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Revised: December 15, 2016,

Compatibility Matrix for Cisco Unified Communications Manager and IM and Presence Service, Release 10.x

Revision History

Table 1: Software Compatibility Matrix Revision History

Date	Changes
December 2, 2016	Restructured information about supported upgrade paths. Supported upgrade paths are now listed according to whether the currently installed software is running on a physical server or on a virtual server. The new tables also list the supported upgrade or migration method available for each path. See the following topics: • Upgrade and Migration Paths for Cisco Unified Communications Manager and IM and Presence Service Release 10.x, on page 3 • Upgrade and Migration Paths for Cisco Unified Communications Manager and IM and Presence Service Release 10.0(x), on page 4 • Upgrade and Migration Paths for Cisco Unified Communications Manager and IM and Presence Service Release 10.5(x), on page 7

Information About Releases

Notes About Engineering Specials (ESs), Service Updates (SUs), And Windows Service Release (SR) Upgrades

If you run a Linux or Windows Engineering Special (ES), a Service Update (SU), or a Windows Service Release (SR) for any version listed in the “Direct upgrade” tables, you can also upgrade to the target version for that section.

If you install an ES, it may contain fixes that are not included in newer releases. For example, a fix in the latest 10.5(1)es, 10.5(1.32xx-x), may not be included in 10.5(2x) because the fix was not available prior to the release of 10.5(2x). In this example, a later ES on the 10.5(2x) branch may be required to retain the same fixes.

Restricted and Unrestricted

Cisco Unified Communications Manager and Cisco Unified Communications Manager IM and Presence Service are available in both US Export Restricted and US Export Unrestricted (UNRST). The Restricted version contains full encryption capabilities. The Unrestricted version contains fewer encryption capabilities.

The US Export Restricted release has always been available from Cisco. A sample file name for US Export Restricted would be UCSInstall_UCOS_#.#.#.#####-#.sgn.iso.

The US Export Unrestricted UNRST release complies with import /export restrictions to various countries and is available in limited markets. A sample file name for US Export Unrestricted would be UCSInstall_UCOS_UNRST_#.#.#.#####-#.sgn.iso.

UNRST releases support fewer encryption capabilities and are classified as US export unrestricted. UNRST releases are intended for customers for which US Export and/or Foreign Import Encryption Regulations apply.

Note Once installed, UNRST releases can never be converted or upgraded to releases which support full encryption capabilities

Long-Life Releases

Long-Life Releases are the final planned releases on a major train and will be the last releases to go End-of-Support on a major train. Customers planning to remain on one version of code for an extended period of time should select a Long-Life Release for their deployment.

Note "Major" releases are differentiated by the first digit of the release number; 9.x, 10.x are examples of "major" releases.

Upgrade and Migration Paths for Cisco Unified Communications Manager and IM and Presence Service Release 10.x

The tables in the following sections list the supported upgrade and migration paths for Cisco Unified Communications Manager and IM and Presence Service Release 10.x. Engineering Special (ES) and Service Updates (SU) within each path are also supported, unless otherwise indicated. Use the tables in the following sections to determine whether you can upgrade or migrate from your currently installed version, and which of the upgrade methods are available to you:

- direct upgrades using either the Unified CM OS Admin interface or the Cisco Prime Collaboration Deployment (PCD) Upgrade task
- migrations using the PCD Migration task

Note Cisco Unified Communications Manager and IM and Presence Service support an export unrestricted (XU) version, in addition to the export restricted (K9) version, If your currently installed version is export unrestricted, you cannot upgrade to an export restricted release.

For more information, see:

- Upgrade and Migration Paths for Cisco Unified Communications Manager and IM and Presence Service Release 10.0(x), on page 4
- Upgrade and Migration Paths for Cisco Unified Communications Manager and IM and Presence Service Release 10.5(x), on page 7

Upgrade and Migration Paths for Cisco Unified Communications Manager and IM and Presence Service Release 10.0(x)

Use the tables below to determine whether you can upgrade or migrate from your currently installed version of Cisco Unified Communications Manager and IM and Presence Service. The supported path and the method that you can use to perform the upgrade or migration depend on whether your current version is installed directly on server hardware or on a virtual machine:

- Installations on Cisco Media Convergence Server (MCS) 7800 Series Hardware, on page 4
- Installations on Virtual Machines, on page 5

If you are performing a refresh upgrade, refer also to COP Files Required for Upgrades to Release 10.0(x), on page 6

Installations on Cisco Media Convergence Server (MCS) 7800 Series Hardware

You cannot install or run Cisco Unified Communications Manager and the IM and Presence Service directly on server hardware; you must run these applications on virtual machines. The tables below list the supported migration paths for deployments that are currently running on MCS 7800 hardware. All of the supported migration paths listed below are physical-to-virtual (P2V) migrations.

Note The tables below list the upgrade paths supported for MCS 7800 Series servers, with the following exceptions:

- MCS 7816-C1 for Business Edition 3000 (BE3000)
- MCS 7828 for Business Edition 5000 (BE5000)

PCD migrations are not supported for BE3000 and BE5000 deployments. We recommend a fresh installation for upgrades from these products.

Table 2: Cisco Unified Communications Manager Releases Installed on MCS 7800 Series Hardware

From	To	Supported Method
6.1(5)	10.0(x)	PCD Migration
7.1(3) and 7.1(5)		
8.0(x)		
9.x		
8.5(1)		
8.6(1) and 8.6(2)		
9.0(1)		
9.1(1) and 9.1(2)		

Table 3: Cisco Unified Presence and IM and Presence Releases Installed on MCS 7800 Series Hardware

From	To	Supported Method
CUP 8.5(4)	10.0(x)	PCD Migration
CUP 8.6(3), 8.6(4), and 8.6(5)		
IM and Presence 9.0(1)		
IM and Presence 9.1(1)		

Installations on Virtual Machines

The tables below list the supported upgrade and migration paths for deployments that are currently running on virtual machines. All of the supported upgrade and migration paths listed below are virtual-to-virtual (V2V).

Table 4: Cisco Cisco Unified Communications Manager Releases Installed on Virtual Machines

From	To	Supported Method
8.02 and 8.0.3	10.5(x)	Unified CM OS Admin PCD Migration
8.5.1		Unified CM OS Admin PCD Migration
8.6.1		Unified CM OS Admin PCD Migration or PCD Upgrade
8.6.2		Unified CM OS Admin PCD Migration or PCD Upgrade
9.0.1		Unified CM OS Admin PCD Migration or PCD Upgrade
9.1(1) and 9.1(2)		Unified CM OS Admin PCD Migration or PCD Upgrade
10.0(1)		Unified CM OS Admin PCD Migration or PCD Upgrade
10.5(1)		Unified CM OS Admin PCD Migration or PCD Upgrade

Table 5: Cisco Unified Presence and IM and Presence Releases Installed on Virtual Machines

From	To	Supported Method
CUP 8.5(4)	10.0(x)	PCD Migration Unified CM OS Admin
CUP 8.6(3), 8.6(4), and 8.6(5)		PCD Migration or PCD Upgrade Unified CM OS Admin
IM and Presence 9.0(1)		PCD Migration or PCD Upgrade Unified CM OS Admin
IM and Presence 9.1(1)		PCD Migration or PCD Upgrade Unified CM OS Admin
IM and Presence 10.0(1)		PCD Migration or PCD Upgrade Unified CM OS Admin
IM and Presence 10.5(1)		PCD Migration or PCD Upgrade Unified CM OS Admin

COP Files Required for Upgrades to Release 10.0(x)

Upgrade COP files are required only for refresh upgrades that you perform using the Unified CM OS Admin interface or the Prime Collaboration Deployment (PCD) upgrade task. You can use PCD to perform a bulk installation of the COP files before you begin the upgrade.

The tables below lists the upgrade paths that require COP files.

