes

- Outbound Option SIP Dialer:
 When needed for design, requires Cisco Unified SIP Proxy Version 8.5(1) or later. Supports IOS Release as menti...
 table above.
 Versions 15.4(3)M/15.4(3)S of CUBE are supported with the SIP Outbound Dialer, with the exception of CPA (ca...
 analysis).

Cisco Finesse releases earlier than 9.0(1) do not support Outbound Option. Finesse Release 9.0 (1) supports Progressive or Predictive mode only. Preview mode is not supported with 9.0 (1). Finesse Release 9.1 (1) supports Progressive Predictive mode, or Preview mode only. Direct Preview mode is not supported with 9.1 (1). For Cisco Finesse feature information, including Outbound Option support, see the Cisco Finesse, Cisco Agent Desktop, and Cisco CTI OS Feature Comparison Guide at [\[\[For Cisco Finesse feature information, including Outbound Option support, see the Cisco Finesse, Cisco Agent Desktop, and Cisco CTI OS Feature Comparison Guide at](#)

http://www.cisco.com/en/US/partner/prod/collateral/voicesw/custcosw/ps5693/ps11324/product_bulletin_c25-699001.html

- Unified Communications Manager 9.0(x) is supported with a Unified CCE 9.0(x) Peripheral Gateway (PG) only. Unified CCE 9.0(x) Central Controller supports PGs running at the following versions for backward compatibility during upgrade: 8.5(4) and 8.5(x). For UCM compatibility for these PGs, see the UCM Compatibility Guide.
- The Agent PG (aka UCM PG), CTI Server, and CTI OS server versions must all be at the same version. Additionally, the Agent PG (aka UCM PG), CTI Server, CTI OS Server, and CTI OS desktop versions cannot be higher than the Central Controller version.
- The CAD client and servers must all be at the same version. CAD clients and CAD server versions must be at the same major and minor release as the PG, CTI Server, and CTI OS Server and the CAD clients and CAD servers versions cannot be higher maintenance release than the PG, CTIS Server, and CTI OS Server versions.
- You cannot do a consult/single step transfer from an agent logged into the CTI OS Agent desktop on the Tandberg EX90 phones. Disable Agent greeting on the CTI OS desktop for these phones.
- When using the EX90 with Cisco Finesse, if the agent has two calls on their desktop, they need to put both calls on hold before retrieving a call otherwise a potentially unintended conference might occur. See CSCuj42828.
- CUCM 9.1(1) and 9.1(2) require UCCE 9.0(4), 9.0(3), or UCCE 9.0(2) with ES9.

UCCE Release 9.0.(x) Supported Browsers

| Browser | Version | Supported | Exceptions |
|---------|---------|-----------|------------|
| IE | 9 | Yes | None |

General Compatibility Notes and Limitations

| Component | Notes |
|--------------------------------|---|
| Phones | <p>The following general limitations pertain to IP phones used with Unified CCE Enterprise deployments:</p> <ul style="list-style-type: none"> • Third-party SIP phones are not supported as contact center agent phones. The SIP standard does not include the necessary messaging for third-party Call Control (3PCC). Unified CCE relies on CTI capabilities on the SIP phones that third-party phones do not have. As an alternative, you may choose to deploy the Mobile Agent solution to enable Cisco Unified CCE and Contact Center Hosted (CCH) to use any phone as an agent phone. Please consult with your Cisco Sales Engineer for additional detail on this configuration. • IP Communicator is not supported with Cisco Agent Desktop (CAD) IP Phone Agent. • See the Cisco Unified Communications Manager Compatibility Guide for SIP and other phone protocol support. |
| System Peripheral Gateway (PG) | The following general limitations pertain to Unified CCE deployments that use the System PG: |

| | |
|-------------|---|
| Deployments | <ul style="list-style-type: none"> E-Mail Manager Option, Web Collaboration Option (both end-of-life products), as well as E-Mail Interaction Manager and Web Interaction Manager (Unified EIM/WIM) are not supported with deployments that use the System PG. For Unified EIM/WIM documentation, see: Cisco Unified E-Mail Interaction Manager and Cisco Unified Web Interaction Manager. |
|-------------|---|

Unified CCE Parent / Child Compatibility

| Release | Parent 8.0(x) | Parent 8.5(x) | Parent 9.0(x) |
|--------------|---------------|---------------|---------------|
| Child 8.0(x) | Yes | Yes | Yes |
| Child 8.5(x) | Yes | Yes | Yes |
| Child 9.0(x) | Yes | Yes | Yes |

Central Controller Backward Compatibility

| CentralController | PG | PG + CAD |
|-------------------|-----|----------|
| 9.0 | 8.5 | 8.5 |
| 9.0 | 8.0 | 8.0 |

Note: Backward compatible PGs are intended to be supported during the transition when you upgrade the Central Controller to the same version.

