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

Cisco Unified Contact Center Express and Cisco Unified IP IVR

Last Updated: May 2, 2013

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.

Unified CCX, Unified IP IVR and Cisco Unified Communications Manager

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

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] • MCS-7816-I5-CCX1 • MCS-7825-I4-CCX1 [2] • MCS-7825-I5-CCX1 • MCS-7835-I3-CCX1 • MCS-7845-H2-CCX2 • MCS-7845-I2-CCX1 [3] • MCS-7845-I3-CCX1 **Equivalent servers from IBM** 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.	• UCS B200 M1 [5] • UCS B200 M2 [5] • UCS B230 M2 [5] • UCS B440 M2 [5] • UCS C200 M2 • UCS C210 M1 • UCS C210 M2 • UCS C220 M3S • UCS C240 M3S • UCS C260 M2

1. For latest hardware updates, see 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.

ASR and TTS

MRCP	VXML	Speech Servers			
		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

1. 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. 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 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	• 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

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

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.
6. 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.

Serviceability

Real Time Monitoring Tool (RTMT) Plugin	Network Management
• 9.0	• CUOM 9.0 • Prime 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	• 8.5.4 • 8.6.3 • 8.6.4 • 9.0.1 • 9.1.1	• 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]**
• 4.6.02.0011 • 5.0.01.0600 • Cisco 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.
6. 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[3]	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)-1 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-7816-I5-CCX1 MCS-7825-I4-CCX1[34] MCS-7825-I5-CCX1 MCS-7835-I3-CCX1 MCS-7845-H2-CCX2[5] MCS-7845-I2-CCX1[4, 5] MCS-7845-I3-CCX1 **UCCX Appliances** MCS7816I5-K9-CXC1 MCS7825I5-K9-CXC1 MCS7835I3-K9-CXC1 MCS7845I3-K9-CXC1 **Virtual Platform[6]** UCS B200 M1 Blade Server[35] UCS B200 M2 Blade Server[35] UCS B230 M2[35] UCS B440 M2[35] UCS C200 M2 UCS C210 M1 UCS C210 M2 UCS C260 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_overview0900aecd80091615.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 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 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 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 7985G (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)[7] 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 7965G (SCCP & SIP) Cisco IP Phone 7975G (SCCP) Cisco IP Phone 7975G (SIP)[7] Cisco IP Phone 7931G (SCCP & SIP)[8] Cisco IP Phone 6911 (SCCP) Cisco IP Phone 6921 (SCCP) Cisco IP Phone 6921 (SIP)[36] Cisco IP Phone 6941 (SCCP) Cisco IP Phone 6945 (SCCP) Cisco IP Phone 8941 (SCCP) Cisco IP Phone 8945 (SCCP) Cisco IP Phone 6945 (SIP) Cisco IP Phone 6961 (SCCP) Cisco IP Phone 8961 (SIP) Cisco IP Phone 9951 (SIP) Cisco IP Phone 9971 (SIP) Cisco IP Communicator (SCCP)[9]	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-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 7965G (SCCP & SIP) Cisco IP Phone 7975G (SCCP & SIP) Cisco IP Phone 7931G (SCCP & SIP)[8] Cisco IP Phone 6921 (SCCP)[10] Cisco IP Phone 6921 (SIP)[36] Cisco IP Phone 6945 (SCCP) Cisco IP Phone 6945 (SIP) Cisco IP Phone 6941 (SCCP)[10] Cisco IP Phone 6961 (SCCP)[10] Cisco IP Phone 8941 (SCCP)[11] Cisco IP Phone 8945 (SCCP)[12] Cisco IP Phone 8961 (SIP) Cisco IP Phone 9951 (SIP) Cisco IP Phone 9971 (SIP)

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 Version	CAD-BE Client OS	CAD-BE Browser Support	Cisco VPN Client for CAD/ CAD-BE/CSD	Agent E-Mail Support
9.0.1.31[19]	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) Red Hat Enterprise Linux v5	Sun JRE 1.6 update 31 IE 7, IE 8 (XP, Vista) IE 8 (Windows 7) Firefox (Linux)	4.6.02.0011 5.0.01.0600 Cisco AnyConnect v3	Sun JRE 1.6 update 31 IE 7, IE 8 (XP, Vista) IE 8 (Windows 7)

Cisco TelePresence Software
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	Coresident CUIC
7.0 7.1 8.5.4 8.6.3 8.6.4 9.0.1	Microsoft Exchange Server 2003 - Enterprise Full Packaged Product (FPP) Microsoft Exchange Server 2007 - Enterprise Edition Microsoft Exchange Server 2010 - Enterprise Edition	9.0(1.3)	8.5(4)

HR Client[16] OS	Supported Languages[17]		Wallboard[18]
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)	**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 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, 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, Dutch, Danish, Russian		Spectrum 3.1.2 INOVA (light link) 5.7

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[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, 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[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 / Endpoint 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-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 7965G (SCCP & SIP) Cisco IP Phone 7975G (SCCP & SIP) Cisco IP Phone 7931G (SCCP & SIP)[8] Cisco IP Phone 6911 (SCCP) Cisco IP Phone 6921 (SCCP) Cisco IP Phone 6941 (SCCP) Cisco IP Phone 6945 (SCCP)[22] Cisco IP Phone 6945 (SIP)[22] Cisco IP Phone 6961 (SCCP) Cisco IP Phone 8961 (SIP) Cisco IP Phone 9951 (SIP) Cisco IP Phone 9971 (SIP) Cisco IP Phone 8941 (SCCP)[23] Cisco IP Phone 8945 (SCCP)[24] Cisco IP Communicator (SCCP)[25,28]

Mobility Devices Support for Mobile Skill Manager[30]	Web Chat
Android 2.x and later with default browser iOS 5.x and later with Safari browser	SocialMiner 9.0 IE 8.0 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.
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.
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[3]	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)SU1 8.5(1)SU2 8.5(1)SU3	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) SU1 JTAPI 8.0(3.10000)-3 File Name 8.0.3.21900-8 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:8.0.3.23900-5 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 8.5(1)SU5 JTAPI 8.5.1.10000-15 File Name: 8.5.1.15900-4 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)-1 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)-10 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 **Cisco Unified Communications Manager Express (Unified CME)[4]** 8.0 8.1 8.5 **UC520 Releases** 8.0 / 15.0(1) XA 8.0.2 8.0.4	**Native Servers** MCS-7816-I3-CCX1 MCS-7816-I4-CCX1 MCS-7816-I5-CCX1 MCS-7825-I3-CCX1 MCS-7825-I4-CCX1 MCS-7825-I4-K9-CXA1 MCS-7825-I5-CCX1 MCS-7835-I2-CCX1[5, 7] MCS-7835-I2-CCX2[7] MCS-7835-I3-CCX1 MCS-7845-I2-CCX1[6, 7] MCS-7845-I2-CCX2[7] MCS-7845-I3-CCX1 MCS-7816-H3-CCX1 MCS-7825-H3-CCX1 MCS-7825-H4-CCX1 MCS-7835-H2-CCX1[5, 7] MCS-7835-H2-CCX2[7] MCS-7845-H2-CCX1[6, 7] MCS-7845-H2-CCX2[7] **Virtual Platform[8]** UCS B200 M1 Blade Server[32] UCS B200 M2 Blade Server[32] UCS B230 M2[32] UCS B440 M2[32] UCS C200 M2 UCS C210 M1 UCS C210 M2 UCS C260 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_overview0900aecd80091615.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 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 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 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 7985G (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)[9] 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 7965G (SCCP & SIP) Cisco IP Phone 7975G (SCCP) Cisco IP Phone 7975G (SIP)[9] Cisco IP Phone 7931G (SCCP & SIP)[10] Cisco IP Phone 6911 (SCCP) Cisco IP Phone 6921 (SCCP) Cisco IP Phone 6921 (SIP)[33] Cisco IP Phone 6941 (SCCP) Cisco IP Phone 6945 (SCCP) Cisco IP Phone 8941 (SCCP) Cisco IP Phone 8945 (SCCP) Cisco IP Phone 6945 (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)[11]	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-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 7965G (SCCP & SIP) Cisco IP Phone 7975G (SCCP & SIP) Cisco IP Phone 7931G (SCCP & SIP)[10] Cisco IP Phone 6921 (SCCP)[12] Cisco IP Phone 6921 (SIP)[33] Cisco IP Phone 6945 (SCCP) Cisco IP Phone 6945 (SIP) Cisco IP Phone 6941 (SCCP)[12] Cisco IP Phone 6961 (SCCP)[12] Cisco IP Phone 8941 (SCCP)[13] Cisco IP Phone 8945 (SCCP)[14] Cisco IP Phone 8961 (SIP) Cisco IP Phone 9951 (SIP) Cisco IP Phone 9971 (SIP)

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

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 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)	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 OS	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]	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	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 Support on Red Hat Enterprise Linux v5	Cisco VPN Client for CAD/ CAD-BE/CSD	Cisco TelePresence Software
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 8.6.3 8.6.4 9.0(1)	Microsoft Exchange Server 2003 - Enterprise Full Packaged Product (FPP) Microsoft Exchange Server 2007 - Enterprise Edition Microsoft Exchange Server 2010 - Enterprise Edition	8.5(1.21)

HR Client[18] OS	Supported Languages[19]	Wallboard[20]
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)	**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 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, 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, Dutch, Danish, Russian	Spectrum 3.1.2 INOVA (light link) 5.7

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 Gateway to ICM[23]	Real Time Monitoring Tool (RTMT)	IP Phones for Desktop / Endpoint 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-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 7965G (SCCP & SIP) Cisco IP Phone 7975G (SCCP & SIP) Cisco IP Phone 7931G (SCCP & SIP)[10] Cisco IP Phone 6911 (SCCP) Cisco IP Phone 6921 (SCCP) Cisco IP Phone 6941 (SCCP) Cisco IP Phone 6945 (SCCP)[24] Cisco IP Phone 6945 (SIP)[24] Cisco IP Phone 6961 (SCCP) Cisco IP Phone 8961 (SIP) Cisco IP Phone 9951 (SIP) Cisco IP Phone 9971 (SIP) Cisco IP Phone 8941 (SCCP)[25] Cisco IP Phone 8945 (SCCP)[26] Cisco IP Communicator (SCCP)[27,28]

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. 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.
6. These servers are supported with replacement disks 4x146GB.
7. Refer to CSCtj11411 for more information and workaround.
8. 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
9. 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[3]	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)-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) SU1 JTAPI 8.0(3.10000)-3 File Name 8.0.3.21900-8 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:8.0.3.23900-5 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)-1 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 **Cisco Unified Communications Manager Express (Unified CME)[4]** 8.0 8.1 8.5 **UC520 Releases** 8.0 / 15.0(1) XA 8.0.2 8.0.4	**Native Servers** MCS-7816-I3-CCX1 MCS-7816-I4-CCX1 MCS-7816-I5-CCX1 MCS-7825-I3-CCX1 MCS-7825-I4-CCX1 MCS-7825-I4-K9-CXA1 MCS-7825-I5-CCX1 MCS-7835-I2-CCX1[5, 7] MCS-7835-I2-CCX2[7] MCS-7835-I3-CCX1 MCS-7845-I2-CCX1[6, 7] MCS-7845-I2-CCX2[7] MCS-7845-I3-CCX1 MCS-7816-H3-CCX1 MCS-7825-H3-CCX1 MCS-7825-H4-CCX1 MCS-7835-H2-CCX1[5, 7] MCS-7835-H2-CCX2[7] MCS-7845-H2-CCX1[6, 7] MCS-7845-H2-CCX2[7] **Virtual Platform[8]** UCS B200 M1 Blade Server[32] UCS B200 M2 Blade Server[32] UCS B230 M2[32] UCS B440 M2[32] UCS C200 M2 UCS C210 M1 UCS C210 M2 UCS C260 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_overview0900aecd80091615.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 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 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 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 7985G (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)[9] 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 7965G (SCCP & SIP) Cisco IP Phone 7975G (SCCP) Cisco IP Phone 7975G (SIP)[9] Cisco IP Phone 7931G (SCCP & SIP)[10] Cisco IP Phone 6911 (SCCP) Cisco IP Phone 6921 (SCCP) Cisco IP Phone 6921 (SIP)[33] Cisco IP Phone 6941 (SCCP) Cisco IP Phone 6945 (SCCP) Cisco IP Phone 8941 (SCCP) Cisco IP Phone 8945 (SCCP) Cisco IP Phone 6945 (SIP) Cisco IP Phone 6961 (SCCP) Cisco IP Phone 8961 (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 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 (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 7965G (SCCP & SIP) Cisco IP Phone 7975G (SCCP & SIP) Cisco IP Phone 7931G (SCCP & SIP)[10] Cisco IP Phone 6921 (SCCP)[12] Cisco IP Phone 6921 (SIP)[33] Cisco IP Phone 6945 (SCCP) Cisco IP Phone 6945 (SIP) Cisco IP Phone 6941 (SCCP)[12] Cisco IP Phone 6961 (SCCP)[12] Cisco IP Phone 8941 (SCCP)[13] Cisco IP Phone 8945 (SCCP)[14] Cisco IP Phone 8961 (SIP) Cisco IP Phone 9951 (SIP) Cisco IP Phone 9971 (SIP)