Table 6: Required COP Files for Upgrades to Cisco Unified Communications Manager Release 10.0(x)

From	To	Upgrade Type
8.0(x) to 8.5(x)	10.0(x)	Refresh upgrade Required COP files: • ciscocm.refresh_upgrade_<latest_version>.cop.sgn • ciscocm.version3-keys.cop.sgn Optional COP files: • ciscocm.vmware-disk-size-reallocation-<latest_version>.cop.sgn) • ciscocm.free_common_space_v<latest_version>.cop.sgn
8.6(x) to 9.x		
10.0(1)		Standard upgrade; no COP files required

Table 7: Required COP Files for Upgrades to IM and Presence Service Release 10.0(x)

From	To	Upgrade Type
8.5(4)	10.0(x)	Refresh upgrade Required COP files: • cisco.com.cup.refresh_upgrade_v<latest_version>.cop • ciscocm.version3-keys.cop.sgn
8.6(3) to 9.x		
10.0(1)		Standard upgrade; no refresh COP file required If you are upgrading from one export unrestricted version to another unrestricted version , you must install the following COP file before you begin the upgrade: `ciscocm.cup.unrst_upgrade_10_0_1_v1.2.cop.sgn`

Upgrade and Migration Paths for Cisco Unified Communications Manager and IM and Presence Service Release 10.5(x)

Use the tables below to determine whether you can upgrade or migrate from your currently installed version of Cisco Unified Communications Manager and IM and Presence Service. The supported path and the method that you can use to perform the upgrade or migration depend on whether your current version is installed directly on server hardware or on a virtual machine:

- Installations on Cisco Media Convergence Server (MCS) 7800 Series Hardware, on page 7
- Installations on Virtual Machines 10.5x, on page 8

If you are performing a refresh upgrade, refer also to COP Files Required for Upgrades to Release 10.5(x), on page 10

Installations on Cisco Media Convergence Server (MCS) 7800 Series Hardware

You cannot install or run Cisco Unified Communications Manager and the IM and Presence Service directly on server hardware; you must run these applications on virtual machines. The tables below list the supported migration paths for deployments that are currently running on MCS 7800 hardware. All of the supported migration paths listed below are physical-to-virtual (P2V) migrations.

Note The tables below list the upgrade paths supported for MCS 7800 Series servers, with the following exceptions:

- MCS 7816-C1 for Business Edition 3000 (BE3000)
- MCS 7828 for Business Edition 5000 (BE5000)

PCD migrations are not supported for BE3000 and BE5000 deployments. We recommend a fresh installation for upgrades from these products.

Table 8: Cisco Unified Communications Manager Releases Installed on MCS 7800 Series Hardware

From	To	Supported Method
6.1(5)	10.5(x)	PCD Migration
7.1(3) and 7.1(5)		
8.0(x)		
9.x		
8.5(1)		
8.6(1) and 8.6(2)		
9.0(1)		
9.1(1) and 9.1(2) **Exception:** Upgrades from 9.1(2)SU4 are not supported		

Table 9: Cisco Unified Presence and IM and Presence Releases Installed on MCS 7800 Series Hardware

From	To	Supported Method
CUP 8.5(4)	10.5(x)	PCD Migration
CUP 8.6(3), 8.6(4), and 8.6(5)		
IM and Presence 9.0(1)		
IM and Presence 9.1(1)		

Installations on Virtual Machines 10.5x

The tables below list the supported upgrade and migration paths for deployments that are currently running on virtual machines. All of the supported upgrade and migration paths listed below are virtual-to-virtual (V2V).

Table 10: Cisco Cisco Unified Communications Manager Releases Installed on Virtual Machines

From	To	Supported Method
8.02 and 8.0.3	10.5(x)	Unified CM OS Admin PCD Migration
8.5.1		Unified CM OS Admin PCD Migration
8.6.1		Unified CM OS Admin PCD Migration or PCD Upgrade
8.6.2		Unified CM OS Admin PCD Migration or PCD Upgrade
9.0.1		Unified CM OS Admin PCD Migration or PCD Upgrade
9.1(1) and 9.1(2) **Exceptions:**Upgrades from 9.1(2)SU4 are not supported; see Exceptions below		Unified CM OS Admin PCD Migration or PCD Upgrade
10.0(1)		Unified CM OS Admin PCD Migration or PCD Upgrade
10.5(1)		Unified CM OS Admin PCD Migration or PCD Upgrade
Exceptions		
9.1(2)SU4	10.5(2)	Unified CM OS Admin PCD Migration or PCD Upgrade

Table 11: Cisco Unified Presence and IM and Presence Releases Installed on Virtual Machines

From	To	Supported Method
CUP 8.5(4)	10.5(x)	PCD Migration Unified CM OS Admin
CUP 8.6(3), 8.6(4), and 8.6(5)		PCD Migration or PCD Upgrade Unified CM OS Admin
IM and Presence 9.0(1)		PCD Migration or PCD Upgrade Unified CM OS Admin
IM and Presence 9.1(1)		PCD Migration or PCD Upgrade Unified CM OS Admin
IM and Presence 10.0(1)		PCD Migration or PCD Upgrade Unified CM OS Admin
IM and Presence 10.5(1)		PCD Migration or PCD Upgrade Unified CM OS Admin

COP Files Required for Upgrades to Release 10.5(x)

Upgrade COP files are required only for refresh upgrades that you perform using the Unified CM OS Admin interface or the Prime Collaboration Deployment (PCD) upgrade task. You can use PCD to perform a bulk installation of the COP files before you begin the upgrade.

The tables below lists the upgrade paths that require COP files.

Table 12: Required COP Files for Upgrades to Cisco Unified Communications Manager Release 10.5(x)

From	To	Upgrade Type
8.0(x) to 8.5(x)	10.5(x)	Refresh upgrade Required COP files: • ciscocm.refresh_upgrade_<latest_version>.cop.sgn • ciscocm.version3-keys.cop.sgn Optional COP files: • ciscocm.vmware-disk-size-reallocation-<latest_version>.cop.sgn) • ciscocm.free_common_space_v<latest_version>.cop.sgn
8.6(x) to 9.x		
10.x		Standard upgrade; no COP files required

Table 13: Required COP Files for Upgrades to IM and Presence Service Release 10.5(x)

From	To	Upgrade Type
8.5(4)	10.5(x)	Refresh upgrade Required COP files: • cisco.com.cup.refresh_upgrade_v<latest_version>.cop • ciscocm.version3-keys.cop.sgn
8.6(3) to 9.x		
10.x		Standard upgrade; no refresh COP file required
10.5(1)		If you are upgrading from one export unrestricted version to another unrestricted version , you must install the following COP file before you begin the upgrade: `ciscocm.cup.unrst_upgrade_10_0_1_v1.2.cop.sgn`

Compatibility Information for Cisco Unified Communications Manager

Overview

This section lists Platforms, Tools and Products that are compatible with Cisco Unified Communications Manager. All platforms are compatible with the current release, unless otherwise noted. Incompatible platforms, tools and products are included to assist customers that are upgrading from previous versions of Cisco Unified Communications Manager.

Certificate Authority Proxy Function

All releases of Cisco Unified Communications Manager include the Certificate Authority Proxy Function (CAPF) tool.

Cisco Aironet 1200 Series

You can research Cisco Aironet 1200 Series compatibility with Cisco Unified Communications Manager releases by using the Cisco Unified Communications Compatibility Tool at the following URL:

http://tools.cisco.com/ITDIT/vtgsca/VTGServlet.

Go to the preceding URL, select the Cisco Unified Communications Manager release that you want to research, then search the compatibility tool window to find Cisco Aironet 1200 Series.

