



Cisco Unified Contact Center Express (Cisco Unified CCX) Software and Hardware Compatibility Guide

Cisco Unified Contact Center Express and Cisco Unified IP IVR

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This document lists supported product combinations for the active Cisco Unified CCX Product sets

This document lists component version compatibilities for all the active Cisco Unified CCX releases. Except where specifically noted otherwise, Cisco Unified CCX supports all service releases for compatible component versions. You are required to upgrade to the qualified Cisco Unified Communications Manager and service releases only. All Cisco Unified Communications Manager - Engineering Specials are also supported. You should run the latest available Service Releases for Cisco Unified CCX.

Cisco Unified CCX and Cisco Unified IP IVR, Release 9.0(2) Solution Set (Sheet 1 of 6)

Unified CCX, Unified IP IVR and Cisco Unified Communications Manager

	Supported Unified CCX and Unified IP IVR Upgrade Paths ¹	Cisco Unified Communications Manager and Business Edition 6000 ²			
IVR, Release		8.5.x	8.6.x	9.0	9.1
• 9.0.2.10000-71	• 7.0(2) • 8.0(2)SU4	• 8.5(1) • 8.5(1)SU1	• 8.6(1) • 8.6(1a)	• 9.0(1)	• 9.1(1)
Preupgrade tool - CiscoUnifiedCCXPreUpgradeTool	• 8.5(1)SU3 • 8.5(1)SU4	• 8.5(1)SU2 • 8.5(1)SU3	• 8.6(2a) • 8.6(2a)SU1		
Installer_902.exe	• 9.0(1)	• 8.5(1)SU4	• 8.6(2a)SU2		
UCOS Platform Version - 9.0.1.11011-1		• 8.5(1)SU5			

- 1. Upgrades are also supported from the Engineering Specials of all the mentioned Unified CCX upgrade paths.
- 2. All the Engineering Special releases of Cisco Unified Communications Manager are qualified with Unified CCX if the corresponding Service Update version of the Unified CM is qualified with Unified CCX.

Hardware ¹

MCS/IBM/HP Servers	UCS Servers ⁴
• MCS-7816-I4-CCX1 ²	• UCS B200 M1 ⁵
• MCS-7816-I5-CCX1	• UCS B200 M2 ⁵
• MCS-7825-I4-CCX1 ²	• UCS B230 M2 ⁵
• MCS-7825-I5-CCX1	• UCS B440 M2 ⁵
MCS-7835-I3-CCX1	• UCS C200 M2
• MCS-7845-H2-CCX2	• UCS C210 M1
• MCS-7845-I2-CCX1 ³	• UCS C210 M2
• MCS-7845-I3-CCX1	• UCS C220 M3S
	• UCS C240 M3S
Equivalent servers from IBM	• UCS C260 M2
For information on equivalent servers for the supported Native MCS-I servers, see http://www.cisco.com/en/US/prod/collateral/voicesw/ps6790/ps5748/ps378/product_solution_overview0900aecd80091615.html.	
Equivalent servers from HP	
HP DL380-G6 Single Intel Xeon Nehalem quad-core E5504, 2.0 GHz, 4 GB RAM, 2X146GB SAS Hard Drives	
HP DL380-G6 Single Intel Xeon Nehalem quad-core E5540, 2.53 GHz, 6 GB RAM, 4X146GB SAS Hard Drives	
For information on equivalent servers for the supported Native MCS-H servers, see http://www.cisco.com/en/US/prod/collateral/voicesw/ps6790/ps5748/ps378/product_solution_overview09186a0080107d79.html.	

- ${\bf 1.} \quad \hbox{For latest hardware updates, see ${\tt www.cisco.com/go/swonly}.}$
- 2. A minimum of 4 GB RAM is required.
- 3. Server is supported with replacement disks 4 x 146 GB.
- 4. a. For supported ESXi versions and additional information on Unified CCX virtualization, see Virtualization for Unified CCX Doc Wiki, available here: http://docwiki.cisco.com/wiki/Virtualization_for_Unified_CCX.
 - b. For information on different server and storage options, see Specification-Based Hardware Support Doc Wiki, available here: http://docwiki.cisco.com/wiki/Specification-Based_Hardware_Support.
- 5. Span-based silent monitoring and recording are not supported on UCS B-series.

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ASR and TTS

			Speech Servers					
MRCP	VXML	IBM WebSphere Voice Server	Nuance 8.5 ^{1, 2}	Nuance 9.0 ^{1, 2}	Scansoft/Nuance ¹			
• 1.0	• 2.0	 MRCP Server 1.0 ASR – WebSphere Voice Server 5.1.3 TTS – CTTS 5.1.3 WVS Language Support 5.1.3 	 MRCP Server 1.0 SP 9 or 1.0 SP 10 or 1-0-0-SP12 Speech Recognition 8.5, SP050513 or 8.5, SP050930 Vocalizer 4.0.4 or 4.0.5 or 4.0.6 	 Speech Server 5.0.2 Recognizer 9.0.3 RealSpeak 4.5.0 Speech Server 5.1.5 Recognizer 9.0.16 Vocalizer 5.0.4 Speech Server 5.0.10 Recognizer 9.0.16 RealSpeak 4.5.0 	 SpeechWorks Media Server 3.1.6 or 3.1.9 Open Speech Recognition Server 3.0.4 or 3.0.9 RealSpeak 4.0.6 or 4.0.10 			

- Latest version of the ASR-TTS packages recommended by Nuance can be used. See http://network.nuance.com/portal/server.pt.
 Using the latest Nuance packages will not impact the integration functionality between Unified CCX and Nuance until there is any major change by Nuance in the underlying design. However, customer should maintain the compatibility among different ASR-TTS packages as suggested by Nuance.
- 2. Nuance Version 9.0 and later should use OSR 3.1.x as the Grammar Variant. Nuance 8.5 and older versions will continue using "Nuance" as the Grammar Variant.

Browser Support

Agent E-Mail	AppAdmin, AppSupervisor, AppUser Client	CAD-BE	Mobility Devices Support for Mobile Skill Manager	Web Chat
• IE 7, 8 (Windows XP, Windows Vista) • IE 8 (Windows 7)	• IE 7, 8 ¹ • Firefox 3.5, 3.6	 IE 7, 8 (Windows XP, Windows Vista) IE 8 (Windows 7) Firefox (Linux) 	 Android 2.x and later with default browser Apple iOS 5.x with Safari browser 	IE 8 CAD with integrated browser IE 8

 $1. \ \ \, \text{To access Unified CCX Application Administration web application, you must disable the pop-up blocker for IE.}$

Client Operating System

CAD-BE	CAD/CSD/CDA	Editor	Historical Reporting ¹
 Windows XP Professional SP3 Windows Vista SP2 (Ultimate, Enterprise, and Business) Windows 7 SP1 (Ultimate, Enterprise, and Professional) Windows 7 SP1 x64bit with WoW64 (Ultimate, Enterprise, Professional) Red Hat Enterprise Linux v5 	 Windows XP Professional SP3 Windows Vista SP2 (Ultimate, Enterprise, and Business) Windows 7 SP1 (Ultimate, Enterprise, and Professional) Windows 7 SP1 x64bit with WoW64 (Ultimate, Enterprise, Professional) 	 Windows XP Professional SP2 Windows XP Professional SP3 Windows Vista (Ultimate and Business) Windows 7 (Ultimate) Windows 7 x64bit with WoW64 (Ultimate, Enterprise, Professional) 	 Windows XP Professional Windows XP Professional SP2 Windows XP Professional SP3 Windows Vista (Ultimate and Business) Windows 7 (Ultimate) Windows 7 x64bit with WoW64 (Ultimate, Enterprise, Professional)

- 1. The computer on which you install the Cisco Unified CCX Historical Reports client must run:
 - a. IE 7 or later
 - b. Informix Client-SDK Version 3.00 (This will be installed by HRC Installer.)

Cisco Unified CCX and Cisco Unified IP IVR, Release 9.0(2) Solution Set (Sheet 3 of 6)

Database and Reports

Crystal Reports	Enterprise Database	Internal Unified CCX Database (IDS)	Wallboard
 Developer Edition 11.0, 11.5, and 12.0 Professional Edition 11.0 and 11.5 	Oracle 11g R2	Informix IDS 11.50.UC9X7	• Spectrum 3.1.2 • INOVA (light link) 5.7

Desktop/Unified CCX Clients

CAD/ CAD-BE/CSD	Historical Reporting	Unified CCX CTI API
• 9.0.2-137	• 9.0(2.1)	• 10
		• 11
		• 12
		• 13
		• 14
		• 15

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Endpoint Devices

Cisco Unified IP Phones for Cisco Desktop Agent	Cisco Unified IP Phones for Cisco IP Phone Agent	Cisco Unified IP Phones for Desktop / Endpoint Monitoring	Cisco TelePresence Software
SCCP Phones	SCCP Phones	SCCP Phones	EX 60 Cisco TelePresence System
 Cisco IP Communicator ¹ 	 Cisco IP Phone 6921 ² 	 Cisco IP Communicator ^{1, 8, 9} 	6.0.0
Cisco IP Phone 6911	• Cisco IP Phone 6941 ²	Cisco IP Phone 6911	 EX 90 Cisco TelePresence System
Cisco IP Phone 6921 ²	 Cisco IP Phone 6945³ 	 Cisco IP Phone 6921² 	6.0.0
• Cisco IP Phone 6941 ²	 Cisco IP Phone 6961² 	 Cisco IP Phone 6941² 	• CTS 500
• Cisco IP Phone 6945 ³	Cisco IP Phone 7911G	 Cisco IP Phone 6945³ 	• CTS 1000
Cisco IP Phone 6961 ²	Cisco IP Phone 7921G	Cisco IP Phone 7911G	
Cisco IP Phone 7911G	Cisco IP Phone 7925G	 Cisco IP Phone 7931G ⁴ 	For information on supported Cisco
Cisco IP Phone 7921G	 Cisco IP Phone 7931G ⁴ 	Cisco IP Phone 7940G	Unified Communications Manager
Cisco IP Phone 7925G	Cisco IP Phone 7940G	• Cisco IP Phone 7941G	releases, see <i>Compatibility</i>
 Cisco IP Phone 7931G ⁴ 	 Cisco IP Phone 7941G 	 Cisco IP Phone 7941G-GE 	Information for Cisco TelePresence
Cisco IP Phone 7940G	 Cisco IP Phone 7941G-GE 	• Cisco IP Phone 7942G	System, available here:
Cisco IP Phone 7941G	 Cisco IP Phone 7942G 	 Cisco IP Phone 7945G 	http://www.cisco.com/en/US/
 Cisco IP Phone 7941G-GE 	 Cisco IP Phone 7945G 	 Cisco IP Phone 7960G 	products/ps8332/
Cisco IP Phone 7942G	Cisco IP Phone 7960G	• Cisco IP Phone 7961G	products_device_support_tables_li
Cisco IP Phone 7945G	 Cisco IP Phone 7961G 	 Cisco IP Phone 7961G-GE 	st.html
Cisco IP Phone 7960G	 Cisco IP Phone 7961G-GE 	 Cisco IP Phone 7962G 	
Cisco IP Phone 7961G	Cisco IP Phone 7962G	Cisco IP Phone 7965G	
 Cisco IP Phone 7961G-GE 	 Cisco IP Phone 7965G 	 Cisco IP Phone 7970G 	
Cisco IP Phone 7962G	 Cisco IP Phone 7970G 	 Cisco IP Phone 7971G-GE 	
Cisco IP Phone 7965G	 Cisco IP Phone 7971G-GE 	 Cisco IP Phone 7975G 	
Cisco IP Phone 7970G	 Cisco IP Phone 7975G 	Cisco IP Phone 8941	
Cisco IP Phone 7971G-GE	 Cisco IP Phone 8941 ⁸ 	Cisco IP Phone 8945	
Cisco IP Phone 7975G	 Cisco IP Phone 8945 ⁸ 	SIP Phones	
Cisco IP Phone 7985G	SIP Phones	 Cisco IP Phone 6945³ 	
Cisco IP Phone 8941	 Cisco IP Phone 6921 ⁵ 	Cisco IP Phone 6961	
Cisco IP Phone 8945	 Cisco IP Phone 6945 ³ 	Cisco IP Phone 7911G	
SIP Phones	Cisco IP Phone 7911G	 Cisco IP Phone 7931G ⁴ 	
Cisco IP Phone 6921 ⁵	 Cisco IP Phone 7931G ⁴ 	Cisco IP Phone 7941G	
 Cisco IP Phone 6945 ³ 	Cisco IP Phone 7941G	Cisco IP Phone 7941G-GE	
Cisco IP Phone 7911G	 Cisco IP Phone 7941G-GE 	Cisco IP Phone 7942G	
Cisco IP Phone 7931G ⁴	Cisco IP Phone 7942G	Cisco IP Phone 7945G	
Cisco IP Phone 7941G	Cisco IP Phone 7945G	Cisco IP Phone 7961G	
Cisco IP Phone 7941G-GE	Cisco IP Phone 7961G	Cisco IP Phone 7961G-GE	
Cisco IP Phone 7942G	 Cisco IP Phone 7961G-GE 	Cisco IP Phone 7962G	
Cisco IP Phone 7945G	Cisco IP Phone 7962G	Cisco IP Phone 7965G	
Cisco IP Phone 7961G	Cisco IP Phone 7965G	Cisco IP Phone 7970G	
Cisco IP Phone 7961G-GE	Cisco IP Phone 7970G	Cisco IP Phone 7971G-GE	
Cisco IP Phone 7962G	 Cisco IP Phone 7971G-GE 	 Cisco IP Phone 7975G 	
Cisco IP Phone 7965G	Cisco IP Phone 7975G	Cisco IP Phone 8961	
 Cisco IP Phone 7970G ⁶ 	Cisco IP Phone 8941	Cisco IP Phone 9951	
Cisco IP Phone 7971G-GE	Cisco IP Phone 8945	• Cisco IP Phone 9971	
• Cisco IP Phone 7975G ⁶	Cisco IP Phone 8961	Cisco JABBER for Windows -	
Cisco IP Phone 8961	Cisco IP Phone 9951	Version 9.1.1 ¹⁰	
Cisco IP Phone 9951	Cisco IP Phone 9971		
Cisco IP Phone 9971			
Cisco JABBER for Windows -			
Version 9.1.1 ¹⁰			

- 1. For supported Cisco IP Communicator (SCCP) versions, see Cisco Unified Communications Manager Software Compatibility Matrix, available here: http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/compat/ccmcompmatr.html#wp45351.
- 2. Supported on Phone Firmware Version 8.5.2 and later.
- 3. Supported from phone load 9.2.1 and later.
- 4. CTI control of 7931 phones is not allowed if the configuration parameter Outbound Call Rollover is set to Rollover value.
- 5. Supported on Phone Firmware Version 9.3.1 and later.
- 5. Compatible with Cisco TelePresence Manager.
- 7. Due to the defects CSCts68408 and CSCts68415 the IPPA functionality is supported only from phone load 9.1.2ES1 and later.
- 8. Install Cisco IP Communicator on the same system on which CAD and CSD Clients are installed.
- 9. CAD-based recording or monitoring, and IP phone-based recording will not work at the same time with Cisco IP Communicator.
- 10. Unified CCX supports Cisco JABBER for Windows Version 9.1.1 as an agent device only for voice interaction. Cisco Jabber runs in two modes: deskphone mode and softphone mode. Unified CCX only supports Cisco Jabber as an agent device in softphone mode.

Cisco Unified CCX and Cisco Unified IP IVR, Release 9.0(2) Solution Set (Sheet 5 of 6)

Serviceability

Real Time Monitoring Tool (RTMT) Plugin	Network Management
• 9.0	CUOM 9.0Prime Collaboration 9.0

Supported Languages

ASR Grammar for workflow steps	CAD/CSD Supported Languages	Cisco IP Phone Agent Supported Languages	Historical Reporting Client	IVR Prompts	TTS	VXML Grammar
English (GB, US), French (CA, FR), German, Italian, Japanese, Spanish (CO, ES, MX)	Canadian French, Danish, Dutch, English, Finnish, French, German, Italian, Japanese, Korean, Norwegian, Polish, Portuguese (Brazilian), Russian, Simplified Chinese, Spanish, Swedish, Traditional Chinese, Turkish	Canadian French, Danish, Dutch, English, French, German, Italian, Japanese (Katakana), Polish, Portuguese (Brazilian), Spanish, Swedish, Turkish	Danish, Dutch, English, French, German, Italian, Japanese, Korean, Portuguese (Brazilian), Russian, Simplified Chinese, Spanish, Swedish, Traditional Chinese	Arabic, Cantonese (Hong Kong), Chiese (Mandarin), Czech, Danish, Dutch, English (AU, CA, GB, US), Finnsh, French (CA, FR), German, Hebrew (IL), Hunarian, Italian, Japanese, Korean, Malay, Mandarin (Taiwan), Norwgian, Polish, Portuguese (BR), Russian, Spanish (CO, ES, MX, US), Swedish, Thai, Turkish	Dependent on software provided by the TTS vendor	Dependent on software provided by the MRCP vendor

Solution Products and Components

Coresident Cisco Unified Intelligence Center	Cisco Hosted Collaboration Solution (HCS)	Cisco Unified Presence Server (CUPS)	Gateways for Outbound IVR ¹	Unified CCX Gateway to Unified Contact Center Enterprise ²
• 9.0(2)	• HCS 8.6.1 • HCS 8.6.2 • HCS 9.0.1 • HCS 9.1.1	8.5.48.6.38.6.49.0.19.1.1	 Router 28XX Series, Cisco IOS 15.1(3)T and later Router 29XX Series, Cisco IOS 15.1(3)T and later Router 38XX Series, Cisco IOS 15.1(3)T and later Router 39XX Series, Cisco IOS 15.1(3)T and later 	• 9.0(3)
Cisco VPN Client for CAD/ CAD-BE/CSD	Quality Management (QM) ^{3, 4}	Cisco SocialMiner	Microsoft Exchange Server	Work Force Management (WFM) ⁶
4.6.02.00115.0.01.0600Cisco AnyConnect 3	• 9.0(1) 5	• 9.0.1.10000-10	Microsoft Exchange Server 2003 - Enterprise Full Packaged Product (FPP) Microsoft Exchange Server 2007 - Enterprise Edition Microsoft Exchange Server 2010 - Enterprise Edition	• 9.0(1)
Platform Administration Web Services Management (PAWS-M)				
• 9.0.1.10000-9				

- 1. The following notes apply to the IVR Outbound feature:
 - a. IVR Outbound feature is not supported on MCS-7816-I3-CCX1, MCS-7816-I4-CCX1, MCS-7816-I5-CCX1 and other hardware equivalents.
 b. IVR Outbound is supported only on IOS versions that incorporate Call Progress Analysis. For information on Call Progress Analysis, see http://www.cisco.com/en/US/tech/tk652/tk701/technologies_tech_note09186a0080b2ad01.shtml.
- 2. Install Unified CCX Gateway to Unified CCE in a different server.
- 3. Complaince Recording/Quality Management/Advanced Quality Management (CR/QM/AQM) are 32-bit applications.
 - a. Support for the application client operation on Windows 7 64-bit machines is through WoW64 emulator mode.
 - b. Desktop-based monitoring and recording is not supported in WoW64 mode.
- 4. Cisco QM has direct dependencies upon Cisco Unified Communications Manager for CTI and SIP events. Therefore, QM compatibility with Unified CM is limited to the current Unified CM version at the time of release and at least one prior version.
 Previous versions of QM are not generally updated for compatibility with new versions of Unified CM. Therefore, when you plan an upgrade, consult the appropriate QM Installation Guide for Unified CM compatibility. See footnote on individual QM versions to identify the Unified Communications Manager versions that are supported by that QM.
- 5. For Cisco Unified Communications Manager 8.6 release, it is supported only from 8.6.2.22033 and later.
- All associated Service Updatess are supported with compatible versions of WFM.

System

Java Versions	Security/Antivirus Software
 Sun JRE 1.6.0_31 Custom Classes/SDK Real-Time Reporting Agent E-Mail CAD-BE 	SELinux is installed and configured by Unified CCX 9.0(2) installer

Cisco Unified CCX and Cisco Unified IP IVR, Release 9.0(1) Solution Set (Sheet 1 of 3)

Cisco Unified CCX and Cisco Unified IP IVR, Release File name	Supported Unified CCX IP IVR Upgrade Paths ¹	Cisco Unified Communications Manager (Unified CM) and Unified CM Business Edition Releases ³⁷	Hardware ²	IP Phones for Cisco Agent Desktop	IP Phones for Cisco IP Phone Agent
9.0.1.10000-100 ⁴ UCOS Platform Version - 9.0.1.10000-27	7.0(2) 8.0(2)SU4 8.5(1)SU3	8.5(1) JTAPI 8.5(1.10000)-1 File Name 8.5.1.10000-26 8.5(1)SU1 JTAPI 8.5(1.10000)-1 File Name 8.5.1.11900-21 8.5(1)SU2 JTAPI 8.5(1.12900)-2 File Name 8.5.1.12900-7 8.5(1)SU3 JTAPI 8.5(1.10000)-10 Filename:8.5.1.13900-5 8.5(1)SU4 JTAPI 8.5(1.14900)-1 File Name: 8.5.1.14900-5 8.6(1) JTAPI 8.6(1.10000)-1 File Name 8.6.1.10000-43 8.6(1a) JTAPI 8.6(1.10000)-1 File Name 8.6.1.20000-1 8.6(2a) JTAPI 8.6(1.10000)-5 Filename 8.6.2.20000-2 8.6(2a)SU1 JTAPI 8.6(2.10000)-5 Filename 8.6.2.21900-5 8.6(2a)SU2 JTAPI 8.6(2.10000)-5 Filename 8.6.2.22900-9 9.0(1) JTAPI 9.0(1.10000)-1 Filename 9.0.1.10000-37 9.1(1) Filename:9.1.1.10000-11	Native Servers MCS-7816-I4-CCX1 ³⁴ MCS-7825-I4-CCX1 ³⁴ MCS-7825-I4-CCX1 ³⁴ MCS-7825-I3-CCX1 MCS-7845-I3-CCX1 MCS-7845-I2-CCX1 ⁴ MCS-7845-I3-CCX1 UCCX Appliances MCS7816I5-K9-CXC1 MCS7835I3-K9-CXC1 MCS7835I3-K9-CXC1 MCS7835I3-K9-CXC1 MCS7825I5-K9-CXC1 MCS7835I3-K9-CXC1 Virtual Platform ⁶ UCS B200 M1 Blade Server ³⁵ UCS B200 M2 Blade Server ³⁵ UCS B230 M2 ³⁵ UCS B240 M2 UCS C210 M2 UCS C210 M2 UCS C220 M3S Native Servers - Equivalent servers from IBM For information and details on equivalent servers for the supported Native MCS-1 servers, refer to http://www.cisco.com/en/US/prod/collateral/voicesw/ps6790/ps5748/ps378/product_solution_overview0900aecd800 91615.html Native Servers - Equivalent servers from HP D1380-G6 Single Intel Xeon Nehalem quad-core E5504, 2.0 GHz, 4GB RAM, 2X146GB SAS Hard Drives HP DL380-G6 Single Intel Xeon Nehalem quad-core E5504, 2.53 GHz, 6GB RAM, 4X146GB SAS Hard Drives For information and details on equivalent servers for the supported Native MCS-H servers, please refer to http://www.cisco.com/en/US/prod/collateral/voicesw/ps6790/ps5748/ps378/product_solution_overview09186a00801 07d79.html	Cisco IP Phone 7911G (SCCP) Cisco IP Phone 7912G (SCCP) Cisco IP Phone 7921G (SCCP) Cisco IP Phone 7921G (SCCP) Cisco IP Phone 7925G (SCCP) Cisco IP Phone 7940G (SCCP) Cisco IP Phone 7941G (SCCP) Cisco IP Phone 7941G-GE (SCCP) Cisco IP Phone 7960G (SCCP) Cisco IP Phone 7961G (SCCP) Cisco IP Phone 7961G-GE (SCCP) Cisco IP Phone 7970G (SCCP) Cisco IP Phone 7970G (SCCP) Cisco IP Phone 7971G-GE (SCCP) Cisco IP Phone 7911G (SIP) Cisco IP Phone 7911G (SIP) Cisco IP Phone 7941G (SIP) Cisco IP Phone 7941G-GE (SIP) Cisco IP Phone 7941G-GE (SIP) Cisco IP Phone 7961G-GE (SIP) Cisco IP Phone 7970G (SCCP) Cisco IP Phone 7975G (SCCP) Cisco IP Phone 6991 (SCCP & SIP) Cisco IP Phone 6921 (SCCP & SIP) Cisco IP Phone 6941 (SCCP) Cisco IP Phone 6941 (S	Cisco IP Phone 7911G (SCCP) Cisco IP Phone 7912G (SCCP) Cisco IP Phone 7921G (SCCP) Cisco IP Phone 7921G (SCCP) Cisco IP Phone 7925G (SCCP) Cisco IP Phone 7940G (SCCP) Cisco IP Phone 7941G (SCCP) Cisco IP Phone 7941G-GE (SCCP) Cisco IP Phone 7961G (SCCP) Cisco IP Phone 7961G (SCCP) Cisco IP Phone 7961G-GE (SCCP) Cisco IP Phone 7970G (SCCP) Cisco IP Phone 7971G-GE (SCCP) Cisco IP Phone 7911G (SIP) Cisco IP Phone 7941G-GE (SIP) Cisco IP Phone 7961G (SIP) Cisco IP Phone 7970G (SIP) Cisco IP Phone 7970G (SIP) Cisco IP Phone 7970G (SIP) Cisco IP Phone 7971G-GE (SIP) Cisco IP Phone 7971G-GE (SIP) Cisco IP Phone 7971G-GE (SIP) Cisco IP Phone 7961G (SCCP & SIP) Cisco IP Phone 7965G (SCCP & SIP) Cisco IP Phone 7975G (SCCP & SIP) Cisco IP Phone 6921 (SCCP) Cisco IP Phone 6941 (SCCP) Cisco IP Phone 8941 (SCCP) Cisco IP Phone 8945 (SCCP) Cisco IP Phone 8941 (SCCP) Cisco IP Phone 8945 (SCCP) Cisco IP Phone 8941 (SCCP) Cisco IP Phone 8941 (SCCP) Cisco IP Phone 8945 (SCCP) Cisco IP Phone 8941 (SCCP) Cisco IP Phone 8945
Security/AntiVirus Software	Cisco Hosted Collaboration Solution (HCS)	Java Versions	Quality Management (QM) ^{13, 33}	Historical/Config Database	Enterprise Database
SELinux is deployed by CCX Installer	HCS v8.6.1 HCS v8.6.2 HCS v9.0.1	Custom Classes/SDK Sun JRE 1.6.0_31 Real-Time Reporting Sun JRE 1.6.0_31	9.0(1) ³²	IBM Informix Dynamic Server (Installed by Unified CCX 8.5(1) Installer)	Oracle 10g R2, Oracle 10g XE Oracle 11g R2 Sybase Adaptive Server 12 IBM DB2 8.2 MS SQL Server 2000 MS SQL Server 2005 MS SQL Server 2008

Cisco Unified CCX and Cisco Unified IP IVR, Release 9.0(1) Solution Set (Sheet 2 of 3)

Unified CCX CTI Versions	Editor Client OS	SocialMiner	WorkForce Management (WFM) ³¹	CAD/CSD/CDA Client OS ¹⁴	Gateways for Outbound IVR ¹⁵
10 11 12 13 14 15	Win XP Professional SP2 (Please check Tech Tips & Release Notes) Win XP Professional SP3 (Please check Tech Tips & Release Notes) Win Vista (Ultimate and Business) Windows 7 (Ultimate) Windows 7 x64bit with WoW64(Ultimate , Enterprise, Professional)	9.0.1.10000-10	9.0(1)	Win XP Professional SP3 (Please check Tech Tips & Release Notes) Win Vista SP2 (Ultimate, Enterprise, and Business) Windows 7 SP1 (Ultimate, Enterprise, and Professional) Windows 7 SP1 x64bit with WoW64(Ultimate, Enterprise, Professional)	Router 28XX Series, IOS 15.1(3)T and higher Router 29XX Series, IOS 15.1(3)T and higher Router 38XX Series, IOS 15.1(3)T and higher Router 39XX Series, IOS 15.1(3)T and higher
CAD/ CAD-BE/CSD Client				Cisco VPN Client for CAD/	
9.0.1.31 ¹⁹			CAD-BE Browser Support Sun JRE 1.6 update 31 IE 7, IE 8 (XP, Vista) IE 8 (Windows 7)	CAD-BE/CSD 4.6.02.0011 5.0.01.0600 Cisco AnyConnect v3	Agent E-Mail Support Sun JRE 1.6 update 31 IE 7, IE 8 (XP, Vista) IE 8 (Windows 7)
	Business) Windows 7 SP1 (U Professional)	Ultimate, Enterprise, and 54bit with WoW64(Ultimate, sional)	Firefox (Linux)	Cisco Anyconnect vs	ie s (willdows /)
Cisco TelePresence Software					
information for Cisco TelePresence System available at : http:// www.cisco.com/en/ US/products/ps8332/ products_device_sup port_tables_list.html for supported Cisco Uni- fied CM releases.					
CUPS Releases		Microsoft Exchange Serve	er	HR Client Version	Coresident CUIC
7.0 7.1 8.5.4 8.6.3 8.6.4 9.0.1		Microsoft Exchange Server 2 (FPP) Microsoft Exchange Server 2 Microsoft Exchange Server 2		9.0(1.3)	8.5(4)
HR Client ¹⁶ OS		Supported Languages ¹⁷			Wallboard ¹⁸
Win XP Professional SP2 (Please check Tech Tips & Release Notes) Win XP Professional SP3 (Please check Tech Tips & Release Notes) Win Vista (Ultimate and Business) Windows 7 (Ultimate) Windows 7 x64bit with WoW64 (Ultimate, Enterprise, Professional)		Mandarin (Taiwan), Dutch, Swedish, Russian, Arabic,Norwegian, Finnish, Australian English, Turkish,			•
		CAD/CSD Supported Lang English, German, French, Sp (Brazilian), Traditional Chine Canadian French Cisco IP Phone Agent Sup	ianish, Italian, Japanese, Simplified Chinese se, Swedish, Dutch, Danish, Russian, Norw ported Languages: ch, German, Italian, Japanese (Katakana), l	egian, Finnish, Turkish, Polish,	
			it: Janish, Italian, Japanese, Simplified Chinese se, Swedish, Dutch, Danish, Russian	e, Korean, Portuguese	

Cisco Unified CCX and Cisco Unified IP IVR, Release 9.0(1) Solution Set (Sheet 3 of 3)

Cisco Works		Crystal Reports	AppAdmin, AppSupervisor, AppUser Client	MRCP	Speech Server
Campus Manager 4.0 (CiscoWorks Resource M 4.0 CiscoWorks IPCOM 1.0 CiscoWorks CUOM 2.0	lanager Essentials	Developer Edition 11.0 and 11.5 Professional Edition 11.0 and 11.5	Internet Explorer 7.x ^{19, 29} and 8.x Firefox 3.5 and 3.6 ²⁹	1.0	Scansoft/Nuance: SpeechWorks Media Server 3.1.6 or 3.1.9 Open Speech Recognition Server 3.0.4 or 3.0.9 RealSpeak 4.0.6 or 4.0.10 Nuance 8.5 ³⁸ : MRCP Server 1.0 SP 9 or 1.0 SP 10 or 1-0-0-SP12 Speech Recognition 8.5, SP050513 or 8.5, SP050513 or 8.5, SP050930 Vocalizer 4.0.4 or 4.0.5 or 4.0.6 IBM WebSphere Voice Server: MRCP Server 1.0 ASR - WebSphere Voice Server V5.1.3 TTS - CTTS V5.1.3 WVS Language Support
					Nuance 9.0 ³⁸ : Nuance Speech Server 5.0.2 Nuance Recognizer 9.0.3 RealSpeak 4.5.0 ²⁰
					Nuance 9.0 ³⁸ : Nuance Speech Server 5.1.5 Nuance Recognizer 9.0.16 Vocalizer 5.0.4
					Nuance 9.0 ³⁸ : Nuance Speech Server 5.0.10 Nuance Recognizer 9.0.16 RealSpeak 4.5.0
VXML	IPCC Express Gateway to ICM ²¹	Real Time Monitoring Tool (RTMT)		IP Phones for Desktop / E	ndpoint Monitoring
2.0	ICM 8.5(1) ICM 9.0(1)	RTMT Module version: 9.0(001.uccx.001) RTMT Plugin version: 9.0(001)		Cisco IP Phone 7911G (SCCP) Cisco IP Phone 7912G (SCCP) Cisco IP Phone 7940G (SCCP) Cisco IP Phone 7941G (SCCP) Cisco IP Phone 7941G (SCCP) Cisco IP Phone 7941G (SCCP) Cisco IP Phone 7961G (SCCP) Cisco IP Phone 7961G (SCCP) Cisco IP Phone 7971G-GE (SC Cisco IP Phone 7971G-GE (SC Cisco IP Phone 7971G-GE (SC Cisco IP Phone 7911G (SIP) Cisco IP Phone 7941G (SIP) Cisco IP Phone 7941G-GE (SI Cisco IP Phone 7961G (SIP) Cisco IP Phone 7961G (SIP) Cisco IP Phone 7961G (SIP) Cisco IP Phone 7970G (SIP) Cisco IP Phone 7971G-GE (SI Cisco IP Phone 7971G-GE (SCCP) Cisco IP Phone 7965G (SCCP) Cisco IP Phone 7965G (SCCP) Cisco IP Phone 7965G (SCCP) Cisco IP Phone 6911 (SCCP) Cisco IP Phone 6941 (SCCP) Cisco IP Phone 6945 (SCCP) Cisco IP Phone 6945 (SCCP) Cisco IP Phone 6961 (SCCP) Cisco IP Phone 6961 (SIP) Cisco IP Phone 9951 (SIP) Cisco IP Phone 9951 (SIP) Cisco IP Phone 9971 (SIP) Cisco IP Phone 8941 (SCCP) Cisco IP Phone 8941 (SCCP) Cisco IP Phone 9971 (SIP) Cisco IP Phone 8941 (SCCP)	CCP) CCP) P) P) & SIP) & SIP) & SIP) & SIP) & SIP) & SIP)
Mobility Devices Sup Skill Manager ³⁰	port for Mobile			Cisco IP Communicator (SCCF Web Chat	p) ^{25,28}
Android 2.x and later v	vith default			SocialMiner 9.0 IE 8.0	
iOS 5.x and later with	Safari browser			CAD with IE 8.0 installed WS	

- 1. Upgrades are supported from all corresponding Unified CCX Service Release and Engineering Special Releases. See *Upgrade Guide* and *Release Notes* for the respective Cisco Unified Contact Center Express and Cisco Unified IP IVR releases for important information on the upgrade process.
- 2. a. CCX at the end of a Hardware name means "Contact Center Express." This is a new acronym and name (in 2006) for IPCC Express. The full name is Cisco Unified Contact Center Express or Unified CCX.
 - b. For latest hardware updates, go to: www.cisco.com/go/swonly.
- 3. Please refer to Cisco Unified CCX Solution Reference Network Design Guide at http://www.cisco.com/en/US/partner/products/sw/custcosw/ps1846/products_implementation_design_guides_list.html for more details on supported Cisco IP Phones over VPN
- 4. These servers are supported with replacement disks 4x146GB.
- 5. Refer to CSCtj11411 for more information and workaround.
- 6. For additional information related to Unified CCX virtualization, see the Unified CM Virtualization Wiki page available at http://docwiki.cisco.com/wiki/Virtualization_for_Unified_CCX. For information on different server and storage options, see *specifications-based VMware support* section in http://docwiki.cisco.com/wiki/Specification-Based_Hardware_Support.
- 7. Compatible with Cisco TelePresence Manager.
- 8. CTI control of 7931 phones is not allowed if the configuration parameter Outbound Call Rollover is set to Rollover value.
- 9. For supported Cisco IP Communicator (SCCP) versions, refer to the Cisco IP Communicator Compatibility with Cisco Unified CM Release table at http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/compat/ccmcompmatr.html#wp45351.
- 10. Supported on Phone Firmware versions 8-5-2 and higher only.
- 11. Due to CSCts68408 and CSCts68415 defect issues the IPPA functionality is supported only from Phone load 9.1.2ES1 and later.
- 12. Due to CSCts68408 and CSCts68415 defect issues the IPPA functionality is supported only from Phone load 9.1.2ES1 and later.
- 13. a. CR/QM/AQM are 32 bit applications. Support for the application clients operation on Windows 7 64-bit machines is via WoW64 emulator mode
 - b. Desktop based monitoring and recording is not supported in WoW64 mode.
- a. For supported Citrix and MTS versions refer to the Cisco Agent Desktop Version Compatibility Matrix at: http://www.cisco.com/en/US/products/sw/custcosw/ps427/products_implementation_design_guides_list.html.
- 15. a. IVR Outbound feature is not supported on Unified CCX with CME/UC520.
 - b. IVR Outbound feature is not supported on MCS-7816-I3-CCX1, MCS-7816-I4-CCX1, MCS-7816-I5-CCX1 and the hardware equivalents.
 - c. This feature is supported only on IOS versions that incorporates Call Progress Analysis. Refer http://www.cisco.com/en/US/tech/tk652/tk701/technologies_tech_note09186a0080b2ad01.shtml for more information on Call Progress Analysi
- 16. The computer on which you install the Cisco CRS Historical Reports client must be running the following software:
 - a. Microsoft Internet Explorer version 7 or higher
 - b. Informix Client-SDK version 3.00 (This will be installed by HRC Installer).
- 17. A CAD instance cannot support more than one localized language. All agents and supervisors must use the same language.
- 18. Starting Unified CCX 8.0(1), in a High Availability (HA) deployment, you will need to work with your wallboard vendor if you want the wallboard to handle Unified CCX failover transparently without any manual intervention.
- 19. You should disable the Internet Explorer pop-up blocker when using Internet Explorer, Version 7.0, with the Unified CCX Application Administration web application. This is not necessary when using it with CAD or CSD.
- 20. The latest Version of the ASR-TTS packages suggested by Nuance can be used.(http://network.nuance.com/portal/server.pt). Using the Latest Nuance Packages will not impact the integration functionality between Unified CCX and Nuance, until there is any major change by Nuance in the underlying design. However customer should maintain the compatibility among different ASR-TTS packages as suggested by Nuance.
- 21. Starting Unified CCX 8.0(1), you need to install the "IPCC Express Gateway to ICM" in a different server.
- 22. Refer to CSCtk62430 for more information and workaround.
- 23. There is a known issue with Desktop Monitoring. Refer to CSCtr37692 for more information. You should request for a patch for this issue to make the desktop monitoring work.
- 24. There is a known issue with Desktop Monitoring. Refer to CSCtr37692 for more information. You should request for a patch for this issue to make the desktop monitoring work.
- 25. Install Cisco IP Communicator on the same system on which CAD and CSD Clients are installed.
- 28. CAD-based recording or monitoring and IP phone-based recording cannot work at the same time with Cisco IP Communicator.
- $29. \ Operating \ system \ IE \ 7.x \ does \ not \ support \ the \ Web \ Chat \ feature, \ while \ Firefox \ versions \ 3.5 \ and \ 3.6 \ supports \ this \ feature.$
- 30. Default operating systems are supported.
- 31. All associated SRs are supported with compatible versions of WFM.
- 32. Supported CUCM versions All SUs of and including Unified CCX 8.5(1), Unified CM 8.6.2.22033 and later, and Unified CM 9.0(1) and later.
- 33. Cisco QM has direct dependencies upon Cisco Unified Communications Manager (Unified CM) for CTI and SIP events; therefore QM compatibility with Unified CM is limited to the current Unified CM version at the time of release and at least one prior version. Previous versions of QM are not generally updated for compatibility with new versions of Unified CM. Therefore those planning upgrades should consult the appropriate QM Installation Guide for Unified CM compatibility. Please refer to the footnote on individual QM versions to identify the Unified CM versions supported by that QM.
- 34. Minimum 4 GB RAM required.
- 35. Span-based Silent Monitoring on UCS B-series is not supported.
- 36. Supported on Phone Firmware versions 9.3.1 and later only.
- 37. All the ES of a CUCM Release shall be considered as Qualified with UCCX if the corresponding SU version of the CUCM release is qualified with UCCX.
- 38. Nuance version 9.0 and above should use OSR 3.1.x as the Grammar Variant. Nuance 8.5 and older versions will continue using "Nuance" as the Grammar Variant.

Note: Custom scripts developed with the Editor packaged with this Unified CCX version, can be edited only from this version and subsequent versions of the Editor.

Cisco Unified CCX and Cisco Unified IP IVR, Release 8.5(1)SU4 Solution Set (Sheet 1 of 3)

Cisco Unified CCX and Cisco Unified IP IVR, Release File name	Supported Unified CCX IP IVR Upgrade Paths ¹	Cisco Unified Communications Manager (Unified CM) and Unified CM Business Edition Releases ³⁴	Hardware ²	IP Phones for Cisco Agent Desktop	IP Phones for Cisco IP Phone Agent
8.5.1.11004-25 ⁴ UCOS Platform Version - 8.5.1.12013-2	7.0(1)SR5 7.0(2) 8.0(1) 8.0(2) 8.0(2)SU1 8.0(2)SU2 8.0(2)SU3 8.0(2)SU4 8.5(1) 8.5(1)SU5 8.5(1)SU5 8.5(1)SU5 8.5(1)SU5 8.5(1)SU5	8.0(1) JTAPI 8.0(1.10000)-3 File Name 8.0.1.10000-40 8.0(2) JTAPI 8.0(2.10000)-3 File Name 8.0.2.10000-24 8.0(2b) JTAPI 8.0(2.10000)-3 File Name 8.0.2.30000-1 8.0(2c) JTAPI 8.0(2.10000)-4 File Name 8.0.2.40000-1 8.0(2c) SU1 JTAPI 8.0(2.10000)-4 File Name 8.0.2.41900-3 8.0(3) JTAPI 8.0(3.10000)-2 File Name 8.0.3.10000-8 8.0(3a) JTAPI 8.0(3.10000)-2 File Name 8.0.3.20000-2 8.0(3a) JTAPI 8.0(3.10000)-3 File Name 8.0.3.21900-8 8.0(3a) SU1 JTAPI 8.0(3.10000)-3 File Name 8.0.3.22900-5 8.0(3a) SU2 JTAPI 8.0(3.22900)-2 File Name 8.0.3.22900-5 8.0(3a) SU3 JTAPI 8.0(3.10000)-10 FileName 8.0.3.22900-5 8.5(1) JTAPI 8.5(1.10000)-17 File Name 8.5.1.10000-16 File Name 8.5.1.11900-21 8.5(1) SU2 JTAPI 8.5(1.10000)-1 File Name 8.5.1.12900-7 8.5(1)SU3 JTAPI 8.5(1.10000)-10 Filename: 8.5.1.13900-5 8.5(1)SU4 JTAPI 8.5(1.10000)-1 File Name 8.5.1.15900-4 8.6(1) JTAPI 8.6(1.10000)-1 File Name 8.6.1.10000-13 File Name 8.6.1.10000-15 File Name 8.6.1.10000-15 File Name 8.6.1.10000-15 File Name 8.6.1.10000-17 File Name 8.6.1.10000-17 File Name 8.6.1.10000-17 File Name 8.6.1.10000-17 File Name 8.6.1.20000-1 8.6(2a) SU1 JTAPI 8.6(1.10000)-1 File Name 8.6.1.20000-1 8.6(2a) SU1 JTAPI 8.6(1.10000)-1 Filename: 8.6.2.2900-9 9.0(1) JTAPI 8.6(2.20000-2 8.6(2a) SU2 JTAPI 8.6(2.10000)-1 Filename: 8.6.2.2900-9 9.0(1) JTAPI 9.0(1.10000)-1	Native Servers MCS-7816-13-CCX1 MCS-7816-14-CCX1 MCS-7816-15-CCX1 MCS-7825-14-CCX1 MCS-7825-14-CCX1 MCS-7825-14-CCX1 MCS-7825-14-CCX1 MCS-7825-12-CCX1 MCS-7835-12-CCX1 MCS-7835-12-CCX2 MCS-7835-12-CCX1 MCS-7845-12-CCX1 MCS-7845-12-CCX1 MCS-7845-13-CCX1 MCS-7845-13-CCX1 MCS-7825-H3-CCX1 MCS-7825-H3-CCX1 MCS-7835-H2-CCX1 MCS-7835-H2-CCX1 MCS-7835-H2-CCX1 MCS-7835-H2-CCX1 MCS-7845-H2-CCX2 Virtual Platform UCS B200 M1 Blade Server ³² UCS B200 M2 Blade Server ³² UCS B200 M2 Blade Server ³² UCS B230 M2 UCS C210 M1 UCS C210 M2 UCS C210 M1 UCS C210 M2 UCS C220 M3S Native Servers - Equivalent servers from IBM For information and details on equivalent servers for the supported Native MCS-I servers, refer to http://www.cisco.com/en/US/prod/collateral/voicesw/ps6790/ps5748/ps378/product_solution_overview0900aecd800 91615.html Native Servers - Equivalent servers from HP HP D1380-G6 Single Intel Xeon Nehalem quad-core E5540, 2.0 GHz, 4GB RAM, 2X146GB SAS Hard Drives HP DL380-G6 Single Intel Xeon Nehalem quad-core E5540, 2.53 GHz, 6GB RAM, 4X146GB SAS Hard Drives HP DL380-G6 Single Intel Xeon Nehalem quad-core E5540, 2.53 GHz, 6GB RAM, 4X146GB SAS Hard Drives For information and details on equivalent servers fro the supported Native MCS-H servers, please refer to http://www.cisco.com/en/US/prod/collateral/voicesw/ps6790/ps5748/ps378/product_solution_overview09186a00801 07d79.html	Cisco IP Phone 7911G (SCCP) Cisco IP Phone 7912G (SCCP) Cisco IP Phone 7921G (SCCP) Cisco IP Phone 7921G (SCCP) Cisco IP Phone 7925G (SCCP) Cisco IP Phone 7940G (SCCP) Cisco IP Phone 7941G (SCCP) Cisco IP Phone 7941G-GE (SCCP) Cisco IP Phone 7960G (SCCP) Cisco IP Phone 7961G (SCCP) Cisco IP Phone 7961G-GE (SCCP) Cisco IP Phone 7970G (SCCP) Cisco IP Phone 7970G (SCCP) Cisco IP Phone 7971G-GE (SCCP) Cisco IP Phone 7911G (SIP) Cisco IP Phone 7941G (SIP) Cisco IP Phone 7941G (SIP) Cisco IP Phone 7941G-GE (SCP) Cisco IP Phone 7941G-GE (SIP) Cisco IP Phone 7961G-GE (SIP) Cisco IP Phone 7961G-GE (SIP) Cisco IP Phone 7970G (SCP) Cisco IP Phone 7971G-GE (SIP) Cisco IP Phone 7942G (SCCP & SIP) Cisco IP Phone 7945G (SCCP & SIP) Cisco IP Phone 795G (SCCP) Cisco IP Phone 6911 (SCCP) Cisco IP Phone 6921 (SCCP) Cisco IP Phone 6921 (SCCP) Cisco IP Phone 6941 (SCCP) Cisco IP Phone 6945 (SCCP) Cisco IP Phone 69951 (SIP) Cisco IP Phone 69951 (SIP) Cisco IP Phone 9951 (SIP) Cisco IP Phone 9951 (SIP) Cisco IP Phone 9971 (SIP) Cisco IP Communicator (SCCP) ¹¹	Cisco IP Phone 7911G (SCCP) Cisco IP Phone 7912G (SCCP) Cisco IP Phone 7921G (SCCP) Cisco IP Phone 7921G (SCCP) Cisco IP Phone 7925G (SCCP) Cisco IP Phone 7940G (SCCP) Cisco IP Phone 7941G (SCCP) Cisco IP Phone 7941G-GE (SCCP) Cisco IP Phone 7960G (SCCP) Cisco IP Phone 7961G (SCCP) Cisco IP Phone 7961G (SCCP) Cisco IP Phone 7970G (SCCP) Cisco IP Phone 7971G-GE (SCCP) Cisco IP Phone 7911G (SIP) Cisco IP Phone 7941G-GE (SCP) Cisco IP Phone 7941G-GE (SCP) Cisco IP Phone 7941G (SIP) Cisco IP Phone 7941G (SIP) Cisco IP Phone 7961G (SIP) Cisco IP Phone 7961G (SIP) Cisco IP Phone 7961G-GE (SIP) Cisco IP Phone 7970G (SIP) Cisco IP Phone 7970G (SIP) Cisco IP Phone 7942G (SCCP & SIP) Cisco IP Phone 7945G (SCCP & SIP) Cisco IP Phone 7965G (SCCP & SIP) Cisco IP Phone 7975G (SCCP & SIP) Cisco IP Phone 6945 (SCCP) Cisco IP Phone 6941 (SCCP) Cisco IP Phone 8941 (SCCP) Cisco IP Phone 8961 (SIP) Cisco IP Phone 8941 (SCCP) Cisco IP Phone 8941
Security/AntiVirus Software	Cisco Hosted Collaboration Solution (HCS)	3.0.4 Java Versions	Quality Management (QM) ^{15, 29}	Historical/Config Database	Enterprise Database
Cisco Security Agent (CSA) is installed by Unified CCX 8.5(1)Installer	HCS v8.6.1 HCS v8.6.2	Custom Classes/SDK Sun JRE 1.6.0_20 Real-Time Reporting Sun JRE 1.6.0_20	8.5(1) 8.5(2) 8.5(2) SR1 ³¹ 9.0(1)	IBM Informix Dynamic Server (Installed by Unified CCX 8.5(1) Installer)	Oracle 10g R2, Oracle 10g XE Oracle 11g R2 Sybase Adaptive Server 12 IBM DB2 8.2 MS SQL Server 2000 MS SQL Server 2005 MS SQL Server 2008

Cisco Unified CCX and Cisco Unified IP IVR, Release 8.5(1)SU4 Solution Set (Sheet 2 of 3)

Unified CCX CTI Versions	Editor Client OS		WorkForce Management (WFM) ³⁰	CAD/CSD/CDA Client OS ¹⁶	Gateways for Outbound IVR ¹⁷
10 11 12 13 14	Win XP Professiona & Release Notes) Win Vista (Ultimat Windows 7 (Ultimat	n Tips & Release Notes) al SP3 (Please check Tech Tips de and Business) ate) with WoW64(Ultimate,	8.5(1) 8.5(2) 8.5(2) SR1 9.0(1)	Win XP Professional SP2 (Please check Tech Tips & Release Notes) Win XP Professional SP3 (Please check Tech Tips & Release Notes) Win Vista (Ultimate, Enterprise, and Business) Windows 7 (Ultimate, Enterprise, 4 Professional) Windows 7 X64bit with WoW64(Ultimate, Enterprise, Professional)	Router 38XX Series, IOS 15.1(3)T and higher Router 39XX Series, IOS 15.1(3)T and higher Router 28XX Series, IOS 15.1(3)T and higher Router 29XX Series, IOS 15.1(3)T and higher
CAD/ CAD-BE/CSD Client Version	CAD-BE Client O	s	CAD-BE Browser Support on Windows XP Professional SP1, SP2 and SP3	CAD-BE Browser Support on Windows Vista Business, and Ultimate	CAD-BE Browser Support on Windows 7 and Windows 7 x64bit with WoW64
8.5.1.417 ¹⁹	& Release Notes)	al SP2 (Please check Tech Tips	IE 7 with Sun JRE 6.0 update 20 IE 8 with Sun JRE 6.0 update 20	IE 7 with Sun JRE 6.0 update 20	IE 7 with Sun JRE 6.0 update 20
	& Release Notes)	al SP3 (Please check Tech Tips e.e., Enterprise, Business)	Firefox 3.5 with Sun JRE 6.0 update 20	IE 8 with Sun JRE 6.0 update 20	IE 8 with Sun JRE 6.0 update 20 Firefox 3.5 with Sun
	Windows 7 (Ultima	ate, Enterprise, Professional) with WoW64 (Ultimate,	Firefox 3.6 with Sun JRE 6.0 update 20	Firefox 3.5 with Sun JRE 6.0 update 20 Firefox 3.6 with Sun JRE 6.0 update 20	JRE 6.0 update 20 Firefox 3.6 with Sun
CAD-BE Browser Su	pport on Red Hat	Enterprise Linux v5	Cisco VPN Client for CAD/ CAD-BE/CSD	Cisco TelePresence Softwa	re
IE 7 with Sun JRE 6.0 IE 8 with Sun JRE 6.0 Firefox 3.0 with Sun JF Firefox 3.5 with Sun JF	update 20 RE 6.0 update 20		4.6.02.0011 5.0.01.0600	See compatibility information for Cisco TelePresence System available at : http://www.ciscps8332/products_device_sup, supported Cisco Unified CM re	port_tables_list.html for
CUPS Releases		Microsoft Exchange Server		HR Client Version	
7.0 7.1 8.0.1 8.0.3		(FPP) Microsoft Exchange Server 20		8.5(1.21)	
8.0.4 8.5.4 8.6.3 8.6.4		Microsoft Exchange Server 20	10 - Enterprise Edition		
8.0.4 8.5.4 8.6.3 8.6.4 9.0(1) HR Client ¹⁸ OS		Microsoft Exchange Server 20 Supported Languages 19	10 - Enterprise Edition		Wallboard ²⁰
8.0.4 8.5.4 8.6.3 8.6.4 9.0(1)	s & Release Notes) s & Release Notes) d Business) www64	Supported Languages ¹⁹ IVR Prompts: English (US, CA, GB), Spanisl Japanese, Italian, Korean, Por	h(US, MX, CO, ES), French (CA, FR), Germ tuguese (BR), Hebrew (IL), Thai, Malay, D edish, Russian, Arabic,Norwegian, Finnish v steps: v, CO, ES), anese, Italian	anish, Cantonese (Hong Kong),	Wallboard ²⁰ Spectrum 3.1.2 INOVA (light link) 5.7
8.0.4 8.5.4 8.6.3 8.6.4 9.0(1) HR Client ¹⁸ OS Win XP Professional SI (Please check Tech Tip Win XP Professional SI (Please check Tech Tip Win Vista (Ultimate an Windows 7 (Ultimate) Windows 7 x64bit with	s & Release Notes) s & Release Notes) d Business) www64	Supported Languages ¹⁹ IVR Prompts: English (US, CA, GB), Spanisl Japanese, Italian, Korean, Por Mandarin (Taiwan), Dutch, Sw Hungarian, Czech, Polish ASR Grammar for workflow English (US, GB), Spanish (M) French (CA, FR), German, Jap	h(US, MX, CO, ES), French (CA, FR), Germ tuguese (BR), Hebrew (IL), Thai, Malay, D tedish, Russian, Arabic,Norwegian, Finnish v steps: v, CO, ES), anese, Italian install from TTS vendor	anish, Cantonese (Hong Kong),	Spectrum 3.1.2
8.0.4 8.5.4 8.6.3 8.6.4 9.0(1) HR Client ¹⁸ OS Win XP Professional SI (Please check Tech Tip Win XP Professional SI (Please check Tech Tip Win XP Professional SI (VI) (VI) (VI) (VI) (VI) (VI) (VI) (VI	s & Release Notes) s & Release Notes) d Business) www64	Supported Languages ¹⁹ IVR Prompts: English (US, CA, GB), Spanisl Japanese, Italian, Korean, Por Mandarin (Taiwan), Dutch, Sw Hungarian, Czech, Polish ASR Grammar for workflow English (US, GB), Spanish (M) French (CA, FR), German, Jap TTS: Dependent on what you VXML Grammar: Dependent on what you instal vendor CAD/CSD Supported Langue English, German, French, Spa (Brazilian), Traditional Chinese Canadian French Cisco IP Phone Agent Supp	h(US, MX, CO, ES), French (CA, FR), Germ tuguese (BR), Hebrew (IL), Thai, Malay, D. redish, Russian, Arabic, Norwegian, Finnish, v steps: X, CO, ES), anese, Italian install from TTS vendor I from MRCP lages: nish, Italian, Japanese, Simplified Chinese e, Swedish, Dutch, Danish, Russian, Norweger ported Languages: n, German, Italian, Japanese (Katakana), P	anish, Cantonese (Hong Kong), , Australian English, Turkish, , Korean, Portuguese egian, Finnish, Turkish, Polish,	Spectrum 3.1.2

