

# Third Party Software Product Support for Voice Applications

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## Introduction

This document lists the supported versions of the third party products with the various voice applications, such as Cisco CallManager, Cisco Unity and Cisco ICM/IPCC Enterprise & Hosted Editions.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco CallManager
- Cisco Unity
- Cisco ICM/IPCC Enterprise & Hosted Editions

### Components Used

The information in this document is based on these software and hardware versions:

- Cisco CallManager 3.1(x) and later
- Cisco Unity 4.2 and later
- Cisco ICM/IPCC Enterprise & Hosted Editions, Releases 7.0(0) SR1 to SR4, and 7.1(x)

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

### Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

# Third Party Software Support for Voice Applications

## Third Party Software Support for Cisco CallManager

This table lists the supported third party software products for Cisco CallManager:

Application	Third Party Software Product	CallManager Version
<b>Antivirus</b>	<b>Network Associates</b>	
	McAfee VirusScan Enterprise 4.5	Cisco CallManager
	<ul style="list-style-type: none"><li>• McAfee VirusScan Enterprise 7.0</li><li>• McAfee VirusScan Enterprise 7.1</li><li>• McAfee VirusScan Enterprise 8.0i</li><li>• McAfee ePolicy Orchestrator 3.5</li></ul>	3.1(x) to 3.3(3)  Cisco CallManager
	<b>Symantec</b>	
	<ul style="list-style-type: none"><li>• Norton Antivirus Corporate Edition Version 7.61</li><li>• Symantec AntiVirus Corporate Edition Version 8.0</li></ul>	3.2(x) and later  Cisco CallManager
	<ul style="list-style-type: none"><li>• Symantec AntiVirus Corporate Edition Version</li></ul>	6.3(2) to 3.3(3) Cisco CallManager 3.2(2c) and later

	<ul style="list-style-type: none"> <li>8.1</li> <li>• Symantec AntiVirus Corporate Edition Version 9.0</li> <li>• Symantec AntiVirus Corporate Edition Version 10.0</li> </ul>	
	Symantec AntiVirus Corporate Edition Version 10.1.4	Cisco CallManager Version 3.3(0) and Cisco Unified CallManager Versions 4.1(0), and 4.2(0)
	<b>Trend Micro</b>	
	ServerProtect5	Cisco CallManager 3.2(2c) and later
	OfficeScan version 7.3	Cisco CallManager 4.0(x) Cisco CallManager 4.1(x)
	<b>Computer Associate</b>	
	eTrust Antivirus 7.0	Cisco CallManager 3.3.3
	<b>Concord</b>	
	eHealth for Cisco CallManager 5.6.5	Cisco CallManager 3.3(0) and 3.3(x)
	eHealth Suite 5.7	Cisco CallManager 4.1(2)
	<b>Hewlett Packard</b>	
	HP OpenView, Performance Manager Version 3.30, Operations Agent 7.0	Cisco CallManager 3.1(2c) and 3.2(x)

**Server Management/Monitoring Software**

HP OpenView, Performance Manager Version 3.30, Operations Agent 7.1	Cisco CallManager 3.3(x)
HP OpenView Operations Agent 7.27, OVPA3.65, OVIS 5.2	Cisco CallManager
<b>Micromuse</b>	4.1.2
Netcool for Voice over IP Version 10	Cisco CallManager
Netcool for VoIP1.1, Netcool/SSM Agent 3.1 SP2	3.3(x) Cisco CallManager
<b>BMC Software</b>	4.1.2
PATROL for Microsoft Windows Servers, version 3.0.03	Cisco CallManager
<b>Info Vista</b>	3.3(x)
InfoVista IP Telephony Solution, version 1.0	Cisco CallManager

<b>Remote Access</b>	VNC	3.3(3) and 4.0(1) Ships with Cisco CallManager; for administrator use and remote upgrades.
	Windows Terminal Services	Ships with Cisco CallManager; for administration use only; no remote installs.
	iLO	Ships with HP-based Cisco media convergence servers; for administrator use only.

Refer to Third-Party Platform Agents Running with Cisco CallManager for more information on the third party software products supported on Cisco CallManager.

## Third Party Software Support for Cisco Unity 4.2 and Later

The table in this section lists the supported third party software products for Cisco Unity 4.2 and later.

**Note:** Cisco support policy is that customers can deploy third party virus–scanning software on the Cisco Unity server. However, Cisco expects that customers (or their systems integration partners) will have tested the interoperability of such products with Cisco Unity before the products are deployed. This mitigates the risk of problems being discovered within the production environment between Cisco Unity and the third party products loaded on the Cisco Unity server.