Cisco Analog Phone Gateways

This section includes information on the following analog phone gateways:

- VG202 Analog Phone Gateway, on page 12
- VG204 Analog Phone Gateway, on page 12

- VG224 Analog Phone Gateway, on page 12
- VG248 Analog Phone Gateway, on page 12
- ISR-G2 Gateways, on page 12

Find additional information about Cisco analog phone gateways at this URL:

http://www.cisco.com/en/US/products/hw/gatecont/ps2250/tsd_products_support_series_home.html

VG202 Analog Phone Gateway

You can research VG202 Analog Phone Gateway compatibility with specific releases of Cisco Unified Communications Manager by using the *Cisco Collaboration Systems Release Compatibility Matrix* at this URL:

http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/uc_system/unified/communications/system/Compatibility/CSR-Compatibility-Matrix.html

VG204 Analog Phone Gateway

You can research VG204 Analog Phone Gateway compatibility with specific releases of Cisco Unified Communications Manager by using the *Cisco Collaboration Systems Release Compatibility Matrix* at this URL:

http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/uc_system/unified/communications/system/Compatibility/CSR-Compatibility-Matrix.html

VG224 Analog Phone Gateway

You can research VG224 Analog Phone Gateway compatibility with specific releases of Cisco Unified Communications Manager by using the *Cisco Collaboration Systems Release Compatibility Matrix* at this URL:

http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/uc_system/unified/communications/system/Compatibility/CSR-Compatibility-Matrix.html

VG248 Analog Phone Gateway

You can research VG248 Analog Phone Gateway compatibility with specific releases of Cisco Unified Communications Manager by using the *Cisco Collaboration Systems Release Compatibility Matrix* at this URL:

http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/uc_system/unified/communications/system/Compatibility/CSR-Compatibility-Matrix.html

ISR-G2 Gateways

Find information about several voice gateway series interoperability (Cisco 1861, 2800, 2900, 3800, 3900, and 3900E Series) with Cisco Unified Communications Manager at the following URL:

http://www.cisco.com/en/US/prod/collateral/routers/ps259/product_data_sheet0900aecd8057f2e0.pdf

Cisco ATA 186, ATA 187, and ATA 188 Analog Telephone Adaptor

Be aware that the end-of-sale date for the Cisco ATA 186 and the ATA 188 was April 1, 2006. The Cisco ATA 187 End of sale date was December 29, 2014. Both the ATA 186 and ATA 187 are compatible with this release of Cisco Unified Communications Manager, but neither device has been tested with this release, so we cannot guarantee full support.

Find additional information on the Cisco ATA 186, ATA 187, and ATA 188 at this URL:

http://www.cisco.com/en/US/products/hw/gatecont/ps514/tsd_products_support_series_home.html

Table 14: Cisco ATA 186, ATA 187, and ATA 188 Compatibility with Cisco Unified Communications Manager Release 5.x through Release 8.x

ATA 186, ATA 187, and ATA 188 Version	Cisco Unified Communications Manager Version
3.2(2) - SCCP	5.0, 5.1
3.2(2) - SIP	5.0, 5.1
3.2(3) - SCCP	5.0
3.2(3) - SIP	5.0
3.2(4) - SCCP	5.0, 5.1, 6.0, 6.1, 7.0, 7.1, 8.0
3.2(4) - SIP	5.0, 5.1, 6.0, 6.1, 7.0, 7.1

Cisco ATA 186 Analog Telephone Adaptor

Go to the following link for ATA 186 software downloads:

http://www.cisco.com/en/US/products/hw/gatecont/ps514/prod_installation_guides_list.html

The Cisco ATA 186 device does not have a MGCP/SCCP load. Unlike the Cisco Unified IP Phone that can receive an .xml configuration file from the Cisco TFTP server, the Cisco ATA 186 device cannot receive the .xml file and cannot register with the Cisco Unified Communications Manager server. Perform the following procedure to register the Cisco ATA 186 device as an MGCP/SCCP device:

1. Download the latest Cisco ATA 186 MGCP/SCCP load to the hard drive of the publisher database server.
2. Make a note of the location where you save the downloaded file.
3. To begin the installation, double-click the downloaded file.
4. Upgrade the Cisco ATA 186 and configure it for MGCP/SCCP mode, so it can auto-register with Cisco Unified Communications Manager. For more information, see the Cisco ATA Configuration Guides located at http://www.cisco.com/en/US/products/hw/gatecont/ps514/products_installation_and_configuration_guides_list.html
5. Browse into a server that is running Cisco Unified Communications Manager Administration and choose **Device** > **Phones**

Tip To browse into the server, enter http://<CM-server-name>/CCMAdmin/main.asp, where <CM-server-name> equals the name of the server, in the Address bar in the web browser.

6. Search for devices that begin with ATA or verify the MAC Address if it is available.
7. Verify that a basic call to Cisco ATA 186 device works as expected.

Updating an Existing Cisco ATA 186

In releases before Cisco Unified Communications Manager Release 3.2, the Cisco ATA 186 displayed in Cisco Unified Communications Manager Administration as a Cisco Unified IP Phone 7960. With Cisco Unified Communications Manager Release 3.2, the Cisco ATA 186 displays as a Cisco ATA 186 phone type. Migrated Cisco ATA 186 devices display as Cisco Unified IP Phone 7960 in Cisco Unified Communications Manager 3.2 Administration. Perform the following procedure to change the phone type.

1 Browse into a Cisco Unified Communications Manager that is running Cisco Unified Communications Manager Administration and log in with administration privileges.

Tip To browse into the server, enter http://<CM-server-name>/CCMAdmin/main.asp, where <CM-server-name> equals the name of the server, in the Address bar in the web browser.

2 Choose **Device** > **Phones**.

3 Choose each Cisco ATA 186 device that displays as Cisco Unified IP Phone 7960.

4 Click the **Delete** button.
The Cisco ATA 186 device attempts to autoregister with the Cisco Unified Communications Manager.

5 If autoregistration is disabled, you can manually add the Cisco ATA 186 device as an ATA 186 phone type. See the "Autoregistration Configuration" section in the *Cisco Unified Communications Manager Administration Guide* for more information on how to perform this task.

6 Verify that the device exists by entering ATA in the Device Field in the Find and List Phones window; click **Find**.

7 Verify that a basic call to Cisco ATA 186 devices works as expected.

Cisco Cius

Cisco Cius is not compatible with Cisco Unified Communications Manager 10.0(1) and later. The Cius has an End of sale date of July 17, 2012.

You can research Cisco Cius compatibility with Cisco Unified Communications Manager releases by using the Cisco Unified Communications Compatibility Tool at the following URL:

http://tools.cisco.com/ITDIT/vtgsca/VTGServlet

Go to the preceding URL, select the Cisco Unified Communications Manager release that you want to research, then search the compatibility tool window to find Cisco Cius.

Cisco Disaster Recovery System

The Cisco Disaster Recovery System (DRS) provides full data backup and restore capabilities for all Cisco Unified Communications Manager servers. All versions of Cisco Unified Communications Manager, beginning with Release 5.1(x), include Cisco DRS.

Find additional information on the Cisco DRS at this URL:

http://www.cisco.com/en/us/products/sw/voicesw/ps556/prod_maintenance_guides_list.html

Cisco Emergency Responder

You can research Cisco Emergency Responder compatibility with Cisco Unified Communications Manager releases by using the Cisco Unified Communications Compatibility Tool at the following URL:

http://tools.cisco.com/ITDIT/vtgsca/VTGServlet

Go to the preceding URL, select the Cisco Unified Communications Manager release that you want to research, then search the compatibility tool window to find Cisco Emergency Responder.

Cisco InformaCast Paging Server

Beginning with Release 9.1(1), Cisco InformaCast Paging Server (v 8.3) is delivered with Cisco Unified Communications Manager. Cisco InformaCast Paging Server is officially certified to be compatible with Release 8.5(1) and newer releases of Cisco Unified Communications Manager.

Cisco Intercompany Media Engine

Cisco Intercompany Media Engine is not compatible with Cisco Unified Communications Manager 10.0(1) and later.

