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Are There Compatibility Issues Between Cisco ICM 4.6.1, 4.6.2, 5.0, 6.0, 7.0 and RMS 2.0?

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Questions

Introduction

Are There Compatibility Issues Between Cisco ICM 4.6.1, 4.6.2, 5.0, 6.0, 7.0 and RMS 2.0?

NetPro Discussion Forums – Featured Conversations

Related Information

Introduction

This document discusses two compatibility issues between Cisco Intelligent Contact Management (ICM) version 4.6.1, 4.6.2, 5.0, 6.0, 7.0 and Remote Monitoring Services (RMS) 2.0 and RMS Service Release 1 and the EMS File Update.

For more information on document conventions, refer to Cisco Technical Tips Conventions.

Q. Are There Compatibility Issues Between Cisco ICM 4.6.1, 4.6.2, 5.0, 6.0, 7.0 and RMS 2.0?

A. When your configuration combines a Cisco ICM version greater than 4.6 and Cisco RMS 2.0, two compatibility issues emerge. The first issue is related to **phone home** events from ICM version 4.6.1 and greater to the RMS 2.0 Listener. Because the RMS 2.0 Listener contains ICM 4.6 resource dynamic link library (DLL) files, it can not decode the new ICM version 4.6.1 and greater events from the Event Management System (EMS) records. A generic error message is generated.

Complete these steps to resolve this issue for ICM 4.6.1, 4.6.2 and 5.0:

1. Download Cisco Remote Monitoring suite Service Release 1.0.
2. Follow the directions included with the Service Release.

Complete these steps to resolve this issue for ICM 6.0 and 7.0:

1. Download Cisco Remote Monitoring suite Service Release 1.0.
2. Follow the directions included with the Service Release.
3. Install the RMS Event File Update (located on the ICM 6.0/7.0 CD).

You must install these updates on the RMS Listener and all RMS Alarm Tracker clients.

NetPro Discussion Forums – Featured Conversations

Networking Professionals Connection is a forum for networking professionals to share questions, suggestions, and information about networking solutions, products, and technologies. The featured links are some of the most recent conversations available in this technology.

Cisco – Are There Compatibility Issues Between Cisco ICM 4.6.1, 4.6.2, 5.0, 6.0, 7.0 and RMS 2.0?

Related Information

- **Technical Support – Cisco Systems**
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