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

Cisco Unified CCX and Cisco Unified IP IVR, Release 8.5(1)SU3 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 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)	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 OS	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]	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	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 Support on Red Hat Enterprise Linux v5		Cisco VPN Client for CAD/ CAD-BE/CSD	Cisco TelePresence Software
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 2003 - Enterprise Full Packaged Product (FPP) Microsoft Exchange Server 2007 - Enterprise Edition Microsoft Exchange Server 2010 - Enterprise Edition	8.5(1.21)

HR Client[18] OS	Supported Languages[19]	Wallboard[20]
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)	**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 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, 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, Dutch, Danish, Russian	Spectrum 3.1.2 INOVA (light link) 5.7

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 Gateway to ICM[23]	Real Time Monitoring Tool (RTMT)	IP Phones for Desktop / Endpoint 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-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 7965G (SCCP & SIP) Cisco IP Phone 7975G (SCCP & SIP) Cisco IP Phone 7931G (SCCP & SIP)[10] Cisco IP Phone 6911 (SCCP) Cisco IP Phone 6921 (SCCP) Cisco IP Phone 6941 (SCCP) Cisco IP Phone 6945 (SCCP)[24] Cisco IP Phone 6945 (SIP)[24] Cisco IP Phone 6961 (SCCP) Cisco IP Phone 8961 (SIP) Cisco IP Phone 9951 (SIP) Cisco IP Phone 9971 (SIP) Cisco IP Phone 8941 (SCCP)[25] Cisco IP Phone 8945 (SCCP)[26] Cisco IP Communicator (SCCP)[27,28]

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. 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.
6. These servers are supported with replacement disks 4x146GB.
7. Refer to CSCtj11411 for more information and workaround.
8. 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
9. 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[3]	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 8.0.3.10000-8 8.0(3a) JTAPI 8.0(3.10000)-2 File Name 8.0.3.20000-2 8.0(3a) SU1 JTAPI 8.0(3.10000)-3 File Name 8.0.3.21900-8 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:8.0.3.23900-5 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)-1 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 **Cisco Unified Communications Manager Express (Unified CME)[5]** 8.0 8.1 8.5 **UC520 Releases** 8.0 / 15.0(1) XA 8.0.2 8.0.4	**Native Servers** MCS-7816-I3-CCX1 MCS-7816-I4-CCX1 MCS-7816-I5-CCX1 MCS-7825-I3-CCX1 MCS-7825-I4-K9-CXA1 MCS-7825-I5-CCX1 MCS-7835-I2-CCX1[6, 8] MCS-7835-I2-CCX2[8] MCS-7835-I3-CCX1 MCS-7845-I2-CCX1[7, 8] MCS-7845-I2-CCX2[8] MCS-7845-I3-CCX1 MCS-7816-H3-CCX1 MCS-7825-H3-CCX1 MCS-7825-H4-CCX1 MCS-7835-H2-CCX1[6, 8] MCS-7835-H2-CCX2[8] MCS-7845-H2-CCX1[7, 8] MCS-7845-H2-CCX2[8] **Virtual Platform[9]** UCS B200 M1 Blade Server[34] UCS B200 M2 Blade Server[34] UCS C200 M2 UCS C210 M1 UCS C210 M2 UCS C260 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_overview0900aecd80091615.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 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 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 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 7985G (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)[10] 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 7965G (SCCP & SIP) Cisco IP Phone 7975G (SCCP) Cisco IP Phone 7975G (SIP)[10] Cisco IP Phone 7931G (SCCP & SIP)[11] Cisco IP Phone 6911 (SCCP) Cisco IP Phone 6921 (SCCP) Cisco IP Phone 6921 (SIP)[35] Cisco IP Phone 6941 (SCCP) Cisco IP Phone 6945 (SCCP) Cisco IP Phone 8941 (SCCP) Cisco IP Phone 8945 (SCCP) Cisco IP Phone 6945 (SIP) Cisco IP Phone 6961 (SCCP) Cisco IP Phone 8961 (SIP) Cisco IP Phone 9951 (SIP) Cisco IP Phone 9971 (SIP) Cisco IP Communicator (SCCP)[12]	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-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 7965G (SCCP & SIP) Cisco IP Phone 7975G (SCCP & SIP) Cisco IP Phone 7931G (SCCP & SIP)[11] Cisco IP Phone 6921 (SCCP)[13] Cisco IP Phone 6921 (SIP)[35] Cisco IP Phone 6945 (SCCP) Cisco IP Phone 6945 (SIP) Cisco IP Phone 6941 (SCCP)[13] Cisco IP Phone 6961 (SCCP)[13] Cisco IP Phone 8941 (SCCP)[14] Cisco IP Phone 8945 (SCCP)[15] Cisco IP Phone 8961 (SIP) Cisco IP Phone 9951 (SIP) Cisco IP Phone 9971 (SIP)

Security/AntiVirus Software	Cisco Hosted Collaboration Solution (HCS)	Java Versions	Quality Management (QM)[16, 31]	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[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

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 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)	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 OS	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	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 Support on Red Hat Enterprise Linux v5	Cisco VPN Client for CAD/ CAD-BE/CSD	Cisco TelePresence Software
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 2003 - Enterprise Full Packaged Product (FPP) Microsoft Exchange Server 2007 - Enterprise Edition Microsoft Exchange Server 2010 - Enterprise Edition	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)	**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 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, 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, Dutch, Danish, Russian	Spectrum 3.1.2 INOVA (light link) 5.7

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 Gateway to ICM[25]	Real Time Monitoring Tool (RTMT)	IP Phones for Desktop / Endpoint 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-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 7965G (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 6945 (SCCP)[26] Cisco IP Phone 6945 (SIP)[26] Cisco IP Phone 6961 (SCCP) Cisco IP Phone 8961 (SIP) Cisco IP Phone 9951 (SIP) Cisco IP Phone 9971 (SIP) Cisco IP Phone 8941 (SCCP)[27] Cisco IP Phone 8945 (SCCP)[28] Cisco IP Communicator (SCCP)[29, 30]

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. 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. 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[3]	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)-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) SU1 JTAPI 8.0(3.10000)-3 File Name 8.0.3.21900-8 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:8.0.3.23900-5 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)-1 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 **Cisco Unified Communications Manager Express (Unified CME)[5]** 8.0 8.1 8.5 **UC520 Releases** 8.0 / 15.0(1) XA 8.0.2 8.0.4	**Native Servers** MCS-7816-I3-CCX1 MCS-7816-I4-CCX1 MCS-7816-I5-CCX1 MCS-7825-I3-CCX1 MCS-7825-I4-CCX1 MCS-7825-I4-K9-CXA1 MCS-7825-I5-CCX1 MCS-7835-I2-CCX1[6, 8] MCS-7835-I2-CCX2[8] MCS-7835-I3-CCX1 MCS-7845-I2-CCX1[7, 8] MCS-7845-I2-CCX2[8] MCS-7845-I3-CCX1 MCS-7816-H3-CCX1 MCS-7825-H3-CCX1 MCS-7825-H4-CCX1 MCS-7835-H2-CCX1[6, 8] MCS-7835-H2-CCX2[8] MCS-7845-H2-CCX1[7, 8] MCS-7845-H2-CCX2[8] **Virtual Platform[9]** UCS B200 M1 Blade Server[34] UCS B200 M2 Blade Server[34] UCS C200 M2 UCS C210 M1 UCS C210 M2 UCS C260 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_overview0900aecd80091615.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 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 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 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 7985G (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)[10] 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 7965G (SCCP & SIP) Cisco IP Phone 7975G (SCCP) Cisco IP Phone 7975G (SIP)[10] Cisco IP Phone 7931G (SCCP & SIP)[11] Cisco IP Phone 6911 (SCCP) Cisco IP Phone 6921 (SCCP) Cisco IP Phone 6921 (SIP)[35] Cisco IP Phone 6941 (SCCP) Cisco IP Phone 6945 (SCCP) Cisco IP Phone 8941 (SCCP) Cisco IP Phone 8945 (SCCP) Cisco IP Phone 6945 (SIP) Cisco IP Phone 6961 (SCCP) Cisco IP Phone 8961 (SIP) Cisco IP Phone 9951 (SIP) Cisco IP Phone 9971 (SIP) Cisco IP Communicator (SCCP)[12]	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-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 7965G (SCCP & SIP) Cisco IP Phone 7975G (SCCP & SIP) Cisco IP Phone 7931G (SCCP & SIP)[11] Cisco IP Phone 6921 (SCCP)[13] Cisco IP Phone 6921 (SIP)[35] Cisco IP Phone 6945 (SCCP) Cisco IP Phone 6945 (SIP) Cisco IP Phone 6941 (SCCP)[13] Cisco IP Phone 6961 (SCCP)[13] Cisco IP Phone 8941 (SCCP)[14] Cisco IP Phone 8945 (SCCP)[15] Cisco IP Phone 8961 (SIP) Cisco IP Phone 9951 (SIP) Cisco IP Phone 9971 (SIP)

Security/AntiVirus Software	Java Versions	Quality Management (QM)[16, 31]	Historical/Config Database	Enterprise Database
Cisco Security Agent (CSA) is installed by Unified CCX 8.5(1)Installer	**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

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 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)	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 OS	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]	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	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 Support on Red Hat Enterprise Linux v5	Cisco VPN Client for CAD/ CAD-BE/CSD	Cisco TelePresence Software
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	Microsoft Exchange Server 2003 - Enterprise Full Packaged Product (FPP) Microsoft Exchange Server 2007 - Enterprise Edition Microsoft Exchange Server 2010 - Enterprise Edition	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 Vista (Ultimate and Business) Windows 7 (Ultimate) Windows 7 x64bit with WoW64 (Ultimate, Enterprise, 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 **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, 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, Dutch, Danish, Russian	Spectrum 3.1.2 INOVA (light link) 5.7

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 Gateway to ICM[25]	Real Time Monitoring Tool (RTMT)	IP Phones for Desktop / Endpoint 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-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 7965G (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 6945 (SCCP)[26] Cisco IP Phone 6945 (SIP)[26] Cisco IP Phone 6961 (SCCP) Cisco IP Phone 8961 (SIP) Cisco IP Phone 9951 (SIP) Cisco IP Phone 9971 (SIP) Cisco IP Phone 8941 (SCCP)[27] Cisco IP Phone 8945 (SCCP)[28] Cisco IP Communicator (SCCP)[29, 30]

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. 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. 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)

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[32]	Hardware[2]	IP Phones for Cisco Agent Desktop[3]	IP Phones for Cisco IP Phone Agent
8.5.1.10000-37[4] UCOS Platform Version - 8.5.1.10000-17	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	8.0(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) SU1 JTAPI 8.0(3.10000)-3 File Name 8.0.3.21900-8 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:8.0.3.23900-5 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 8.5(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)-1 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 **Cisco Unified Communications Manager Express (Unified CME)[5]** 8.0 8.1 8.5 **UC520 Releases** 8.0 / 15.0(1) XA 8.0.2 8.0.4	**Native Servers** MCS-7816-I3-CCX1 MCS-7816-I4-CCX1 MCS-7816-I5-CCX1 MCS-7825-I3-CCX1 MCS-7825-I4-CCX1 MCS-7825-I4-K9_CXA1 MCS-7825-I5-CCX1 MCS-7835-I2-CCX1[6, 8] MCS-7835-I2-CCX2[8] MCS-7835-I3-CCX1 MCS-7845-I2-CCX1[7, 8] MCS-7845-I2-CCX2[8] MCS-7845-I3-CCX1 MCS-7816-H3-CCX1 MCS-7825-H3-CCX1 MCS-7825-H4-CCX1 MCS-7835-H2-CCX1[6, 8] MCS-7835-H2-CCX2[8] MCS-7845-H2-CCX1[7, 8] MCS-7845-H2-CCX2[8] **Virtual Platform[9]** UCS B200 M1 Blade Server[30] UCS B200 M2 Blade Server[30] UCS C200 M2 UCS C210 M1 UCS C210 M2 UCS C260 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_overview0900aecd80091615.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 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 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 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 7985G (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)[10] 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 7965G (SCCP & SIP) Cisco IP Phone 7975G (SCCP) Cisco IP Phone 7975G (SIP)[10] Cisco IP Phone 7931G (SCCP & SIP)[11] Cisco IP Phone 6911 (SCCP) Cisco IP Phone 6921 (SCCP) Cisco IP Phone 6921 (SIP)[31] Cisco IP Phone 6941 (SCCP) Cisco IP Phone 6945 (SCCP) Cisco IP Phone 6945 (SIP) Cisco IP Phone 6961 (SCCP) Cisco IP Phone 8961 (SIP) Cisco IP Phone 9951 (SIP) Cisco IP Phone 9971 (SIP) Cisco IP Communicator (SCCP)[12]	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-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 7965G (SCCP & SIP) Cisco IP Phone 7975G (SCCP & SIP) Cisco IP Phone 7931G (SCCP & SIP)[11] Cisco IP Phone 6921 (SCCP)[13] Cisco IP Phone 6921 (SIP)[31] Cisco IP Phone 6945 (SCCP) Cisco IP Phone 6945 (SIP) Cisco IP Phone 6941 (SCCP)[13] Cisco IP Phone 6961 (SCCP)[13] Cisco IP Phone 8961 (SIP) Cisco IP Phone 9951 (SIP) Cisco IP Phone 9971 (SIP)