Note: MR PG and Dialer must be at the same version.

Note: For Outbound deployments, ES18 must be installed with UCCE 8.5(4) to work with Central Controller 9.x and 10.x.

NAM/CICM Compatibility

| NAM Version | CICM Version |
|-------------|--------------|
| 9.0 | 8.5 |
| 9.0 | 8.0 |

Note: The columns can be switched for forward compatibility. For example, NAM at 8.0 and CICM at 9.0 is a supported combination.

VDI & Cisco VXI Support

| Cisco Client Type | Version | Virtual Desktop Infrastructure | OS Compatibility | Cisco VXI Client |
|---------------------------|-------------|--------------------------------|---|---|
| CTI-OS Clients (All CILs) | 8.5(x), 9.0 | VMWare View 4.6, 5.0 | Windows 7 32 bit - Supported Windows 7 WoW64 - | VXC 2100 - N/A VXC 2200 - N/A VXC 2111 - Supported with |

Unified_CCE_Software_Compatibility_Matrix_for_9.0(x)

| | | | | |
|------------------------------|-------------------|--|---|---|
| | | | Supported Windows XP 32 bit - Supported | Unified IP Phone 8961, 995 VXC 2211 - Supported VXC6215 - Supported with only |
| CTI-OS Clients (All CILs) | 8.5(x), 9.0 | Citrix XenDesktop 5.0, 5.5 or 6.0 | Windows 7 32 bit - Supported Windows 7 WoW64 - Supported Windows XP 32 bit - Supported | VXC 2100 - Supported with Unified IP Phone 8961, 995 VXC 2200 - Supported VXC 2111 - N/A VXC 2211 - N/A VXC6215 - Supported with only |
| CTI-OS Clients (All CILs) | 8.5(4), 9.0(2) | Citrix XenDesktop 5.0, 5.5, 6.0, 6.5 | Windows 7 32 bit - Supported Windows 7 WoW64 - Supported Windows XP 32 bit - Supported | VXC 2100 - Supported with Unified IP Phone 8961, 995 VXC 2200 - Supported VXC 2111 - N/A VXC 2211 - N/A VXC6215 - Supported with only |
| Cisco Finesse | 9.x | VMware View 4.6, 5.x | Windows 7 (32 bit, 64 bit, and WOW64) Windows XP | VXC 2100 - N/A VXC 2200 - N/A VXC 2111 - Not Supported VXC 2211 - Supported VXC6215 - Supported with only |
| Cisco Finesse | 9.x | Citrix XenDesktop 4.x, 5.0, 5.5, 6.0, 6.5, 7.0, 7.1 | Windows 7 (32 bit, 64 bit, and WOW64) Windows XP | VXC 2100 - Not Supported VXC 2200 - Supported VXC 2111 - N/A VXC 2211 - N/A VXC6215 - Supported with only |
| Cisco Agent Desktop (CAD) | All | Not Supported | Not Supported | Not Supported |

Note:

- UCM Silent Monitoring is the only type of Silent Monitoring that is supported with VXI/VDI.
- Desktop solutions are supported on PC-like devices only that utilize a keyboard and mouse (no tablets or mobile devices are supported at this time).
- The customer is not required to use Cisco VXI endpoints in a VDI solution. The customer can use any VDI endpoint that supports the specific Citrix or VMWare VDI solution versions supported by Cisco. The customer is responsible for ensuring that bandwidth and any other deployment considerations ensure that the solution can meet the performance and timing requirements of CTI-OS.
- For information about CAD with thin client and virtual desktop environments, see the Integrating CAD with Thin Client Virtual Desktop Environments document.

Application Virtualization

Windows Server 2008 R2 (SP1)

| Cisco Client Version | Version | Citrix/XenApp | Remote Desktop Services platform |
|---------------------------|---------|------------------|----------------------------------|
| CTI-OS Clients (All CILs) | 9.0(x) | XenApp 6.0 & 6.5 | Windows Server 2008 R2 (SP1) |

Siebel Compatibility

| Cisco Siebel Driver | Siebel Release |
|---------------------|----------------|
| 9.0(1) | 8.1(x) |

ICM-to-ICM Gateway Requirements

The following are system requirements for ICM-to-ICM Gateway.

