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## Introduction

This compatibility matrix specifies all supported configurations and versions for Cisco Unified Contact Center Enterprise ALL 7.x releases.

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 7.5(x) Product Sets**

Communications Manager	IVR (IP-IVR and CVP [formerly ISN])	CAD/CTI OS server	CTI OS desktop	Unified Intelligence Center	Unified EIM/WIM	Unified CRM Version	RSM	Unified CCMP	IP Phones
7.1(5)	IP IVR 8.0(x) 7.0(1) SR 5  CVP 8.5(1) 8.0(1) 7.0(2) 4.1(1)	7.6(x) 7.5(x)	7.5(x) 7.2(x) 7.1(x) 7.0(x)	9.x(x)  8.5(x)  8.0(4)  8.0(3)  7.5(x)	4.4(1) (Unified CCE 7.5(9) with required ES and later)  4.3(2) (Unified CCE 7.5(6) with required ES and later)  4.3(1)	CRM for Siebel 7.5(x), 8.1.1.5  CRM for PeopleSoft 1.1 (2)  CRM for Salesforce 1.1 (2)  CRM for Microsoft Dynamics CRM 1.1 (2)  CRM for SAP 1.0(2)	9.1(1) 9.0(1) 8.0	8.5(x) 8.0(x) 7.5(x)	7970/71/75 7960/61/62/6 7940/41/42/4 792x 7912 7911 7910 IP Communicat 7.0
7.1(3)	IP IVR 8.0(x) 7.0(1) SR4/ 5  CVP 8.5(1) 8.0(1) 7.0(2) 4.1(1)	7.6(x) 7.5(x)	7.5(x) 7.2(x) 7.1(x) 7.0 6.0	9.x(x)  8.5(x)  8.0(4)  8.0(3)  7.5(x)	4.4(1) (Unified CCE 7.5(9) with required ES and later)  4.3(2) (Unified CCE 7.5(6) with required ES and later)  4.3(1)	CRM for Siebel 7.5(x)  CRM for PeopleSoft 1.0(1)  CRM for Salesforce 1.0(1)  CRM for Microsoft Dynamics CRM 1.0(1)  CRM for SAP 1.0(2)	1.0(2)	8.5(x) 8.0(x) 7.5(x)	7970/71/75 7960/61/62/6 7940/41/42/4 792x 7912 7911 7910 IP Communicat 7.0

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7.1(2)	CVP 8.5(1) 8.0(1) 7.0(2) 4.1(1)	7.6(x) 7.5(x)	7.5(x) 7.2(x) 7.1(x) 7.0 6.0	9.x(x) 8.5(x) 8.0(4) 8.0(3) 7.5(x)	4.4(1) (Unified CCE 7.5(9) with required ES and later) 4.3(2) (Unified CCE 7.5(6) with required ES and later) 4.3(1)	CRM for Siebel 7.5(x) CRM for PeopleSoft 1.0(1) CRM for Salesforce 1.0(1) CRM for Microsoft Dynamics CRM1.0(1) CRM for SAP 1.0(2)	1.0(2)	8.5(x) 8.0(x) 7.5(x)	7970/71/75 7960/61/62/6 7940/41/42/4 792x 7912 7911 7910 IP Communicat 7.0
7.0(2)	IP IVR 7.0(1)  CVP 7.0(2) 4.1(1)	7.6(x) 7.5(x)	7.5(x) 7.2(x) 7.1(x) 7.0 6.0	9.x(x) 8.5(x) 8.0(4) 8.0(3) 7.5(x)	4.4(1) (Unified CCE 7.5(9) with required ES and later) 4.3(2) (Unified CCE 7.5(6) with required ES and later) 4.3(1)	CRM for Siebel 7.5(x) CRM for PeopleSoft 1.1 CRM for Salesforce 1.1 CRM for Microsoft Dynamics CRM 1.1 CRM for SAP 1.0(2)	1.0(2)	8.5(x) 8.0(x) 7.5(x)	7970/71/75 7960/61/62/6 7940/41/42/4 792x 7912 7911 7910 IP Communicat 7.0
7.0(1)	IP IVR 7.0(1)  CVP 7.0(2) 4.1(1)	7.6(x) 7.5(x)	7.5(x) 7.2(x) 7.1(x) 7.0 6.0	9.x(x) 8.5(x) 8.0(4) 8.0(3) 7.5(x)	4.4(1) (Unified CCE 7.5(9) with required ES and later) 4.3(2) (Unified CCE 7.5(6) with required ES and later)	CRM for Siebel 7.5(x) CRM for PeopleSoft 1.1 CRM for Salesforce 1.1 CRM for Microsoft	1.0(2)	8.5(x) 8.0(x) 7.5(x)	7970/71/75 7960/61/62/6 7940/41/42/4 792x 7912 7911 7910 IP Communicat 7.0

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					4.3(1)	Dynamics CRM 1.1				
						CRM for SAP 1.0(2)				
6.1	IP IVR 7.0(1) 5.0(2) 5.0(1)  CVP 7.0(2) 4.1(1) 4.0(2)	7.6(x) 7.5(x)	7.5(x) 7.2(x) 7.1(x) 7.0 6.0	9.x(x) 8.5(x) 8.0(4) 8.0(3) 7.5(x)	4.4(1) (Unified CCE 7.5(9) with required ES and later)  4.3(2) (Unified CCE 7.5(6) with required ES and later)  4.3(1)	CRM for Siebel 7.5(x)  CRM for PeopleSoft 1.1  CRM for Salesforce 1.1  CRM for Microsoft Dynamics CRM 1.1  CRM for SAP 1.0(2)	1.0(2)	8.5(x) 8.0(x) 7.5(x)		7970/71/75 7960/61/62/6 7940/41/42/4 792x 7912 7911 7910 IP Communicat 7.0, 2.1(3), 2.1(2), 2.1(1)
6.0	IP IVR 5.0(2) 5.0(1)  CVP 4.1(1) 4.0(2)	7.6(x) 7.5(x)	7.5(x) 7.2(x) 7.1(x) 7.0 6.0	9.x(x) 8.5(x) 8.0(4) 8.0(3) 7.5(x)	4.4(1) (Unified CCE 7.5(9) with required ES and later)  4.3(2) (Unified CCE 7.5(6) with required ES and later)  4.3(1)	CRM for Siebel 7.5(x)  CRM for PeopleSoft 1.1  CRM for Salesforce 1.1  CRM for Microsoft Dynamics CRM 1.1  CRM for SAP 1.0(2)	8.5(x) 8.0(x) 7.5(x)	7.5(x)		7970/71/75 7960/61/62/6 7940/41/42/4 792x 7912 7911 7910 IP Communicat 7.0, 2.1(3), 2.1(2), 2.1(1)
5.1(3)	IP IVR 5.0(2) 5.0(1) 4.5(2)  CVP 4.1(1) 4.0(2)	7.6(x) 7.5(x)	7.5(x) 7.2(x) 7.1(x) 7.0 6.0	9.x(x) 8.5(x) 8.0(4) 8.0(3) 7.5(x)	4.4(1) (Unified CCE 7.5(9) with required ES and later)  4.3(2) (Unified	CRM for Siebel 7.5(x)  CRM for PeopleSoft 1.1		7.5(x)		7970/71/75 7960/61/62/6 7940/41/42/4 792x 7912 7911 7910 IP Communicat