Security/AntiVirus Software	Java Versions	Quality Management (QM)[14, 27]	Historical/Config Database	Enterprise Database
Cisco Security Agent (CSA) is installed by Unified CCX 8.5(1)Installer	**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 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 [15]	WorkForce Management (WFM) [28]	CAD/CSD/CDA Client OS [16]	Gateways for Outbound IVR [17]
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)	8.5(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 OS	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	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	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 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	4.6.02.0011 5.0.01.0600	See compatibility information for Cisco TelePresence System available at : *http:// www.cisco.com/en/US/prod-ucts/ps8332/ products_device_support_ta bles_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 Languages [19]		Wallboard [20]	Cisco Works
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(Enterprise)	**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 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, 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, Dutch, Danish, Russian		Spectrum 3.1.2 INOVA (light link) 5.7	Campus Manager 4.0 (EOS) CiscoWorks Resource Manager Essentials 4.0 CiscoWorks IPCOM 1.0 CiscoWorks CUOM 2.0

Crystal Reports	AppAdmin, AppSupervisor, AppUser 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 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[33]:** 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[33]:** Nuance Speech Server 5.0.2 Nuance Recognizer 9.0.3 RealSpeak 4.5.0[22]	2.0

IPCC Express Gateway to ICM[23]	Real Time Monitoring Tool (RTMT)	IP Phones for Desktop / Endpoint Monitoring
ICM 8.0(1) ICM 8.5(1)	RTMT Module version: 8.7(004.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-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 7965G (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 6945 (SCCP)[24] Cisco IP Phone 6945 (SIP)[24] Cisco IP Phone 6961 (SCCP) Cisco IP Phone 8961 (SIP) Cisco IP Phone 9951 (SIP) Cisco IP Phone 9971 (SIP) Cisco IP Communicator (SCCP)[25, 26]

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. 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	Supported Unified CCX/ IP IVR Upgrade Paths [1]	Cisco Unified Communications Manager (Unified CM) and Unified CM Business Edition Releases[19]	Hardware[2]	IP Phones for Cisco Agent Desktop	IP Phones for Cisco IP Phone Agent
8.0.2.11005-20[3]	5.0(2)SR3, 7.0(1)SR5, 7.0(2)ES03[3] 8.0(1), 8.0(2), 8.0(2)SU1, 8.0(2)SU2, 8.0(2)SU3 8.5(1)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 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(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) 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 7.1.5.32900-2 7.1(5b) SU4 JTAPI 7.1(5.10000)-2 File Name 7.1.5.33900-10 7.1(5b) SU5 JTAPI 7.1(5.10000)-6 File Name 7.1.5.34900-7 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) SU1 JTAPI 8.0(3.10000)-3 File Name 8.0.3.21900-8 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:8.0.3.23900-5 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:8.5.1.13900-7 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)-1 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 **Cisco Unified Communications Manager Express (Unified CME)[3]** 7.1, 8.0, 8.1, 8.5 **UC520 Releases** 8.0 / 15.0(1)XA 8.0.5 8.1	**Native Servers** MCS-7825-H3-CCX1 MCS-7825-H4-CCX1[5] MCS-7835-H2-CCX1[5, 4] MCS-7835-H2-CCX2[4] MCS-7845-H2-CCX1[6, 4] MCS-7845-H2-CCX2[4] MCS-7816-I3-CCX1 MCS-7845-I3-CCX1 MCS-7816-I4-CCX1 MCS-7825-I3-CCX1 MCS-7825-I4-CCX1 MCS-7825-I4-K9-CXA1 MCS-7835-I2-CCX1[4,7] MCS-7835-I2-CCX2[7] MCS-7835-I3-CCX1 MCS-7845-I2-CCX1[4, 5] MCS-7845-I2-CCX2[7] MCS-7845-I3-CCX2 **Virtual Platform**[4, 18] UCS B200 M1 Blade Server[17] UCS B200 M2 Blade Server[17] 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-I servers, please refer to http://www.cisco.com/en/US/prod/ collateral/voicesw/ps6790/ps5748/ ps378/ product_solution_overview0900aecd 80091615.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 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 for the supported Native MCS-H servers, please refer to http://www.cisco.com/en/US/ prod/collateral/voicesw/ps6790/ ps5748/ps378/ product_solution_overview09186a0 080107d79.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-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 7985G (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)[4] 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 7965G (SCCP & SIP) Cisco IP Phone 7975G (SCCP) Cisco IP Phone 7975G (SIP)[6] Cisco IP Phone 7931G (SCCP & SIP)[5] 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 Communicator (SCCP)[5]	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-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 7965G (SCCP & SIP) Cisco IP Phone 7975G (SCCP & SIP) Cisco IP Phone 7931G (SCCP & SIP)[10] Cisco IP Phone 6921 (SCCP)[5] Cisco IP Phone 6941 (SCCP)[11] Cisco IP Phone 6961 (SCCP)[11] Cisco IP Phone 8961 (SIP) Cisco IP Phone 9951 (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 8.0(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

Unified CCX CTI Versions	Editor Client OS [5]	WorkForce Management (WFM)	CAD/CSD/CDA Client OS[6]	
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 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/ CSD	Cisco TelePresence Software	CUPS Releases	Microsoft Exchange Server	HR Client Version	HR Client[8] OS [9]
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 8.0.4	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 Languages[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, Dutch, Danish, Russian		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 and 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 **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

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) 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-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 7965G (SCCP & SIP) Cisco IP Phone 7975G (SCCP & SIP) Cisco IP Phone 7931G (SCCP & SIP)[10] 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 Communicator (SCCP)[13, 15]

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.
   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.
5. [5]Editor 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.
7. 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.
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 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[27]	Hardware[2]	IP Phones for Cisco Agent Desktop	IP Phones for Cisco IP Phone Agent
8.0.2.11004-12[3]	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 7.1.3.31900-4 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) 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) 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 7.1.5.32900-2 7.1(5b) SU4 JTAPI 7.1(5.10000)-2 File Name 7.1.5.33900-10 7.1(5b) SU5 JTAPI 7.1(5.1000)-6 File Name 7.1.5.34900-7 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) SU1 JTAPI 8.0.3(10000)-3 File Name 8.0.3.21900-8 8.0(3a) SU2 JTAPI 8.0.3(3.22900)-2 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 8.5.1.10000-26 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)-1 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 **Cisco Unified Communications Manager Express (Unified CME)[4]** 7.1, 8.0, 8.1, 8.5 **UC520 Releases** 8.0 / 15.0(1)XA 8.0.5 8.1	**Native Servers** MCS-7816-I3-CCX1 MCS-7816-I4-CCX1 MCS-7825-I3-CCX1 MCS-7825-I4-CCX1 MCS-7825-I4-K9-CXA1 MCS-7835-I2-CCX1[5, 7] MCS-7835-I2-CCX2[7] MCS-7835-I3-CCX1 MCS-7835-I2-CCX1[6, 7] MCS-7845-I2-CCX2[7] MCS-7845-I3-CCX1 MCS-7816-H3-CCX1 MCS-7825-H3-CCX1 MCS-7825-H4-CCX1 MCS-7835-H2-CCX1[5, 7] MCS-7835-H2-CCX2[7] MCS-7845-H2-CCX1[6, 7] MCS-7845-H2-CCX2[7] MCS-7845-I3-CCX2 **Virtual Platform [8]** UCS B200 M1 Blade Server[26] UCS B200 M2 Blade Server[26] 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-I 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 DL380-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 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 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 7985G (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)[9] 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 7965G (SCCP & SIP) Cisco IP Phone 7975G (SCCP) Cisco IP Phone 7975G (SIP)[9] Cisco IP Phone 7931G (SCCP & SIP)[10] 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 Communicator (SCCP)[11]	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-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 7965G (SCCP & SIP) Cisco IP Phone 7975G (SCCP & SIP) Cisco IP Phone 7931G (SCCP & SIP)[10] Cisco IP Phone 6921 (SCCP)[12] Cisco IP Phone 6941 (SCCP)[12] Cisco IP Phone 6961 (SCCP)[12] Cisco IP Phone 8961 (SIP) Cisco IP Phone 9951 (SIP) Cisco IP Phone 9971 (SIP)

Security/AntiVirus Software	Java Versions	Quality Management (QM)[25]	Historical/Config Database	Enterprise Database
Cisco Security Agent (CSA) is Installed by Unified CCX 8.0(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

Unified CCX CTI Versions	Editor Client OS [13]	WorkForce Management (WFM)	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) 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 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
8.0.2.400	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 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 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 Languages[18]		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 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, 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, Dutch, Danish, Russian		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

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 **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	2.0

IPCC Express Gateway to ICM[21]	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-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 7965G (SCCP & SIP) Cisco IP Phone 7975G (SCCP & SIP) Cisco IP Phone 7931G (SCCP & SIP)[10] 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 Communicator (SCCP)[22. 24]

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 UCCX.
   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.
8. 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.
9. 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)

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[2, 28]	Hardware[3]	IP Phones for Cisco Agent Desktop	IP Phones for Cisco IP Phone Agent
8.0.2.1100 3-10[4]	5.0(2)SR3 7.0(1)SR5 7.0(2) 8.0(1) 8.0(2) 8.0(2)SU1	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(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) 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 7.1.5.32900-2 7.1(5b) SU4 JTAPI 7.1(5.10000)-2 File Name 7.1.5.33900-10 7.1(5b) SU5 JTAPI 7.1(5.10000)-6 Filename 7.1.5.34900-7 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) SU1 JTAPI 8.0(3.10000)-3 File Name 8.0.3.21900-8 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:8.0.3.23900-5 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)-1 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 **Cisco Unified Communications Manager Express (Unified CME)[5]** 7.1, 8.0, 8.5 **UC520 Releases** 8.0 / 15.0(1)XA 8.0.5	**Native Servers** MCS-7816-I3-CCX1 MCS-7816-I4-CCX1 MCS-7825-I3-CCX1 MCS-7825-I4-CCX1 MCS-7825-I4-K9-CXA1 MCS-7835-I2-CCX1[6, 8] MCS-7835-I2-CCX2[8] MCS-7835-I3-CCX1 MCS-7845-I2-CCX1[7, 8] MCS-7845-I2-CCX2[8] MCS-7845-I3-CCX1 MCS-7816-H3-CCX1 MCS-7825-H3-CCX1 MCS-7825-H4-CCX1 MCS-7835-H2-CCX1[6, 8] MCS-7835-H2-CCX2[8] MCS-7845-H2-CCX1[7, 8] MCS-7845-H2-CCX2[8] MCS-7845-I3-CCX2 **Virtual Platform [9]** UCS B200 M1 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-I 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 DL380-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 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 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 7985G (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)[10] 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 7965G (SCCP & SIP) Cisco IP Phone 7975G (SCCP) Cisco IP Phone 7975G (SIP)[10] 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 Communicator (SCCP)[12]	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-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 7965G (SCCP & SIP) Cisco IP Phone 7975G (SCCP & SIP) Cisco IP Phone 7931G (SCCP & SIP)[11] Cisco IP Phone 6921 (SCCP)[13] Cisco IP Phone 6941 (SCCP)[13] Cisco IP Phone 6961 (SCCP)[13] Cisco IP Phone 8961 (SIP) Cisco IP Phone 9951 (SIP) Cisco IP Phone 9971 (SIP)