Cisco Unified CCX and Cisco Unified IP IVR, Release 8.5(1)SU4 Solution Set (Sheet 3 of 3)

Cisco Works	Crystal Reports	AppAdmin, AppSupervisor, AppUser Client	MRCP	Speech Server
Campus Manager 4.0 (EOS) CiscoWorks Resource Manager Essentials 4.0 CiscoWorks IPCOM 1.0 CiscoWorks CUOM 2.0	Developer Edition 11.0 and 11.5 Professional Edition 11.0 and 11.5	Internet Explorer 7.x ²¹ and 8.x Firefox 3.5 and 3.6	1.0	Scansoft/Nuance: SpeechWorks Media Server 3.1.6 or 3.1.9 Open Speech Recognition Server 3.0.4 or 3.0.9 RealSpeak 4.0.6 or 4.0.10
				Nuance 8.5 ³⁵ : MRCP Server 1.0 SP 9 or 1.0 SP 10 or 1-0-0-SP12 Speech Recognition 8.5, SP050513 or 8.5, SP050930 Vocalizer 4.0.4 or 4.0.5 or 4.0.6
				IBM WebSphere Voice Server: MRCP Server - MRCP Server 1.0 ASR - WebSphere Voice Server V5.1.3 TTS - CTTS V5.1.3 WVS Language Support 5.1.3
				Nuance 9.0 ³⁵ : Nuance Speech Server 5.0.2 Nuance Recognizer 9.0.3 RealSpeak 4.5.0 ²²
				Nuance 9.0 ³⁵ : Nuance Speech Server 5.1.5 Nuance Recognizer 9.0.16 Vocalizer 5.0.4
				Nuance 9.0 ³⁵ : Nuance Speech Server 5.0.10 Nuance Recognizer 9.0.16 RealSpeak 4.5.0
VXML IPCC Express Ga	ateway to ICM ²³	Real Time Monitoring Tool (RTMT)	IP Phones for Desktop / E	ndpoint Monitoring
2.0 ICM 8.0(1) ICM 8.5(1)		RTMT Module version: 8.7(005.uccx.001) RTMT Plugin version: 8.71(000)	Cisco IP Phone 7911G (SCCP) Cisco IP Phone 7912G (SCCP) Cisco IP Phone 7940G (SCCP) Cisco IP Phone 7941G (SCCP) Cisco IP Phone 7941G (SCCP) Cisco IP Phone 7941G (SCCP) Cisco IP Phone 7960G (SCCP) Cisco IP Phone 7961G (SCCP) Cisco IP Phone 7961G (SCCP) Cisco IP Phone 7971G-GE (SC Cisco IP Phone 7971G-GE (SC Cisco IP Phone 7971G-GE (SC Cisco IP Phone 7941G (SIP) Cisco IP Phone 7941G (SIP) Cisco IP Phone 7961G (SIP) Cisco IP Phone 7961G (SIP) Cisco IP Phone 7971G-GE (SI Cisco IP Phone 7971G-GE (SCCP) Cisco IP Phone 7942G (SCCP) Cisco IP Phone 7945G (SCCP) Cisco IP Phone 7961G (SCCP) Cisco IP Phone 6941 (SCCP) Cisco IP Phone 6941 (SCCP) Cisco IP Phone 6945 (SIP) Cisco IP Phone 8961 (SCP) Cisco IP Phone 8961 (SCP) Cisco IP Phone 8961 (SIP) Cisco IP Phone 8961 (SIP) Cisco IP Phone 8961 (SIP) Cisco IP Phone 89971 (SIP) Cisco IP Phone 8941 (SCCP) Cisco IP Phone 8945 (SCCP) Cisco IP Phone 8941 (SCCP) Cisco IP Phone 8945 (SCCP) Cisco IP Phone 8945 (SCCP) Cisco IP Phone 8945 (SCCP) Cisco IP Phone 8941 (SCCP) Cisco IP Phone 8945 (SCCP)	P) CCP) CCP) P) P) & SIP) 4

- Upgrades are supported from all corresponding Unified CCX Service Release and Engineering Special Releases. See Upgrade Guide and Release Notes for the respective Cisco Unified Contact Center Express and Cisco Unified IP IVR releases for important information on the upgrade process.
- 2. a. CCX at the end of a Hardware name means "Contact Center Express." This is a new acronym and name (in 2006) for IPCC Express. The full name is Cisco Unified Contact Center Express or Unified CCX.
 - b. For latest hardware updates, go to: www.cisco.com/go/swonly.
- 3. Please refer to Cisco Unified CCX Solution Reference Network Design Guide at http://www.cisco.com/en/US/partner/products/sw/custcosw/ps1846/products_implementation_design_guides_list.html for more details on supported Cisco IP Phones over VPN

- 4. a. Details of CME/IOS version mapping can be found at http://www.cisco.com/en/US/docs/voice_ip_comm/cucme/requirements/guide/33matrix.htm.
 - b. Only SCCP Phones are supported as Agent Phones with Unified CME. Refer to "Cisco Unified IP Phone Support" section from the respective Cisco Unified CME Supported Firmware, Platforms, Memory, and Voice Products web page. For example, for Cisco Unified CME 7.1, go to: http://www.cisco.com/en/US/docs/ voice_ip_comm/cucme/requirements/guide/cme71spc.htm, and scroll down to view the "Cisco Unified IP Phone Support" table. c. Cisco IP Phones 6911, 6921, 6941, 6945, 6961, 8961, 9951, 9971 are not supported as Agent Phones with Unified CME
- 5. These servers are supported with replacement disks 2x146GB.
- These servers are supported with replacement disks 4x146GB.
- Refer to CSCtj11411 for more information and workaround.
- For additional information related to Unified CCX virtualization, see the Unified CM Virtualization Wiki page available at http://docwiki.cisco.com/wiki/ Virtualization_for_Unified_CCX. For information on different server and storage options, see specifications-based VMware support section in http://docwiki.cisco.com/wiki/Specification-Based_Hardware_Support
- Compatible with Cisco TelePresence Manager.
- 10. CTI control of 7931 phones is not allowed if the configuration parameter Outbound Call Rollover is set to Rollover value.
- 11. For supported Cisco IP Communicator (SCCP) versions, refer to the Cisco IP Communicator Compatibility with Cisco Unified CM Release table at http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/compat/ccmcompmatr.html#wp45351.
- 12. Supported on Phone Firmware versions 8-5-2 and higher only.
- 13. Due to CSCts68408 and CSCts68415 defect issues the IPPA functionality is supported only from Phone load 9.1.2ES1 and later.
- 14. Due to CSCts68408 and CSCts68415 defect issues the IPPA functionality is supported only from Phone load 9.1.2ES1 and later.
- 15. a. CR/QM/AQM are 32 bit applications. Support for the application clients operation on Windows 7 64-bit machines is via WoW64 emulator mode b. Desktop based monitoring and recording is not supported in WoW64 mode.
- 16. a. For supported Citrix and MTS versions refer to the Cisco Agent Desktop Version Compatibility Matrix at:
 - http://www.cisco.com/en/US/products/sw/custcosw/ps427/products_implementation_design_guides_list.html.
- 17. a. IVR Outbound feature is not supported on Unified CCX with CME/UC520.
 - b. IVR Outbound feature is not supported on MCS-7816-I3-CCX1, MCS-7816-I4-CCX1, MCS-7816-I5-CCX1 and the hardware equivalents.
 - c. This feature is supported only on IOS versions that incorporates Call Progress Analysis. Refer http://www.cisco.com/en/US/tech/tk652/tk701/technologies_tech_note09186a0080b2ad01.shtml for more information on Call Progress Analysi
- 18. The computer on which you install the Cisco CRS Historical Reports client must be running the following software: a. Microsoft Internet Explorer version 7 or higher

 - b. Informix Client-SDK version 3.00 (This will be installed by HRC Installer).
- 19. A CAD instance cannot support more than one localized language. All agents and supervisors must use the same language.
- 20. Starting Unified CCX 8.0(1), in a High Availability (HA) deployment, you will need to work with your wallboard vendor if you want the wallboard to handle Unified CCX failover transparently without any manual intervention.
- 21. You should disable the Internet Explorer pop-up blocker when using Internet Explorer, Version 7.0, with the Unified CCX Application Administration web application. This is not necessary when using it with CAD or CSD.
- 22. The latest Version of the ASR-TTS packages suggested by Nuance can be used.(http://network.nuance.com/portal/server.pt). Using the Latest Nuance Packages will not impact the integration functionality between Unified CCX and Nuance, until there is any major change by Nuance in the underlying design. However customer should maintain the compatibility among different ASR-TTS packages as suggested by Nuance.
- 23. Starting Unified CCX 8.0(1), you need to install the "IPCC Express Gateway to ICM" in a different server.
- 24. Refer to CSCtk62430 for more information and workaround.
- 25. There is a known issue with Desktop Monitoring. Refer to CSCtr37692 for more information. You should request for a patch for this issue to make the desktop monitoring work
- 26. There is a known issue with Desktop Monitoring. Refer to CSCtr37692 for more information. You should request for a patch for this issue to make the desktop monitoring work.
- 27. Install Cisco IP Communicator on the same system on which CAD and CSD Clients are installed.
- 28. CAD-based recording or monitoring and IP phone-based recording cannot work at the same time with Cisco IP Communicator.
- 29. Cisco QM has direct dependencies upon Cisco Unified Communications Manager (Unified CM) for CTI and SIP events; therefore QM compatibility with Unified CM is limited to the current Unified CM version at the time of release and at least one prior version. Previous versions of QM are not generally updated for compatibility with new versions of Unified CM. Therefore those planning upgrades should consult the appropriate QM Installation Guide for Unified CM compatibility. Please refer to the footnote on individual QM versions to identify the Unified CM versions supported by that QM.
- 30. All associated SRs are supported with compatible versions of WFM.
- 31. These Unified CM versions are supported 8.0(1), 8.0(2) and all SUs, 8.5(1) and all SUs, and Unified CM 8.6.2.22033 and later.
- 32. Span-based Silent Monitoring on UCS B-series is not supported.
- 33. Supported on Phone Firmware versions 9.3.1 and later only.
- 34. All the ES of a CUCM Release shall be considered as Qualified with UCCX if the corresponding SU version of the CUCM release is qualified with UCCX.
- 35. Nuance version 9.0 and above should use OSR 3.1.x as the Grammar Variant. Nuance 8.5 and older versions will continue using "Nuance" as the Grammar Variant.

Note: Custom scripts developed with the Editor packaged with this Unified CCX version, can be edited only from this version and subsequent versions of the Editor.

Cisco Unified CCX and Cisco Unified IP IVR, Release 8.5(1)SU3 Solution Set (Sheet 1 of 3)

Cisco Unified CCX and Cisco Unified IP IVR, Release File name	Supported Unified CCX IP IVR Upgrade Paths ¹	Cisco Unified Communications Manager (Unified CM) and Unified CM Business Edition Releases ³⁴	Hardware ²	IP Phones for Cisco Agent Desktop	IP Phones for Cisco IP Phone Agent
8.5.1.11003-32 ⁴ UCOS Platform Version - 8.5.1.12013-2	7.0(1)SR5 7.0(2) 8.0(1) 8.0(2) 8.0(2)SU1 8.0(2)SU2 8.0(2)SU3 8.0(2)SU4 8.5(1) 8.5(1)SU1 8.5(1)SU2	8.0(1) JTAPI 8.0(1.10000)-3 File Name 8.0.1.10000-40 8.0(2) JTAPI 8.0(2.10000)-3 File Name 8.0.2.10000-24 8.0(2b) JTAPI 8.0(2.10000)-1 8.0(2c) JTAPI 8.0(2.10000)-1 8.0(2c) JTAPI 8.0(2.10000)-4 File Name 8.0.2.40000-1 8.0(2c) SUI JTAPI 8.0(2.10000)-4 File Name 8.0.2.41900-3 8.0(3) JTAPI 8.0(3.10000)-2 File Name 8.0.3.10000)-2 File Name 8.0.3.10000)-3 File Name 8.0.3.20000-2 8.0(3a) SUI JTAPI 8.0(3.10000)-3 File Name 8.0.3.21900-8 8.0(3a) SU2 JTAPI 8.0(3.10000)-1 File Name 8.0.3.22900)-5 File Name 8.0.3.22900-5 8.0(3a) SU3 JTAPI 8.0(3.10000)-10 File Name 8.5.1.10000-10 File Name 8.5.1.11900-21 8.5(1)SU1 JTAPI 8.5(1.10000)-1 File Name 8.5.1.11900-21 8.5(1)SU2 JTAPI 8.5(1.12900)-2 File Name 8.5.1.12900-7 8.5(1)SU3 JTAPI 8.5(1.10000)-1 File Name 8.5.1.14900-1 File Name 8.5.1.14900-5 8.6(1) JTAPI 8.6(1.10000)-1 File Name 8.6.1.10000-13 File Name 8.6.1.20000-1 File Name 8.6.2.20000-2 8.6(2a)SU1 JTAPI 8.6(1.10000)-1 File Name 8.6.2.21900-5 8.6(2a)SU1 JTAPI 8.6(2.10000)-5 Filename:8.6.2.21900-5 8.6(2a)SU1 JTAPI 8.6(2.10000)-5 Filename:8.6.2.22900-9 9.0(1) JTAPI 9.0(1.10000)-1 Filename:8.6.2.22900-9 9.0(1) JTAPI 9.0(1.10000)-1 Filename:9.0.1.10000-17 Filename:9.0.1.10000-17 Filename:9.0.1.10000-17 Filename:9.0.1.10000-17 Filename:9.0.1.10000-17 Filename:9.0.1.10000-17	Native Servers MCS-7816-13-CCX1 MCS-7816-13-CCX1 MCS-7816-15-CCX1 MCS-7825-13-CCX1 MCS-7825-13-CCX1 MCS-7825-14-K9-CXA1 MCS-7825-14-K9-CXA1 MCS-7825-15-CCX1 MCS-7835-12-CCX1 MCS-7835-12-CCX1 MCS-7835-12-CCX1 MCS-7835-13-CCX1 MCS-7845-12-CCX2 MCS-7845-12-CCX1 MCS-7845-13-CCX1 MCS-7825-H3-CCX1 MCS-7825-H3-CCX1 MCS-7825-H3-CCX1 MCS-7825-H3-CCX1 MCS-7835-H2-CCX1 MCS-7835-H2-CCX1 MCS-7845-12-CCX2 MCS-7845-12-CCX2 Wirtual Platform8 UCS B200 M1 Blade Server32 UCS B200 M2 UCS C210 M1 UCS C210 M2 UCS C210 M1 UCS C210 M2 UCS C220 M3S Native Servers - Equivalent servers from IBM For information and details on equivalent servers for the supported Native MCS-I servers, refer to http://www.cisco.com/en/US/prod/collateral/voicesw/ps6790/ps5748/ps378/product_solution_overview0900aecd800 91615.html Native Servers - Equivalent servers from HP HP DL380-G6 Single Intel Xeon Nehalem quad-core E5504, 2.0 GHz, 4GB RAM, 2X146GB SAS Hard Drives For information and details on equivalent servers for the supported Native MCS-H servers, please refer to http://www.cisco.com/en/US/prod/collateral/voicesw/ps6790/ps5748/ps378/ For information and details on equivalent servers for the supported Native MCS-H servers, please refer to http://www.cisco.com/en/US/prod/collateral/voicesw/ps6790/ps5748/ps378/ product_solution_overview09186a00801 07d79.html	Cisco IP Phone 7911G (SCCP) Cisco IP Phone 7912G (SCCP) Cisco IP Phone 7921G (SCCP) Cisco IP Phone 7925G (SCCP) Cisco IP Phone 7940G (SCCP) Cisco IP Phone 7941G (SCCP) Cisco IP Phone 7941G (SCCP) Cisco IP Phone 7941G-GE (SCCP) Cisco IP Phone 7961G (SCCP) Cisco IP Phone 7961G (SCCP) Cisco IP Phone 7961G (SCCP) Cisco IP Phone 7970G (SCCP) Cisco IP Phone 7970G (SCCP) Cisco IP Phone 7971G-GE (SCCP) Cisco IP Phone 7971G-GE (SCCP) Cisco IP Phone 7911G (SIP) Cisco IP Phone 7941G (SIP) Cisco IP Phone 7941G (SIP) Cisco IP Phone 7941G-GE (SCP) Cisco IP Phone 7961G (SIP) Cisco IP Phone 7961G Cisco IP Phone 7971G-GE (SIP) Cisco IP Phone 7971G-GE (SCCP) Cisco IP Phone 7975G (SCCP) Cisco IP Phone 7975G (SCCP) Cisco IP Phone 6921 Cisco IP Phone 6921 Cisco IP Phone 6921 Cisco IP Phone 6921 Cisco IP Phone 6941 CSCCP) Cisco IP Phone 6941 CSCCP Cisco IP Phone 6945 CSCP) Cisco IP Phone 694	Cisco IP Phone 7911G (SCCP) Cisco IP Phone 7912G (SCCP) Cisco IP Phone 7921G (SCCP) Cisco IP Phone 7921G (SCCP) Cisco IP Phone 7925G (SCCP) Cisco IP Phone 7940G (SCCP) Cisco IP Phone 7941G (SCCP) Cisco IP Phone 7941G (SCCP) Cisco IP Phone 7960G (SCCP) Cisco IP Phone 7961G (SCCP) Cisco IP Phone 7961G (SCCP) Cisco IP Phone 7970G (SCCP) Cisco IP Phone 7971G-GE (SCCP) Cisco IP Phone 7911G (SIP) Cisco IP Phone 7941G (SIP) Cisco IP Phone 7941G (SIP) Cisco IP Phone 7961G (SIP) Cisco IP Phone 7970G (SIP) Cisco IP Phone 7970G (SIP) Cisco IP Phone 7971G-GE (SIP) Cisco IP Phone 7971G-GE (SIP) Cisco IP Phone 7971G (SCCP & SIP) Cisco IP Phone 7961G (SCCP & SIP) Cisco IP Phone 7965G (SCCP & SIP) Cisco IP Phone 7965G (SCCP & SIP) Cisco IP Phone 7931G (SCCP & SIP) Cisco IP Phone 6961 (SCCP) Cisco IP Phone 6941 (SCCP) Cisco IP Phone 6941 (SCCP) Cisco IP Phone 6941 (SCCP) Cisco IP Phone 6961 (SCCP) Cisco IP Phone 6961 (SCCP) Cisco IP Phone 8941 (SCCP) Cisco IP Phone 8941 (SCCP) Cisco IP Phone 8941 (SCCP) Cisco IP Phone 6961 (SCCP) Cisco IP Phone 6961 (SCCP) Cisco IP Phone 8945 (SCCP) Cisco IP Phone 8945 (SCCP) Cisco IP Phone 8945 (SCCP) Cisco IP Phone 8941 (SCCP) Cisco IP Phone 8941 (SCCP) Cisco IP Phone 8945 (SCCP) Cisco IP Phone 8941 (SCCP) Cisco IP Phone 8945 (SCCP) Cisco IP Phone 8941 (SCCP) Cisco IP Phone 8945 (SCCP) Cisco IP Phone 894
Security/AntiVirus Software	Cisco Hosted Collaboration Solution (HCS)	Java Versions	Quality Management (QM) ^{15, 29}	Historical/Config Database	Enterprise Database
Cisco Security Agent (CSA) is installed by Unified CCX 8.5(1)Installer	HCS v8.6.1 HCS v8.6.2	Custom Classes/SDK Sun JRE 1.6.0_20 Real-Time Reporting Sun JRE 1.6.0_20	8.5(1) 8.5(2) 8.5(2) SR1 ³¹ 9.0(1)	IBM Informix Dynamic Server (Installed by Unified CCX 8.5(1) Installer)	Oracle 10g R2, Oracle 10g XE Oracle 11g R2 Sybase Adaptive Server 12 IBM DB2 8.2 MS SQL Server 2000 MS SQL Server 2005 MS SQL Server 2008

Unified CCX CTI Versions	Editor Client OS		WorkForce Management (WFM) ³⁰	CAD/CSD/CDA Client OS ¹⁶	Gateways for Outbound IVR ¹⁷	
10 11 12 13 14	Win XP Profession & Release Notes) Win Vista (Ultimat Windows 7 (Ultimat	n Tips & Release Notes) al SP3 (Please check Tech Tips te and Business) ate) with WoW64(Ultimate,	8.5(1) 8.5(2) 8.5(2) SR1 9.0(1)	Win XP Professional SP2 (Please check Tech Tips & Release Notes) Win XP Professional SP3 (Please check Tech Tips & Release Notes) Win Vista (Ultimate, Enterprise, and Business) Windows 7 (Ultimate, Enterprise, and Professional) Windows 7 x64bit with WoW64(Ultimate, Enterprise, Professional)	Router 38XX Series, IOS 15.1(3)T and higher Router 39XX Series, IOS 15.1(3)T and higher Router 28XX Series, IOS 15.1(3)T and higher Router 29XX Series, IOS 15.1(3)T and higher	
CAD/ CAD-BE/CSD Client Version	CAD-BE Client O	s	CAD-BE Browser Support on Windows XP Professional SP1, SP2 and SP3	CAD-BE Browser Support on Windows Vista Business, and Ultimate	CAD-BE Browser Support on Windows 7 and Windows 7 x64bit with WoW64	
8.5.1.312 ¹⁹			IE 7 with Sun JRE 6.0 update 20 IE 8 with Sun JRE 6.0 update 20 Firefox 3.5 with Sun JRE 6.0 update 20 Firefox 3.6 with Sun JRE 6.0 update 20	IE 7 with Sun JRE 6.0 update 20 IE 8 with Sun JRE 6.0 update 20 Firefox 3.5 with Sun JRE 6.0 update 20 Firefox 3.6 with Sun JRE 6.0 update 20	IE 7 with Sun JRE 6.0 update 20 IE 8 with Sun JRE 6.0 update 20 Firefox 3.5 with Sun JRE 6.0 update 20 Firefox 3.6 with Sun JRE 6.0 update 20 JRE 6.0 update 20	
CAD-BE Browser Su	pport on Red Hat	Enterprise Linux v5	Cisco VPN Client for CAD/ CAD-BE/CSD	Cisco TelePresence Softwa	re	
IE 7 with Sun JRE 6.0 update 20 IE 8 with Sun JRE 6.0 update 20 Firefox 3.0 with Sun JRE 6.0 update 20 Firefox 3.5 with Sun JRE 6.0 update 20		4.6.02.0011 5.0.01.0600	See compatibility information for Cisco TelePresence System available at : http://www.cisco.com/en/US/products/ps8332/products_device_support_tables_list.html for supported Cisco Unified CM releases.			
CUPS Releases		Microsoft Exchange Server		HR Client Version		
7.0 7.1 8.0.1 8.0.3 8.0.4 8.5.4		Microsoft Exchange Server 20 (FPP) Microsoft Exchange Server 20 Microsoft Exchange Server 20		8.5(1.21)		
HR Client ¹⁸ OS		Supported Languages ¹⁹			Wallboard ²⁰	
Win XP Professional Win XP Professional SI (Please check Tech Tip Win XP Professional SI (Please check Tech Tip	s & Release Notes) P3 s & Release Notes)	IVR Prompts: English (US, CA, GB), Spanis Japanese, Italian, Korean, Por	h(US, MX, CO, ES), French (CA, FR), Gern tuguese (BR), Hebrew (IL), Thai, Malay, D redish, Russian, Arabic,Norwegian, Finnish	anish, Cantonese (Hong Kong),	Spectrum 3.1.2 INOVA (light link) 5.7	
Win Vista (Ultimate an Windows 7 (Ultimate) Windows 7 x64bit with (Ultimate, Enterprise,	n WoW64	ASR Grammar for workflow steps: English (US, GB), Spanish (MX, CO, ES), French (CA, FR), German, Japanese, Italian TTS: Dependent on what you install from TTS vendor				
		VXML Grammar: Dependent on what you install from MRCP vendor				
		(Brazilian), Traditional Chinese Canadian French Cisco IP Phone Agent Supp Danish, Dutch, English, French	nish, Italian, Japanese, Simplified Chinese e, Swedish, Dutch, Danish, Russian, Norwo norted Languages: n, German, Italian, Japanese (Katakana), F	egian, Finnish, Turkish, Polish,		
		Swedish, Turkish, Polish, Cana	idian French			

Cisco Unified CCX and Cisco Unified IP IVR, Release 8.5(1)SU3 Solution Set (Sheet 3 of 3)

Cisco Works	Crystal Reports	AppAdmin, AppSupervisor, AppUser Client	MRCP	Speech Server
Campus Manager 4.0 (EOS) CiscoWorks Resource Manager E 4.0 CiscoWorks IPCOM 1.0 CiscoWorks CUOM 2.0	Developer Edition 11.0 and	Internet Explorer 7.x ²¹ and 8.x Firefox 3.5 and 3.6	1.0	Scansoft/Nuance: SpeechWorks Media Server 3.1.6 or 3.1.9 Open Speech Recognition Server 3.0.4 or 3.0.9 RealSpeak 4.0.6 or 4.0.10
				Nuance 8.5 ³⁵ : MRCP Server 1.0 SP 9 or 1.0 SP 10 or 1-0-0-SP12 Speech Recognition 8.5, SP050513 or 8.5, SP050930 Vocalizer 4.0.4 or 4.0.5 or 4.0.6
				IBM WebSphere Voice Server: MRCP Server - MRCP Server 1.0 ASR - WebSphere Voice Server V5.1.3 TTS - CTTS V5.1.3 WVS Language Support 5.1.3
				Nuance 9.0 ³⁵ : Nuance Speech Server 5.0.2 Nuance Recognizer 9.0.3 RealSpeak 4.5.0 ²²
				Nuance 9.0 ³⁵ : Nuance Speech Server 5.1.5 Nuance Recognizer 9.0.16 Vocalizer 5.0.4
				Nuance 9.0 ³⁵ : Nuance Speech Server 5.0.10 Nuance Recognizer 9.0.16 RealSpeak 4.5.0
VXML IPCC Ex	cpress Gateway to ICM ²³	Real Time Monitoring Tool (RTMT)	IP Phones for Desktop / E	ndpoint Monitoring
2.0 ICM 8.0 ICM 8.5		RTMT Module version: 8.7(005.uccx.001)	Cisco IP Phone 7912G (SCCP))
		RTMT Plugin version: 8.71(000)	Cisco IP Phone 7940G (SCCP) Cisco IP Phone 7941G (SCCP) Cisco IP Phone 7941G-GE (SCCP) Cisco IP Phone 7961G (SCCP) Cisco IP Phone 7961G (SCCP) Cisco IP Phone 7961G (SCCP) Cisco IP Phone 7961G-GE (SC Cisco IP Phone 7971G-GE (SC Cisco IP Phone 7971G-GE (SC Cisco IP Phone 7911G (SIP) Cisco IP Phone 7941G (SIP) Cisco IP Phone 7941G (SIP) Cisco IP Phone 7961G-GE (SI Cisco IP Phone 7961G-GE (SI Cisco IP Phone 7970G (SIP) Cisco IP Phone 7970G (SIP) Cisco IP Phone 7971G-GE (SI Cisco IP Phone 7971G-GE (SI Cisco IP Phone 7961G-GE (SCCP) Cisco IP Phone 7961G-GE (SCCP) Cisco IP Phone 7961G-GE (SCCP) Cisco IP Phone 7961G (SCCP) Cisco IP Phone 7975G (SCCP) Cisco IP Phone 7975G (SCCP) Cisco IP Phone 6991 (SCCP) Cisco IP Phone 6991 (SCCP) Cisco IP Phone 6941 (SCCP) Cisco IP Phone 8961 (SIP) Cisco IP Phone 9951 (SIP) Cisco IP Phone 9951 (SIP) Cisco IP Phone 8941 (SCCP) Cisco IP Phone 8941 (SCCP) Cisco IP Phone 8945 (SCCP) Cisco IP Communicator (SCCI)	CCP) () () () () () () () () () () () () ()

Upgrades are supported from all corresponding Unified CCX Service Release and Engineering Special Releases. See Upgrade Guide and Release Notes for the respective Cisco Unified Contact Center Express and Cisco Unified IP IVR releases for important information on the upgrade process.

^{2.} a. CCX at the end of a Hardware name means "Contact Center Express." This is a new acronym and name (in 2006) for IPCC Express. The full name is Cisco Unified Contact Center Express or Unified CCX.

b. For latest hardware updates, go to: www.cisco.com/go/swonly.

^{3.} Please refer to Cisco Unified CCX Solution Reference Network Design Guide at http://www.cisco.com/en/US/partner/products/sw/custcosw/ps1846/products_implementation_design_guides_list.html for more details on supported Cisco IP Phones over VPN

- 4. a. Details of CME/IOS version mapping can be found at http://www.cisco.com/en/US/docs/voice_ip_comm/cucme/requirements/guide/33matrix.htm.
 - b. Only SCCP Phones are supported as Agent Phones with Unified CME. Refer to "Cisco Unified IP Phone Support" section from the respective Cisco Unified CME Supported Firmware, Platforms, Memory, and Voice Products web page. For example, for Cisco Unified CME 7.1, go to: http://www.cisco.com/en/US/docs/ voice_ip_comm/cucme/requirements/guide/cme71spc.htm, and scroll down to view the "Cisco Unified IP Phone Support" table. c. Cisco IP Phones 6911, 6921, 6941, 6945, 6961, 8961, 9951, 9971 are not supported as Agent Phones with Unified CME
- 5. These servers are supported with replacement disks 2x146GB.
- These servers are supported with replacement disks 4x146GB.
- Refer to CSCtj11411 for more information and workaround.
- For additional information related to Unified CCX virtualization, see the Unified CM Virtualization Wiki page available at http://docwiki.cisco.com/wiki/ Virtualization_for_Unified_CCX. For information on different server and storage options, see specifications-based VMware support section in http://docwiki.cisco.com/wiki/Specification-Based_Hardware_Support
- Compatible with Cisco TelePresence Manager.
- 10. CTI control of 7931 phones is not allowed if the configuration parameter Outbound Call Rollover is set to Rollover value.
- 11. For supported Cisco IP Communicator (SCCP) versions, refer to the Cisco IP Communicator Compatibility with Cisco Unified CM Release table at http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/compat/ccmcompmatr.html#wp45351.
- 12. Supported on Phone Firmware versions 8-5-2 and higher only.
- 13. Due to CSCts68408 and CSCts68415 defect issues the IPPA functionality is supported only from Phone load 9.1.2ES1 and later.
- 14. Due to CSCts68408 and CSCts68415 defect issues the IPPA functionality is supported only from Phone load 9.1.2ES1 and later.
- 15. a. CR/QM/AQM are 32 bit applications. Support for the application clients operation on Windows 7 64-bit machines is via WoW64 emulator mode b. Desktop based monitoring and recording is not supported in WoW64 mode.
- 16. a. For supported Citrix and MTS versions refer to the Cisco Agent Desktop Version Compatibility Matrix at:
 - http://www.cisco.com/en/US/products/sw/custcosw/ps427/products_implementation_design_guides_list.html.
- 17. a. IVR Outbound feature is not supported on Unified CCX with CME/UC520.
 - b. IVR Outbound feature is not supported on MCS-7816-I3-CCX1, MCS-7816-I4-CCX1, MCS-7816-I5-CCX1 and the hardware equivalents.
 - c. This feature is supported only on IOS versions that incorporates Call Progress Analysis. Refer http://www.cisco.com/en/US/tech/tk652/tk701/technologies_tech_note09186a0080b2ad01.shtml for more information on Call Progress Analysi
- 18. The computer on which you install the Cisco CRS Historical Reports client must be running the following software: a. Microsoft Internet Explorer version 7 or higher

 - b. Informix Client-SDK version 3.00 (This will be installed by HRC Installer).
- 19. A CAD instance cannot support more than one localized language. All agents and supervisors must use the same language.
- 20. Starting Unified CCX 8.0(1), in a High Availability (HA) deployment, you will need to work with your wallboard vendor if you want the wallboard to handle Unified CCX failover transparently without any manual intervention.
- 21. You should disable the Internet Explorer pop-up blocker when using Internet Explorer, Version 7.0, with the Unified CCX Application Administration web application. This is not necessary when using it with CAD or CSD.
- 22. The latest Version of the ASR-TTS packages suggested by Nuance can be used.(http://network.nuance.com/portal/server.pt). Using the Latest Nuance Packages will not impact the integration functionality between Unified CCX and Nuance, until there is any major change by Nuance in the underlying design. However customer should maintain the compatibility among different ASR-TTS packages as suggested by Nuance.
- 23. Starting Unified CCX 8.0(1), you need to install the "IPCC Express Gateway to ICM" in a different server.
- 24. Refer to CSCtk62430 for more information and workaround.
- 25. There is a known issue with Desktop Monitoring. Refer to CSCtr37692 for more information. You should request for a patch for this issue to make the desktop monitoring work
- 26. There is a known issue with Desktop Monitoring. Refer to CSCtr37692 for more information. You should request for a patch for this issue to make the desktop monitoring work.
- 27. Install Cisco IP Communicator on the same system on which CAD and CSD Clients are installed.
- 28. CAD-based recording or monitoring and IP phone-based recording cannot work at the same time with Cisco IP Communicator.
- 29. Cisco QM has direct dependencies upon Cisco Unified Communications Manager (Unified CM) for CTI and SIP events; therefore QM compatibility with Unified CM is limited to the current Unified CM version at the time of release and at least one prior version. Previous versions of QM are not generally updated for compatibility with new versions of Unified CM. Therefore those planning upgrades should consult the appropriate QM Installation Guide for Unified CM compatibility. Please refer to the footnote on individual QM versions to identify the Unified CM versions supported by that QM.
- 30. All associated SRs are supported with compatible versions of WFM.
- 31. These Unified CM versions are supported 8.0(1), 8.0(2) and all SUs, 8.5(1) and all SUs, and Unified CM 8.6.2.22033 and later.
- 32. Span-based Silent Monitoring on UCS B-series is not supported.
- 33. Supported on Phone Firmware versions 9.3.1 and later only.
- 34. All the ES of a CUCM Release shall be considered as Qualified with UCCX if the corresponding SU version of the CUCM release is qualified with UCCX.
- 35. Nuance version 9.0 and above should use OSR 3.1.x as the Grammar Variant. Nuance 8.5 and older versions will continue using "Nuance" as the Grammar Variant.

Note: Custom scripts developed with the Editor packaged with this Unified CCX version, can be edited only from this version and subsequent versions of the Editor.

Cisco Unified CCX and Cisco Unified IP IVR, Release 8.5(1)SU2 Solution Set (Sheet 1 of 3)

Cisco Unified CCX and Cisco Unified IP IVR, Release File name	Supported Unified CCX IP IVR Upgrade Paths ¹	Cisco Unified Communications Manager (Unified CM) and Unified CM Business Edition Releases ³⁶	Hardware ²	IP Phones for Cisco Agent Desktop	IP Phones for Cisco IP Phone Agent
8.5.1.11002-22 ⁴ UCOS Platform Version - 8.5.1.10000-21	7.0(1)SR5 7.0(2) 8.0(1) 8.0(2) 8.0(2)SU1 8.0(2)SU2 8.0(2)SU3 8.0(2)SU4 8.5(1) 8.5(1) SU1	8.0(1) JTAPI 8.0(1.10000)-3 File Name 8.0.1.10000-40 8.0(2) JTAPI 8.0(2.10000)-3 File Name 8.0.2.10000-24 8.0(2b) JTAPI 8.0(2.10000)-3 File Name 8.0.2.30000-1 8.0(2c) JTAPI 8.0(2.10000)-4 File Name 8.0.2.40000-1 8.0(2c) SU1 JTAPI 8.0(2.10000)-4 File Name 8.0.2.41900-3 8.0(3) JTAPI 8.0(3.10000)-2 File Name 8.0.3.10000-2 File Name 8.0.3.20000-2 8.0(3a) JTAPI 8.0(3.10000)-3 File Name 8.0.3.20000-2 8.0(3a) SU1 JTAPI 8.0(3.10000)-3 File Name 8.0.3.22900-5 8.0(3a) SU2 JTAPI 8.0(3.10000)-1 File Name 8.0.3.22900-5 8.0(3a) SU3 JTAPI 8.0(3.10000)-10 FileName 8.0.3.23900-5 8.5(1) JTAPI 8.5(1.10000)-1 File Name 8.5.1.11900-21 8.5(1) SU3 JTAPI 8.5(1.11900)-2 File Name 8.5.1.12900-7 8.5(1) SU3 JTAPI 8.5(1.10000)-1 File Name 8.5.1.12900-7 8.5(1) SU3 JTAPI 8.5(1.10000)-1 File Name 8.5.1.14900-5 8.6(1) JTAPI 8.5(1.10000)-1 File Name 8.5.1.14900-5 8.6(1) JTAPI 8.6(1.10000)-1 File Name 8.6.1.20000-1 Rie Name 8.6.1.20000-1 Rie Name 8.6.2.20000-2 8.6(2a) SU1 JTAPI 8.6(2.10000)-5 Filename: 8.6.2.21900-5 8.6(2a) SU2 JTAPI 8.6(2.10000)-5 Filename: 8.6.2.22900-9 Cisco Unified Communications Manager Express (Unified CME) ⁵ 8.0 8.1 8.5	Native Servers MCS-7816-13-CCX1 MCS-7816-13-CCX1 MCS-7816-13-CCX1 MCS-7825-13-CCX1 MCS-7825-13-CCX1 MCS-7825-14-K9-CXA1 MCS-7825-14-K9-CXA1 MCS-7825-15-CCX1 MCS-7835-12-CCX16, 8 MCS-7835-12-CCX28 MCS-7835-13-CCX1 MCS-7845-12-CCX17, 8 MCS-7845-12-CCX1 MCS-7845-13-CCX1 MCS-7845-13-CCX1 MCS-7845-13-CCX1 MCS-7835-H2-CCX1 MCS-7835-H2-CCX1 MCS-7835-H2-CCX16, 8 MCS-7835-H2-CCX16, 8 MCS-7835-H2-CCX16 MCS-7845-H2-CCX16 MCS-7845-H2-CCX16 MCS-7845-H2-CCX28 Wirtual Platform9 UCS B200 M1 Blade Server34 UCS B200 M2 Blade Server34 UCS C210 M2 UCS C210 M2 UCS C210 M2 UCS C220 M3S Native Servers - Equivalent servers from IBM For information and details on equivalent servers for the supported Native MCS-I servers, refer to http://www.cisco.com/en/US/prod/collateral/voicesw/ps6790/ps5748/ps378/ product_solution_overview0900aecd800 91615.html Native Servers - Equivalent servers from HP HP D1380-G6 Single Intel Xeon Nehalem quad-core E5504, 2.0 GHz, 4GB RAM, 2X146GB SAS Hard Drives HP DL380-G6 Single Intel Xeon Nehalem quad-core E5540, 2.53 GHz, 6GB RAM, 4X146GB SAS Hard Drives For information and details on equivalent servers from the supported Native MCS-H servers, please refer to http://www.cisco.com/en/US/prod/collateral/voicesw/ps6790/ps5748/ps378/ product_solution_overview09186a00801 07d79.html	Cisco IP Phone 7911G (SCCP) Cisco IP Phone 7912G (SCCP) Cisco IP Phone 7921G (SCCP) Cisco IP Phone 7921G (SCCP) Cisco IP Phone 7925G (SCCP) Cisco IP Phone 7940G (SCCP) Cisco IP Phone 7941G (SCCP) Cisco IP Phone 7941G (SCCP) Cisco IP Phone 7960G (SCCP) Cisco IP Phone 7961G (SCCP) Cisco IP Phone 7961G (SCCP) Cisco IP Phone 7970G (SCCP) Cisco IP Phone 7970G (SCCP) Cisco IP Phone 7971G-GE (SCCP) Cisco IP Phone 7971G-GE (SCCP) Cisco IP Phone 7911G (SIP) Cisco IP Phone 7941G (SIP) Cisco IP Phone 7961G-GE (SIP) Cisco IP Phone 7970G (SIP) Cisco IP Phone 7962G (SCCP) Cisco IP Phone 7965G (SCCP) Cisco IP Phone 7975G (SCCP) Cisco IP Phone 69911 Cisco IP Phone 6991 Cisco I	Cisco IP Phone 7911G (SCCP) Cisco IP Phone 7921G (SCCP) Cisco IP Phone 7921G (SCCP) Cisco IP Phone 7921G (SCCP) Cisco IP Phone 7925G (SCCP) Cisco IP Phone 7940G (SCCP) Cisco IP Phone 7941G (SCCP) Cisco IP Phone 7941G-GE (SCCP) Cisco IP Phone 7960G (SCCP) Cisco IP Phone 7961G (SCCP) Cisco IP Phone 7961G (SCCP) Cisco IP Phone 7970G (SCCP) Cisco IP Phone 7971G-GE (SCCP) Cisco IP Phone 7911G (SIP) Cisco IP Phone 7941G (SIP) Cisco IP Phone 7941G (SIP) Cisco IP Phone 7961G (SIP) Cisco IP Phone 7970G (SIP) Cisco IP Phone 7970G (SIP) Cisco IP Phone 7970G (SIP) Cisco IP Phone 7971G-GE (SIP) Cisco IP Phone 7971G-GE (SIP) Cisco IP Phone 7965G (SCCP & SIP) Cisco IP Phone 7965G (SCCP & SIP) Cisco IP Phone 7975G (SCCP & SIP) Cisco IP Phone 7971G CISCO IP Phone 7971G CISCO IP Phone 7975G (SCCP & SIP) Cisco IP Phone 7975G (SCCP & SIP) Cisco IP Phone 6921 (SCCP) Cisco IP Phone 6921 (SCCP) Cisco IP Phone 6945 (SCCP) Cisco IP Phone 6941 (SCCP) Cisco IP Phone 6941 (SCCP) Cisco IP Phone 6941 (SCCP) Cisco IP Phone 6961 (SCCP) Cisco IP Phone 6961 (SCCP) Cisco IP Phone 8941 (SCCP) Cisco IP Phone 8941
Security/AntiVirus	Cisco Hosted Collaboration	8.0.2 8.0.4		Cisco IP Communicator (SCCP) ¹² Historical/Config	Cisco IP Phone 8945 (SCCP) ¹⁵ Cisco IP Phone 8961 (SIP) Cisco IP Phone 9951 (SIP) Cisco IP Phone 9971 (SIP)
Software	Solution (HCS)	Java Versions	Quality Management (QM) ^{16, 31}	Database	Enterprise Database
Cisco Security Agent (CSA) is installed by Unified CCX 8.5(1)Installer	HCS v8.6.1 HCS v8.6.2	Custom Classes/SDK Sun JRE 1.6.0_20 Real-Time Reporting Sun JRE 1.6.0_20	8.5(1) 8.5(2) 8.5(2)SR1 ³³ 9.0(1)	IBM Informix Dynamic Server (Installed by Unified CCX 8.5(1) Installer)	Oracle 10g R2, Oracle 10g XE Oracle 11g R2 Sybase Adaptive Server 12 IBM DB2 8.2
					MS SQL Server 2000 MS SQL Server 2005 MS SQL Server 2008

Cisco Unified CCX and Cisco Unified IP IVR, Release 8.5(1)SU2 Solution Set (Sheet 2 of 3)

Unified CCX CTI				CAD/CSD/CDA Client OS ¹⁷	Gateways for Outbound IVR ¹⁸
Versions 10 11 12 13 14	Win XP Profession & Release Notes) Win Vista (Ultimat Windows 7 (Ultimat	n Tips & Release Notes) al SP3 (Please check Tech Tips te and Business) ate) with WoW64(Ultimate,	WorkForce Management (WFM) ³² 8.5(1) 8.5(2) 8.5(2)SR1 9.0(1)	Win XP Professional SP2 (Please check Tech Tips & Release Notes) Win XP Professional SP3 (Please check Tech Tips & Release Notes) Win Vista (Ultimate, Enterprise, and Business) Windows 7 (Ultimate, Enterprise, and Professional) Windows 7 x64bit with WoW64 (Ultimate, Enterprise, Professional)	Router 38XX Series, IOS 15.1(3)T and higher Router 39XX Series, IOS 15.1(3)T and higher Router 28XX Series, IOS 15.1(3)T and higher Router 29XX Series, IOS 15.1(3)T and higher
CAD/ CAD-BE/CSD Client Version	CAD-BE Client O	s	CAD-BE Browser Support on Windows XP Professional SP1, SP2 and SP3	CAD-BE Browser Support on Windows Vista Business, and Ultimate	CAD-BE Browser Support on Windows 7 and Windows 7 x64bit with WoW64
8.5.1.214 ¹⁹	Win XP Professional SP2 (Please check Tech Tips & Release Notes) Win XP Professional SP3 (Please check Tech Tips & Release Notes) Win Vista (Ultimate, Enterprise, Business) Windows 7 (Ultimate, Enterprise, Professional) Windows 7 x64bit with WoW64 (Ultimate, Enterprise, Professional)		IE 7 with Sun JRE 6.0 update 20 IE 8 with Sun JRE 6.0 update 20 Firefox 3.5 with Sun JRE 6.0 update 20 Firefox 3.6 with Sun JRE 6.0 update 20	IE 7 with Sun JRE 6.0 update 20 IE 8 with Sun JRE 6.0 update 20 Firefox 3.5 with Sun JRE 6.0 update 20 Firefox 3.6 with Sun JRE 6.0 update 20	Firefox 3.6 with Sun
CAD-BE Browser Su	ipport on Red Hat i	Enterprise Linux v5	Cisco VPN Client for CAD/ CAD-BE/CSD	Cisco TelePresence Softwa	re
IE 7 with Sun JRE 6.0 update 20 IE 8 with Sun JRE 6.0 update 20 Firefox 3.0 with Sun JRE 6.0 update 20 Firefox 3.5 with Sun JRE 6.0 update 20		4.6.02.0011 5.0.01.0600	See compatibility information for Cisco TelePresence System available at : http://www.cisco.com/en/US/products/ps8332/products_device_support_tables_list.html for supported Cisco Unified CM releases.		
CUPS Releases		Microsoft Exchange Server		HR Client Version	
8.0.1 8.0.3 8.0.4 8.5.4		Microsoft Exchange Server 20 (FPP) Microsoft Exchange Server 20 Microsoft Exchange Server 20		8.5(1.10)	
HR Client ²⁰ OS		Supported Languages ²¹			Wallboard ²²
Win XP Professional Win XP Professional SP2 (Please check Tech Tips & Release Notes) Win XP Professional SP3 (Please check Tech Tips & Release Notes) Win Vista (Ultimate and Business) Windows 7 (Ultimate) Windows 7 x64bit with WoW64 (Ultimate, Enterprise, Professional) ASR Grammar for woren, Professional WXML Grammar: Dependent on what you vendor CAD/CSD Supported Lenglish, German, French			K, CO, ES), anese, Italian install from TTS vendor	anish, Cantonese (Hong Kong),	Spectrum 3.1.2 INOVA (light link) 5.7
			nish, Italian, Japanese, Simplified Chinese e, Swedish, Dutch, Danish, Russian, Norwe orted Languages:	egian, Finnish, Turkish, Polish,	

Cisco Unified CCX and Cisco Unified IP IVR, Release 8.5(1)SU2 Solution Set (Sheet 3 of 3)

Cisco Works	Crystal Reports	AppAdmin, AppSupervisor, AppUser Client	MRCP	Speech Server
Campus Manager 4.0 (EOS) CiscoWorks Resource Manager Essentials 4.0 CiscoWorks IPCOM 1.0 CiscoWorks CUOM 2.0	Developer Edition 11.0 and 11.5 Professional Edition 11.0 and 11.5	Internet Explorer 7.x ²³ and 8.x Firefox 3.5 and 3.6	1.0	Scansoft/Nuance: SpeechWorks Media Server 3.1.6 or 3.1.9 Open Speech Recognition Server 3.0.4 or 3.0.9 RealSpeak 4.0.6 or 4.0.10
				Nuance 8.5 ³⁷ : MRCP Server 1.0 SP 9 or 1.0 SP 10 or 1-0-0-SP12 Speech Recognition 8.5, SP050513 or 8.5, SP050930 Vocalizer 4.0.4 or 4.0.5 or 4.0.6
				IBM WebSphere Voice Server: MRCP Server - MRCP Server 1.0 ASR - WebSphere Voice Server V5.1.3 TTS - CTTS V5.1.3 WVS Language Support 5.1.3
				Nuance 9.0 ³⁷ : Nuance Speech Server 5.0.2 Nuance Recognizer 9.0.3 RealSpeak 4.5.0 ²⁴
				Nuance 9.0 ³⁷ : Nuance Speech Server 5.1.5 Nuance Recognizer 9.0.16 Vocalizer 5.0.4
				Nuance 9.0 ³⁷ : Nuance Speech Server 5.0.10 Nuance Recognizer 9.0.16 RealSpeak 4.5.0
VXML IPCC Express Ga	iteway to ICM ²⁵	Real Time Monitoring Tool (RTMT)	IP Phones for Desktop / E	ndpoint Monitoring
2.0 ICM 8.0(1) ICM 8.5(1)		RTMT Module version: 8.7(005.uccx.001) RTMT Plugin version: 8.71(000)	Cisco IP Phone 7911G (SCCP) Cisco IP Phone 7912G (SCCP) Cisco IP Phone 7941G (SCCP) Cisco IP Phone 7961G (SCCP) Cisco IP Phone 7961G (SCCP) Cisco IP Phone 7961G (SCCP) Cisco IP Phone 7971G-GE (SC Cisco IP Phone 7971G-GE (SC Cisco IP Phone 7971G-GE (SI Cisco IP Phone 7941G (SIP) Cisco IP Phone 7941G (SIP) Cisco IP Phone 7961G (SIP) Cisco IP Phone 7961G (SIP) Cisco IP Phone 7961G (SIP) Cisco IP Phone 7970G (SCCP) Cisco IP Phone 7942G (SCCP) Cisco IP Phone 7945G (SCCP) Cisco IP Phone 7945G (SCCP) Cisco IP Phone 7931G (SCCP) Cisco IP Phone 6911 (SCCP) Cisco IP Phone 6941 (SCCP) Cisco IP Phone 6941 (SCCP) Cisco IP Phone 6945 (SCCP) Cisco IP Phone 6941 (SCCP) Cisco IP Phone 6941 (SCCP) Cisco IP Phone 6961 (SCCP) Cisco IP Phone 6961 (SIP) Cisco IP Phone 9951 (SIP) Cisco IP Phone 9951 (SIP) Cisco IP Phone 8941 (SCCP) Cisco IP Phone 8941 (SCCP) Cisco IP Phone 9951 (SIP) Cisco IP Phone 8941 (SCCP)	P) (CCP) (CC

Upgrades are supported from all corresponding Unified CCX Service Release and Engineering Special Releases. See Upgrade Guide and Release Notes for the respective Cisco Unified Contact Center Express and Cisco Unified IP IVR releases for important information on the upgrade process.

b. For latest hardware updates, go to: www.cisco.com/go/swonly.

^{2.} a. CCX at the end of a Hardware name means "Contact Center Express." This is a new acronym and name (in 2006) for IPCC Express. The full name is Cisco Unified Contact Center Express or Unified CCX.