You can research Cisco Intercompany Media Engine compatibility with Cisco Unified Communications Manager releases by using the Cisco Unified Communications Compatibility Tool at the following URL:

http://tools.cisco.com/ITDIT/vtgsca/VTGServlet

Go to the preceding URL, select the Cisco Unified Communications Manager release that you want to research, then search the compatibility tool window to find Cisco Intercompany Media Engine.

Cisco IOS Software

Refer to Cisco IOS Software compatibility information for Cisco Unified Communications Manager in the "Communications Infrastructure" section of the *Cisco Collaboration Systems Release Compatibility Matrix* at:

http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/uc_system/unified/communications/system/Compatibility/CSR-Compatibility-Matrix.html

Cisco IP Communicator

Cisco IP Communicator Release 8.6(4) is supported with Cisco Unified Communications Manager 10.x.

Refer to Cisco IP Communicator compatibility information for Cisco Unified Communications Manager in the release notes at

http://www.cisco.com/en/US/products/sw/voicesw/ps5475/prod_release_notes_list.html

Go to the release notes that are linked at the preceding URL, then search for the Cisco Unified Communications Manager release that you want to research.

Cisco Survivable Remote Site Voicemail

The following table contains compatibility information for Cisco Survivable Remote Site Voicemail.

Table 15: Cisco Survivable Remote Site Voicemail Compatibility with Cisco Unified Communications Manager Release 6.x through Release 8.x

SRSV Version	Cisco Unified Communications Manager Version
8.0	6.1.3, 7.x, 8.0
8.5	6.1.3, 7.x, 8.0, 8.5

Cisco Unified Business Attendant Console

Find information about Cisco Unified Business Attendant Console compatibility with Cisco Unified Communications Manager in the matrix at this URL:

http://www.cisco.com/en/US/products/ps7282/prod_release_notes_list.html

Cisco Unified Communications Integration for Microsoft Office Communicator

CiscoUnified Communications Integration for Microsoft Office Communicator is not compatible with Cisco Unified Communications Manager 10.0(1) and later.

You can research Cisco Unified Communications Integration for Microsoft Office Communicator compatibility with Cisco Unified Communications Manager releases by using the Cisco Unified Communications Compatibility Tool at the following URL:

http://tools.cisco.com/ITDIT/vtgsca/VTGServlet

Go to the preceding URL, select the Cisco Unified Communications Manager release that you want to research, then search the compatibility tool window to find Cisco Unified Communications Integration for Microsoft Office Communicator.

Cisco Unified Communications Manager Assistant

Cisco Unified Communications Manager Assistant derives its version from Cisco Unified Communications Manager. When you download Cisco Unified Communications Manager Assistant, it auto-syncs with your installed version of Cisco Unified Communications Manager. You cannot use an older version of Cisco Unified Communications Manager Assistant with a newer version of Cisco Unified Communications Manager. Whatever installed version of Cisco Unified Communications Manager you have, you must use the same version of Cisco Unified Communications Manager Assistant.

Cisco Unified Communications Manager CDR Analysis and Reporting

All releases of Cisco Unified Communications Manager, except for Release 3.1(4a) and Release 3.1(4b), include the Cisco Unified Communications Manager CDR Analysis and Reporting (CAR) tool, formerly called the Administrative Reporting Tool (ART). In these releases, except for Release 3.1(4a) and Release 3.1(4b), ART represents a plug-in application.

Cisco Unified Contact Center Enterprise

Refer to Cisco Unified Contact Center Enterprise compatibility information for Cisco Unified Communications Manager at

http://docwiki.cisco.com/wiki/Compatibility_Matrix_for_Unified_CCE.

Cisco Unified Contact Center Express

Refer to Cisco Unified Contact Center Express compatibility information for Cisco Unified Communications Manager at http://www.cisco.com/en/US/docs/voice_ip_comm/cust_contact/contact_center/crs/express_compatibility/matrix/crscomtx.pdf.

Cisco Finesse

Refer to Cisco Finesse compatibility information for Cisco Unified Communications Manager at http://docwiki.cisco.com/wiki/Compatibility_Matrix_for_Unified_CCE.

Cisco MediaSense

Refer to Cisco MediaSense compatibility information for Cisco Unified Communications Manager at http://docwiki.cisco.com/wiki/Compatibility_Matrix_for_Unified_CCE.

Cisco SocialMiner

Refer to Cisco Social Minder compatibility information for Cisco Unified Communications Manager at http://docwiki.cisco.com/wiki/Compatibility_Matrix_for_Unified_CCE.

Cisco Unified Customer Voice Portal

Refer to Cisco Unified Customer Voice Portal compatibility information for Cisco Unified Communications Manager in the Cisco Unified Contact Center Enterprise Software Compatibility Guide at

http://www.cisco.com/en/US/products/sw/custcosw/ps1844/products_device_support_tables_list.html

Cisco Unified Department Attendant Console

Find information about Cisco Unified Department Attendant Console compatibility with Cisco Unified Communications Manager in the matrix at this URL:

http://www.cisco.com/en/US/products/ps7282/prod_release_notes_list.html

Cisco Unified Enhanced Survivable Remote Site Telephony

Cisco Unified Enhanced Survivable Remote Site Telephony does not support Cisco Unified Communications Manager 10.0(1) and later.

The following table provides Cisco Unified Enhanced Survivable Remote Site Telephony compatibility information for Cisco Unified Communications Manager.

Table 16: Cisco Unified Enhanced Survivable Remote Site Telephony Compatibility with Cisco Unified Communications Manager Release 7.x through Release 8.x

ESRST Version	Cisco Unified Communications Manager Version
8.5	7.1. 8.0, 8.5

Cisco Unified Enterprise Attendant Console

Find information about Cisco Unified Enterprise Attendant Console compatibility with Cisco Unified Communications Manager in the matrix at this URL:

http://www.cisco.com/en/US/products/ps7282/prod_release_notes_list.html

Cisco Unified Expert Advisor

Cisco Unified Expert Advisor is not compatible with Cisco Unified Communications Manager 10.0(1) and later.

Find information about Cisco Unified Expert Advisor compatibility with Cisco Unified Communications Manager in the Cisco Unified Contact Center Enterprise matrix at this URL:

http://www.cisco.com/en/US/products/sw/custcosw/ps1844/products_device_support_tables_list.html

Cisco Unified Intelligence Center

Refer to Cisco Unified Intelligence Center compatibility information for Cisco Unified Communications Manager in the Cisco Unified Contact Center Enterprise Software Compatibility Guide at

http://www.cisco.com/en/US/products/sw/custcosw/ps1844/products_device_support_tables_list.html.

Cisco Unified Intelligence Suite

Cisco Unified Intelligence Suite is not compatible with Cisco Unified Communications Manager 10.0(1) and later.

Refer to Cisco Unified Intelligence Suite compatibility information for Cisco Unified Communications Manager in the Cisco Unified Contact Center Enterprise Software Compatibility Guide at

http://www.cisco.com/en/US/products/sw/custcosw/ps1844/products_device_support_tables_list.html.

Cisco Unified Intelligent Contact Management Enterprise

You can research Cisco Unified Intelligent Contact Management Enterprise compatibility with Cisco Unified Communications Manager releases by using the Cisco Unified Communications Compatibility Tool at the following URL:

http://tools.cisco.com/ITDIT/vtgsca/VTGServlet

Go to the preceding URL, select the Cisco Unified Communications Manager release that you want to research, then search the compatibility tool window to find Cisco Unified Intelligent Contact Management Enterprise.

Cisco Unified Intelligent Contact Management Hosted

You can research Cisco Unified Intelligent Contact Management Hosted compatibility with Cisco Unified Communications Manager releases by using the Cisco Unified Communications Compatibility Tool at the following URL:

http://tools.cisco.com/ITDIT/vtgsca/VTGServlet

Go to the preceding URL, select the Cisco Unified Communications Manager release that you want to research, then search the compatibility tool window to find Cisco Unified Intelligent Contact Management Hosted.