Security/AntiVirus Software	Java Versions	Quality Management (QM) [26]	Historical/Config Database	Enterprise Database
Cisco Security Agent (CSA) is Installed by Unified CCX 8.0(2)/ 8.0(2)SU2 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

Unified CCX CTI Versions	Editor Client 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 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 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 TelePresence Software	CUPS Releases	Microsoft Exchange Server	HR Client Version	HR Client[17] OS [18]
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 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)

Supported Languages[19]	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 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, 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, Dutch, Danish, Russian	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

AppAdmin, AppSupervisor, AppUser Client	MRCP	Speech Server[21]	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 **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 9.0[29]:** Nuance Speech Server 5.0.2 Nuance Recognizer 9.0.3 RealSpeak 4.5.0	2.0

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-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 7965G (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 Communicator (SCCP)[23, 25]

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. 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.
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. 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. 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 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[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) 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(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) 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 7.1.5.32900-2 7.1(5b) SU4 JTAPI 7.1(5.10000)-2 File Name 7.1.5.33900-10 7.1(5b) SU5 JTAPI 7.1(5.1000)-6 File Name 7.1.5.34900-7 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) SU1 JTAPI 8.0(3.10000)-3 File Name 8.0.3.21900-8 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:8.0.3.23900-14 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)-1 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 **Cisco Unified Communications Manager Express (Unified CME)[4]** 7.1 8.0 **UC520 Releases** 8.0 / 15.0(1) XA	MCS-7816-I3-CCX1 MCS-7816-I4-CCX1 MCS-7825-I3-CCX1 MCS-7825-I4-CCX1 MCS-7825-I4-K9-CXA1 MCS-7835-I2-CCX1[5, 7] MCS-7835-I2-CCX2[7] MCS-7835-I3-CCX1 MCS-7845-I2-CCX1[6, 7] MCS-7845-I2-CCX2[7] MCS-7845-I3-CCX1 MCS-7816-H3-CCX1 MCS-7825-H3-CCX1 MCS-7825-H4-CCX1 MCS-7835-H2-CCX1[5, 7] MCS-7835-H2-CCX2[7] MCS-7845-H2-CCX1[6, 7] MCS-7845-H2-CCX2[7] **Virtual Platform [8]** UCS B200 M1 Blade Server[27] UCS B200 M2 Blade Server[27] UCS C210 M1 UCS C210 M2 UCS C260 M2 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 IBM xSeries 3650 Single Intel Xeon 5140, 2.33 GHz[5, 7] IBM xSeries 3650 Dual Intel Xeon 5140, 2.33 GHz[6, 7] IBM xSeries 3650-M2 Single Intel Xeon Nehalem quad-core E5504, 2.0 GHz IBM xSeries 3650-M2 Single Intel Xeon Nehalem quad-core E5540, 2.53 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 DL 380-G5 Single Intel dual-core Xeon 5140, 2.33 GHz[5, 7] HP DL 380-G5 Dual Intel dual-core Xeon 5140, 2.33 GHz[6, 7] HP DL380-G6 Single Intel Nehalem quad-core E5504, 2.0 GHz, 4GB RAM, 2X146GB SAS Hard Drives HP DL380-G6 Single Intel Nehalem quad-core E5540, 2.53 GHz, 6GB RAM, 4X146GB SAS Hard Drives Cisco Intel Xeon 5500 series, 4 and 8 GB DDR3 1066 MHz and 1333 MHz Cisco Dual Intel Xeon 5540 quad-core, 8GB (2x4GB) DDR3 2.53 GHz	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-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 7985G (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)[9] 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 7965G (SCCP & SIP) Cisco IP Phone 7975G (SCCP) Cisco IP Phone 7975G (SIP)[9] Cisco IP Phone 7931G (SCCP & SIP)[10] 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 Communicator (SCCP)[11]	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-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 7965G (SCCP & SIP) Cisco IP Phone 7975G (SCCP & SIP) Cisco IP Phone 7931G (SCCP & SIP)[10] Cisco IP Phone 6921 (SCCP)[12] Cisco IP Phone 6941 (SCCP)[12] Cisco IP Phone 6961 (SCCP)[12] Cisco IP Phone 8961 (SIP) Cisco IP Phone 9951 (SIP) Cisco IP Phone 9971 (SIP)

Unified CCX CTI Versions	Editor Client OS [13]		WorkForce Management (WFM)[26]	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) 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)	

Security/AntiVirus Software	Java Versions	Quality Management (QM) [25]	Historical/Config Database	Enterprise Database
Cisco Security Agent (CSA) is installed by Unified CCX 8.0(2) 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 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
8.0.2.200	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 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(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 Languages[18]		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 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, 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, Dutch, Danish, Russian		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

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 **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 9.0[29]:** Nuance Speech Server 5.0.2 Nuance Recognizer 9.0.3 RealSpeak 4.5.0	2.0

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-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 7965G (SCCP & SIP) Cisco IP Phone 7975G (SCCP & SIP) Cisco IP Phone 7931G (SCCP & SIP)[10] 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 Communicator (SCCP)[23, 24]

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.
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.
8. 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.
9. 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 IVR, Release File name	Supported Unified CCX/IP IVR Upgrade Paths[1]	Cisco Unified Communications Manager (Unified CM) and Unified CM Business Edition Releases[29]	Hardware[2]	IP Phones for Cisco Agent Desktop	IP Phones for Cisco IP Phone Agent
8.0.2.10000 -41[3]	5.0(2) SR2 7.0(1) SR5 7.0(2) 8.0(1)	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(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) 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 7.1.5.32900-2 7.1(5b) SU4 JTAPI 7.1(5.10000)-2 File Name 7.1.5.33900-10 7.1(5b) SU5 JTAPI 7.1(5.10000)-6 File Name 7.1.5.34900-7 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) SU1 JTAPI 8.0(3.10000)-3 File Name 8.0.3.21900-8 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:8.0.3.23900-5 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)-1 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 **Cisco Unified Communications Manager Express (Unified CME)[4]** 7.1 8.0 **UC520 Releases** 8.0 / 15.0(1) XA	MCS-7816-I3-CCX1 MCS-7816-I4-CCX1 MCS-7825-I3-CCX1 MCS-7825-I4-CCX1 MCS-7835-I2-CCX1[5, 8] MCS-7835-I2-CCX2[8] MCS-7835-I3-CCX1 MCS-7845-I2-CCX1[6, 8] MCS-7845-I2-CCX2[8] MCS-7845-I3-CCX1 MCS-7825-I4-K9-CXA1 MCS-7816-H3-CCX1 MCS-7825-H3-CCX1 MCS-7825-H4-CCX1 MCS-7835-H2-CCX1[5, 8] MCS-7835-H2-CCX2[8] MCS-7845-H2-CCX1[6, 8] MCS-7845-H2-CCX2[8] **Virtual Platform [7]** UCS B200 M1 Blade Server UCS B200 M2 Blade Server UCS C210 M1 UCS C210 M2 UCS C260 M2 **Native Servers - Equivalent servers from IBM** 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 IBM xSeries 3650 Single Intel Xeon 5140, 2.33 GHz[5, 8] IBM xSeries 3650 Dual Intel Xeon 5140, 2.33 GHz[6, 8] IBM xSeries 3650-M2 Single Intel Xeon Nehalem quad-core E5504, 2.0 GHz IBM xSeries 3650-M2 Single Intel Xeon Nehalem quad-core E5540, 2.53 GHz **Native Servers - Equivalent servers from HP** 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 DL 380-G5 Single Intel dual-core Xeon 5140, 2.33 GHz[5, 8] HP DL 380-G5 Dual Intel dual-core Xeon 5140, 2.33 GHz[6, 8] HP DL380-G6 Single Intel Nehalem quad-core E5504, 2.0 GHz, 4GB RAM, 2X146GB SAS Hard Drives HP DL380-G6 Single Intel Nehalem quad-core E5540, 2.53 GHz, 6GB RAM, 4X146GB SAS Hard Drives **Native Servers - Equivalent servers from Intel** Cisco Intel Xeon 5500 series, 4 and 8 GB DDR3 1066 MHz and 1333 MHz Cisco Dual Intel Xeon 5540 quad-core, 8GB (2x4GB) DDR3 2.53 GHz	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-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 7985G (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)[9] 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 7965G (SCCP & SIP) Cisco IP Phone 7975G (SCCP) Cisco IP Phone 7975G (SIP)[9] Cisco IP Phone 7931G (SCCP & SIP)[10] 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 Communicator (SCCP)[11]	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-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 7965G (SCCP & SIP) Cisco IP Phone 7975G (SCCP & SIP) Cisco IP Phone 7931G (SCCP & SIP)[10] Cisco IP Phone 6921 (SCCP)[12] Cisco IP Phone 6941 (SCCP)[12] Cisco IP Phone 6961 (SCCP)[12] Cisco IP Phone 8961 (SIP) Cisco IP Phone 9951 (SIP) Cisco IP Phone 9971 (SIP)

Unified CCX CTI Versions	Editor Client OS [13]		WorkForce Management (WFM)[27]	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, Enterprise, Business) Windows 7 (Ultimate, Enterprise, Professional)		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)	

Security/AntiVirus Software	Java Versions	Quality Management (QM)[26]	Historical/Config Database	Enterprise Database
Cisco Security Agent (CSA) is installed by Unified CCX 8.0(2) Installer	**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 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 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
8.0.2.9	Win XP Professional SP2 Red Hat Enterprise Linux v5 Win Vista (Business and Ultimate) Windows 7 (Ultimate, Enterprise, and 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 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(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 Languages[18]		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 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, 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, Dutch, Danish, Russian		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

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 RealSpeak 4.5.0	2.0

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-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 7965G (SCCP & SIP) Cisco IP Phone 7975G (SCCP & SIP) Cisco IP Phone 7931G (SCCP & SIP)[10] 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 Communicator (SCCP)[23, 25]

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.
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. 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.
9. 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(3b) 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-I3-CCX1 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-CCX1[6, 7] MCS-7845-I2-CCX2[7] MCS-7845-I3-CCX1 MCS-7825-I4-K9-CXA1 MCS-7816-H3-CCX1 MCS-7825-H3-CCX1 MCS-7825-H4-CCX1 MCS-7835-H2-CCX1[5, 7] MCS-7835-H2-CCX2[7] MCS-7845-H2-CCX1[6, 7] MCS-7845-H2-CCX2[7] 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 IBM xSeries 3650 Single Intel Xeon 5140, 2.33 GHz[5, 7] IBM xSeries 3650 Dual Intel Xeon 5140, 2.33 GHz[6, 7] IBM xSeries 3650-M2 Single Intel Xeon Nehalem quad-core E5504, 2.0 GHz IBM xSeries 3650-M2 Single Intel Xeon Nehalem quad-core E5540, 2.53 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 DL 380-G5 Single Intel dual-core Xeon 5140, 2.33 GHz[5, 7] HP DL 380-G5 Dual Intel dual-core Xeon 5140, 2.33 GHz[6, 7] HP DL380-G6 Single Intel Nehalem quad-core E5504, 2.0 GHz, 4GB RAM, 2X146GB SAS Hard Drives HP DL380-G6 Single Intel Nehalem quad-core E5540, 2.53 GHz, 6GB RAM, 4X146GB SAS Hard Drives	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-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 7985G (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)[8] 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 7965G (SCCP & SIP) Cisco IP Phone 7975G (SCCP) Cisco IP Phone 7975G (SIP)[8] Cisco IP Phone 7931G (SCCP & SIP)[9] 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 Communicator (SCCP)[10]	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-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 7965G (SCCP & SIP) Cisco IP Phone 7975G (SCCP & SIP) Cisco IP Phone 7931G (SCCP & SIP)[9] Cisco IP Phone 6921 (SCCP)[11] Cisco IP Phone 6941 (SCCP)[11] Cisco IP Phone 6961 (SCCP)[11] Cisco IP Phone 8961 (SIP) Cisco IP Phone 9951 (SIP) Cisco IP Phone 9971 (SIP)

Security/AntiVirus Software	Java Versions	Historical/Config Database	Enterprise Database	
Cisco Security Agent (CSA) is installed by Unified CCX 8.0(1) Installer	**Custom Classes/SDK** Sun JRE 1.6.0_17 **Real-Time Reporting** Sun JRE 1.6.0_17	IBM Informix Dynamic Server (Installed by Unified CCX 8.0(1) Installer)	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 [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 (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 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 Languages[18]			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 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, 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, Dutch, Danish, Russian			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