^{3.} Please refer to Cisco Unified CCX Solution Reference Network Design Guide at http://www.cisco.com/en/US/partner/products/sw/custcosw/ps1846/products_implementation_design_guides_list.html for more details on supported Cisco IP Phones over VPN

^{4.} CIM (EIM/WIM) is not supported with Cisco Unified CCX and Cisco Unified IP IVR release 7.0(2) and higher

- 5. a. Details of CME/IOS version mapping can be found at http://www.cisco.com/en/US/docs/voice_ip_comm/cucme/requirements/guide/33matrix.htm.
 - b. Only SCCP Phones are supported as Agent Phones with Unified CME. Refer to "Cisco Unified IP Phone Support" section from the respective Cisco Unified CME Supported Firmware, Platforms, Memory, and Voice Products web page. For example, for Cisco Unified CME 7.1, go to: http://www.cisco.com/en/US/docs/ voice_ip_comm/cucme/requirements/guide/cme71spc.htm, and scroll down to view the "Cisco Unified IP Phone Support" table. c. Cisco IP Phones 6911, 6921, 6941, 6945, 6961, 8961, 9951, 9971 are not supported as Agent Phones with Unified CME
- 6. These servers are supported with replacement disks 2x146GB.
- These servers are supported with replacement disks 4x146GB.
- 8. Refer to CSCtj11411 for more information and workaround.
- For additional information related to Unified CCX virtualization, see the Unified CM Virtualization Wiki page available at http://docwiki.cisco.com/wiki/ Virtualization_for_Unified_CCX. For information on different server and storage options, see specifications-based VMware support section in http://docwiki.cisco.com/wiki/Specification-Based_Hardware_Support.
- 10. Compatible with Cisco TelePresence Manager.
- 11. CTI control of 7931 phones is not allowed if the configuration parameter Outbound Call Rollover is set to Rollover value.
- 12. For supported Cisco IP Communicator (SCCP) versions, refer to the Cisco IP Communicator Compatibility with Cisco Unified CM Release table at http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/compat/ccmcompmatr.html#wp45351.
- 13. Supported on Phone Firmware versions 8-5-2 and higher only.
- 14. Due to CSCts68408 and CSCts68415 defect issues the IPPA functionality is supported only from Phone load 9.1.2ES1 and later.
- 15. Due to CSCts68408 and CSCts68415 defect issues the IPPA functionality is supported only from Phone load 9.1.2ES1 and later.
- 16. a. CR/QM/AQM are 32 bit applications. Support for the application clients operation on Windows 7 64-bit machines is via WoW64 emulator mode b. Desktop based monitoring and recording is not supported in WoW64 mode.
- 17. a. For supported Citrix and MTS versions refer to the Cisco Agent Desktop Version Compatibility Matrix at:
 - http://www.cisco.com/en/US/products/sw/custcosw/ps427/products_implementation_design_guides_list.html.
- 18. a. IVR Outbound feature is not supported on Unified CCX with CME/UC520.
 - b. IVR Outbound feature is not supported on MCS-7816-I3-CCX1, MCS-7816-I4-CCX1, MCS-7816-I5-CCX1 and the hardware equivalents.
 - c. This feature is supported only on IOS versions that incorporates Call Progress Analysis. Refer http://www.cisco.com/en/US/tech/tk652/tk701/technologies_tech_note09186a0080b2ad01.shtml for more information on Call Progress Analysi
- 19. If you apply RecMon fixes cop file to 8.5(1) SU1 then the CAD version changes to 8.5.1.150
- 20. The computer on which you install the Cisco CRS Historical Reports client must be running the following software: a. Microsoft Internet Explorer version 7 or higher

 - b. Informix Client-SDK version 3.00 (This will be installed by HRC Installer).
- 21. A CAD instance cannot support more than one localized language. All agents and supervisors must use the same language.
- 22. Starting Unified CCX 8.0(1), in a High Availability (HA) deployment, you will need to work with your wallboard vendor if you want the wallboard to handle Unified CCX failover transparently without any manual intervention.
- 23. You should disable the Internet Explorer pop-up blocker when using Internet Explorer, Version 7.0, with the Unified CCX Application Administration web application. This is not necessary when using it with CAD or CSD.
- 24. The latest Version of the ASR-TTS packages suggested by Nuance can be used.(http://network.nuance.com/portal/server.pt). Using the Latest Nuance Packages will not impact the integration functionality between Unified CCX and Nuance, until there is any major change by Nuance in the underlying design. However customer should maintain the compatibility among different ASR-TTS packages as suggested by Nuance.
- 25. Starting Unified CCX 8.0(1), you need to install the "IPCC Express Gateway to ICM" in a different server.
- 26. Refer to CSCtk62430 for more information and workaround.
- 27. There is a known issue with Desktop Monitoring. Refer to CSCtr37692 for more information. You should request for a patch for this issue to make the desktop monitoring work.
- 28. There is a known issue with Desktop Monitoring. Refer to CSCtr37692 for more information. You should request for a patch for this issue to make the desktop monitoring work.
- 29. Install Cisco IP Communicator on the same system on which CAD and CSD Clients are installed.
- 30. CAD-based recording or monitoring and IP phone-based recording cannot work at the same time with Cisco IP Communicator.
- 31. Cisco QM has direct dependencies upon Cisco Unified Communications Manager (Unified CM) for CTI and SIP events; therefore QM compatibility with Unified CM is limited to the current Unified CM version at the time of release and at least one prior version. Previous versions of QM are not generally updated for compatibility with new versions of Unified CM. Therefore those planning upgrades should consult the appropriate QM Installation Guide for Unified CM compatibility. Please refer to the footnote on individual QM versions to identify the Unified CM versions supported by that QM.
- 32. All associated SRs are supported with compatible versions of WFM.
- 33. These Unified CM versions are supported 8.0(1), 8.0(2) and all SUs, 8.5(1) and all SUs, and Unified CM 8.6.2.22033 and later.
- 34. Span-based Silent Monitoring on UCS B-series is not supported.
- 35. Supported on Phone Firmware versions 9.3.1 and later only.
- 36. All the ES of a CUCM Release shall be considered as Qualified with UCCX if the corresponding SU version of the CUCM release is qualified with UCCX.
- 37. Nuance version 9.0 and above should use OSR 3.1.x as the Grammar Variant. Nuance 8.5 and older versions will continue using "Nuance" as the Grammar Variant.

Note: Custom scripts developed with the Editor packaged with this Unified CCX version, can be edited only from this version and subsequent versions of the Editor.

Cisco Unified CCX and Cisco Unified IP IVR, Release 8.5(1)SU1 Solution Set (Sheet 1 of 3)

Cisco Unified CCX and Cisco Unified IP IVR, Release File name	Supported Unified CCX IP IVR Upgrade Paths ¹	Cisco Unified Communications Manager (Unified CM) and Unified CM Business Edition Releases ³⁶	Hardware ²	IP Phones for Cisco Agent Desktop	IP Phones for Cisco IP Phone Agent
8.5.1.11001-35 ⁴ UCOS Platform Version - 8.5.1.10000-21	7.0(1)SR5 7.0(2) 8.0(1) 8.0(2) 8.0(2)SU1 8.0(2)SU2 8.0(2)SU3 8.0(2)SU4 8.5(1)	8.0(1) JTAPI 8.0(1.10000)-3 File Name 8.0.1.10000-40 8.0(2) JTAPI 8.0(2.10000)-3 File Name 8.0.2.10000-24 8.0(2b) JTAPI 8.0(2.10000)-1 8.0(2c) JTAPI 8.0(2.10000)-1 8.0(2c) JTAPI 8.0(2.10000)-4 File Name 8.0.2.40000-1 8.0(2c) SUI JTAPI 8.0(2.10000)-4 File Name 8.0.2.41900-3 8.0(3) JTAPI 8.0(3.10000)-2 File Name 8.0.3.10000)-2 File Name 8.0.3.10000)-2 File Name 8.0.3.20000-2 8.0(3a) SUI JTAPI 8.0(3.10000)-3 File Name 8.0.3.21900-8 8.0(3a) SU2 JTAPI 8.0(3.10000)-1 File Name 8.0.3.22900)-5 File Name 8.0.3.22900-5 8.0(3a) SU3 JTAPI 8.0(3.10000)-10 File Name 8.5.1.10000-10 File Name 8.5.1.10000-16 File Name 8.5.1.11900-21 8.5(1)SU1 JTAPI 8.5(1.10000)-1 File Name 8.5.1.12900-7 8.5(1)SU3 JTAPI 8.5(1.10000)-1 File Name 8.5.1.14900-1 File Name 8.5.1.14900-1 File Name 8.5.1.14900-5 8.5(1)SU1 JTAPI 8.5(1.10000)-1 File Name 8.6.1.10000-1 File Name 8.6.1.20000-1 8.6(2a) SU1 JTAPI 8.6(2.10000)-5 Filename: 8.6.2.20000-2 8.6(2a) SU2 JTAPI 8.6(2.10000)-5 Filename: 8.6.2.21900-5 8.6(2a) SU2 JTAPI 8.6(2.10000)-5 Filename: 8.6.2.22900-9 Cisco Unified Communications Manager Express (Unified CME) 8.0 8.1 8.5	Native Servers MCS-7816-13-CCX1 MCS-7816-13-CCX1 MCS-7816-14-CCX1 MCS-7825-13-CCX1 MCS-7825-14-CX1 MCS-7825-14-K9-CXA1 MCS-7825-15-CCX1 MCS-7835-12-CCX1 MCS-7835-12-CCX28 MCS-7835-13-CCX1 MCS-7845-13-CCX1 MCS-7845-13-CCX1 MCS-7845-13-CCX1 MCS-7845-13-CCX1 MCS-7845-13-CCX1 MCS-7845-13-CCX1 MCS-7835-H2-CCX16, 8 MCS-7835-H2-CCX16, 8 MCS-7835-H2-CCX16, 8 MCS-7835-H2-CCX16, 8 MCS-7835-H2-CCX16 MCS-7845-H2-CCX16 MCS-7845-H2-CCX28 Wirtual Platform UCS B200 M1 Blade Server ³⁴ UCS B200 M2 Blade Server ³⁴ UCS B200 M2 Blade Server ³⁴ UCS C210 M2 UCS C210 M2 UCS C220 M3S Native Servers - Equivalent servers from IBM For information and details on equivalent servers, refer to http://www.cisco.com/en/US/prod/collateral/voicesw/ps6790/ps5748/ps378/ product_solution_overview0900aecd800 91615.html Native Servers - Equivalent servers from HP HP D1380-G6 Single Intel Xeon Nehalem quad-core E5540, 2.53 GHz, 4GB RAM, 2X146GB SAS Hard Drives HP DL380-G6 Single Intel Xeon Nehalem quad-core E5540, 2.53 GHz, 6GB RAM, 4X146GB SAS Hard Drives For information and details on equivalent servers, please refer to http://www.cisco.com/en/US/prod/collateral/voicesw/ps6790/ps5748/ps378/ For information and details on equivalent servers, please refer to http://www.cisco.com/en/US/prod/collateral/voicesw/ps6790/ps5748/ps378/ For information and details on equivalent servers, please refer to http://www.cisco.com/en/US/prod/collateral/voicesw/ps6790/ps5748/ps378/ product_solution_overview09186a00801 07d79.html	Cisco IP Phone 7911G (SCCP) Cisco IP Phone 7912G (SCCP) Cisco IP Phone 7921G (SCCP) Cisco IP Phone 7921G (SCCP) Cisco IP Phone 7925G (SCCP) Cisco IP Phone 7940G (SCCP) Cisco IP Phone 7941G (SCCP) Cisco IP Phone 7941G-GE (SCCP) Cisco IP Phone 7961G-GE (SCCP) Cisco IP Phone 7961G (SCCP) Cisco IP Phone 7961G-GE (SCCP) Cisco IP Phone 7970G (SCCP) Cisco IP Phone 7970G (SCCP) Cisco IP Phone 7971G-GE (SCCP) Cisco IP Phone 7911G (SIP) Cisco IP Phone 7941G (SIP) Cisco IP Phone 7941G-GE (SCCP) Cisco IP Phone 7941G-GE (SCCP) Cisco IP Phone 7911G Cisco IP Phone 7941G-GE (SIP) Cisco IP Phone 7961G Cisco IP Phone 7961G-GE (SIP) Cisco IP Phone 7970G (SIP) Cisco IP Phone 7970G (SIP) Cisco IP Phone 7971G-GE (SIP) Cisco IP Phone 7975G (SCCP) Cisco IP Phone 7975G (SCCP) Cisco IP Phone 6921 (SCCP & SIP) Cisco IP Phone 6921 (SCCP Cisco IP Phone 6941 (SCCP) Cisco IP Phon	Cisco IP Phone 7911G (SCCP) Cisco IP Phone 7912G (SCCP) Cisco IP Phone 7921G (SCCP) Cisco IP Phone 7921G (SCCP) Cisco IP Phone 7925G (SCCP) Cisco IP Phone 7940G (SCCP) Cisco IP Phone 7941G (SCCP) Cisco IP Phone 7941G-GE (SCCP) Cisco IP Phone 7961G (SCCP) Cisco IP Phone 7961G (SCCP) Cisco IP Phone 7961G-GE (SCCP) Cisco IP Phone 7970G (SCCP) Cisco IP Phone 7971G-GE (SCCP) Cisco IP Phone 7911G (SIP) Cisco IP Phone 7941G-GE (SCP) Cisco IP Phone 7911G (SIP) Cisco IP Phone 7961G (SIP) Cisco IP Phone 7970G (SIP) Cisco IP Phone 7970G (SIP) Cisco IP Phone 7971G-GE (SIP) Cisco IP Phone 7962G (SCCP & SIP) Cisco IP Phone 7965G (SCCP & SIP) Cisco IP Phone 7975G (SCCP & SIP) Cisco IP Phone 6921 (SCCP) Cisco IP Phone 6921 (SCCP) Cisco IP Phone 6945 (SCCP) Cisco IP Phone 6941 (SCCP) Cisco IP Phone 6941 (SCCP) Cisco IP Phone 8961 (SCCP) Cisco IP Phone 8941 (SCCP) Cisco IP Phone 8941 (SCCP) Cisco IP Phone 8945 (SCCP) Cisco IP Phone 8961 (SCCP) Cisco IP Ph
Security/AntiVirus	Software	Java Versions	Quality Management (QM) ^{16, 31}	(SCCP) ¹² Historical/Config Database	Cisco IP Phone 9971 (SIP) Enterprise Database
Cisco Security Agent (by Unified CCX 8.5(1)	(CSA) is installed	Custom Classes/SDK Sun JRE 1.6.0_20 Real-Time Reporting Sun JRE 1.6.0_20	8.5(1) 8.5(2) 8.5(2) SR1 ³³ 9.0(1)	IBM Informix Dynamic Server (Installed by Unified CCX 8.5(1) Installer)	Oracle 10g R2, Oracle 10g XE Oracle 11g R2 Sybase Adaptive Server 12 IBM DB2 8.2 MS SQL Server 2000 MS SQL Server 2005 MS SQL Server 2008

Cisco Unified CCX and Cisco Unified IP IVR, Release 8.5(1)SU1 Solution Set (Sheet 2 of 3)

Unified CCX CTI Versions	Editor Client OS		WorkForce Management (WFM) ³²	CAD/CSD/CDA Client OS ¹⁷	Gateways for Outbound IVR ¹⁸
10 11 12 13 14	Win XP Professiona & Release Notes) Win Vista (Ultimat Windows 7 (Ultimat	n Tips & Release Notes) al SP3 (Please check Tech Tips e and Business) ate) with WoW64(Ultimate,	8.5(1) 8.5(2) 8.5(2) SR1 9.0(1)	Win XP Professional SP2 (Please check Tech Tips & Release Notes) Win XP Professional SP3 (Please check Tech Tips & Release Notes) Win Vista (Ultimate, Enterprise, and Business) Windows 7 (Ultimate, Enterprise, 4 Professional) Windows 7 x64bit with WoW64(Ultimate, Enterprise, Professional)	Router 38XX Series, IOS 15.1(3)T and higher Router 39XX Series, IOS 15.1(3)T and higher Router 28XX Series, IOS 15.1(3)T and higher Router 29XX Series, IOS 15.1(3)T and higher
CAD/ CAD-BE/CSD Client Version	CAD-BE Client O	s	CAD-BE Browser Support on Windows XP Professional SP1, SP2 and SP3	CAD-BE Browser Support on Windows Vista Business, and Ultimate	CAD-BE Browser Support on Windows 7 and Windows 7 x64bit with WoW64
8.5.1.111 ¹⁹			IE 7 with Sun JRE 6.0 update 20 IE 8 with Sun JRE 6.0 update 20 Firefox 3.5 with Sun JRE 6.0 update 20 Firefox 3.6 with Sun JRE 6.0 update 20	IE 7 with Sun JRE 6.0 update 20 IE 8 with Sun JRE 6.0 update 20 Firefox 3.5 with Sun JRE 6.0 update 20 Firefox 3.6 with Sun JRE 6.0 update 20	IE 7 with Sun JRE 6.0 update 20 IE 8 with Sun JRE 6.0 update 20 Firefox 3.5 with Sun JRE 6.0 update 20 Firefox 3.6 with Sun JRE 6.0 update 20
CAD-BE Browser Sup	pport on Red Hat I	Enterprise Linux v5	Cisco VPN Client for CAD/ CAD-BE/CSD	Cisco TelePresence Softwa	ire
IE 7 with Sun JRE 6.0 update 20 IE 8 with Sun JRE 6.0 update 20 Firefox 3.0 with Sun JRE 6.0 update 20 Firefox 3.5 with Sun JRE 6.0 update 20			4.6.02.0011 5.0.01.0600		
CUPS Releases		Microsoft Exchange Server		HR Client Version	
7.0 7.1 8.0.1 8.0.3 8.0.4		Microsoft Exchange Server 200 (FPP) Microsoft Exchange Server 200 Microsoft Exchange Server 200		8.5(1.4)	
HR Client ²⁰ OS		Supported Languages ²¹			Wallboard ²²
Win XP Professional Win XP Professional SP2 (Please check Tech Tips & Release Notes) Win XP Professional SP3 (Please check Tech Tips & Release Notes) Win YP Professional SP3 (Please check Tech Tips & Release Notes) Windows 7 (Ultimate and Business) Windows 7 (Ultimate) Windows 7 x64bit with WoW64 (Ultimate, Enterprise, Professional) **TTS: Dependent on what you vxml Grammar: Dependent on what you instal vendor **CAD/CSD Supported Language English, German, French, Spa (Brazilian), Traditional Chinese Canadian French Cisco IP Phone Agent Supported Supported Supported Supported Supported Cisco IP Phone Agent Supported Supported Supported Supported Supported Cisco IP Phone Agent Supported		English (US, CA, GB), Spanisl Japanese, Italian, Korean, Por' Mandarin (Taiwan), Dutch, Sw Hungarian, Czech, Polish ASR Grammar for workflow English (US, GB), Spanish (M) French (CA, FR), German, Jap	K, CO, ES), anese, Italian	anish, Cantonese (Hong Kong),	Spectrum 3.1.2 INOVA (light link) 5.7
		nish, Italian, Japanese, Simplified Chinese, e, Swedish, Dutch, Danish, Russian, Norwe orted Languages: I, German, Italian, Japanese (Katakana), P	gian, Finnish, Turkish, Polish,		
		Historical Reporting Client: English, German, French, Spa		, Korean, Portuguese	

Cisco Unified CCX and Cisco Unified IP IVR, Release 8.5(1)SU1 Solution Set (Sheet 3 of 3)

		AppAdmin, AppSupervisor, AppUser		
Cisco Works	Crystal Reports	Client	MRCP	Speech Server
Campus Manager 4.0 (EOS) CiscoWorks Resource Manager Essentials 4.0 CiscoWorks IPCOM 1.0 CiscoWorks CUOM 2.0	Developer Edition 11.0 and 11.5 Professional Edition 11.0 and 11.5	Internet Explorer 7.x ²³ and 8.x Firefox 3.5 and 3.6	1.0	Scansoft/Nuance: SpeechWorks Media Server 3.1.6 or 3.1.9 Open Speech Recognition Server 3.0.4 or 3.0.9 RealSpeak 4.0.6 or 4.0.10
				Nuance 8.5 ³⁷ : MRCP Server 1.0 SP 9 or 1.0 SP 10 or 1-0-0-SP12 Speech Recognition 8.5, SP050513 or 8.5, SP050930 Vocalizer 4.0.4 or 4.0.5 or 4.0.6
				IBM WebSphere Voice Server: MRCP Server - MRCP Server 1.0 ASR - WebSphere Voice Server V5.1.3 TTS - CTTS V5.1.3 WVS Language Support 5.1.3
				Nuance 9.0 ³⁷ : Nuance Speech Server 5.0.2 Nuance Recognizer 9.0.3 RealSpeak 4.5.0 ²⁴
				Nuance 9.0 ³⁷ : Nuance Speech Server 5.1.5 Nuance Recognizer 9.0.16
				Vocalizer 5.0.4
				Nuance 9.0 ³⁷ : Nuance Speech Server 5.0.10 Nuance Recognizer 9.0.16 RealSpeak 4.5.0
VXML IPCC Express G	ateway to ICM ²⁵	Real Time Monitoring Tool (RTMT)	IP Phones for Desktop / E	ndpoint Monitoring
2.0 ICM 8.0(1) ICM 8.5(1)		RTMT Module version: 8.7(005.uccx.001)	Cisco IP Phone 7911G (SCCP) Cisco IP Phone 7912G (SCCP)	
		RTMT Plugin version: 8.71(000)	Cisco IP Phone 7940G (SCCP) Cisco IP Phone 7941G (SCCP) Cisco IP Phone 7941G-GE (SC Cisco IP Phone 7941G-GE (SC Cisco IP Phone 7961G (SCCP) Cisco IP Phone 7961G (SCCP) Cisco IP Phone 7961G-GE (SC Cisco IP Phone 7971G-GE (SC Cisco IP Phone 7971G-GE (SC Cisco IP Phone 7971G-GE (SC Cisco IP Phone 7941G (SIP) Cisco IP Phone 7941G (SIP) Cisco IP Phone 7961G-GE (SI Cisco IP Phone 7961G-GE (SI Cisco IP Phone 7971G-GE (SI Cisco IP Phone 7942G (SCCP) Cisco IP Phone 7945G (SCCP) Cisco IP Phone 7945G (SCCP) Cisco IP Phone 7951G (SCCP) Cisco IP Phone 7975G (SCCP) Cisco IP Phone 7975G (SCCP) Cisco IP Phone 6991 (SCCP) Cisco IP Phone 6991 (SCCP) Cisco IP Phone 6991 (SCCP) Cisco IP Phone 6961 (SCCP) Cisco IP Phone 6961 (SCCP) Cisco IP Phone 8961 (SIP) Cisco IP Phone 9971 (SIP) Cisco IP Phone 9991 (SIP) Cisco IP Phone 8941 (SCCP) ² Cisco IP Phone 8991 (SIP) Cisco IP Phone 8991 (SCCP) Cisco IP Phone 8991 (SIP) Cisco IP Phone 8991 (SCCP) Cisco IP Phone 8991 (SCCP) Cisco IP Phone 8991 (SCP)	CCP) CCP) CCP) P) P) & SIP) 6
			Cisco IP Phone 8941 (SCCP) ² Cisco IP Phone 8945 (SCCP) ² Cisco IP Communicator (SCCF	8

- Upgrades are supported from all corresponding Unified CCX Service Release and Engineering Special Releases. See Upgrade Guide and Release Notes for the respective Cisco Unified Contact Center Express and Cisco Unified IP IVR releases for important information on the upgrade process.
- 2. a. CCX at the end of a Hardware name means "Contact Center Express." This is a new acronym and name (in 2006) for IPCC Express. The full name is Cisco Unified Contact Center Express or Unified CCX.
 - b. For latest hardware updates, go to: www.cisco.com/go/swonly.
- 3. Please refer to Cisco Unified CCX Solution Reference Network Design Guide at http://www.cisco.com/en/US/partner/products/sw/custcosw/ps1846/products_implementation_design_guides_list.html for more details on supported Cisco IP Phones over VPN
- 4. CIM (EIM/WIM) is not supported with Cisco Unified CCX and Cisco Unified IP IVR release 7.0(2) and higher

- 5. a. Details of CME/IOS version mapping can be found at http://www.cisco.com/en/US/docs/voice_ip_comm/cucme/requirements/guide/33matrix.htm.
 - b. Only SCCP Phones are supported as Agent Phones with Unified CME. Refer to "Cisco Unified IP Phone Support" section from the respective Cisco Unified CME Supported Firmware, Platforms, Memory, and Voice Products web page. For example, for Cisco Unified CME 7.1, go to: http://www.cisco.com/en/US/docs/ voice_ip_comm/cucme/requirements/guide/cme71spc.htm, and scroll down to view the "Cisco Unified IP Phone Support" table. c. Cisco IP Phones 6911, 6921, 6941, 6945, 6961, 8961, 9951, 9971 are not supported as Agent Phones with Unified CME
- 6. These servers are supported with replacement disks 2x146GB.
- These servers are supported with replacement disks 4x146GB.
- 8. Refer to CSCtj11411 for more information and workaround.
- For additional information related to Unified CCX virtualization, see the Unified CM Virtualization Wiki page available at http://docwiki.cisco.com/wiki/ Virtualization_for_Unified_CCX. For information on different server and storage options, see specifications-based VMware support section in http://docwiki.cisco.com/wiki/Specification-Based_Hardware_Support.
- 10. Compatible with Cisco TelePresence Manager.
- 11. CTI control of 7931 phones is not allowed if the configuration parameter Outbound Call Rollover is set to Rollover value.
- 12. For supported Cisco IP Communicator (SCCP) versions, refer to the Cisco IP Communicator Compatibility with Cisco Unified CM Release table at http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/compat/ccmcompmatr.html#wp45351.
- 13. Supported on Phone Firmware versions 8-5-2 and higher only.
- 14. Due to CSCts68408 and CSCts68415 defect issues the IPPA functionality is supported only from Phone load 9.1.2ES1 and later.
- 15. Due to CSCts68408 and CSCts68415 defect issues the IPPA functionality is supported only from Phone load 9.1.2ES1 and later.
- 16. a. CR/QM/AQM are 32 bit applications. Support for the application clients operation on Windows 7 64-bit machines is via WoW64 emulator mode b. Desktop based monitoring and recording is not supported in WoW64 mode.
- 17. a. For supported Citrix and MTS versions refer to the Cisco Agent Desktop Version Compatibility Matrix at:
 - http://www.cisco.com/en/US/products/sw/custcosw/ps427/products_implementation_design_guides_list.html.
- 18. a. IVR Outbound feature is not supported on Unified CCX with CME/UC520.
 - b. IVR Outbound feature is not supported on MCS-7816-I3-CCX1, MCS-7816-I4-CCX1, MCS-7816-I5-CCX1 and the hardware equivalents.
 - c. This feature is supported only on IOS versions that incorporates Call Progress Analysis. Refer http://www.cisco.com/en/US/tech/tk652/tk701/ technologies_tech_note09186a0080b2ad01.shtml for more information on Call Progress Analysi
- 19. If you apply RecMon fixes cop file to 8.5(1) SU1 then the CAD version changes to 8.5.1.150
- 20. The computer on which you install the Cisco CRS Historical Reports client must be running the following software: a. Microsoft Internet Explorer version 7 or higher

 - b. Informix Client-SDK version 3.00 (This will be installed by HRC Installer).
- 21. A CAD instance cannot support more than one localized language. All agents and supervisors must use the same language.
- 22. Starting Unified CCX 8.0(1), in a High Availability (HA) deployment, you will need to work with your wallboard vendor if you want the wallboard to handle Unified CCX failover transparently without any manual intervention.
- 23. You should disable the Internet Explorer pop-up blocker when using Internet Explorer, Version 7.0, with the Unified CCX Application Administration web application. This is not necessary when using it with CAD or CSD.
- 24. The latest Version of the ASR-TTS packages suggested by Nuance can be used.(http://network.nuance.com/portal/server.pt). Using the Latest Nuance Packages will not impact the integration functionality between Unified CCX and Nuance, until there is any major change by Nuance in the underlying design. However customer should maintain the compatibility among different ASR-TTS packages as suggested by Nuance.
- 25. Starting Unified CCX 8.0(1), you need to install the "IPCC Express Gateway to ICM" in a different server.
- 26. Refer to CSCtk62430 for more information and workaround.
- 27. There is a known issue with Desktop Monitoring. Refer to CSCtr37692 for more information. You should request for a patch for this issue to make the desktop monitoring work.
- 28. There is a known issue with Desktop Monitoring. Refer to CSCtr37692 for more information. You should request for a patch for this issue to make the desktop monitoring work.
- 29. Install Cisco IP Communicator on the same system on which CAD and CSD Clients are installed.
- 30. CAD-based recording or monitoring and IP phone-based recording cannot work at the same time with Cisco IP Communicator.
- 31. Cisco QM has direct dependencies upon Cisco Unified Communications Manager (Unified CM) for CTI and SIP events; therefore QM compatibility with Unified CM is limited to the current Unified CM version at the time of release and at least one prior version. Previous versions of QM are not generally updated for compatibility with new versions of Unified CM. Therefore those planning upgrades should consult the appropriate QM Installation Guide for Unified CM compatibility. Please refer to the footnote on individual QM versions to identify the Unified CM versions supported by that QM.
- 32. All associated SRs are supported with compatible versions of WFM.
- 33. These Unified CM versions are supported 8.0(1), 8.0(2) and all SUs, 8.5(1) and all SUs, and Unified CM 8.6.2.22033 and later.
- 34. Span-based Silent Monitoring on UCS B-series is not supported.
- 35. Supported on Phone Firmware versions 9.3.1 and later only.
- 36. All the ES of a CUCM Release shall be considered as Qualified with UCCX if the corresponding SU version of the CUCM release is qualified with UCCX.
- 37. Nuance version 9.0 and above should use OSR 3.1.x as the Grammar Variant. Nuance 8.5 and older versions will continue using "Nuance" as the Grammar Variant.

Note: Custom scripts developed with the Editor packaged with this Unified CCX version, can be edited only from this version and subsequent versions of the Editor.

Cisco Unified CCX and Cisco Unified IP IVR, Release 8.5(1) Solution Set (Sheet 1 of 3)

and Cisco Unified LIP IVR, Release I	Supported Unified CCX IP VR Upgrade Paths ¹	Cisco Unified Communications Manager (Unified CM) and Unified CM Business Edition Releases ³²	Hardware ²	IP Phones for Cisco Agent Desktop	IP Phones for Cisco IP Phone Agent
	7.0(1)SR5 7.0(2)	8.0(1) JTAPI 8.0(1.10000)-3 File Name 8.0.1.10000-40	Native Servers MCS-7816-I3-CCX1	Cisco IP Phone 7911G (SCCP)	Cisco IP Phone 7911G (SCCP)
JCOS Platform 8	3.0(1) 3.0(2)	8.0(2) JTAPI 8.0(2.10000)-3 File Name 8.0.2.10000-24	MCS-7816-I4-CCX1 MCS-7816-I5-CCX1	Cisco IP Phone 7912G (SCCP)	Cisco IP Phone 7912G (SCCP)
8.5.1.10000-17 8	3.0(2)SU1	8.0(2b) JTAPI 8.0(2.10000)-	MCS-7825-I3-CCX1	Cisco IP Phone 7921G	Cisco IP Phone 7921G
8	3.0(2)SU2 3.0(2)SU3	3 File Name 8.0.2.30000-1 8.0(2c) JTAPI 8.0(2.10000)-	MCS-7825-I4-CCX1 MCS-7825-I4-K9_CXA1	(SCCP) Cisco IP Phone 7925G	(SCCP) Cisco IP Phone 7925G
8	3.0(2)SU4	4 File Name 8.0.2.40000-1 8.0(2c)SU1	MCS-7825-I5-CCX1 MCS-7835-I2-CCX1 ^{6, 8}	(SCCP) Cisco IP Phone 7940G	(SCCP) Cisco IP Phone 7940G
		JTAPI 8.0(2.10000)-4 File Name 8.0.2.41900-3	MCS-7835-I2-CCX2 ⁸ MCS-7835-I3-CCX1	(SCCP) Cisco IP Phone 7941G	(SCCP) Cisco IP Phone 7941G
		8.0(3) JTAPI 8.0(3.10000)-2 File Name 8.0.3.10000-8	MCS-7845-I2-CCX1 ^{7, 8} MCS-7845-I2-CCX2 ⁸	(SCCP) Cisco IP Phone 7941G-GE	(SCCP) Cisco IP Phone 7941G-GE
		8.0(3a) JTAPI 8.0(3.10000)- 2 File Name 8.0.3.20000-2	MCS-7845-I3-CCX1 MCS-7816-H3-CCX1	(SCCP) Cisco IP Phone 7960G	(SCCP) Cisco IP Phone 7960G
		8.0(3a) SU1	MCS-7825-H3-CCX1	(SCCP)	(SCCP)
		JTAPI 8.0(3.10000)-3 File Name 8.0.3.21900-8	MCS-7825-H4-CCX1 MCS-7835-H2-CCX1 ^{6, 8}	Cisco IP Phone 7961G (SCCP)	Cisco IP Phone 7961G (SCCP)
		8.0(3a) SU2 JTAPI 8.0(3.22900)-2	MCS-7835-H2-CCX2 ⁸ MCS-7845-H2-CCX1 ⁷ , ⁸	Cisco IP Phone 7961G-GE (SCCP)	Cisco IP Phone 7961G-GE (SCCP)
		File Name 8.0.3.22900-5 8.0(3a)SU3	MCS-7845-H2-CCX2 ⁸	Cisco IP Phone 7970G (SCCP)	Cisco IP Phone 7970G (SCCP)
		JTAPI 8.0(3.10000)-10 FileName:8.0.3.23900-5	Virtual Platform ⁹	Cisco IP Phone 7971G-GE (SCCP)	Cisco IP Phone 7971G-GE (SCCP)
		8.5(1) JTAPI 8.5(1.10000)-1 File Name 8.5.1.10000-26	UCS B200 M1 Blade Server ³⁰ UCS B200 M2 Blade Server ³⁰	Cisco IP Phone 7985G (SCCP)	Cisco IP Phone 7911G (SIP)
		8.5(1)SU1	UCS C200 M2	Cisco ÍP Phone 7911G (SIP)	Cisco IP Phone 7941G
		JTAPI 8.5(1.10000)-1 File Name 8.5.1.11900-21	UCS C210 M1 UCS C210 M2	Cisco IP Phone 7941G (SIP) Cisco IP Phone 7941G-GE	(SIP) Cisco IP Phone 7941G-GE
		8.5(1)SU2 JTAPI 8.5(1.12900)-2	UCS C260 M2 UCS C220 M3S	(SIP) Cisco IP Phone 7961G (SIP)	(SIP) Cisco IP Phone 7961G
		File Name 8.5.1.12900-7 8.5(1)SU3	Native Servers - Equivalent servers	Cisco IP Phone 7961G-GE (SIP)	(SIP) Cisco IP Phone 7961G-GE
		JTAPI 8.5(1.10000)-10 Filename:8.5.1.13900-5	from IBM For information and details on equivalent	Cisco IP Phone 7970G (SIP) ¹⁰	(SIP) Cisco IP Phone 7970G
		8.5(1)SU4 JTAPI 8.5(1.14900)-1	servers for the supported Native MCS-I servers, refer to http://www.cisco.com/	Cisco IP Phone 7971G-GE (SIP)	(SIP) Cisco IP Phone 7971G-GE
		File Name: 8.5.1.14900-5	en/US/prod/collateral/voicesw/ps6790/	Cisco IP Phone 7942G (SCCP	(SIP)
		8.5(1)SU4 JTAPI 8.5(1.14900)-1	ps5748/ps378/ product_solution_overview0900aecd800	& SIP) Cisco IP Phone 7962G (SCCP	Cisco IP Phone 7942G (SCCP & SIP)
		File Name: 8.5.1.14900-5 8.6(1)	91615.html	& SIP) Cisco IP Phone 7945G (SCCP	Cisco IP Phone 7962G (SCCP & SIP)
		JTAPI 8.6(1.10000)-1 File Name 8.6.1.10000-43	Native Servers - Equivalent servers from HP	& SIP) Cisco IP Phone 7965G (SCCP	Cisco IP Phone 7945G (SCCP & SIP)
		8.6(1a) JTAPI 8.6(1.10000)-1	HP DL380-G6 Single Intel Xeon Nehalem	& SIP) Cisco IP Phone 7975G	Cisco IP Phone 7965G (SCCP & SIP)
		File Name 8.6.1.20000-1 8.6(2a)	quad-core E5504, 2.0 GHz, 4GB RAM, 2X146GB SAS Hard Drives	(SCCP) Cisco IP Phone 7975G	Cisco IP Phone 7975G (SCCP & SIP)
		JTAPI 8.6(1.10000)-1		(SIP) ¹⁰	Cisco IP Phone 7931G
		Filename: 8.6.2.20000-2 8.6(2a) SU1	HP DL380-G6 Single Intel Xeon Nehalem quad-core E5540, 2.53 GHz, 6GB RAM,	Cisco IP Phone 7931G (SCCP & SIP) ¹¹	(SCCP & SIP) ¹¹ Cisco IP Phone 6921
		JTAPI 8.6(2.10000)-5 Filename:8.6.2.21900-5	4X146GB SAS Hard Drives	Cisco IP Phone 6911 (SCCP) Cisco IP Phone 6921 (SCCP)	(SCCP) ¹³ Cisco IP Phone 6921
		8.6(2a)SU2 JTAPI 8.6(2.10000)-5	For information and details on equivalent servers for the supported Native MCS-H	Cisco IP Phone 6921 (SIP) ³¹ Cisco IP Phone 6941 (SCCP)	(SIP) ³¹ Cisco IP Phone 6945
		Filename: 8.6.2.22900-9	servers, please refer to http:// www.cisco.com/en/US/prod/collateral/	Cisco IP Phone 6945 (SCCP) Cisco IP Phone 6945 (SIP)	(SCCP) Cisco IP Phone 6945 (SIP)
		Cisco Unified Communications Manager	voicesw/ps6790/ps5748/ps378/ product_solution_overview09186a00801	Cisco IP Phone 6961 (SCCP) Cisco IP Phone 8961 (SIP)	Cisco IP Phone 6941 (SCCP) ¹³
		Express (Unified CME) ⁵	07d79.html	Cisco IP Phone 9951 (SIP)	Cisco IP Phone 6961 (SCCP) ¹³
		8.0 8.1		Cisco IP Phone 9971 (SIP)	Cisco ÍP Phone 8961 (SIP)
		8.5		Cisco IP Communicator	Cisco IP Phone 9951 (SIP) Cisco IP Phone 9971 (SIP)
		UC520 Releases 8.0 / 15.0(1) XA		(SCCP) ¹²	
		8.0.2 8.0.4			
Security/AntiVirus Sof	ftware	Java Versions	Quality Management (QM) ^{14, 27}	Historical/Config Database	Enterprise Database
Cisco Security Agent (CS		Custom Classes/SDK	8.5(1) 8.5(2)	IBM Informix Dynamic	Oracle 10g R2, Oracle 10g
by Unified CCX 8.5(1)Ins	stailei	Sun JRE 1.6.0_20 Real-Time Reporting Sun JRE 1.6.0_20	8.5(2) 8.5(2) SR1 9.0(1)	Server (Installed by Unified CCX 8.5(1) Installer)	XE Oracle 11g R2 Sybase Adaptive Server 1: IBM DB2 8.2
					MS SQL Server 2000 MS SQL Server 2005 MS SQL Server 2008

Cisco Unified CCX and Cisco Unified IP IVR, Release 8.5(1) Solution Set (Sheet 2 of 3)

Unified CCX CTI Versions	Editor Client OS	15	WorkForce Management (WFM) ²⁸	CAD/CSD/CDA Client OS ¹⁶	Gateways for Outbound IVR ¹⁷
10 11 12 13 14		h Tips & Release Notes) al SP3 (Please check Tech Tips te and Business)	8.5(1) 8.5(2) ²⁹ 8.5(2) SR1 ²⁹ 9.0(1)	Win XP Professional SP2 (Please check Tech Tips & Release Notes) Win XP Professional SP3 (Please check Tech Tips & Release Notes) Win Vista (Ultimate, Enterprise, and Business) Windows 7 (Ultimate, Enterprise, and Professional) Windows 7 x64bit with WoW64(Ultimate, Enterprise, Professional)	Router 38XX Series, IOS 15.1(3)T and higher Router 28XX Series, IOS 15.1(3)T and higher
CAD/ CAD-BE/CSD Client Version	CAD-BE Client O	s	CAD-BE Browser Support on Windows XP Professional SP1, SP2 and SP3	CAD-BE Browser Support on Windows Vista Business, and Ultimate	CAD-BE Browser Support on Windows 7 and Windows 7 x64bit with WoW64
8.5.1.39	& Release Notes) Win XP Profession & Release Notes) Win Vista (Ultima Windows 7 (Ultim	al SP2 (Please check Tech Tips al SP3 (Please check Tech Tips te, Enterprise, Business) ate, Enterprise, Professional) with WoW64 (Ultimate, sional)	IE 7 with Sun JRE 6.0 update 20 IE 8 with Sun JRE 6.0 update 20 Firefox 3.5 with Sun JRE 6.0 update 20 Firefox 3.6 with Sun JRE 6.0 update 20	IE 7 with Sun JRE 6.0 update 20 IE 8 with Sun JRE 6.0 update 20 Firefox 3.5 with Sun JRE 6.0 update 20 Firefox 3.6 with Sun JRE 6.0 update 20	IE 7 with Sun JRE 6.0 update 20 IE 8 with Sun JRE 6.0 update 20 Firefox 3.5 with Sun JRE 6.0 update 20 Firefox 3.6 with Sun JRE 6.0 update 20 JRE 6.0 update 20
CAD-BE Browser Support on Red Hat Enterprise Linux v5	Cisco VPN Client for CAD/ CAD-BE/CSD	Cisco TelePresence Software	CUPS Releases	Microsoft Exchange Server	HR Client Version
IE 7 with Sun JRE 6.0 update 20 IE 8 with Sun JRE 6.0 update 20 Firefox 3.0 with Sun JRE 6.0 update 20 Firefox 3.5 with Sun JRE 6.0 update 20 JRE 6.0 update 20	4.6.02.0011 5.0.01.0600	See compatibility information for Cisco TelePresence System available at: http://www.cisco.com/en/US/products/ps8332/products_device_support_tables_list.html for supported Cisco Unified CM releases.	7.0 7.1 8.0.1 8.0.3 8.0.4	Microsoft Exchange Server 2003 - Enterprise Full Packaged Product (FPP) Microsoft Exchange Server 2007 - Enterprise Edition Microsoft Exchange Server 2010 - Enterprise Edition	8.5(1.1)
HR Client ¹⁸ OS	Supported Lang	uages ¹⁹		Wallboard ²⁰	Cisco Works
Win XP Professional Win XP Professional SP2 (Please check Tech Tips & Release Notes) Win XP Professional	IVR Prompts: English (US, CA, GB), Spanish(US, MX, CO, ES), French (CA, FR), German, Chinese (Mandarin), Japanese, Italian, Korean, Portuguese (BR), Hebrew (IL), Thai, Malay, Danish, Cantonese (Hong Kong), Mandarin (Taiwan), Dutch, Swedish, Russian, Arabic,Norwegian, Finnish, Australian English, Turkish, Hungarian, Czech, Polish			Spectrum 3.1.2 INOVA (light link) 5.7	Campus Manager 4.0 (EOS) CiscoWorks Resource Manager Essentials 4.0 CiscoWorks IPCOM 1.0
SP3 (Please check Tech Tips & Release Notes) Win Vista (Ultimate	English (US, GB), French (CA, FR), TTS: Dependent	or workflow steps: Spanish (MX, CO, ES), German, Japanese, Italian on what you install from TTS ve		CiscoWorks CUOM 2.0	
and Business) Windows 7 (Ultimate) Windows 7 x64bit	VXML Grammar: b) Dependent on what you install from MRCP vendor				
with WoW64(Enterprise)	Vendor CAD/CSD Supported Languages: English, German, French, Spanish, Italian, Japanese, Simplified Chinese, Korean, Portuguese (Brazilian), Traditional Chinese, Swedish, Dutch, Danish, Russian, Norwegian, Finnish, Turkish, Polish, Canadian French Cisco IP Phone Agent Supported Languages: Danish, Dutch, English, French, German, Italian, Japanese (Katakana), Portuguese (Brazilian), Spanish, Swedish, Turkish, Polish, Canadian French				
			ese, Simplified Chinese, Korean, lish, Dutch, Danish, Russian		

Cisco Unified CCX and Cisco Unified IP IVR, Release 8.5(1) Solution Set (Sheet 3 of 3)

Crystal Reports	AppAdmin, AppSupervisor, AppUse	r Client MRCP	Speech Server	VXML
Developer Edition 11.0 and 11.5 Professional Edition 11.0 and 11.5	Internet Explorer 7.x ²¹ and 8.x Firefox 3.5 and 3.6	1.0	Scansoft/Nuance SpeechWorks Medi 3.1.6 or 3.1.9 Open Speech Reco Server 3.0.4 or 3.0 RealSpeak 4.0.6 or	a Server gnition .9
			Nuance 8.5 ³³ : MRCP Server 1.0 SI SP 10 or 1-0-0-SP Speech Recognition SP050513 or 8.5, S Vocalizer 4.0.4 or 4 4.0.6	12 n 8.5, 5P050930
			IBM WebSphere V Server: MRCP Server - MRC 1.0 ASR - WebSphere Server V5.1.3 TTS - CTTS V5.1.3 WVS Language Sup 5.1.3	CP Server Voice
			Nuance 9.0 ³³ : Nuance Speech Sei Nuance Recognizer RealSpeak 4.5.0 ²²	
IPCC Express Gatew		ing Tool IP Phones for De Monitoring	sktop / Endpoint	
ICM 8.0(1) ICM 8.5(1)	RTMT Module versic 8.7(004.uccx.001) RTMT Plugin versior 8.71(000)	Cisco IP Phone 791 Cisco IP Phone 794 Cisco IP Phone 794 Cisco IP Phone 794 Cisco IP Phone 796 Cisco IP Phone 796 Cisco IP Phone 796 Cisco IP Phone 796 Cisco IP Phone 797 Cisco IP Phone 797 Cisco IP Phone 791 Cisco IP Phone 794 Cisco IP Phone 794 Cisco IP Phone 794 Cisco IP Phone 796 Cisco IP Phone 796 Cisco IP Phone 796 Cisco IP Phone 797 Cisco IP Phone 797 Cisco IP Phone 797 Cisco IP Phone 797 Cisco IP Phone 798 Cisco IP Phone 796 Cisco IP Phone 794 Cisco IP Phone 796 Cisco IP Phone 790 Cisco IP Phon	1.2G (SCCP) 1.1G (SIP) 1.1G (SCCP & SIP) 1.1G (SCCP) 1.1 (SCCP)	
		0.000 11 1 110110 337	` '	

- 1. Upgrades are supported from all corresponding Unified CCX Service Release and Engineering Special Releases. See *Upgrade Guide* and *Release Notes* for the respective Cisco Unified Contact Center Express and Cisco Unified IP IVR releases for important information on the upgrade process.
- 2. a. CCX at the end of a Hardware name means "Contact Center Express." This is a new acronym and name (in 2006) for IPCC Express. The full name is Cisco Unified Contact Center Express or Unified CCX.
 - b. For latest hardware updates, go to: www.cisco.com/go/swonly.
- 3. Please refer to Cisco Unified CCX Solution Reference Network Design Guide at http://www.cisco.com/en/US/partner/products/sw/custcosw/ps1846/products_implementation_design_guides_list.html for more details on supported Cisco IP Phones over VPN
- 4. CIM (EIM/WIM) is not supported with Cisco Unified CCX and Cisco Unified IP IVR release 7.0(2) and higher
- $5. \quad a. \ \ Details \ of \ CME/IOS \ version \ mapping \ can \ be found \ at \ http://www.cisco.com/en/US/docs/voice_ip_comm/cucme/requirements/guide/33matrix.htm.$
 - b. Only SCCP Phones are supported as Agent Phones with Unified CME. Refer to "Cisco Unified IP Phone Support" section from the respective Cisco Unified CME Supported Firmware, Platforms, Memory, and Voice Products web page. For example, for Cisco Unified CME 7.1, go to: http://www.cisco.com/en/US/docs/voice_ip_comm/cucme/requirements/guide/cme71spc.htm, and scroll down to view the "Cisco Unified IP Phone Support" table.
 c. Cisco IP Phones 6911, 6921, 6941, 6945, 6961, 8961, 9951, 9971 are not supported as Agent Phones with Unified CME
- 6. These servers are supported with replacement disks 2x146GB.
- 7. These servers are supported with replacement disks 4x146GB.
- 8. Refer to CSCtj11411 for more information and workaround.
- 9. For additional information related to Unified CCX virtualization, see the Unified CM Virtualization Wiki page available at http://docwiki.cisco.com/wiki/Virtualization_for_Unified_CCX. For information on different server and storage options, see *specifications-based VMware support* section in http://docwiki.cisco.com/wiki/Specification-Based_Hardware_Support.

- 10. Compatible with Cisco TelePresence Manager.
- 11. CTI control of 7931 phones is not allowed if the configuration parameter Outbound Call Rollover is set to Rollover value.
- 12. For supported Cisco IP Communicator (SCCP) versions, refer to the Cisco IP Communicator Compatibility with Cisco Unified CM Release table at http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/compat/ccmcompmatr.html#wp45351.
- 13. Supported on Phone Firmware versions 8-5-2 and higher only.
- 14. a. CR/QM/AQM are 32 bit applications. Support for the application clients operation on Windows 7 64-bit machines is via WoW64 emulator mode
 - b. Desktop based monitoring and recording is not supported in WoW64 mode.
- 15. Editor is not supported in 64-bit Client operating systems.
- 16. a. For supported Citrix and MTS versions refer to the Cisco Agent Desktop Version Compatibility Matrix at:
 - http://www.cisco.com/en/US/products/sw/custcosw/ps427/products_implementation_design_guides_list.html.
- 17. a. IVR Outbound feature is not supported on Unified CCX with CME/UC520.
 - b. IVR Outbound feature is not supported on MCS-7816-I3-CCX1, MCS-7816-I4-CCX1, MCS-7816-I5-CCX1 and the hardware equivalents.
 - c. This feature is supported only on IOS versions that incorporates Call Progress Analysis. Refer http://www.cisco.com/en/US/tech/tk652/tk701/technologies_tech_note09186a0080b2ad01.shtml for more information on Call Progress Analysi
- 18. The computer on which you install the Cisco CRS Historical Reports client must be running the following software:
 - a. Microsoft Internet Explorer version 7 or higher
- b. Informix Client-SDK version 3.00 (This will be installed by HRC Installer).
- 19. A CAD instance cannot support more than one localized language. All agents and supervisors must use the same language.
- 20. Starting Unified CCX 8.0(1), in a High Availability (HA) deployment, you will need to work with your wallboard vendor if you want the wallboard to handle Unified CCX failover transparently without any manual intervention.
- 21. You should disable the Internet Explorer pop-up blocker when using Internet Explorer, Version 7.0, with the Unified CCX Application Administration web application. This is not necessary when using it with CAD or CSD.
- 22. The latest Version of the ASR-TTS packages suggested by Nuance can be used.(http://network.nuance.com/portal/server.pt). Using the Latest Nuance Packages will not impact the integration functionality between Unified CCX and Nuance, until there is any major change by Nuance in the underlying design. However customer should maintain the compatibility among different ASR-TTS packages as suggested by Nuance.
- 23. Starting Unified CCX 8.0(1), you need to install the "IPCC Express Gateway to ICM" in a different server.
- 24. Refer to CSCtk62430 for more information and workaround.
- 25. Install Cisco IP Communicator on the same system on which CAD and CSD Clients are installed.
- 26. CAD-based recording or monitoring and IP phone-based recording cannot work at the same time with Cisco IP Communicator.
- 27. Cisco QM has direct dependencies upon Cisco Unified Communications Manager (Unified CM) for CTI and SIP events; therefore QM compatibility with Unified CM is limited to the current Unified CM version at the time of release and at least one prior version. Previous versions of QM are not generally updated for compatibility with new versions of Unified CM. Therefore those planning upgrades should consult the appropriate QM Installation Guide for Unified CM compatibility. Please refer to the footnote on individual QM versions to identify the Unified CM versions supported by that QM.
- 28. All associated SRs are supported with compatible versions of WFM.
- 29. These Unified CM versions are supported 8.0(1), 8.0(2) and all SUs, 8.5(1) and all SUs, and Unified CM 8.6.2.22033 and later.
- 30. Span-based Silent Monitoring on UCS B-series is not supported.
- 31. Supported on Phone Firmware versions 9.3.1 and later only.
- 32. All the ES of a CUCM Release shall be considered as Qualified with UCCX if the corresponding SU version of the CUCM release is qualified with UCCX.
- 33. Nuance version 9.0 and above should use OSR 3.1.x as the Grammar Variant. Nuance 8.5 and older versions will continue using "Nuance" as the Grammar Variant.

Note: Custom scripts developed with the Editor packaged with this Unified CCX version, can be edited only from this version and subsequent versions of the Editor.