- Both the Client ICM and Server ICM must be supported releases of Unified ICM, and they must be within one major release of each other. If two connected ICMs are running with different releases of Unified ICM software, only the ICM Gateway features supported by the lowest numbered release are available.

ICM-to-ICM Gateway Client and Server Release Requirements

| Client/Server 1 | Client/Server 2 | Comments |
|-----------------|-----------------|--------------------------------|
| 8.5, 9.0 | 9.0, 8.5 | UCCE 9.0(1) is a major release |

IP Phone Support

| Agent Telephone | Voice | Video | RSM | CUCM Silent Monitor | Agent Greeting /Whisper Announce | Specific Device Notes |
|----------------------|-------|-------|-----|---------------------|----------------------------------|--|
| CTS-500 Telepresence | Yes | VRE | No | No | No | CTS-500 TP is supported as a Video Remote Expert (VRE) kiosk only. |

Unified_CCE_Software_Compatibility_Matrix_for_9.0(x)

| | | | | | | |
|-----------------------------|-----|-----|-----|-----|-----|---|
| EX60 EX90 | Yes | VRE | No | No | No | EX60, EX90 are supported in Video Remote Expert (VRE) solutions only. |
| DX650 | Yes | Yes | No | Yes | Yes | Join Across Line (JAL) and Direct Transfer Across Line (DTAL) phone feature is not supported. Video Prompt/Queue is not supported. cmterm-devicepack9.1.1 is required for CUCM. |
| 9951 9971 | Yes | No | No | Yes | Yes | Finesse 9.1(x) supported with caveats mentioned in Cisco Finesse 9.1(1) Release Notes |
| 8941 8945 8961 | Yes | No | No | Yes | Yes | Finesse 9.1(x) supported with caveats mentioned in Cisco Finesse 9.1(1) Release Notes |
| 8841 8851 8861 | Yes | No | Yes | Yes | Yes | |
| 7970 7975 | Yes | No | No | No | No | Finesse is not supported with 7970. |
| 7960 7961, 7962, 7965 | Yes | No | No | No | No | Finesse is not supported with 7960. |
| 7940 7941, 7942, 7945 | Yes | No | No | No | No | Finesse is not supported with 7940. |
| 7921 7925 | Yes | No | No | No | No | Finesse is not supported with 792x. |
| 7910 7911 7912 | Yes | No | No | No | No | Finesse is not supported with 791x. |
| 7821 7841 7861 | Yes | No | Yes | Yes | Yes | |
| 6921 6941 | Yes | No | Yes | Yes | Yes | |

Unified_CCE_Software_Compatibility_Matrix_for_9.0(x)

| | | | | | | |
|------------------------|-----|----|-----|-----|-----|--|
| 6945 | | | | | | |
| 6961 | | | | | | |
| Cisco IP Communicator | | | | | | Mobile Agents are not supported with Cisco IP Communicator |
| 8.6(x) | Yes | No | Yes | Yes | Yes | |
| 7.0(x) | Yes | No | Yes | Yes | No | |
| Jabber for Windows 9.2 | Yes | No | Yes | Yes | Yes | The only supported desktops are Finesse 9.1 and CTI OS 9.0(4). |
| Jabber for Mac 9.6 | Yes | No | Yes | Yes | Yes | The only supported desktop is Finesse 10.5. |

The following general limitations pertain to IP phones used with Unified CCE Enterprise deployments:

- Only Cisco IP Phones are supported as contact center agent phones. As an alternative, you may choose to deploy the Agent solution to enable Cisco Unified CCE and Contact Center Hosted (CCH) to use any phone as an agent phone. Consult with your Cisco Sales Engineer for additional detail on this configuration.
- The [Contact Center Enterprise SRND](#) includes additional details, caveats, and feature details associated with each specific phone device.

Other Product Sets

Unified ICM ACD 9.0 Product Sets

Alcatel

| ACD Version ¹ | ICM 9.0 |
|--------------------------|---------|
| v2.1 | No |
| v3.2 | No |
| v4.1.1 | No |
| v4.2 | No |
| v5.0 | No |
| v5.1 | No |
| v6.0 | No |
| v6.1 | No |
| v7.1 | No |
| v8.0 | No |

¹ Major ACD versions not listed here should be considered unsupported by Cisco.