Cisco Unified IP Interactive Voice Response

Find information about Cisco Unified IP Interactive Voice Response compatibility with Cisco Unified Communications Manager in the Cisco Unified Contact Center Enterprise matrix at this URL:

http://www.cisco.com/en/US/products/sw/custcosw/ps1844/products_device_support_tables_list.html

Cisco Unified IP Phones

Note Phone models that are End of Software Maintenance will continue to be supported on the latest Unified Communications Manager releases. However, they will not take advantage of any new Unified Communications Manager or firmware features associated with that release.

For more information on End of Sale phone models, reference the model's End of Sale announcement for information on level of firmware and hardware support.

For a list of phones that have been tested with this release, see the CSR Compatibility Matrix at http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/uc_system/unified/communications/system/Compatibility/CSR-Compatibility-Matrix.html.

For information about the Cisco Unified Communications Manager Device Package compatibility to support the phones, see http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/compat/matrix/CMDP_BK_CCBDA741_00_cucm-device-package-compatibility-matrix.html.

Cisco Unified IP Phone 6900 Series

You can research Cisco Unified IP Phone 6900 Series compatibility with Cisco Unified Communications Manager releases by using the Cisco Unified Communications Compatibility Tool at the following URL:

http://tools.cisco.com/ITDIT/vtgsca/VTGServlet

Go to the preceding URL, select the Cisco Unified Communications Manager release that you want to research, then search the compatibility tool window to find the specific Cisco Unified IP Phone 6900 Series phone model you want, including the following:

- Cisco Unified IP Phone 6901
- Cisco Unified IP Phone 6911 (End of sale July 30, 2014)
- Cisco Unified IP Phone 6921 (End of sale July 30, 2014)
- Cisco Unified IP Phone 6941 (End of sale July 30, 2014)
- Cisco Unified IP Phone 6945 (End of sale July 30, 2014)
- Cisco Unified IP Phone 6961 (End of sale July 30, 2014)

Cisco IP Phone 7800 Series

For information about Cisco IP Phone 7800 Series, see .http://www.cisco.com/en/US/products/ps13220/index.html

You can research Cisco IP Phone 7800 Series compatibility with Cisco Unified Communications Manager releases by using the Cisco Unified Communications Compatibility Tool at the following URL:

http://tools.cisco.com/ITDIT/vtgsca/VTGServlet

Go to the preceding URL, select the Cisco Unified Communications Manager release that you want to research, then search the compatibility tool window to find the specific Cisco IP Phone 7800 Series phone model you want, including the following:

- IP Phone 7821
- IP Phone 7841
- IP Phone 7861

Cisco Unified IP Phone 7900 Series

You can research Cisco Unified IP Phone 7900 Series compatibility with Cisco Unified Communications Manager releases by using the Cisco Unified Communications Compatibility Tool at the following URL:

http://tools.cisco.com/ITDIT/vtgsca/VTGServlet

Go to the preceding URL, select the Cisco Unified Communications Manager release that you want to research, then search the compatibility tool window to find the specific Cisco Unified IP Phone 7900 Series phone model you want, including the following:

- Cisco Unified IP Phone 7902G (End of sale November 29, 2006)
- Cisco Unified IP Phone 7905G (End of sale May 22, 2006)
- Cisco Unified IP Phone 7906G (End of sale July 23, 2010)
- Cisco Unified IP Phone 7911G (End of sale February 6, 2012)
- Cisco Unified IP Phone 7912G (End of sale May 12, 2006)
- Cisco Unified IP Phone Expansion Module 7916
- Cisco Unified Wireless IP Phone 7920 (End of sale June 14, 2007)
- Cisco Unified Wireless IP Phone 7921G (End of sale January 30, 2012)
- Cisco Unified Wireless IP Phone 7925G
- Cisco Unified Wireless IP Phone 7925G-EX
- Cisco Unified Wireless IP Phone 7926G
- Cisco Unified IP Phone 7931G (End of sale July 30, 2014)
- Cisco Unified IP Conference Station 7935 (End of sale November 14, 2004)
- Cisco Unified IP Conference Station 7936G (End of sale July 23, 2010)
- Cisco Unified IP Conference Station 7937G (End of sale March 31, 2014)
- Cisco Unified IP Phone 7940G (End of sale July 23, 2010)
- Cisco Unified IP Phone 7941G (End of sale January 19, 2010)
- Cisco Unified IP Phone 7941G-GE (End of sale August 1, 2008)
- Cisco Unified IP Phone 7942G
- Cisco Unified IP Phone 7945G
- Cisco Unified IP Phone 7960G (End of sale July 23, 2010)
- Cisco Unified IP Phone 7961G (End of sale January 19, 2010)
- Cisco Unified IP Phone 7961G-GE (End of sale August 1, 2008)
- Cisco Unified IP Phone 7962G
- Cisco Unified IP Phone 7965G
- Cisco Unified IP Phone 7970G (End of sale August 1, 2008)
- Cisco Unified IP Phone 7971G-GE (End of sale August 1, 2008)
- Cisco Unified IP Phone 7975G

- Cisco Unified IP Phone 7985G (End of sale September 24, 2010)

Cisco Unified IP Phone 7914 Expansion Module

The Cisco Unified IP Phone 7914 Expansion Module supports the following Cisco Unified IP Phones that run SCCP and SIP: 7960G, 7961G, 7961G-GE, 7962-GE, 7965-GE, 7970G-GE, and 7971G-GE, and 7975G-GE. The Cisco Unified IP Phone 7914 Expansion Module is end of sale on March 31, 2009.

Note SIP does not get supported on the Cisco Unified IP Phone 7960G.

Be aware that the end-of-sale date for the Cisco Unified IP Phone 7914 Expansion Module was March 31, 2009.

Find additional information at this URL:

http://www.cisco.com/en/US/products/hw/phones/ps379/tsd_products_support_series_home.html

Table 17: Cisco Unified IP Phone 7914 Expansion Module Compatibility with Cisco Unified Communications Manager Release 3.x through Release 8.x

Firmware Version	Cisco Unified Communications Manager Version
5.0(3) - SCCP	3.11[1], 3.2, 3.3, 4.1 4.2, 4.3, 5.1, 6.0, 6.1, 7.0(1)
5.0(3) - SIP	7.0(1)
5.0(4) - SCCP	6.1(3a), 6.1(4), 6.1(5), 7.0(2), 7.1, 8.0
5.0(4) - SIP	7.x
[1]Requires Cisco Unified Communications Manager Release 3.1(2c) or later.	

Cisco Unified IP Phone 7915 Expansion Module

The Cisco Unified IP Phone 7915 Expansion Module supports the following Cisco Unified IP Phones that run SCCP and SIP: 7962G, 7965G, and 7975G. Phones that run SCCP must run Cisco Firmware Release 8.3(5) or a later release. Phones that run SIP must run Cisco Firmware Release 8.4(1) or a later release.

Find additional information at this URL:

http://www.cisco.com/en/US/products/hw/phones/ps379/tsd_products_support_series_home.html

Table 18: Cisco Unified IP Phone 7915 Expansion Module Compatibility with Cisco Unified Communications Manager Release 4.x through Release 8.x

Firmware Version	Cisco Unified Communications Manager Version
1.0(2) - SCCP	4.2(3)SR3[1], 4.3(1)[2], 4.3(2)[3], 5.1(3b), 5.1(3c), 6.1(1b), 6.1(2), 6.1(3a), 7.0(1)
1.0(2) - SIP	7.0(1)
1.0(2)SR1 - SCCP	4.2(3)SR3[1], 4.3(1)[2], 4.3(2)[3], 5.1(3b), 5.1(3c), 6.1(1b), 6.1(2), 6.1(3a), 7.0(1)
1.0(2) SR1- SIP	7.0(1)

Firmware Version	Cisco Unified Communications Manager Version
1.0(3) - SCCP	6.1(3a), 6.1(4), 7.0(2), 7.1
1.0(3) - SIP	6.1(3a), 6.1(4), 7.0(2), 7.1
1.0(4) - SCCP	4.2(3) SR3a, 4.3(2), 5.1(3)b, 6.1(1), 6.1(2x), 6.1(3x), 6.1(4x), 6.1(5x), 7.x, 8.x
[1] Supports Cisco Unified Communications Manager Release 4.2(3)SR3a or later. [2] Supports Cisco Unified Communications Manager Release 4.3(1)ES22. [3] Supports Cisco Unified Communications Manager Release 4.3(2)SR1a and Release 4.3(2)ES4.	