Cisco Unified CCX and Cisco Unified IP IVR, Release 8.0(2) SU4 Solution Set (Sheet 1 of 4)

Cisco Unified CCX and Cisco Unified IP IVR, Release File name 8.0.2.11005- Suppor Unified IP Unified Upgrac Paths	CCX/ Cisco Unified Co Manager (Unifie CM Business Edi	d CM) and Unified tion Releases ¹⁹ Har	rdware ²	IP Phones for Cisco Agent Desktop	IP Phones for Cisco IP Phone Agent Cisco IP Phone 7911G (SCCP)
8.0.2.11005- 203 7.0(1)S 7.0(2)E 8.0(1), 8.0(2)S 8.0(2)S 8.0(2)S 8.5(1)S	RS, File Name 7.1.3.1 503 ³ 7.1(3b) SU1 1TAPI File Name 7.1.3.3 7.1(3b) SU2 JTAPI U1, File Name 7.1.3.3 7.1(4) JTAPI 7.1(4 U3 File Name 7.1.4.1	0000-11 17,1(3,10000)-1 1900-1 17,1(3,10000)-1 1900-1 17,1(3,10000)-3 2900-4 1,10000)-1 0000-4 1,10000)-2 1900-6 0000-12 17,1(5,10000)-2 1900-6 0000-1 100000-2 1900-1 1000000-2 1900-3 0000-1 1000000000000000000000000000	S-7825-H3-CCX1 S-7825-H4-CCX15 S-7835-H2-CCX15,4 S-7835-H2-CCX16,4 S-7835-H2-CCX16,4 S-7845-H2-CCX16,4 S-7845-H2-CCX16,4 S-7845-H2-CCX1 S-7845-H3-CCX1 S-7845-H3-CCX1 S-7825-I3-CCX1 S-7825-I3-CCX1 S-7825-I4-CX1 S-7825-I4-CX1 S-7825-I4-CX1 S-7825-I4-CX1 S-7825-I4-CX1 S-7835-I2-CCX1 S-7835-I2-CCX2 S-7835-I3-CCX1 S-7835-I2-CCX2 S-7835-I3-CCX1 S-7845-I2-CCX2 S-7845-I3-CCX2 **tual Platform*, 18 S B200 M1 Blade Server 17 S B200 M2 Blade Server 17 S C210 M1 S C210 M2 S C260 M2 **tive Servers - Equivalent **vers from IBM** information and details on uivalent servers, please refer to p://www.cisco.com/en/US/prod/lateral/voicesw/ps6790/ps5748/s178/ duct_solution_overview0900aecd duc	Cisco IP Phone 7911G (SCCP) Cisco IP Phone 7921G (SCCP) Cisco IP Phone 7941G (SCCP) Cisco IP Phone 7941G (SCCP) Cisco IP Phone 7941G (SCCP) Cisco IP Phone 7961G (SCCP) Cisco IP Phone 7961G (SCCP) Cisco IP Phone 7961G (SCCP) Cisco IP Phone 7971G-GE (SCCP) Cisco IP Phone 7971G-GE (SCCP) Cisco IP Phone 7911G (SIP) Cisco IP Phone 7941G (SIP) Cisco IP Phone 7941G (SIP) Cisco IP Phone 7961G (SIP) Cisco IP Phone 7961G (SIP) Cisco IP Phone 7961G (SIP) Cisco IP Phone 7971G-GE (SIP) Cisco IP Phone 7961G (SCCP) Cisco IP Phone 7971G-GE (SIP) Cisco IP Phone 7962G (SCCP) Cisco IP Phone 7962G (SCCP) Cisco IP Phone 7965G (SCCP) Cisco IP Phone 7975G (SCCP) Cisco IP Phone 7975G (SCCP) Cisco IP Phone 7975G (SCCP) Cisco IP Phone 6911 (SCCP) Cisco IP Phone 6921 (SCCP) Cisco IP Phone 6941 (SCCP) Cisco IP Phone 6961 (SIP) Cisco IP Phone 6961 (SCCP) Cisco IP Phone 6961 (SCCP) Cisco IP Phone 6961 (SIP)	Cisco IP Phone 7912G (SCCP) Cisco IP Phone 7921G (SCCP) Cisco IP Phone 7921G (SCCP) Cisco IP Phone 7925G (SCCP) Cisco IP Phone 7940G (SCCP) Cisco IP Phone 7941G (SCCP) Cisco IP Phone 7941G (SCCP) Cisco IP Phone 7960G (SCCP) Cisco IP Phone 7961G (SCCP) Cisco IP Phone 7961G (SCCP) Cisco IP Phone 7970G (SCCP) Cisco IP Phone 7971G-GE (SCCP) Cisco IP Phone 7971G-GE (SCCP) Cisco IP Phone 7911G (SIP) Cisco IP Phone 7941G (SIP) Cisco IP Phone 7941G-GE (SIP) Cisco IP Phone 7961G (SIP) Cisco IP Phone 7970G (SIP) Cisco IP Phone 7970G (SIP) Cisco IP Phone 7971G-GE (SIP) Cisco IP Phone 7971G-GE (SIP) Cisco IP Phone 7962G (SCCP & SIP) Cisco IP Phone 7965G (SCCP & SIP) Cisco IP Phone 7975G (SCCP & SIP) Cisco IP Phone 7975G (SCCP & SIP) Cisco IP Phone 6921 (SCCP & SIP) Cisco IP Phone 6921 (SCCP) Cisco IP Phone 6941 (SCCP) Cisco IP Phone 6961 (SCCP) Cisco IP Phone 6991 (SIP) Cisco IP Phone 9971 (SIP)

Cisco Unified CCX and Cisco Unified IP IVR, Release 8.0(2) SU4 Solution Set (Sheet 2 of 4)

Security/AntiVirus Software	Java Versions	Quality Management (QM) ¹⁶	Historical/Config Database	Enterprise Database
Cisco Security Agent (CSA) is Installed by Unified CCX	Custom Classes/SDK Sun JRE 1.6.0_17	8.0(2) 9.0(1)	IBM Informix Dynamic Server (Installed by Unified CCX	Oracle 10g R2, Oracle 10g XE Oracle 11g R2
8.0(2)/ 8.0(2)SU3 Installer	Real-Time Reporting Sun JRE 1.6.0_17		8.0(2) Installer)	Sybase Adaptive Server 12 IBM DB2 8.2 MS SQL Server 2000 MS SQL Server 2005 MS SQL Server 2008

Cisco Unified CCX and Cisco Unified IP IVR, Release 8.0(2) SU4 Solution Set (Sheet 3 of 4)

Unified CCX CTI				
Versions 10 11 12 13 14	Win XP Professional SP2 (Please check Tech Tips & Release Notes) Win XP Professional SP3 (Please check Tech Tips & Release Notes) Win Vista (Ultimate and Business) Windows 7 (Ultimate)	WorkForce Management (WFM) 8.3(4)	Win XP Professional SP2 (Please check Tech Tips & Release Notes) Win XP Professional SP3 (Please check Tech Tips & Release Notes) Win Vista (Ultimate, Enterprise, and Business) Windows 7 (Ultimate, Enterprise, and Professional)	
CAD/ CAD-BE/ CSD Client Version	CAD-BE Client OS ⁷	CAD-BE Browser Support on Windows XP Professional SP1 and SP2	CAD-BE Browser Support on Windows Vista Business, and Ultimate	CAD-BE Browser Support on Red Hat Enterprise Linux v5
8.0.2.500	Win XP Professional SP2 (Please check Tech Tips & Release Notes) Win XP Professional SP3 (Please check Tech Tips & Release Notes) Win Vista (Ultimate, Enterprise, Business) Windows 7 (Ultimate, Enterprise, Professional)	IE 7 with Sun JRE 6.0 Update 17 IE 8 with Sun JRE 6.0 Update 17 Firefox 3.0 with Sun JRE 6.0 Update 17 Firefox 3.0 with Sun JRE 6.0 Update 17	IE 7.0 with Sun JRE 6.0 Update 17 IE 8.0 with Sun JRE 6.0 Update 17 Firefox 3.0 with Sun JRE 6.0 Update 17 Firefox 3.5 with Sun JRE 6.0 Update 17	IE 7.0 with Sun JRE 6.0 Update 17 IE 8.0 with Sun JRE 6.0 Update 17 Firefox 3.0 with Sun JRE 6.0 Update 17 Firefox 3.5 with Sun JRE 6.0 Update 17
Cisco VPN Client for CAD/ CAD-BE/	Cisco TelePresenc			
CSD	e Software CUPS Releases	Microsoft Exchange Server	HR Client Version	HR Client ⁸ OS ⁹
4.6.02.0011 5.0.01.0600	See compatibility 7.0.1.10000-23 7.0.1.10000-28 7.0.5 7.0.5 8.0.1 TelePresence System available at http:// www.cisco.co m/en/US/ products/ ps8332/ products/ ps8332/ products_devi ce_support_ta bles_list.html for supported Cisco Unified CM releases.	Microsoft Exchange Server 2003 - Enterprise Full Packaged Product (FPP) Microsoft Exchange Server 2007 - Enterprise Edition	8.0(2.13)	Win XP Professional Win XP Professional SP2 (Please check Tech Tips & Release Notes) Win XP Professional SP3 (Please check Tech Tips & Release Notes) Win Vista (Ultimate and Business) Windows 7 (Ultimate)
Supported L	anguages ¹⁰	Wallboard	Cisco Works	Crystal Reports
IVR Prompts: English (US, CA, GB), Spanish(US, MX, CO, ES), French (CA, FR), German, Chinese (Mandarin), Japanese, Italian, Korean, Portuguese (BR), Hebrew (IL), Thai, Malay, Danish, Cantonese (Hong Kong), Mandarin (Taiwan), Dutch, Swedish, Russian, Arabic,Norwegian, Finnish, Australian English, Turkish, Hungarian, Czech, Polish ASR Grammar for workflow steps: English (US, GB), Spanish (MX, CO, ES), French (CA, FR), German, Japanese, Italian TTS: Dependent on what you iinstall from TTS vendor VXML Grammar: Dependent on what you install from MRCP vendor CAD/CSD Supported Languages: English, German, French, Spanish, Italian, Japanese, Simplified Chinese, Korean, Portuguese (Brazilian), Traditional Chinese, Swedish, Dutch, Danish, Russian, Norwegian, Finnish, Turkish, Polish, Canadian French Cisco IP Phone Agent Supported Languages: Danish, Dutch, English, French, German, Italian, Japanese (Katakana), Portuguese (Brazilian), Spanish, Swedish, Turkish, Polish, Canadian French Historical Reporting Client: English, German, French, Spanish, Italian, Japanese, Simplified Chinese, Korean, Portuguese (Brazilian), Traditional Chinese, Swedish,		Spectrum 3.1.2 ¹¹ INOVA (light link) 5.7	Campus Manager 4.0 (EOS) CiscoWorks Resource Manager Essentials 4.0 CiscoWorks IPCOM 1.0 CiscoWorks CUOM 2.0	Developer Edition 11.0 and 11.5 Professional Edition 11.0 an 11.5

Cisco Unified CCX and Cisco Unified IP IVR, Release 8.0(2) SU4 Solution Set (Sheet 4 of 4)

AppAdmin, AppSupervisor, AppUser Client	MRCP	Speech Server ¹¹	VXML
IE 6.x IE 7.x Firefox 2.0 Firefox 3.0 Firefox 3.5 Firefox 3.6	1.0	Scansoft/Nuance: SpeechWorks Media Server 3.1.6 or 3.1.9 Open Speech Recognition Server 3.0.4 or 3.0.9 RealSpeak 4.0.6 or 4.0.10	2.0
		Nuance 8.5 ²⁰ : MRCP Server 1.0 SP 9 or 1.0 SP 10 or 1-0-0-SP12 Speech Recognition 8.5, SP050513 or 8.5, SP050930 Vocalizer 4.0.4 or 4.0.5 or 4.0.6	
		IBM WebSphere Voice Server: MRCP Server - MRCP Server 1.0 ASR - WebSphere Voice Server V5.1.3 TTS - CTTS V5.1.3 WVS Language Support 5.1.3	
		Nuance 9.0 ²⁰ : Nuance Speech Server 5.0.2 Nuance Recognizer 9.0.3 RealSpeak 4.5.0	
IPCC Express Gateway to ICM ¹²	Real Time Monitoring Tool (RTMT)		IP Phones for Desktop / Endpoint Monitoring
ICM 7.5(5) ICM 7.5(6)	RTMT Module Version: 8.5(017.uccx.001	1)	Cisco IP Phone 7911G (SCCP) Cisco IP Phone 7912G (SCCP)
ICM 8.0(1)	RTMT Plugin Version: 8.53(000)		Cisco IP Phone 7940G (SCCP) Cisco IP Phone 7941G (SCCP) Cisco IP Phone 7941G-GE (SCCP) Cisco IP Phone 7961G (SCCP) Cisco IP Phone 7961G (SCCP) Cisco IP Phone 7961G (SCCP) Cisco IP Phone 7976G-GE (SCCP) Cisco IP Phone 7971G-GE (SCCP) Cisco IP Phone 7971G-GE (SCCP) Cisco IP Phone 7971G-GE (SCCP) Cisco IP Phone 7941G (SIP) Cisco IP Phone 7961G (SIP) Cisco IP Phone 7961G-GE (SIP) Cisco IP Phone 7961G-GE (SIP) Cisco IP Phone 7971G-GE (SIP) Cisco IP Phone 7961G-GE (SIP) Cisco IP Phone 7965G (SCCP & SIP) Cisco IP Phone 7965G (SCCP & SIP) Cisco IP Phone 7975G (SCCP & SIP) Cisco IP Phone 7975G (SCCP & SIP) Cisco IP Phone 6911 (SCCP) Cisco IP Phone 6911 (SCCP) Cisco IP Phone 6961 (SCCP) Cisco IP Phone 6961 (SCCP) Cisco IP Phone 8961 (SIP) Cisco IP Phone 8961 (SIP) Cisco IP Phone 8961 (SIP) Cisco IP Phone 9971 (SIP) Cisco IP Phone 9971 (SIP) Cisco IP Phone 9971 (SIP)

Upgrades are supported from all corresponding Unified CCX Service Release and Engineering Special Release. See Upgrade Guide and Release Notes for the respective Cisco Unified Contact Center Express and Cisco Unified IP IVR releases for important information on the upgrade process.

Cisco IP Communicator (SCCP)13, 15

- 2. a. CCX at the end of a Hardware name means "Contact Center Express." This is a new acronym and name (in 2006) for IPCC Express. The full name is Cisco Unified Contact Center Express or Unified CCX.
 - b. For latest hardware updates, go to: www.cisco.com/go/swonly.
- 3. a. Details of CME/IOS version mapping can be found at http://www.cisco.com/en/US/docs/voice_ip_comm/cucme/requirements/guide/33matrix.htm.
 - b. Only SCCP Phones are supported as Agent Phones with Unified CME. Refer to "Cisco Unified IP Phone Support" section from the respective Cisco Unified CME Supported Firmware, Platforms, Memory, and Voice Products web page. For example, for Cisco Unified CME 7.1, go to: http://www.cisco.com/en/US/docs/ voice_ip_comm/cucme/requirements/guide/cme71spc.htm, and scroll down to view the "Cisco Unified IP Phone Support" table. c. Cisco IP Phones 6911, 6921, 6941, 6961, 8961, 9951, and 9971 are not supported as agent phones with Unified CME.
- 4. Compatible with Cisco TelePresence Manager.
- ⁵Editor is not supported in 64-bit Client operating systems.
- 6. a. For supported Citrix and MTS versions refer to the Cisco Agent Desktop Version Compatibility Matrix at: $http://www.cisco.com/en/US/products/sw/custcosw/ps427/products_implementation_design_guides_list.html.$
 - b. CAD/CSD/CDA is not supported in 64-bit versions of the client operating system.
- CAD-BE is not supported in 64-bit versions of the client operating system.
- 8. The computer on which you install the Cisco Unified CCX Historical Reporting client must have the following software:
 - a. Microsoft Internet Explorer version 6 or higher
 - b. Informix Client-SDK version 3.00 (this will be installed by HRC Installer).
- 9. HR Client is not supported in 64-bit Client operating systems.
- 10. A CAD instance cannot support more than one localized language. All agents and supervisors must use the same language.
- 11. The latest Version of the ASR-TTS packages suggested by Nuance can be used. (http://network.nuance.com/portal/server.pt). Using the Latest Nuance Packages will not impact the integration functionality between Unified CCX and Nuance, until there is any major change by Nuance in the underlying design. However, you should maintain the compatibility among different ASR-TTS packages as suggested by Nuance.

- 12. Starting Unified CCX 8.0(1), you need to install the "IPCC Express Gateway to ICM" in a different server.
 13. Install Cisco IP Communicator on the same system on which CAD and CSD Clients are installed.
- 15. CAD-based recording or monitoring and IP phone-based recording cannot work at the same time with Cisco IP Communicator.
- 16. Cisco QM has direct dependencies upon Cisco Unified Communications Manager (Unified CM) for CTI and SIP events; therefore QM compatibility with Unified CM is limited to the current Unified CM version at the time of release and at least one prior version. Previous versions of QM are not generally updated for compatibility with new versions of Unified CM. Therefore those planning upgrades should consult the appropriate QM Installation Guide for Unified CM compatibility. Please refer to the footnote on individual QM versions to identify the Unified CM versions supported by that QM.
- 17. Span-based Silent Monitoring on UCS B-series is not supported.
- 17. Spall based shick in whitehing on GCS of Sarks is in dapported.

 18. For additional information related to Unified CCX virtualization, see the Unified CM Virtualization Wiki page available at http://docwiki.cisco.com/wiki/Virtualization_for_Unified_CCX. For information on different server and storage options, see specifications-based VMware support section in http://docwiki.cisco.com/wiki/Specification-Based_Hardware_Support.
- 19. All the ES of a CUCM Release shall be considered as Qualified with UCCX if the corresponding SU version of the CUCM release is qualified with UCCX.
- 20. Nuance version 9.0 and above should use OSR 3.1.x as the Grammar Variant. Nuance 8.5 and older versions will continue using "Nuance" as the Grammar Variant.

Cisco Unified CCX and Cisco Unified IP IVR, Release 8.0(2) SU3 Solution Set (Sheet 1 of 3)

Cisco Jnified CCX Jnified CCX Jnified CCX Unified Unified CCX/IP IVR, IVR, Release File Tame Upgrade Paths 1	Cisco Unified Communications Manager (Unified CM) and Unified CM Business Edition Releases ²⁷	Hardware ²	IP Phones for Cisco Agent Desktop	IP Phones for Cisco IP Phone Agent
3.0.2.11004- 5.0(2)SR3, 7.0(1)SR5, 7.0(2) 8.0(1), 8.0(2), 8.0(2)SU1, 8.0(2)SU2	7.1(3) JTAPI 7.1(3.10000)-1 File Name 7.1.3.10000-11 7.1(3b) SU1 JTAPI 7.1(3.10000)-1 File Name 7.1.3.31900-1 7.1(3b) SU2 JTAPI 7.1(3.10000)-3 File Name 7.1.3.32900-4 7.1(4) JTAPI 7.1(4.10000)-1 File Name 7.1.4.10000-1 File Name 7.1.5.10000-1 File Name 7.1.5.10000-1 File Name 7.1.5.10000-1 File Name 7.1.5.11900-6 File Name 7.1.5.11900-6 File Name 7.1.5.11900-6 File Name 7.1.5.11900-6 File Name 7.1.5.10000)-2 File Name 7.1.5.10000)-2 File Name 7.1.5.10000-2 File Name 7.1.5.20000-6 File Name 7.1.5.30000-1 File Name 7.1.5.30000-1 File Name 7.1.5.30000-1 File Name 7.1.5.33900-2 File Name 7.1.5.33900-2 File Name 7.1.5.33900-10 File Name 8.0.1.0000-3 File Name 8.0.1.0000-3 File Name 8.0.1.0000-3 File Name 8.0.2.10000-3 File Name 8.0.2.10000-1 File Name 8.0.2.10000-2 File Name 8.0.2.30000-1 File Name 8.0.2.40000-1 File Name 8.0.2.40000-1 File Name 8.0.2.40000-1 File Name 8.0.3.10000-2 File Name 8.0.3.10000-1 File Name 8.0.3.10000-2 File Name 8.0.3.10000-1 File Name 8.0.3.2000-5 S.6(1) JTAPI 8.6(1.10000)-1 File Name 8.6.1.10000-1 File Name 8.6.1.1000	Native Servers MCS-7816-13-CCX1 MCS-7816-13-CCX1 MCS-7825-13-CCX1 MCS-7825-14-CCX1 MCS-7825-14-K9-CXA1 MCS-7835-12-CCX1 ⁵ , 7 MCS-7835-12-CCX1 ⁵ , 7 MCS-7835-12-CCX1 ⁶ , 7 MCS-7845-12-CCX1 ⁶ , 7 MCS-7845-12-CCX1 MCS-7845-13-CCX1 MCS-7845-13-CCX1 MCS-7845-13-CCX1 MCS-7845-13-CCX1 MCS-7825-H3-CCX1 MCS-7835-H2-CCX1 MCS-7835-H2-CCX1 MCS-7835-H2-CCX1 MCS-7835-H2-CCX2 MCS-7845-13-CCX2 Virtual Platform ⁸ UCS B200 M1 Blade Server ²⁶ UCS C210 M2 UCS C210 M2 UCS C210 M2 UCS C210 M2 UCS C260 M2 Native Servers - Equivalent servers from IBM For information and details on equivalent servers for the supported Native MCS-1 servers, please refer to http://www.cisco.com/en/US/prod/ collateral/voicesw/ps6790/ ps5748/ps378/ product_solution_overview090 Oaecd80091615.html Native Servers - Equivalent servers from HP HP DL380-G6 Single Intel Xeon Nehalem quad-core E5504, 2.0 GHz, 4GB RAM, 2X146GB SAS Hard Drives For information and details on equivalent servers for the supported Native MCS-H servers, please refer to http://www.cisco.com/en/US/prod/ collateral/voicesw/ps6790/ ps5748/ps378/ product_solution_overview091 86a0080107d79.html	Cisco IP Phone 7911G (SCCP) Cisco IP Phone 7912G (SCCP) Cisco IP Phone 7921G (SCCP) Cisco IP Phone 7925G (SCCP) Cisco IP Phone 7925G (SCCP) Cisco IP Phone 7940G (SCCP) Cisco IP Phone 7941G (SCCP) Cisco IP Phone 7941G (SCCP) Cisco IP Phone 7961G (SCCP) Cisco IP Phone 7961G (SCCP) Cisco IP Phone 7961G (SCCP) Cisco IP Phone 7970G (SCCP) Cisco IP Phone 7970G (SCCP) Cisco IP Phone 7970G (SCCP) Cisco IP Phone 7971G-GE (SCCP) Cisco IP Phone 7971G-GE (SCCP) Cisco IP Phone 7971G (SIP) Cisco IP Phone 7941G (SIP) Cisco IP Phone 7941G (SIP) Cisco IP Phone 7961G-GE (SIP) Cisco IP Phone 7970G (SCCP) Cisco IP Phone 795G (SCCP & SIP) Cisco IP Phone 795G (SCCP & SIP) Cisco IP Phone 795G (SCCP & SIP) Cisco IP Phone 7975G (SCCP) Cisco IP Phone 7975G (SCCP) Cisco IP Phone 7975G (SCCP) Cisco IP Phone 6911 (SCCP) Cisco IP Phone 6921 (SCCP) Cisco IP Phone 6941 (SCCP) Cisco IP Phone 8941 (SCP)	Cisco IP Phone 7911G (SCCP) Cisco IP Phone 7912G (SCCP) Cisco IP Phone 7925G (SCCP) Cisco IP Phone 7925G (SCCP) Cisco IP Phone 7925G (SCCP) Cisco IP Phone 7941G (SCCP) Cisco IP Phone 7941G (SCCP) Cisco IP Phone 7941G (SCCP) Cisco IP Phone 7961G (SCCP) Cisco IP Phone 7961G (SCCP) Cisco IP Phone 7961G (SCCP) Cisco IP Phone 7971G (SCCP) Cisco IP Phone 7971G (SCCP) Cisco IP Phone 7911G (SIP) Cisco IP Phone 7941G (SIP) Cisco IP Phone 7941G (SIP) Cisco IP Phone 7961G (SIP) Cisco IP Phone 7970G (SIP) Cisco IP Phone 7970G (SIP) Cisco IP Phone 7971G-GE (SIP) Cisco IP Phone 7942G (SCCP & SIP) Cisco IP Phone 7945G (SCCP & SIP) Cisco IP Phone 7965G (SCCP & SIP) Cisco IP Phone 7965G (SCCP & SIP) Cisco IP Phone 7975G (SCCP & SIP) Cisco IP Phone 7931G (SCCP & SIP) Cisco IP Phone 6921 (SCCP) Cisco IP Phone 6921 (SCCP) Cisco IP Phone 6941 (SCCP) Cisco IP Phone 6941 (SCCP) Cisco IP Phone 6961 (SCCP) Cisco IP Phone 69951 (SIP)
Security/AntiVirus Software	Java Versions	Quality Management (QM) ²⁵	Historical/Config Database	Enterprise Database
Cisco Security Agent (CSA) s Installed by Unified CCX 3.0(2)/ 8.0(2)SU3 Installer	Custom Classes/SDK Sun JRE 1.6.0_17 Real-Time Reporting Sun JRE 1.6.0_17	8.0(2) 9.0(1)	IBM Informix Dynamic Server (Installed by Unified CCX 8.0(2) Installer)	Oracle 10g R2, Oracle 10g XE Oracle 11g R2 Sybase Adaptive Server 12 IBM DB2 8.2
				MS SQL Server 2000 MS SQL Server 2005 MS SQL Server 2008

Cisco Unified CCX and Cisco Unified IP IVR, Release 8.0(2) SU3 Solution Set (Sheet 2 of 3)

Unified CCX CTI Versions	Editor Clien	nt OS ¹³	WorkForce Management (WFM)	CAD/CSD/CDA Client OS ¹⁴	
10 11 12 13 14	Win XP Profe Release Note	k Tech Tips & Release Notes) sssional SP3 (Please check Tech Tips & es) Itimate and Business)	8.3(4)	Win XP Professional SP2 (Please check Tech Tips & Release Notes) Win XP Professional SP3 (Please check Tech Tips & Release Notes) Win Vista (Ultimate, Enterprise, and Business) Windows 7 (Ultimate, Enterprise, and Professional)	
CAD/ CAD-BE/ CSD Client Version	CAD-BE Clie	ent OS ¹⁵	CAD-BE Browser Support on Windows XP Professional SP1 and SP2	CAD-BE Browser Support on Windows Vista Business, and Ultimate	CAD-BE Browser Support on Red Hat Enterprise Linux v5
8.0.2.400	Release Note Win XP Profe Release Note Win Vista (U	essional SP3 (Please check Tech Tips &	IE 7 with Sun JRE 6.0 Update 17 IE 8 with Sun JRE 6.0 Update 17 Firefox 3.0 with Sun JRE 6.0 Update 17 Firefox 3.0 with Sun JRE 6.0 Update 17	IE 7.0 with Sun JRE 6.0 Update 17 IE 8.0 with Sun JRE 6.0 Update 17 Firefox 3.0 with Sun JRE 6.0 Update 17 Firefox 3.5 with Sun JRE 6.0 Update 17	IE 7.0 with Sun JRE 6.0 Update 17 IE 8.0 with Sun JRE 6.0 Update 17 Firefox 3.0 with Sun JRE 6.0 Update 17 Firefox 3.5 with Sun JRE 6.0 Update 17
Cisco VPN Client for CAD/ CAD-BE/ CSD	Cisco TelePrese nce Software	CUPS Releases	Microsoft Exchange Server	HR Client Version	HR Client ¹⁶ OS ¹⁷
4.6.02.0011 5.0.01.0600	See compatibility information for Cisco TelePresence System available at http://www.cisco.com/en/US/products/ps8332/products_d evice_support_tables_list.html for supported Cisco Unified CM releases.	7.0.1.10000-23 7.0.1.10000-28 7.0.5 8.0.1 8.0.4	Microsoft Exchange Server 2003 - Enterprise Full Packaged Product (FPP) Microsoft Exchange Server 2007 - Enterprise Edition	8.0(2.8)	Win XP Professional Win XP Professional SP2 (Please check Tech Tips & Release Notes) Win XP Professional SP3 (Please check Tech Tips & Release Notes) Win Vista (Ultimate and Business Windows 7 (Ultimate)
Supported La	anguages ¹⁸		Wallboard	Cisco Works	Crystal Reports
German, Chine (BR), Hebrew Mandarin (Taik Finnish, Austra ASR Gramma English (US, Gerenco (CA, Fill TTS: Depende VXML Gramm Dependent on vendor CAD/CSD Su English, Germ Chinese, Kore-	CA, GB), Spaniese (Mandarin (IL), Thai, Malwan), Dutch, Salian English, Tar for workflogB), Spanish (Mar), German, Jaent on what you inst prorted Langan, French, Span, Portuguese	MX, CO, ES), apanese, Italian u install from TTS vendor all from MRCP	Spectrum 3.1.2 ¹⁹ INOVA (light link) 5.7	Campus Manager 4.0 (EOS) CiscoWorks Resource Manager Essentials 4.0 CiscoWorks IPCOM 1.0 CiscoWorks CUOM 2.0	Developer Edition 11.0 and 11.5 Professional Edition 11.0 and 11.

Cisco Unified CCX and Cisco Unified IP IVR, Release 8.0(2) SU3 Solution Set (Sheet 3 of 3)

AppAdmin, AppSupervisor, AppUser			
Client	MRCP	Speech Server ²⁰	VXML
IE 6.x IE 7.x Firefox 2.0 Firefox 3.0 Firefox 3.5 Firefox 3.6	1.0	Scansoft/Nuance: SpeechWorks Media Server 3.1.6 or 3.1.9 Open Speech Recognition Server 3.0.4 or 3.0.9 RealSpeak 4.0.6 or 4.0.10	2.0
		Nuance 8.5 ²⁸ : MRCP Server 1.0 SP 9 or 1.0 SP 10 or 1-0-0-SP12 Speech Recognition 8.5, SP050513 or 8.5, SP050930 Vocalizer 4.0.4 or 4.0.5 or 4.0.6	
		IBM WebSphere Voice Server: MRCP Server - MRCP Server 1.0 ASR - WebSphere Voice Server V5.1.3 TTS - CTTS V5.1.3	
		WVS Language Support 5.1.3	
		Nuance 9.0 ²⁸ : Nuance Speech Server 5.0.2 Nuance Recognizer 9.0.3 RealSpeak 4.5.0	
IPCC Express Gateway to ICM ²¹	Real Time Monitoring Tool (RTMT)		IP Phones for Desktop / Endpoint Monitoring
ICM 7.5(5)	RTMT Module Version: 8.5(017.uccx.001)		Cisco IP Phone 7911G (SCCP)
ICM 7.5(6) ICM 8.0(1)	RTMT Plugin Version: 8.53(000)		Cisco IP Phone 7912G (SCCP) Cisco IP Phone 7940G (SCCP) Cisco IP Phone 7941G (SCCP) Cisco IP Phone 7941G (SCCP) Cisco IP Phone 7941G (SCCP) Cisco IP Phone 7961G (SCCP) Cisco IP Phone 7961G (SCCP) Cisco IP Phone 7961G (SCCP) Cisco IP Phone 7970G (SCCP) Cisco IP Phone 7971G-GE (SCCP) Cisco IP Phone 7971G-GE (SCCP) Cisco IP Phone 7941G (SIP) Cisco IP Phone 7941G (SIP) Cisco IP Phone 7941G (SIP) Cisco IP Phone 7961G-GE (SIP) Cisco IP Phone 7961G-GE (SIP) Cisco IP Phone 7961G-GE (SIP) Cisco IP Phone 7970G (SIP) Cisco IP Phone 7971G-GE (SIP) Cisco IP Phone 7942G (SCCP & SIP) Cisco IP Phone 7945G (SCCP & SIP) Cisco IP Phone 7945G (SCCP & SIP) Cisco IP Phone 795G (SCCP & SIP) Cisco IP Phone 7975G (SCCP & SIP) Cisco IP Phone 7931G (SCCP & SIP) Cisco IP Phone 6911 (SCCP) Cisco IP Phone 6911 (SCCP)

- 1. Upgrades are supported from all corresponding Unified CCX Service Release and Engineering Special Release. See *Upgrade Guide* and *Release Notes* for the respective Cisco Unified Contact Center Express and Cisco Unified IP IVR releases for important information on the upgrade process.
- 2. a. CCX at the end of a Hardware name means "Contact Center Express." This is a new acronym and name (in 2006) for IPCC Express. The full name is Cisco Unified Contact Center Express or Unified CCX.

Cisco IP Phone 6921 (SCCP) Cisco IP Phone 6941 (SCCP) Cisco IP Phone 6961 (SCCP) Cisco IP Phone 8961 (SIP) Cisco IP Phone 9951 (SIP) Cisco IP Phone 9971 (SIP)

Cisco IP Communicator (SCCP)^{22. 24}

- b. For latest hardware updates, go to: www.cisco.com/go/swonly.
- 3. CIM (EIM/WIM) is not supported with Cisco Unified CCX and Cisco Unified IP IVR release 8.x and higher
- 4. a. Details of CME/IOS version mapping can be found at http://www.cisco.com/en/US/docs/voice_ip_comm/cucme/requirements/guide/33matrix.htm.
 - b. Only SCCP Phones are supported as Agent Phones with Unified CME. Refer to "Cisco Unified IP Phone Support" section from the respective Cisco Unified CME Supported Firmware, Platforms, Memory, and Voice Products web page. For example, for Cisco Unified CME 7.1, go to: http://www.cisco.com/en/US/docs/voice_ip_comm/cucme/requirements/guide/cme71spc.htm, and scroll down to view the "Cisco Unified IP Phone Support" table.
 - c. Cisco IP Phones 6911, 6921, 6941, 6961, 8961, 9951, and 9971 are not supported as agent phones with Unified CME.
- 5. These servers are supported with replacement disks 2x146GB.
- 6. These servers are supported with replacement disks 4x146GB.
- 7. Refer to CSCtj11411 for more information and workaround.
- For additional information related to Unified CCX virtualization, see the Unified CM Virtualization Wiki page available at http://docwiki.cisco.com/wiki/ Virtualization_for_Unified_CCX. For information on different server and storage options, see specifications-based VMware support section in http://docwiki.cisco.com/wiki/Specification-Based_Hardware_Support.
- Compatible with Cisco TelePresence Manager.
- 10. CTI control of 7931 phones is not allowed if the configuration parameter Outbound Call Rollover is set to Rollover value.
- 11. For supported Cisco IP Communicator (SCCP) versions, refer to the Cisco IP Communicator Compatibility with Cisco Unified CM Release table at http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/compat/ccmcompmatr.html#wp45351.

- 12. Supported on Phone Firmware versions 8-5-2 and higher only.
- 13. Editor is not supported in 64-bit Client operating systems.
- 14. a. For supported Citrix and MTS versions refer to the Cisco Agent Desktop Version Compatibility Matrix at:
 - http://www.cisco.com/en/US/products/sw/custcosw/ps427/products_implementation_design_guides_list.html.
 - b. CAD/CSD/CDA is not supported in 64-bit versions of the client operating system.
- 15. CAD-BE is not supported in 64-bit versions of the client operating system.
- 16. The computer on which you install the Cisco Unified CCX Historical Reporting client must have the following software: a. Microsoft Internet Explorer version 6 or higher
 - b. Informix Client-SDK version 3.00 (this will be installed by HRC Installer).
- 17. HR Client is not supported in 64-bit Client operating systems.
- 18. A CAD instance cannot support more than one localized language. All agents and supervisors must use the same language.
- 19. In a High Availability (HA) deployment of Unified CCX 8.0(1), you will need to work with your wallboard vendor if you want the wallboard to handle Unified CCX failover transparently without any manual intervention.
- 20. The latest Version of the ASR-TTS packages suggested by Nuance can be used. (http://network.nuance.com/portal/server.pt). Using the Latest Nuance Packages will not impact the integration functionality between Unified CCX and Nuance, until there is any major change by Nuance in the underlying design. However, you should maintain the compatibility among different ASR-TTS packages as suggested by Nuance.
- 21. Starting Unified CCX 8.0(1), you need to install the "IPCC Express Gateway to ICM" in a different server.
- 22. Install Cisco IP Communicator on the same system on which CAD and CSD Clients are installed.
- 24. CAD-based recording or monitoring and IP phone-based recording cannot work at the same time with Cisco IP Communicator.
- 25. Cisco QM has direct dependencies upon Cisco Unified Communications Manager (Unified CM) for CTI and SIP events; therefore QM compatibility with Unified CM is limited to the current Unified CM version at the time of release and at least one prior version. Previous versions of QM are not generally updated for compatibility with new versions of Unified CM. Therefore those planning upgrades should consult the appropriate QM Installation Guide for Unified CM compatibility. Please refer to the footnote on individual QM versions to identify the Unified CM versions supported by that QM.
- 26. Span-based Silent Monitoring on UCS B-series is not supported.
- 27. All the ES of a CUCM Release shall be considered as Qualified with UCCX if the corresponding SU version of the CUCM release is qualified with UCCX.
- 28. Nuance version 9.0 and above should use OSR 3.1.x as the Grammar Variant. Nuance 8.5 and older versions will continue using "Nuance" as the Grammar Variant.

Cisco Unified CCX and Cisco Unified IP IVR, Release 8.0(2) SU2 Solution Set (Sheet 1 of 4)

CCX and ed Cisco Un Unified IP CC IVR, IVI Release Up	nified CX/IP	Cisco Unified Communications Manager (Unified CM) and Unified CM Business Edition Releases ^{2, 28}	Hardware ³	IP Phones for Cisco Agent Desktop	IP Phones for Cisco IP Phone Agent
3-10 ⁴ 3 7.0 5 7.0 8.0 8.0	0(2)SR 0(1)SR 0(2) 0(1) 0(2) 0(2) 0(2)SU	7.1(3) JTAPI 7.1(3.10000)-1 File Name 7.1.3.10000-11 7.1(3b) SU1 JTAPI 7.1(3.10000)-1 File Name 7.1.3.31900-1 7.1(3b) SU2 JTAPI 7.1(3.10000)-3 File Name 7.1.3.32900-4 7.1(4) JTAPI 7.1(4.10000)-1 File Name 7.1.4.10000-4 7.1(5) JTAPI 7.1(5.10000)-2 File Name 7.1.5.10000-12 7.1(5) SU1 JTAPI 7.1(5.10000)-2 File Name 7.1.5.11900-6 7.1(5) SU1a JTAPI 7.1(5.10000)-2 File Name 7.1.5.11901-1 7.1(5.3) JTAPI 7.1(5.10000)-2 File Name 7.1.5.20000-6 7.1(5b) JTAPI 7.1(5.10000)-2 File Name 7.1.5.20000-6 7.1(5b) JTAPI 7.1(5.10000)-2 File Name 7.1.5.30000-1 7.1(5b) SU2 JTAPI 7.1(5.10000)-2 File Name 7.1.5.31900-3 7.1(5b) SU3 JTAPI 7.1(5.10000)-2 File Name 7.1.5.33900-10 7.1(5b) SU3 JTAPI 7.1(5.10000)-2 File Name 7.1.5.33900-10 7.1(5b) SU3 JTAPI 7.1(5.10000)-3 File Name 8.0.1.0000-40 8.0(2) JTAPI 8.0(2.10000)-3 File Name 8.0.2.0000-1 8.0(2) JTAPI 8.0(2.10000)-3 File Name 8.0.2.30000-1 8.0(2c) JTAPI 8.0(2.10000)-4 File Name 8.0.2.41000-3 File Name 8.0.3.20000-1 8.0(2c) SU1 JTAPI 8.0(2.10000)-4 File Name 8.0.3.20000-2 8.0(3a) SU1 JTAPI 8.0(3.10000)-2 File Name 8.0.3.20000-2 8.0(3a) SU3 JTAPI 8.0(3.10000)-2 File Name 8.0.3.20000-2 8.0(3a) SU3 JTAPI 8.0(3.10000)-3 File Name 8.0.3.22900-5 8.0(3a) SU3 JTAPI 8.0(3.10000)-1 File Name 8.0.3.22900-5 8.0(3a) SU3 JTAPI 8.0(3.10000)-1 File Name 8.0.3.22900-5 8.0(3a) SU3 JTAPI 8.5(1.10000)-1 File Name 8.5.1.11900-21 8.5(1) SU4 JTAPI 8.5(1.10000)-1 File Name 8.5.1.11900-21 8.5(1) SU4 JTAPI 8.5(1.10000)-1 File Name 8.6.1.10000-1	Native Servers MCS-7816-13-CCX1 MCS-7825-13-CCX1 MCS-7825-13-CCX1 MCS-7825-14-K9-CXA1 MCS-7825-14-K9-CXA1 MCS-7825-14-K9-CXA1 MCS-7835-12-CCX28 MCS-7835-13-CCX1 MCS-7835-13-CCX1 MCS-7845-12-CCX16, 8 MCS-7845-13-CCX1 MCS-7845-13-CCX1 MCS-7825-H3-CCX1 MCS-7825-H3-CCX1 MCS-7825-H3-CCX1 MCS-7835-H2-CCX16, 8 MCS-7835-H2-CCX18 MCS-7835-H2-CCX17, 8 MCS-7845-H2-CCX28 MCS-7845-H2-CCX28 MCS-7845-H2-CCX28 MCS-7845-H2-CCX10 UCS B200 M1 Blade Server ²⁷ UCS B200 M2 Blade Server ²⁷ UCS B200 M2 Blade Server ²⁷ UCS C210 M1 UCS C210 M2 UCS C260 M2 Native Servers - Equivalent servers from IBM For information and details on equivalent servers for the supported Native MCS-1 servers, please refer to http://www.cisco.com/en/US/prod/collateral/voicesw/ps6790/ps5748/ps378/product_solution_overview0900aecd80091615.html Native Servers - Equivalent servers from HP HP D1380-G6 Single Intel Xeon Nehalem quad-core E5504, 2.0 GHz, 4GB RAM, 2X146GB SAS Hard Drives HP D1380-G6 Single Intel Xeon Nehalem quad-core E5540, 2.53 GHz, 6GB RAM, 4X146GB SAS Hard Drives For information and details on equivalent servers for the supported Native MCS-H servers, please refer to http://www.cisco.com/en/US/prod/collateral/voicesw/ps6790/ps5748/ps378/product_solution_overview09186a0080107d79.html	Cisco IP Phone 7911G (SCCP) Cisco IP Phone 7912G (SCCP) Cisco IP Phone 7921G (SCCP) Cisco IP Phone 7921G (SCCP) Cisco IP Phone 7925G (SCCP) Cisco IP Phone 7940G (SCCP) Cisco IP Phone 7941G (SCCP) Cisco IP Phone 7941G (SCCP) Cisco IP Phone 7961G (SCCP) Cisco IP Phone 7961G (SCCP) Cisco IP Phone 7970G (SCCP) Cisco IP Phone 7971G-GE (SCCP) Cisco IP Phone 7971G-GE (SCCP) Cisco IP Phone 7911G (SIP) Cisco IP Phone 7961G (SIP) Cisco IP Phone 7970G (SIP) Cisco IP Phone 7970G (SIP) Cisco IP Phone 7971G-GE (SIP) Cisco IP Phone 7971G-GE (SIP) Cisco IP Phone 7971G (SCP) Cisco IP Phone 7971G (SCP) Cisco IP Phone 7971G (SCP) Cisco IP Phone 7942G (SCCP & SIP) Cisco IP Phone 7945G (SCCP & SIP) Cisco IP Phone 7975G (SCCP) Cisco IP Phone 7931G (SCCP) Cisco IP Phone 6921 (SCCP) Cisco IP Phone 6921 (SCCP) Cisco IP Phone 6961 (SCCP) Cisco IP Phone 6991 (SCCP) Cisco I	Cisco IP Phone 7911G (SCCP) Cisco IP Phone 7912G (SCCP) Cisco IP Phone 7921G (SCCP) Cisco IP Phone 7921G (SCCP) Cisco IP Phone 7925G (SCCP) Cisco IP Phone 7940G (SCCP) Cisco IP Phone 7941G (SCCP) Cisco IP Phone 7941G-GE (SCCP) Cisco IP Phone 7961G (SCCP) Cisco IP Phone 7961G (SCCP) Cisco IP Phone 7970G (SCCP) Cisco IP Phone 7971G-GE (SCCP) Cisco IP Phone 7971G-GE (SCCP) Cisco IP Phone 7911G (SIC) Cisco IP Phone 7961G (SCIP) Cisco IP Phone 7971G-GE (SCIP) Cisco IP Phone 7971G-GE (SIP) Cisco IP Phone 7971G-GE (SCP) Cisco IP Phone 7971G-GE (SCP) Cisco IP Phone 7971G-GE (SCP) Cisco IP Phone 7962G (SCCP) Cisco IP Phone 7945G (SCCP) Cisco IP Phone 7945G (SCCP) Cisco IP Phone 7975G (SCCP) Cisco IP Phone 7975G (SCCP) Cisco IP Phone 6921 (SCCP) Cisco IP Phone 6921 Cisco IP Phone 8961 (SCCP) Cisco IP Phone 9951 Cisco

Cisco Unified CCX and Cisco Unified IP IVR, Release 8.0(2) SU2 Solution Set (Sheet 2 of 4)

Security/A Software	AntiVirus	Java Versions	Quality Management (QM) ²⁶	Historical/Config Database	Enterprise Database
Cisco Secur (CSA) is Ins Unified CCX 8.0(2)SU2 I	stalled by (8.0(2)/	Custom Classes/SDK Sun JRE 1.6.0_17 Real-Time Reporting Sun JRE 1.6.0_17	8.0(2) 9.0(1)	IBM Informix Dynamic Server (Installed by Unified CCX 8.0(2) Installer)	Oracle 10g R2, Oracle 10g XE Oracle 11g R2 Sybase Adaptive Server 12 IBM DB2 8.2 MS SQL Server 2000 MS SQL Server 2005 MS SQL Server 2008
Unified CCX CTI Versions	Editor Cli	ent OS ¹⁴	WorkForce Management (WFM)	CAD/CSD/CDA Client OS ¹⁵	
10 11 12 13 14	Win XP Professional SP2 (Please check Tech Tips & Release Notes) Win XP Professional SP3 (Please check Tech Tips & Release Notes) Win Vista (Ultimate and Business) Windows 7 (Ultimate)		8.3(4)	Win XP Professional SP2 (Please check Tech Tips & Release Notes) Win XP Professional SP3 (Please check Tech Tips & Release Notes) Win Vista (Ultimate, Enterprise, and Business) Windows 7 (Ultimate, Enterprise, and Professional)	
CAD/ CAD-BE/ CSD Client Version	CAD-BE C	lient OS ¹⁶	CAD-BE Browser Support on Windows XP Professional SP1 and SP2	CAD-BE Browser Support on Windows Vista Business, and Ultimate	CAD-BE Browser Support on Red Hat Enterprise Linux v5
8.0.2.300	Win XP Professional SP2 (Please check Tech Tips & Release Notes) Win XP Professional SP3 (Please check Tech Tips & Release Notes) Win Vista (Ultimate, Enterprise, Business) Windows 7 (Ultimate, Enterprise, Professional)		IE 7 with Sun JRE 6.0 Update 17 IE 8 with Sun JRE 6.0 Update 17 Firefox 3.0 with Sun JRE 6.0 Update 17 Firefox 3.0 with Sun JRE 6.0 Update 17	IE 7.0 with Sun JRE 6.0 Update 17 IE 8.0 with Sun JRE 6.0 Update 17 Firefox 3.0 with Sun JRE 6.0 Update 17 Firefox 3.5 with Sun JRE 6.0 Update 17	IE 7.0 with Sun JRE 6.0 Update 17 IE 8.0 with Sun JRE 6.0 Update 17 Firefox 3.0 with Sun JRE 6.0 Update 17 Firefox 3.5 with Sun JRE 6.0 Update 17
Cisco VPN Client for CAD/ CAD-BE/ CSD	Cisco TelePres ence Softwar e	CUPS Releases	Microsoft Exchange Server	HR Client Version	HR Client ¹⁷ OS ¹⁸
4.6.02.001 1 5.0.01.060 0	See compatibility	7.0.1.10000-23 7.0.1.10000-28 7.0.5 8.0.1 8.0.4	Microsoft Exchange Server 2003 - Enterprise Full Packaged Product (FPP) Microsoft Exchange Server 2007 - Enterprise Edition	8.0(2.5)	Win XP Professional Win XP Professional SP2 (Please check Tech Tips & Release Notes) Win XP Professional SP3 (Please check Tech Tips & Release Notes) Win Vista (Ultimate and Business) Windows 7 (Ultimate)

Cisco Unified CCX and Cisco Unified IP IVR, Release 8.0(2) SU2 Solution Set (Sheet 3 of 4)

	ges ¹⁹	Wallboard	Cisco Works	Crystal Reports
German, Chinese (M. Portuguese (BR), He (Hong Kong), Manda	, Spanish(US, MX, CO, ES), French (CA, FR), andarin), Japanese, Italian, Korean, brew (IL), Thai, Malay, Danish, Cantonese rin (Taiwan), Dutch, Swedish, Russian, nnish, Australian English, Turkish, Hungarian,	Spectrum 3.1.2 ²⁰ INOVA (light link) 5.7	Campus Manager 4.0 (EOS) CiscoWorks Resource Manager Essentials 4.0 CiscoWorks IPCOM 1.0 CiscoWorks CUOM 2.0	Developer Edition 11.0 and 11.5 Professional Edition 11.0 and 11.5
VXML Grammar: Dependent on what y vendor	you install from MRCP			
Chinese, Korean, Por Swedish, Dutch, Dan Polish, Canadian Fred Cisco IP Phone Ago Danish, Dutch, Englis	ench, Spanish, Italian, Japanese, Simplified tuguese (Brazilian), Traditional Chinese, iish, Russian, Norwegian, Finnish, Turkish, nch ent Supported Languages: sh, French, German, Italian, Japanese ese (Brazilian), Spanish, Swedish, Turkish,			
	ench, Spanish, Italian, Japanese, Simplified tuguese (Brazilian), Traditional Chinese,			
AppAdmin, AppSupervisor,	MRCP	Speech Server ²¹	VXML	
AppUser Client				

Cisco Unified CCX and Cisco Unified IP IVR, Release 8.0(2) SU2 Solution Set (Sheet 4 of 4)

IPCC Express Gateway to ICM ²²	Real Time Monitoring Tool (RTMT)	IP Phones for Desktop / Endpoint Monitoring
ICM 7.5(5)	RTMT Module Version: 8.5(017.uccx.001)	Cisco IP Phone 7911G (SCCP)
ICM 7.5(6) ICM 8.0(1)	DTMT Plugin Versions 9 F2(000)	Cisco IP Phone 7912G (SCCP) Cisco IP Phone 7940G (SCCP)
ICM 6.0(1)	RTMT Plugin Version: 8.53(000)	Cisco IP Phone 7941G (SCCP)
		Cisco IP Phone 7941G-GE (SCCP)
		Cisco IP Phone 7960G (SCCP)
		Cisco IP Phone 7961G (SCCP)
		Cisco IP Phone 7961G-GE (SCCP)
		Cisco IP Phone 7970G (SCCP)
		Cisco IP Phone 7971G-GE (SCCP)
		Cisco IP Phone 7911G (SIP)
		Cisco IP Phone 7941G (SIP)
		Cisco IP Phone 7941G-GE (SIP)
		Cisco IP Phone 7961G (SIP)
		Cisco IP Phone 7961G-GE (SIP)
		Cisco IP Phone 7970G (SIP)
		Cisco IP Phone 7971G-GE (SIP)
		Cisco IP Phone 7942G (SCCP & SIP) Cisco IP Phone 7962G (SCCP & SIP)
		Cisco IP Phone 7945G (SCCP & SIP)
		Cisco IP Phone 7945G (SCCP & SIP)
		Cisco IP Phone 7975G (SCCP & SIP)
		Cisco IP Phone 7931G (SCCP & SIP) ¹¹
		Cisco IP Phone 6911 (SCCP)
		Cisco IP Phone 6921 (SCCP)
		Cisco IP Phone 6941 (SCCP)
		Cisco IP Phone 6961 (SCCP)
		Cisco IP Phone 8961 (SIP)
		Cisco IP Phone 9951 (SIP)
		Cisco IP Phone 9971 (SIP)
		Cisco IP Communicatòr (ŚCCP) ^{23, 25}

- Upgrades are supported from all corresponding Unified CCX Service Release and Engineering Special Releases. See Upgrade Guide and Release Notes for the
 respective Cisco Unified Contact Center Express and Cisco Unified IP IVR releases for important information on the upgrade process.
- This Cisco Unified Communications Manager (Unified CM) and Unified CM Business Edition Releases is also compatible with the base version and all service updates (SU) of 8.0(2).
- 3. a. CCX at the end of a Hardware name means "Contact Center Express." This is a new acronym and name (in 2006) for IPCC Express. The full name is Cisco Unified Contact Center Express or Unified CCX.
 - b. For latest hardware updates, go to: www.cisco.com/go/swonly.
- 4. CIM (EIM/WIM) is not supported with Cisco Unified CCX and Cisco Unified IP IVR release 8.x and higher
- 5. a. Details of CME/IOS version mapping can be found at http://www.cisco.com/en/US/docs/voice_ip_comm/cucme/requirements/guide/33matrix.htm.
 - b. Only SCCP Phones are supported as Agent Phones with Unified CME. Refer to "Cisco Unified IP Phone Support" section from the respective Cisco Unified CME Supported Firmware, Platforms, Memory, and Voice Products web page. For example, for Cisco Unified CME 7.1, go to: http://www.cisco.com/en/US/docs/voice_ip_comm/cucme/requirements/guide/cme71spc.htm, and scroll down to view the "Cisco Unified IP Phone Support" table.
 c. Cisco IP Phones 6911, 6921, 6941, 6961, 8961, 9951, and 9971 are not supported as agent phones with Unified CME.
- 6. These servers are supported with replacement disks 2x146GB.
- 7. These servers are supported with replacement disks 4x146GB.
- 8. Refer to CSCtj11411 for more information and workaround.
- For additional information related to Unified CCX virtualization, see the Unified CM Virtualization Wiki page available at http://docwiki.cisco.com/wiki/ Virtualization_for_Unified_CCX. For information on different server and storage options, see specifications-based VMware support section in http://docwiki.cisco.com/ wiki/Specification-Based_Hardware_Support.
- 10. Compatible with Cisco TelePresence Manager.
- 11. CTI control of 7931 phones is not allowed if the configuration parameter Outbound Call Rollover is set to Rollover value.
- 12. For supported Cisco IP Communicator (SCCP) versions, refer to the Cisco IP Communicator Compatibility with Cisco Unified CM Release table at http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/compat/ccmcompmatr.html#wp45351.
- 13. Supported on Phone Firmware versions 8-5-2 and higher only.
- 14. Editor is not supported in 64-bit Client operating systems.
- a. For supported Citrix and MTS versions refer to the Cisco Agent Desktop Version Compatibility Matrix at: http://www.cisco.com/en/US/products/sw/custcosw/ps427/products_implementation_design_guides_list.html.
 - b. CAD/CSD/CDA is not supported in 64-bit versions of the client operating system.
- 16. CAD-BE is not supported in 64-bit versions of the client operating system.
- 17. The computer on which you install the Cisco Unified CCX Historical Reporting client must have the following software:
 - a. Microsoft Internet Explorer version 6 or higher
 - b. Informix Client-SDK version 3.00 (this will be installed by HRC Installer).
- 18. HR Client is not supported in 64-bit Client operating systems.
- 19. A CAD instance cannot support more than one localized language. All agents and supervisors must use the same language.
- 20. In a High Availability (HA) deployment of Unified CCX 8.0(1), you will need to work with your wallboard vendor if you want the wallboard to handle Unified CCX failover transparently without any manual intervention.
- 21. The latest Version of the ASR-TTS packages suggested by Nuance can be used. (http://network.nuance.com/portal/server.pt). Using the Latest Nuance Packages will not impact the integration functionality between Unified CCX and Nuance, until there is any major change by Nuance in the underlying design. However, you should maintain the compatibility among different ASR-TTS packages as suggested by Nuance.
- 22. Starting Unified CCX 8.0(1), you need to install the "IPCC Express Gateway to ICM" in a different server.
- 23. Install Cisco IP Communicator on the same system on which CAD and CSD Clients are installed.
- 25. CAD-based recording or monitoring and IP phone-based recording cannot work at the same time with Cisco IP Communicator.
- 26. Cisco QM has direct dependencies upon Cisco Unified Communications Manager (Unified CM) for CTI and SIP events; therefore QM compatibility with Unified CM is limited to the current Unified CM version at the time of release and at least one prior version. Previous versions of QM are not generally updated for compatibility with new versions of Unified CM. Therefore those planning upgrades should consult the appropriate QM Installation Guide for Unified CM compatibility. Please refer to the footnote on individual QM versions to identify the Unified CM versions supported by that QM.
- 27. Span-based Silent Monitoring on UCS B-series is not supported.
- 28. All the ES of a CUCM Release shall be considered as Qualified with UCCX if the corresponding SU version of the CUCM release is qualified with UCCX.
- 29. Nuance version 9.0 and above should use OSR 3.1.x as the Grammar Variant. Nuance 8.5 and older versions will continue using "Nuance" as the Grammar Variant.