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					CCE 7.5(6) with required ES and later)	CRM for Salesforce 1.1			7.0, 2.1(3), 2.1(2), 2.1(1)
					4.3(1)	CRM for Microsoft Dynamics CRM 1.1			
						CRM for SAP 1.0(2)			
5.1(2)	IP IVR 5.0(2) 5.0(1) 4.5(2)  CVP 4.1(1) 4.0(2) 3.1(0)	7.6(x) 7.5(x)	7.5(x) 7.2(x) 7.1(x) 7.0 6.0	9.x(x)  8.5(x) 8.0(4) 8.0(3) 7.5(x)	4.4(1) (Unified CCE 7.5(9) with required ES and later)  4.3(2) (Unified CCE 7.5(6) with required ES and later)  4.3(1)	CRM for Siebel 7.5(x)  CRM for PeopleSoft 1.1  CRM for Salesforce 1.1  CRM for Microsoft Dynamics CRM 1.1  CRM for SAP 1.0(2)	7.5(x)	7970/71/75 7960/61/62/6 7940/41/42/4 792x 7912 7911 7910 IP Communicat 7.0, 2.1(3), 2.1(2), 2.1(1)	
5.1(1b)	IP IVR 5.0(2) 5.0(1) 4.5(2)  CVP 4.1(1) 4.0(2) 3.1(0)	7.6(x) 7.5(x)	7.5(x) 7.2(x) 7.1(x) 7.0 6.0	9.x(x)  8.5(x) 8.0(4) 8.0(3) 7.5(x)	4.4(1) (Unified CCE 7.5(9) with required ES and later)  4.3(2) (Unified CCE 7.5(6) with required ES and later)  4.3(1)	CRM for Siebel 7.5(x)  CRM for PeopleSoft 1.1  CRM for Salesforce 1.1  CRM for Microsoft Dynamics CRM 1.1  CRM for SAP 1.0(2)	7.5(x)	7970/71/75 7960/61/62/6 7940/41/42/4 792x 7912 7911 7910 IP Communicat 7.0, 2.1(3), 2.1(2), 2.1(1)	
5.0(4)	IP IVR 5.0(2) 5.0(1)	7.6(x) 7.5(x)	7.5(x) 7.2(x) 7.1(x)	9.x(x)  8.5(x)	4.4(1) (Unified CCE 7.5(9)	CRM for Siebel 7.5(x)	7.5(x)	7970/71/75 7960/61/62/6 7940/41/42/4	

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	4.5(2)  CVP 4.0(2)		7.0 6.0	8.0(4)  8.0(3)  7.5(x)	with required ES and later)  4.3(2) (Unified CCE 7.5(6) with required ES and later)  4.3(1)	CRM for PeopleSoft 1.1  CRM for Salesforce 1.1  CRM for Microsoft Dynamics CRM 1.1  CRM for SAP 1.0(2)			792x 7912 7911 7910 IP Communicate 7.0, 2.1(3), 2.1(2), 2.1(1) 2.0(2), 2.0(1)
5.0(3)	IP IVR 4.5(2)	7.6(x) 7.5(x)	7.5(x) 7.2(x) 7.1(x) 7.0 6.0	9.x(x)  8.5(x)  8.0(4)  8.0(3)  7.5(x)	4.4(1) (Unified CCE 7.5(9) with required ES and later)  4.3(2) (Unified CCE 7.5(6) with required ES and later)  4.3(1)	CRM for Siebel 7.5(x)  CRM for PeopleSoft 1.1  CRM for Salesforce 1.1  CRM for Microsoft Dynamics CRM 1.1  CRM for SAP 1.0(2)		7.5(x)	7970/71/75 7960/61/62/6 7940/41/42/4 792x 7912 7911 7910 IP Communicate 7.0, 2.1(3), 2.1(2), 2.0(2) 2.0(1)
5.0(2)	IP IVR 4.5(2)	7.6(x) 7.5(x)	7.5(x) 7.2(x) 7.1(x) 7.0 6.0	9.x(x)  8.5(x)  8.0(4)  8.0(3)  7.5(x)	4.4(1) (Unified CCE 7.5(9) with required ES and later)  4.3(2) (Unified CCE 7.5(6) with required ES and later)  4.3(1)	CRM for Siebel 7.5(x)  CRM for PeopleSoft 1.1  CRM for Salesforce 1.1  CRM for Microsoft Dynamics CRM 1.1		7.5(x)	7970/71/75 7960/61/62/6 7940/41/42/4 792x 7912 7911 7910 IP Communicate 7.0, 2.1(3), 2.1(2), 2.0(2) 2.0(1)

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						CRM for SAP 1.0(2)				
4.3(2)	IP IVR 6.0(1) 4.1(1)	7.6(x) 7.5(x)	7.5(x) 7.2(x) 7.1(x) 7.0 6.0	9.x(x) 8.5(x) 8.0(4) 8.0(3) 7.5(x)	4.4(1) (Unified CCE 7.5(9) with required ES and later) 4.3(2) (Unified CCE 7.5(6) with required ES and later) 4.3(1)	CRM for Siebel 7.5(x) CRM for PeopleSoft 1.1 CRM for Salesforce 1.1 CRM for Microsoft Dynamics CRM 1.1 CRM for SAP 1.0(2)	7.5(x)	7970/71/75 7960/61/62/6 7940/41/42/4 792x 7912 7911 7910 IP Communicate 7.0, 2.1(3), 2.1(2)		
4.2(3)	IP IVR 4.0(5a) 4.0(4) 4.0(3) 3.5(4)  CVP 4.1.1 ES3 4.0(2)	7.6(x) 7.5(x)	7.5(x) 7.2(x) 7.1(x) 7.0 6.0	9.x(x) 8.5(x) 8.0(4) 8.0(3) 7.5(x)	4.4(1) (Unified CCE 7.5(9) with required ES and later) 4.3(2) (Unified CCE 7.5(6) with required ES and later) 4.3(1)	CRM for Siebel 7.5(x) CRM for PeopleSoft 1.1 CRM for Salesforce 1.1 CRM for Microsoft Dynamics CRM 1.1 CRM for SAP 1.0(2)	)	7970/71/75 7960/61/62/6 7940/41/42/4 792x 7912 7911 7910 IP Communicate 2.1(3), 2.1(2) 2.1(1)		
4.2(1)	IP IVR 4.0(5a) 4.0(4) 4.0(3) 3.5(4)  CVP 4.0(2)	7.6(x) 7.5(x)	7.5(x) 7.2(x) 7.1(x) 7.0 6.0	9.x(x) 8.5(x) 8.0(4) 8.0(3) 7.5(x)	4.4(1) (Unified CCE 7.5(9) with required ES and later) 4.3(2) (Unified CCE 7.5(6)	CRM for Siebel 7.5(x) CRM for PeopleSoft 1.1 CRM for Salesforce	)	7970/71/75 7960/61/62/6 7940/41/42/4 792x 7912 7911 7910 IP Communicate 2.1(3), 2.1(2)		

					with required ES and later)  4.3(1)	1.1  CRM for Microsoft Dynamics CRM 1.1  CRM for SAP 1.0(2)			
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**Unified CCE 7.5(x) Notes**

1. There is no IP Queue Manager for CRS 4.5(2) (IP IVR).
2. For compatibility between Unified CCE 7.5 (x) and CAD Desktop and Server see, ?CAD Compatibility? on page 16.
3. Unified Expert Advisor requires:  
 Unified CCE 7.2(3) or CCE 7.5(5)  
 Cisco Unified Personal Communicator 7.0 or Microsoft Office Communicator Server (and client) 2007 R2  
 Cisco Unified Presence Sever 8.0  
 CVP is optional, but only 7.0(2) is supported with Expert Advisor 7.6(1)
4. Unified E-Mail and Web Interaction Manager (Unified EIM/WIM):  
 EIM 4.3(1) integrates only with Unified CCE 7.5(6) or later MRs  
 WIM 4.3(1) integrates only with Unified CCE 7.5(6) or later MRs
5. 7.5(10) PG and CTI OS must be same maintenance release versions.
6. 7.5(1) thru (9) must be on same minor release.
7. Cisco Unified Intelligence Center is supported on Unified CCE 7.5. Cisco Unified Intelligence Suite is supported on Unified CCE 7.5 and 7.2.
8. CMB 7.1(3) minor release will be compatible ONLY with UCCE 8.0(x) and above, and is NOT backward compatible with older versions. Use CMB 7.1(2) for UCCE 7.5.