Aspect Call Center w/CMI

| Switch Version | CMI (Contact Server) | ICM 9.0 | Notes |
|-------------------|----------------------|---------|--|
| v8.02 | CMI v5.1.1 | No | |
| v8.3 | CMI v5.1.2 | No | |
| v8.3 | CMI v5.2 | No | |
| v8.4 | CMI v5.2 | No | Aspect 8.4 and CMI 5.2 are End of Support (EOS) by Aspect. |
| v9.0 | CMI v5.2 | No | Aspect 9.0 and CMI 5.2 are EOS by Aspect. |
| v9.1 (Win2k3) | CMI v5.2 | No | Aspect 9.1 and CMI 5.2 are EOS by Aspect. |
| v9.1.1 | CMI v5.2 | No | Aspect 9.1.1 and CMI 5.2 are EOS by Aspect. |
| v9.2 | CMI v5.2 | No | |
| v9.2 | CMI v6.2.1 | No | |
| v9.3 ¹ | CMI v5.2 | No | |
| v9.3 | CMI v6.2.1 | No | |
| v9.3 | CMI v6.3 | No | |
| v9.3 | CMI v6.4 | No | CMI v6.4 is supported only on Win2k8. |

¹ICM supports four-digit Application IDs and CCT with Aspect Switch Version 9.3 from 7.5(9) onwards in the 7.5(x) stream and 8.0(2) onwards in the 8.(x) stream.

Notes:

- DataInterLink with Application Bridge 6.0 is supported for all versions of ICM.
- Aspect Call Center is supported with ICM 9.0(4) ES40.

Avaya

When reviewing the support details in the Avaya matrixes below, consider the following notes and special considerations for Avaya support:

- Avaya Name Changes: Avaya changed names from DEFINITY to MultiVantage to Avaya Communications Manager to Avaya Aura Communications Manager.
- RTA 5.0.5 and RTA 6.0 enhanced functionality (60 skills per agent and 2000 skill groups per system) are not supported in ICM.
- ICM currently does not support more than 12000 active associations on a single system.
- All CMS versions are supported as long as a supported RTA is being used.
- Cisco supports the Avaya S8300, S8400, S85XX, S87XX, and S88XX Servers in support of ACM.
- Cisco supports the general use of Avaya IP Phones.
- MAPD is EOL from June 2008.
- Support for third-party ACD clients, SDKs, and interfaces integrated with ICM ends when the third-party ACD manufacturer ends mainstream support.
- Ten-digit Agent extension and Agent ID is [are?] supported from ICM 9.0(3) and higher that has ACM 6.2 and higher; and CMS R16 with RTA 6.0 pl: 13g.

Avaya CMS RTA Support Matrix

| RTA Version | ICM 9.0 |
|--------------|---------|
| 4.1 | No |
| 4.5 | No |
| 4.6.1 | No |
| 4.6.2 | No |
| 4.6.4 | No |
| 4.6.5 | No |
| 4.7.3 | No |
| 4.8.1 | No |
| 5 | No |
| 5.0.5 | No |
| 5.0.5e | No |
| 6.0(x) | Yes |
| 6.0 Extended | No |

AES/CVLAN Server and CVLAN Client Support Matrix

| AES (CVLAN) Server | CVLAN Client Supported | ICM 9.0 | Notes |
|--------------------|--|-----------------|---------------------------------|
| 3.0.x | 8.2.5 | No ⁵ | 8.2.5 client is EOL from Avaya. |
| 3.1.x | 8.2.5 | No ⁵ | 8.2.5 client is EOL from Avaya. |
| 4.0.x | 8.2.5 | No ⁵ | 8.2.5 client is EOL from Avaya. |
| 4.1.x | 4.1.0 ¹ 4.2.2 ² 6.1 ³ | Yes | |
| 4.2.x | 4.1.0 4.2.2 6.1 | Yes | |
| 5.2.1 ⁴ | 4.1.0 4.2.2 6.1 | Yes | |
| 5.2.2 | 4.1.0 4.2.2 6.1 | Yes | |
| 6.1 | 4.1.0 4.2.2 6.1 | Yes | |

Unified_CCE_Software_Compatibility_Matrix_for_9.0(x)

| | | | |
|-----|-----------------------|-----|--|
| 6.2 | 4.1.0 4.2.2 6.1 | Yes | |
| 6.3 | 4.1.0 4.2.2 6.1 | Yes | |

¹CVLAN Client 4.1.0 is integrated from UCCE/ICM 7.2.7 to 7.5.6.