Cisco Unified CCX and Cisco Unified IP IVR, Release 8.0(2) SU1 Solution Set (Sheet 1 of 3)

Cisco Unified CCX and Cisco Unified Unified IP CCX/IP IVR IVR, Release File name Paths 1	Cisco Unified Communications Manager (Unified CM) and Unified CM Business Edition Releases ²⁸	Hardware ²	IP Phones for Cisco Agent Desktop	IP Phones for Cisco IP Phone Agent
8.0.2.11002-3 ³ 7.0(2) 8.0(2)	7.1(3) JTAPI 7.1(3.10000)-1 File Name 7.1.3.10000-11 7.1(3b) SUJ JTAPI 7.1(3.10000)-1 File Name 7.1.3.31900-1 7.1(3b) SUZ JTAPI 7.1(3.10000)-3 File Name 7.1.3.31900-1 7.1(4) JTAPI 7.1(4.10000)-1 File Name 7.1.4.10000-4 7.1(5) JTAPI 7.1(5.10000)-2 File Name 7.1.5.10000-12 7.1(5) SUJ JTAPI 7.1(5.10000)-2 File Name 7.1.5.11900-6 7.1(5) SUJ JTAPI 7.1(5.10000)-2 File Name 7.1.5.11900-6 7.1(5) SUJ JTAPI 7.1(5.10000)-2 File Name 7.1.5.11901-1 7.1(5a) JTAPI 7.1(5.10000)-2 File Name 7.1.5.20000-6 7.1(5b) JTAPI 7.1(5.10000)-2 File Name 7.1.5.30000-1 7.1(5b) SUZ JTAPI 7.1(5.10000)-2 File Name 7.1.5.39000-1 7.1(5b) SUJ JTAPI 7.1(5.10000)-2 File Name 7.1.5.3900-2 7.1(5b) SUJ JTAPI 7.1(5.10000)-2 File Name 7.1.5.3900-2 7.1(5b) SUJ JTAPI 7.1(5.10000)-2 File Name 7.1.5.3900-10 7.1(5b) SUJ JTAPI 7.1(5.10000)-3 File Name 7.1.5.3900-7 8.0(1) JTAPI 8.0(2.10000)-3 File Name 8.0.2.10000-4 8.0(2) JTAPI 8.0(2.10000)-3 File Name 8.0.2.30000-1 8.0(2c) JTAPI 8.0(2.10000)-3 File Name 8.0.2.40000-1 8.0(2c) SUJ JTAPI 8.0(2.10000)-4 File Name 8.0.2.40000-1 8.0(2c) SUJ JTAPI 8.0(2.10000)-2 File Name 8.0.3.100000-2 File Name 8.0.3.10000-2 File Name 8.0.3.10000-2 File Name 8.0.3.10000-2 File Name 8.0.3.10000-2 File Name 8.0.3.10000-3 File Name 8.0.3.10000-1 File Name 8.0.3.10000-2 File Name 8.0.3.10000-2 File Name 8.0.3.10000-1 File Name 8.0.3.1900-5 8.0(3a) SUJ JTAPI 8.0(3.10000)-1 File Name 8.0.3.29900-5 8.0(3a) SUJ JTAPI 8.0(3.10000)-1 File Name 8.5.1.11900-21 R.5(1) SUJ JTAPI 8.5(1.10000)-1 File Name 8.5.1.11900-21 R.5(1) SUJ JTAPI 8.5(1.10000)-1 File Name 8.5.1.11900-21 R.5(1) SUJ JTAPI 8.5(1.10000)-1 File Name 8.5.1.14900-7 R.5(1) SUJ JTAPI 8.6(1.10000)-1 File Name 8.5.1.14900-7 R.5(1) SUJ JTAPI 8.6(1.10000)-1 File Name 8.5.1.14900-5 R.6(1a) JTAPI 8.6(1.10000)-1 File Name 8.6.1.20000-1 R.6(2a) JTAPI 8.6(2.10000)-5 R.6(2a) SUJ JTAPI 8.6(2.10000)-5 Filename:8.6.2.2900-5 R.6(2a)	MCS-7816-I3-CCX1 MCS-7816-I4-CCX1 MCS-7825-I3-CCX1 MCS-7825-I4-CCX1 MCS-7825-I4-CCX1 MCS-7825-I4-CCX1 MCS-7835-I2-CCX15-, 7 MCS-7835-I2-CCX15-, 7 MCS-7835-I2-CCX1 MCS-7845-I2-CCX16-, 7 MCS-7845-I2-CCX16-, 7 MCS-7845-I3-CCX1 MCS-7845-I3-CCX1 MCS-7816-H3-CCX1 MCS-7825-H3-CCX1 MCS-7825-H3-CCX1 MCS-7835-H2-CCX1, 7 MCS-7835-H2-CCX1, 7 MCS-7835-H2-CCX2, 7 MCS-7835-H2-CCX2, 7 MCS-7835-H2-CCX2, 7 MCS-7845-H2-CCX1, 7 MCS-7845-H2-CCX2, 7 MCS-7845-H2-CCX1, 7 MCS-7845-H2-CCX1 MCS	Cisco IP Phone 7911G (SCCP) Cisco IP Phone 7912G (SCCP) Cisco IP Phone 7921G (SCCP) Cisco IP Phone 7925G (SCCP) Cisco IP Phone 7940G (SCCP) Cisco IP Phone 7941G (SCCP) Cisco IP Phone 7941G (SCCP) Cisco IP Phone 7960G (SCCP) Cisco IP Phone 7960G (SCCP) Cisco IP Phone 7961G (SCCP) Cisco IP Phone 7970G (SCCP) Cisco IP Phone 7970G (SCCP) Cisco IP Phone 7971G-GE (SCCP) Cisco IP Phone 7911G (SIP) Cisco IP Phone 7941G (SIP) Cisco IP Phone 7941G-GE (SIP) Cisco IP Phone 7961G (SIP) Cisco IP Phone 7961G (SIP) Cisco IP Phone 7970G (SCCP) Cisco IP Phone 7942G (SCCP) Cisco IP Phone 7945G (SCCP) Cisco IP Phone 7975G (SCCP) Cisco IP Phone 7975G (SCCP) Cisco IP Phone 7971G (SCCP) Cisco IP Phone 7971G (SCCP) Cisco IP Phone 7975G (SCCP) Cisco IP Phone 7975G (SCCP) Cisco IP Phone 7975G (SCCP) Cisco IP Phone 6911 (SCCP) Cisco IP Phone 6911 (SCCP) Cisco IP Phone 6961 (SCCP) Cisco IP Phone 6961 (SIP) Cisco IP Phone 6961 (SIP) Cisco IP Phone 6961 (SIP) Cisco IP Phone 8961 (SIP)	Cisco IP Phone 7911G (SCCP) Cisco IP Phone 7912G (SCCP) Cisco IP Phone 7921G (SCCP) Cisco IP Phone 7921G (SCCP) Cisco IP Phone 7925G (SCCP) Cisco IP Phone 7940G (SCCP) Cisco IP Phone 7941G (SCCP) Cisco IP Phone 7941G-GE (SCCP) Cisco IP Phone 7960G (SCCP) Cisco IP Phone 7961G (SCCP) Cisco IP Phone 7961G-GE (SCCP) Cisco IP Phone 7970G (SCCP) Cisco IP Phone 7971G-GE (SCCP) Cisco IP Phone 7911G (SIP) Cisco IP Phone 7941G (SIP) Cisco IP Phone 7941G-GE (SIP) Cisco IP Phone 7961G-GE (SIP) Cisco IP Phone 7961G-GE (SIP) Cisco IP Phone 7961G (SIP) Cisco IP Phone 7970G (SIP) Cisco IP Phone 7970G (SIP) Cisco IP Phone 7971G-GE (SIP) Cisco IP Phone 7971G-GE (SIP) Cisco IP Phone 7951G (SCCP & SIP) Cisco IP Phone 7965G (SCCP & SIP) Cisco IP Phone 7965G (SCCP & SIP) Cisco IP Phone 7975G (SCCP & SIP) Cisco IP Phone 7931G (SCCP & SIP) Cisco IP Phone 6961 (SCCP) Cisco IP Phone 6921 (SCCP) Cisco IP Phone 6961 (SCCP) Cisco IP Phone 8961 (SIP) Cisco IP Phone 9951 (SIP) Cisco IP Phone 9951 (SIP) Cisco IP Phone 9961 (SIP)

Cisco Unified CCX and Cisco Unified IP IVR, Release 8.0(2) SU1 Solution Set (Sheet 2 of 3)

Unified CCX CTI Versions	Editor Client	OS ¹³	WorkForce Management (WFM) ²⁶	CAD/CSD/CDA Client OS ¹⁴	
0 Win XP Professional SP2 1 (Please check Tech Tips & Release Notes) 2 Win XP Professional SP3 (Please check Tech Tips & Release Notes) 3 Release Notes) 4 Win Vista (Ultimate and Business) Windows 7 (Ultimate)		(Please check Tech Tips & Release Notes) Win XP Professional SP3 (Please check Tech Tips & Release Notes) Win Vista (Ultimate and Business)		Win XP Professional SP2 (Please check Tech Tips & Release Notes) Win XP Professional SP3 (Please check Tech Tips & Release Notes) Win Vista (Ultimate, Enterprise, and Business) Windows 7 (Ultimate, Enterprise, and Professional)	
Security/AntiV Software	irus	Java Versions	Quality Management (QM) ²⁵	Historical/Config Database	Enterprise Database
Cisco Security A installed by Unifi Installer		Custom Classes/SDK Sun JRE 1.6.0_17 Real-Time Reporting Sun JRE 1.6.0_17	8.0(2) 9.0(1)	IBM Informix Dynamic Server (Installed by Unified CCX 8.0(2) Installer)	Oracle 10g R2, Oracle 10g XE Oracle 11g R2 Sybase Adaptive Server 12 IBM DB2 8.2 MS SQL Server 2000 MS SQL Server 2005 MS SQL Server 2008
CAD/ CAD-BE/CSD Client Version	CAD-BE Clie	nt OS ¹⁵	CAD-BE Browser Support on Windows XP Professional SP1 and SP2	CAD-BE Browser Support on Windows Vista Business, and Ultimate	CAD-BE Browser Support on Red Hat Enterprise Linux v5
8.0.2.200	Win XP Profes Release Notes Win XP Profes Release Notes Win Vista (Ult	sional SP2 (Please check Tech Tips & ;) sional SP3 (Please check Tech Tips &	IE 7 with Sun JRE 6.0 Update 17 IE 8 with Sun JRE 6.0 Update 17 Firefox 3.0 with Sun JRE 6.0 Update 17 Firefox 3.0 with Sun JRE 6.0 Update 17	IE 7.0 with Sun JRE 6.0 Update 17 IE 8.0 with Sun JRE 6.0 Update 17 Firefox 3.0 with Sun JRE 6.0 Update 17 Firefox 3.5 with Sun JRE 6.0 Update 17	IE 7.0 with Sun JRE 6.0 Update 17 IE 8.0 with Sun JRE 6.0 Update 17 Firefox 3.0 with Sun JRE 6.0 Update 17 Firefox 3.5 with Sun JRE 6.0 Update 17
Cisco VPN Client for	Cisco				
CAD/ CAD-BE/CSD	TelePresenc e Software	CUPS Releases	Microsoft Exchange Server	HR Client Version	HR Client ¹⁶ OS ¹⁷
4.6.02.0011 5.0.01.0600	See compatibility information for Cisco TelePresence System available at http://www.cisco.com/en/US/products/ps8332/products_device_support_tables_list.html for supported Cisco Unified CM releases.	7.0.1.10000-23 7.0.1.10000-28 7.0(5) 8.0.1	Microsoft Exchange Server 2003 - Enterprise Full Packaged Product (FPP) Microsoft Exchange Server 2007 - Enterprise Edition	8.0(2.0)	Win XP Professional Win XP Professional SP2 (Please check Tech Tips & Release Notes) Win XP Professional SP3 (Please check Tech Tips & Release Notes) Win Vista (Ultimate and Business) Windows 7 (Ultimate)
Supported Lan	guages ¹⁸		Wallboard	Cisco Works	Crystal Reports
German, Chinese (BR), Hebrew (Il Mandarin (Taiwa	e (Mandarin), Ja	CO, ES),	Spectrum 3.1.2 ¹⁹ INOVA (light link) 5.7	Campus Manager 4.0 (EOS) CiscoWorks Resource Manager Essentials 4.0 CiscoWorks IPCOM 1.0 CiscoWorks CUOM 2.0	Developer Edition 11.0 and 11.5 Professional Edition 11.0 and 11.5
TTS: Dependent VXML Gramma Dependent on w	on what you ir r :	stall from TTS vendor			
Korean, Portugu Danish, Russian, Cisco IP Phone Danish, Dutch, E	, French, Spani ese (Brazilian), Norwegian, Fir a Agent Suppo English, French,	ges: sh, Italian, Japanese, Simplified Chinese, Traditional Chinese, Swedish, Dutch, nnish, Turkish, Polish, Canadian French rted Languages: German, Italian, Japanese (Katakana), , Swedish, Turkish, Polish, Canadian			
	, French, Spani	sh, Italian, Japanese, Simplified Chinese, Traditional Chinese, Swedish, Dutch,			

Cisco Unified CCX and Cisco Unified IP IVR, Release 8.0(2) SU1 Solution Set (Sheet 3 of 3)

AppAdmin, AppSupervisor, AppUser Client	MRCP	Speech Server ²⁰	VXML
Internet Explorer 6.x and $7.x^{21}$ Firefox 2.0 and 3.0	1.0	Scansoft/Nuance: SpeechWorks Media Server 3.1.6 or 3.1.9 Open Speech Recognition Server 3.0.4 or 3.0.9 RealSpeak 4.0.6 or 4.0.10	2.0
		Nuance 8.5 ²⁹ : MRCP Server 1.0 SP 9 or 1.0 SP 10 or 1-0-0-SP12 Speech Recognition 8.5, SP050513 or 8.5, SP050930 Vocalizer 4.0.4 or 4.0.5 or 4.0.6	
		IBM WebSphere Voice Server: MRCP Server - MRCP Server 1.0 ASR - WebSphere Voice Server V5.1.3 TTS - CTTS V5.1.3 WVS Language Support 5.1.3	
		Nuance 9.0²⁹: Nuance Speech Server 5.0.2 Nuance Recognizer 9.0.3 RealSpeak 4.5.0	
IPCC Express Gateway to ICM ²²	Real Time Monitoring Tool (RTMT)		IP Phones for Desktop / Endpoint Monitoring
ICM 7.5(5) ICM 7.5(6) ICM 8.0(1)	RTMT Module Version: 8.5(017.uccx.001		Cisco IP Phone 7911G (SCCP) Cisco IP Phone 7912G (SCCP) Cisco IP Phone 7940G (SCCP) Cisco IP Phone 7941G (SCCP) Cisco IP Phone 7941G (SCCP) Cisco IP Phone 7941G-GE (SCCP) Cisco IP Phone 7960G (SCCP) Cisco IP Phone 7961G (SCCP) Cisco IP Phone 7961G-GE (SCCP) Cisco IP Phone 7970G (SCCP) Cisco IP Phone 7971G-GE (SCCP) Cisco IP Phone 7971G-GE (SCCP) Cisco IP Phone 7911G (SIP) Cisco IP Phone 7941G (SIP) Cisco IP Phone 7941G-GE (SIP) Cisco IP Phone 7961G (SIP) Cisco IP Phone 7961G-GE (SIP) Cisco IP Phone 7970G (SIP) Cisco IP Phone 7970G (SIP) Cisco IP Phone 7971G-GE (SIP) Cisco IP Phone 7942G (SCCP & SIP) Cisco IP Phone 7942G (SCCP & SIP) Cisco IP Phone 7965G (SCCP & SIP) Cisco IP Phone 7965G (SCCP & SIP) Cisco IP Phone 7975G (SCCP & SIP) Cisco IP Phone 7931G (SCCP & SIP) Cisco IP Phone 6911 (SCCP) Cisco IP Phone 6941 (SCCP) Cisco IP Phone 6961 (SCCP) Cisco IP Phone 8961 (SIP) Cisco IP Phone 8961 (SIP) Cisco IP Phone 8961 (SIP) Cisco IP Phone 9951 (SIP) Cisco IP Phone 99971 (SIP) Cisco IP Communicator (SCCP)

- 1. Upgrades are supported from all corresponding Unified CCX Service Release and Engineering Special Releases.
- a. CCX at the end of a Hardware name means "Contact Center Express." This is a new acronym and name (in 2006) for IPCC Express. The full name is Cisco Unified Contact Center Express or Unified CCX.
 - b. For latest hardware updates, go to: www.cisco.com/go/swonly.
- 3. CIM (EIM/WIM) is not supported with Cisco Unified CCX and Cisco Unified IP IVR release 8.x and higher
- 4. a. Details of CME/IOS version mapping can be found at http://www.cisco.com/en/US/docs/voice_ip_comm/cucme/requirements/guide/33matrix.htm.
 - b. Only SCCP Phones are supported as Agent Phones with Unified CME. Refer to "Cisco Unified IP Phone Support" section from the respective Cisco Unified CME Supported Firmware, Platforms, Memory, and Voice Products web page. For example, for Cisco Unified CME 7.1, go to: http://www.cisco.com/en/US/docs/ voice_ip_comm/cucme/requirements/guide/cme71spc.htm, and scroll down to view the "Cisco Unified IP Phone Support" table. c. Cisco IP Phones 6911, 6921, 6941, 6961, 8961, 9951, and 9971 are not supported as agent phones with Unified CME.
- 5. These servers are supported with replacement disks 2x146GB.
- 6. These servers are supported with replacement disks 4x146GB.
- Refer to CSCtj11411 for more information and workaround.
- For additional information related to Unified CCX virtualization, see the Unified CM Virtualization Wiki page available at http://docwiki.cisco.com/wiki/ Virtualization_for_Unified_CCX. For information on different server and storage options, see *specifications-based VMware support* section in http://docwiki.cisco.com/wiki/Specification-Based_Hardware_Support.
- Compatible with Cisco TelePresence Manager.
- 10. CTI control of 7931 phones is not allowed if the configuration parameter Outbound Call Rollover is set to Rollover value.
- 11. For supported Cisco IP Communicator (SCCP) versions, refer to the Cisco IP Communicator Compatibility with Cisco Unified CM Release table at http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/compat/ccmcompmatr.html#wp45351.
- 12. Supported on Phone Firmware versions 8-5-2 and higher only.
- 13. Editor is not supported in 64-bit Client operating systems.
- 14. a. For supported Citrix and MTS versions refer to the Cisco Agent Desktop Version Compatibility Matrix at: http://www.cisco.com/en/US/products/sw/custcosw/ps427/products implementation design guides list.html.
 - b. CAD/CSD/CDA is not supported in 64-bit versions of the client operating system.
- 15. CAD-BE is not supported in 64-bit versions of the client operating system.
- 16. The computer on which you install the Cisco Unified CCX Historical Reporting client must have the following software: a. Microsoft Internet Explorer version 6 or higher
 - b. Informix Client-SDK version 3.00 (this will be installed by HRC Installer).
- 17. HR Client is not supported in 64-bit Client operating systems.

- 18. A CAD instance cannot support more than one localized language. All agents and supervisors must use the same language.
- 19. In a High Availability (HA) deployment of Unified CCX 8.0(1), you will need to work with your wallboard vendor if you want the wallboard to handle Unified CCX failover transparently without any manual intervention.
- 20. The latest Version of the ASR-TTS packages suggested by Nuance can be used. (http://network.nuance.com/portal/server.pt). Using the Latest Nuance Packages will not impact the integration functionality between Unified CCX and Nuance, until there is any major change by Nuance in the underlying design. However, you should maintain the compatibility among different ASR-TTS packages as suggested by Nuance.
- 21. You should disable the Internet Explorer pop-up blocker when using Internet Explorer, Version 7.0, with the Unified CCX Application Administration web application. This is not necessary when using it with CAD or CSD.
- 22. Starting Unified CCX 8.0(1), you need to install the "IPCC Express Gateway to ICM" in a different server.
- 23. Install Cisco IP Communicator on the same system on which CAD and CSD Clients are installed.
- 24. CAD-based recording or monitoring and IP phone-based recording cannot work at the same time with Cisco IP Communicator.
- 25. Cisco QM has direct dependencies upon Cisco Unified Communications Manager (Unified CM) for CTI and SIP events; therefore QM compatibility with Unified CM is limited to the current Unified CM version at the time of release and at least one prior version. Previous versions of QM are not generally updated for compatibility with new versions of Unified CM. Therefore those planning upgrades should consult the appropriate QM Installation Guide for Unified CM compatibility. Please refer to the footnote on individual QM versions to identify the Unified CM versions supported by that QM.
- 26. All associated SRs are supported with compatible versions of WFM.
- 27. Span-based Silent Monitoring on UCS B-series is not supported.
- 28. All the ES of a CUCM Release shall be considered as Qualified with UCCX if the corresponding SU version of the CUCM release is qualified with UCCX.
- 29. Nuance version 9.0 and above should use OSR 3.1.x as the Grammar Variant. Nuance 8.5 and older versions will continue using "Nuance" as the Grammar Variant.

Cisco Unified CCX and Cisco Unified IP IVR, Release 8.0(2) Solution Set (Sheet 1 of 3)

Cisco Unified CCX and Cisco Unified IP Unified IP UR, Release Upgra	d P IVR Cisco Unified Communicati de Manager (Unified CM) and	Unified	IP Phones for Cisco	IP Phones for
	Manager (Unified CM) and CM Business Edition Release SR2 7.1(3) JTAPI 7.1(3.10000)-1	MCS-7816-I3-CCX1	Cisco IP Phone 7911G (SCCP) Cisco IP Phone 7912G (SCCP) Cisco IP Phone 7921G (SCCP) Cisco IP Phone 7921G (SCCP) Cisco IP Phone 7925G (SCCP) Cisco IP Phone 7940G (SCCP) Cisco IP Phone 7940G (SCCP) Cisco IP Phone 7941G-GE (SCCP) Cisco IP Phone 7960G (SCCP) Cisco IP Phone 7961G (SCCP) Cisco IP Phone 7961G (SCCP) Cisco IP Phone 7970G (SCCP) Cisco IP Phone 7970G (SCCP) Cisco IP Phone 7971G-GE (SCCP) Cisco IP Phone 7911G (SIP) Cisco IP Phone 7911G (SIP) Cisco IP Phone 7911G (SIP) Cisco IP Phone 7970G (SCCP) Cisco IP Phone 7911G (SIP) Cisco IP Phone 7961G-GE (SIP) Cisco IP Phone 7961G-GE (SIP) Cisco IP Phone 7970G (SCP) Cisco IP Phone 7970G (SCP) Cisco IP Phone 7961G (SIP) Cisco IP Phone 7971G-GE (SIP) Cisco IP Phone 7962G (SCCP & SIP) Cisco IP Phone 7965G (SCCP & SIP) Cisco IP Phone 7965G (SCCP & SIP) Cisco IP Phone 7975G (SCCP) Cisco IP Phone 7975G (SCCP) Cisco IP Phone 6961 (SCCP) Cisco IP Phone 69911 (SCCP)	Cisco IP Phone Agent Cisco IP Phone 7911G (SCCP) Cisco IP Phone 7912G (SCCP) Cisco IP Phone 7921G (SCCP) Cisco IP Phone 7921G (SCCP) Cisco IP Phone 7925G (SCCP) Cisco IP Phone 7940G (SCCP) Cisco IP Phone 7941G (SCCP) Cisco IP Phone 7941G-GE (SCCP) Cisco IP Phone 7960G (SCCP) Cisco IP Phone 7960G (SCCP) Cisco IP Phone 7961G (SCCP) Cisco IP Phone 7970G (SCCP) Cisco IP Phone 7971G-GE (SCCP) Cisco IP Phone 7971G-GE (SCCP) Cisco IP Phone 7941G (SCCP) Cisco IP Phone 7941G (SIP) Cisco IP Phone 7961G (SIP) Cisco IP Phone 7970G (SCCP & SIP) Cisco IP Phone 7942G (SCCP & SIP) Cisco IP Phone 7965G (SCCP & SIP) Cisco IP Phone 7973IG (SCCP & SIP) Cisco IP Phone 7973IG (SCCP & SIP) Cisco IP Phone 7973IG (SCCP & SIP) Cisco IP Phone 6921 (SCCP) Cisco IP Phone 6941 (SCCP) Cisco IP Phone 6961 (SCCP) Cisco IP Phone 8961 (SIP)
	Cisco Unified Communicati Manager Express (Unified (7.1 8.0 UC520 Releases 8.0 / 15.0(1) XA			

Cisco Unified CCX and Cisco Unified IP IVR, Release 8.0(2) Solution Set (Sheet 2 of 3)

Jnified CCX CTI Versions	Editor Client OS ¹³		WorkForce Management (WFM) ²⁷	CAD/CSD/CDA Client OS14	4
0 1 2 2 3 4	Win XP Profess Release Notes Win XP Profess Release Notes Win Vista (Ulti	sional SP3 (Please check Tech Tips &	8.3(4)	Win XP Professional SP2 (Please check Tech Tips & Re Win XP Professional SP3 (Please check Tech Tips & Re Win Vista (Ultimate, Enterpri Windows 7 (Ultimate, Enterp	lease Notes) lease Notes) se, and Business)
Security/An Software	itiVirus	Java Versions	Quality Management (QM) ²⁶	Historical/Config Database	Enterprise Database
s installed by 3.0(2) Install	y Agent (CSA) / Unified CCX er	Custom Classes/SDK Sun JRE 1.6.0_17 Real-Time Reporting Sun JRE 1.6.0_17	8.0(2) ²⁸ 9.0(1)	IBM Informix Dynamic Server (Installed by Unified CCX 8.0(2) Installer)	Oracle 10g R2, Oracle 10g X Oracle 11g R2 Sybase Adaptive Server 12 IBM DB2 8.2 MS SQL Server 2000 MS SQL Server 2005 MS SQL Server 2008
CAD/ CAD-BE/ CSD Client Version	CAD-BE Clier	nt 0S ¹⁵	CAD-BE Browser Support on Windows XP Professional SP1 and SP2	CAD-BE Browser Support on Windows Vista Business, and Ultimate	CAD-BE Browser Support on Red Hat Enterprise Linux v5
8.0.2.9			IE 7 with Sun JRE 6.0 Update 17 IE 8 with Sun JRE 6.0 Update 17 Firefox 3.0 with Sun JRE 6.0 Update 17 Firefox 3.0 with Sun JRE 6.0 Update 17	IE 7.0 with Sun JRE 6.0 Update 17 IE 8.0 with Sun JRE 6.0 Update 17 Firefox 3.0 with Sun JRE 6.0 Update 17 Firefox 3.5 with Sun JRE 6.0 Update 17	IE 7.0 with Sun JRE 6.0 Update 17 IE 8.0 with Sun JRE 6.0 Update 17 Firefox 3.0 with Sun JRE 6.0 Update 17 Firefox 3.5 with Sun JRE 6.0 Update 17
Cisco VPN Client for CAD/ CAD-BE/ CSD	Cisco TelePresenc e Software	CUPS Releases	Microsoft Exchange Server	HR Client Version	HR Client ¹⁶ OS ¹⁷
4.6.02.0011 5.0.01.0600	See compatibility information for Cisco TelePresence System available at http://www.cisco.com/en/US/products/ps8332/products_device_support_tables_list.html for supported Cisco Unified CM releases.	7.0.1.10000-28 7.0(5) 8.0.1	Microsoft Exchange Server 2003 - Enterprise Full Packaged Product (FPP) Microsoft Exchange Server 2007 - Enterprise Edition	8.0(2.0)	Win XP Professional Win XP Professional SP2 (Please check Tech Tips & Release Notes) Win XP Professional SP3 (Please check Tech Tips & Release Notes) Win Vista (Ultimate and Business) Windows 7 (Ultimate)
Supported I	anguages ¹⁸		Wallboard	Cisco Works	Crystal Reports
IVR Prompt English (US, German, Chir (BR), Hebrew Mandarin (Ta Finnish, Aust ASR Gramm English (US, French (CA, F	s: CA, GB), Spaninese (Mandarinin (IL), Thai, Maliwan), Dutch, Saliwan), Dutch, Saliwan For workflogB), Spanish (NeR), German, Jaent on what yo		Spectrum 3.1.2 ¹⁹ INOVA (light link) 5.7	Campus Manager 4.0 (EOS) CiscoWorks Resource Manager Essentials 4.0 CiscoWorks IPCOM 1.0 CiscoWorks CUOM 2.0	Developer Edition 11.0 and 11.5 Professional Edition 11.0 and 11.5
Dependent or vendor CAD/CSD Si English, Gern Chinese, Kore Swedish, Dut Canadian Fre Cisco IP Pho Danish, Dutcl	n what you inst upported Lang nan, French, Sp ean, Portuguese ch, Danish, Rus nch one Agent Sup h, English, Fren Portuguese (Bra				
Historical R e English, Gern Chinese, Kore	eporting Clien nan, French, Sp	panish, Italian, Japanese, Simplified e (Brazilian), Traditional Chinese,			

Cisco Unified CCX and Cisco Unified IP IVR, Release 8.0(2) Solution Set (Sheet 3 of 3)

AppAdmin, AppSupervisor, AppUser Client	MRCP	Speech Server ²⁰	VXML
Internet Explorer 6.x and 7.x ²¹ Firefox 2.0 and 3.0	1.0	Scansoft/Nuance: SpeechWorks Media Server 3.1.6 or 3.1.9 Open Speech Recognition Server 3.0.4 or 3.0.9 RealSpeak 4.0.6 or 4.0.10 Nuance 8.5 ³⁰ : MRCP Server 1.0 SP 9 or 1.0 SP 10 or 1-0-0-SP12 Speech Recognition 8.5, SP050513 or 8.5, SP050930 Vocalizer 4.0.4 or 4.0.5 or 4.0.6 IBM WebSphere Voice Server: MRCP Server - MRCP Server 1.0 ASR - WebSphere Voice Server V5.1.3 TTS - CTTS V5.1.3 WVS Language Support 5.1.3 Nuance 9.0 ³⁰ : Nuance Speech Server 5.0.2 Nuance Recognizer 9.0.3	2.0
		RealSpeak 4.5.0	
IPCC Express Gateway to ICM ²²	Real Time Monitoring Tool (RTMT)		IP Phones for Desktop / Endpoint Monitoring
ICM 7.5(5) ICM 7.5(6) ICM 8.0(1)	RTMT Module Version: 8.5(017.uccx.001 RTMT Plugin Version: 8.53(000)		Cisco IP Phone 7911G (SCCP) Cisco IP Phone 7912G (SCCP) Cisco IP Phone 7940G (SCCP) Cisco IP Phone 7941G (SCCP) Cisco IP Phone 7941G (SCCP) Cisco IP Phone 7941G-GE (SCCP) Cisco IP Phone 7960G (SCCP) Cisco IP Phone 7961G (SCCP) Cisco IP Phone 7961G-GE (SCCP) Cisco IP Phone 7970G (SCCP) Cisco IP Phone 7971G-GE (SCCP) Cisco IP Phone 7971G-GE (SCCP) Cisco IP Phone 7971G-GE (SIP) Cisco IP Phone 7941G (SIP) Cisco IP Phone 7961G (SIP) Cisco IP Phone 7961G (SIP) Cisco IP Phone 7971G-GE (SIP) Cisco IP Phone 7971G-GE (SIP) Cisco IP Phone 7971G-GE (SIP) Cisco IP Phone 7962G (SCCP & SIP) Cisco IP Phone 7962G (SCCP & SIP) Cisco IP Phone 7965G (SCCP & SIP) Cisco IP Phone 7965G (SCCP & SIP) Cisco IP Phone 7975G (SCCP & SIP) Cisco IP Phone 7975G (SCCP & SIP) Cisco IP Phone 6911 (SCCP) Cisco IP Phone 6911 (SCCP) Cisco IP Phone 6961 (SCCP)

- Upgrades are supported from all corresponding Unified CCX Service Release and Engineering Special Releases.
- 2. a. CCX at the end of a Hardware name means "Contact Center Express." This is a new acronym and name (in 2006) for IPCC Express. The full name is Cisco Unified Contact Center Express or Unified CCX.
- b. For latest hardware updates, go to: www.cisco.com/go/swonly.
- CIM (EIM/WIM) is not supported with Cisco Unified CCX and Cisco Unified IP IVR release 8.x and higher
- a. Details of CME/IOS version mapping can be found at http://www.cisco.com/en/US/docs/voice_ip_comm/cucme/requirements/guide/33matrix.htm.
 - b. Only SCCP Phones are supported as Agent Phones with Unified CME. Refer to "Cisco Unified IP Phone Support" section from the respective Cisco Unified CME Supported Firmware, Platforms, Memory, and Voice Products web page. For example, for Cisco Unified CME 7.1, go to: http://www.cisco.com/en/US/docs/ voice_ip_comm/cucme/requirements/guide/cme71spc.htm, and scroll down to view the "Cisco Unified IP Phone Support" table. c. Cisco IP Phones 6911, 6921, 6941, 6961, 8961, 9951, and 9971 are not supported as agent phones with Unified CME.
- 5. These servers are supported with replacement disks 2x146GB.
- 6. These servers are supported with replacement disks 4x146GB.
- Note: For additional information related to Unified CCX virtualization, see the Unified CM Virtualization Wiki page available at http://docwiki.cisco.com/wiki/ Unified_Communications_Virtualization
- 8. Refer to CSCtj11411 for more information and workaround.
- Compatible with Cisco TelePresence Manager.
- 10. CTI control of 7931 phones is not allowed if the configuration parameter Outbound Call Rollover is set to Rollover value.
- 11. For supported Cisco IP Communicator (SCCP) versions, refer to the Cisco IP Communicator Compatibility with Cisco Unified CM Release table at http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/compat/ccmcompmatr.html#wp45351.
- 12. Supported on Phone Firmware versions 8-5-2 and higher only.
- 13. Editor is not supported in 64-bit Client operating systems.
- 14. a. For supported Citrix and MTS versions refer to the Cisco Agent Desktop Version Compatibility Matrix at:
 - $http://www.cisco.com/en/US/products/sw/custcosw/ps427/products_implementation_design_guides_list.html.$
 - b. CAD/CSD/CDA is not supported in 64-bit versions of the client operating system.
- 15. CAD-BE is not supported in 64-bit versions of the client operating system.
- 16. The computer on which you install the Cisco Unified CCX Historical Reporting client must have the following software:
 - a. Microsoft Internet Explorer version 6 or higher
 - b. Informix Client-SDK version 3.00 (this will be installed by HRC Installer).

- 17. HR Client is not supported in 64-bit Client operating systems.
- 18. A CAD instance cannot support more than one localized language. All agents and supervisors must use the same language.
- 19. In a High Availability (HA) deployment of Unified CCX 8.0(1), you will need to work with your wallboard vendor if you want the wallboard to handle Unified CCX failover transparently without any manual intervention.
- 20. The latest Version of the ASR-TTS packages suggested by Nuance can be used. (http://network.nuance.com/portal/server.pt). Using the Latest Nuance Packages will not impact the integration functionality between Unified CCX and Nuance, until there is any major change by Nuance in the underlying design. However, you should maintain the compatibility among different ASR-TTS packages as suggested by Nuance.
- 21. You should disable the Internet Explorer pop-up blocker when using Internet Explorer, Version 7.0, with the Unified CCX Application Administration web application. This is not necessary when using it with CAD or CSD.
- 22. Starting Unified CCX 8.0(1), you need to install the "IPCC Express Gateway to ICM" in a different server.
- 23. Install Cisco IP Communicator on the same system on which CAD and CSD Clients are installed.
- 25. CAD-based recording or monitoring and IP phone-based recording cannot work at the same time with Cisco IP Communicator.
- 26. Cisco QM has direct dependencies upon Cisco Unified Communications Manager (Unified CM) for CTI and SIP events; therefore QM compatibility with Unified CM is limited to the current Unified CM version at the time of release and at least one prior version. Previous versions of QM are not generally updated for compatibility with new versions of Unified CM. Therefore those planning upgrades should consult the appropriate QM Installation Guide for Unified CM compatibility. Please refer to the footnote on individual QM versions to identify the Unified CM versions supported by that QM.
- 27. All associated SRs are supported with compatible versions of WFM.
- 28. These Unified CM versions are supported 8.0(1), 8.0(2) and all SUs, 8.5(1) and all SUs, and 7.1 and all SUs.
- 29. All the ES of a CUCM Release shall be considered as Qualified with UCCX if the corresponding SU version of the CUCM release is qualified with UCCX.
- 30. Nuance version 9.0 and above should use OSR 3.1.x as the Grammar Variant. Nuance 8.5 and older versions will continue using "Nuance" as the Grammar Variant.

Cisco Unified CCX and Cisco Unified IP IVR, Release 8.0(1) Solution Set (Sheet 1 of 3)

Cisco Unified CCX and Cisco Unified IP IVR, Release File name	Supported Unified CCX/IP IVR Upgrade Paths ¹	Cisco Unified Communications Manager (Unified CM) and Unified CM Business Edition Releases	Hardware ²	IP Phones for Cisco Agent Desktop	IP Phones for Cisco IP Phone Agent
8.0.1.10000-38 ³	5.0(2) SR2 7.0(1) SR5	7.1(3) JTAPI 7.1(3.10000)-1 File Name 7.1.3.10000-11 7.1(3) SU1 JTAPI 7.1(3.10000)-1 File Name 7.1.3.31900-1 7.1(4) JTAPI 7.1(4.10000)-1 File Name 7.1.4.10000-4 7.1(5) JTAPI 7.1(5.10000)-2 File Name 7.1.5.10000-12 8.0(1) JTAPI 8.0.1.10000-3 File Name 8.0.1.10000-40 7.1(5b) SU5 JTAPI 7.1(5.10000)-6 File Name 7.1.5.34900-7 Cisco Unified Communications Manager Express (Unified CME) ⁴ 7.1 8.0 UC520 Releases 8.0 / 15.0(1) XA	MCS-7816-I4-CCX1 MCS-7825-I3-CCX1 MCS-7825-I4-CCX1 MCS-7835-I2-CCX1 ^{5, 7} MCS-7835-I2-CCX2 ⁷ MCS-7835-I3-CCX1 MCS-7845-I2-CCX16, 7 MCS-7845-I2-CCX2 ⁷ MCS-7845-I3-CCX1 MCS-7845-I3-CCX1 MCS-7816-I3-CCX1	Cisco IP Phone 7911G (SCCP) Cisco IP Phone 7912G (SCCP) Cisco IP Phone 7921G (SCCP) Cisco IP Phone 7921G (SCCP) Cisco IP Phone 7925G (SCCP) Cisco IP Phone 7940G (SCCP) Cisco IP Phone 7941G (SCCP) Cisco IP Phone 7941G-GE (SCCP) Cisco IP Phone 7960G (SCCP) Cisco IP Phone 7961G (SCCP) Cisco IP Phone 7961G (SCCP) Cisco IP Phone 7970G (SCCP) Cisco IP Phone 7970G (SCCP) Cisco IP Phone 7971G-GE (SCCP) Cisco IP Phone 7911G (SIP) Cisco IP Phone 7941G (SIP) Cisco IP Phone 7941G (SIP) Cisco IP Phone 7961G (SCP) Cisco IP Phone 7961G (SCP) Cisco IP Phone 7961G (SIP) Cisco IP Phone 7961G (SIP) Cisco IP Phone 7961G (SIP) Cisco IP Phone 7961G-GE (SIP) Cisco IP Phone 7970G (SIP) Cisco IP Phone 7970G (SIP) Cisco IP Phone 7970G (SIP) Cisco IP Phone 7962G (SCCP & SIP) Cisco IP Phone 7965G (SCCP & SIP) Cisco IP Phone 7975G (SCCP) Cisco IP Phone 7975G (SCCP) Cisco IP Phone 69911	Cisco IP Phone 7911G (SCCP) Cisco IP Phone 7912G (SCCP) Cisco IP Phone 7921G (SCCP) Cisco IP Phone 7921G (SCCP) Cisco IP Phone 7925G (SCCP) Cisco IP Phone 7940G (SCCP) Cisco IP Phone 7941G (SCCP) Cisco IP Phone 7941G-GE (SCCP) Cisco IP Phone 7960G (SCCP) Cisco IP Phone 7961G (SCCP) Cisco IP Phone 7961G-GE (SCCP) Cisco IP Phone 7970G (SCCP) Cisco IP Phone 7971G-GE (SCCP) Cisco IP Phone 7911G (SIP) Cisco IP Phone 7941G-GE (SCP) Cisco IP Phone 7941G-GE (SCP) Cisco IP Phone 7941G-GE (SIP) Cisco IP Phone 7941G-GE (SIP) Cisco IP Phone 7961G-GE (SIP) Cisco IP Phone 7961G-GE (SIP) Cisco IP Phone 7970G (SIP) Cisco IP Phone 7970G (SIP) Cisco IP Phone 7971G-GE (SIP) Cisco IP Phone 7942G (SCCP & SIP) Cisco IP Phone 7945G (SCCP & SIP) Cisco IP Phone 7965G (SCCP & SIP) Cisco IP Phone 7975G (SCCP & SIP) Cisco IP Phone 7971G-GE (SCCP & SIP) Cisco IP Phone 7975G (SCCP & SIP) Cisco IP Phone 7975G (SCCP & SIP) Cisco IP Phone 6921 (SCCP) ¹¹ Cisco IP Phone 6961 (SCCP) ¹¹ Cisco IP Phone 8961 (SIP) Cisco IP Phone 8961 (SIP) Cisco IP Phone 8961 (SIP) Cisco IP Phone 9971 (SIP) Cisco IP Phone 9971 (SIP)
Socurity/Antil	/irus Software	Java Versions	Historical/Config Database	Enterprise Database	
	Virus Software Agent (CSA) is installed by	Java Versions Custom Classes/SDK	Historical/Config Database IBM Informix Dynamic Server (Installed by	Oracle 10g R2, Oracle 10g	
Unified CCX 8.0		Sun JRE 1.6.0_17 Real-Time Reporting Sun JRE 1.6.0_17	Unified CCX 8.0(1) Installer)	XE Sybase Adaptive Server 12 IBM DB2 8.2 MS SQL Server 2000 MS SQL Server 2005 MS SQL Server 2008	

Unified CCX CTI Versions	Editor Client OS 12	Quality Management(QM) ²⁵	WorkForce Management (WFM) ¹³	CAD/CSD/CDA Client OS ¹⁴	
10 11 12 13 14	Win XP Professional SP2 (Please check Tech Tips & Release Notes) Win XP Professional SP3 (Please check Tech Tips & Release Notes) Win Vista (Ultimate and Business)	8.0(2) ²⁶ 9.0(1)	8.3(4)	Win XP Professional SP2 (Please check Tech Tips & Release Notes) Win XP Professional SP3 (Please check Tech Tips & Release Notes) Win Vista (Ultimate, Enterprise, and Business) Windows 7 (Ultimate, Enterprise, and Professional)	
CAD/ CAD-BE/CSD Client Version	CAD-BE Client OS ¹⁵		CAD-BE Browser Support on Windows XP Professional SP1 and SP2	CAD-BE Browser Support on Windows Vista Business, and Ultimate	CAD-BE Browser Support on Red Hat Enterprise Linux v5
8.0.1.86	Win XP Professional SP2 (I Release Notes) Win XP Professional SP3 (I Release Notes)	Please check Tech Tips &	IE 7 with Sun JRE 6.0 Update 17 IE 8 with Sun JRE 6.0 Update 17 Firefox 3.0 with Sun JRE 6.0 Update 17	IE 7.0 with Sun JRE 6.0 Update 17 IE 8.0 with Sun JRE 6.0 Update 17	IE 7.0 with Sun JRE 6.0 Update 17 IE 8.0 with Sun JRE 6.0 Update 17
	Win Vista (Ultimate, Enterprise, Business) Windows 7 (Ultimate, Enterprise, Professional)		Firefox 3.0 with Sun JRE 6.0 Update 17	Firefox 3.0 with Sun JRE 6.0 Update 17 Firefox 3.5 with Sun JRE 6.0 Update 17	Firefox 3.0 with Sun JRE 6.0 Update 17 Firefox 3.5 with Sun JRE 6.0 Update 17
Cisco VPN Client for					
CAD/ CAD-BE/CSD	Cisco TelePresence Software	CUPS Releases	Microsoft Exchange Server	HR Client Version	HR Client ¹⁶ OS ¹⁷
4.6.02.0011 5.0.01.0600	See compatibility information for Cisco TelePresence System available at http://www.cisco.com/en/US/products/ps8332/products_device_support_tables_list.html for supported Cisco Unified CM releases.	7.0.1.10000-23 7.0.1.10000-28 7.0(5) 8.0.1	Microsoft Exchange Server 2003 - Enterprise Full Packaged Product (FPP) Microsoft Exchange Server 2007 - Enterprise Edition	8.0(1.2)	Win XP Professional Win XP Professional SP2 (Please check Tech Tips & Release Notes) Win XP Professional SP3 (Please check Tech Tips & Release Notes) Win Vista (Ultimate and Business)
Supported Lar	nguages ¹⁸		Wallboard Spectrum 3.1.2 ¹⁹	Cisco Works Campus Manager 4.0 (EOS)	Crystal Reports Developer Edition 11.0 an
English (US, CA German, Chines (BR), Hebrew (I Mandarin (Taiwa	, GB), Spanish(US, MX, CC se (Mandarin), Japanese, Ita IL), Thai, Malay, Danish, Ca an), Dutch, Swedish, Russia ian English, Turkish, Hungai	alian, Korean, Portuguese ntonese (Hong Kong), n, Arabic,Norwegian,	INOVA (light link) 5.7	CiscoWorks Resource Manager Essentials 4.0 CiscoWorks IPCOM 1.0 CiscoWorks CUOM 2.0	11.5 Professional Edition 11.0 and 11.5
English (US, GB French (CA, FR)	for workflow steps: i), Spanish (MX, CO, ES), i, German, Japanese, Italiar t on what you install from T				
VXML Gramma Dependent on v vendor	ar: what you install from MRCP				
English, German Chinese, Korear Dutch, Danish, French Cisco IP Phon Danish, Dutch,	Russian, Norwegian, Finnish e Agent Supported Langu	aditional Chinese, Swedish, n, Turkish, Polish, Canadian nages: talian, Japanese (Katakana),			
Historical Rep English, German	n, French, Spanish, Italian, n, Portuguese (Brazilian), Tr	Japanese, Simplified aditional Chinese, Swedish,			

Cisco Unified CCX and Cisco Unified IP IVR, Release 8.0(1) Solution Set (Sheet 3 of 3)

AppAdmin, AppSupervisor, AppUser			
Client	MRCP	Speech Server ²⁰	VXML
Internet Explorer 6.x and 7.x ²¹ Firefox 2.0 and 3.0	1.0	Scansoft/Nuance: SpeechWorks Media Server 3.1.6 or 3.1.9 Open Speech Recognition Server 3.0.4 or 3.0.9 RealSpeak 4.0.6 or 4.0.10	2.0
		Nuance 8.5 ²⁷ : MRCP Server 1.0 SP 9 or 1.0 SP 10 or 1-0-0-5P12 Speech Recognition 8.5, SP050513 or 8.5, SP050930 Vocalizer 4.0.4 or 4.0.5 or 4.0.6	
		IBM WebSphere Voice Server: MRCP Server - MRCP Server 1.0 ASR - WebSphere Voice Server V5.1.3 TTS - CTTS V5.1.3 WVS Language Support 5.1.3	
		Nuance 9.0 ²⁷ : Nuance Speech Server 5.0.2 Nuance Recognizer 9.0.3 RealSpeak 4.5.0	
IPCC Express Gateway to ICM ²²	Real Time Monitoring Too	ol (RTMT)	IP Phones for Desktop / Endpoint Monitoring
ICM 7.5(5)	RTMT Module Version: 8.5(0	014)	Cisco IP Phone 7911G (SCCP)
ICM 7.5(6) ICM 8.0(1)	RTMT Plugin Version: 8.53((000)	Cisco IP Phone 7912G (SCCP) Cisco IP Phone 7940G (SCCP) Cisco IP Phone 7941G (SCCP) Cisco IP Phone 7941G (SCCP) Cisco IP Phone 7941G-GE (SCCP) Cisco IP Phone 7961G (SCCP) Cisco IP Phone 7961G (SCCP) Cisco IP Phone 7970G (SCCP) Cisco IP Phone 7971G-GE (SCCP) Cisco IP Phone 7971G-GE (SCCP) Cisco IP Phone 7911G (SIP) Cisco IP Phone 7941G (SIP) Cisco IP Phone 7941G-GE (SIP) Cisco IP Phone 7961G-GE (SIP) Cisco IP Phone 7961G-GE (SIP) Cisco IP Phone 7971G-GE (SCP) Cisco IP Phone 7945G (SCCP & SIP) Cisco IP Phone 7965G (SCCP & SIP) Cisco IP Phone 7965G (SCCP & SIP) Cisco IP Phone 7973IG (SCCP & SIP) Cisco IP Phone 7973IG (SCCP & SIP) Cisco IP Phone 69911 (SCCP) Cisco IP Phone 69911 (SCCP) Cisco IP Phone 6961 (SCCP) Cisco IP Phone 8961 (SIP)

- Upgrades are supported from all corresponding Unified CCX Service Release and Engineering Special Releases.
- 2. a. CCX at the end of a Hardware name means "Contact Center Express." This is a new acronym and name (in 2006) for IPCC Express. The full name is Cisco Unified

Cisco IP Communicator (SCCP)23. 24

- Contact Center Express or Unified CCX. b. For latest hardware updates, go to: www.cisco.com/go/swonly.
- 3. CIM (EIM/WIM) is not supported with Cisco Unified CCX and Cisco Unified IP IVR release 8.x and higher
- 4. a. Details of CME/IOS version mapping can be found at http://www.cisco.com/en/US/docs/voice_ip_comm/cucme/requirements/guide/33matrix.htm.
 - b. Only SCCP Phones are supported as Agent Phones with Unified CME. Refer to "Cisco Unified IP Phone Support" section from the respective Cisco Unified CME Supported Firmware, Platforms, Memory, and Voice Products web page. For example, for Cisco Unified CME 7.1, go to: http://www.cisco.com/en/US/docs/ voice_ip_comm/cucme/requirements/guide/cme71spc.htm, and scroll down to view the "Cisco Unified IP Phone Support" table. c. Cisco IP Phones 6911, 6921, 6941, 6961, 8961, 9951, and 9971 are not supported as agent phones with Unified CME.
- These servers are supported with replacement disks 2x146GB.
- 6. These servers are supported with replacement disks 4x146GB.
- Refer to CSCtj11411 for more information and workaround.
- 8. Compatible with Cisco TelePresence Manager.
- CTI control of 7931 phones is not allowed if the configuration parameter Outbound Call Rollover is set to Rollover value.
- 10. For supported Cisco IP Communicator (SCCP) versions, refer to the Cisco IP Communicator Compatibility with Cisco Unified CM Release table at http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/compat/ccmcompmatr.html#wp45351.
- 11. Supported on Phone Firmware versions 8-5-2 and higher only.
- 12. Editor is not supported in 64-bit Client operating systems.
- 13. All associated SRs are supported with the compatible versions of WFM.