**CAD Compatibility**

Unified CCE/PG	CTI OS Server	CAD Desktop and Server
7.5(1)	7.5(1)	7.6(1), 7.5(1)
7.5(2)	7.5(2)	7.6(1), 7.5(1)
7.5(3)	7.5(3)	7.6(1), 7.5(3)
7.5(4)	7.5(4)	7.6(1), 7.5(3)
7.5(5)	7.5(5)	7.6(1), 7.5(8), 7.5(6), 7.5(5)
7.5(6)	7.5(6)	7.6(1), 7.5(8), 7.5(6)
7.5(7)	7.5(6)	7.6(1), 7.5(8)
7.5(8)	7.5(8)	7.6(1), 7.5(8), 7.5(6)
7.5(9)	7.5(9)	7.6(1), 7.5(8)
7.5(10)	7.5(10)	7.6(2), 7.6(3), 7.5(10)

**Note:** CAD is not backward compatible. The CAD desktop and server must be the same version.

## Unified CCE 7.2(x) Product Sets

Comminications Manager	IVR (IP-IVR and CVP [formerly ISN])	CAD/CTI OS server	CTI OS desktop	Unified Intelligence Center	Unified EIM/WIM	Unified CRM Version	RSM	Unified CCMP	IP Phones
6.1	IP IVR 7.0(1) 5.0(2) 5.0(1)  CVP 7.0(2) 4.1(1) 4.0(2)	7.2(x)	7.2(x) 7.1(x) 7.0 6.0 5.1	7.5(x)	Unified EIM/WIM 4.3(2) (Unified CCE 7.2(7) and later) 4.3(1) 4.2(5) A 4.2(4) 4.2(3) 4.2(2) 4.2(1) E-Mail Manager Option 5.0 Web Collaboration Option 5.0	CRM for Siebel 7.2(x)  CRM for PeopleSoft 1.1  CRM for Salesforce 1.1  CRM for Microsoft Dynamics CRM 1.1  CRM for SAP 1.0(2), 1.0(1)	1.0(2)	7.5 7.2	7970/71/75 7960/61/62/6 7940/41/42/4 792x 7912 7911 7910 IP Communicat 2.1(3), 2.1(2) 2.1(1)
6.0	IP IVR 7.0(1) 5.0(2) 5.0(1)  CVP 4.1(1) 4.0(2)	7.2(x)	7.2(x) 7.1(x) 7.0 6.0 5.1	7.5(x)	Unified EIM/WIM 4.3(2) (Unified CCE 7.2(7) and later) 4.3(1) 4.2(5) A 4.2(4) 4.2(3) 4.2(2) 4.2(1) E-Mail Manager Option 5.0 Web Collaboration Option 5.0	CRM for Siebel 7.2(x)  CRM for PeopleSoft 1.1  CRM for Salesforce 1.1  CRM for Microsoft Dynamics CRM 1.1  CRM for SAP 1.0(2), 1.0(1)		7.5 7.2	7970/71/75 7960/61/62/6 7940/41/42/4 792x 7912 7911 7910 IP Communicat 2.1(3), 2.1(2) 2.1(1)

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5.1(3)	IP IVR 5.0(2) 5.0(1) 4.5(2)  CVP 4.1(1) 4.0(2)	7.2(x)	7.2(x) 7.1(x) 7.0 6.0 5.10	7.5(x)	Unified EIM/WIM 4.3(2) (Unified CCE 7.2(7) and later) 4.3(1) 4.2(5) A 4.2(4) 4.2(3) 4.2(2) 4.2(1) E-Mail Manager Option 5.0 Web Collaboration Option 5.0	CRM for Siebel 7.2(x)  CRM for PeopleSoft 1.1  CRM for Salesforce 1.1  CRM for Microsoft Dynamics CRM 1.1  CRM for SAP 1.0(2), 1.0(1)	7.5 7.2	7970/71/75 7960/61/62/6 7940/41/42/4 792x 7912 7911 7910 IP Communicat 2.1(3), 2.1(2) 2.1(1)
5.1(2)	IP IVR 5.0(2) 5.0(1) 4.5(2)  CVP 4.1(1) 4.0(2) 3.1(0)	7.2(x)	7.2(x) 7.1(x) 7.0 6.0 5.1	7.5(x)	Unified EIM/WIM 4.3(2) (Unified CCE 7.2(7) and later) 4.3(1) 4.2(5) A 4.2(4) 4.2(3) 4.2(2) 4.2(1) E-Mail Manager Option 5.0 Web Collaboration Option 5.0	CRM for Siebel 7.2(x)  CRM for PeopleSoft 1.1  CRM for Salesforce 1.1  CRM for Microsoft Dynamics CRM 1.1  CRM for SAP 1.0(2), 1.0(1)	7.5 7.2	7970/71/75 7960/61/62/6 7940/41/42/4 792x 7912 7911 7910 IP Communicat 2.1(3), 2.1(2) 2.1(1)
5.1(1b)	IP IVR 5.0(2) 5.0(1) 4.5(2)  CVP 4.1(1) 4.0(2) 3.1(0)	7.2(x)	7.2(x) 7.1(x) 7.0 6.0 5.1	7.5(x)	Unified EIM/WIM 4.3(2) (Unified CCE 7.2(7) and later) 4.3(1) 4.2(5) A 4.2(4) 4.2(3)	CRM for Siebel 7.2(x)  CRM for PeopleSoft 1.1  CRM for Salesforce 1.1	7.5 7.2	7970/71/75 7960/61/62/6 7940/41/42/4 792x 7912 7911 7910 IP Communicat 2.1(3), 2.1(2)

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					4.2(2) 4.2(1) E-Mail Manager Option 5.0 Web Collaboration Option 5.0	1.1  CRM for Microsoft Dynamics CRM 1.1  CRM for SAP 1.0(2), 1.0(1)			2.1(1)
5.0(4)	IP IVR 4.5(2)  CVP 4.0(2) 3.1(0)	7.2(x)	7.5(x) 7.2(x) 7.1(x) 7.0 6.0	7.5(x)	Unified EIM/WIM 4.3(2) (Unified CCE 7.2(7) and later) 4.3(1) 4.2(5) A 4.2(4) 4.2(3) 4.2(2) 4.2(1) E-Mail Manager Option 5.0 Web Collaboration Option 5.0	CRM for Siebel 7.2(x)  CRM for PeopleSoft 1.1  CRM for Salesforce 1.1  CRM for Microsoft Dynamics CRM 1.1  CRM for SAP 1.0(2), 1.0(1)	7.5 7.2	7970/71/75 7960/61/62/6 7940/41/42/4 792x 7912 7911 7910 IP Communicat 2.1(3), 2.1(2) 2.1(1), 2.0(1)	
5.0(3)	IP IVR 4.5(2)  CVP 3.1(0)	7.2(x)	7.2(x) 7.1(x) 7.0 6.0 5.1	7.5(x)	Unified EIM/WIM 4.3(2) (Unified CCE 7.2(7) and later) 4.3(1) 4.2(5) A 4.2(4) 4.2(3) 4.2(2) 4.2(1) E-Mail Manager Option 5.0 Web Collaboration Option 5.0	CRM for Siebel 7.2(x)  CRM for PeopleSoft 1.1  CRM for Salesforce 1.1  CRM for Microsoft Dynamics CRM 1.1  CRM for SAP 1.0(2),	7.5 7.2	7970/71/75 7960/61/62/6 7940/41/42/4 792x 7912 7911 7910 IP Communicat 2.1(3), 2.1(2) 2.0(1)	