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[27]:** 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[27]:** Nuance Speech Server 5.0.2 Nuance Recognizer 9.0.3 RealSpeak 4.5.0	2.0

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(014) 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-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 7965G (SCCP & SIP) Cisco IP Phone 7975G (SCCP & SIP) Cisco IP Phone 7931G (SCCP & SIP)[9] 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 Communicator (SCCP)[23. 24]

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.
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.
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. 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.
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. 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)

Supported Unified CCX/IP IVR Upgrade Paths[1]	Cisco Unified Communications Manager (Unified CM) and Unified CM Business Edition Releases	OS Releases	Hardware[2]	IP Phones for Cisco Agent Desktop	IP Phones for Cisco IP Phone Agent
4.0(5)[3] 4.5(x) 5.0(x) 7.0(1)SR5	6.1(1) JTAPI 6.1(1.1000)-1 Filename 6.1.1.1000-11 6.1(1a) JTAPI 6.1(1.1000)-1 File Name 6.1.1.2000-3 6.1(1b) JTAPI 6.1(1.1000)-1 File Name 6.1.1.3000-2 6.1(2) JTAPI 6.1(2.1000)-12 File Name 6.1.2.1000-13 6.1(2) SU1a 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(3b) JTAPI 6.1(3.1000)-1 File Name 6.1.3.3000-1 6.1(3b) SU1 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) SU1 JTAPI 6.1(4.1190)-1 File Name 6.1.4.1190-3 6.1(4a) JTAPI 6.1(4.1000)-9 File Name 6.1.4.2000-2 6.1(5) JTAPI 6.1(5.10000)-6 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 6.1.5.10000-8 File Name 6.1.5.13900-4 7.0(1) JTAPI 7.0(1.1000)-1 File Name 7.0.1.10000-11 7.0(2) JTAPI 7.0(2.1000)-3 File Name 7.0.2.10000-6 7.0(2a) JTAPI 7.0(2.1000)-3 File Name 7.0.2.20000-5 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 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(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 Express (Unified CME)[4]** 4.2 7.0 7.1 **UC520 Releases** 7.0 / 12.4(20) T1 4.2 / 12.4(11) XW9	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-I2-CCX1 MCS-7816-I3-CCX1[6] MCS-7816-I4-CCX1 MCS-7816-H3-CCX1[6] MCS-7825-I1-CC1 MCS-7825-I2-CCX1 MCS-7825-I3-CCX1[6] MCS-7825-I4-CCX1 MCS-7825-H1-CC1 MCS-7825-H2-CCX1 MCS-7825-H3-CCX1[6] MCS-7825-H4-CCX1 MCS-7835-H1-CC1 MCS-7835-H2-CCX1 MCS-7835-H2-CCX1 MCS-7835-I1-CC1 MCS 7835-I1 - x346r single-cpu retrofit MCS-7835-H1-DL380-G4 single CPU retrofit MCS-7835-I2-CCX1 MCS-7835-I2-CCX2 MCS-7835-I3-CCX1[7] MCS-7845-I1-CC1 MCS-7845-I2-CCX1 MCS-7845-I2-CCX2 MCS-7845-I3-CCX1[7] MCS-7845-H1-CC1 MCS-7845-H2-CCX1 MCS-7845-H2-CCX2 MCS-7845-I1-x346r double-cpu retrofit MCS-7845-H1-DL380-G4 double-cpu retrofit IBM xSeries 206M Single Intel dual-core Pentium D, 2.8 GHz IBM xSeries 306 Single Intel Pentium 4, 3.4 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 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 IBM xSeries 346 Single Intel Xeon 3.4 GHz IBM xSeries 346 Dual Intel Xeon 3.4 GHz IBM xSeries 3650 Single Intel Xeon 5140, 2.33 GHz IBM xSeries 3650 Dual Intel Xeon 5140, 2.33 GHz 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 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 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 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-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 7985G (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)[8] 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 7965G (SCCP & SIP) Cisco IP Phone 7975G (SCCP) Cisco IP Phone 7975G (SIP)[8] Cisco IP Phone 7931G (SCCP & SIP)[9] Cisco IP Communicator (SCCP)[10] Cisco IP Phone 6921(SCCP) Cisco IP Phone 6941(SCCP) Cisco IP Phone 6961(SCCP)	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-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 7965G (SCCP & SIP) Cisco IP Phone 7975G (SCCP & SIP) Cisco IP Phone 7931G (SCCP & SIP)[9] Cisco IP Phone 6921(SCCP) Cisco IP Phone 6941(SCCP) Cisco IP Phone 6961(SCCP)

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

Security/AntiVirus Software	Java Versions	Quality Management (QM)	Historical/Config Database	Enterprise Database
Cisco Security Agent (CSA)[11] 4.5.1.639-2.0(3) 4.5.1.645-2.0(4) 4.5.1.655-2.0(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(5) 5.0.0.217-3.0(6) 5.0.0.225-3.0(7) 5.0.0.232-3.0(9) 5.0.0.235-3.0(10) 5.2.0.281-3.1(3)k9 5.2.0.282-3.1(5)k9 5.2.0.282-3.1(7)k9 5.2.0.296-3.1(9)k9 **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	**Custom Classes/ SDK** Sun JRE 1.5.0_011 Sun JRE 1.5.0_014 Sun JRE 1.6.0_12 Sun JRE 1.6.0_17 **Real-Time Reporting** Sun JRE 1.6.0_12 Sun JRE 1.6.0_17	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	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, Enterpriise, 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 20	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 TelePresence 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/ 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

HR Client Version	HR Client MDAC	Supported Languages[16]	Wallboard	Crystal Reports
7.0(2.25)	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, Swedish, Dutch, Danish, Russian	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

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 **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

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	**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-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 7965G (SCCP & SIP) Cisco IP Phone 7975G (SCCP & SIP) Cisco IP Phone 7931G (SCCP & SIP)[9] Cisco IP Phone 6921(SCCP) Cisco IP Phone 6941(SCCP) Cisco IP Phone 6961(SCCP) Cisco IP Communicator (SCCP)[19]

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.
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.
5. Unified CCX 7.0 (1) should have a 72GB HD and 2GB RAM minimum.
6. 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 CCX/IP IVR Upgrade Paths[1]	Cisco Unified Communications Manager (Unified CM) and Unified CM Business Edition Releases	OS Releases	Hardware[2]	IP Phones for Cisco Agent Desktop	IP Phones for Cisco IP Phone Agent

7.0(1)
7.0(1) SR1
7.0(1) SR2[3]
7.0(1) SR3
7.0(1) SR4
	6.1(1) JTAPI 6.1(1.1000)-1
	Filename 6.1.1.1000-11
	6.1(1a) JTAPI 6.1(1.1000)-1
	File Name 6.1.1.2000-3
	6.1(1b) JTAPI 6.1(1.1000)-1
	File Name 6.1.1.3000-2
	6.1(2) JTAPI 6.1(2.1000)-12
	File Name 6.1.2.1000-13
	6.1(2) SU1a
	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(3b) JTAPI 6.1(3.1000)-1
	File Name 6.1.3.3000-1
	6.1(3b) SU1 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) SU1 JTAPI
	6.1(4.1190)-1
	File Name 6.1.4.1190-3
	6.1(4a) JTAPI 6.1(4.1000)-9
	File Name 6.1.4.2000-2
	6.1(5) JTAPI 6.1(5.10000)-6
	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 6.1.5.10000-8
	File Name 6.1.5.13900-4
	
	7.0(1) JTAPI 7.0(1.1000)-1
	File Name 7.0.1.10000-11
	
	7.0(2) JTAPI 7.0(2.1000)-3
	File Name 7.0.2.10000-6
	
	7.0(2a) JTAPI 7.0(2.1000)-3
	File Name 7.0.2.20000-5
	
	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
	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(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)SU4 JTAPI
	7.1(5.10000)-5
	File Name 7.1.5.33900-10
	7.1(5b) SU5 JTAPI
	7.1(5.10000)-6
	Filename: 7.1.5.34900-7
	
	Cisco Unified Communications Manager Express (Unified CME)[4]
	4.2
	7.0
	7.1
	UC520 Releases
	7.0 / 12.4(20) T1
	4.2 / 12.4(11) XW9
		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
		SR21
		OS 2003.1.3b
		SR2
		SR3
		SR4
		SR5
		SR6
		SR7
		SR8
		SR9
		OS 2003.1.4a
		SR2
		SR3
		SR4
		SR5
		SR6
		SR7
		SR8
		SR9
		SR10
		SR11
		SR12
		SR13
		SR14
		SR15
		SR16
		OS 2003.1.5
		SR1
		SR2
		SR3
		OS 2003.1.5a
		SR3a
		SR4
		SR5
		SR6
		SR7
		SR8
		SR9
		SR10
		SR11
		SR12
		SR13
		SR14
		SR15
		SR16
		SR17
		SR18
		SR19
			MCS-7815-I1-CC1[5]
			MCS-7815-I1-CC2
			MCS-7815-I2-CCX1
			MCS-7816-I3-CCX1[6]
			MCS-7816-I4-CCX1
			MCS-7816-H3-CCX1[6]
			MCS-7825-I1-CC1
			MCS-7825-I2-CCX1
			MCS-7825-I3-CCX1[6]
			MCS-7825-I4-CCX1
			MCS-7825-H1-CC1
			MCS-7825-H2-CCX1
			MCS-7825-H3-CCX1[6]
			MCS-7825-H4-CCX1
			MCS-7835-H1-CC1
			MCS-7835-H2-CCX1
			MCS-7835-H2-CCX1
			MCS-7835-I1-CC1
			MCS 7835-I1 - x346r single-cpu retrofit
			MCS-7835-H1-DL380-G4 single CPU retrofit
			MCS-7835-I2-CCX1
			MCS-7835-I2-CCX2
			MCS-7835-I3-CCX1[7]
			MCS-7845-I1-CC1
			MCS-7845-I2-CCX1
			MCS-7845-I2-CCX2
			MCS-7845-I3-CCX1[7]
			MCS-7845-H1-CC1
			MCS-7845-H2-CCX1
			MCS-7845-H2-CCX2
			MCS-7845-I1-x346r double-cpu retrofit
			MCS-7845-H1-DL380-G4 double-cpu
			  retrofit
			
			IBM xSeries 206M Single Intel dual-core
			  Pentium D, 2.8 GHz
			IBM xSeries 306 Single Intel Pentium 4,
			  3.4 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 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
			IBM xSeries 346 Single Intel Xeon 3.4 GHz
			IBM xSeries 346 Dual Intel Xeon 3.4 GHz
			IBM xSeries 3650 Single Intel Xeon 5140,
			  2.33 GHz
			IBM xSeries 3650 Dual Intel Xeon 5140,
			  2.33 GHz
			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
			  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
			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 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-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 7985G (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)[8]
				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 7965G (SCCP & SIP)
				Cisco IP Phone 7975G (SCCP)
				Cisco IP Phone 7975G (SIP)[8]
				Cisco IP Phone 7931G (SCCP & SIP)[9]
				Cisco IP Communicator (SCCP)[10]
				Cisco IP Phone 6921(SCCP)
				Cisco IP Phone 6941(SCCP)
				Cisco IP Phone 6961(SCCP)
					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-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 7965G (SCCP & SIP)
					Cisco IP Phone 7975G (SCCP & SIP)
					Cisco IP Phone 7931G (SCCP & SIP)[9]
					Cisco IP Phone 6921(SCCP)
					Cisco IP Phone 6941(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)

Security/AntiVirus Software	Java Versions	Quality Management (QM)	Historical/Config Database	Enterprise Database
Cisco Security Agent (CSA)[11] 4.5.1.639-2.0(3) 4.5.1.645-2.0(4) 4.5.1.655-2.0(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(5) 5.0.0.217-3.0(6) 5.0.0.225-3.0(7) 5.0.0.232-3.0(9) 5.0.0.235-3.0(10) 5.2.0.281-3.1(3)k9 5.2.0.282-3.1(5)k9 5.2.0.282-3.1(7)k9 5.2.0.296-3.1(9)k9 **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	**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	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 & Release Notes) Win Vista (Ultimate and Business) Win XP Professional SP3 (Please check Tech Tips & Release Notes)	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 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 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(1.50)

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, 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, AppSupervisor, AppUser Client	MRCP	Speech Server[19]	VXML
Internet Explorer 6.x, and 7.x[20]	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, 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	2.0

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-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 7965G (SCCP & SIP) Cisco IP Phone 7975G (SCCP & SIP) Cisco IP Phone 7931G (SCCP & SIP)[9] Cisco IP Phone 6921(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.
5. Unified CCX 7.0 (1) should have a 72GB HD and 2GB RAM minimum.
6. 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.
    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.

