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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	CTI OS Desktop	Unified Intelligence Center	Unified EIM/WIM	Siebel CRM	RSM	Unified CCMP	SocialMiner	Finesse
9.1(1) 9.1(2)	IP-IVR 9.0(x) 8.5(x) CVP 10.5(x) 10.0(x) 9.0(x) 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)	11.0(1) 9.0(2) 9.0(1) 9.0(x) 4.4(1) 4.3(2)	CRM for Siebel 8.0 8.1	10.0(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) 9.0(1)	Finesse 10.5(1) Finesse 10.0(1) Finesse 9.1(1) Finesse requires CCE 9.0(2) and higher.
9.0(1)	IP-IVR 9.0(x) 8.5(x) CVP 10.5(x) 10.0(x) 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)	11.0(1) 9.0(2) 9.0(1) 9.0 (x) 4.4(1) 4.3(2)	CRM for Siebel 8.0 8.1	10.0(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) 9.0(1)	Finesse 10.5(1) Finesse 10.0(1) Finesse 9.1(1) Finesse requires CCE 9.0(2) and higher.
8.6(x)	IP-IVR 9.0(x) 8.5(x) CVP 10.5(x) 10.0(x) 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	10.0(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) 9.0(1)	Finesse 10.5(1) Finesse 10.0(1) Finesse 9.1(1) Finesse requires

Notes::

- There is no compatibility dependency between Unified CCE and MediaSense. However, there is a compatibility dependency between MediaSense and Unified CM. For MediaSense, see the Unified CM compatibility listed in the Cisco MediaSense Compatibility Matrix at http://docwiki-dev.cisco.com/wiki/Cisco_MediaSense_Compatibility_Matrix.
- 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 from 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 a 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.

Third-party Software

Unless explicitly mentioned, upgrading any third-party software that is bundled along with Unified CCE is not supported. Upgrading .NET framework on ICM servers is not supported.

Note: As customer, you are not allowed to upgrade Apache Tomcat on UCCE servers.

Microsoft System Software Requirements

Microsoft SQL Server 2008 R2

Microsoft SQL Server 2008 R2 Standard Edition

- CPU: Supports up to four processors on one server
- RAM: No operating system maximum
- SP2

Microsoft SQL Server 2008 R2 Enterprise Edition

- CPU: No operating system maximum
- RAM: No operating system maximum
- SP2

For additional Microsoft system software requirements, see the Hardware & System Software Specification (Bill of Materials) for Cisco Unified

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.

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	
		15.5(3) M1	
39xxE		15.1(4) M	
		15.2(4) M	
		15.3(3) M	
		15.4(3) M	
		15.5(3) M1	

Notes:

- Outbound Option SIP Dialer:

When needed for design, requires Cisco Unified SIP Proxy Version 8.5(1) or later. Supports IOS Release as mentioned in the 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 (call processing 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 or 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 http://www.cisco.com/en/US/partner/prod/collateral/voicesw/custcosw/ps5693/ps11324/product_bulletin_c25-695000.html

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) Deployments	<p>The following general limitations pertain to Unified CCE deployments that use the System PG:</p> <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 PG Compatibility

Release	Parent PG 8.0(x)	Parent PG 8.5(x)	Parent PG 9.0(x)
Child PG 8.0(x)	Yes	Yes	Yes
Child PG 8.5(x)	Yes	Yes	Yes
Child PG 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 - Supported Windows XP 32 bit - Supported	VXC 2100 - N/A VXC 2200 - N/A VXC 2111 - Supported with 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)	VXC 2100 - N/A VXC 2200 - N/A VXC 2111 - Not Supported

			Windows XP	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 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.
EX60 EX90	Yes	VRE	No	No	No	EX60, EX90 are supported in Video Remote Expert (VRE) solutions only.
DX650 (for Android)	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
8845 8865	Yes	Yes	Yes	Yes	Yes	
8811	Yes	No	Yes	Yes	Yes	

Unified_CCE_Software_Compatibility_Matrix_for_9.0(x)

8841						
8851						
8851NR						
8861						
7970	Yes	No	No	No	No	Finesse is not supported with 7970.
7975	Yes	No	No	Yes	Yes	
7960	Yes	No	No	No	No	Finesse is not supported with 7960.
7961, 7962, 7965	Yes	No	Yes	Yes	Yes	
7940	Yes	No	No	No	No	Finesse is not supported with 7940.
7941, 7942, 7945	Yes	No	Yes	Yes	Yes	
7921	Yes	No	No	No	No	Finesse is not supported with 792x.
7925						
7910	Yes	No	No	No	No	Finesse is not supported with 791x.
7911						
7912						
7821	Yes	No	Yes	Yes	Yes	
7841						
7861						
6921	Yes	No	Yes	Yes	Yes	
6941						
6945						
6961						
Cisco IP Communicator	Yes	No	Yes	Yes	Yes	Mobile Agents are not supported with Cisco IP Communicator
8.6(x)						
7.0(x)						
Jabber for Windows 9.2	Yes	No	Yes	Yes	No	The only supported desktops are Finesse 9.1 and CTI OS 9.0(4).
Jabber for Mac 9.6, 10.5	Yes	No	Yes	Yes	No	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 [Cisco Unified Contact Center Enterprise Solution Reference Network Design \(SRND\)](#) includes details about features associated with each of these specific phone devices.

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	

Unified_CCE_Software_Compatibility_Matrix_for_9.0(x)

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 and then 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

Unified_CCE_Software_Compatibility_Matrix_for_9.0(x)

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
4.1.x	4.1.0 4.2.2 6.1	Yes	
4.2.x	4.1.0 4.2.2 6.1	Yes	
5.2.1	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	
6.2	4.1.0 4.2.2 6.1	Yes	
6.3	4.1.0 4.2.2 6.1	Yes	

Note: Starting 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	

Unified_CCE_Software_Compatibility_Matrix_for_9.0(x)

		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.

Unified_CCE_Software_Compatibility_Matrix_for_9.0(x)

- 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 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	No	<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

Unified_CCE_Software_Compatibility_Matrix_for_9.0(x)

				support from Nortel will be provided for SCCS 5.0.
5.0	Succession Communication Server 1000 (CS1K)	Yes, SU03 with designer 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	No	From September 2008, no further support from Nortel will be provided for SCCS 5.0.
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 of Nortel Meridian models with CCM 5/6 since the PG to Symposium/CCM interface is tested. We have multiple customers in 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	

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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 Version ¹	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

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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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