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						1.0(1)			
5.0(2)	IP IVR 4.5(2)  CVP 3.1 SR2	7.2(x)	7.2(x) 7.1(x) 7.0 6.0 5.1	7.5(x)	Unified EIM/WIM 4.3(2) (Unified CCE 7.2(7) and later) 4.3(1) 4.2(5) A 4.2(4) 4.2(3) 4.2(2) 4.2(1) E-Mail Manager Option 5.0 Web Collaboration Option 5.0	CRM for Siebel 7.2(x)  CRM for PeopleSoft 1.1  CRM for Salesforce 1.1  CRM for Microsoft Dynamics CRM 1.1  CRM for SAP 1.0(2), 1.0(1)	7.5 7.2	7970/71/75 7960/61/62/6 7940/41/42/4 792x 7912 7911 7910 IP Communicat 2.1(3), 2.1(2) 2.0(1)	
4.3(2)	IP IVR 6.0(1) 4.1(1)	7.2(x)	7.2(x) 7.1(x) 7.0 6.0 5.1	7.5(x)	Unified EIM/WIM 4.3(2) (Unified CCE 7.2(7) and later) 4.3(1) 4.2(5) A 4.2(4) 4.2(3) 4.2(2) 4.2(1) E-Mail Manager Option 5.0 Web Collaboration Option 5.0	CRM for Siebel 7.2(x)  CRM for PeopleSoft 1.1  CRM for Salesforce 1.1  CRM for Microsoft Dynamics CRM 1.1  CRM for SAP 1.0(2), 1.0(1)	7.5 7.2	7970/71/75 7960/61/62/6 7940/41/42/4 792x 7912 7911 7910 IP Communicat 2.1(3), 2.1(2)	
4.3(1)	IP IVR 6.0(1) 4.1(1)  CVP 3.1(0)	7.2(x)	7.2(x) 7.1(x) 7.0 6.0 5.1	7.5(x)	Unified EIM/WIM 4.3(2) (Unified CCE 7.2(7) and later) 4.3(1) 4.2(5) A 4.2(4)	CRM for Siebel 7.2(x)  CRM for PeopleSoft 1.1	7.5 7.2	7970/71/75 7960/61/62/6 7940/41/42/4 792x 7912 7911 7910 IP Communicat	

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					4.2(3) 4.2(2) 4.2(1) E-Mail Manager Option 5.0 Web Collaboration Option 5.0	CRM for Salesforce 1.1  CRM for Microsoft Dynamics CRM 1.1  CRM for SAP 1.0(2), 1.0(1)			2.1(3), 2.1(2)
4.2(3)	IP IVR 4.0(5a) 4.0(4) 4.0(3) 3.5(4)  CVP 4.1(1) 4.0(2) 3.1 SR2	7.2(x)	7.2(x) 7.1(x) 7.0 6.0 5.1	7.5(x)	Unified EIM/WIM 4.3(2) (Unified CCE 7.2(7) and later) 4.3(1) 4.2(5) A 4.2(4) 4.2(3) 4.2(2) 4.2(1) E-Mail Manager Option 5.0 Web Collaboration Option 5.0	CRM for Siebel 7.2(x)  CRM for PeopleSoft 1.1  CRM for Salesforce 1.1  CRM for Microsoft Dynamics CRM 1.1  CRM for SAP 1.0(2), 1.0(1)	7.5 7.2	7970/71/75 7960/61/62/6 7940/41/42/4 792x 7912 7911 7910 IP Communicat 2.1(3), 2.1(2) 2.1(1)	
4.2(1)	IP IVR 4.0(5a) 4.0(4) 4.0(3) 3.5(4)  CVP 4.0(2) 3.1(0)	7.2(x)	7.2(x) 7.1(x) 7.0 6.0 5.1	7.5(x)	Unified EIM/WIM 4.3(2) (Unified CCE 7.2(7) and later) 4.3(1) 4.2(5) A 4.2(4) 4.2(3) 4.2(2) 4.2(1) E-Mail Manager Option 5.0 Web Collaboration Option 5.0	CRM for Siebel 7.2(x)  CRM for PeopleSoft 1.1  CRM for Salesforce 1.1  CRM for Microsoft Dynamics CRM 1.1	7.5 7.2	7970/71/75 7960/61/62/6 7940/41/42/4 792x 7912 7911 7910 IP Communicat 2.1(3), 2.1(2)	

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						CRM for SAP 1.0(2), 1.0(1)			
4.1(3)	IP IVR 4.0(x) 3.5(4) 3.5(3) 3.5(2)  CVP 4.0(2) 3.1(0) 3.0(0)	7.2(x)	7.2(x) 7.1(x) 7.0 6.0 5.1	7.5(x)	Unified EIM/WIM 4.3(2) (Unified CCE 7.2(7) and later) 4.3(1) 4.2(5) A 4.2(4) 4.2(3) 4.2(2) 4.2(1) E-Mail Manager Option 5.0 Web Collaboration Option 5.0	CRM for Siebel 7.2(x)  CRM for PeopleSoft 1.1  CRM for Salesforce 1.1  CRM for Microsoft Dynamics CRM 1.1  CRM for SAP 1.0(2), 1.0(1)	7.5 7.2	7970/71/75 7960/61/62/6 7940/41/42/4 792x 7912 7911 7910 IP Communicat 2.1(1), 2.0(1) 1.1(5)	
4.0(2)	IP IVR 4.0(3) 3.5(4) 3.5(3) 3.5(2)  CVP 3.1(0) SR 1 3.0(0)	7.2(x)	7.2(x) 7.1(x) 7.0 6.0 5.1	7.5(x)	Unified EIM/WIM 4.3(2) (Unified CCE 7.2(7) and later) 4.3(1) 4.2(5) A 4.2(4) 4.2(3) 4.2(2) 4.2(1) E-Mail Manager Option 5.0 Web Collaboration Option 5.0	CRM for Siebel 7.2(x)  CRM for PeopleSoft 1.1  CRM for Salesforce 1.1  CRM for Microsoft Dynamics CRM 1.1  CRM for SAP 1.0(2), 1.0(1)	N/A	7970 7960 7940 7920 7912 7911 7910 IP Communicat 2.0(1), 1.1(5)	

**Unified CCE 7.2(x) Notes**

1. Unified CVP 7.0(1) requires Unified CCE 7.2(3) or greater.
2. Unified EIM/WIM 4.2(x) requires Unified CCE 7.2(2) up to 7.2(7).

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3. Unified EIM/WIM 4.3(1) requires Unified CCE 7.2(7).
4. Although the Unified EIM/WIM platform provides for integration, only EIM features are integrated in the 4.2(1), 4.2(2), 4.2(3), 4.2(4), and 4.2(5)A releases.
5. There is no IP Queue Manager for CRS 4.5(2) (IP IVR).
6. RSM is supported with CVP 7.0(x), CVP 4.1(x), IP IVR 5.0(x) and IPIVR 7.0(x).
7. CRM Connector SAP 1.0(1):  
 SAP Integrated Communications Interface (ICI) 3.0, which is included in the following Netweaver releases  
 SAP NetWeaver Application Server 6.20 SP7 or higher (for SAP CRM 4.0), 6.30, 2004 (for SAP CRM 5.x, 2006), 7.0 (for SAP CRM 2007)  
 SAP ICI Free Seating feature is required  
 Requires Windows 2003
8. CRM Connector SAP 1.0(2):  
 SAP Integrated Communications Interface (ICI-CTI) 3.05, 3.06  
 SAP CRM 7.0 (based on Netweaver 7.0 Enhancement Package 1), SAP CRM 2007 (also called SAP CRM 6.0, based on Netweaver 7.0), SAP CRM 2006s (also called SAP CRM 5.1/5.2, based on Netweaver 2004s-SAP Web Application Server / SAP Basis 6.40), SAP CRM 4.0 (enhanced with a so-called Service Industry Add On under the name CRM 2004, based on a pre-Netweaver Basis release 6.20)  
 SAP ICI Free Seating feature is required  
 Requires Windows 2003
9. CMB 7.1(3) minor release will be compatible ONLY with UCCE 8.0(x) and above, and is NOT backward compatible with older versions. Use CMB 7.1(2) for UCCE 7.2.