21. 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.

Cisco Unified CCX and Cisco Unified IP IVR,Release 7.0(1)SR4 Solution Set[1] (Sheet 1 of 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) 7.0(1) SR1 7.0(1) SR2[4] 7.0(1)SR3	6.1(1) JTAPI 6.1(1.1000)-1 Filename 6.1.1.1000-11 6.1(1a) JTAPI 6.1(1.1000)-1 File Name 6.1.1.2000-3 6.1(1b) JTAPI 6.1(1.1000)-1 File Name 6.1.1.3000-2 6.1(2) JTAPI 6.1(2.1000)-12 File Name 6.1.2.1000-13 6.1(2)SU1a 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(3b) JTAPI 6.1(3.1000)-1 File Name 6.1.3.3000-1 6.1(3b)SU1 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) SU1 JTAPI 6.1(4.1190)-1 File Name 6.1.4.1190-3 6.1(4a) JTAPI 6.1(4.1000)-9 File Name 6.1.4.2000-2 6.1(5) JTAPI 6.1(5.10000)-6 File Name 6.1.5.10000-10 6.1(5)SU2 JTAPI 6.1(5.10000)-8 File name 6.1.5.12900-7 7.0(1) JTAPI 7.0(1.1000)-1 File Name 7.0.1.10000-11 7.0(2) JTAPI 7.0(2.1000)-3 File Name 7.0.2.10000-6 7.0(2a) JTAPI 7.0(2.1000)-3 File Name 7.0.2.20000-5 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 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 **Cisco Unified Communications Manager Express (Unified CME)[5]** 4.2 7.0 7.1 **UC520 Releases** 7.0 / 12.4(20) T1 4.2 / 12.4(11) XW9	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 SR21 OS 2003.1.3b SR2 SR3 SR4 SR5 SR6 SR7 SR8 SR9 OS 2003.1.4a SR2 SR3 SR4 SR5 SR6 SR7 SR8 SR9 SR10 SR11 SR12 SR13 SR14 SR15 SR16 OS 2003.1.5 SR1 SR2 SR3 OS 2003.1.5a SR3a SR4 SR5 SR6 SR7 SR8 SR9 SR10 SR11 SR12 SR13 SR14 SR15 SR16	MCS-7815-I1-CC1[6] MCS-7815-I1-CC2 MCS-7815-I2-CCX1 MCS-7816-I3-CCX1[7] MCS-7816-I4-CCX1 MCS-7816-H3-CCX1[7] MCS-7825-I1-CC1 MCS-7825-I2-CCX1 MCS-7825-I3-CCX1[7] MCS-7825-I4-CCX1 MCS-7825-H1-CC1 MCS-7825-H2-CCX1 MCS-7825-H3-CCX1[7] MCS-7835-H1-CC1 MCS-7835-H2-CCX1 MCS-7835-H2-CCX2 MCS-7835-I1-CC1 MCS 7835-I1 - x346r single-cpu retrofit MCS-7835-H1-DL380-G4 single CPU retrofit MCS-7835-I2-CCX1 MCS-7835-I2-CCX2 MCS-7835-I3-CCX1[8] MCS-7845-I1-CC1 MCS-7845-I2-CCX1 MCS-7845-I2-CCX2 MCS-7845-I3-CCX1[8] MCS-7845-H1-CC1 MCS-7845-H2-CCX1 MCS-7845-H2-CCX2 MCS-7845-I1-x346r double-cpu retrofit MCS-7845-H1-DL380-G4 double-cpu retrofit IBM xSeries 206M Single Intel dual-core Pentium D, 2.8 GHz IBM xSeries 306 Single Intel Pentium 4, 3.4 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 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 IBM xSeries 346 Single Intel Xeon 3.4 GHz IBM xSeries 346 Dual Intel Xeon 3.4 GHz IBM xSeries 3650 Single Intel Xeon 5140, 2.33 GHz IBM xSeries 3650 Dual Intel Xeon 5140, 2.33 GHz IBM xSeries 3650-M2 Single Intel Xeon Nehalem quad-core E5504, 2.0 GHz[8] IBM xSeries 3650-M2 Single Intel Xeon Nehalem quad-core E5540, 2.53 GHz[8] 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 HP DL380-G6 Single Intel Nehalem quad-core E5504, 2.0 GHz, 4GB RAM, 2X146GB SAS Hard Drives[8] HP DL380-G6 Single Intel Nehalem quad-core E5540, 2.53 GHz, 6GB RAM, 4X146GB SAS Hard Drives[8]	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-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 7985G (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)[9] 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 7965G (SCCP & SIP) Cisco IP Phone 7975G (SCCP) Cisco IP Phone 7975G (SIP)[9] Cisco IP Phone 7931G (SCCP & SIP)[10] Cisco IP Phone 6921(SCCP) Cisco IP Phone 6941(SCCP) Cisco IP Phone 6961(SCCP) Cisco IP Communicator (SCCP)[11]	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-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 7965G (SCCP & SIP) Cisco IP Phone 7975G (SCCP & SIP) Cisco IP Phone 7931G (SCCP & SIP)[10] Cisco IP Phone 6921(SCCP)[12] Cisco IP Phone 6941(SCCP)[12] Cisco IP Phone 6961(SCCP)[12]

Security/AntiVirus Software	Java Versions	Quality Management (QM)[13]	Historical/Config Database	Enterprise Database
Cisco Security Agent (CSA)[13] 4.5.1.639-2.0(3) 4.5.1.645-2.0(4) 4.5.1.655-2.0(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(5) 5.0.0.217-3.0(6) 5.0.0.225-3.0(7) 5.0.0.232-3.0(9) 5.0.0.235-3.0(10) 5.2.0.281-3.1(3)k9 5.2.0.282-3.1(5)k9 5.2.0.282-3.1(7)k9 5.2.0.296-3.1(9)k9 **McAfee Virus Scan Enterprise** 8.0 8.0i 8.5i[14] 8.7i **Norton Antivirus Enterprise** 9.0 **Symantec Antivirus Corporate Edition** 10.1 10.2 **Symantec Endpoint Protection** 11 **Trend Micro OfficeScan Antivirus**[15] 7.3 10.5	**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	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 & Release Notes) Win Vista (Ultimate and Business) Win XP Professional SP3 (Please check Tech Tips & Release Notes)	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 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 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)

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 **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	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, AppSupervisor, AppUser Client	MRCP	Speech Server[21]	VXML
Internet Explorer 6.x, and 7.x[22]	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 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	2.0

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-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 7965G (SCCP & SIP) Cisco IP Phone 7975G (SCCP & SIP) Cisco IP Phone 7931G (SCCP & SIP)[10] Cisco IP Phone 6921(SCCP) Cisco IP Phone 6941(SCCP) Cisco IP Phone 6961(SCCP) Cisco IP Communicator (SCCP)[23]

1. 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.
9. 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.
18. 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)

Supported Unified CCX/IP IVR Upgrade Paths[1]	Cisco Unified Communications Manager (Unified CM) and Unified CM Business Edition Releases	OS Releases	Hardware[2]	IP Phones for Cisco Agent Desktop	IP Phones for Cisco IP Phone Agent
7.0(1) 7.0(1) SR1 7.0(1) SR2[3]	6.1(1) JTAPI 6.1(1.1000)-1 Filename 6.1.1.1000-11 6.1(1a) JTAPI 6.1(1.1000)-1 File Name 6.1.1.2000-3 6.1(1b) JTAPI 6.1(1.1000)-1 File Name 6.1.1.3000-2 6.1(2) JTAPI 6.1(2.1000)-12 File Name 6.1.2.1000-13 6.1(2)SU1a 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(3b) JTAPI 6.1(3.1000)-1 File Name 6.1.3.3000-1 6.1(3b) SU1 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) SU1 JTAPI 6.1(4.1190)-1 File Name 6.1.4.1190-3 6.1(4a) JTAPI 6.1(4.1000)-9 File Name 6.1.4.2000-2 6.1(5) JTAPI 6.1(5.10000)-6 File Name 6.1.5.10000-10 6.1(5)SU2 JTAPI 6.1(5.10000)-8 File name 6.1.5.12900-7 7.0(1) JTAPI 7.0(1.1000)-1 File Name 7.0.1.10000-11 7.0(2) JTAPI 7.0(2.1000)-3 File Name 7.0.2.10000-6 7.0(2a) JTAPI 7.0(2.1000)-3 File Name 7.0.2.20000-5 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(4) JTAPI 7.1(4.10000)-1 File Name 7.1.4.10000-4 **Cisco Unified Communications Manager Express (Unified CME)[4]** 4.2 7.0 7.1 **UC520 Releases** 7.0 / 12.4(20) T1 4.2 / 12.4(11) XW9	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 SR21 OS 2003.1.3b SR2 SR3 SR4 SR5 SR6 SR7 SR8 SR9 SR10 SR11 SR12 SR13 SR14 SR15 SR16 OS 2003.1.4a SR2 SR3 SR4 SR5 SR6 SR7 SR8 SR9 SR10 SR11 SR12 SR13 SR14 SR15 SR16 OS 2003.1.5 SR1 SR2 SR3 OS 2003.1.5a SR3a SR4 SR5 SR6 SR7 SR8 SR9 SR10 SR11 SR12 SR13 SR14 SR15 SR16	MCS-7815-I1-CC1[5] MCS-7815-I1-CC2 MCS-7815-I2-CCX1 MCS-7816-I3-CCX1[6] MCS-7816-I4-CCX1 MCS-7816-H3-CCX1[6] MCS-7825-I1-CC1 MCS-7825-I2-CCX1 MCS-7825-I3-CCX1[6] MCS-7825-I4-CCX1 MCS-7825-H1-CC1 MCS-7825-H2-CCX1 MCS-7825-H3-CCX1[6] MCS-7825-H4-CCX1 MCS-7835-H1-CC1 MCS-7835-H2-CCX1 MCS-7835-H2-CCX2 MCS-7835-I1-CC1 MCS 7835-I1 - x346r single-cpu retrofit MCS-7835-H1-DL380-G4 single CPU retrofit MCS-7835-I2-CCX1 MCS-7835-I2-CCX2 MCS-7845-I1-CC1 MCS-7845-I2-CCX1 MCS-7845-I2-CCX2 MCS-7845-H1-CC1 MCS-7845-H2-CCX1 MCS-7845-H2-CCX2 MCS-7845-I1-x346r double-cpu retrofit MCS-7845-H1-DL380-G4 double-cpu retrofit IBM xSeries 206M Single Intel dual-core Pentium D, 2.8 GHz IBM xSeries 306 Single Intel Pentium 4, 3.4 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 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 IBM xSeries 346 Single Intel Xeon 3.4 GHz IBM xSeries 346 Dual Intel Xeon, 3.4 GHz IBM xSeries 3650 Single Intel Xeon 5140, 2.33 GHz IBM xSeries 3650 Dual Intel Xeon 5140, 2.33 GHz 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 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-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 7985G (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)[7] 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 7965G (SCCP & SIP) Cisco IP Phone 7975G (SCCP) Cisco IP Phone 7975G (SIP)[7] Cisco IP Phone 7931G (SCCP & SIP)[8] Cisco IP Phone 6921(SCCP) Cisco IP Phone 6941(SCCP) Cisco IP Phone 6961(SCCP) Cisco IP Communicator (SCCP)[9]	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-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 7965G (SCCP & SIP) Cisco IP Phone 7975G (SCCP & SIP) Cisco IP Phone 7931G (SCCP & SIP)[8] Cisco IP Phone 6921(SCCP)[10] Cisco IP Phone 6941(SCCP)[10] Cisco IP Phone 6961(SCCP)[10]

Security/AntiVirus Software	Java Versions	Quality Management (QM)	Historical/Config Database	Enterprise Database
Cisco Security Agent (CSA)[23] 4.5.1.639-2.0(3) 4.5.1.645-2.0(4) 4.5.1.655-2.0(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(5) 5.0.0.217-3.0(6) 5.0.0.225-3.0(7) 5.0.0.232-3.0(9) 5.0.0.235-3.0(10) 5.2.0.281-3.1(3)k9 5.2.0.282-3.1(5)k9 5.2.0.282-3.1(7)k9 5.2.0.296-3.1(9)k9 **McAfee Virus Scan Enterprise** 8.0 8.0i 8.5i[11] 8.7i **Norton Antivirus Enterprise** 9.0 **Symantec Antivirus Corporate Edition** 10.1 10.2 **Symantec Endpoint Protection** 11 **Trend Micro OfficeScan Antivirus**[12] 7.3 10.5	**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 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 & Release Notes) Win Vista (Ultimate and Business) Win XP Professional SP3 (Please check Tech Tips & Release Notes)	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[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)