Cisco IP Phone 8800 Series

You can research Cisco IP Phone 8800 Series compatibility with Cisco Unified Communications Manager releases by using the Cisco Unified Communications Compatibility Tool at the following URL:

http://tools.cisco.com/ITDIT/vtgsca/VTGServlet

Go to the preceding URL, select the Cisco Unified Communications Manager release that you want to research, then search the compatibility tool window to find the specific Cisco IP Phone 8800 Series phone model you want, including the following:

- Cisco IP Phone 8811
- Cisco Unified IP Conference Phone 8831
- Cisco IP Phone 8841
- Cisco IP Phone 8851
- Cisco IP Phone 8861

Cisco Unified IP Phone 8900 Series

You can research Cisco Unified IP Phone 8900 Series compatibility with Cisco Unified Communications Manager releases by using the Cisco Unified Communications Compatibility Tool at the following URL:

http://tools.cisco.com/ITDIT/vtgsca/VTGServlet

Go to the preceding URL, select the Cisco Unified Communications Manager release that you want to research, then search the compatibility tool window to find the specific Cisco Unified IP Phone 8900 Series phone model you want, including the following:

- Cisco Unified IP Phone 8941 (End of Sale May 31, 2014)
- Cisco Unified IP Phone 8945 (End of Sale July 9, 2015)
- Cisco Unified IP Phone 8961

Cisco Unified IP Phone 9900 Series

You can research Cisco Unified IP Phone 9900 Series compatibility with Cisco Unified Communications Manager releases by using the Cisco Unified Communications Compatibility Tool at the following URL:

http://tools.cisco.com/ITDIT/vtgsca/VTGServlet

Go to the preceding URL, select the Cisco Unified Communications Manager release that you want to research, then search the compatibility tool window to find the specific Cisco Unified IP Phone 9900 Series phone model you want, including the following:

- Cisco Unified IP Phone 9951
- Cisco Unified IP Phone 9971

Cisco Unified SIP Phones 3900 Series

Find additional information about the Cisco Unified SIP Phones 3900 series at this URL:

http://www.cisco.com/en/US/products/ps7193/tsd_products_support_series_home.html.

Cisco Unified SIP Phone 3905

You can research Cisco Unified SIP Phone 3905 compatibility with Cisco Unified Communications Manager releases by using the Cisco Unified Communications Compatibility Tool at the following URL:

http://tools.cisco.com/ITDIT/vtgsca/VTGServlet

Go to the preceding URL, select the Cisco Unified Communications Manager release that you want to research, then search the compatibility tool window to find the Cisco Unified SIP Phone 3905.

Cisco Unified SIP Phone 3911

The following table provides Cisco Unified SIP Phone 3911 compatibility information for Cisco Unified Communications Manager Release 5.x through Release 8.x.

Table 19: Cisco Unified SIP Phone 3911 Compatibility with Cisco Unified Communications Manager Release 5.x through Release 8.x

Firmware Version	Cisco Unified Communications Manager Version
8.1(b)	5.1, 6.0
8.1(2)	5.1, 6.0, 6.1, 7.0(1), 7.1
8.1(3)	5.1, 6.0, 6.1, 7.0(1), 7.1, 8.0 and later.

The Cisco Unified SIP Phone 3911 is End of sale on July 23, 2010.

Cisco Unified SIP Phone 3951

The following table provides Cisco Unified SIP Phone 3951 compatibility information for Cisco Unified Communications Manager Release 5.x through Release 8.x.

Table 20: Cisco Unified SIP Phone 3951 Compatibility with Cisco Unified Communications Manager Release 5.x through Release 8.x

Firmware Version	Cisco Unified Communications Manager Version
8.0	5.1
8.0(2)	5.1
8.1(b)	5.1, 6.0

Firmware Version	Cisco Unified Communications Manager Version
8.1(2)	5.1, 6.0, 6.1, 7.0(1), 7.1
8.1(3)	5.1, 6.0, 6.1, 7.0(1), 7.1, 8.0 and later

The Cisco Unified SIP Phone 3951 is End of sale on July 23, 2010.

Cisco Unified MeetingPlace

You can research Cisco Unified MeetingPlace compatibility with Cisco Unified Communications Manager by using the Cisco Unified MeetingPlace compatibility matrices at the following URL:

http://www.cisco.com/en/us/products/sw/ps5664/ps5669/products_device_support_tables_list.html

Go to the preceding URL and select the Cisco Unified MeetingPlace release's compatibility matrix that you want to refer to. Within that matrix, search for "Cisco Unified Communications Manager". Your search takes you to a table that lists the Cisco Unified Communications Manager versions that are compatible with the Cisco Unified MeetingPlace release that you selected.

Cisco Unified MeetingPlace Express

Cisco Unified MeetingPlace Express is not compatible with Cisco Unified Communications Manager 10.0(1) and later.

Find additional information about Cisco Unified MeetingPlace Express at this URL:

http://www.cisco.com/en/US/products/ps6533/tsd_products_support_series_home.html

Table 21: Cisco Unified MeetingPlace Express Compatibility with Cisco Unified Communications Manager Release 3.x through Release 7.x

Cisco Unified MeetingPlace Express Version	Cisco Unified Communications Manager Version
1.1	3.3[1], 4.0, 4.1, 4.2(1), 5.0, 5.1
1.1.1	3.3[1], 4.0, 4.1, 4.2(1), 5.0, 5.1
1.2 and 1.2 VT	3.3[1], 4.0, 4.1, 4.2(1), 5.0, 5.1
2.0 and 2.0 VT	3.3, 4.0, 4.1, 4.2, 4.3, 5.0[2], 5.1, 6.0, 6.1
2.0(1)	4.0, 4.1, 4.2, 4.3, 5.0, 5.1, 6.0, 6.1
2.0(2.126)	4.0, 4.1, 4.2, 4.3, 5.0, 5.1, 6.0, 6.1
2.0(3.35)	4.0, 4.1, 4.2, 4.3, 5.0, 5.1, 6.0, 6.1
2.1(1.2)	4.0, 4.1, 4.2, 4.3, 5.0, 5.1, 6.0, 6.1, 7.0

[1] H.323 environment only. SIP does not get supported.
[2] SIP integration requires Cisco Unified Communications Manager Release 5.0(4) or later.

Cisco Unified Mobile Communicator

Cisco Unified Mobile Communicator is not compatible with Cisco Unified Communications Manager 10.0(1) and later.

Refer to Cisco Unified Mobile Communicator compatibility information for Cisco Unified Communications Manager in the online matrix at

http://www.cisco.com/en/US/products/ps7270/products_device_support_tables_list.html

Go to the matrix that is linked at the preceding URL, then search for the Cisco Unified Communications Manager release that you want to research.

Note Cisco Unified Mobile Communicator (the client) works in conjunction with Cisco Unified Mobility Advantage (the server). See Cisco Unified Mobility Advantage, on page 25.

Cisco Unified Mobility Advantage

Refer to Cisco Unified Mobility Advantage compatibility information for Cisco Unified Communications Manager in the online matrix at

http://www.cisco.com/en/US/products/ps7270/products_device_support_tables_list.html

Note Cisco Unified Mobility Advantage is not compatible with Cisco Unified Communications Manager Release 10.0(1) or later.