### Unified CCE 7.1(x) Product Sets

Comminications Manager	IVR (IP-IVR and CVP [formerly ISN])	CAD/CTI OS server	CTI OS desktop	Unified EIM/WIM	Unified CRM Version	Unified CCMP	IP Phones
5.1(3)	IP IVR 5.0(2) 5.0(1) 4.5(2)  CVP 4.1(1) 4.0(2) 3.1 SR2	7.1(x)	7.1(x) 7.0 6.0	Unified EIM/WIM 4.2(5)A 4.2(4) 4.2(3) 4.2(2) 4.2(1) E-Mail Manager Option 5.0 Web Collaboration Option 5.0	CRM for Siebel 7.1(x)  CRM for PeopleSoft 1.1  CRM for Salesforce 1.1  CRM for Microsoft Dynamics CRM 1.1	7.5 7.2 7.1	7970/71 7960/61 7940/41 7920 7912 7911 7910 IP Communicator 2.1(3), 2.1(2), 2.1(1)

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					CRM for SAP 1.0(2)		
5.1(2)	IP IVR 5.0(2) 5.0(1) 4.5(2)  CVP 4.1(1) 4.0(2) 3.1 SR2	7.1(x)	7.1(x) 7.0 6.0	Unified EIM/WIM 4.2(5)A 4.2(4) 4.2(3) 4.2(2) 4.2(1) E-Mail Manager Option 5.0 Web Collaboration Option 5.0	CRM for Siebel 7.1(x)  CRM for PeopleSoft 1.1  CRM for Salesforce 1.1  CRM for Microsoft Dynamics CRM 1.1  CRM for SAP 1.0(2)	7.5 7.2 7.1	7970/71 7960/61 7940/41 7920 7912 7911 7910 IP Communicator 2.1(3), 2.1(2), 2.1(1)
5.1(1b)	IP IVR 5.0(2) 5.0(1) 4.5(2)  CVP 4.1(1) 4.0(2) 3.1 SR2	7.1(x)	7.1(x) 7.0 6.0	Unified EIM/WIM 4.2(5)A 4.2(4) 4.2(3) 4.2(2) 4.2(1) E-Mail Manager Option 5.0 Web Collaboration Option 5.0	CRM for Siebel 7.1(x)  CRM for PeopleSoft 1.1  CRM for Salesforce 1.1  CRM for Microsoft Dynamics CRM 1.1  CRM for SAP 1.0(2)	7.5 7.2 7.1	7970/71 7960/61 7940/41 7920 7912 7911 7910 IP Communicator 2.1(3), 2.1(2), 2.1(1)
5.0(4)	IP IVR 4.5(2)  CVP 4.1(1) 4.0(2) 3.1 SR2	7.1(x)	7.1(x) 7.0 6.0	Unified EIM/WIM 4.2(5)A 4.2(4) 4.2(3) 4.2(2) 4.2(1) E-Mail Manager Option 5.0 Web Collaboration	CRM for Siebel 7.1(x)  CRM for PeopleSoft 1.1  CRM for Salesforce 1.1	7.5 7.2 7.1	7970/71 7960/61 7940/41 7920 7912 7911 7910 IP Communicator 2.1(3), 2.1(2), 2.1(1), 2.0(1)

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				Option 5.0	CRM for Microsoft Dynamics CRM 1.1		
					CRM for SAP 1.0(2)		
5.0(3)	IP IVR 4.5(2)  CVP 3.1 SR2	7.1(x)	7.1(x) 7.0 6.0	Unified EIM/WIM 4.2(5)A 4.2(4) 4.2(3) 4.2(2) 4.2(1) E-Mail Manager Option 5.0 Web Collaboration Option 5.0	CRM for Siebel 7.1(x)  CRM for PeopleSoft 1.1  CRM for Salesforce 1.1  CRM for Microsoft Dynamics CRM 1.1  CRM for SAP 1.0(2)	7.5 7.2 7.1	7970/71 7960/61 7940/41 7920 7912 7911 7910 IP Communicator 2.1(3), 2.1(2), 2.0(1)
5.0(2)	IP IVR 4.5(2)  CVP 3.1 SR2	7.1(x)	7.1(x) 7.0 6.0	Unified EIM/WIM 4.2(5)A 4.2(4) 4.2(3) 4.2(2) 4.2(1) E-Mail Manager Option 5.0 Web Collaboration Option 5.0	CRM for Siebel 7.1(x)  CRM for PeopleSoft 1.1  CRM for Salesforce 1.1  CRM for Microsoft Dynamics CRM 1.1  CRM for SAP 1.0(2)	7.5 7.2 7.1	7970/71 7960/61 7940/41 7920 7912 7911 7910 IP Communicator 2.1(3), 2.1(2), 2.0(1)
4.3(1)	IP IVR 6.0(1) 4.1(1)  CVP 3.1 SR2	7.1(x)	7.1(x) 7.0 6.0	Unified EIM/WIM 4.2(5)A 4.2(4) 4.2(3) 4.2(2) 4.2(1)	CRM for Siebel 7.1(x)  CRM for PeopleSoft 1.1	7.5 7.2 7.1	7970/71 7960/61 7940/41 7920 7912 7911 7910

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				E-Mail Manager Option 5.0 Web Collaboration Option 5.0	CRM for Salesforce 1.1 CRM for Microsoft Dynamics CRM 1.1 CRM for SAP 1.0(2)		IP Communicator 2.1(3), 2.1(2)
4.2(3)	IP IVR 4.0(5a) 4.0(4) 4.0(3) 3.5(4)  CVP 4.1(1) 4.0(2) 3.1 SR2	7.1(x)	7.1(x) 7.0 6.0	Unified EIM/WIM 4.2(5)A 4.2(4) 4.2(3) 4.2(2) 4.2(1) E-Mail Manager Option 5.0 Web Collaboration Option 5.0	CRM for Siebel 7.1(x)  CRM for PeopleSoft 1.1  CRM for Salesforce 1.1  CRM for Microsoft Dynamics CRM 1.1  CRM for SAP 1.0(2)	7.5 7.2 7.1	7970/71 7960/61 7940/41 7920 7912 7911 7910 IP Communicator 2.1(3), 2.1(2), 2.1(1)
4.2(1)	IP IVR 4.0(5a) 4.0(4) 4.0(3) 3.5(4)  CVP 4.1(1) 4.0(2) 3.1 SR2	7.1(x)	7.1(x) 7.0 6.0	Unified EIM/WIM 4.2(5)A 4.2(4) 4.2(3) 4.2(2) 4.2(1) E-Mail Manager Option 5.0 Web Collaboration Option 5.0	CRM for Siebel 7.1(x)  CRM for PeopleSoft 1.1  CRM for Salesforce 1.1  CRM for Microsoft Dynamics CRM 1.1  CRM for SAP 1.0(2)	7.5 7.2 7.1	7970/71 7960/61 7940/41 7920 7912 7911 7910 IP Communicator 2.1(3), 2.1(2)
4.1(3)	IP IVR 4.0(x) 3.5(4)	7.1(x)	7.1(x) 7.0 6.0	Unified EIM/WIM 4.2(5)A	CRM for Siebel 7.1(x)	7.5 7.2 7.1	7970/71 7960/61 7940/41