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, 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, AppSupervisor, AppUser Client	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[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	2.0

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 7912G (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 (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 7965G (SCCP & SIP) Cisco IP Phone 7975G (SCCP & SIP) Cisco IP Phone 7931G (SCCP & SIP)[8] Cisco IP Phone 6921(SCCP) Cisco IP Phone 6941(SCCP) Cisco IP Phone 6961(SCCP) Cisco IP Communicator (SCCP)[20]

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.
5. Unified CCX 7.0 (1) should have a 72GB HD and 2GB RAM minimum.
6. The hardware is compatible with OS 2003.1.2a and higher.
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. 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)

Supported Unified CCX/IP IVR Upgrade Paths[1]	Cisco Unified 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

7.0(1)	6.1(1) JTAPI 6.1(1.1000)-1
	Filename 6.1.1.1000-11
	
	6.1(1a) JTAPI 6.1(1.1000)-1
	File Name 6.1.1.2000-3
	
	6.1(1b) JTAPI 6.1(1.1000)-1
	File Name 6.1.1.3000-2
	
	6.1(2) JTAPI 6.1(2.1000)-12
	File Name 6.1.2.1000-13
	
	6.1(2) SU1a
	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(3b) JTAPI 6.1(3.1000)-1
	File Name 6.1.3.3000-1
	
	6.1(3b) SU1
	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(4a) JTAPI 6.1(4.1000)-9
	File Name 6.1.4.2000-2
	
	6.1(5) JTAPI 6.1(5.10000)-6
	File Name 6.1.5.10000-10
	
	7.0(1) JTAPI 7.0(1.1000)-1
	File Name 7.0.1.10000-11
	
	7.0(2) JTAPI 7.0(2.1000)-3
	File Name 7.0.2.10000-6
	
	 7.0(2a) JTAPI 7.0(2.1000)-3
	File Name 7.0.2.20000-5
	
	Cisco Unified Communications Manager Express (Unified CME)[3]
	4.2
	7.0
	7.1
	
	UC520 Releases
	7.0 / 12.4(20) T1
	4.2 / 12.4(11) XW9
		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
		SR21
		OS 2003.1.3b
		SR2
		SR3
		SR4
		SR5
		SR6
		SR7
		SR8
		SR9
		OS 2003.1.4a
		SR2
		SR3
		SR4
		SR5
		SR6
		SR7
		SR8
		SR9
		SR10
		SR11
		SR12
		SR13
		SR14
		SR15
		SR16
		OS 2003.1.5
		SR1
		SR2
		SR3
		OS 2003.1.5a
		SR3a
		SR4
		SR5
		SR6
		SR7
		SR8
		SR9
		SR10
		SR11
		SR12
		SR13
		SR14
		SR15
		SR16
			MCS-7815-I1-CC1[4]
			MCS-7815-I1-CC2
			MCS-7815-I2-CCX1[5]
			MCS-7816-I3-CCX1[5]
			MCS-7816-H3-CCX1[5]
			MCS-7816-I4-CCX1
			MCS-7825-I1-CC1
			MCS-7825-I2-CCX1[4]
			MCS-7825-I3-CCX1[5]
			MCS-7825-I4-CCX1
			MCS-7825-H1-CC1
			MCS-7825-H2-CCX1[4]
			MCS-7825-H3-CCX1[5]
			MCS-7825-H4-CCX1
			MCS-7835-H1-CC1
			MCS-7835-I1-CC1
			MCS-7835-I2-CCX1
			MCS-7835-I2-CCX2
			MCS 7835-I1 - x346r single-cpu
			   retrofit
			MCS-7835-H1-DL380-G4 single
			   CPU retrofit
			MCS-7835-H2-CCX1
			MCS-7835-H2-CCX2
			MCS-7845-I1-CC1
			MCS-7845-I2-CCX1
			MCS-7845-I2-CCX2
			MCS-7845-H1-CC1
			MCS-7845-H2-CCX1
			MCS-7845-H2-CCX2
			MCS-7845-I1-x346r double-cpu
			   retrofit
			MCS-7845-H1-DL380-G4
			   double-cpu retrofit
			
			IBM xSeries 206M Single Intel
			   dual-core Pentium D, 2.8 GHz
			IBM xSeries 306 Single Intel
			   Pentium 4, 3.4 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 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
			IBM xSeries 346 Single Intel Xeon
			   3.4 GHz
			IBM xSeries 346 Dual Intel Xeon,
			   3.4 GHz
			IBM xSeries 3650 Single Intel
			   Xeon 5140, 2.33 GHz
			IBM xSeries 3650 Dual Intel Xeon
			   5140, 2.33 GHz
			
			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 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-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 7985G (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)[6]
				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 7965G (SCCP & SIP)
				Cisco IP Phone 7975G (SCCP)
				Cisco IP Phone 7975G (SIP)[6]
				Cisco IP Phone 7931G (SCCP & SIP)[7]
				
				Cisco IP Communicator (SCCP)[8]
					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-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 7965G (SCCP & SIP)
					Cisco IP Phone 7975G (SCCP & SIP)
					Cisco IP Phone 7931G (SCCP & SIP)[7]

Security/AntiVirus Software	Java Versions	Quality Management (QM)	Historical/Config Database	Enterprise Database
Cisco Security Agent (CSA)[9, 21] 4.5.1.639-2.0(3) 4.5.1.645-2.0(4) 4.5.1.655-2.0(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(5) 5.0.0.217-3.0(6) 5.0.0.225-3.0(7) 5.0.0.232-3.0(9) 5.0.0.235-3.0(10) 5.2.0.281-3.1(3)k9 5.2.0.282-3.1(5)k9 5.2.0.282-3.1(7)k9 5.2.0.296-3.1(9)k9 **McAfee Virus Scan Enterprise** 8.0 8.0i 8.5i[10] 8.7i **Norton Antivirus Enterprise** 9.0 **Symantec Antivirus Corporate Edition** 10.1 10.2 **Symantec Endpoint Protection** 11 **Trend Micro OfficeScan Antivirus**[11] 7.3 10.5	**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 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 & Release Notes) Win Vista (Ultimate and Business) Win XP Professional SP3 (Please check Tech Tips & Release Notes)	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 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(1.2)

HR Client MDAC	Supported Languages[16]	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, 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, AppSupervisor, AppUser Client	MRCP	Speech Server[17]	VXML
Internet Explorer 6.x, and 7.x[18]	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

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 7912G (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 (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 7965G (SCCP & SIP) Cisco IP Phone 7975G (SCCP & SIP) Cisco IP Phone 7931G (SCCP & SIP)[7] Cisco IP Communicator (SCCP)[19]

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.
5. The hardware is compatible with OS 2003.1.2a and higher.
6. Compatible with Cisco TelePresence Manager.
7. CTI control of 7931 phones is not allowed if the configuration parameter Outbound Call Rollover is set to Rollover value.
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. 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)

Supported Unified CCX/IP IVR Upgrade Paths[1]	Cisco Unified 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]
4.5(x)
5.0(x)
	6.1(1) JTAPI 6.1(1.1000)-1
	Filename 6.1.1.1000-11
	
	6.1(1a) JTAPI 6.1(1.1000)-1
	File Name 6.1.1.2000-3
	
	6.1(1b) JTAPI 6.1(1.1000)-1
	File Name 6.1.1.3000-2
	
	6.1(2) JTAPI 6.1(2.1000)-12
	File Name 6.1.2.1000-13
	
	6.1(2)SU1a
	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(3b) JTAPI 6.1(3.1000)-1
	File Name 6.1.3.3000-1
	
	6.1(3b) SU1
	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(4a) JTAPI 6.1(4.1000)-9
	File Name 6.1.4.2000-2
	
	6.1(5) JTAPI 6.1(5.10000)-6
	File Name 6.1.5.10000-10
	
	7.0(1) JTAPI 7.0(1.1000)-1
	File Name 7.0.1.10000-11
	
	7.0(2) JTAPI 7.0(2.1000)-3
	File Name 7.0.2.10000-6
	
	7.0(2a) JTAPI 7.0(2.1000)-3
	File Name 7.0.2.20000-5
	
	Cisco Unified Communications Manager Express (Unified CME)[4]
	
	4.2
	7.0
	7.1
	
	UC520 Releases
	
	7.0 / 12.4(20) T1
	4.2 / 12.4(11) XW9
		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
		SR21
		OS 2003.1.3b
		SR2
		SR3
		SR4
		SR5
		SR6
		SR7
		SR8
		SR9
		OS 2003.1.4a
		SR2
		SR3
		SR4
		SR5
		SR6
		SR7
		SR8
		SR9
		SR10
		SR11
		SR12
		SR13
		SR14
		SR15
		SR16
		OS 2003.1.5
		SR1
		SR2
		SR3
		OS 2003.1.5a
		SR3a
		SR4
		SR5
		SR6
		SR7
		SR8
		SR9
		SR10
		SR11
		SR12
		SR13
		SR14
		SR15
		SR16
			MCS-7815-I1-CC1[5]
			MCS-7815-I1-CC2
			MCS-7815-I2-CCX1[6]
			MCS-7816-I3-CCX1
			MCS-7816-H3-CCX1[6]
			MCS-7816-I4-CCX1
			MCS-7825-I1-CC1
			MCS-7825-I2-CCX1[5]
			MCS-7825-I3-CCX1[6]
			MCS-7825-I4-CCX1
			MCS-7825-H1-CC1
			MCS-7825-H2-CCX1[5]
			MCS-7825-H3-CCX1[6]
			MCS-7825-H4-CCX1
			MCS-7835-H1-CC1
			MCS-7835-I1-CC1
			MCS-7835-I2-CCX1
			MCS-7835-I2-CCX2
			MCS 7835-I1 - x346r single-cpu
			  retrofit
			MCS-7835-H1-DL380-G4 single
			  CPU retrofit
			MCS-7835-H2-CCX1
			MCS-7835-H2-CCX2
			MCS-7845-I1-CC1
			MCS-7845-I2-CCX1
			MCS-7845-I2-CCX2
			MCS-7845-H1-CC1
			MCS-7845-H2-CCX1
			MCS-7845-H2-CCX2
			MCS-7845-I1-x346r double-cpu
			  retrofit
			MCS-7845-H1-DL380-G4
			  double-cpu retrofit
			
			IBM xSeries 206M Single Intel
			  dual-core Pentium D, 2.8 GHz
			IBM xSeries 306 Single Intel
			  Pentium 4, 3.4 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 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
			IBM xSeries 346 Single Intel Xeon
			  3.4 GHz
			IBM xSeries 346 Dual Intel Xeon,
			  3.4 GHz
			IBM xSeries 3650 Single Intel
			  Xeon 5140, 2.33 GHz
			IBM xSeries 3650 Dual Intel Xeon
			  5140, 2.33 GHz
			
			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 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-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 7985G (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)[7]
				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 7965G (SCCP & SIP)
				Cisco IP Phone 7975G (SCCP)
				Cisco IP Phone 7975G (SIP)[7]
				Cisco IP Phone 7931G (SCCP & SIP)[8]
				
				Cisco IP Communicator (SCCP)[9]
					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-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 7965G (SCCP & SIP)
					Cisco IP Phone 7975G (SCCP & SIP)
					Cisco IP Phone 7931G (SCCP & SIP)[8]

Security/AntiVirus Software	Java Versions	Quality Management (QM)	Historical/Config Database	Enterprise Database
Cisco Security Agent (CSA)[10, 21] 4.5.1.639-2.0(3) 4.5.1.645-2.0(4) 4.5.1.655-2.0(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(5) 5.0.0.217-3.0(6) 5.0.0.225-3.0(7) 5.0.0.232-3.0(9) 5.0.0.235-3.0(10) 5.2.0.281-3.1(3)k9 5.2.0.282-3.1(5)k9 5.2.0.282-3.1(7)k9 5.2.0.296-3.1(9)k9 **McAfee Virus Scan Enterprise** 8.0 8.0i 8.5i[11] 8.7i **Norton Antivirus Enterprise** 9.0 **Symantec Antivirus Corporate Edition** 10.1 10.2 **Symantec Endpoint Protection** 11 **Trend Micro OfficeScan Antivirus**[12] 7.3 10.5	**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 CTI Versions	Editor Client OS [13]	WorkForce Management (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 & Release Notes) Win Vista (Ultimate and Business) Win XP Professional SP3 (Please check Tech Tips & Release Notes)	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/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)	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

