

Cisco Unified Communications Support for Microsoft Windows 7

PB563280

October 22, 2009, was the public release of Microsoft Windows 7.

Cisco is committed to maintaining a high degree of interoperability between Cisco® Unified Communications Solutions and Microsoft software. As part of this ongoing commitment, we already support Microsoft Windows 7 across many of our product lines.

Across the software industry, the migration of software applications from a 32-bit architecture to a 64-bit architecture is taking place as 64-bit computer, driver, and operating system support becomes widespread. Cisco's evaluations of 32-bit Cisco Unified Communications desktop applications have not shown any significant loss in functions when running these applications in 64-bit Windows machines running in 32-bit emulation mode (WoW64, enabled in Windows by default). To avoid delays in the much-anticipated Cisco Unified Communications System Release 8.0, Cisco is maintaining our current release schedules and plans to gradually introduce Windows 7 as well as native 64-bit support.

Table 1 indicates the first-customer-shipment (FCS) dates for specific Cisco Unified Communications products with planned support of Microsoft Windows 7 on 32- and 64-bit machines. Support on 64-bit machines is either on WoW64 emulator mode or Native 64-bit mode, as noted in the table.

Information is current as of May 2010. Table 1 will be updated as additional information such as maintenance or service release and native 64-bit support details becomes available. Please direct any questions to your local Cisco account team or channel representative.

Table 1. Cisco Unified Communications Support for Microsoft Windows 7

Product	Windows 7 32-bit Support FCS Dates	Windows 7 64-bit Support FCS Dates
Cisco Unified Business Attendant Console	Version 8.0(3), FCS Q3CY10	WoW64 - Version 8.0(3), FCS Q3CY10
Cisco Unified Department Attendant Console	Version 8.0(3), FCS Q3CY10	WoW64 - Version 8.0(3), FCS Q3CY10
Cisco Unified Enterprise Attendant Console	Version 8.0(3), FCS Q3CY10	WoW64 - Version 8.0(3), FCS Q3CY10
Cisco Unified Communications Manager Assistant	Version 8.5(1) FCS Q4CY10	WoW64 - Version 8.5(1), FCS Q4CY10
Cisco Unified TAPI TSP Client (including Wave Driver)	Version 8.5(1), FCS Q4CY10	<ul style="list-style-type: none"> • WoW64 - Not applicable • Native 64 - Target FCS Q4CY10
Cisco Unified JTAPE Client	Version 8.5(1), FCS Q4CY10	<ul style="list-style-type: none"> • WoW64 - Not applicable • Native 64 - Target FCS Q4CY10
Cisco Unified Communications Manager Windows Trace Collection Tool	Not supported	Not supported
Cisco Unified Communications Manager AXL SDK Toolkit	Version 8.5(1), FCS Q4CY10	WoW64 - Version 8.5(1), FCS Q4CY10
Cisco Unified Communications Manager Security Token Advisory (CTL Client)	Version 8.5(1), FCS Q4CY10	WoW64 - Version 8.5(1), FCS Q4CY10
Cisco Unified Communications Manager Real-Time Monitoring Tool (RTMT)	Version 8.5(1), FCS Q4CY10	WoW64 - Version 8.5(1), FCS Q4CY10
Voice Log Translator	Version 8.5(1), FCS Q4CY10	WoW64 - Version 8.5(1), FCS Q4CY10
Cisco Unified Application Environment Application Designer	Version 8.5(1), FCS Q4CY10	TBD