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	3.5(3) 3.5(2)  CVP 4.1(1) 4.0(2) 3.1 SR2 3.0(0)			4.2(4) 4.2(3) 4.2(2) 4.2(1) E-Mail Manager Option 5.0 Web Collaboration Option 5.0	CRM for PeopleSoft 1.1  CRM for Salesforce 1.1  CRM for Microsoft Dynamics CRM 1.1  CRM for SAP 1.0(2)		7920 7912 7911 7910 IP Communicator 2.1(1), 2.0(1), 1.1(5)
4.0(2)	IP IVR 4.0(3) 3.5(4) 3.5(3) 3.5(2)  CVP 3.1 SR1 3.0(0)	7.1(x)	7.1(x) 7.0 6.0	Unified EIM/WIM 4.2(5)A 4.2(4) 4.2(3) 4.2(2) 4.2(1) E-Mail Manager Option 5.0 Web Collaboration Option 5.0	CRM for Siebel 7.1(x)  CRM for PeopleSoft 1.1  CRM for Salesforce 1.1  CRM for Microsoft Dynamics CRM 1.1  CRM for SAP 1.0(2)	N/A	7970 7960 7940 7920 7912 7911 7910 IP Communicator

**Unified CCE 7.1(x) Notes**

1. There is no IP Queue Manager for CRS 4.5(2) (IP IVR).
2. Unified EIM/WIM require Unified CCE 7.1(3) or greater MR.
3. Although the Unified EIM/WIM platform provides for integration, only EIM features are integrated in the 4.2(1), 4.2(2), 4.2(3), 4.2(4), and 4.2(5)A releases.
4. CVP 3.1 SR1, CVP 3.1 SR2, CVP 4.0(2), and CVP 4.1(1), require Unified CCE 7.1(2) or greater.
5. CTI-OS Client version 6 is not supported with System PG or System IPCC deployments.

**Unified CCE 7.0(x) Product Sets**

Comminications	IVR	CAD/CTI	CTI	Unified	Unified CRM	IP Phones
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Manager	(IP-IVR and CVP [formerly ISN])	OS server	OS desktop	EIM/WIM	Version	
5.1(1b)	IP IVR 5.0(2) 5.0(1) 4.5(2)  CVP 3.1 SR2	7.0	7.0 6.0	E-Mail Manager Option 5.0 Web Collaboration Option 5.0	CRM for Siebel 7.0(x)  CRM for PeopleSoft 1.1  CRM for Salesforce 1.1  CRM for Microsoft Dynamics CRM 1.1  CRM for SAP 1.0(2)	7970/71 7960/61 7940/41 7920 7912 7911 7910 IP Communicator 2.1(3), 2.1(2), 2.1(1)
5.0(4)	IP IVR 4.5(2)  CVP 4.1(1) 4.0(2) 4.0(1) SR1 3.1 SR2	7.0	7.0 6.0	E-Mail Manager Option 5.0 Web Collaboration Option 5.0	CRM for Siebel 7.0(x)  CRM for PeopleSoft 1.1  CRM for Salesforce 1.1  CRM for Microsoft Dynamics CRM 1.1  CRM for SAP 1.0(2)	7970/71 7960/61 7940/41 7920 7912 7911 7910 IP Communicator 2.1(3), 2.1(2), 2.1(1), 2.0(1)
5.0(3)	IP IVR 4.5(2)  CVP 3.1 SR2	7.0	7.0 6.0	E-Mail Manager Option 5.0 Web Collaboration Option 5.0	CRM for Siebel 7.0(x)  CRM for PeopleSoft 1.1  CRM for Salesforce 1.1  CRM for Microsoft Dynamics CRM 1.1	7970/71 7960/61 7940/41 7920 7912 7911 7910 IP Communicator 2.1(3), 2.1(2), 2.0(1)

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					CRM for SAP 1.0(2)	
5.0(2)	IP IVR 4.5(2)  CVP 3.1 SR2	7.0	7.0 6.0	E-Mail Manager Option 5.0 Web Collaboration Option 5.0	CRM for Siebel 7.0(x)  CRM for PeopleSoft 1.1  CRM for Salesforce 1.1  CRM for Microsoft Dynamics CRM 1.1  CRM for SAP 1.0(2)	7970/71 7960/61 7940/41 7920 7912 7911 7910 IP Communicator 2.1(3), 2.1(2), 2.0(1)
4.3(1)	IP IVR 6.0(1) 4.1(1)  CVP 3.1(0)	7.0	7.0 6.0	E-Mail Manager Option 5.0 Web Collaboration Option 5.0	CRM for Siebel 7.0(x)  CRM for PeopleSoft 1.1  CRM for Salesforce 1.1  CRM for Microsoft Dynamics CRM 1.1  CRM for SAP 1.0(2)	7970/71 7960/61 7940/41 7920 7912 7911 7910 IP Communicator 2.1(3), 2.1(2)
4.2(3)	IP IVR 4.0(5a) 4.0(4) 4.0(3) 3.5(4)  CVP 4.1(1) 4.0(2) 4.0(1) SR1 3.1 SR2	7.0	7.0 6.0	E-Mail Manager Option 5.0 Web Collaboration Option 5.0	CRM for Siebel 7.0(x)  CRM for PeopleSoft 1.1  CRM for Salesforce 1.1  CRM for Microsoft Dynamics CRM 1.1  CRM for SAP 1.0(2)	7970/71 7960/61 7940/41 7920 7912 7911 7910 IP Communicator 2.1(3), 2.1(2), 2.1(1)
4.2(1)	IP IVR	7.0	7.0	E-Mail Manager	CRM for	7970/71

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	4.0(5a) 4.0(4) 4.0(3) 3.5(4)  CVP 4.1(1) 4.0(2) 4.0(1) SR1 3.1 SR2		6.0	Option 5.0 Web Collaboration Option 5.0	Siebel 7.0(x)  CRM for PeopleSoft 1.1  CRM for Salesforce 1.1  CRM for Microsoft Dynamics CRM 1.1  CRM for SAP 1.0(2)	7960/61 7940/41 7920 7912 7911 7910 IP Communicator 2.1(3), 2.1(2)
4.1(3)	IP IVR 4.0(x) 3.5(4) 3.5(3) 3.5(2)  CVP 4.1(1) 4.0(2) 4.0(1) SR1 3.1 SR1 3.0 SR2	7.0	7.0 6.0	E-Mail Manager Option 5.0 Web Collaboration Option 5.0	CRM for Siebel 7.0(x)  CRM for PeopleSoft 1.1  CRM for Salesforce 1.1  CRM for Microsoft Dynamics CRM 1.1  CRM for SAP 1.0(2)	7970/71 7960/61 7940/41 7920 7912 7911 7910 IP Communicator 2.1(1), 2.0(1), 1.1(5)
4.0(2)	IP IVR 4.0(3) 3.5(4) 3.5(3) 3.5(2)  CVP 3.1 SR1 3.0(0)	7.0	7.0 6.0	E-Mail Manager Option 5.0 Web Collaboration Option 5.0	CRM for Siebel 7.0(x)  CRM for PeopleSoft 1.1  CRM for Salesforce 1.1  CRM for Microsoft Dynamics CRM 1.1  CRM for SAP 1.0(2)	7970 7960 7940 7920 7912 7911 7910 IP Communicator 2.0(1), 1.1(5)

**Unified CCE 7.0(x) Notes**

1. ICM 7.0(0) requires SR3 or greater for compatibility with Unified CM 5.x(x).
2. There is no IP Queue Manager for CRS (IP IVR) release 4.5(2).