Go to the matrix that is linked at the preceding URL, then search for the Cisco Unified Communications Manager release that you want to research.

Note Cisco Unified Mobility Advantage (the server) works in conjunction with Cisco Mobile and Cisco Unified Mobile Communicator (the clients).

Cisco Unified SIP Proxy

The following table provides Cisco Unified SIP Proxy compatibility information for Cisco Unified Communications Manager.

Table 22: Cisco Unified SIP Proxy Compatibility with Cisco Unified Communications Manager

SIP Proxy Version	Cisco Unified Communications Manager Version
8.5(1)	8.6(1a), 8.6(2), 8.6(2a) and later.

Cisco Unified Survivable Remote Site Telephony

Cisco Unified Survivable Remote Site Telephony (SRST) does not depend upon Cisco Unified

Communications Manager, but supports phone loads. Use the SRST documentation roadmap to determine which phones are supported in each release of Cisco Unified Communications Manager.

The Secure SRST product requires Cisco Unified Communications Manager Release 4.1(2) or later.

You can research Cisco Unified Survivable Remote Site Telephony compatibility with Cisco Unified Communications Manager by using the Cisco Unified Survivable Remote Site Telephony compatibility matrices at the following URL:

http://www.cisco.com/c/en/us/support/unified-communications/unified-survivable-remote-site-telephony/products-device-support-tables-list.html

Go to the preceding URL and select the Cisco Unified Survivable Remote Site Telephony release compatibility matrix that you want to refer to. Within that matrix, search for "Cisco Unified Communications Manager". Your search takes you to a table that lists the Cisco Unified Communications Manager versions that are compatible with the Cisco Unified Survivable Remote Site Telephony release that you selected.

Cisco Voice Gateways

Find information about several voice gateway series interoperability (Cisco 1861, 2800, 2900, 3800, 3900, 3900E, 4431 and 4451 Series) with Cisco Unified Communications Manager at the following URL:

http://www.cisco.com/en/US/prod/collateral/routers/ps259/product_data_sheet0900aecd8057f2e0.pdf.

Interoperability

Find interoperability information at the Cisco Interoperability Portal at this URL:

http://www.cisco.com/en/US/netsol/ns728/networking_solutions_program_category_home.html

Server Platforms

In Release 10.0(1) and later, Cisco only supports virtualized deployments of Cisco Unified Communications

Manager (Unified Communications Manager) on Cisco Unified Computing System servers, or on a Cisco-approved third-party server configuration. In Release 10.0(1) and later, Cisco does not support deployments of Unified Communications Manager on Cisco Media Convergence Server servers.

Tape device is not supported in virtualized deployments. Upgrade to 10.0(1) and later removes the devices/schedules configured with tape device. Ensure to add the network device(if it does not exists) and re-configure the schedule for backup/restore post upgrade.

For more information about the deployment of Unified Communications Manager in a virtualized environment,

http://docwiki.cisco.com/wiki/Unified_Communications_in_a_Virtualized_Environment.

License Management

You can perform any of the following upgrades:

- Cisco Prime License Manager to Cisco Prime License Manager
- Enterprise License Manager to Cisco Prime License Manager
- Enterprise License Manager to Enterprise License Manager

Note For Enterprise License Manager and Cisco Prime License Manager, only a standalone to standalone version upgrade, or a co-resident to co-resident version upgrade is supported. Standalone to co-resident, and co-resident to standalone upgrades are not supported. For co-resident versions, see the compatibility table for the application that is co-resident with the Enterprise License Manager for version 9.0(1) and later.

You must use the COP file at the following location to upgrade from Enterprise License Manager 9.1.1 (standalone) to Prime License Manager 10.0(1) and later (standalone): `elm_Elm_v9_1_1_PlmUpgrade.cop.sgn`.

Download the required software patch from the following location: **Support** > **Downloads** > **Unified Communications** > **Unified Communications Management** > **Cisco Prime License Manager**

Supported Upgrades for Cisco Prime License Manager (Standalone) Release

Table 23: Upgrade Paths for Cisco Prime License Manager to Cisco Prime License Manager Upgrades

Pre-Upgrade Release	Target Release	Type of Upgrade
Cisco Prime License Manager, Release 10.0(1)	Cisco Prime License Manager, Release 10.5(1) or 10.5(2)	Direct Upgrade
Cisco Prime License Manager, Release 10.5(1)	Cisco Prime License Manager, Release 10.5(2)	Direct Upgrade
Cisco Prime License Manager, Release 10.5(2)	Cisco Prime License Manager, Release 11.0(1)	Direct Upgrade

Table 24: Upgrade Paths for Enterprise License Manager to Cisco Prime License Manager Upgrades

Pre-Upgrade Release	Target Release	Pre-Upgrade Release
Enterprise License Manager (standalone), Release 9.0(1) or 9.1(1)	Cisco Prime License Manager (standalone), Release 10.0(1)	Apply 9.1(1) COP file and then perform the upgrade
	Cisco Prime License Manager (standalone), Release 10.5(1) or 10.5(2)	Apply 9.1(1) COP file, then RSA COP file, and then perform the upgrade
	Cisco Prime License Manager (standalone), Release 11.0(1)	Apply 9.1(1) COP file, then RSA COP file, and then perform the upgrade
Enterprise License Manager (standalone), Release 9.1(2)	Cisco Prime License Manager (standalone), Release 10.0(1)	Direct Upgrade
	Cisco Prime License Manager (standalone), Release 10.5(1) or 10.5(2)	Apply RSA COP file and then perform the upgrade
	Cisco Prime License Manager (standalone), Release 11.0(1)	Apply RSA COP file and then perform the upgrade

Pre-Upgrade Release	Target Release	Pre-Upgrade Release
Note For information about the COP file containing the required RSA-3 keys, see the topic relating to pre-upgrade COP files in the *Release Notes for Cisco Unified Communications Manager.*		

Software Supported Upgrades for Enterprise License Manager (standalone) release:

Table 25: Upgrade Paths for Enterprise License Manager to Enterprise License Manager Upgrades

Support	Release			
To Enterprise License Manager (standalone) version	9.1(2)	9.1(1a)	9.1(1)	9.0(1)
Type of Upgrade	Direct upgrade	Direct upgrade	Direct upgrade	Direct upgrade
From Enterprise License Manager (standalone) version	9.1(1a), 9.1(1), 9.0(1)	9.1(1), 9.0(1)	9.0(1)	Not Applicable

Related Documentation

- *Cisco Interoperability Portal* at this URL:
  http://www.cisco.com/en/US/netsol/ns728/networking_solutions_program_category_home.html
- *Cisco Unified Communications Manager Compatibility Tool* at this URL:
  http://tools.cisco.com/ITDIT/vtgsca/VTGServlet
- *Cisco Unified Communications Manager Documentation Roadmaps* (documentation guides) at this URL:
  http://www.cisco.com/en/US/products/sw/voicesw/ps556/products_documentation_roadmaps_list.html
- *Cisco Unified Communications Manager Hardware Compatibility Matrix* at this URL:
  http://www.cisco.com/en/US/products/sw/voicesw/ps556/products_device_support_tables_list.html
- *Cisco Unified Communications Operating System Supported Server Hardware Compatibility Matrix* at this URL:
  http://www.cisco.com/en/US/products/sw/voicesw/ps556/products_device_support_tables_list.html
- *Cisco Unified IP Phones 6900 Series* documentation at this URL:
  http://www.cisco.com/en/US/products/ps10326/tsd_products_support_series_home.html
- *Cisco Unified IP Phones 7900 Series documentation* at this URL:
  http://cisco.com/en/US/products/hw/phones/ps379/tsd_products_support_series_home.html
- *Vendor MIB Support for Cisco Unified Communications Manager Servers* at this URL:
  http://www.cisco.com/en/US/products/sw/voicesw/ps556/products_device_support_tables_list.html

Compatibility Information for IM & Presence Service

Hardware Compatibility

In Release 10.0(1) and later, Cisco supports only virtualized deployments of IM and Presence Service on Cisco Unified Computing System servers, or on a Cisco-approved third-party server configuration. In Release 10.0(1) and later, Cisco does not support deployments of IM and Presence Service on Cisco Media Convergence Server servers

For more information about the deployment of IM and Presence Service in a virtualized environment, see http://docwiki.cisco.com/wiki/Virtualization_for_Unified_CM_IM_and_Presence.