CUPS Releases	Cisco TelePresence Software	Cisco VPN Client for CAD/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 7.0.5	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.	4.6.02.0011 5.0.01.0600	Version 2.0.3.0	**Upgrade Supported From:**[1] Unified CCX 4.0(5) **DMT Version for Backup and Restore:** 1.0 Build 107 **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)	7.0(1.16)

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, 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, AppSupervisor, AppUser Client	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 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 7912G (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 (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 7965G (SCCP & SIP) Cisco IP Phone 7975G (SCCP & SIP) Cisco IP Phone 7931G (SCCP & SIP)[8] Cisco IP Communicator (SCCP)[20]

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.
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.
6. The hardware is compatible with OS 2003.1.2a and higher.
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. 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.
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 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 Upgrade Paths[1]	Cisco Unified 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
		SR11
		SR12
		SR13
		SR14
		SR15
		SR16
		SR17
		SR18
		SR19
		SR20
		SR21
		OS 2003.1.3b
		SR2
		SR3
		SR4
		SR5
		SR6
		SR7
		SR8
		SR9
		OS 2003.1.4a
		SR2
		SR3
		SR4
		SR5
		SR6
		SR7
		SR8
		SR9
		SR10
		SR11
		SR12
		SR13
		SR14
		SR15
		SR16
		OS 2003.1.5
		SR1
		SR2
		SR3
		OS 2003.1.5a
		SR3a
		SR4
		SR5
		SR6
		SR7
		SR8
		SR9
		SR10
		SR11
		SR12
		SR13
		SR14
		SR15
		SR16
		SR17
			MCS-7815-I1-CC1[3]
			MCS-7815-I1-CC2
			MCS-7815-I2-CCX1
			MCS-7816-I3-CCX1[4]
			MCS-7816-I4-CCX1
			MCS-7816-H3-CCX1[4]
			MCS-7825-I1-CC1
			MCS-7825-I2-CCX1
			MCS-7825-I3-CCX1[4]
			MCS-7825-I4-CCX1
			MCS-7825-H1-CC1
			MCS-7825-H2-CCX1[5]
			MCS-7825-H3-CCX1[4]
			MCS-7825-H4-CCX1
			MCS-7835-H1-CC1
			MCS-7835-I1-CC1
			MCS 7835-I1 - x346r single-cpu retrofit
			MCS-7835-H1-DL380-G4 single CPU
			   retrofit
			MCS-7835-H2-CCX1
			MCS-7835-H2-CCX2
			MCS-7835-I2-CCX1
			MCS-7835-I2-CCX2
			MCS-7835-I3-CCX1[6]
			MCS-7845-I1-CC1
			MCS-7845-I2-CCX1
			MCS-7845-I2-CCX2
			MCS-7845-I3-CCX1[6]
			MCS-7845-H1-CC1
			MCS-7845-H2-CCX1
			MCS-7845-H2-CCX2
			MCS-7845-I1-x346r double-cpu retrofit
			MCS-7845-H1-DL380-G4 double-cpu
			   retrofit
			
			IBM xSeries 206M Single Intel dual-core
			   Pentium D, 2.8 GHz
			IBM xSeries 306 Single Intel Pentium 4,
			   3.4 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 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
			IBM xSeries 346 Single Intel Xeon, 3.4 GHz
			IBM xSeries 346 Dual Intel Xeon, 3.4 GHz
			IBM xSeries 3650 Single Intel Xeon
			   5140, 2.33 GHz
			IBM xSeries 3650 Dual Intel Xeon
			   5140, 2.33 GHz
			IBM xSeries 3650-M2 Single Intel Xeon
			   Nehalem quad-core E5504, 2.0 GHz[6]
			IBM xSeries 3650-M2 Single Intel Xeon
			   Nehalem quad-core E5540, 2.53 GHz[6]
			HP DL 320-G3 Single Intel Pentium 4,
			   3.4 GHz
			HP DL 320-G4 Single Intel dual-core
			   Pentium D, 2.8 GHz
			HP DL 320-G4 Single Intel dual-core
			   Pentium D, 3.4 GHz
			HP DL 320-G5 Single Intel Celeron D
			   352, 3.2 GHz
			HP DL 320-G5 Single Intel dual-core
			   Xeon 3050, 2.13 GHz
			HP DL 320-G5p Single Intel dual-core
			   E8400, 3.0 GHz
			HP DL 380-G4 Single Intel Xeon 3.4 GHz
			HP DL 380-G4 Dual Intel Xeon 3.4 GHz
			HP DL 380-G5[7] Single Intel dual-core Xeon
			   5140, 2.33 GHz
			HP DL 380-G5[7] 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[6]
			HP DL380-G6 Single Intel Nehalem
			   quad-core E5540, 2.53 GHz, 6GB RAM,
			   4X146GB SAS Hard Drives[6]
				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-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 (SCCP)
				Cisco IP Phone 7985G (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 7965G (SCCP &
				SIP)
				Cisco IP Phone 7975G (SCCP &
				SIP)
				
				Cisco IP Communicator (SCCP)[8]
					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-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 7965G (SCCP &
					SIP)
					Cisco IP Phone 7975G (SCCP &
					SIP)

Security/AntiVirus Software	Java Versions	Quality Management (QM)	Historical/Config Database	Enterprise Database
Cisco Security Agent (CSA)[9, 18] 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) 5.0.0.232-3.0(9) 5.0.0.235-3.0(10) 5.2.0.281-3.1(3)k9 5.2.0.282-3.1(5)k9 5.2.0.282-3.1(7)k9 5.2.0.296-3.1(9)k9 **McAfee Virus Scan Enterprise** 8.0 8.0i 8.5i[10] 8.7i **Norton Antivirus Enterprise** 9.0 **Symantec Antivirus Corporate Edition** 10.1 10.2 **Trend Micro OfficeScan Antivirus** 7.3	**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 Restore	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 & Release Notes) Win Vista (Ultimate and Business) Win XP Professional SP3 (Please check Tech Tips & Release Notes)	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	4.6.02.0011	**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), Spanish (US, MX, CO, ES), French (CA, FR), German, Chinese (Mandarin), Japanese, Italian, Korean, Portugese (BR), Hebrew (IL), Thai, Malay, and Danish**.** **ASR Grammar for workflow steps**: English (US, GB), Spanish(MX, CO, ES), French (CA, FR), German, Japanese and 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 and Simplified Chinese. **Cisco IP Phone Agent Supported Languages**: English, French, German, Spanish, Italian, and Japanese. **Historical Reporting Client**: English, French, German, Spanish, Italian, Japanese and Simplified Chinese.	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

AppAdmin, AppSupervisor, AppUser Client	MRCP	Speech Server[15]	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 **Nuance 8.5:** MRCP Server 1.0 SP 9 Speech Recognition 8.5, SP050513 Vocalizer 4.0.5	2.0

IPCC Express Gateway to ICM	Cisco Support Tools	EIM/WIM[16]	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 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 (SIP) Cisco IP Phone 7961G-GE (SIP) Cisco IP Phone 7970G (SIP) Cisco IP Phone 7971G-GE (SIP) Cisco IP Phone 7962G (SCCP & 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 Communicator (SCCP)[17]

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
4. 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.
7. 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.
13. 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
		SR8
		SR9
		OS 2003.1.4a
		SR2
		SR3
		SR4
		SR5
		SR6
		SR7
		SR8
		SR9
		SR10
		SR11
		SR12
		SR13
		SR14
		SR15
		SR16
		OS 2003.1.5
		SR1
		SR2
		SR3
		OS 2003.1.5a
		SR3a
		SR4
		SR5
		SR6
		SR7
		SR8
		SR9
		SR10
		SR11
		SR12
		SR13
		SR14
		SR15
		SR16
		SR17
			MCS-7815-I1-CC1[3]
			MCS-7815-I1-CC2
			MCS-7815-I2-CCX1
			MCS-7816-I3-CCX1[4]
			MCS-7816-I4-CCX1
			MCS-7816-H3-CCX1[4]
			MCS-7825-I1-CC1
			MCS-7825-I2-CCX1
			MCS-7825-I3-CCX1[4]
			MCS-7825-I4-CCX1
			MCS-7825-H1-CC1
			MCS-7825-H2-CCX1[5]
			MCS-7825-H3-CCX1[4]
			MCS-7825-H4-CCX1
			MCS-7835-H1-CC1
			MCS-7835-I1-CC1
			MCS 7835-I1 - x346r single-cpu
			  retrofit
			MCS-7835-H1-DL380-G4 single
			  CPU retrofit
			MCS-7835-H2-CCX1
			MCS-7835-H2-CCX2
			MCS-7835-I2-CCX1
			MCS-7835-I2-CCX2
			MCS-7845-I1-CC1
			MCS-7845-I2-CCX1
			MCS-7845-I2-CCX2
			MCS-7845-H1-CC1
			MCS-7845-H2-CCX1
			MCS-7845-H2-CCX2
			MCS-7845-I1-x346r double-cpu
			  retrofit
			MCS-7845-H1-DL380-G4 double-cpu
			  retrofit
			
			IBM xSeries 206M Single Intel
			  dual-core Pentium D, 2.8 GHz
			IBM xSeries 306 Single Intel
			  Pentium 4, 3.4 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 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
			IBM xSeries 346 Single Intel Xeon,
			  3.4 GHz
			IBM xSeries 346 Dual Intel Xeon,
			  3.4 GHz
			IBM xSeries 3650 Single Intel Xeon
			  5140, 2.33 GHz
			IBM xSeries 3650 Dual Intel Xeon
			  5140, 2.33 GHz
			
			HP DL 320-G3 Single Intel Pentium 4,
			  3.4 GHz
			HP DL 320-G4 Single Intel dual-core
			  Pentium D, 2.8 GHz
			HP DL 320-G4 Single Intel dual-core
			  Pentium D, 3.4 GHz
			HP DL 320-G5 Single Intel Celeron D
			  352, 3.2 GHz
			HP DL 320-G5 Single Intel dual-core
			  Xeon 3050, 2.13 GHz
			HP DL 320-G5p Single Intel dual-core
			  E8400, 3.0 GHz
			HP DL 380-G4 Single Intel Xeon
			  3.4 GHz
			HP DL 380-G4 Dual Intel Xeon
			  3.4 GHz
			HP DL 380-G5[6] Single Intel
			  dual-core Xeon 5140, 2.33 GHz
			HP DL 380-G5[6] Dual Intel
			  dual-core Xeon 5140, 2.33 GHz
				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-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 (SCCP)
				Cisco IP Phone 7985G (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 7965G (SCCP & SIP)
				Cisco IP Phone 7975G (SCCP & SIP)
				
				Cisco IP Communicator (SCCP)[7]
					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-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 7965G (SCCP & SIP)
					Cisco IP Phone 7975G (SCCP & SIP)

Security/AntiVirus Software	Java Versions	Quality Management (QM)	Historical/Config Database	Enterprise Database
Cisco Security Agent (CSA)[8, 17] 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) 5.0.0.232-3.0(9) 5.0.0.235-3.0(10) 5.2.0.281-3.1(3)k9 5.2.0.282-3.1(5)k9 5.2.0.282-3.1(7)k9 5.2.0.296-3.1(9)k9 **McAfee Virus Scan Enterprise** 8.0 8.0i 8.5i[9] 8.7i **Norton Antivirus Enterprise** 9.0 **Symantec Antivirus Corporate Edition** 10.1 10.2 **Trend Micro OfficeScan Antivirus** 7.3	**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

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 & Release Notes) Win Vista (Ultimate and Business) Win XP Professional SP3 (Please check Tech Tips & Release Notes)	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	**DC** Version 2.5 **Active Directory** 2000 2003 2008 **Netscape (iPlanet)** 4.6.2	6.0(1.6)

HR Client MDAC	Supported Languages[13]	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, Portugese (BR), Hebrew (IL), Thai, Malay, and Danish. **ASR Grammar for workflow steps**: English (US, GB), Spanish(MX, CO, ES), French (CA, FR), German, Japanese and 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 and Simplified Chinese. **Cisco IP Phone Agent Supported Languages**: English, French, German, Spanish, Italian, and Japanese. **Historical Reporting Client**: English, French, German, Spanish, Italian, Japanese and Simplified Chinese.	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) 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 **Nuance 8.5:** MRCP Server 1.0 SP 9 Speech Recognition 8.5, SP050513 Vocalizer 4.0.5	2.0

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 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 (SIP) Cisco IP Phone 7961G-GE (SIP) Cisco IP Phone 7970G (SIP) Cisco IP Phone 7971G-GE (SIP) Cisco IP Phone 7962G (SCCP & 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 Communicator (SCCP)[16]

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
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.
7. 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.
12. 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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