- 14. a. For supported Citrix and MTS versions refer to the Cisco Agent Desktop Version Compatibility Matrix at: http://www.cisco.com/en/US/products/sw/custcosw/ps427/products_implementation_design_guides_list.html.
 - b. CAD/CSD/CDA is not supported in 64-bit versions of the client operating system.
- b. CAD/CSD/CDA is not supported in 64-bit versions of the client operating system.
- 16. The computer on which you install the Cisco Unified CCX Historical Reporting client must have the following software:
 - a. Microsoft Internet Explorer version 6 or higher
 - b. Informix Client-SDK version 3.00 (this will be installed by HRC Installer).
- 17. HR Client is not supported in 64-bit Client operating systems.
- 18. A CAD instance cannot support more than one localized language. All agents and supervisors must use the same language.
- 19. In a High Availability (HA) deployment of Unified CCX 8.0(1), you will need to work with your wallboard vendor if you want the wallboard to handle Unified CCX failover transparently without any manual intervention.
- 20. The latest Version of the ASR-TTS packages suggested by Nuance can be used. (http://network.nuance.com/portal/server.pt). Using the Latest Nuance Packages will not impact the integration functionality between Unified CCX and Nuance, until there is any major change by Nuance in the underlying design. However, you should maintain the compatibility among different ASR-TTS packages as suggested by Nuance.
- 21. You should disable the Internet Explorer pop-up blocker when using Internet Explorer, Version 7.0, with the Unified CCX Application Administration web application. This is not necessary when using it with CAD or CSD.
- 22. Starting Unified CCX 8.0(1), you need to install the "IPCC Express Gateway to ICM" in a different server.
- 23. Install Cisco IP Communicator on the same system on which CAD and CSD Clients are installed.
- 24. CAD-based recording or monitoring and IP phone-based recording cannot work at the same time with Cisco IP Communicator.
- 25. Cisco QM has direct dependencies upon Cisco Unified Communications Manager (Unified CM) for CTI and SIP events; therefore QM compatibility with Unified CM is limited to the current Unified CM version at the time of release and at least one prior version. Previous versions of QM are not generally updated for compatibility with new versions of Unified CM. Therefore those planning upgrades should consult the appropriate QM Installation Guide for Unified CM compatibility. Please refer to the footnote on individual QM versions to identify the Unified CM versions supported by that QM.
- 26. These Unified CM versions are supported 8.0(1), 8.0(2) and all SUs, 8.5(1) and all SUs, and 7.1 and all SUs.
- 27. Nuance version 9.0 and above should use OSR 3.1.x as the Grammar Variant. Nuance 8.5 and older versions will continue using "Nuance" as the Grammar Variant.

Cisco Unified CCX and Cisco Unified IP IVR, Release 7.0(2) Solution Set (Sheet 1 of 4)

nified CX/IP 'R	Cisco Unified Communications Manager (Unified CM) and Unified CM Business Edition			IP Phones for Cisco	IP Phones for
X/IP	Communications Manager (Unified CM) and Unified	OS Releases OS 2003.1.5a SR8 SR9 SR10 SR11 SR12 SR13 SR14 SR15 SR16 SR17 SR18 SR19	MCS-7815-I1-CC1 ⁵ MCS-7815-I1-CC2 MCS-7815-I1-CC2 MCS-7816-I3-CCX1 MCS-7816-I3-CCX1 MCS-7816-I3-CCX1 MCS-7816-I4-CCX1 MCS-7825-I1-CC1 MCS-7835-I1-CC1 MCS-7845-I1-CC1 MCS-785-I1-CC1 MCS-7845-I1-CC1 MCS-7855-I1-CC1 MCS-785-	IP Phones for Cisco Agent Desktop Cisco IP Phone 7911G (SCCP) Cisco IP Phone 7912G (SCCP) Cisco IP Phone 7921G (SCCP) Cisco IP Phone 7921G (SCCP) Cisco IP Phone 7925G (SCCP) Cisco IP Phone 7940G (SCCP) Cisco IP Phone 7941G (SCCP) Cisco IP Phone 7941G (SCCP) Cisco IP Phone 7960G (SCCP) Cisco IP Phone 7961G (SCCP) Cisco IP Phone 7970G (SCCP) Cisco IP Phone 7970G (SCCP) Cisco IP Phone 7971G-GE (SCCP) Cisco IP Phone 7985G (SCCP) Cisco IP Phone 7985G (SCCP) Cisco IP Phone 7911G (SIP) Cisco IP Phone 7911G (SIP) Cisco IP Phone 7961G (SIP) Cisco IP Phone 7961G (SIP) Cisco IP Phone 7961G (SIP) Cisco IP Phone 7971G-GE (SIP) Cisco IP Phone 7971G-GE (SIP) Cisco IP Phone 7971G-GE (SIP) Cisco IP Phone 7942G (SCCP & SIP) Cisco IP Phone 7965G (SCCP & SIP) Cisco IP Phone 7975G (SCCP) Cisco IP Phone 6921(SCCP) Cisco IP Phone 6921(SCCP) Cisco IP Phone 6941(SCCP) Cisco IP Phone 6941(SCCP) Cisco IP Phone 6961(SCCP) Cisco IP Phone 6961(SCCP)	IP Phones for Cisco IP Phone Agent Cisco IP Phone 7911G (SCCP) Cisco IP Phone 7912G (SCCP) Cisco IP Phone 7921G (SCCP) Cisco IP Phone 7921G (SCCP) Cisco IP Phone 7921G (SCCP) Cisco IP Phone 7941G (SCCP) Cisco IP Phone 7941G (SCCP) Cisco IP Phone 7941G-GE (SCCP) Cisco IP Phone 7960G (SCCP) Cisco IP Phone 7961G (SCCP) Cisco IP Phone 7961G-GE (SCCP) Cisco IP Phone 7971G-GE (SCCP) Cisco IP Phone 7911G (SIP) Cisco IP Phone 7941G (SIP) Cisco IP Phone 7941G (SIP) Cisco IP Phone 7961G-GE (SIR) Cisco IP Phone 7961G-GE (SIR) Cisco IP Phone 7970G (SIP) Cisco IP Phone 7971G-GE (SIR) Cisco IP Phone 7971G-GE (SIR) Cisco IP Phone 7971G-GE (SIR) Cisco IP Phone 7942G (SCCP & SIP) Cisco IP Phone 7965G (SCCP & SIP) Cisco IP Phone 7945G (SCCP & SIP) Cisco IP Phone 7975G (SCCP & SIP) Cisco IP Phone 7975G (SCCP & SIP) Cisco IP Phone 7931G (SCCP & SIP) Cisco IP Phone 6921(SCCP) Cisco IP Phone 6941(SCCP) Cisco IP Phone 6941(SCCP) Cisco IP Phone 6961(SCCP)
	7.1(2a) JTAPI 7.1(2.10000)-3 File Name 7.1.2.20000-2 7.1(2b) SU1 JTAPI 7.1(2.10000)-5 File Name 7.1.2.31900-1 7.1(3. JTAPI 7.1(3.10000)-1 File Name 7.1.3.10000-11 7.1(3b) SU1 JTAPI		Pentium D, 2.8 GHz IBM xSeries 306M Single Intel dual-core Pentium D, 3.4 GHz IBM xSeries 3250 Single Intel Celeron D 352, 3.2 GHz IBM xSeries 3250 Single Intel dual-core Xeon 3050, 2.13 GHz IBM xSeries 3250-M2 Dual-core Intel Xeon E3110 (E8400) 3.0 GHz		
	File Name 7.1.4.10000-4 7.1(5) JTAPI 7.1(5.10000)-2 File Name 7.1.5.10000-12 7.1(5b) SU2 JTAPI 7.1(5.10000)-2 File Name 7.1.5.31900-3 7.1(5b)SU3 JTAPI 7.1(5.10000)-5 File Name 7.1.5.32900-2 7.1(5b) SU5 JTAPI 7.1(5.10000)-6 File Name 7.1.5.34900-7 Cisco Unified Communications Manager		IBM xSeries 3650-M2 Single Intel Xeon Nehalem quad-core E5504, 2.0 GHz ⁷ IBM xSeries 3650-M2 Single Intel Xeon Nehalem quad-core E5540, 2.53 GHz ⁷ HP DL 320-G3 Single Intel Pentium 4, 3.4 GHz HP DL320-G4 Single Intel dual-core Pentium D, 2.8 GHz HP DL320-G4 Single Intel dual-core Pentium D, 3.4 GHz HP DL320-G5 Single Intel Celeron D 352, 3.2 GHz HP DL320-G5 Single Intel		
	Express (Unified CME) ⁴ 4.2 7.0 7.1 UC520 Releases 7.0 / 12.4(20) T1 4.2 / 12.4(11) XW9		dual-core Xeon 3050, 2.13 GHz HP DL320-G5p Single Intel dual-core Xeon E8400, 3.0 GHz HP DL380-G4 Single Intel Xeon 3.4 GHz HP DL380-G5 Single Intel Xeon, 3.4 GHz HP DL 380-G5 Single Intel dual-core Xeon 5140, 2.33 GHz HP DL380-G5 Dual Intel dual-core Xeon 5140, 2.33 GHz HP DL380-G6 Single Intel Nehalem quad-core E5504, 2.0 GHz, 4GB RAM, 2X146GB SAS Hard Drives ⁷ HP DL380-G6 Single Intel Nehalem quad-core E5540, 2.53 GHz, 6GB RAM, 4X146GB SAS Hard Drives ⁷		

Cisco Unified CCX and Cisco Unified IP IVR, Release 7.0(2) Solution Set (Sheet 2 of 4)

Cisco Security Agent (CSA) ¹¹ Custom 2.6(1) MSDE 2000 Oracle 10g R2, Oracle 10g XE 4.5.1.639-2.0(3) Oracle 10g R2, Oracle 10g XE Sybase Adaptive Server 12 Sybase Adaptive Server 12 IBM DB2 8.2 Sybase Adaptive Server 12 IBM DB2 8.2 MS SQL Server 2000 + sp4 MS SQL Server 2000 MS SQL Server 2005 MS SQL Server 2005 MS SQL Server 2008 MS SQL Server 2008 SQL Server 2008
4.5.1.645-2.0(4) SDK 2.7(2) MS SQL Server 2000 + sp4 IBM DB2 8.2 4.5.1.645-2.0(5) Sun JRE 2.7(3) MS SQL Server 2000 + sp4 IBM DB2 8.2 5.0.0.187-3.0(1) 1.5.0_011 MS SQL Server 2000 MS SQL Server 2000 MS SQL Server 2005 MS SQL Server 2005 MS SQL Server 2008 5.0.0.210-3.0(3) 1.5.0_014 MS SQL Server 2008 5.0.0.216-3.0(4) Sun JRE 5.0.0.217-3.0(5) 1.6.0_12
4.5.1.655-2.0(5) Sun JRE 2.7(3) 5.0.0.187-3.0(1) 1.5.0_011 MS SQL Server 2000 5.0.0.205-3.0(3) Sun JRE MS SQL Server 2005 5.0.0.210-3.0(3) 1.5.0_014 MS SQL Server 2008 5.0.0.216-3.0(4) Sun JRE 5.0.0.217-3.0(5) 1.6.0_12
5.0.0.167-5.0(1) 1.5.0_011 MS SQL Server 2005 5.0.0.205-3.0(3) Sun JRE MS SQL Server 2008 5.0.0.210-3.0(3) 1.5.0_014 MS SQL Server 2008 5.0.0.216-3.0(4) Sun JRE 5.0.0.217-3.0(5) 1.6.0_12
5.0.0.210-3.0(3) MS SQL Server 2008 5.0.0.216-3.0(4) Sun JRE 5.0.0.217-3.0(5) 1.6.0_12
5.0.0.216-3.0(4) Sun JRE 5.0.0.217-3.0(5) 1.6.0_12
$5.0.0.217-3.0(5)$ $1.6.0_{-12}$
5.0.0.217-3.0(6) Sun JRE
$5.0.0.225-3.0(7)$ $1.6.0_{-}17$
5.0.0.232-3.0(9)
5.0.0.235-3.0(10) Real-Time
5.2.0.281-3.1(3)k9 Reporting 5.2.0.282-3.1(5)k9 Sun JRE
5.2.0.282-3.1(7)k9
5.2.0.296-3.1(9)k9 Sun JRE
1.6.0_17
McAfee Virus Scan Enterprise
8.0
8.0i
8.5i ¹² 8.7i
Norton Antivirus Enterprise 9.0
Symantec Antivirus Corporate Edition 10.1
10.2
Symantec Endpoint Protection
11
Trend Micro OfficeScan Antivirus ¹³
7.3
10.5

Unified CCX CTI Versions	Editor Client OS	WorkForce Management (WFM) ¹¹	CAD/CSD/CDA Client OS ¹⁴	HR Client ¹⁵ OS
10 11 12	Win 2000 Professional Win XP Professional Win XP Professional SP2 (Please check Tech Tips & Release Notes) Win Vista (Ultimate and Business) Win XP Professional SP3 (Please check Tech Tips & Release Notes) Windows 7 (Enterprise) Windows 7 x64bit with WoW64 (Ultimate, Enterprise, Professional)	8.2(2) 8.2(3) 8.3(3) 8.3(4)	Win XP Professional SP2 (Please check Tech Tips & Release Notes) Win Vista (Ultimate, Enterprise, and Business) Win XP Professional SP3 (Please check Tech Tips & Release Notes) Windows 7 (Ultimate, Enterprise, Professional) Windows 7 x64bit with WoW64 (Ultimate, Enterprise, Professional)	Win 2000 Professional Win XP Professional Win XP Professional SP2 (Please check Tech Tips & Release Notes) Win XP Professional SP3 (Please check Tech Tips & Release Notes) Win Vista (Ultimate and Business) Windows 7 (Enterprise) Windows 7 x64bit with WoW64 (Ultimate, Enterprise, Professional)
CAD/ CAD-BE/ CSD Client Version	CAD-BE Client OS	CAD-BE Browser Support on Windows XP Professional SP1 and SP2	CAD-BE Browser Support on Windows Vista Business, and Ultimate	CAD-BE Browser Support on Windows 7 Ultimate and Windows 7 x64bit with WoW64
7.0.2.12	Win XP Professional SP1 Win XP Professional SP2 Red Hat Enterprise Linux v4 and v5 Win Vista (Business and Ultimate) Windows 7 (Ultimate, Enterprise, Professional) Windows 7 x64bit with WoW64 (Ultimate, Enterprise, Professional)	IE 6 with Sun JRE 5.0 Update 14 IE 7 with Sun JRE 5.0 Update 14 IE 8 with Sun JRE 5.0 Update 20 Firefox 2.0.0.20 with Sun JRE 6.0 Update 12 Firefox 3.0.0.7 with Sun JRE 6.0 Update 12 Firefox 3.6 with Sun JRE 6.0 Update 2	IE 7.0 with Sun JRE 5.0 Update 14 IE 8 with Sun JRE 5.0 Update 20 Firefox 2.0.0.20 with Sun JRE 6.0 Update 12 Firefox 3.0.0.7 with Sun JRE 6.0 Update 12 Firefox 3.6 with Sun JRE 6.0 Update 20	Firefox 3.6 with Sun JRE 6.0 Update 20 IE 8 with Sun JRE 5.0 Update 20

Cisco Unified CCX and Cisco Unified IP IVR, Release 7.0(2) Solution Set (Sheet 3 of 4)

CAD-BE Browser Support on Red Hat Enterprise Linux v4 and v5	Cisco VPN Client for CAD/ CAD-BE/CSD	Cisco TelePresenc e Software	CUPS Releases	SQL CD Reuse Utility Tool	Microsoft Exchange Server
Firefox 3.0.0.7 with Sun JRE 6.0 Update 12 Firefox 3.6 with Sun JRE 6.0 Update 20	4.6.02.0011 5.0.01.0600	See compatibility information for Cisco TelePresence System available at http://www.cisco.com/en/US/products/products/device_support_tables_list.html for supported Cisco Unified CM releases.	6.0.1.1000-21 7.0.1.10000-23 7.0.1.10000-28 7.0(5)	Version 2.0.3.0	Microsoft Exchange Server 2003 - Enterprise Full Packaged Product (FPP) Microsoft Exchange Server 2007 - Enterprise Edition
HR Client Version	HR Client MDAC	Supported La	inguages ¹⁶	Wallboard	Crystal Reports
7.0(2.25)	Version 2.7 Version 2.8	ES), French (C (Mandarin), Ja Portuguese (Bl Danish, Canton	A, GB), Spanish (US, MX, CO, A, FR), German, Chinese panese, Italian, Korean, R), Hebrew (IL), Thai, Malay, nese (Hong Kong), Mandarin th, Swedish, Russian, Arabic,	Spectrum 3.1.2 INOVA (light link) 5.0.43	Developer Edition 10.0 and 11.0 Professional Edition 10.0 and 11.0 Developer Edition 11.5 Professional Edition 11.5
		English (US, G French (CA, FF TTS:	Ir for workflow steps: B), Spanish (MX, CO, ES), R), German, Japanese, Italian what you install from TTS vendor)		
			what you install from MRCP		
		English, Germa Simplified Chir	pported Languages: an, French, Spanish, Italian, Japanese, nese, Korean, Portuguese (Brazilian), nese, Swedish, Dutch, Danish, Russian, nnish		
		Danish, Dutch,	ne Agent Supported Languages: , English, French, German, Italian, akana), Portuguese (Brazilian), lish		
		English, French Japanese, Sim	porting Client: n, German, Spanish, Italian, plified Chinese, Korean, Portuguese iditional Chinese, Swedish, Dutch, Danish,		

Cisco Unified CCX and Cisco Unified IP IVR, Release 7.0(2) Solution Set (Sheet 4 of 4)

AppAdmin, AppSupervisor, AppUser Client		MRCP	Speech Server ¹⁷	VXML
Internet Explorer 6.x, 7.x ¹⁸ , and 8.x		1.0	Scansoft/Nuance: SpeechWorks Media Server 3.1.6 or 3.1.9 Open Speech Recognition Server 3.0.4 or 3.0.9 RealSpeak 4.0.6 or 4.0.10	2.0
			Nuance 8.5 ²⁰ : MRCP Server 1.0 SP 9 or 1.0 SP 10 or 1-0-0-SP12 Speech Recognition 8.5, SP050513 or 8.5, SP050930 Vocalizer 4.0.4 or 4.0.5 or 4.0.6	
			IBM WebSphere Voice Server: MRCP Server - MRCP Server 1.0 ASR - WebSphere Voice Server V5.1.3 TTS - CTTS V5.1.3 WVS Language Support 5.1.3	
			Nuance 9.0 ²⁰ : Nuance Speech Server 5.0.2 Nuance Recognizer 9.0.3 RealSpeak 4.5.0	
IPCC Express Gateway to ICM	Cisco Support Tools	EIM/WIM	IP Phones for Desktop / End	point Monitoring
ICM 7.0(0) SR3 ICM 7.1(3) ICM 7.2(1) ICM 7.2(3) ICM 7.5(4) ICM 7.5(5) ICM 7.5(6)	2.0(1) 2.1	Note: CIM (EIM/WIM) is not supported with Cisco Unified CCX and Cisco Unified IP IVR release 7.0(2)	Cisco IP Phone 7911G (SCCP) Cisco IP Phone 7912G (SCCP) Cisco IP Phone 7940G (SCCP) Cisco IP Phone 7941G (SCCP) Cisco IP Phone 7941G (SCCP) Cisco IP Phone 7941G (SCCP) Cisco IP Phone 7961G (SCCP) Cisco IP Phone 7961G (SCCP) Cisco IP Phone 7971G (SCCP) Cisco IP Phone 7971G (SCCP) Cisco IP Phone 7971G (SCCP) Cisco IP Phone 7911G (SIP) Cisco IP Phone 7911G (SIP) Cisco IP Phone 7941G (SIP) Cisco IP Phone 7961G-GE (SIP) Cisco IP Phone 7961G-GE (SIP) Cisco IP Phone 7961G-GE (SIP) Cisco IP Phone 7970G (SIP) Cisco IP Phone 7971G-GE (SIP) Cisco IP Phone 7971G-GE (SIP) Cisco IP Phone 7971G-GE (SIP) Cisco IP Phone 7961G-GCCP & Cisco IP Phone 7961G (SCCP & Cisco IP Phone 7965G (SCCP & Cisco IP Phone 7965G (SCCP & Cisco IP Phone 7975G (SCCP & Cisco IP Phone 7975G (SCCP & Cisco IP Phone 7975G (SCCP & Cisco IP Phone 6921(SCCP) Cisco IP Phone 6921(SCCP) Cisco IP Phone 6941(SCCP)	SIP) SIP) SIP) SIP) SIP) SIP) SIP)
			Cisco IP Phone 6961(SCCP)	

- 1. Upgrades are supported from all corresponding Unified CCX Service Release and Engineering Special Releases.
- 2. a. CCX at the end of a Hardware name means "Contact Center Express." This is a new acronym and name (in 2006) for IPCC Express. The full name is Cisco Unified Contact Center Express or Unified CCX.
 - b. For latest hardware updates, go to: www.cisco.com/go/swonly.
 - c. Only simplex mode supported on HP servers.

MCS-7845-H1-CC1: HP DL 380-G4 Dual Intel Xeon, 3.4 GHz MCS-7835-H1-CC1: HP DL380-G4 Single Intel Xeon 3.4GHz

Refer to CSCsf05443 for details.

- 3. Please see "Data Migration Tool" section for details.
- a. Details of CME/IOS version mapping can be found at http://www.cisco.com/en/US/docs/voice_ip_comm/cucme/requirements/guide/33matrix.htm.
- b. CIM (WIM/EIM) is not supported with Cisco Unified Communications Manager Express (Unified CME).
- c. Only SCCP Phones are supported as Agent Phones with Unified CME. Refer to "Cisco Unified IP Phone Support" section from the respective Cisco Unified CME Supported Firmware, Platforms, Memory, and Voice Products web page. For example, for Cisco Unified CME 7.1, go to: http://www.cisco.com/en/US/docs/voice_ip_comm/cucme/requirements/guide/cme71spc.htm, and scroll down to view the "Cisco Unified IP Phone Support" table. d. Cisco IP Phones 6921, 6941, and 6961 are not supported as Agent Phones with Unified CME.
- 5. Unified CCX 7.0 (1) should have a 72GB HD and 2GB RAM minimum.
- The hardware is compatible with OS 2003.1.2a and higher.
- 7. Please install the latest Cisco Unified CCX SR before component activation.
- 8. Compatible with Cisco TelePresence Manager.
- 9. CTI control of 7931 phones is not allowed if the configuration parameter Outbound Call Rollover is set to Rollover value.
- 10. For supported Cisco IP Communicator (SCCP) versions, refer to the Cisco IP Communicator Compatibility with Cisco Unified CM Release table at http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/compat/ccmcompmatr.html#wp45351.

- 11. a. All associated SRs are supported with the compatible versions of WFM and QM.
 - b. Cisco Unified Contact Center Express (CCX) WFO recording options Call Recorder (CR), Quality Manager (QM) and Advanced Quality Manager (AQM) are not supported on Windows 7 with Cisco Unified CCX 7.0(x) and 7.0(x) SR (x).
 - c. Please check the latest Release Notes for Cisco Unified CCX and Cisco Unified IP IVR for known limitations.
 - d. For end-of-sale and end-of-life dates for CSA, see http://www.cisco.com/en/US/prod/collateral/vpndevc/ps5739/ps2330/end_of_life_c51-602579.html.
- 12. Only Standard Protection mode is supported.
- 13. Refer to CSCtq04933 for more information and workaround.
- 14. For supported Citrix and MTS versions refer to the Cisco Agent Desktop Version Compatibility Matrix at: http://www.cisco.com/en/US/products/sw/custcosw/ps427/products_implementation_design_guides_list.html.
- 15. If the computer on which you install the Cisco CRS Historical Reports client is running Microsoft Windows 2000, then it must use the following software: Microsoft Internet Explorer version 5.5 or higher, Microsoft Data Access Component (MDAC) version 2.7 or higher and Microsoft Windows 2000 Service Pack 2 or higher.
- 16. A CAD instance cannot support more than one localized language. All agents and supervisors must use the same language; there cannot be some agents and supervisors using one language and other agents and supervisors using another language.
- 17. The latest Version of the ASR-TTS packages suggested by Nuance can be used. (http://network.nuance.com/portal/server.pt). Using the Latest Nuance Packages will not impact the integration functionality between UCCX and Nuance, until there is any major change by Nuance in the underlying design. However, you should maintain the compatibility among different ASR-TTS packages as suggested by Nuance.
- 18. You should disable the Internet Explorer pop-up blocker when using Internet Explorer, Version 7.0, with the Unified CCX Application Administration web application. This is not necessary when using it with CAD or CSD.
- 19. Install Cisco IP Communicator on the same system on which CAD and CSD Clients are installed.
- 20. Nuance version 9.0 and above should use OSR 3.1.x as the Grammar Variant. Nuance 8.5 and older versions will continue using "Nuance" as the Grammar Variant.

Cisco Unified CCX and Cisco Unified IP IVR, Release 7.0(1)SR5 Solution Set (Sheet 1 of 4)

Supported				
Unified Cisco Unified CCX/IP Communications Manager IVR (Unified CM) and Unified Upgrade CM Business Edition Paths ¹ Releases	OS Releases	Hardware ²	IP Phones for Cisco Agent Desktop	IP Phones for Cisco IP Phone Agent
7.0(1) SR1 7.0(1) SR2 7.0(1) SR3 Filename 6.1.1.1000)-1 7.0(1) SR3 7.0(1) SR3 File Name 6.1.1.2000-3 7.0(1) SR3 File Name 6.1.1.2000-3 7.0(1) SR4 6.1(1b) JTAPI 6.1(1.1000)-1 File Name 6.1.2.1000-12 File Name 6.1.2.1000-13 6.1(2) JTAPI 6.1(2.1000)-12 File Name 6.1.2.1002-1 6.1(3) JTAPI 6.1(3.1000)-1 File Name 6.1.3.1000-16 6.1(3) JTAPI 6.1(3.1000)-1 File Name 6.1.3.3000-1 6.1(3) JTAPI 6.1(3.1000)-1 File Name 6.1.3.3000-1 6.1(3) SUI JTAPI 6.1(3.1000)-3 File Name 6.1.3.3190-1 6.1(4) JTAPI 6.1(4.1000)-9 File Name 6.1.4.1000-10 6.1(4) SUI JTAPI 6.1(4.1190)-1 File Name 6.1.4.1000-10 6.1(4) JTAPI 6.1(4.1000)-9 File Name 6.1.5.10000-10 6.1(5) SU2 JTAPI 6.1(5.10000)-8 File Name 6.1.5.12900-7 6.1(5) SU3 JTAPI 6.1(5.10000-10 6.1(5) SU2 JTAPI 6.1(5.10000)-8 File Name 6.1.5.13900-4 7.0(1) JTAPI 7.0(2.1000)-3 File Name 7.0.2.10000-6 7.0(2a) JTAPI 7.0(2.1000)-3 File Name 7.0.2.10000-6 7.0(2a) JTAPI 7.0(2.1000)-3 File Name 7.1.2.31900-1 7.1(3) JTAPI 7.1(3.10000)-1 File Name 7.1.3.31900-1 7.1(3) JTAPI 7.1(3.10000)-1 File Name 7.1.5.31900-3 File Name 7.1.5.31900-1 7.1(5) JTAPI 7.1(5.10000)-2 File Name 7.1.5.33900-4 7.1(4) JTAPI 7.1(4.10000)-1 File Name 7.1.5.33900-1 7.1(5) SU2 JTAPI 7.1(5.10000)-5 File Name 7.1.5.33900-1 7.1(5) SU2 JTAPI 7.1(5.10000)-6 File Name 7.1.5.33900-7 Cisco Unified CME) ⁴ 4.2 7.0 COS Releases 7.0 / 12.4(20) T1 4.2 / 12.4(11) XW9	SR2 SR3 SR4 SR5 SR6 SR7 SR8 SR9 OS 2003.1.4a SR2 SR3 SR4 SR5 SR6 SR7 SR8 SR9 SR10 SR11 SR12 SR12 SR13 SR14 SR15 SR16 OS 2003.1.5 SR16 OS 2003.1.5	MCS-7815-11-CC15 MCS-7815-12-CCX1 MCS-7816-13-CCX16 MCS-7816-14-CCX1 MCS-7816-14-CCX1 MCS-7825-11-CC1 MCS-7825-11-CC1 MCS-7825-12-CCX1 MCS-7825-13-CCX16 MCS-7825-13-CCX16 MCS-7825-14-CCX1 MCS-7825-14-CCX1 MCS-7825-14-CCX1 MCS-7825-14-CCX1 MCS-7825-14-CCX1 MCS-7825-14-CCX1 MCS-7825-14-CCX1 MCS-7825-14-CCX1 MCS-7825-14-CCX1 MCS-7835-12-CCX1 MCS-7835-12-CCX1 MCS-7835-11-CC1 MCS-7835-12-CCX1 MCS-7835-12-CCX2 MCS-7835-12-CCX2 MCS-7835-12-CCX2 MCS-7835-12-CCX1 MCS-7835-12-CCX1 MCS-7835-12-CCX1 MCS-7845-12-CCX2 MCS-7845-12-CCX1 MCS-7845-12-CCX1 MCS-7845-12-CCX2 MCS-7845-13-CCX1 MCS-7845-11-C1 MCS-7845-11-C	Cisco IP Phone 7911G (SCCP) Cisco IP Phone 7912G (SCCP) Cisco IP Phone 7921G (SCCP) Cisco IP Phone 7921G (SCCP) Cisco IP Phone 7940G (SCCP) Cisco IP Phone 7941G (SCCP) Cisco IP Phone 7941G (SCCP) Cisco IP Phone 7961G (SCCP) Cisco IP Phone 7961G (SCCP) Cisco IP Phone 7961G (SCCP) Cisco IP Phone 7970G (SCCP) Cisco IP Phone 7970G (SCCP) Cisco IP Phone 7971G-GE (SCCP) Cisco IP Phone 7985G (SCCP) Cisco IP Phone 7941G (SIP) Cisco IP Phone 7941G (SIP) Cisco IP Phone 7941G-GE (SIP) Cisco IP Phone 7961G (SIP) Cisco IP Phone 7970G (SIP) Cisco IP Phone 7942G (SCCP & SIP) Cisco IP Phone 7965G (SCCP & SIP) Cisco IP Phone 7965G (SCCP & SIP) Cisco IP Phone 7975G (SCCP & SIP) Cisco IP Phone 7975G (SCCP) Cisco IP Phone 6921(SCCP) Cisco IP Phone 6921(SCCP) Cisco IP Phone 6941(SCCP) Cisco IP Phone 6961(SCCP) Cisco IP Phone 6961(SCCP) Cisco IP Phone 6961(SCCP)	Cisco IP Phone 7911G (SCCP) Cisco IP Phone 7921G (SCCP) Cisco IP Phone 7921G (SCCP) Cisco IP Phone 7921G (SCCP) Cisco IP Phone 7940G (SCCP) Cisco IP Phone 7941G (SCCP) Cisco IP Phone 7941G (SCCP) Cisco IP Phone 7961G (SCCP) Cisco IP Phone 7970G (SCCP) Cisco IP Phone 7971G (SCCP) Cisco IP Phone 7911G (SIP) Cisco IP Phone 7941G (SIP) Cisco IP Phone 7961G (SIP) Cisco IP Phone 7961G (SIP) Cisco IP Phone 7961G (SIP) Cisco IP Phone 7971G (SIP) Cisco IP Phone 7971G-GE (SIP) Cisco IP Phone 7971G-GE (SIP) Cisco IP Phone 7961G (SCCP & SIP) Cisco IP Phone 7965G (SCCP & SIP) Cisco IP Phone 7965G (SCCP & SIP) Cisco IP Phone 7975G (SCCP & SIP) Cisco IP Phone 6921(SCCP) Cisco IP Phone 6921(SCCP) Cisco IP Phone 6961(SCCP) Cisco IP Phone 6961(SCCP)

Cisco Unified CCX and Cisco Unified IP IVR, Release 7.0(1)SR5 Solution Set (Sheet 2 of 4)

		Java			
Cisco Secur 4.5.1.639-2. 4.5.1.645-2. 4.5.1.655-2. 5.0.0.187-3. 5.0.0.2010-3. 5.0.0.217-3. 5.0.0.217-3. 5.0.0.225-3. 5.0.0.232-3. 5.0.0.232-3. 5.0.0.281-3. 5.2.0.282-3. 5.2.0.282-3. 5.2.0.282-3. 5.2.0.282-3. 6.0.0.235-3. 6.0.0.235-3. 6.0.0.235-3. 6.0.0.235-3. 6.0.0.235-3. 6.0.0.235-3. 6.0.0.281-3. 6.0.0.0.281-3. 6.0.0.0.281-3. 6.0.0.0.0.0.0.0.0.0.0.0.0.0.0.0.0.0.0.	0(4) 0(5) 0(1) 0(3) 0(3) 0(4) 0(5) 0(6) 0(7) 0(9) 0(10) 1(3)k9 1(5)k9 1(7)k9	Custom Classes/ SDK Sun JRE 1.5.0_011 Sun JRE 1.5.0_014 Sun JRE 1.6.0_12 Real-Time Reporting Sun JRE 1.6.0_12	Quality Management (QM) 2.6(1) 2.6(2) 2.7(2) 2.7(3)	MSDE 2000 MS SQL Server 2000 + sp4	Oracle 10g R2, Oracle 10g XE Sybase Adaptive Server 12 IBM DB2 8.2 MS SQL Server 2000 MS SQL Server 2005 MS SQL Server 2008
Unified CCX CTI Versions	Editor Client OS ¹⁴		WorkForce Management (WFM) ¹¹	CAD/CSD/CDA Client OS ¹⁵	HR Client ¹⁶ OS
10 11 12	Win 2000 Professional Win XP Professional Win XP Professional SP2 (Please check Tech Tips & Rele Win Vista (Ultimate and Busine Win XP Professional SP3 (Pleas Tips & Release Notes)	ss)	8.2(2) 8.2(3) 8.3(3) 8.3(4)	Win XP Professional SP2 (Please check Tech Tips & Release Notes) Win Vista (Ultimate, Enterprise, and Business) Win XP Professional SP3 (Please check Tech Tips & Release Notes)	Win 2000 Professional Win XP Professional Win XP Professional SP2 (Please check Tech Tips & Release Notes) Win Vista (Ultimate and Business) Win XP Professional SP3 (Please check Tech Tips & Release Notes)
CAD/ CAD-BE/ CSD Client Version	CAD-BE Client OS ¹⁷		CAD-BE Browser Support on Windows XP Professional SP1 and SP2	CAD-BE Browser Support on Windows Vista Business, and Ultimate	CAD-BE Browser Support on Red Hat Enterprise Linux v4 and v5
6.6.1.400	Win XP Professional SP1 Win XP Professional SP2 Red Hat Enterprise Linux v4 ar Win Vista (Business and Ultima		IE 6 with Sun JRE 5.0 Update 14 IE 7 with Sun JRE 5.0 Update 14 Firefox 2.0.0.20 with Sun JRE 6.0 Update 12 Firefox 3.0.0.7 with Sun JRE 6.0 Update 12	IE 7.0 with Sun JRE 5.0 Update 14 Firefox 2.0.0.20 with Sun JRE 6.0 Update 12 Firefox 3.0.0.7 with Sun JRE 6.0 Update 12	Firefox 3.0.0.7 with Sun JRE 6.0 Update 12
Cisco VPN Client for CAD/ CAD-BE/ CSD	Cisco TelePresence Software	CUPS Releases	SQL CD Reuse Utility Tool	Microsoft Exchange Server	HR Client Version
4.6.02.001 1 5.0.01.060 0	See compatibility information for Cisco TelePresence System available at http://www.cisco.com/en/US/ products/ps8332/ products_device_support_tabl es_list.html for supported Cisco Unified CM releases.	6.0.1.1000- 21 7.0.1.10000- 23 7.0.1.10000- 28 7.0(5)	Version 2.0.3.0	Microsoft Exchange Server 2003 - Enterprise Full Packaged Product (FPP) Microsoft Exchange Server 2007 - Enterprise Edition	7.0(1.50)

Cisco Unified CCX and Cisco Unified IP IVR, Release 7.0(1)SR5 Solution Set (Sheet 3 of 4)

HR Client MDAC	Supported Languages ¹⁸	Wallboard	Cisco Works	Crystal Reports
Version 2.7 Version 2.8	IVR Prompts: English (US, CA, GB), Spanish (US, MX, CO, ES), French (CA, FR), German, Chinese (Mandarin), Japanese, Italian, Korean, Portuguese (BR), Hebrew (IL), Thai, Malay, Danish, Cantonese (Hong Kong), Mandarin (Taiwan), Dutch, Swedish, Russian, Arabic, Norwegian, Finnish ASR Grammar for workflow steps: English (US, GB), Spanish (MX, CO, ES), French (CA, FR), German, Japanese, Italian TTS: Dependent on what you install from TTS vendor) VXML Grammar: Dependent on what you install from MRCP vendor CAD/CSD Supported Languages: English, German, French, Spanish, Italian, Japanese, Simplified Chinese, Korean, Portuguese (Brazilian), Traditional Chinese, Swedish, Dutch, Danish, Russian, Norwegian, Finnish Cisco IP Phone Agent Supported Languages: Danish, Dutch, English, French, German, Italian, Japanese (Katakana), Portuguese (Brazilian), Spanish, Swedish Historical Reporting Client: English, French, German, Spanish, Italian, Japanese, Simplified Chinese, Korean, Portuguese (Brazilian), Traditional Chinese,	Spectrum 3.1.2 INOVA (light link) 5.0.43	Campus Manager 4.0 (EOS) CiscoWorks Resource Manager Essentials 4.0 CiscoWorks IPCOM 1.0 CiscoWorks CUOM 2.0	Developer Edition 10.0 and 11.0 Professional Edition 10.0 and 11.0 Developer Edition 11.5 Professional Edition 11.5
	Swedish, Dutch, Danish, Russian AppSupervisor, AppUser			
Client Internet Exp		MRCP 1.0	Speech Server ¹⁹ Scansoft/Nuance:	VXML 2.0
6.x, and 7.x			SpeechWorks Media Server 3.1.6 or 3.1.9 Open Speech Recognition Server 3.0.4 or 3.0.9 RealSpeak 4.0.6 or 4.0.10 Nuance 8.5 ²² : MRCP Server 1.0 SP 9 or 1.0 SP 10 or 1-0-0-SP12 Speech Recognition 8.5, SP050513 or 8.5, SP050930 Vocalizer 4.0.4 or 4.0.5 or 4.0.6 IBM WebSphere Voice Server: MRCP Server - MRCP Server 1.0 ASR - WebSphere Voice Server V5.1.3 TTS - CTTS V5.1.3 WVS Language Support 5.1.3 Nuance 9.0 ²² : Nuance Speech Server 5.0.2 Nuance Recognizer 9.0.3 RealSpeak 4.5.0	

Cisco Unified CCX and Cisco Unified IP IVR, Release 7.0(1) SR5 Solution Set (Sheet 4 of 4)

IPCC Express Gateway to ICM	Cisco Support Tools	EIM/WIM	IP Phones for Desktop / Endpoint Monitoring
ICM 7.0(0) SR3 ICM 7.1(3) ICM 7.2(1) ICM 7.2(3) ICM 7.2(4) ICM 7.5(1) ICM 7.5(5) ICM 7.5(6)	2.0(1) 2.1	4.2(5) 4.2(5a)	Cisco IP Phone 7911G (SCCP) Cisco IP Phone 7912G (SCCP) Cisco IP Phone 7940G (SCCP) Cisco IP Phone 7941G (SCCP) Cisco IP Phone 7941G (SCCP) Cisco IP Phone 7941G-GE (SCCP) Cisco IP Phone 7960G (SCCP) Cisco IP Phone 7961G (SCCP) Cisco IP Phone 7961G (SCCP) Cisco IP Phone 7970G (SCCP) Cisco IP Phone 7971G-GE (SCCP) Cisco IP Phone 7971G-GE (SCCP) Cisco IP Phone 7941G (SIP) Cisco IP Phone 7941G (SIP) Cisco IP Phone 7941G-GE (SIP) Cisco IP Phone 7961G (SIP) Cisco IP Phone 7961G (SIP) Cisco IP Phone 7970G (SIP) Cisco IP Phone 7970G (SIP) Cisco IP Phone 7971G-GE (SIP) Cisco IP Phone 7942G (SCCP & SIP) Cisco IP Phone 7962G (SCCP & SIP) Cisco IP Phone 7965G (SCCP & SIP) Cisco IP Phone 7975G (SCCP & SIP) Cisco IP Phone 6941(SCCP) Cisco IP Phone 6941(SCCP) Cisco IP Phone 6961(SCCP) Cisco IP Communicator (SCCP) ²¹

- 1. Upgrades are supported from all corresponding Unified CCX Service Release and Engineering Special Releases.
- 2. a. CCX at the end of a Hardware name means "Contact Center Express." This is a new acronym and name (in 2006) for IPCC Express. The full name is Cisco Unified Contact Center Express or Unified CCX.
 - b. For latest hardware updates, go to: www.cisco.com/go/swonly.
 - c. Only simplex mode supported on HP servers
 - MCS-7845-H1-CC1: HP DL 380-G4 Dual Intel Xeon, 3.4 GHz
 - MCS-7835-H1-CC1: HP DL380-G4 Single Intel Xeon 3.4GHz
 - Refer to CSCsf05443 for details.
- 3. Cisco Unified CCX and Cisco Unified IP IVR, Release 7.0(1)SR2 has been recalled and is no longer available for download.
- 4. a. Details of CME/IOS version mapping can be found at http://www.cisco.com/en/US/docs/voice_ip_comm/cucme/requirements/guide/33matrix.htm.

 - b. CIM (WIM/EIM) is not supported with Cisco Unified Communications Manager Express (Unified CME).
 c. Only SCCP Phones are supported as Agent Phones with Unified CME. Refer to "Cisco Unified IP Phone Support" section from the respective Cisco Unified CME Supported Firmware, Platforms, Memory, and Voice Products web page. For example, for Cisco Unified CME 7.1, go to: http://www.cisco.com/en/US/docs/ voice_ip_comm/cucme/requirements/guide/cme71spc.htm, and scroll down to view the "Cisco Unified IP Phone Support" table.
 - d. Cisco IP Phones 6921, 6941, and 6961 are not supported as Agent Phones with Unified CME.
- Unified CCX 7.0 (1) should have a 72GB HD and 2GB RAM minimum.
- The hardware is compatible with OS 2003.1.2a and higher. Please install the latest Cisco Unified CCX SR before component activation.
- 8. Compatible with Cisco TelePresence Manager.
- CTI control of 7931 phones is not allowed if the configuration parameter Outbound Call Rollover is set to Rollover value.
- 10. For supported Cisco IP Communicator (SCCP) versions, refer to the Cisco IP Communicator Compatibility with Cisco Unified CM Release table at http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/compat/ccmcompmatr.html#wp45351.
- 11. a. All associated SRs are supported with the compatible versions of WFM.
 - b. Cisco Unified Contact Center Express (CCX) WFO recording options Call Recorder (CR), Quality Manager (QM) and Advanced Quality Manager (AQM) are not supported on Windows 7 with Cisco Unified CCX 7.0(x) and 7.0 (x) SR (x).
 - c. Please check the latest Release Notes for Cisco Unified CCX and Cisco Unified IP IVR for known limitations.
 - d. For end-of-sale and end-of-life dates for CSA, see http://www.cisco.com/en/US/prod/collateral/vpndevc/ps5739/ps2330/end_of_life_c51-602579.html.
- 12. Only Standard Protection mode is supported.
- 13. Refer to CSCtq04933 for more information and workaround.
- 14. Editor is not supported in 64-bit Client operating systems.
- 15. a. For supported Citrix and MTS versions refer to the Cisco Agent Desktop Version Compatibility Matrix at:
 - $http://www.cisco.com/en/US/products/sw/custcosw/ps427/products_implementation_design_guides_list.html.$
 - b. CAD/CSD/CDA is not supported in 64-bit versions of the client operating system.
- 16. a. If the computer on which you install the Cisco CRS Historical Reports client is running Microsoft Windows 2000, then it must use the following software: Microsoft Internet Explorer version 5.5 or higher, Microsoft Data Access Component (MDAC) version 2.7 or higher and Microsoft Windows 2000 Service Pack 2 or higher. b. HR Client is not supported in 64-bit Client operating systems.
- 17. CAD-BE is not supported in 64-bit versions of the client operating system.
- 18. A CAD instance cannot support more than one localized language. All agents and supervisors must use the same language; there cannot be some agents and supervisors using one language and other agents and supervisors using another language.
- 19. The latest Version of the ASR-TTS packages suggested by Nuance can be used. (http://network.nuance.com/portal/server.pt). Using the Latest Nuance Packages will not impact the integration functionality between UCCX and Nuance, until there is any major change by Nuance in the underlying design. However, you should maintain the compatibility among different ASR-TTS packages as suggested by Nuance.
- 20. You should disable the Internet Explorer pop-up blocker when using Internet Explorer, Version 7.0, with the Unified CCX Application Administration web application. This is not necessary when using it with CAD or CSD.

Install Cisco IP Communicator on the same system on which CAD and CSD Clients are installed. Nuance version 9.0 and above should use OSR 3.1.x as the Grammar Variant. Nuance 8.5 and older versions will continue using "Nuance" as the Grammar Variant.	ariant.

Cisco Unified CCX and Cisco Unified IP IVR, Release 7.0(1)SR4 Solution Set¹ (Sheet 1 of 4)

	ca cox and c		ileu IP IVK, Kelease 7.0	(-)51(1 5514(1011	201 (3661 1 01 4)
Supported Unified CCX/IP IVR Upgrade Paths ²	Cisco Unified Communications Manager (Unified CM) and Unified CM Business Edition Releases	OS Releases	Hardware ³	IP Phones for Cisco Agent Desktop	IP Phones for Cisco IP Phone Agent
7.0(1)	6.1(1) JTAPI 6.1(1.1000)-1	OS 2003.1.1	MCS-7815-I1-CC1 ⁶	Cisco IP Phone 7911G (SCCP)	Cisco IP Phone 7911G (SCCP)
7.0(1) SR1	Filename 6.1.1.1000-11	SR1	MCS-7815-I1-CC2	Cisco IP Phone 7912G (SCCP)	Cisco IP Phone 7912G (SCCP)
7.0(1) SR2 ⁴ 7.0(1)SR3	6.1(1a) JTAPI 6.1(1.1000)-1	SR2 SR3	MCS-7815-I2-CCX1 MCS-7816-I3-CCX1 ⁷	Cisco IP Phone 7921G (SCCP) Cisco IP Phone 7925G (SCCP)	Cisco IP Phone 7921G (SCCP) Cisco IP Phone 7925G (SCCP)
(2,2	File Name 6.1.1.2000-3	SR4	MCS-7816-I4-CCX1 _	Cisco IP Phone 7940G (SCCP)	Cisco IP Phone 7940G (SCCP)
	6.1(1b) JTAPI 6.1(1.1000)-1	SR5 SR6	MCS-7816-H3-CCX1 ⁷ MCS-7825-I1-CC1	Cisco IP Phone 7941G (SCCP) Cisco IP Phone 7941G-GE	Cisco IP Phone 7941G (SCCP) Cisco IP Phone 7941G-GE
	File Name 6.1.1.3000-2	SR8 SR9	MCS-7825-I2-CCX1_	(SCCP)	(SCCP) Cisco IP Phone 7960G (SCCP)
	6.1(2) JTAPI 6.1(2.1000)-12	SR10	MCS-7825-I3-CCX1 ⁷ MCS-7825-I4-CCX1	Cisco IP Phone 7960G (SCCP) Cisco IP Phone 7961G (SCCP)	Cisco IP Phone 7960G (SCCP)
	File Name 6.1.2.1000-13	OS 2003.1.2a SR1	MCS-7825-H1-CC1 MCS-7825-H2-CCX1_	Cisco IP Phone 7961G-GE (SCCP)	Cisco IP Phone 7961G-GE (SCCP)
	6.1(2)SU1a	SR2	MCS-7825-H3-CCX1 ⁷	Cisco ÍP Phone 7970G (SCCP)	Cisco ÍP Phone 7970G (SCCP)
	JTAPI 6.1(2.1000)-12 File Name 6.1.2.1002-1	SR3 SR4	MCS-7825-H4-CCX1 MCS-7835-H1-CC1	Cisco IP Phone 7971G-GE (SCCP)	Cisco IP Phone 7971G-GE (SCCP)
	6.1(3) JTAPI 6.1(3.1000)-1	SR5 SR6	MCS-7835-H2-CCX1 MCS-7835-H2-CCX2	Cisco IP Phone 7985G (SCCP) Cisco IP Phone 7911G (SIP)	Cisco IP Phone 7911G (SIP) Cisco IP Phone 7941G (SIP)
	File Name 6.1.3.1000-16	SR7	MCS-7835-I1-CC1	Cisco IP Phone 7941G (SIP)	Cisco IP Phone 7941G-GE (SIP)
	6.1(3b) JTAPI 6.1(3.1000)-1	SR8 SR9	MCS 7835-I1 - x346r single-cpu retrofit MCS-7835-H1-DL380-G4 single CPU retrofit	Cisco IP Phone 7941G-GE (SIP) Cisco IP Phone 7961G (SIP)	Cisco IP Phone 7961G (SIP) Cisco IP Phone 7961G-GE (SIP)
	File Name 6.1.3.3000-1	SR10	MCS-7835-I2-CCX1	Cisco IP Phone 7961G-GE (SIP)	Cisco IP Phone 7970G (SIP)
	6.1(3b)SU1	SR11 SR12	MCS-7835-I2-CCX2 MCS-7835-I3-CCX1 ⁸	Cisco IP Phone 7970G (SIP) ⁹ Cisco IP Phone 7971G-GE (SIP)	Cisco IP Phone 7971G-GE (SIP) Cisco IP Phone 7942G (SCCP &
	JTAPI 6.1(3.1000)-3 File Name 6.1.3.3190-1	SR13 SR14	MCS-7845-I1-CC1 MCS-7845-I2-CCX1	Cisco IP Phone 7942G (SCCP & SIP)	SIP) Cisco IP Phone 7962G (SCCP &
		SR15	MCS-7845-I2-CCX2	Cisco IP Phone 7962G (SCCP &	SIP)
	6.1(4) JTAPI 6.1(4.1000)-9 File Name 6.1.4.1000-10	SR16 SR17	MCS-7845-I3-CCX1 ⁸ MCS-7845-H1-CC1	SIP) Cisco IP Phone 7945G (SCCP &	Cisco IP Phone 7945G (SCCP & SIP)
	6.1(4) SU1	SR18 SR19	MCS-7845-H2-CCX1 MCS-7845-H2-CCX2	SIP) Cisco IP Phone 7965G (SCCP &	Cisco IP Phone 7965G (SCCP & SIP)
	JTAPI 6.1(4.1190)-1	SR20	MCS-7845-I1-x346r double-cpu retrofit	SIP)	Cisco IP Phone 7975G (SCCP &
	File Name 6.1.4.1190-3	SR21 OS 2003.1.3b	MCS-7845-H1-DL380-G4 double-cpu retrofit	Cisco IP Phone 7975G (SCCP) Cisco IP Phone 7975G (SIP) ⁹	SIP) Cisco IP Phone 7931G (SCCP &
	6.1(4a) JTAPI 6.1(4.1000)-9 File Name 6.1.4.2000-2	SR2 SR3		Cisco IP Phone 7931G (SCCP & SIP) ¹⁰	SIP) ¹⁰ Cisco IP Phone 6921(SCCP) ¹²
	6.1(5) JTAPI 6.1(5.10000)-6 File Name 6.1.5.10000-10	SR4 SR5 SR6 SR7	IBM xSeries 206M Single Intel dual-core Pentium D, 2.8 GHz IBM xSeries 306 Single Intel Pentium 4, 3.4 GHz	Cisco IP Phone 6921(SCCP) Cisco IP Phone 6941(SCCP) Cisco IP Phone 6961(SCCP)	Cisco IP Phone 6941(SCCP) ¹² Cisco IP Phone 6961(SCCP) ¹²
	6.1(5)SU2 JTAPI 6.1(5.10000)-8 File name 6.1.5.12900-7	SR8 SR9 OS 2003.1.4a	IBM xSeries 306M Single Intel dual-core Pentium D, 2.8 GHz IBM xSeries 306M Single Intel dual-core	Cisco IP Communicator	
		SR2 SR3	Pentium D, 3.4 GHz	(SCCP) ¹¹	
	7.0(1) JTAPI 7.0(1.1000)-1 File Name 7.0.1.10000-11	SR4	IBM xSeries 3250 Single Intel Celeron D 352, 3.2 GHz		
	7.0(2) JTAPI 7.0(2.1000)-3	SR5 SR6	IBM xSeries 3250 Single Intel dual-core Xeon 3050, 2.13 GHz		
	File Name 7.0.2.10000-6	SR7 SR8	IBM xSeries 3250-M2 Dual-core Intel Xeon		
	7.0(2a) JTAPI 7.0(2.1000)-3	SR9	E3110 (E8400) 3.0 GHz IBM xSeries 346 Single Intel Xeon 3.4 GHz		
	File Name 7.0.2.20000-5	SR10 SR11	IBM xSeries 346 Dual Intel Xeon 3.4 GHz IBM xSeries 3650 Single Intel Xeon 5140,		
	7.1(2a) JTAPI 7.1(2.10000)-3 File Name 7.1.2.20000-2	SR12 SR13 SR14	2.33 GHz IBM xSeries 3650 Dual Intel Xeon 5140, 2.33 GHz		
	7.1(2b) SU1 JTAPI 7.1(2.10000)-5	SR15 SR16	IBM xSeries 3650-M2 Single Intel Xeon Nehalem quad-core E5504, 2.0 GHz ⁸		
	File Name 7.1.2.31900-1	OS 2003.1.5 SR1	IBM xSeries 3650-M2 Single Intel Xeon Nehalem quad-core E5540, 2.53 GHz ⁸		
	7.1(3) JTAPI 7.1(3.10000)-1 File Name 7.1.3.10000-11	SR2 SR3	HP DL 320-G3 Single Intel Pentium 4,		
	7.1(3b) SU1 JTAPI	SR3a	3.4 GHz		
	7.1(3.10000)-1 File Name 7.1.3.31900-1	SR4 SR5	HP DL320-G4 Single Intel dual-core Pentium D, 2.8 GHz		
	7.1(3b) SU2 JTAPI	SR6 SR7	HP DL320-G4 Single Intel dual-core Pentium D, 3.4 GHz		
	7.1(3.10000)-3 File Name 7.1.3.32900-4	SR8 SR9 SR10	HP DL320-G5 Single Intel Celeron D 352, 3.2 GHz HP DL320-G5 Single Intel		
	7.1(4) JTAPI 7.1(4.10000)-1 File Name 7.1.4.10000-4	SR11 SR12 SR13	dual-core Xeon 3050, 2.13 GHz HP DL320-G5p Single Intel dual-core Xeon E8400, 3.0 GHz		
	Cisco Unified Communications Manager Express (Unified CME) ⁵	SR14 SR15 SR16	HP DL380-G4 Single Intel Xeon 3.4 GHz HP DL 380-G4 Dual Intel Xeon, 3.4 GHz HP DL 380-G5 Single Intel dual-core Xeon		
	4.2 7.0 7.1		5140, 2.33 GHz HP DL 380-G5 Dual Intel dual-core Xeon 5140, 2.33 GHz HP DL380-G6 Single Intel Nehalem		
	UC520 Releases		quad-core E5504, 2.0 GHz, 4GB RAM, 2X146GB SAS Hard Drives ⁸		
	7.0 / 12.4(20) T1 4.2 / 12.4(11) XW9		HP DL380-G6 Single Intel Nehalem quad-core E5540, 2.53 GHz, 6GB RAM,		
	/ (() / / / / /		4X146GB SAS Hard Drives ⁸		