²CVLAN Client 4.2.2 is integrated from UCCE/ICM 7.5.7 to 8.5.1.

³CVLAN Client 6.1 is integrated from UCCE/ICM 8.5.2 onwards and UCCE/ICM 10.0(x) supports only CVLAN Client 6.1.

⁴Processor Ethernet is supported with AES 5.2.1 and ACM 5.2.1.

⁵Support for third-party ACD clients, SDKs, and interfaces integrated with ICM ends when the third-party ACD manufacturer ends mainstream support.

⁶Starting with UCCE/ICM 8.5(2), the Cisco Avaya PG is supported on both Windows 2008 R2 and Windows 2003. Prior to 8.5(2), it is supported only on Windows 2003.

⁷Starting with UCCE/ICM 9.0(1), the Cisco Avaya PG is supported only on Windows 2008 R2.

Avaya Aura Communications Manager Support Matrix

| ACD Version ¹ | ICM 9.0 | Notes |
|--------------------------------|---------|---|
| ACM 2.2.2 | No | |
| ACM 3.0 ² | No | |
| ACM 3.1.0 | No | No support due to Avaya regression fix being provided with 3.1.1. |
| ACM 3.1.1.628.7 Patch 11761 | No | Supported with both AES 3.0 & AES 3.1 in CMS environments. No support in CMS-less with AES. |
| ACM 3.1.2 | No | Supported only in a CMS environment. |
| ACM 3.1.3 | No | Supports both CMS and CMS-Less configurations. |
| ACM 3.1.4 | No | |
| ACM 3.1.5 | No | |
| ACM 4.0 ² | Yes | |
| ACM 4.0.1 | Yes | |
| ACM 4.0.3 | Yes | |
| ACM 4.0.4 | Yes | |
| ACM 5.0 | Yes | |
| ACM 5.1 | Yes | |
| ACM 5.1.2 | Yes | |
| ACM 5.2 | Yes | |
| ACM 5.2.1 ³ | Yes | |
| ACM 6.0 | Yes | |
| ACM 6.2 | Yes | |
| ACM 6.3 | Yes | |

¹Major ACD versions not listed here should be considered unsupported by Cisco.

²Avaya CM 4.x supports both MAPD and AES. However, MAPD is supported only up to ICM 7.2.4.

³Processor Ethernet is supported with AES 5.2.1 and ACM 5.2.1.

Avaya ARS Support Matrix

| ACD Version ¹ | ICM 9.0 |
|--------------------------|---------|
| 4.0 | No |
| 4.0.1 | No |
| 4.0.3 | No |
| 4.0.4 | No |
| 5.0 | No |
| 5.1 | No |
| 5.1.2 | No |
| 5.2.1 | No |

¹Major ACD versions not listed here should be considered unsupported by Cisco.

Avaya/Nortel

Caveats and special considerations apply with regard to support of this vendor's ACD/Switch types. Consider the following you review the supported matrixes described below:

- Cisco currently supports only select Succession platforms with Symposium. (See the following chart for details.)
- SEI Lite integration is available for select ICM versions. The Cisco Automated Administrator for Symposium is required in order to integrate SEI Lite on ICM versions 5.0 and higher. (See the following chart for details.)
- Cisco does not support more than one PG pair connected to a single Symposium server.
- Customers who need to obtain the SCCS Toolkit must request this from Cisco. Please send an email to icm-nortelpg-sdk@cisco.com, and include the following information:
 - ◆ Customer name
 - ◆ Maintenance contract number
 - ◆ ICM version
 - ◆ PG version
 - ◆ Number of PGs

Avaya Aura Contact Center (AACC), Nortel Contact Center Manager (NCCM, formerly Symposium (SCCS))

| AACC/SCCS/NCCM Version | Meridian Succession Version | Nortel SEI Lite | ICM 9.0 | Notes |
|------------------------|---|-------------------------|---------|-------|
| AACC 6.0 | CS1000 Succession 7.5 CS1000 Succession 7.0 CS1000 Succession 6.0 | Planned | Yes | |
| 5.0 | Meridian Option 11 ² | Yes, SU03 with designer | No | |

