

Understand Support for Contact Center Components that Use CentOS

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Introduction

This document describes Cisco support for Contact Center products that are built on CentOS.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Unified Contact Center Enterprise (UCCE)
- Packaged Contact Center Enterprise (PCCE)
- Finesse
- Cisco Unified Intelligence Center (CUIC)
- Cisco Virtual Voice Browser (VVB)
- Cisco Cloud Connect (CCC)
- Customer Collaboration Platform (CCP)
- Unified Contact Center Express (UCCX)
- Cisco IP Interactive Voice Response (IPIVR)

Components used

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

- UCCE 12.5(x) / 12.6(x)
- PCCE 12.5(x) / 12.6(x)
- Finesse 12.5(x) / 12.6(x)
- CUIC 12.5(x) / 12.6(x)
- VVB 12.5(x) / 12.6(x)

- CCC 12.5(x) / 12.6(x)
- CCP 12.5(x)
- UCCX 12.5(x)
- IPIVR 12.5(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, ensure that you understand the potential impact of any command.

Background

Multiple Cisco Contact Center products are built on top of CentOS 7. This includes Cisco Finesse, CUIC, VVB, and UCCX. CentOS 7 goes End of Support on 30 June, 2024. This document answers several frequently asked questions.

What happens to Cisco support on products built on CentOS 7 after 30 June, 2024?

There is no change! Since your contract is with Cisco and all support continues per the terms of your support contract. Cisco continues to provide patches, Engineering Specials, and TAC support until the normal End of Software Maintenance / End of Support dates that are published. You can find these notifications at this page: [End of Life / End of Sale Notices](#).

Is it possible to upgrade the Operating System to a distribution other than CentOS?

No, the distribution of Linux can only be upgraded when the entire software is upgraded.

What distribution is supported with the next version of these products?

Cisco has decided to move away from CentOS 7 to AlmaLinux in version 15.

When Cisco releases a version that does not use CentOS 7, can I upgrade in-place?

The exact upgrade sequence for each product to version 15 is not yet documented. You must refer to the upgrade documentation once it has been published.

When Cisco releases a version that does not use CentOS 7, can a version 15 component coexist in the same deployment with a previous version?

Please review the compatibility matrix for version 15 once the software is released.

How are vulnerabilities going to be addressed on CentOS 7 post its

end-of-support?

Patches are handled in the same way they are addressed now.