**Note:** Some third party software that is qualified for use with Cisco Unity might not be qualified for use with Windows Server 2003. Refer to the manufacturer documentation for more information.

Application	Third Party Software
<b>Anti–Virus Software</b>	<ul style="list-style-type: none"> <li>• <b>Computer Associates</b> InoculateIT for Microsoft Windows NT and Windows 2000, version 4.53, build 627 and later</li> <li>• <b>McAfee</b> <ul style="list-style-type: none"> <li>◆ ePolicy Orchestrator, version 3.0 and later. The ePolicy Orchestrator agent is supported for use on the Cisco Unity server only when it is configured to accept updates rather than act as the source for pushing updates to other computers.</li> <li>◆ GroupShield Domino, version 5.0 and later</li> <li>◆ NetShield for Microsoft Windows NT and Windows 2000, version 4.5 and later</li> <li>◆ VirusScan Enterprise, version 7.0 and later</li> </ul> </li> <li>• <b>Symantec</b> <ul style="list-style-type: none"> <li>◆ AntiVirus Corporate</li> </ul> </li> </ul>

	<p>Edition, version 8.1 and later</p> <ul style="list-style-type: none"> <li>◆ Norton AntiVirus for Lotus Notes/Domino, version 2.5 and later</li> <li>◆ Norton AntiVirus for Microsoft Exchange, version 2.13 and later</li> <li>◆ Norton AntiVirus for Microsoft Windows NT and Windows 2000, version 5.02 and later</li> </ul> <p>• <b>Trend Micro</b></p> <ul style="list-style-type: none"> <li>◆ ScanMail for Lotus Notes, version 2.5 and later</li> <li>◆ ScanMail for Microsoft Exchange 2000, version 5 and later</li> <li>◆ ServerProtect for Microsoft Windows, version 5.5 and later</li> </ul>
<p><b>Server Management/Monitoring Software</b></p>	<ul style="list-style-type: none"> <li>• <b>Adiscon</b> EventReporter</li> <li>• <b>Concord</b> SystemEDGE version 4.1 and later</li> <li>• <b>Hewlett–Packard</b> OpenView (supported for IP monitoring of Cisco Unity, SQL Server, and Exchange services, on all supported Cisco Unity hardware platforms.)</li> <li>• <b>Microsoft</b> <ul style="list-style-type: none"> <li>◆ Management Console (MMC)</li> <li>◆ Network Provider Monitor</li> </ul> </li> <li>• <b>NetIQ</b> VoIP Manager version 2.0 and later for Cisco Unity (install only the agent on the Cisco Unity server.)</li> </ul>

Refer to Supported Hardware and Software, and Support Policies for Cisco Unity 4.2 and Later for more information on the third party software products supported on Cisco Unity.

## Third Party Software Support for Cisco ICM/IPCC Enterprise and Hosted Editions

This table shows the Supported Antivirus Software for Cisco ICM/IPCC Enterprise & Hosted Editions:

Application	Third Party Software
<b>Remote Administration</b>	<ul style="list-style-type: none"> <li>• Windows 2000 Windows Terminal Services10 (Remote Administration Mode)</li> <li>• Windows Server 2003 Remote Desktop (console mode)</li> <li>• Symantec pcANYWHERE 12.0 Qualified for ICM 7.1 and later</li> <li>• Symantec pcANYWHERE 11.0.1 Qualified for ICM 7.0 SR1 SR4</li> <li>• RealVNC 4.1 Qualified with ICM 7.1 and later</li> <li>• RealVNC 4.0 Qualified with ICM 7.0 SR1 SR4</li> <li>• TridiaVNC Pro 4.1</li> </ul>
<b>Anti-Virus software</b>	<ul style="list-style-type: none"> <li>• McAfee VirusScan Enterprise 7.1 Qualified for ICM 7.0</li> <li>• McAfee VirusScan Enterprise 8.0i Qualified for ICM 7.0 and 7.1, all SRs</li> <li>• Symantec AntiVirus Corporate Edition 10.0 Qualified for ICM 7.0 and 7.1, all SRs</li> <li>• Trend Micro ServerProtect version 5.5+ Qualified for ICM 7.0 and 7.1, all SRs</li> </ul>
<b>Internet Browser</b>	Internet Explorer 6.0 (Service Pack 1 or later) Qualified for ICM 7.0 and 7.1, all SRs
<b>Zip Utility</b>	WinZIP 9.x Qualified for ICM 7.0 and 7.1, all SRs
<b>Acrobat Reader</b>	Adobe Acrobat Reader 7.0 Qualified for ICM 7.0 and 7.1, all SRs

## Related Information

- [Voice Technology Support](#)
- [Voice and Unified Communications Support Resources](#)
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