3. Unified CM 4.2 requires CAD 7.0(1) or greater.
4. CVP:
  - CVP 3.1 SR1 and CVP 3.1 SR2 require Unified CCE 7.0 SR3 or greater
  - CVP 4.0 and CVP 4.1(1) require ICM 7.0(4) or greater
  - CVP 4.x requires ICM 7.0 (4) or greater

## 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"> <li>• 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.</li> <li>• IP Communicator is not supported with Cisco Agent Desktop (CAD) IP Phone Agent.</li> <li>• See the <a href="#">Cisco Unified Communications Manager Compatibility Guide</a> for SIP and other phone protocol support.</li> </ul>
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"> <li>• 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: <a href="#">Cisco Unified E-Mail Interaction Manager</a> and <a href="#">Cisco Unified Web Interaction Manager</a>.</li> </ul>

## Unified CCE Parent / Child Compatibility

Release	Parent 7.0(x)	Parent 7.1(x)	Parent 7.2(x)	Parent 7.5(x)
Child 7.0(x)	Yes	Yes	No	No
Child 7.1(x)	Yes	Yes	Yes	No
Child 7.2(x)	No	Yes	Yes	Yes
Child 7.5(x)	No	No	Yes	Yes

## Central Controller Backward Compatibility

CentralController	PG	PG + CAD
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7.5	7.2	7.2
7.5	7.1	

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

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

## NAM/CICM Compatibility

NAM Version	CICM Version
7.5	7.2
7.5	7.1
7.5	7.0

**Note:** The columns can be switched for forward compatibility. For example, NAM at 7.2 and CICM at 7.5 is a supported configuration.

## VDI & Cisco VXI Support

Cisco Client Type	Version	Virtual Desktop Infrastructure	OS Compatibility	Cisco VXI Clients
Cisco Agent Desktop (CAD)	All	Not Supported	Not Supported	Not Supported

## Application Virtualization

Windows Server 2008 R2 (SP1)

Cisco Client Version	Version	Citrix/XenApp
CTI-OS Clients (All CILs)	7.5(9), 7.5(10)	XenApp 5.0

## Siebel Compatibility

Cisco Siebel Driver	Siebel Release
7.5(x)	8.0(x)
7.5(10)	7.7(x), 7.8(x), 8.1(x)
7.2(x)	7.8(x)
7.1(x)	7.8(x)
7.0(x)	7.8(x)

## ICM-to-ICM Gateway Requirements

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

- Both Client ICM and Server ICM must be supported releases of Unified ICME and the two versions must appear on a single row in the table below. If two connected ICMs are running with different releases of Unified ICME, only the ICM-to-ICM Gateway features supported by the lowest release are available.

**Note:** A supported release includes ?extended support releases?. For example, as of June 2008, 7.1 (5) and 7.2(7) are considered as ?extended support releases? that are within a minor version of each other.

- An ICM communication network configuration that can support ICM-to-ICM Gateway. The Signaling Access Network (SAN)/Public network is strongly recommended.

**Note:** Refer to the Pre-installation Planning Guide for Cisco Unified ICM Enterprise and Hosted for information about the Signaling Access Network and ICM communications network configurations.

## ICM-to-ICM Gateway Client and Server Release Requirements

Client/Server 1	Client/Server 2	Comments
6.0	7.0, 7.1, 7.2	ICM 6.0 has reached End of Life and End of Support. ICM 6.0 is mentioned here only to provide the available upgrade paths.
7.0, 7.1, 7.2	7.5	ICM 7.0, 7.1 and 7.2 are End of Life and End of Support. They are mentioned here only to provide the available upgrade paths.

## Other Product Sets

### Unified ICM ACD 7.x Product Sets

## Alcatel

ACD Version <sup>1</sup>	ICM 7.0	ICM 7.1	ICM 7.2	ICM 7.5
v2.1	No	No	No	No
v3.2	No	No	No	No
v4.1.1	No	No	No	No
v4.2	No	No	No	No
v5.0	Yes	No	No	No
v5.1	Yes	Yes	Yes	Yes
v6.0	Yes (SR1)	Yes	Yes	Yes
v6.1	Yes (SR1)	Yes	Yes	Yes
v7.1	Yes	Yes	Yes	Yes
v8.0	No	Yes (from 7.1.5 onwards)	Yes	Yes

<sup>1</sup> Major ACD versions not listed here should be considered unsupported by Cisco.

## Aspect Call Center w/CMI

Switch Version	CMI (Contact Server)	ICM 7.0	ICM 7.1	ICM 7.2	ICM 7.5	Notes
v8.02	CMI v5.1.1	No	No	No	No	
v8.3	CMI v5.1.2	No	No	No	No	
v8.3	CMI v5.2	No	No	No	No	
v8.4	CMI v5.2	Yes	Yes	Yes	Yes	Aspect 8.4 and CMI 5.2 are End of Support (EOS) by Aspect.
v9.0	CMI v5.2	Yes	Yes	Yes	Yes	Aspect 9.0 and CMI 5.2 are EOS by Aspect.
v9.1 (Win2k3)	CMI v5.2	Yes (SR3)	Yes	Yes	Yes	Aspect 9.1 and CMI 5.2 are EOS by Aspect.
v9.1.1	CMI v5.2	Yes	Yes	Yes	Yes	Aspect 9.1.1 and CMI 5.2 are EOS by Aspect.
v9.2	CMI v5.2	Yes	Yes	Yes	Yes	
v9.2	CMI v6.2.1	Yes	Yes	Yes	Yes	
v9.3 <sup>1</sup>	CMI v5.2	Yes	Yes	Yes	Yes	
v9.3	CMI v6.2.1	Yes	Yes	Yes	Yes	
v9.3	CMI v6.3	Yes	Yes	Yes	Yes	
v9.3	CMI v6.4	No	No	No	No	CMI v6.4 is supported only on Win2k8.

<sup>1</sup>ICM 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.

**Note:** DataInterLink with Application Bridge 6.0 is supported for all versions of ICM.

### Aspect Spectrum with Lan Transaction Link

ACD Version <sup>1</sup>	ICM 7.0	ICM 7.1	ICM 7.2	ICM 7.5x
8.0.0	No	No	No	No
8.0.0b	No	No	No	No
8.0.0c	Yes	No	No	No
8.0.0d	Yes	No	No	No
10.0	No	No	No	No
v10.0 sp1(R8AM09)	Yes	Yes	Yes	Yes
v10.0 sp2	Yes	Yes	Yes	Yes
v10.0 sp3	Yes (ICM SR1)	Yes	Yes	Yes
v10.0.4	Yes	Yes	Yes	Yes
v10.1	Yes	Yes	Yes	Yes
v10.2	Yes	Yes	Yes	Yes

<sup>1</sup>Major ACD versions not listed here should be considered unsupported by Cisco.

### Avaya

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

- Avaya Name Changes: Avaya changed names from DEFINITY to MultiVantage to Avaya Communications Manager (ACM) 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 by 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 are supported from ICM 9.0(3) and higher that has ACM 6.2 and higher; AES 6.2 and higher; and CMS R16 with RTA 6.0 pl: 13g.