For more information about the VMware that IM and Presence Service supports, see http://docwiki.cisco.com/wiki/UC_Virtualization_Supported_Hardware#Table_1_-_UC_on_UCS_TRCs.

Software Compatibility

The following table shows the supported integrations with various software.

Table 26: Software Compatibility for IM and Presence Service 10.x

Software	Version
Cisco Unified Communications Manager	IM and Presence Service and Cisco Unified Communications Manager software versions must match. For example, IM and Presence Service Release 10.5(2) is supported only with Cisco Unified Communications Manager Release 10.5(2). Similarly, IM and Presence Service Release 10.0(1) is supported only with Cisco Unified Communications Manager Release 10.0(1), and so on.
Cisco Jabber[1]	Cisco Jabber for Windows
	Cisco Jabber for Mac
	Cisco Jabber IM for BlackBerry
	Cisco Jabber IM for iPhone
	Cisco Jabber IM for Android
	Cisco Jabber for iPad
	Cisco Jabber Web SDK
Cisco Expressway	Cisco Expressway Release 8.1 or greater

Software	Version
Cisco Agent Desktop	With Cisco Unified Contact Center Enterprise (Unified CCE): • For IM and Presence Service 10.0(1): Cisco Agent Desktop 10.0(1) and 10.0(1a) • For IM and Presence Service 10.5(x): Cisco Agent Desktop 10.0(1a) With Cisco Unified Contact Center Express (Unified CCX): • Cisco Agent Desktop 9.0(2)SU2, 10.0(1), 10.5(1), 10.6(1)
Microsoft Remote Call Control (RCC)	OCS 2007 R2
	Lync 2010
	Lync 2013
Microsoft Exchange Calendaring	Exchange 2003[2] (NTLMv1 only)
	Exchange 2007 (NTLMv1 only)
	Exchange 2010 (NTLMv1 only)
	Exchange 2013 (NTLMv1 only)
External Database Servers (Persistent Group Chat[3], IM Compliance, Managed File Transfer)	Oracle database, versions 9i, 10g, or 11g
	PostgreSQL database, versions 8.3.x through 9.1.1
Compliance Servers	Cisco supports third-party compliance servers. For more information, contact your Cisco Representative.
Cisco AJAX XMPP Libraries (CAXL)	CAXL 2.0.1, 2.1.1, 8.5, 8.6 See the Cisco Developer Network at http://developer.cisco.com for details around CAXL interfaces.

1 For version compatibility for all Cisco Jabber clients, see the appropriate Cisco Jabber client documentation.

2 IM and Presence Service Release 10.0(1) only.

3 Persistent chat is only available on Cisco Unified Communications Manager IM and Presence Service 10.0 and later. Persistent chat is only available for Cisco Jabber for Windows.

Supported Integrations

Interdomain Federation

The following table shows the interdomain federations that are supported in IM and Presence Service Release 10.x.

Note If you have Cisco Expressway deployed, you should configure XMPP federation on Cisco Expressway and not on IM and Presence Service.

Table 27: Interdomain Federation Support

Federated Enterprise	IM and Presence Service Release 10.x	Protocol	TCP/TLS	Chat + Calling via Expressway Gateway[1]
Cisco Unified Presence 7.x	No[2]	—	—	—
Cisco Unified Presence 8.0	No[2]	—	—	—
Cisco Unified Presence 8.5	No[2]	—	—	—
Cisco Unified Presence 8.6	Yes	XMPP	TCP and TLS	No
IM and Presence Service 9.0(1)	Yes	XMPP	TCP and TLS	No
IM and Presence Service 9.1(1)	Yes	XMPP	TCP and TLS	No
IM and Presence Service 10.0(1)	Yes	XMPP	TCP and TLS	No
IM and Presence Service 10.5(1)	Yes	XMPP	TCP and TLS	No
IM and Presence Service 10.5(2)	Yes	XMPP	TCP and TLS	No
Webex Messenger 7.x	Yes	XMPP	TCP and TLS	No
Jabber XCP (XMPP federation)	Yes	XMPP	TCP and TLS	No
IBM Sametime 8.2	Yes	XMPP	TCP and TLS	No
IBM Sametime 8.5	Yes	XMPP	TCP and TLS	No
GoogleTalk[3]	Yes	XMPP	TCP	No
Microsoft LCS 2005	No	—	—	No
Microsoft OCS 2007	Yes	SIP[4]	TLS	No
Microsoft OCS 2007 R2	Yes	SIP[4]	TLS	No

Federated Enterprise	IM and Presence Service Release 10.x	Protocol	TCP/TLS	Chat + Calling via Expressway Gateway[1]
Microsoft Lync 2010 (Direct Federation)	Yes	SIP[4]	TLS	Yes
Microsoft Lync 2010 (Business to Business)	Yes	SIP[4]	TLS	Yes
Microsoft Lync 2013 (Direct Federation)	Yes	SIP[4]	TLS	Yes
Microsoft Lync 2013 (Business to Business)	Yes	SIP[4]	TLS	Yes
Skype for Business (Direct Federation)	No	—	—	No
Skype for Business (Business to Business)	No	—	—	No
AOL[5]	Yes	SIP	TLS	No

[1]Minimum Expressway-C version for chat + calling is X8.8.

[2] Not supported due to End of Software maintenance. See End-of-Life and End-of-Safe Notices

[3] Be aware that Google are planning to discontinue support for XMPP federation. Refer to Google for more information.

[4] Only SIP federation to Microsoft clients is supported.

[5] Validated against AIM client version 7.5.11.9.

Support for Cisco Adaptive Security Appliance (ASA)

IM and Presence Service Release 10.x supports Cisco ASA Version 9.0.4-1.

Support for Group Chat

The XMPP protocol supports group chat over federation, assuming that the federated enterprise also supports group chat.

Intradomain Federation

The following table shows the intradomain federations that are supported in IM and Presence Service Release 10.x.

Table 28: Intradomain Federation Support

Federated Enterprise	IM and Presence Service Release 10.x	Protocol	TCP/TLS	Chat + Calling via Expressway Gateway[1]
Microsoft LCS 2005	No	—	—	No
Microsoft OCS 2007	No	—	—	No
Microsoft OCS 2007 R2	Yes	SIP	TCP or TLS	No
Microsoft Lync 2010	Yes	SIP	TLS only	Yes
Microsoft Lync 2013	Yes	SIP	TLS only	Yes
Skype for Business	No	—	—	No
[1]Minimum Expressway-C version for chat + calling is Expressway X8.8.				

Interclustering

The following table shows the intercluster configurations that are supported in IM and Presence Service Release 10.x.

Note These intercluster configurations also support interdomain and intradomain federation.

Table 29: Intercluster Peering Support

Intercluster with	IM and Presence Service Release 10.x
Cisco Unified Presence 8.6	Yes
IM and Presence Service 9.0(1)	Yes
IM and Presence Service 9.1(1)	Yes
IM and Presence Service 10.0(1)	Yes
IM and Presence Service 10.5(1)	Yes
IM and Presence Service 10.5(2)	Yes

Supported Interfaces

The following interfaces are supported with this release of IM and Presence Service:

- SIP/SIMPLE
- REST
- SOAP
- XMPP
- Cisco AJAX XMPP Library (CAXL)

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