Unified_CCE_Software_Compatibility_Matrix_for_9.0(x)

| | | | | |
|-----|---|---|----|---|
| | | <p>patch (NN_SCCS_5.0_DP_03_S) or SU06 AAS is supported with ICM 6.0(0) SR3, 7.0(0) SR2, and later releases of ICM</p> | | <ul style="list-style-type: none"> • HDX SDK R5.0 needs to be installed on the PG. • Feature Pack 1 is now supported with SCCS 5.0. • No SWAP feature support prior to 5.0 SR13. • From September 2008, no further support from Nortel will be provided for SCCS 5.0. |
| 5.0 | Succession Communication Server 1000 (CS1K) | <p>Yes, SU03 with designer patch (NN_SCCS_5.0_DP_03_S) or SU06</p> <p>AAS is supported with ICM 6.0(0) SR3, 7.0(0) SR2, and later releases of ICM</p> | No | From September 2008, no further support from Nortel will be provided for SCCS 5.0. |

Unified_CCE_Software_Compatibility_Matrix_for_9.0(x)

| | | | | |
|-----|----------------------|-----|-----|--|
| 6.0 | C1000 Succession 4.5 | Yes | Yes | |
| 6.0 | C1000 Succession 5.0 | Yes | Yes | |
| 6.0 | C1000 Succession 5.5 | Yes | Yes | |

¹Starting with UCCE/ICM 8.5(2), the Cisco Nortel PG is supported on both Windows 2008 R2 and Windows 2003 with A only.

Prior versions of the Cisco Nortel PG are supported only on Windows 2003.

²While Cisco does not have a Nortel Meridian Option 51/61/81C in the testing environment, we do support ICM integration with Nortel Meridian models with CCM 5/6 since the PG to Symposium/CCM interface is tested. We have multiple customers using these

environments in production. Please note that Nortel has stopped support for CCM 5 and, therefore, our support is limited.

Nortel SDK

| ACD Version ¹ | ICM 9.0 | Notes |
|--|---------|--|
| Nortel SDK 5.0 (with SCCS 5.0 and NCCM 6.0) | No | From September 2008, no further support from Nortel will be provided for SCCS 5.0. |
| Nortel SDK 6.0 (with NCCM 6.0, NCCM 7.0, and AACC 6.0) | Yes | HDX 6, RTD 6 must be installed on the PG. Note: SDKs are not integrated with ICM. |

DMS 1000

| ACD Version ¹ | ICM 9.0 | Notes |
|--------------------------|---------|--|
| NA09 SCAI 11 | No | |
| NA10 SCAI 12 | No | |
| NA10 SCAI 13 | No | |
| Eur08 SCAI 11 | No | |
| Eur09 SCAI 12 | No | |
| Eur10 SCAI 13 | No | |
| APC05 SCAI 10 | No | |
| APC06 SCAI 11 | No | |
| APC07 SCAI 12 | No | |
| APC08 SCAI 13 | No | |
| SCAI 14 | No | |
| SCAI 17 | No | SCAI 17 supported at the server level; client must be at SCAI 11. No new features introduced by Nortel with SCAI 17 are supported. |
| SCAI 18 | No | |

¹Major ACD versions not listed here should be considered unsupported by Cisco.

SL 100

| ACD Version¹ | ICM 9.0 |
|--------------------------------|----------------|
| MSLIVD08 SCAI 11 | No |
| MSLIVD09 SCAI 12 | No |
| MSLIVD10 SCAI 13 | No |
| SCAI 17 | No |
| SCAI 18 | No |

¹ Major ACD versions not listed here should be considered unsupported by Cisco.

CTI Support for ACD Types

| ACD Vendor | ACD Model | CTI Server Protocol Support | CTI OS Support |
|-------------------|---|------------------------------------|-----------------------|
| Alcatel | 4400 ACD w/CSTA-2 | Yes | Yes |
| Aspect | Contact Server | Yes | Yes |
| Avaya | Avaya Communication Manager driven by Avaya S8300, S8400, S85xx, S87xx, and S88xx Servers | Yes | Yes |
| Cisco | IPCC | Yes | Yes |
| Nortel | DMS -100 | Yes | No |
| Nortel | DMS -500 | Yes | No |
| Nortel | SL - 100 | No | No |
| Nortel | Symposium | Yes | Yes |
| Rockwell | Galaxy | No | No |
| Aspect | Spectrum w/ LAN Transaction Link | Yes | Yes |
| Aspect | Spectrum w. X.25 Transaction Link | Yes | Yes |

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