### Avaya CMS RTA Support Matrix

RTA Version	ICM 7.0	ICM 7.1	ICM 7.2	ICM 7.5
4.1	No	No	No	No
4.5	No	No	No	No
4.6.1	No	No	No	No

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4.6.2	No	No	No	No
4.6.4	No	No	No	No
4.6.5	No	No	No	No
4.7.3	No	No	No	No
4.8.1	No	No	No	No
5	No	No	No	No
5.0.5	Yes	Yes	Yes	Yes
5.0.5e	No	No	No	No
6.0(x)	Yes	Yes	Yes	Yes
6.0 Extended	No	No	No	No

**AES/CVLAN Server and CVLAN Client Support Matrix**

AES (CVLAN) Server	CVLAN Client Supported	ICM 7.0	ICM 7.1	ICM 7.2	ICM 7.5	Notes
3.0.x	8.2.5	No <sup>5</sup>	No <sup>5</sup>	No <sup>5</sup>	No <sup>5</sup>	8.2.5 client is EOL from Avaya.
3.1.x	8.2.5	No <sup>5</sup>	No <sup>5</sup>	No <sup>5</sup>	No <sup>5</sup>	8.2.5 client is EOL from Avaya.
4.0.x	8.2.5	No <sup>5</sup>	No <sup>5</sup>	No <sup>5</sup>	No <sup>5</sup>	8.2.5 client is EOL from Avaya.
4.1.x	4.1.0 <sup>1</sup> 4.2.2 <sup>2</sup> 6.1 <sup>3</sup>	No	No	Yes (7.2.7 onwards)	Yes	
4.2.x	4.1.0 4.2.2 6.1	No	No	Yes	Yes	
5.2.1 <sup>4</sup>	4.1.0 4.2.2 6.1	No	No	Yes (7.2.7 onwards)	Yes	
5.2.2	4.1.0 4.2.2 6.1	No	No	Yes (7.2.7 onwards)	Yes	
6.1	4.1.0 4.2.2 6.1	No	No	Yes (7.2.7 onwards)	Yes	
6.2	4.1.0 4.2.2 6.1	No	No	No	No	
6.3	4.1.0 4.2.2 6.1	No	No	No	No	

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

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

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

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Client 6.1.

<sup>4</sup>Processor Ethernet is supported with AES 5.2.1 and ACM 5.2.1.

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

### Avaya Aura Communications Manager Support Matrix

ACD Version 1	ICM 7.0	ICM 7.1	ICM 7.2	ICM 7.5	Notes
ACM 2.2.2	Yes	Yes	Yes (Up to 7.2.4)	No	
ACM 3.0 <sup>2</sup>	Yes	Yes	Yes	Yes	
ACM 3.1.0	No	No	No	No	No support due to Avaya regression fix being provided with 3.1.1.
ACM 3.1.1.628.7 Patch 11761	Yes (SR3)	Yes	Yes	Yes	Supported with both AES 3.0 & AES 3.1 in CMS environments. No support in CMS-less with AES.
ACM 3.1.2	Yes	Yes	Yes	Yes	Supported only in a CMS environment.
ACM 3.1.3	Yes	Yes	Yes	Yes	Supports both CMS and CMS-Less configurations.
ACM 3.1.4	Yes	Yes	Yes	Yes	
ACM 3.1.5	Yes	Yes	Yes	Yes	
ACM 4.0 <sup>2</sup>	Yes	Yes	Yes	Yes	
ACM 4.0.1	Yes	Yes	Yes	Yes	
ACM 4.0.3	Yes	Yes	Yes	Yes	
ACM 4.0.4	Yes	Yes	Yes	Yes	
ACM 5.0	Yes	Yes	Yes	Yes	
ACM 5.1	Yes	Yes	Yes	Yes	
ACM 5.1.2	Yes	Yes	Yes	Yes	
ACM 5.2	No	No	Yes (from 7.2.7 onwards)	Yes	
ACM 5.2.1 <sup>3</sup>	No	No	Yes (from 7.2.7 onwards)	Yes	
ACM 6.0	No	No	Yes (from 7.2.7 onwards)	Yes	
ACM 6.2	No	No	No	No	
ACM 6.3	No	No	No	No	

<sup>1</sup>Major ACD versions not listed here should be considered unsupported by Cisco.

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

<sup>3</sup>Processor Ethernet is supported with AES 5.2.1 and ACM 5.2.1.

**Avaya ARS Support Matrix**

ACD Version <sup>1</sup>	ICM 7.0	ICM 7.1	ICM 7.2	ICM 7.5
4.0	No	No	Yes	Yes
4.0.1	No	No	Yes	Yes
4.0.3	No	No	Yes	Yes
4.0.4	No	No	Yes	Yes
5.0	No	No	Yes	Yes
5.1	No	No	Yes	Yes
5.1.2	No	No	Yes	Yes
5.2.1	No	No	No	No

<sup>1</sup>Major 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 notes as 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](mailto: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 7.0	ICM 7.1	ICM 7.2	ICM 7.5	Notes
AACC 6.0	CS1000 Succession 7.5 CS1000 Succession 7.0 CS1000 Succession 6.0	Planned	No	No	Yes (7.27 only)	Yes	

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5.0	Meridian Option 11 <sup>2</sup>	<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>	Yes (SR1)	Yes	Yes	Yes	<ul style="list-style-type: none"> <li>• HDX SDK R5.0 needs to be installed on the PG.</li> <li>• Feature Pack 1 is now supported with SCCS 5.0.</li> <li>• No SWAP feature support prior to 5.0 SR13.</li> <li>• From September 2008, no further support from Nortel will be provided for SCCS 5.0.</li> </ul>
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</p>	Yes (7.0SR1)	Yes	Yes	Yes	From September 2008, no further support from Nortel will be provided for SCCS 5.0.

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		ICM					
6.0	C1000 Succession 4.5	Yes	Yes	Yes	Yes	Yes	
6.0	C1000 Succession 5.0	Yes	No	Yes (from 7.1.5 onwards)	Yes	Yes	
6.0	C1000 Succession 5.5	Yes	No	No	Yes (from 7.2.5 onwards)	Yes	

<sup>1</sup>Starting with UCCE/ICM 8.5(2), the Cisco Nortel PG is supported on both Windows 2008 R2 and Windows 2003 with AACC 6.0 only.

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

<sup>2</sup>While Cisco does not have a Nortel Meridian Option 51/61/81C in the testing environment, we do support ICM integration with these

Nortel Meridian models with CCM 5/6 since the PG to Symposium/CCM interface is tested. We have multiple customers running these

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

### Nortel SDK

ACD Version <sup>1</sup>	ICM 7.0	ICM 7.1	ICM 7.2	ICM 7.5	Notes
Nortel SDK 5.0 (with SCCS 5.0 and NCCM 6.0)	Yes	Yes	Yes	Yes	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)	No	No	Yes (From 7.2.7 onwards)	Yes	HDX 6, RTD 6 must be installed on the PG. <b>Note:</b> SDKs are not integrated with ICM.

### DMS 1000

ACD Version <sup>1</sup>	ICM 7.0	ICM 7.1	ICM 7.2	ICM 7.5	Notes
NA09 SCAI 11	Yes	Yes	Yes	Yes	
NA10 SCAI 12	No	No	No	No	
NA10 SCAI 13	No	No	No	No	
Eur08 SCAI 11	Yes	Yes	Yes	Yes	

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Eur09 SCAI 12	No	No	No	No	
Eur10 SCAI 13	No	No	No	No	
APC05 SCAI 10	No	No	No	No	
APC06 SCAI 11	Yes	Yes	Yes	Yes	
APC07 SCAI 12	No	No	No	No	
APC08 SCAI 13	No	No	No	No	
SCAI 14	No	No	No	No	
SCAI 17	Yes	Yes	Yes	Yes	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	No	No	No	

<sup>1</sup>Major ACD versions not listed here should be considered unsupported by Cisco.

**SL 100**

ACD Version <sup>1</sup>	ICM 7.0	ICM 7.1	ICM 7.2	ICM 7.5
MSLIVD08 SCAI 11	No	No	No	No
MSLIVD09 SCAI 12	No	No	No	No
MSLIVD10 SCAI 13	No	No	No	No
SCAI 17	Yes	Yes	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 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	No	No	No

<sup>1</sup> 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
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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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