Product	Windows 7 32-bit Support FCS Dates	Windows 7 64-bit Support FCS Dates
Cisco Unified Intelligent Contact Management (ICM) and Cisco Unified Contact Center Enterprise and Hosted (Administration Client, Internet Script Editor, and support tools)	Version 8.0, FCS Q1CY10	WoW64 - Version 8.5, FCS Q4CY10
Cisco Unified Intelligence Center (Note: WebView is not supported on Windows 7)	Version 8.0, FCS Q1CY10	TBD
Cisco Unified Contact Center Management Portal	Version 8.0, FCS Q1CY10	WoW64 - Version 8.5, FCS Q4CY10
Cisco Unified Contact Center Enterprise desktops (Cisco Agent Desktop, Cisco Supervisor Desktop)	Version 7.6(1) FCS Q3CY10 Version 8.0, FCS Q1CY10	WoW64 - Version 7.6(1) (Note: Desktop-based monitoring and recording is not supported) WoW64 - Version 8.0 (Note: Desktop-based monitoring and recording is not supported) WoW64 - Version 8.5 (Note: Desktop-based monitoring and recording is supported)
Cisco CTI Toolkit Option	Version 7.5(8) FCS March 2010 and 8(x)	WoW64 - Version 8.5.2 FCS July 2011
Cisco Unified E-Mail Interaction Manager	Version 4.3(2), FCS Q3CY10	4.3(2), FCS Q3CY10 (using 32-bit IE, which comes as a default)
Cisco Unified Web Interaction Manager	Version 4.3(2), FCS Q3CY10	4.3(2), FCS Q3CY10 (using 32-bit IE, which comes as a default)
Cisco Unified Customer Voice Portal (VoiceXML Studio)	Version 8.5, FCS Q4CY10	WoW64 - Version 8.5, FCS Q4CY10
Cisco Unified Contact Center Express Desktops (Cisco Agent Desktop and Cisco Supervisor Desktop)	Version 7.0(2), May 2011 Version 8.0(1), FCS Q1CY10	WoW64 - Version 7.0(2) WoW64 - Version 8.0, FCS Q1CY10 (Note: Desktop-based monitoring and recording is not supported) WoW64 - Version 8.5
Cisco Unified Contact Center Express Historical Reporting Client and Workflow Editor	Version 7.0(2), May 2011 Version 8.0(2), FCS Q2CY10	WoW64 - Version 8.5(1)SU1 Q2CY11
Cisco Unified Workforce Optimization (quality management)	Version 8.0(1), FCS Q2CY10	TBD
Cisco Unified Workforce Optimization (workforce management)	Dependent upon browser being Internet Explorer 6.x or 7.x. No client OS requirements	Dependent upon browser being Internet Explorer 6.x or 7.x. No client OS requirements
Cisco Unified IP IVR Historical Reporting Client and Workflow Editor	Version 7.0 (2), May 2011 Version 8.0(2), FCS Q2CY10	WoW64 - Version 8.5(1)SU1 Q2CY11
Cisco IP Communicator	Version 7.0.4, FCS Q2CY10 Version 8.5, FCS Q4CY10	WoW64 - Version 7.0.4, FCS Q2CY10; Version 8.5, FCS Q4CY10
Cisco Unified Personal Communicator	Version 8.0, FCS Q2CY10	<ul style="list-style-type: none"> • WoW64 - Version 8.0, FCS Q2CY10 • Native 64 - Target FCS Q3CY11
Cisco Unified MeetingPlace[®] 7	Version 7.0, FCS Q2CY10	TBD
Cisco Unified MeetingPlace 7 Client	Version 7.0, FCS Q2CY10	TBD
Cisco Unified MeetingPlace 8	Version 8.5, FCS Q4CY10	TBD
Cisco Unified MeetingPlace 8 Client	Version 8.5, FCS Q4CY10	TBD
Cisco Unified MeetingPlace Express	Product reached end of sale; no plans to support on Windows 7 - migrate to Cisco Unified MeetingPlace 8	Product reached end of sale; no plans to support on Windows 7- migrate to Cisco Unified MeetingPlace 8
Cisco UC Integration[™] for Microsoft Office Communicator	Version 7.1.4, FCS Q2CY10 Version 8.0, FCS Q2CY10	<ul style="list-style-type: none"> • WoW64 - Version 7.1.4, FCS Q2CY10; Version 8.0, FCS Q2CY10 • Native 64 - Target FCS Q1CY11
Cisco UC Integration for Cisco WebEx[™] Connect	Version 6.5, FCS Q2CY10	<ul style="list-style-type: none"> • WoW64 - Version 6.5, FCS Q2CY10 • Native 64 - Target FCS Q4CY10
Cisco Unified Video Advantage	TBD	TBD
Cisco Unity[®] unified messaging	Version 8.0, FCS Q1CY10	WoW64 - Version 8.0, FCS Q1CY10
Cisco Unity ViewMail for Microsoft Outlook (VMO)	Version 8.0, FCS Q1CY10	WoW64 - Version 8.0, FCS Q1CY10
Cisco Unity Connection ViewMail for Microsoft Outlook (VMO)	Version 8.0, FCS Q1CY10	WoW64 - Target Version 8.5, FCS Q4CY10

Product	Windows 7 32-bit Support FCS Dates	Windows 7 64-bit Support FCS Dates
Cisco Unity Connection ViewMail for IBM Lotus Notes (VMN)	Target Version 8.0.2, FCS Q2CY10	WoW64 - Target Version 8.0.2, FCS Q2CY10
Cisco Unified Click-to-Call	Version 8.0, FCS Q2CY10	<ul style="list-style-type: none"> • WoW64 - Version 8.0, FCS Q2CY10 • Native 64 - Version 8.0, FCS Q2CY10
Cisco Phone Control and Presence with IBM Lotus Sametime	Version 8.0, FCS Q3CY10. Dependent on Sametime 8.5.1 Windows 7 support	<ul style="list-style-type: none"> • WoW64 - Version 8.0, FCS Q3CY10; dependent on Sametime 8.5.1 Windows 7 support • Native 64 - TBD (Sametime 64-bit plan pending)
Cisco Click-to-Call and Conference with IBM Lotus Sametime	By Version 8.5, FCS Q4CY10. Dependent on Sametime 8.5.1 Windows 7 support	<ul style="list-style-type: none"> • WoW64 - By Version 8.5, FCS Q4CY10; dependent on Sametime 8.5.1 Windows 7 support • Native 64 - TBD (Sametime 64-bit plan pending)
Cisco Unified MeetingPlace Click to Conference with IBM Lotus Sametime Instant Messaging	Version 8.5, FCS Q4CY10. Dependent on Sametime Windows 7 support	TBD
Cisco Unified MeetingPlace with IBM Lotus Sametime Web	Version 8.5, FCS Q4CY10. Dependent on Sametime Windows 7 support	TBD
Cisco Unified Messaging with IBM Lotus Sametime	Version 8.0, FCS Q3CY10 Dependent on Sametime 8.5.1 Windows 7 support	<ul style="list-style-type: none"> • WoW64 - Version 8.0, FCS Q3CY10; dependent on Sametime 8.5.1 Windows 7 support • Native 64 - TBD (Sametime 64-bit plan pending)

It is important that Cisco customers understand that the planned Windows 7 support features described in this field notice have not reached general availability status and remain in varying stages of development, and the information provided herein is for informational purposes only and is subject to change. It is also important that Cisco customers understand that the planned Windows 7 support features set forth in this field notice are separate from, and are not essential to, any terms and conditions of their existing purchase contracts with Cisco, including the functions of any products or deliverables under such contracts. Cisco will have no liability for any delay in delivery, or failure to deliver, any or all of the planned Windows 7 support features set forth herein. Therefore, any such delay or failure will not in any way grant to Cisco customers the right to return, refund, adjust, or exchange any previously purchased Cisco products or products that customers may purchase under their Cisco purchase contracts.



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