Cisco Unified CCX and Cisco Unified IP IVR, Release 7.0(1)SR4 Solution Set¹ (Sheet 2 of 4)

		Java			
Cisco Secur 4.5.1.639-2.1 4.5.1.645-2.1 4.5.1.655-2.1 5.0.0.187-3.1 5.0.0.210-3.1 5.0.0.210-3.1 5.0.0.217-3.1 5.0.0.225-3.1 5.0.0.235-3.1 5.0.0.235-3.1 5.0.0.235-3.1 5.0.0.282-3.1 5.2.0.282-3.1 5.2.0.282-3.1 5.2.0.282-3.1 6.2.	0(4) 0(5) 0(1) 0(3) 0(3) 0(3) 0(4) 0(5) 0(6) 0(7) 0(9) 0(10) 1(3)k9 1(5)k9 1(7)k9	Custom Classes/ SDK Sun JRE 1.5.0_011 Sun JRE 1.5.0_014 Sun JRE 1.6.0_12 Real-Time Reporting Sun JRE 1.6.0_12	Quality Management (QM) ¹³ 2.6(1) 2.6(2) 2.7(2) 2.7(3)	MSDE 2000 MS SQL Server 2000 + sp4	Oracle 10g R2, Oracle 10g XE Sybase Adaptive Server 12 IBM DB2 8.2 MS SQL Server 2000 MS SQL Server 2005 MS SQL Server 2008
Unified CCX CTI Versions	Editor Client OS ¹⁶		WorkForce Management (WFM) ¹²	CAD/CSD/CDA Client OS ¹⁷	HR Client ¹⁸ OS
10 11 12	Win 2000 Professional Win XP Professional Win XP Professional SP2 (Please check Tech Tips & Rele Win Vista (Ultimate and Busine Win XP Professional SP3 (Pleas Tips & Release Notes)	ess)	8.2(2) 8.2(3) 8.3(3) 8.3(4)	Win XP Professional SP2 (Please check Tech Tips & Release Notes) Win Vista (Ultimate, Enterprise, and Business) Win XP Professional SP3 (Please check Tech Tips & Release Notes)	Win 2000 Professional Win XP Professional Win XP Professional SP2 (Please check Tech Tips & Release Notes) Win Vista (Ultimate and Business) Win XP Professional SP3 (Please check Tech Tips & Release Notes)
CAD/ CAD-BE/ CSD Client Version	CAD-BE Client OS ¹⁹		CAD-BE Browser Support on Windows XP Professional SP1 and SP2	CAD-BE Browser Support on Windows Vista Business, and Ultimate	CAD-BE Browser Support on Red Hat Enterprise Linux v4 and v5
6.6.1.400	Win XP Professional SP1 Win XP Professional SP2 Red Hat Enterprise Linux v4 ar Win Vista (Business and Ultima		IE 6 with Sun JRE 5.0 Update 14 IE 7 with Sun JRE 5.0 Update 14 Firefox 2.0.0.20 with Sun JRE 6.0 Update 12 Firefox 3.0.0.7 with Sun JRE 6.0 Update 12	IE 7.0 with Sun JRE 5.0 Update 14 Firefox 2.0.0.20 with Sun JRE 6.0 Update 12 Firefox 3.0.0.7 with Sun JRE 6.0 Update 12	Firefox 3.0.0.7 with Sun JRE 6.0 Update 12
Cisco VPN Client for CAD/ CAD-BE/ CSD	Cisco TelePresence Software	CUPS Releases	SQL CD Reuse Utility Tool	Microsoft Exchange Server	HR Client Version
4.6.02.0011 5.0.01.0600	See compatibility information for Cisco TelePresence System available at http://www.cisco.com/en/US/ products/ps8332/ products_device_support_tabl es_list.html for supported Cisco Unified CM releases.	6.0.1.1000- 21 7.0.1.10000- 23 7.0.1.10000- 28 7.0(5)	Version 2.0.3.0	Microsoft Exchange Server 2003 - Enterprise Full Packaged Product (FPP) Microsoft Exchange Server 2007 - Enterprise Edition	7.0(1.44)

Cisco Unified CCX and Cisco Unified IP IVR, Release 7.0(1)SR4 Solution Set¹ (Sheet 3 of 4)

HR Client MDAC	Supported Languages ²⁰	Wallboard	Cisco Works	Crystal Reports
Version 2.7 Version 2.8	IVR Prompts: English (US, CA, GB), Spanish (US, MX, CO, ES), French (CA, FR), German, Chinese (Mandarin), Japanese, Italian, Korean, Portuguese (BR), Hebrew (IL), Thai, Malay, Danish, Cantonese (Hong Kong), Mandarin (Taiwan), Dutch, Swedish, Russian, Arabic, Norwegian, Finnish ASR Grammar for workflow steps: English (US, GB), Spanish (MX, CO, ES), French (CA, FR), German, Japanese, Italian	Spectrum 3.1.2 INOVA (light link) 5.0.43	Campus Manager 4.0 (EOS) CiscoWorks Resource Manager Essentials 4.0 CiscoWorks IPCOM 1.0 CiscoWorks CUOM 2.0	Developer Edition 10.0 and 11. Professional Edition 10.0 and 11.0 Developer Edition 11.5 Professional Edition 11.5
	TTS: Dependent on what you install from TTS vendor) VXML Grammar:			
	Dependent on what you install from MRCP vendor CAD/CSD Supported Languages: English, German, French, Spanish, Italian, Japanese, Simplified Chinese, Korean, Portuguese (Brazilian), Traditional Chinese, Swedish, Dutch, Danish, Russian, Norwegian, Finnish			
	Cisco IP Phone Agent Supported Languages: Danish, Dutch, English, French, German, Italian, Japanese (Katakana), Portuguese (Brazilian), Spanish, Swedish			
	Historical Reporting Client: English, French, German, Spanish, Italian, Japanese, Simplified Chinese, Korean, Portuguese (Brazilian), Traditional Chinese, Swedish, Dutch, Danish, Russian			
ppAdmin, . lient	AppSupervisor, AppUser	MRCP	Speech Server ²¹	VXML
nternet Expl i.x, and 7.x ²	orer 2	1.0	Scansoft/Nuance: SpeechWorks Media Server 3.1.6 or 3.1.9 Open Speech Recognition Server 3.0.4 or 3.0.9 RealSpeak 4.0.6 or 4.0.10 Nuance 8.5 ²⁵ : MRCP Server 1.0 SP 9 or 1.0 SP 10 or 1-0-0-SP12	2.0
			Speech Recognition 8.5, SP050513 or 8.5, SP050930 Vocalizer 4.0.4 or 4.0.5 or 4.0.6	
			IBM WebSphere Voice Server: MRCP Server - MRCP Server 1.0 ASR - WebSphere Voice Server V5.1.3 TTS - CTTS V5.1.3 WVS Language Support 5.1.3	
			Nuance 9.0 ²⁵ : Nuance Speech Server 5.0.2 Nuance Recognizer 9.0.3 RealSpeak 4.5.0	

Cisco Unified CCX and Cisco Unified IP IVR, Release 7.0(1)SR4 Solution Set1 (Sheet 4 of 4)

IPCC Express Gateway to ICM	Cisco Support Tools	EIM/WIM	IP Phones for Desktop / Endpoint Monitoring
ICM 7.0(0) SR3 ICM 7.1(3) ICM 7.2(1) ICM 7.2(3) ICM 7.2(4) ICM 7.5(1) ICM 7.5(5) ICM 7.5(6)	2.0(1) 2.1	4.2(5) 4.2(5a)	Cisco IP Phone 7911G (SCCP) Cisco IP Phone 7912G (SCCP) Cisco IP Phone 7940G (SCCP) Cisco IP Phone 7941G (SCCP) Cisco IP Phone 7941G (SCCP) Cisco IP Phone 7941G-GE (SCCP) Cisco IP Phone 7960G (SCCP) Cisco IP Phone 7961G (SCCP) Cisco IP Phone 7961G-GE (SCCP) Cisco IP Phone 7970G (SCCP) Cisco IP Phone 7971G-GE (SCCP) Cisco IP Phone 7911G (SIP) Cisco IP Phone 7941G (SIP) Cisco IP Phone 7941G (SIP) Cisco IP Phone 7961G (SIP) Cisco IP Phone 7961G-GE (SIP) Cisco IP Phone 7961G-GE (SIP) Cisco IP Phone 7971G-GE (SIP) Cisco IP Phone 7974G (SCCP & SIP) Cisco IP Phone 7965G (SCCP & SIP) Cisco IP Phone 7965G (SCCP & SIP) Cisco IP Phone 7965G (SCCP & SIP) Cisco IP Phone 7975G (SCCP & SIP) Cisco IP Phone 6921(SCCP & SIP) Cisco IP Phone 6921(SCCP) Cisco IP Phone 6961(SCCP) Cisco IP Phone 6961(SCCP) Cisco IP Phone 6961(SCCP) Cisco IP Communicator (SCCP) ²³

- Please download ES02 for Cisco Unified CCX and Cisco Unified IP IVR, Release 7.0(1) SR4 from http://www.cisco.com/cgi-bin/tblbld/ tablebuild.pl?swpath=0f9dd35d8c56b84a7b2a4266078a6a10 as part of an important defect fix. Refer to the Release Notes for Cisco Unified CCX and Cisco Unified IP IVR, Release 7.0(1) SR4 for further information.
- 2. Upgrades are supported from all corresponding Unified CCX Service Release and Engineering Special Releases.
- 3. a. CCX at the end of a Hardware name means "Contact Center Express." This is a new acronym and name (in 2006) for IPCC Express. The full name is Cisco Unified Contact Center Express or Unified CCX.
 - b. For latest hardware updates, go to: www.cisco.com/go/swonly.
 - c. Only simplex mode supported on HP servers.
 - MCS-7845-H1-CC1: HP DL 380-G4 Dual Intel Xeon, 3.4 GHz
 - MCS-7835-H1-CC1: HP DL380-G4 Single Intel Xeon 3.4GHz
 - Refer to CSCsf05443 for details.
- 4. Cisco Unified CCX and Cisco Unified IP IVR, Release 7.0(1)SR2 has been recalled and is no longer available for download.
- 5. a. Details of CME/IOS version mapping can be found at http://www.cisco.com/en/US/docs/voice_ip_comm/cucme/requirements/guide/33matrix.htm.
 - b. CIM (WIM/EIM) is not supported with Cisco Unified Communications Manager Express (Unified CME).
 - c. Only SCCP Phones are supported as Agent Phones with Unified CME. Refer to "Cisco Unified IP Phone Support" section from the respective Cisco Unified CME Supported Firmware, Platforms, Memory, and Voice Products web page. For example, for Cisco Unified CME 7.1, go to: http://www.cisco.com/en/US/docs/voice_ip_comm/cucme/requirements/guide/cme71spc.htm, and scroll down to view the "Cisco Unified IP Phone Support" table.
 - d. Cisco IP Phones 6921, 6941, and 6961 are not supported as Agent Phones with Unified CME.
- 6. Unified CCX 7.0 (1) should have a 72GB HD and 2GB RAM minimum.
- 7. The hardware is compatible with OS 2003.1.2a and higher.
- 8. Please install the latest Cisco Unified CCX SR before component activation.
- Compatible with Cisco TelePresence Manager.
- 10. CTI control of 7931 phones is not allowed if the configuration parameter Outbound Call Rollover is set to Rollover value.
- 11. For supported Cisco IP Communicator (SCCP) versions, refer to the Cisco IP Communicator Compatibility with Cisco Unified CM Release table at http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/compat/ccmcompmatr.html#wp45351.
- 12. Supported on Phone Firmware versions 8-5-2 and higher only.
- 13. a. All associated SRs are supported with the compatible versions of WFM.
 - b. Cisco Unified Contact Center Express (CCX) WFO recording options Call Recorder (CR), Quality Manager (QM) and Advanced Quality Manager (AQM) are not supported on Windows 7 with Cisco Unified CCX 7.0(x) and 7.0(x) SR (x).
 - $c. \ For \ end-of-sale \ and \ end-of-life \ dates \ for \ CSA, \ see \ http://www.cisco.com/en/US/prod/collateral/vpndevc/ps5739/ps2330/end_of_life_c51-602579.html.$
- 14. Only Standard Protection mode is supported.
- 15. Refer to CSCtq04933 for more information and workaround.
- 16. Editor is not supported in 64-bit Client operating systems.
- 17. a. For supported Citrix and MTS versions refer to the Cisco Agent Desktop Version Compatibility Matrix at:
 - $http://www.cisco.com/en/US/products/sw/custcosw/ps427/products_implementation_design_guides_list.html.$
 - b. CAD/CSD/CDA is not supported in 64-bit versions of the client operating system.
- a. If the computer on which you install the Cisco CRS Historical Reports client is running Microsoft Windows 2000, then it must use the following software: Microsoft Internet Explorer version 5.5 or higher, Microsoft Data Access Component (MDAC) version 2.7 or higher and Microsoft Windows 2000 Service Pack 2 or higher.
 b. HR Client is not supported in 64-bit Client operating systems.
- 19. CAD-BE is not supported in 64-bit versions of the client operating system.
- 20. A CAD instance cannot support more than one localized language. All agents and supervisors must use the same language; there cannot be some agents and supervisors using one language and other agents and supervisors using another language.
- 21. The latest Version of the ASR-TTS packages suggested by Nuance can be used. (http://network.nuance.com/portal/server.pt). Using the Latest Nuance Packages will not impact the integration functionality between UCCX and Nuance, until there is any major change by Nuance in the underlying design. However, you should maintain the compatibility among different ASR-TTS packages as suggested by Nuance.
- 22. You should disable the Internet Explorer pop-up blocker when using Internet Explorer, Version 7.0, with the Unified CCX Application Administration web application. This is not necessary when using it with CAD or CSD.

23. Install Cisco IP Communicator on the same system on which CAD and CSD Clients are installed. 25. Nuance version 9.0 and above should use OSR 3.1.x as the Grammar Variant. Nuance 8.5 and older versions will continue using "Nuance" as the Grammar Variant.	

Cisco Unified CCX and Cisco Unified IP IVR, Release 7.0(1)SR3 Solution Set (Sheet 1 of 4)

pported iffied Cisco Unified CX/IP Communications R Manager (Unified CM) grade and Unified CM Business tths ¹ Edition Releases	OS Releases	Hardware ²	IP Phones for Cisco Agent Desktop	IP Phones for Cisco IP Phone Agent
ograde and Unified CM Business	OS Releases OS 2003.1.1 SR1 SR2 SR3 SR4 SR5 SR6 SR8 SR9 SR10 OS 2003.1.2a SR1 SR2 SR3 SR4 SR5 SR6 SR7 SR8 SR9 SR10 SR11 SR12 SR13 SR14 SR15 SR16 SR17 SR18 SR19 SR20 SR310 SR11 SR12 SR13 SR14 SR15 SR16 SR17 SR18 SR19 SR20 SR21 SR21 SR21 SR21 SR21 SR21 SR3 SR4 SR5 SR6 SR7 SR8 SR9 OS 2003.1.3b SR2 SR3 SR4 SR5 SR6 SR7 SR8 SR9 SR10 SR11 SR12 SR3 SR4 SR5 SR6 SR7 SR8 SR9 OS 2003.1.5a SR1 SR2 SR3 SR4 SR5 SR6 SR7 SR8 SR9 OS 2003.1.5a SR1 SR1 SR12 SR3 SR14 SR15 SR16 OS 2003.1.5a SR3 SR4 SR5 SR6 SR7 SR8 SR9 SR10 SR11 SR12 SR13 SR14 SR15 SR16 SR7 SR8 SR9 SR10 SR11 SR12 SR3 SR4 SR5 SR6 SR7 SR8 SR9 SR10 SR11 SR12 SR3 SR4 SR5 SR6 SR7 SR8 SR9 SR10 SR11 SR12 SR13 SR14 SR15 SR16 SR3 SR4 SR5 SR6 SR7 SR8 SR9 SR10 SR11 SR12 SR13 SR14 SR15 SR16 SR3 SR4 SR5 SR6 SR7 SR8 SR9 SR10 SR11 SR12 SR13 SR14 SR15 SR16 SR15 SR16 SR7 SR8 SR9 SR10 SR11 SR12 SR13 SR14 SR15 SR16 SR7 SR8 SR9 SR10 SR11 SR12 SR3 SR4 SR5 SR6 SR7 SR8 SR9 SR10 SR11 SR12 SR13 SR14 SR15 SR16	MCS-7815-11-CC15 MCS-7815-11-CC2 MCS-7815-12-CCX1 MCS-7816-13-CCX16 MCS-7816-13-CCX16 MCS-7816-13-CCX16 MCS-7825-11-CC1 MCS-7825-11-CC1 MCS-7825-11-CC1 MCS-7825-11-CC1 MCS-7825-11-CC1 MCS-7825-14-CCX1 MCS-7825-14-CCX1 MCS-7825-14-CCX1 MCS-7825-14-CCX1 MCS-7825-14-CCX1 MCS-7825-14-CCX1 MCS-7835-11-CC1 MCS-7835-11-CC1 MCS-7835-11-CC1 MCS-7835-11-CC1 MCS-7835-11-CC1 MCS-7835-11-CC1 MCS-7835-11-CC1 MCS-7835-11-CC1 MCS-7835-11-CC1 MCS-7835-12-CCX2 MCS-7835-11-CC1 MCS-7835-12-CCX2 MCS-7845-11-CC1 MCS-7845-12-CCX2 MCS-7845-11-CC1 MCS-7845-12-CCX2 MCS-7845-11-CC1 MCS-7845-12-CCX2 MCS-7845-11-CX1 MCS-7845-11-X346r double-cpu retrofit MCS-7845-11-CX1 MCS-7845-11-CX1 MCS-7845-11-DL380-G4 double-cpu retrofit IBM xSeries 306M Single Intel dual-core Pentium D, 2.8 GHz IBM xSeries 306M Single Intel dual-core Pentium D, 2.8 GHz IBM xSeries 306M Single Intel dual-core Pentium D, 3.4 GHz IBM xSeries 306M Single Intel dual-core Pentium D, 3.4 GHz IBM xSeries 3250 Single Intel dual-core Xeon 3050, 2.13 GHz IBM xSeries 3250 Single Intel dual-core Xeon 3050, 2.13 GHz IBM xSeries 346 Dual Intel Xeon 3.4 GHz IBM xSeries 346 Single Intel dual-core Pentium D, 2.8 GHz IBM xSeries 346 Single Intel dual-core Xeon 3050, 2.13 GHz IBM xSeries 346 Single Intel dual-core Pentium D, 2.8 GHz IBM xSeries 346 Single Intel dual-core Xeon 3050, 2.13 GHz IBM xSeries 346 Single Intel dual-core Pentium D, 2.8 GHz IBM xSeries 346 Single Intel dual-core Pentium D, 2.8 GHz IBM xSeries 346 Single Intel dual-core Pentium D, 2.8 GHz IBM xSeries 346 Single Intel dual-core Xeon 3050, 2.13 GHz IBM xSeries 3650 Single Intel dual-core Xeon 3050, 2.13 GHz IBM xSeries 3650 Single Intel dual-core Xeon 3050, 2.13 GHz IBM xSeries 3650 Single Intel dual-core Xeon 3050, 2.13 GHz IBM xSeries 3650 Single Intel dual-core Xeon 3050, 2.13 GHz IBM xSeries 3650 Single Intel dual-core Xeon 3050, 2.13 GHz IBM xSeries 3650 Single Intel dual-core Xeon 5140, 2.33 GHz IBM DL380-G5 Single Intel dual-core Xeon 5140, 2.33 GHz		

Cisco Unified CCX and Cisco Unified IP IVR, Release 7.0(1)SR3 Solution Set (Sheet 2 of 4)

Security/An	tiVirus Software	Java Versions	Quality Management (QM)	Historical/Config Database	Enterprise Database
4.5.1.639-2.0 4.5.1.645-2.0 4.5.1.655-2.0 5.0.0.210-3.0 5.0.0.210-3.0 5.0.0.217-3.0 5.0.0.217-3.0 5.0.0.225-3.0 5.0.0.235-3.0 5.0.0.235-3.0 5.0.0.281-3.5 5.0.0.282-3.5 5.2.0.282-3.5 5.2.0.282-3.5	(4) (5) (5) (1) (3) (3) (4) (5) (6) (7) (9) (10) (3) (3) (4) (7) (9) (10) (13) (2) (4)	Custom Classes/SDK Sun JRE 1.5.0_011 Sun JRE 1.5.0_014 Real-Time Reporting Sun JRE 1.5.0_011 Sun JRE 1.5.0_014	2.6(1) 2.6(2) 2.7(2) 2.7(3)	MSDE 2000 MS SQL Server 2000 + sp4	Oracle 10g R2, Oracle 10g XE Sybase Adaptive Server 12 IBM DB2 8.2 MS SQL Server 2000 MS SQL Server 2005
8.0 8.0i 8.5i ¹¹ 8.7i	virus Enterprise				
9.0	ntivirus Corporate Edition				
10.2	ndpoint Protection				
	OfficeScan Antivirus ¹²				
Unified CCX CTI Versions	Editor Client OS ¹³		WorkForce Management (WFM) ¹¹	CAD/CSD/CDA Client OS ¹⁴	HR Client ¹⁵ OS
10 11 12	Win 2000 Professional Win XP Professional Win XP Professional SP2 (Please check Tech Tips & Rel Win Vista (Ultimate and Busin Win XP Professional SP3 (Plea Tips & Release Notes)	ness)	8.2(3) 8.2(3) 8.3(3) 8.3(4)	Win XP Professional SP2 (Please check Tech Tips & Release Notes) Win Vista (Ultimate, Enterprise, and Business) Win XP Professional SP3 (Please check Tech Tips & Release Notes)	Win 2000 Professional Win XP Professional Win XP Professional Win XP Professional SP2 (Please check Tech Tips & Release Notes) Win Vista (Ultimate and Business) Win XP Professional SP3 (Please check Tech Tips & Release Notes)
CAD/ CAD-BE/ CSD Client Version	CAD-BE Client OS ¹⁶		CAD-BE Browser Support on Windows XP Professional SP1 and SP2	CAD-BE Browser Support on Windows Vista Business, and Ultimate	CAD-BE Browser Support on Red Hat Enterprise Linux v4 and v5
6.6.1.200	Win XP Professional SP1 Win XP Professional SP2 Red Hat Enterprise Linux v4 and v5 Win Vista (Business and Ultimate)		IE 6 with Sun JRE 5.0 Update 14 IE 7 with Sun JRE 5.0 Update 14 Firefox 1.5.0.8 with Sun JRE 5.0 Update 14 Firefox 2.0.0.11 with Sun JRE 5.0 Update 14	IE 7.0 with Sun JRE 5.0 Update 14. Firefox 2.0.0.11 with Sun JRE 5.0 Update 14	Firefox 1.5.0.8 with Sun JRE 5.0 Update 14 Firefox 2.0.0.11 with Sun JRE 5.0 Update 14
Cisco VPN Client for CAD/					
CAD-BE/ CSD	Cisco TelePresence Software	CUPS Releases	SQL CD Reuse Utility Tool	Microsoft Exchange Server	HR Client Version
4.6.02.0011 5.0.01.0600	See compatibility information for Cisco TelePresence System available at http://www.cisco.com/en/US/products/ps8332/products_device_support_tables_list.html for supported Cisco Unified CM releases.	6.0.1.1000-21 7.0.1.10000- 23 7.0.1.10000- 28 7.0.5	Version 2.0.3.0	Microsoft Exchange Server 2003 - Enterprise Full Packaged Product (FPP) Microsoft Exchange Server 2007 - Enterprise Edition	7.0(1.1)

Cisco Unified CCX and Cisco Unified IP IVR, Release 7.0(1)SR3 Solution Set (Sheet 3 of 4)

HR Client MDAC	Supported Languages ¹⁷	Wallboard	Cisco Works	Crystal Reports
Version 2.7 Version 2.8	IVR Prompts: English (US, CA, GB), Spanish (US, MX, CO, ES), French (CA, FR), German, Chinese (Mandarin), Japanese, Italian, Korean, Portuguese (BR), Hebrew (IL), Thai, Malay, Danish, Cantonese (Hong Kong), Mandarin (Taiwan), Dutch, Swedish, Russian, Arabic, Norwegian, Finnish ASR Grammar for workflow steps: English (US, GB), Spanish (MX, CO, ES), French (CA, FR), German, Japanese, Italian TTS: Dependent on what you install from TTS vendor) VXML Grammar: Dependent on what you install from MRCP vendor CAD/CSD Supported Languages: English, French, German, Spanish, Italian, Japanese, Simplified Chinese, Korean, Portuguese (Brazilian), Traditional Chinese, Swedish, Dutch, Danish, Russian, Norwegian, Finnish Cisco IP Phone Agent Supported Languages: Danish, Dutch, English, French, German, Italian, Japanese (Katakana), Portuguese (Brazilian), Spanish, Swedish Historical Reporting Client: English, French, German, Spanish, Italian, Japanese, Simplified Chinese, Korean, Portuguese (Brazilian), Traditional Chinese, Simplified Chinese, Korean, Portuguese (Brazilian), Traditional Chinese, Swedish, Dutch, Danish, Russian	Spectrum 3.1.2 INOVA (light link) 5.0.43	Campus Manager 4.0 (EOS) CiscoWorks Resource Manager Essentials 4.0 CiscoWorks IPCOM 1.0 CiscoWorks CUOM 2.0	Developer Edition 10.0 and 11.0 Professional Edition 10.0 and 11.0 Developer Edition 11.5 Professional Edition 11.5
AppAdmin, Client	AppSupervisor, AppUser	MRCP	Speech Server ¹⁸	VXML
Internet Exp 6.x, and 7.x	oger 	1.0	Scansoft/Nuance: SpeechWorks Media Server 3.1.6 or 3.1.9 Open Speech Recognition Server 3.0.4 or 3.0.9 RealSpeak 4.0.6 or 4.0.10 Nuance 8.5 ²² : MRCP Server 1.0 SP 9 or 1.0 SP 10 or 1-0-0-SP12 Speech Recognition 8.5, SP050930 Vocalizer 4.0.4 or 4.0.5 or 4.0.6 IBM WebSphere Voice Server: MRCP Server - MRCP Server 1.0 ASR - WebSphere Voice Server v5.1.3 TTS - CTTS V5.1.3 WVS Language Support 5.1.3 Nuance 9.0 ²² : Nuance Speech Server 5.0.2 Nuance Recognizer 9.0.3 RealSpeak 4.5.0	2.0

Cisco Unified CCX and Cisco Unified IP IVR, Release 7.0(1)SR3 Solution Set (Sheet 4 of 4)

IPCC Express Gateway to ICM	Cisco Support Tools	EIM/WIM	IP Phones for Desktop / Endpoint Monitoring
ICM 7.0(0) SR3 ICM 7.1(3) ICM 7.2(1) ICM 7.2(3) ICM 7.2(4) ICM 7.5(1) ICM 7.5(5)	2.0(1) 2.1	4.2(5) 4.2(5a)	Cisco IP Phone 7911G (SCCP) Cisco IP Phone 7940G (SCCP) Cisco IP Phone 7940G (SCCP) Cisco IP Phone 7941G (SCCP) Cisco IP Phone 7941G-GE (SCCP) Cisco IP Phone 7961G (SCCP) Cisco IP Phone 7961G (SCCP) Cisco IP Phone 7961G (SCCP) Cisco IP Phone 7970G (SCCP) Cisco IP Phone 7971G-GE (SCCP) Cisco IP Phone 7971G-GE (SCCP) Cisco IP Phone 7911G (SIP) Cisco IP Phone 7941G (SIP) Cisco IP Phone 7941G-GE (SIP) Cisco IP Phone 7961G-GE (SIP) Cisco IP Phone 7961G-GE (SIP) Cisco IP Phone 7961G-GE (SIP) Cisco IP Phone 7970G (SIP) Cisco IP Phone 7971G-GE (SIP) Cisco IP Phone 7971G-GE (SIP) Cisco IP Phone 7961G-GE (SIP) Cisco IP Phone 7961G-GE (SIP) Cisco IP Phone 7970G (SIP) Cisco IP Phone 7962G (SCCP & SIP) Cisco IP Phone 7965G (SCCP & SIP) Cisco IP Phone 7965G (SCCP & SIP) Cisco IP Phone 7975G (SCCP & SIP) Cisco IP Phone 7975G (SCCP & SIP) Cisco IP Phone 6961G(SCCP & SIP) Cisco IP Phone 6961G(SCCP & SIP) Cisco IP Phone 6961G(SCCP) Cisco IP Phone 6961(SCCP) Cisco IP Phone 6961(SCCP) Cisco IP Communicator (SCCP) ²⁰

- Upgrades are supported from all corresponding Unified CCX Service Release and Engineering Special Releases.
- 2. a. CCX at the end of a Hardware name means "Contact Center Express." This is a new acronym and name (in 2006) for IPCC Express. The full name is Cisco Unified Contact Center Express or Unified CCX.
 - b. For latest hardware updates, go to: www.cisco.com/go/swonly.
 - c. Only simplex mode supported on HP servers
 - MCS-7845-H1-CC1: HP DL 380-G4 Dual Intel Xeon, 3.4 GHz
 - MCS-7835-H1-CC1: HP DL380-G4 Single Intel Xeon 3.4GHz Refer to CSCsf05443 for details.
- 3. Cisco Unified CCX and Cisco Unified IP IVR, Release 7.0(1)SR2 has been recalled and is no longer available for download.
- $4. \quad a. \ \ Details of \ CME/IOS \ version \ mapping \ can be found at \ http://www.cisco.com/en/US/docs/voice_ip_comm/cucme/requirements/guide/33matrix.htm.$

 - b. CIM (WIM/EIM) is not supported with Cisco Unified Communications Manager Express (Unified CME).
 c. Only SCCP Phones are supported as Agent Phones with Unified CME. Refer to "Cisco Unified IP Phone Support" section from the respective Cisco Unified CME Supported Firmware, Platforms, Memory, and Voice Products web page. For example, for Cisco Unified CME 7.1, go to: http://www.cisco.com/en/US/docs/ voice_ip_comm/cucme/requirements/guide/cme71spc.htm, and scroll down to view the "Cisco Unified IP Phone Support" table.
 - d. Cisco IP Phones 6921, 6941, and 6961 are not supported as Agent Phones with Unified CME.
- Unified CCX 7.0 (1) should have a 72GB HD and 2GB RAM minimum.
- The hardware is compatible with OS 2003.1.2a and higher.
- Compatible with Cisco TelePresence Manager.
- CTI control of 7931 phones is not allowed if the configuration parameter Outbound Call Rollover is set to Rollover value.
- For supported Cisco IP Communicator (SCCP) versions, refer to the Cisco IP Communicator Compatibility with Cisco Unified CM Release table at http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/compat/ccmcompmatr.html#wp45351.
- 10. Supported on Phone Firmware versions 8-5-2 and higher only.
- 11. Only Standard Protection mode is supported.
- 12. Refer to CSCtq04933 for more information and workaround.
- 13. Editor is not supported in 64-bit Client operating systems.
- 14. a. For supported Citrix and MTS versions refer to the Cisco Agent Desktop Version Compatibility Matrix at:
 - http://www.cisco.com/en/US/products/sw/custcosw/ps427/products_implementation_design_guides_list.html.
 - b. CAD/CSD/CDA is not supported in 64-bit versions of the client operating system.
- 15. a. If the computer on which you install the Cisco CRS Historical Reports client is running Microsoft Windows 2000, then it must use the following software: Microsoft Internet Explorer version 5.5 or higher, Microsoft Data Access Component (MDAC) version 2.7 or higher and Microsoft Windows 2000 Service Pack 2 or higher. b. HR Client is not supported in 64-bit Client operating systems.
- 16. CAD-BE is not supported in 64-bit versions of the client operating system.
- 17. A CAD instance cannot support more than one localized language. All agents and supervisors must use the same language; there cannot be some agents and supervisors using one language and other agents and supervisors using another language.
- 18. The latest Version of the ASR-TTS packages suggested by Nuance can be used. (http://network.nuance.com/portal/server.pt). Using the Latest Nuance Packages will not impact the integration functionality between Unified CCX and Nuance, until there is any major change by Nuance in the underlying design. However, you should maintain the compatibility among different ASR-TTS packages as suggested by Nuance.
- 19. You should disable the Internet Explorer pop-up blocker when using Internet Explorer, Version 7.0, with the Unified CCX Application Administration web application. This is not necessary when using it with CAD or CSD.
- 20. Install Cisco IP Communicator on the same system on which CAD and CSD Clients are installed.
- 22. Nuance version 9.0 and above should use OSR 3.1.x as the Grammar Variant. Nuance 8.5 and older versions will continue using "Nuance" as the Grammar Variant.
- 23. For end-of-sale and end-of-life dates for CSA, see http://www.cisco.com/en/US/prod/collateral/vpndevc/ps5739/ps2330/end_of_life_c51-602579.html.

Cisco Unified CCX and Cisco Unified IP IVR, Release 7.0(1)SR2 Solution Set

Note: Cisco Unified CCX and Cisco Unified IP IVR, Release 7.0(1)SR2 release contains behavior that may affect your release 7.0(1) SR2 deployment. The Unified CCX 7.0(1) SR2 and IP IVR build posted to the Software Downloads site on 4/30/09 was recalled on 06/23/09 and it is no longer available for customers to download.

 $Please \ refer to the \ TechNotes \ available \ at \ http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_tech_note09186a0080ad61bd.shtml \\ for further information.$

Cisco Unified CCX and Cisco Unified IP IVR, Release 7.0(1)SR1 Solution Set (Sheet 1 of 3)

File Name 6.1.1.3000-2 SR8 MCS-7825-12-CCX14 Cisco IP Phone 7960G (SCCP) Cisco IP Phone 7961G (SCCP)	File/name 6.1.1.000-11 SR1 MCS-7815-11-CC2 Clso IP Phone 79126 (SCCP) Clso IP Phone 79126 (SC	Supported Unified CCX/IP Cisco Unified IVR Communication Upgrade (Unified CM) and Paths Business Edition	d Unified CM	Hardware ²	IP Phones for Cisco Agent Desktop	IP Phones for Cisco IP Phone Agent
UC520 Releases SR13 3.4 GHz 7.0 / 12.4(20) T1 SR14 IBM x5eries 3650 Single Intel 4.2 / 12.4(11) XW9 SR15 Xeon 5140, 2.33 GHz SR16 IBM xSeries 3650 Dual Intel Xeon OS 2003.1.5 SR1 SR2 HP DL 320-G3 Single Intel SR3 Pentium 4, 3.4 GHz OS 2003.1.5a SR3 HP DL320-G4 Single Intel SR3 GSR4 HP DL320-G4 Single Intel SR4 HP DL320-G4 Single Intel SR5 GWall-core Pentium D, 2.8 GHz HP DL320-G5 Single Intel SR5 GWall-core Pentium D, 3.4 GHz HP DL320-G5 Single Intel SR6 HP DL320-G5 Single Intel Celeron	SR5 dual-core Pentium D, 3.4 GHz	Paths Business Edition 7.0(1) 6.1(1) JTAPI 6.1(Filename 6.1.1.1(6.1(1a) JTAPI 6.1) 6.1(1b) JTAPI 6.1 File Name 6.1.1.2 6.1(1b) JTAPI 6.1(File Name 6.1.2.1 6.1(2) JTAPI 6.1(File Name 6.1.2.1 6.1(2) SU1a JTAPI 6.1(2.1000) File Name 6.1.2.1 6.1(3) JTAPI 6.1(File Name 6.1.3.3 6.1(3b) JTAPI 6.1(File Name 6.1.3.3 6.1(3b) SU1 JTAPI 6.1(3.1000) File Name 6.1.3.3 6.1(4) JTAPI 6.1(File Name 6.1.4.1 6.1(4a) JTAPI 6.1(File Name 6.1.4.2 6.1(5) JTAPI 6.1(File Name 6.1.4.2 6.1(5) JTAPI 6.1(File Name 6.1.5.1 7.0(1) JTAPI 7.0(File Name 7.0.1.1 7.0(2) JTAPI 7.0(File Name 7.0.2.2 Cisco Unified Communication Express (Unified Communication Express (Unified 4.2 7.0 7.1 CISSO Releases 7.0/12.4(20) T1	Releases	MCS-7815-I1-CC1 ⁴ MCS-7815-I1-CC2 MCS-7815-I2-CCX15 MCS-7816-I3-CCX1 MCS-7816-I3-CCX1 MCS-7816-I3-CCX1 MCS-7825-I1-CC1 MCS-7835-I1-CC1 MCS-7845-I1-CC1 MCS-78	Cisco IP Phone 7911G (SCCP) Cisco IP Phone 7912G (SCCP) Cisco IP Phone 7921G (SCCP) Cisco IP Phone 7925G (SCCP) Cisco IP Phone 7940G (SCCP) Cisco IP Phone 7941G (SCCP) Cisco IP Phone 7941G (SCCP) Cisco IP Phone 7941G (SCCP) Cisco IP Phone 7960G (SCCP) Cisco IP Phone 7961G (SCCP) Cisco IP Phone 7970G (SCCP) Cisco IP Phone 7970G (SCCP) Cisco IP Phone 7971G-GE (SCCP) Cisco IP Phone 7971G-GE (SCCP) Cisco IP Phone 7911G (SIP) Cisco IP Phone 7941G (SIP) Cisco IP Phone 7941G-GE (SIP) Cisco IP Phone 7961G (SIP) Cisco IP Phone 7970G (SIP) Cisco IP Phone 7970G (SIP) Cisco IP Phone 7970G (SIP) Cisco IP Phone 7942G (SCCP & SIP) Cisco IP Phone 7945G (SCCP & SIP) Cisco IP Phone 7945G (SCCP & SIP) Cisco IP Phone 795G (SCCP & SIP) Cisco IP Phone 7975G (SCCP & SIP) Cisco IP Phone 7975G (SCCP) Cisco IP Phone 7931G (SCCP) Cisco IP Communicator (SCCP) Cisco IP Communicator (SCCP) Cisco IP Communicator (SCCP)	Cisco IP Phone Agent Cisco IP Phone 7911G (SCCP) Cisco IP Phone 7912G (SCCP) Cisco IP Phone 7921G (SCCP) Cisco IP Phone 7921G (SCCP) Cisco IP Phone 7925G (SCCP) Cisco IP Phone 7940G (SCCP) Cisco IP Phone 7941G (SCCP) Cisco IP Phone 7941G (SCCP) Cisco IP Phone 7961G (SCCP) Cisco IP Phone 7961G (SCCP) Cisco IP Phone 7961G (SCCP) Cisco IP Phone 7970G (SCCP) Cisco IP Phone 7971G (SIP) Cisco IP Phone 7911G (SIP) Cisco IP Phone 7941G (SIP) Cisco IP Phone 7961G (SIP) Cisco IP Phone 7970G (SIP) Cisco IP Phone 7970G (SCCP & SIP) Cisco IP Phone 7942G (SCCP & SIP) Cisco IP Phone 7965G (SCCP & SIP) Cisco IP Phone 7965G (SCCP & SIP) Cisco IP Phone 7965G (SCCP & SIP) Cisco IP Phone 7975G (SCCP & SIP)

Cisco Unified CCX and Cisco Unified IP IVR, Release 7.0(1)SR1 Solution Set (Sheet 2 of 3)

Security/A	ntiVirus Software	Java Versions	Quality Management (QM)	Historical/Config Database	Enterprise Database
4.5.1.639-2. 4.5.1.645-2. 4.5.1.645-2. 4.5.1.655-2. 5.0.0.187-3. 5.0.0.210-3. 5.0.0.216-3. 5.0.0.217-3. 5.0.0.225-3. 5.0.0.232-3. 5.0.0.232-3. 5.2.0.281-3. 5.2.0.282-3. 5.2.0.286-3. McAfee Viru 8.0 8.0i 8.5i 8.7i Norton Anti 9.0 Symantec A 10.1 10.2 Symantec E 11 Trend Micro 7.3	.0(4) .0(5) .0(1) .0(3) .0(3) .0(4) .0(5) .0(6) .0(7) .0(9) .0(10) .1(3)k9 .1(5)k9 .1(7)k9	Custom Classes/SDK Sun JRE 1.5.0_011 Sun JRE 1.5.0_014 Real-Time Reporting Sun JRE 1.5.0_011 Sun JRE 1.5.0_014	2.6(1) 2.6(2) 2.7(2) 2.7(3)	MSDE 2000 MS SQL Server 2000 + sp4	Oracle 10g R2, Oracle 10g XE Sybase Adaptive Server 12 IBM DB2 8.2 MS SQL Server 2000 MS SQL Server 2005
10.5 Unified					
CCX CTI Versions	Editor Client OS 12		WorkForce Management (WFM) ⁸	CAD/CSD/CDA Client OS ¹³	HR Client ¹⁴ OS
10 11 12	Win 2000 Professional Win XP Professional Win XP Professional SP2 (Please check Tech Tips & Relea Win Vista (Ultimate and Busines Win XP Professional SP3 (Please & Release Notes)	s)	8.2(2) 8.2(3) 8.3(3) 8.3(4)	Win XP Professional SP2 (Please check Tech Tips & Release Notes) Win Vista (Ultimate, Enterprise, and Business) Win XP Professional SP3 (Please check Tech Tips & Release Notes)	Win 2000 Professional Win XP Professional Win XP Professional SP2 (Please check Tech Tips & Release Notes) Win Vista (Ultimate and Business) Win XP Professional SP3 (Please check Tech Tips & Release Notes)
CAD/ CAD-BE/ CSD Client Version	CAD-BE Client OS ¹⁵		CAD-BE Browser Support on Windows XP Professional SP1 and SP2	CAD-BE Browser Support on Windows Vista Business, and Ultimate	CAD-BE Browser Support on Red Hat Enterprise Linux v4 and v5
6.6.1.100	Win XP Professional SP1 Win XP Professional SP2 Red Hat Enterprise Linux v4 and Win Vista (Business and Ultimat		IE 6 with Sun JRE 5.0 Update 14 IE 7 with Sun JRE 5.0 Update 14 Firefox 1.5.0.8 with Sun JRE 5.0 Update 14 Firefox 2.0.0.11 with Sun JRE 5.0 Update 14	IE 7.0 with Sun JRE 5.0 Update 14. Firefox 2.0.0.11 with Sun JRE 5.0 Update 14	Firefox 1.5.0.8 with Sun JRE 5.0 Update 14 Firefox 2.0.0.11 with Sun JRE 5.0 Update 14
Cisco VPN Client for					
CAD/ CAD-BE/ CSD	Cisco TelePresence Software	CUPS Releases	SQL CD Reuse Utility Tool	Microsoft Exchange Server	HR Client Version
4.6.02.001 1 5.0.01.060 0	See compatibility information for Cisco TelePresence System available at http://www.cisco.com/en/US/products/ps8332/products_device_support_table s_list.html for supported Cisco Unified CM releases.	6.0.1.1000-21 7.0.1.10000-23 7.0.1.10000-28 7.0.5	Version 2.0.3.0	Microsoft Exchange Server 2003 - Enterprise Full Packaged Product (FPP) Microsoft Exchange Server 2007 - Enterprise Edition	7.0(1.2)

Cisco Unified CCX and Cisco Unified IP IVR, Release 7.0(1)SR1 Solution Set (Sheet 3 of 3)

HR Client	C16	Wellbrand	Ciara Wante	Country Demonts
Version 2.8	ES), French (CA, FR), German, Chinese (Mandarin), Japanese, Italian, Korean, Portuguese (BR), Hebrew (IL), Thai, Malay, Danish, Cantonese (Hong Kong), Mandarin (Taiwan), Dutch, Swedish, Russian, Arabic, Norwegian, Finnish ASR Grammar for workflow steps: English (US, GB), Spanish (MX, CO, ES), French (CA, FR), German, Japanese, Italian TTS: Dependent on what you install from TTS vendor) VXML Grammar: Dependent on what you install from MRCP vendor CAD/CSD Supported Languages: English, French, German, Spanish, Italian, Japanese, Simplified Chinese, Korean, Portuguese (Brazilian), Traditional Chinese, Swedish, Dutch, Danish, Russian, Norwegian, Finnish Cisco IP Phone Agent Supported Languages: Danish, Dutch, English, French, German, Italian, Japanese (Katakana), Portuguese (Brazilian), Spanish, Swedish Historical Reporting Client: English, French, German, Spanish, Italian, Japanese, Simplified Chinese, Korean, Portuguese (Brazilian), Traditional Chinese, Swedish, Dutch, Danish, Russian	Spectrum 3.1.2 INOVA (light link) 5.0.43	Cisco Works Campus Manager 4.0 (EOS) CiscoWorks Resource Manager Essentials 4.0 CiscoWorks IPCOM 1.0 CiscoWorks CUOM 2.0	Developer Edition 10.0 and 11.0 Professional Edition 10.0 and 11.0 Developer Edition 11.5 Professional Edition 11.5
AppAdmin, Client	AppSupervisor, AppUser	MRCP	Speech Server ¹⁷	VXML
Internet Expl 6.x, and 7.x ¹		1.0	Scansoft/Nuance: SpeechWorks Media Server 3.1.6 or 3.1.9 Open Speech Recognition Server 3.0.4 or 3.0.9 RealSpeak 4.0.6 or 4.0.10 Nuance 8.5 ²⁰ : MRCP Server 1.0 SP 9 or 1.0 SP 10 or 1-0-0-SP12 Speech Recognition 8.5, SP050513 or 8.5, SP050930 Vocalizer 4.0.4 or 4.0.5 or 4.0.6 IBM WebSphere Voice Server: MRCP Server - MRCP Server 1.0 ASR - WebSphere Voice Server v5.1.3 TTS - CTTS V5.1.3 WVS Language Support 5.1.3 Nuance 9.0 ²⁰ : Nuance Speech Server 5.0.2 Nuance Recognizer 9.0.3 RealSpeak 4.5.0	2.0
TRCC Evene	Cisco Support Tools	ETM /W/TM	IP Phones for Desktop /	
ICM 7.0(0) S ICM 7.1(3) ICM 7.2(1) ICM 7.2(3) ICM 7.2(4) ICM 7.5(1) ICM 7.5(1)	R3 2.0(1) 2.1	4.2(5) 4.2(5a)	Cisco IP Phone 7911G (SCCP) Cisco IP Phone 7912G (SCCP) Cisco IP Phone 7940G (SCCP) Cisco IP Phone 7940G (SCCP) Cisco IP Phone 7941G (SCCP) Cisco IP Phone 7941G (SCCP) Cisco IP Phone 7941G-GE (SCCP) Cisco IP Phone 7960G (SCCP) Cisco IP Phone 7961G (SCCP) Cisco IP Phone 7961G-GE (SCCP) Cisco IP Phone 7971G-GE (SCCP) Cisco IP Phone 7971G-GE (SCCP) Cisco IP Phone 7911G (SIP) Cisco IP Phone 7941G (SIP) Cisco IP Phone 7961G-GE (SIP) Cisco IP Phone 7961G-GE (SIP) Cisco IP Phone 7961G-GE (SIP) Cisco IP Phone 7970G (SIP) Cisco IP Phone 7971G-GE (SIP) Cisco IP Phone 7942G (SCCP & SIP) Cisco IP Phone 7962G (SCCP & SIP) Cisco IP Phone 7965G (SCCP & SIP) Cisco IP Phone 7975G (SCCP & SIP) Cisco IP Phone 7931G (SCCP & SIP) Cisco IP Phone 7931G (SCCP & SIP) Cisco IP Communicator (SCCP) Cisco IP Communicator (SCCP)	

- 1. Upgrades are supported from all corresponding Unified CCX Service Release and Engineering Special Releases.
- 2. a. CCX at the end of a Hardware name means "Contact Center Express." This is a new acronym and name (in 2006) for IPCC Express. The full name is Cisco Unified Contact Center Express or Unified CCX.
 - b. For latest hardware updates, go to: www.cisco.com/go/swonly.
 - c. Only simplex mode supported on HP servers.
 - MCS-7845-H1-CC1 HP DL 380-G4 Dual Intel Xeon, 3.4 GHz
 - MCS-7835-H1-CC1 HP DL380-G4 Single Intel Xeon 3.4GHz
 - Refer to CSCsf05443 for details.
- 3. a. Details of CME/IOS version mapping can be found at http://www.cisco.com/en/US/docs/voice_ip_comm/cucme/requirements/guide/33matrix.htm.
 - b. CIM (WIM/EIM) is not supported with Cisco Unified Communications Manager Express (Unified CME).
 - c. Only SCCP Phones are supported as Agent Phones with Unified CME. Refer to "Cisco Unified IP Phone Support" section from the respective Cisco Unified CME Supported Firmware, Platforms, Memory, and Voice Products web page. For example, for Cisco Unified CME 7.1, go to: http://www.cisco.com/en/US/docs/ voice_ip_comm/cucme/requirements/guide/cme71spc.htm, and scroll down to view the "Cisco Unified IP Phone Support" table.
- 4. Unified CCX 7.0 (1) should have a 72GB HD and 2GB RAM minimum.
- The hardware is compatible with OS 2003.1.2a and higher.
- Compatible with Cisco TelePresence Manager.
- CTI control of 7931 phones is not allowed if the configuration parameter Outbound Call Rollover is set to Rollover value.
- For supported Cisco IP Communicator (SCCP) versions, refer to the Cisco IP Communicator Compatibility with Cisco Unified CM Release table at http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/compat/ccmcompmatr.html#wp45351.
- Please check the latest Release Notes for Cisco Unified CCX and Cisco Unified IP IVR for known limitations.
- 10. Only Standard Protection mode is supported.
- 11. Refer to CSCtq04933 for more information and workaround.
- 12. Editor is not supported in 64-bit Client operating systems.
- 13. a. For supported Citrix and MTS versions refer to the Cisco Agent Desktop Version Compatibility Matrix at: http://www.cisco.com/en/US/products/sw/custcosw/ps427/products_implementation_design_guides_list.html.

 - b. CAD/CSD/CDA is not supported in 64-bit versions of the client operating system.
- 14. a. If the computer on which you install the Cisco CRS Historical Reports client is running Microsoft Windows 2000, then it must use the following software: Microsoft Internet Explorer version 5.5 or higher, Microsoft Data Access Component (MDAC) version 2.7 or higher and Microsoft Windows 2000 Service Pack 2 or higher. b. HR Client is not supported in 64-bit Client operating systems.
- 15. CAD-BE is not supported in 64-bit versions of the client operating system.
- 16. A CAD instance cannot support more than one localized language. All agents and supervisors must use the same language; there cannot be some agents and supervisors using one language and other agents and supervisors using another language.
- 17. The latest Version of the ASR-TTS packages suggested by Nuance can be used. (http://network.nuance.com/portal/server.pt). Using the Latest Nuance Packages will not impact the integration functionality between UCCX and Nuance, until there is any major change by Nuance in the underlying design. However, you should maintain the compatibility among different ASR-TTS packages as suggested by Nuance.
- 18. You should disable the Internet Explorer pop-up blocker when using Internet Explorer, Version 7.0, with the Unified CCX Application Administration web application. This is not necessary when using it with CAD or CSD.
- 19. Install Cisco IP Communicator on the same system on which CAD and CSD Clients are installed.
- 20. Nuance version 9.0 and above should use OSR 3.1.x as the Grammar Variant. Nuance 8.5 and older versions will continue using "Nuance" as the Grammar Variant.
- 21. For end-of-sale and end-of-life dates for CSA, see http://www.cisco.com/en/US/prod/collateral/vpndevc/ps5739/ps2330/end_of_life_c51-602579.html.

Cisco Unified CCX and Cisco Unified IP IVR, Release 7.0(1) Solution Set (Sheet 1 of 3)

Unified CCX/ IP IVR Upgrade Paths ¹	Communications Manager (Unified CM) and Unified CM Business Edition Releases	OS Release	Hardware ²	IP Phones for Cisco Agent Desktop	IP Phones for Cisco IP Phone Agent	
4.0(5) ³	6.1(1) JTAPI 6.1(1.1000)-1	OS 2003.1.1	MCS-7815-I1-CC1 ⁵	Cisco IP Phone 7911G (SCCP)	Cisco IP Phone 7911G (SCCP)	
4.5(x) 5.0(x)	Filename 6.1.1.1000-11	SR1 SR2	MCS-7815-I1-CC2 MCS-7815-I2-CCX1 ⁶	Cisco IP Phone 7912G (SCCP) Cisco IP Phone 7921G (SCCP)	Cisco IP Phone 7912G (SCCP) Cisco IP Phone 7921G (SCCP)	
	6.1(1a) JTAPI 6.1(1.1000)-1 File Name 6.1.1.2000-3	SR3 SR4	MCS-7816-I3-CCX1 MCS-7816-H3-CCX1 ⁶	Cisco IP Phone 7925G (SCCP) Cisco IP Phone 7940G (SCCP)	Cisco IP Phone 7925G (SCCP) Cisco IP Phone 7940G (SCCP)	
	6.1(1b) JTAPI 6.1(1.1000)-1 File Name 6.1.1.3000-2	SR5 SR6 SR8	MCS-7816-I4-CCX1 MCS-7825-I1-CC1 MCS-7825-I2-CCX1 ⁵	Cisco IP Phone 7941G (SCCP) Cisco IP Phone 7941G-GE (SCCP) Cisco IP Phone 7960G (SCCP)	Cisco IP Phone 7941G (SCCP) Cisco IP Phone 7941G-GE (SCCP) Cisco IP Phone 7960G (SCCP)	
	6.1(2) JTAPI 6.1(2.1000)-12 File Name 6.1.2.1000-13	SR9 SR10 OS 2003.1.2a SR1	MCS-7825-13-CCX1 ⁶ MCS-7825-14-CCX1 MCS-7825-H1-CC1 MCS-7825-H2-CCX1 ⁵	Cisco IP Phone 7961G (SCCP) Cisco IP Phone 7961G-GE (SCCP) Cisco IP Phone 7970G (SCCP) Cisco IP Phone 7971G-GE (SCCP)	Cisco IP Phone 7961G (SCCP) Cisco IP Phone 7961G-GE (SCCP) Cisco IP Phone 7970G (SCCP) Cisco IP Phone 7971G-GE (SCCP)	
	6.1(2)SU1a JTAPI 6.1(2.1000)-12 File Name 6.1.2.1002-1	SR2 SR3 SR4	MCS-7825-H3-CCX1 ⁶ MCS-7825-H4-CCX1 MCS-7835-H1-CC1	Cisco IP Phone 7985G (SCCP) Cisco IP Phone 7911G (SIP) Cisco IP Phone 7941G (SIP)	Cisco IP Phone 7911G (SIP) Cisco IP Phone 7941G (SIP) Cisco IP Phone 7941G-GE (SIP)	
	6.1(3) JTAPI 6.1(3.1000)-1 File Name 6.1.3.1000-16	SR5 SR6 SR7 SR8	MCS-7835-I1-CC1 MCS-7835-I2-CCX1 MCS-7835-I2-CCX2 MCS 7835-I1 - x346r single-cpu	Cisco IP Phone 7941G-GE (SIP) Cisco IP Phone 7961G (SIP) Cisco IP Phone 7961G-GE (SIP) Cisco IP Phone 7970G (SIP)	Cisco IP Phone 7961G (SIP) Cisco IP Phone 7961G-GE (SIP) Cisco IP Phone 7970G (SIP) Cisco IP Phone 7971G-GE (SIP)	
	6.1(3b) JTAPI 6.1(3.1000)-1 File Name 6.1.3.3000-1	SR9 SR10 SR11	retrofit MCS-7835-H1-DL380-G4 single CPU retrofit	Cisco IP Phone 7971G-GE (SIP) Cisco IP Phone 7942G (SCCP & SIP)	Cisco IP Phone 7942G (SCCP & SIP) Cisco IP Phone 7962G (SCCP &	
	6.1(3b) SU1 JTAPI 6.1(3.1000)-3 File Name 6.1.3.3190-1	SR12 SR13 SR14	MCS-7835-H2-CCX1 MCS-7835-H2-CCX2 MCS-7845-II-CC1	Cisco IP Phone 7962G (SCCP & SIP) Cisco IP Phone 7945G (SCCP &	SIP) Cisco IP Phone 7945G (SCCP & SIP)	
	6.1(4) JTAPI 6.1(4.1000)-9 File Name 6.1.4.1000-10	SR15 SR16 SR17 SR18	MCS-7845-12-CCX1 MCS-7845-12-CCX2 MCS-7845-H1-CC1 MCS-7845-H2-CCX1	SIP) Cisco IP Phone 7965G (SCCP & SIP) Cisco IP Phone 7975G (SCCP)	Cisco IP Phone 7965G (SCCP & SIP) Cisco IP Phone 7975G (SCCP & SIP)	
	6.1(4a) JTAPI 6.1(4.1000)-9 File Name 6.1.4.2000-2	SR19 SR20 SR21	MCS-7845-H2-CCX2 MCS-7845-I1-x346r double-cpu retrofit	Cisco IP Phone 7975G (SIP) ⁷ Cisco IP Phone 7931G (SCCP & SIP) ⁸	Cisco IP Phone 7931G (SCCP & SIP) ⁸	
	6.1(5) JTAPI 6.1(5.10000)-6 File Name 6.1.5.10000-10	OS 2003.1.3b SR2 SR3	MCS-7845-H1-DL380-G4 double-cpu retrofit	Cisco IP Communicator (SCCP) ⁹		
	7.0(1) JTAPI 7.0(1.1000)-1 File Name 7.0.1.10000-11	SR4 SR5 SR6	IBM xSeries 206M Single Intel dual-core Pentium D, 2.8 GHz			
	7.0(2) JTAPI 7.0(2.1000)-3 File Name 7.0.2.10000-6	SR7 SR8 SR9	IBM xSeries 306 Single Intel Pentium 4, 3.4 GHz IBM xSeries 306M Single Intel			
	7.0(2a) JTAPI 7.0(2.1000)-3 File Name 7.0.2.20000-5	OS 2003.1.4a SR2 SR3 SR4	dual-core Pentium D, 2.8 GHz IBM xSeries 306M Single Intel dual-core Pentium D, 3.4 GHz IBM xSeries 3250 Single Intel			
	Cisco Unified Communications Manager Express (Unified CME) ⁴	SR5 SR6 SR7	Celeron D 352, 3.2 GHz IBM xSeries 3250 Single Intel dual-core Xeon 3050, 2.13 GHz			
	4.2	SR8 SR9	IBM xSeries 3250-M2 Dual-core Intel Xeon E3110 (E8400)			
	7.0 7.1	SR10 SR11	3.0 GHz IBM xSeries 346 Single Intel Xeon			
	,. <u>.</u>	SR12 SR13	3.4 GHz IBM xSeries 346 Dual Intel Xeon,			
	UC520 Releases	SR14 SR15 SR16 OS 2003.1.5 SR1 SR2 SR3 OS 2003.1.5a SR3a SR4 SR5 SR6 SR7 SR8 SR9 SR10 SR11 SR11 SR12 SR13 SR14 SR15	3.4 GHz IBM xSeries 3650 Single Intel			
	7.0 / 12.4(20) T1 4.2 / 12.4(11) XW9		OS 2003.1.5 IBM xSeries 3650 Dual Ir SR1 5140, 2.33 GHz SR2	Xeon 5140, 2.33 GHz IBM xSeries 3650 Dual Intel Xeon 5140, 2.33 GHz		
			1.5a HP DL 320-G3 Single Intel Pentium 4, 3.4 GHz HP DL320-G4 Single Intel dual-core Pentium D, 2.8 GHz HP DL320-G4 Single Intel dual-core Pentium D, 3.4 GHz HP DL320-G5 Single Intel Celeron D 352, 3.2 GHz HP DL320-G5 Single Intel dual-core Xeon 3050, 2.13 GHz HP DL320-G5P Single Intel dual-core Xeon E8400, 3.0 GHz HP DL380-G4 Single Intel Xeon 3.4 GHz HP DL 380-G4 Dual Intel Xeon, 3.4 GHz HP DL 380-G5 Single Intel dual-core Xeon 5140, 2.33 GHz HP DL 380-G5 Dual Intel dual-core Xeon 5140, 2.33 GHz			

Cisco Unified CCX and Cisco Unified IP IVR, Release 7.0(1) Solution Set (Sheet 2 of 3)

Security/AntiV	irus Software	Java Versions	Quality Management (QM)	Historical/Config Database	Enterprise Database
4.5.1.639-2.0(3) 4.5.1.645-2.0(4) 4.5.1.645-2.0(5) 5.0.0.187-3.0(1) 5.0.0.205-3.0(3) 5.0.0.210-3.0(3) 5.0.0.216-3.0(4) 5.0.0.217-3.0(6) 5.0.0.225-3.0(7) 5.0.0.235-3.0(1) 5.2.0.282-3.1(5) 5.2.0.282-3.1(5) 5.2.0.282-3.1(9) McAfee Virus S 8.0 8.0 8.0 8.0 8.5 1 Norton Antiviru 9.0 Symantec Antiviru 10.1 10.2 Symantec Endp	o) o) o) o) o) o) o) o) o) o) o) o) o) o	Custom Classes/SDK Sun JRE 1.5.0_011 Sun JRE 1.5.0_014 Real-Time Reporting Sun JRE 1.5.0_011 Sun JRE 1.5.0_014	2.6(1) 2.6(2) 2.7(2) 2.7(3)	MSDE 2000 MS SQL Server 2000 + sp4	Oracle 10g R2, Oracle 10g XE Sybase Adaptive Server 12 IBM DB2 8.2 MS SQL Server 2000 MS SQL Server 2005
Unified CCX			WorkForce Management		
CTI Versions	Editor Client OS ¹³		(WFM) ⁹	CAD/CSD/CDA Client OS ¹⁴	HR Client ¹⁵ OS
10 11 12	Win 2000 Professional Win XP Professional Win XP Professional SP2 (Please check Tech Tips & Rel Win Vista (Ultimate and Busir Win XP Professional SP3 (Plea Tips & Release Notes)	iess)	8.2(2) 8.2(3) 8.3(3) 8.3(4)	Win XP Professional SP2 (Please check Tech Tips & Release Notes) Win XP Professional SP3 (Please check Tech Tips & Release Notes) Win Vista (Ultimate, Enterprise, and Business)	Win 2000 Professional Win XP Professional Win XP Professional SP2 (Please check Tech Tips & Release Notes) Win Vista (Ultimate and Business) Win XP Professional SP3 (Please check Tech Tips & Release Notes)
CAD/CAD-BE/C	CSD Client Version	CAD-BE Client OS ¹⁶	CAD-BE Browser Support on Windows XP Professional SP1 and SP2	CAD-BE Browser Support on Windows Vista Business, and Ultimate	CAD-BE Browser Support on Red Hat Enterprise Linux v4 and v5
6.6.1.54		Win XP Professional SP1 Win XP Professional SP2 Red Hat Enterprise Linux v4 and v5 Win Vista (Business and Ultimate)	Firefox 2.0.0.11 with Sun JRE 5.0	IE 7.0 with Sun JRE 5.0 Update 14. Firefox 2.0.0.11 with Sun JRE 5.0 Update 14	Firefox 1.5.0.8 with Sun JRE 5.0 Update 14 Firefox 2.0.0.11 with Sun JRE 5.0 Update 14
CUPS	Cisco TelePresence	Cisco VPN Client for CAD/			
Releases	Software	CAD-BE/CSD	SQL CD Reuse Utility Tool	Data Migration Tool (DMT)	HR Client Version
7.0.1.10000-23 6.0.1.1000-21	See compatibility information for Cisco	4.6.02.0011 5.0.01.0600	Version 2.0.3.0	Upgrade Supported From: ¹ Unified CCX 4.0(5)	7.0(1.16)
7.0.5	TelePresence System available at http://www.cisco.com/en/ US/products/ps8332/			DMT Version for Backup and Restore: 1.0 Build 107	
	products_device_support_ta bles_list.html for supported Cisco Unified CM releases.			Supported Cisco Unified Communications Manager (CUCM) Versions: CUCM 6.1(4)- DMA version 6.1(4) CUCM 7.1(2a)- DMA version7.1(2) CUCM 7.1(3)- DMA version 7.1(3)	

Cisco Unified CCX and Cisco Unified IP IVR, Release 7.0(1) Solution Set (Sheet 3 of 3)

HR Client MDAC	Supported Languages ¹⁷	Wallboard	Cisco Works	Crystal Reports
Version 2.7 Version 2.8	IVR Prompts: English (US, CA, GB), Spanish (US, MX, CO, ES), French (CA, FR), German, Chinese (Mandarin), Japanese, Italian, Korean, Portuguese (BR), Hebrew (IL), Thai, Malay, Danish, Cantonese (Hong Kong), Mandarin (Taiwan), Dutch, Swedish, Russian, Arabic, Norwegian, Finnish ASR Grammar for workflow steps: English (US, GB), Spanish (MX, CO, ES), French (CA, FR), German, Japanese, Italian TTS: Dependent on what you install from TTS vendor VXML Grammar: Dependent on what you install from MRCP vendor CAD/CSD Supported Languages: English, French, German, Spanish, Italian, Japanese, Simplified Chinese, Korean, Portuguese (Brazilian), Traditional Chinese, Swedish, Dutch, Danish, Russian, Norwegian, Finnish Cisco IP Phone Agent Supported Languages: Danish, Dutch, English, French, German, Italian, Japanese (Katakana), Portuguese (Brazilian), Spanish, Swedish Historical Reporting Client: English, French, German, Spanish, Italian, Japanese, Simplified Chinese, Korean, Portuguese (Brazilian), Traditional Chinese,	Spectrum 3.1.2 INOVA (light link) 5.0.43	Campus Manager 4.0 (EOS) CiscoWorks Resource Manager Essentials 4.0 CiscoWorks IPCOM 1.0 CiscoWorks CUOM 2.0	Developer Edition 10.0 and 11.0 Professional Edition 10.0 and 11.0 Developer Edition 11.5 Professional Edition 11.5
AnnAdmin Ann	Swedish, Dutch, Danish, Russian	MRCP	Speech Server ¹⁸	VXML
Internet Explorer 6.x, and 7.x ¹⁹		1.0	Scansoft/Nuance: SpeechWorks Media Server 3.1.6 or 3.1.9 Open Speech Recognition Server 3.0.4 or 3.0.9 RealSpeak 4.0.6 or 4.0.10 Nuance 8.5: MRCP Server 1.0 SP 9 or 1.0 SP 10 or 1.0-0-SP12 Speech Recognition 8.5, SP050513 or 8.5, SP050930 Vocalizer 4.0.4 or 4.0.5 or 4.0.6 IBM WebSphere Voice Server: MRCP Server - MRCP Server 1.0 ASR - WebSphere Voice Server V5.1.3 TTS - CTTS V5.1.3 WVS Language Support 5.1.3	2.0
IPCC Express G	Cisco Support Tools Gateway to ICM	EIM/WIM	IP Phones for Desktop / Endpoint Monitoring	
ICM 7.0(0) SR3 ICM 7.1(3) ICM 7.2(1) ICM 7.2(3) ICM 7.2(4) ICM 7.5(1) ICM 7.5(5)	2.0(1) 2.1	4.2(5) 4.2(5a)	Cisco IP Phone 7911G (SCCP) Cisco IP Phone 7912G (SCCP) Cisco IP Phone 7940G (SCCP) Cisco IP Phone 7941G (SCCP) Cisco IP Phone 7941G (SCCP) Cisco IP Phone 7941G (SCCP) Cisco IP Phone 7961G (SCCP) Cisco IP Phone 7961G (SCCP) Cisco IP Phone 7961G (SCCP) Cisco IP Phone 7970G (SCCP) Cisco IP Phone 7971G-GE (SCCP) Cisco IP Phone 7971G-GE (SCCP) Cisco IP Phone 7911G (SIP) Cisco IP Phone 7941G-GE (SIP) Cisco IP Phone 7961G-GE (SIP) Cisco IP Phone 7961G-GE (SIP) Cisco IP Phone 7971G-GE (SIP) Cisco IP Phone 7961G (SCCP & SIP) Cisco IP Phone 7965G (SCCP & SIP) Cisco IP Phone 7965G (SCCP & SIP) Cisco IP Phone 7965G (SCCP & SIP) Cisco IP Phone 7975G (SCCP & SIP) Cisco IP Phone 7931G (SCCP & SIP) Cisco IP Phone 7931G (SCCP & SIP)	

- Upgrades are supported from all corresponding Unified CCX Service Release and Engineering Special Releases.
- 2. a. CCX at the end of a Hardware name means "Contact Center Express." This is a new acronym and name (in 2006) for IPCC Express. The full name is Cisco Unified Contact Center Express or Unified CCX.
 - b. For latest hardware updates, go to: www.cisco.com/go/swonly.
 - c. Only simplex mode supported on HP servers.

MCS-7845-H1-CC1: HP DL 380-G4 Dual Intel Xeon, 3.4 GHz

MCS-7835-H1-CC1: HP DL380-G4 Single Intel Xeon 3.4GHz

Refer to CSCsf05443 for details.

- 3. Please see "Data Migration Tool" section for details.
- 4. a. Details of CME/IOS version mapping can be found at http://www.cisco.com/en/US/docs/voice_ip_comm/cucme/requirements/guide/33matrix.htm.

 - b. CIM (WIM/EIM) is not supported with Cisco Unified Communications Manager Express (Unified CME).
 c. Only SCCP Phones are supported as Agent Phones with Unified CME. Refer to "Cisco Unified IP Phone Support" section from the respective Cisco Unified CME Supported Firmware, Platforms, Memory, and Voice Products web page. For example, for Cisco Unified CME 7.1, go to: http://www.cisco.com/en/US/docs/ voice_ip_comm/cucme/requirements/guide/cme71spc.htm, and scroll down to view the "Cisco Unified IP Phone Support" table.
- 5. Unified CCX 7.0 (1) should have a 72GB HD and 2GB RAM minimum.
- The hardware is compatible with OS 2003.1.2a and higher.
- Compatible with Cisco TelePresence Manager.
- CTI control of 7931 phones is not allowed if the configuration parameter Outbound Call Rollover is set to Rollover value.
- For supported Cisco IP Communicator (SCCP) versions, refer to the Cisco IP Communicator Compatibility with Cisco Unified CM Release table at http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/compat/ccmcompmatr.html#wp45351
- 10. Please check the latest Release Notes for Cisco Unified CCX and Cisco Unified IP IVR for known limitations.
- 11. Only Standard Protection mode is supported.
- 12. Refer to CSCtq04933 for more information and workaround.
- 13. Editor is not supported in 64-bit Client operating systems.
- 14. a. For supported Citrix and MTS versions refer to the Cisco Agent Desktop Version Compatibility Matrix at: http://www.cisco.com/en/US/products/sw/custcosw/ps427/products_implementation_design_guides_list.html.
 - b. CAD/CSD/CDA is not supported in 64-bit versions of the client operating system.
- a. If the computer on which you install the Cisco CRS Historical Reports client is running Microsoft Windows 2000, then it must use the following software: Microsoft Internet Explorer version 5.5 or higher, Microsoft Data Access Component (MDAC) version 2.7 or higher and Microsoft Windows 2000 Service Pack 2 or higher. b. HR Client is not supported in 64-bit Client operating systems.
- 16. CAD-BE is not supported in 64-bit versions of the client operating system.
- 17. A CAD instance cannot support more than one localized language. All agents and supervisors must use the same language; there cannot be some agents and supervisors using one language and other agents and supervisors using another language.
- 18. The latest Version of the ASR-TTS packages suggested by Nuance can be used. (http://network.nuance.com/portal/server.pt). Using the Latest Nuance Packages will not impact the integration functionality between UCCX and Nuance, until there is any major change by Nuance in the underlying design. However, you should maintain the compatibility among different ASR-TTS packages as suggested by Nuance.
- 19. You should disable the Internet Explorer pop-up blocker when using Internet Explorer, Version 7.0, with the Unified CCX Application Administration web application. This is not necessary when using it with CAD or CSD.
- 20. Install Cisco IP Communicator on the same system on which CAD and CSD Clients are installed.
- 21. For end-of-sale and end-of-life dates for CSA, see http://www.cisco.com/en/US/prod/collateral/vpndevc/ps5739/ps2330/end_of_life_c51-602579.html.

Cisco CRS and Cisco Unified IP IVR, Release 6.0(1) SR1 Solution Set (Sheet 1 of 3)

Supported Unified CCX/ IP IVR	Cisco Unified				
Upgrade Paths ¹	Communications Manager Releases	OS Releases	Hardware ²	IP Phones for Cisco Agent Desktop	IP Phones for Cisco IP Phone Agent
6.0(1)	4.3(1) -JTAPI 2.3(0.3) 4.3(1) SR1a FCS 8/29/2007 JTAPI 2.3(0.3) 4.3(1) SR1b FCS 2/26/2008 JTAPI 2.3(1.3) 4.3(2) JTAPI 2.3(2.1) 4.3(2) SR1 FCS 7/14/2008 JTAPI 2.3(2.2) 4.3(2) SR1b JTAPI 2.3(2.5) 4.3(2) SR3 JTAPI 2.3(2.9)	OS 2003.1.1 SR1 SR2 SR3 SR4 SR5 SR6 SR7 SR8 SR9 SR10 OS 2003.1.2a SR1 SR2 SR3 SR4 SR5 SR6 SR7 SR8 SR9 SR10 SR10 SR11 SR12 SR13 SR14 SR15 SR16 SR17 SR18 SR19 SR20 SR21 OS 2003.1.3b SR2 SR3 SR4 SR5 SR6 SR7 SR8 SR9 SR10 SR11 SR12 SR13 SR14 SR15 SR16 SR17 SR18 SR19 SR20 SR21 SR2 SR3 SR4 SR5 SR6 SR7 SR8 SR9 SR10 SR2 SR3 SR4 SR5 SR6 SR7 SR8 SR9 OS 2003.1.4a SR2 SR3 SR4 SR5 SR6 SR7 SR8 SR9 OS 2003.1.5a SR2 SR3 SR4 SR5 SR6 SR7 SR8 SR9 SR10 SR11 SR12 SR13 SR14 SR15 SR16 OS 2003.1.5a SR2 SR3 SR4 SR5 SR6 SR7 SR8 SR9 SR10 SR11 SR12 SR13 SR14 SR15 SR16 OS 2003.1.5a SR3 SR4 SR5 SR6 SR7 SR8 SR9 SR10 SR11 SR11 SR12 SR13 SR14 SR15 SR16 SR15 SR16 SR3 SR3 SR4 SR5 SR6 SR7 SR8 SR9 SR10 SR11 SR112 SR13 SR14 SR15 SR16 SR17 SR8 SR9 SR10 SR11 SR12 SR13 SR14 SR15 SR16 SR3 SR3 SR4 SR5 SR6 SR7 SR8 SR9 SR10 SR11 SR12 SR13 SR14 SR15 SR16 SR17 SR8 SR9 SR10 SR11 SR12 SR13 SR14 SR15 SR16 SR17 SR8 SR9 SR10 SR11 SR12 SR13 SR14 SR15 SR16 SR17	MCS-7815-I1-CC1 MCS-7815-I2-CCX1 MCS-7816-I3-CCX14 MCS-7816-I3-CCX14 MCS-7816-I3-CCX14 MCS-7825-I1-CC1 MCS-7835-I1-CC1 MCS-7835-I1-CC1 MCS-7835-I1-CC1 MCS-7835-I1-CC1 MCS-7835-I1-CC1 MCS-7835-I1-CC1 MCS-7835-I1-CCX1 MCS-7835-I1-CCX2 MCS-7835-I2-CCX1 MCS-7835-I2-CCX1 MCS-7835-I2-CCX1 MCS-7835-I3-CCX16 MCS-7845-I1-CC1 MCS-7845-I1-CC1 MCS-7845-I1-CC1 MCS-7845-I1-CC1 MCS-7845-I1-CC1 MCS-7845-I1-X346r double-cpu retrofit IBM xSeries 306 Single Intel dual-core Pentium D, 2.8 GHz IBM xSeries 306 Single Intel dual-core Pentium D, 2.8 GHz IBM xSeries 306 Single Intel dual-core Pentium D, 2.8 GHz IBM xSeries 3505 Single Intel Acon S352, 3.2 GHz IBM xSeries 3505 Single Intel Acon, 3.4 GHz IBM xSeries 346 Single Intel Xeon, 3.4 GHz IBM xSeries 346 Single Intel Xeon, 3.4 GHz IBM xSeries 3650-M2 Single Intel Xeon S140, 2.33 GHz IBM xSeries 3650-M2 Single Intel Xeon Nehalem quad-core E5504, 2.0 GHz IBM xSeries 3650-M2 Single Intel Xeon Nehalem quad-core E5504, 2.0 GHz IBM xSeries 3650-M2 Single Intel Xeon Nehalem quad-core E5504, 2.0 GHz IBM xSeries 3650-M3 Single Intel Xeon Nehalem quad-core E5504, 2.0 GHz IBM xSeries 3650-M3 Single Intel Xeon Nehalem quad-core E5504, 2.0 GHz IBM xSeries 3650-M3 Single Intel Xeon Nehalem quad-core E5504, 2.0 GHz IBM xSeries 3650-M3 Single Intel Xeon Nehalem quad-core E5504, 2.0 GHz IBM xSeries 3650-M3 Single Intel Xeon Nehalem quad-core E5504, 2.0 GHz IBM xSeries 3650-M3 Single Inte	Cisco IP Phone 7911G (SCCP) Cisco IP Phone 7912G (SCCP) Cisco IP Phone 7921G (SCCP) Cisco IP Phone 7925G (SCCP) Cisco IP Phone 7925G (SCCP) Cisco IP Phone 7941G (SCCP) Cisco IP Phone 7941G-GE (SCCP) Cisco IP Phone 7961G (SCCP) Cisco IP Phone 7961G (SCCP) Cisco IP Phone 7970G (SCCP) Cisco IP Phone 7970G (SCCP) Cisco IP Phone 7971G (SCCP) Cisco IP Phone 7911G (SIP) Cisco IP Phone 7911G (SIP) Cisco IP Phone 7941G-GE (SIP) Cisco IP Phone 7961G-GE (SIP) Cisco IP Phone 7961G-GE (SIP) Cisco IP Phone 7961G (SIP) Cisco IP Phone 7961G (SIP) Cisco IP Phone 7961G (SIP) Cisco IP Phone 7970G (SIP) Cisco IP Phone 7971G-GE (SIP) Cisco IP Phone 7961G (SCCP & SIP) Cisco IP Phone 7965G (SCCP & SIP) Cisco IP Phone 7965G (SCCP & SIP) Cisco IP Phone 7965G (SCCP & SIP) Cisco IP Phone 7975G (SCCP & SIP) Cisco IP Communicator (SCCP) Cisco IP Communicator (SCCP) Cisco IP Communicator (SCCP)	Cisco IP Phone 7911G (SCCP) Cisco IP Phone 7912G (SCCP) Cisco IP Phone 7921G (SCCP) Cisco IP Phone 7921G (SCCP) Cisco IP Phone 7940G (SCCP) Cisco IP Phone 7941G (SCCP) Cisco IP Phone 7941G (SCCP) Cisco IP Phone 7960G (SCCP) Cisco IP Phone 7961G (SCCP) Cisco IP Phone 7961G (SCCP) Cisco IP Phone 7961G (SCCP) Cisco IP Phone 7970G (SCCP) Cisco IP Phone 7971G (SIP) Cisco IP Phone 7911G (SIP) Cisco IP Phone 7941G (SIP) Cisco IP Phone 7961G (SIP) Cisco IP Phone 7961G (SIP) Cisco IP Phone 7970G (SIP) Cisco IP Phone 7970G (SIP) Cisco IP Phone 7970G (SIP) Cisco IP Phone 7942G (SCCP & SIP) Cisco IP Phone 7945G (SCCP & SIP) Cisco IP Phone 7965G (SCCP & SIP) Cisco IP Phone 7975G (SCCP & SIP)

Cisco CRS and Cisco Unified IP IVR, Release 6.0(1) SR1 Solution Set (Sheet 2 of 3)

Consults / Ant	iVirus Software	Java Versions	Quality Management (QM)	Historical/Config Database	Enterprise Database
Cisco Securit 5.0.0.210-3.0(5.0.0.216-3.0(5.0.0.217-3.0(5.0.0.225-3.0(5.0.0.235-3.0(5.0.0.235-3.0(5.2.0.281-3.1(5.2.0.282-3.1(5.2.0.282-3.1(5.2.0.283-3.1(5.2.0.283-3.1(5.2.0.283-3.1(5.2.0.284-3.1(5.2.0.285-3.1(McAfee Virus 8.0(8.0(8.5(10) 8.7(1) Norton Antiv(9.0) Symantec Antiv(10.1) 10.2	y Agent (CSA) ^{9, 18} (3) (4) (5) (6) (7) (9) (10) (3)(9) (5)(6)	Custom Classes/SDK Sun JDK 1.4.2_08 Sun JRE 1.5.0_011 Real-Time Reporting Sun JRE 1.5.0_011	2.3(1) 2.4(1) 2.7(3)	MSDE 2000 MS SQL Server 2000 + sp4	Oracle 10g R2, Oracle 10g XE Sybase Adaptive Server 12 IBM DB2 8.2 MS SQL Server 2000 MS SQL Server 2005
Backup and	Editor Client OS ¹¹		WorkForce Management (WFM) ⁹	CAD/CSD/CDA Client OS ¹²	HR Client ¹³ OS
4.0.12 4.0.13 4.0.14	Win 2000 Professional Win XP Professional Win XP Professional SP2 (Please check Tech Tips & Re Win Vista (Ultimate and Busii Win XP Professional SP3 (Pleating & Release Notes)	ness)	8.0(1) 8.2(1) 8.2(2) 8.2(3) 8.3(3) 8.3(4)	Win 2000 Professional SP4 Win XP Professional SP1 Win XP Professional SP2 (Please check Tech Tips & Release Notes) Win Vista (Ultimate, Enterprise, and Business)	Win 2000 Professional Win XP Professional Win XP Professional SP2 ¹³ (Please check Tech Tips & Release Notes) Win Vista (Ultimate and Business) Win XP Professional SP3 (Please check Tech Tips & Release Notes)
CAD/CSD Client Version	Unified CCX CTI Versions	SQL CD Reuse Utility Tool	Cisco VPN Client for CAD/CSD	Directory	HR Client Version
6.5.1.200	10 11 12	Version 2.0.3.0		DC Version 2.5 Active Directory 2000 2003 2008 Netscape (iPlanet) 4.6.2	6.0(1.6)
HR Client MDAC	Supported Languages ¹⁴		Wallboard	Cisco Works	Crystal Reports
Version 2.7 Version 2.8	IVR Prompts: English (US, CA, GB), Spanis ES), French (CA, FR), Germa (Mandarin), Japanese, Italiar Portugese (BR), Hebrew (IL), and Danish. ASR Grammar for workflot English (US, GB), Spanish(M French (CA, FR), German, Ja Italian. TTS: Dependent on what you instavendor VXML Grammar: Dependent on what you instavendor CAD/CSD Supported Lang English, French, German, Spi Japanese and Simplified Chin Cisco IP Phone Agent Sup Languages: English, French, German, Spi and Japanese. Historical Reporting Client English, French, German, Spi Japanese and Simplified Chin	n, Chinese ,, Korean, , Thai, Malay, w steps: IX, CO, ES), panese and all from TTS all from MRCP uages: anish, Italian, ese. ported anish, Italian, t: anish, Italian,	Spectrum 3.1.2 INOVA (light link) 5.0.43 INOVA (light link) 5.7	Campus Manager 4.0 (EOS) CiscoWorks Resource Manager Essentials 4.0 CiscoWorks IPCOM 1.0	Developer Edition 10.0 11.0 Professional Edition 10.0 11.0

Cisco CRS and Cisco Unified IP IVR, Release 6.0(1) SR1 Solution Set (Sheet 3 of 3)

	MRCP	Speech Server ¹⁵	VXML
	1.0	ScanSoft/Nuance: SpeechWorks Media Server 3.1.6 Open Speech Recognition Server 3.0.4 RealSpeak 4.0.6 Nuance 8.5: MRCP Server 1.0 SP 9 Speech Recognition 8.5, SP050513 Vocalizer 4.0.5	2.0
Cisco Support Tools	EIM/WIM ¹⁶	IP Phones for Desktop / Endpoint Monitoring	
2.0(1)	4.2(1)	Cisco IP Phone 7911G (SCCP) Cisco IP Phone 7912G (SCCP) Cisco IP Phone 7921G (SCCP) Cisco IP Phone 7921G (SCCP) Cisco IP Phone 7941G (SCCP) Cisco IP Phone 7941G (SCCP) Cisco IP Phone 7941G-GE (SCCP) Cisco IP Phone 7961G (SCCP) Cisco IP Phone 7961G (SCCP) Cisco IP Phone 7961G (SCCP) Cisco IP Phone 7970G (SCCP) Cisco IP Phone 7971G-GE (SCCP) Cisco IP Phone 7911G (SIP) Cisco IP Phone 7941G (SIP) Cisco IP Phone 7941G-GE (SIP) Cisco IP Phone 7961G-GE (SIP) Cisco IP Phone 7961G-GE (SIP) Cisco IP Phone 7970G (SIP) Cisco IP Phone 7971G-GE (SIP) Cisco IP Phone 7971G-GE (SIP) Cisco IP Phone 7962G (SCCP & SIP) Cisco IP Phone 7945G (SCCP & SIP) Cisco IP Phone 7965G (SCCP & SIP) Cisco IP Phone 7975G (SCCP & SIP)	
		Cisco IP Communicator (SCCP) ¹⁷	
	Support Tools	Cisco Support Tools EIM/WIM ¹⁶	1.0 ScanSoft/Nuance: SpeechWorks Media Server 3.1.6 Open Speech Recognition Server 3.0.4 RealSpeak 4.0.6 Nuance 8.5: MRCP Server 1.0 SP 9 Speech Recognition 8.5, SP050513 Vocalizer 4.0.5 LP Phones for Desktop / Endpoint Monitoring 2.0(1) 4.2(1) Cisco IP Phone 7911G (SCCP) Cisco IP Phone 7912G (SCCP) Cisco IP Phone 7912G (SCCP) Cisco IP Phone 7914G (SCCP) Cisco IP Phone 7916 (SCP) Cisco IP Phone 79456 (SCCP & SIP) Cisco IP Phone 79756 (SCCP & SIP) Cisco IP Phone 7

- 1. Upgrades are supported from all corresponding Unified CCX Service Release and Engineering Special Releases.
- 2. a. CCX at the end of a Hardware name means "Contact Center Express." This is a new acronym and name (in 2006) for IPCC Express. The full name is Cisco Unified Contact Center Express or Unified CCX.
 - b. For latest hardware updates, go to: www.cisco.com/go/swonly.
 - c. Only simplex mode supported on HP servers.
 - MCS-7845-H1-CC1: HP DL 380-G4 Dual Intel Xeon, 3.4 GHz MCS-7835-H1-CC1: HP DL380-G4 Single Intel Xeon 3.4 GHz
- Refer to CSCsf05443 for details.
- 3. Unified CCX 6.0 should have a 72GB HD and 2GB RAM minimum
- The hardware is compatible with OS 2003.1.2a and higher.
- 5. The hardware is compatible with OS 2000 4.4.
- 6. Please install the latest Cisco Unified CCX SR before component activation.
- DL380-G5 requires OS 2000.4.5 or OS 2003.1.2a.
- 8. For supported Cisco IP Communicator (SCCP) versions, refer to the Cisco IP Communicator Compatibility with Cisco Unified CM Release table at http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/compat/ccmcompmatr.html#wp45351.
- 9. Please check the latest Release Notes for Cisco Unified CCX and Cisco Unified IP IVR for known limitations.
- 10. Only Standard Protection mode is supported.
- 11. Editor is not supported in 64-bit Client operating system.
- 12. a. For supported Citrix and MTS versions refer to the Cisco Agent Desktop Version Compatibility Matrix at:
 - http://www.cisco.com/en/US/products/sw/custcosw/ps427/products_implementation_design_guides_list.html.
 - b. CAD/CSD/CDA is not supported in 64-bit versions of the client operating system.
- a. If the computer on which you install the Cisco CRS Historical Reports client is running Microsoft Windows 2000, then it must use the following software: Microsoft Internet Explorer version 5.5 or higher, Microsoft Data Access Component (MDAC) version 2.7 or higher and Microsoft Windows 2000 Service Pack 2 or higher.
 b. HR Client is not supported in 64-bit Client operating systems.
- 14. A CAD instance cannot support more than one localized language. All agents and supervisors must use the same language; there cannot be some agents and supervisors using one language and other agents and supervisors using another language.
- 15. The latest Version of the ASR-TTS packages suggested by Nuance can be used. (http://network.nuance.com/portal/server.pt). Using the Latest Nuance Packages will not impact the integration functionality between UCCX and Nuance, until there is any major change by Nuance in the underlying design. However, you should maintain the compatibility among different ASR-TTS packages as suggested by Nuance.
- 16. CIM (WIM/EIM) is not supported with Cisco Unified Communications Manager Express (Unified CME).
- 17. Install Cisco IP Communicator on the same system on which CAD and CSD Clients are installed.
- $18. \ For \ end-of-sale \ and \ end-of-life \ dates \ for \ CSA, see \ http://www.cisco.com/en/US/prod/collateral/vpndevc/ps5739/ps2330/end_of_life_c51-602579.html.$

Cisco CRS and Cisco Unified IP IVR, Release 6.0(1) Solution Set (Sheet 1 of 3)

Supported Unified CCX/ IP IVR Upgrade Paths ¹	Cisco Unified Communications Manager Releases	OS Release	Hardware ²	IP Phones for Cisco Agent Desktop	IP Phones for Cisco IP Phone Agent
3.5(x) 4.0(x) 4.1	4.3(1) - JTAPI 2.3(0.3)	OS 2003.1.1 SR1 SR2 SR3 SR4 SR5 SR6 SR7 SR8 SR9 SR10 OS 2003.1.2a SR1 SR2 SR3 SR4 SR5 SR6 SR7 SR8 SR9 SR10 SR11 SR12 SR13 SR14 SR15 SR16 SR17 SR18 SR19 SR20 SR21 OS 2003.1.3b SR2 SR3 SR4 SR5 SR6 SR7 SR18 SR19 SR20 SR21 OS 2003.1.3b SR2 SR3 SR4 SR5 SR6 SR7 SR18 SR19 SR20 SR21 OS 2003.1.3b SR2 SR3 SR4 SR5 SR6 SR7 SR8 SR9 SR10 SR11 SR12 SR3 SR4 SR5 SR6 SR7 SR8 SR9 OS 2003.1.4a SR2 SR3 SR4 SR5 SR6 SR7 SR8 SR9 OS 2003.1.5a SR1 SR1 SR11 SR12 SR13 SR14 SR15 SR16 SR7 SR8 SR9 SR10 SR11 SR11 SR12 SR13 SR14 SR15 SR6 SR7 SR8 SR9 SR10 SR11 SR12 SR13 SR14 SR15 SR6 SR7 SR8 SR9 SR10 SR11 SR11 SR12 SR13 SR14 SR15 SR6 SR7 SR8 SR9 SR10 SR11 SR11 SR12 SR13 SR14 SR15 SR16 SR7 SR8 SR9 SR10 SR11 SR11 SR12 SR13 SR14 SR15 SR16 SR7 SR8 SR9 SR10 SR11 SR12 SR13 SR14 SR15 SR16 SR7 SR8 SR9 SR10 SR11 SR12 SR13 SR14 SR15 SR16 SR7 SR8 SR9 SR10 SR11 SR12 SR13 SR14 SR15 SR16 SR7 SR8 SR9 SR10 SR11 SR12 SR13 SR14 SR15 SR16 SR7 SR8 SR9 SR10 SR11 SR12 SR13 SR14 SR15 SR16 SR17	MCS-7815-11-CC1 MCS-7815-12-CCX1 MCS-7816-13-CCX14 MCS-7816-13-CCX14 MCS-7816-13-CCX14 MCS-7825-11-CC1 MCS-7825-11-CC1 MCS-7825-13-CCX14 MCS-7825-13-CCX14 MCS-7825-14-CCX1 MCS-7825-14-CCX1 MCS-7825-14-CCX1 MCS-7825-14-CCX1 MCS-7825-14-CCX1 MCS-7825-14-CCX1 MCS-7825-14-CCX1 MCS-7825-14-CCX1 MCS-7825-11-CC1 MCS-7835-11-CC1 MCS-7835-11-CC1 MCS-7835-11-CC1 MCS-7835-11-CC1 MCS-7835-11-CC1 MCS-7835-12-CCX1 MCS-7835-12-CCX1 MCS-7835-12-CCX1 MCS-7835-12-CCX2 MCS-7835-12-CCX2 MCS-7835-12-CCX2 MCS-7835-12-CCX2 MCS-7845-11-CC1 MCS-7845-11-CC1 MCS-7845-11-CC1 MCS-7845-11-CC1 MCS-7845-11-CC1 MCS-7845-11-CX1 MCS-7845-11-CX2 MCS-7845-11-CX2 MCS-7845-11-CX2 MCS-7845-11-X346r double-cpu retrofit MCS-7845-11-X346r Mobile-cpu retrofit IBM XSeries 306 Single Intel dual-core Pentium D, 2.8 GHz IBM XSeries 306 Single Intel dual-core Pentium D, 3.4 GHz IBM XSeries 3250 Single Intel Musl-core Series 3250 Single Intel Musl-core Series 3250 Single Intel Celeron D 352, 3.2 GHz HP DL 320-G4 Single Intel Mobile-Core Pentium D, 2.8 GHz IBM XSeries 3650 Dual Intel Xeon 5140, 2.33 GHz HP DL 320-G5 Single Intel dual-core Pentium D, 3.4 GHz HP DL 320-G5 Single Intel dual-core Pentium D, 3.4 GHz HP DL 320-G5 Single Intel dual-core Pentium D, 3.4 GHz HP DL 320-G5 Single Intel dual-core Pentium D, 3.4 GHz HP DL 320-G5 Single Intel Mobile-Cpu Pentium D, 3.4 GHz HP DL 380-G56 Single Intel Mobile-Cpu Pentium D, 3.4 GHz HP DL 380-G56 Single Intel Mobile-Cpu Pentium D, 2.33 GHz HP DL	Cisco IP Phone 7911G (SCCP) Cisco IP Phone 7921G (SCCP) Cisco IP Phone 7921G (SCCP) Cisco IP Phone 7925G (SCCP) Cisco IP Phone 7941G (SCCP) Cisco IP Phone 7941G (SCCP) Cisco IP Phone 7941G (SCCP) Cisco IP Phone 7961G (SCCP) Cisco IP Phone 7961G (SCCP) Cisco IP Phone 7961G (SCCP) Cisco IP Phone 7970G (SCCP) Cisco IP Phone 7971G (SCCP) Cisco IP Phone 7971G (SCCP) Cisco IP Phone 7911G (SIP) Cisco IP Phone 7941G-GE (SIP) Cisco IP Phone 7941G-GE (SIP) Cisco IP Phone 7961G-GE (SIP) Cisco IP Phone 7961G-GE (SIP) Cisco IP Phone 7971G-GE (SIP) Cisco IP Phone 7972G (SCCP & SIP) Cisco IP Phone 7942G (SCCP & SIP) Cisco IP Phone 7942G (SCCP & SIP) Cisco IP Phone 7955G (SCCP & SIP) Cisco IP Phone 7955G (SCCP & SIP) Cisco IP Phone 7975G (SCCP & SIP) Cisco IP Communicator (SCCP) Cisco IP Communicator (SCCP) Cisco IP Communicator (SCCP)	Cisco IP Phone 7911G (SCCP) Cisco IP Phone 7921G (SCCP) Cisco IP Phone 7921G (SCCP) Cisco IP Phone 7921G (SCCP) Cisco IP Phone 7941G (SCCP) Cisco IP Phone 7961G (SCCP) Cisco IP Phone 7961G (SCCP) Cisco IP Phone 7961G (SCCP) Cisco IP Phone 7971G (SCCP) Cisco IP Phone 7971G-GE (SCCP) Cisco IP Phone 7911G (SIP) Cisco IP Phone 7941G-GE (SIP) Cisco IP Phone 7941G-GE (SIP) Cisco IP Phone 7961G (SIP) Cisco IP Phone 7970G (SIP) Cisco IP Phone 7970G (SIP) Cisco IP Phone 7971G-GE (SIP) Cisco IP Phone 7942G (SCCP & SIP) Cisco IP Phone 7945G (SCCP & SIP) Cisco IP Phone 7945G (SCCP & SIP) Cisco IP Phone 7965G (SCCP & SIP) Cisco IP Phone 7965G (SCCP & SIP) Cisco IP Phone 7975G (SCCP & SIP)

Cisco CRS and Cisco Unified IP IVR, Release 6.0(1) Solution Set (Sheet 2 of 3)

Security/AntiVirus Software		Java Versions	Quality Management (QM)	Historical/Config Database	Enterprise Database
Cisco Security A 5.0.0.210-3.0(3) 5.0.0.216-3.0(4) 5.0.0.217-3.0(5) 5.0.0.217-3.0(6) 5.0.0.225-3.0(7) 5.0.0.235-3.0(10 5.2.0.281-3.1(5)) 5.2.0.282-3.1(5)) 5.2.0.282-3.1(7) 5.2.0.286-3.1(7) 5.2.0.286-3.1(7) 6.2.) (9 (9 (9 (9 (9	Custom Classes/SDK Sun JDK 1.4.2_08 Sun JRE 1.5.0_011 Real-Time Reporting Sun JRE 1.5.0_011	2.3(1) 2.4(1) 2.7(3)	MSDE 2000 MS SQL Server 2000 + sp4	Oracle 10g R2, Oracle 10g XE Sybase Adaptive Server 12 IBM DB2 8.2 MS SQL Server 2000
Trend Micro Off 7.3	iceScan Antivirus				
Backup and Restore	Editor Client OS ¹⁰		WorkForce Management (WFM) ⁸	CAD/CSD/CDA Client OS ¹¹	HR Client ¹² OS
4.0.12 4.0.13 4.0.14	Win 2000 Professional Win XP Professional Win XP Professional SP2 (Please check Tech Tips 8 Win Vista (Ultimate and Win XP Professional SP3 Tech Tips & Release Note	Business) (Please check s)	8.0(1) 8.2(1) 8.2(2) 8.2(3) 8.3(3) 8.3(4)	Win 2000 Professional SP4 Win XP Professional SP1 Win XP Professional SP2 (Please check Tech Tips & Release Notes) Win Vista (Ultimate, Enterprise, and Business)	Win 2000 Professional Win XP Professional Win XP Professional SP2 ¹² (Please check Tech Tips & Release Notes) Win Vista (Ultimate and Business) Win XP Professional SP3 (Please check Tech Tips & Release Notes)
CAD/CSD Client Version	Unified CCX CTI Versions	SQL CD Reuse Utility Tool	Cisco VPN Client for CAD/CSD	Directory	HR Client Version
6.5.1.21	10 11 12	Version 2.0.3.0	4.6.02.0011	Version 2.5 Active Directory 2000 2003 2008 Netscape (iPlanet) 4.6.2	6.0(1.6)
HR Client MDAC	Supported Languages ¹	3	Wallboard	Cisco Works	Crystal Reports
Version 2.7 Version 2.8	IVR Prompts: English (US, CA, GB), Sp. CO, ES), French (CA, FR) Chinese (Mandarin), Japa Korean, Portugese (BR), Thai, Malay, and Danish. ASR Grammar for work English (US, GB), Spanis French (CA, FR), German Italian. TTS: Dependent on what you i vendor VXML Grammar: Dependent on what you i vendor CAD/CSD Supported La English, French, German, Japanese and Simplified (Cisco IP Phone Agent S Languages: English, French, German, and Japanese.	, German, nese, Italian, Hebrew (IL), fflow steps: h(MX, CO, ES), , Japanese and nstall from TTS nstall from MRCP anguages: Spanish, Italian, Chinese. Supported Spanish, Italian,	Spectrum 3.1.2 INOVA (light link) 5.0.43 INOVA (light link) 5.7	Campus Manager 4.0 (EOS) CiscoWorks Resource Manager Essentials 4.0 CiscoWorks IPCOM 1.0	Developer Edition 10.0 11.0 Professional Edition 10.0 11.0
	Historical Reporting Cl English, French, German, Japanese and Simplified (Spanish, Italian,			

Cisco CRS and Cisco Unified IP IVR, Release 6.0(1) Solution Set (Sheet 3 of 3)

AppAdmin, AppSupervisor, AppUser Client		MRCP	Speech Server ¹⁴	VXML
Internet Explorer 5.x, and 6.x		1.0	ScanSoft/Nuance: SpeechWorks Media Server 3.1.6 Open Speech Recognition Server 3.0.4 RealSpeak 4.0.6	2.0
			Nuance 8.5: MRCP Server 1.0 SP 9 Speech Recognition 8.5, SP050513 Vocalizer 4.0.5	
IPCC Express Gateway to ICM	Cisco Support Tools	EIM/WIM ¹⁵	IP Phones for Desktop / Endpoint Monitoring	
ICM 7.0(0) SR3 ICM 7.1(3) ICM 7.2(1) ICM 7.2(4)	2.0(1)	4.2(1)	Cisco IP Phone 7911G (SCCP) Cisco IP Phone 7912G (SCCP) Cisco IP Phone 7921G (SCCP) Cisco IP Phone 7921G (SCCP) Cisco IP Phone 7940G (SCCP) Cisco IP Phone 7941G (SCCP) Cisco IP Phone 7941G (SCCP) Cisco IP Phone 7960G (SCCP) Cisco IP Phone 7961G (SCCP) Cisco IP Phone 7961G (SCCP) Cisco IP Phone 7970G (SCCP) Cisco IP Phone 7971G (SCCP) Cisco IP Phone 7911G (SIP) Cisco IP Phone 7911G (SIP) Cisco IP Phone 7941G (SIP) Cisco IP Phone 7961G (SIP) Cisco IP Phone 7961G (SIP) Cisco IP Phone 7961G (SIP) Cisco IP Phone 7970G (SIP) Cisco IP Phone 7970G (SIP) Cisco IP Phone 7962G (SCCP & SIP) Cisco IP Phone 7942G (SCCP & SIP) Cisco IP Phone 7945G (SCCP & SIP) Cisco IP Phone 7945G (SCCP & SIP) Cisco IP Phone 7965G (SCCP & SIP) Cisco IP Phone 7965G (SCCP & SIP) Cisco IP Phone 7975G (SCCP & SIP) Cisco IP Communicator (SCCP) ¹⁶	

- 1. Upgrades are supported from all corresponding Unified CCX Service Release and Engineering Special Releases.
- a. CCX at the end of a Hardware name means "Contact Center Express." This is a new acronym and name (in 2006) for IPCC Express. The full name is Cisco Unified
 Contact Center Express or Unified CCX.
 - b. For latest hardware updates, go to: www.cisco.com/go/swonly.
 - c. Only simplex mode supported on HP servers.

MCS-7845-H1-CC1: HP DL 380-G4 Dual Intel Xeon, 3.4 GHz MCS-7835-H1-CC1: HP DL380-G4 Single Intel Xeon 3.4 GHz

Refer to CSCsf05443 for details.

- 3. Unified CCX 6.0 should have a 72GB HD and 2GB RAM minimum
- 4. The hardware is compatible with OS 2003.1.2a and higher.
- 5. The hardware is compatible with OS 2000 4.4.
- 6. DL380-G5 requires OS 2000.4.5 or OS 2003.1.2a.
- For supported Cisco IP Communicator (SCCP) versions, refer to the Cisco IP Communicator Compatibility with Cisco Unified CM Release table at http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/compat/ccmcompmatr.html#wp45351.
- 8. Please check the latest Release Notes for Cisco Unified CCX and Cisco Unified IP IVR for known limitations.
- 9. Only Standard Protection mode is supported.
- 10. Editor is not supported in 64-bit Client operating system.
- $11.\ a.\ For\ supported\ Citrix\ and\ MTS\ versions\ refer\ to\ the\ Cisco\ Agent\ Desktop\ Version\ Compatibility\ Matrix\ at:$
 - http://www.cisco.com/en/US/products/sw/custcosw/ps427/products_implementation_design_guides_list.html. b. CAD/CSD/CDA is not supported in 64-bit versions of the client operating system.
- a. If the computer on which you install the Cisco CRS Historical Reports client is running Microsoft Windows 2000, then it must use the following software: Microsoft Internet Explorer version 5.5 or higher, Microsoft Data Access Component (MDAC) version 2.7 or higher and Microsoft Windows 2000 Service Pack 2 or higher.
 b. HR Client is not supported in 64-bit Client operating systems.
- 13. A CAD instance cannot support more than one localized language. All agents and supervisors must use the same language; there cannot be some agents and supervisors using one language and other agents and supervisors using another language.
- 14. The latest Version of the ASR-TTS packages suggested by Nuance can be used. (http://network.nuance.com/portal/server.pt). Using the Latest Nuance Packages will not impact the integration functionality between UCCX and Nuance, until there is any major change by Nuance in the underlying design. However, you should maintain the compatibility among different ASR-TTS packages as suggested by Nuance.
- 15. CIM (WIM/EIM) is not supported with Cisco Unified Communications Manager Express (Unified CME).
- 16. Install Cisco IP Communicator on the same system on which CAD and CSD Clients are installed.
- $17. For end-of-sale and end-of-life dates for CSA, see \ http://www.cisco.com/en/US/prod/collateral/vpndevc/ps5739/ps2330/end_of_life_c51-602579.html.$





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