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Product bulletin

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Deprecation of WebSocket-Based Media Forking on Cisco Unified Border Element (CUBE)



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Overview

Cisco Unified Border Element (CUBE) does not support [WebSocket-Based Media Forking for Cloud Speech Services](#).

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Products Affected

Products Affected	Version
Cisco Unified Border Element (CUBE)	IOS XE 17.6.1a and later

Problem Description

The following feature is deprecated and is no longer supported by Cisco Unified Border Element (CUBE) for the version mentioned earlier:

- WebSocket-Based Media Forking for Cloud Speech Services

Background / Rationale

WebSocket-Based Media Forking for Cloud Speech Services is used for [Cisco UCCE Agent Answers and agent call transcription](#). WebSocket-Based Media Forking feature is no longer supported by CUBE. Customers currently using this feature must migrate to the recommended alternative to avoid disruption.

This update supports Cisco’s commitment to enhanced scalability, modern AI integration, operational simplicity, and improved security, serviceability, and alignment with industry standards.

Product Migration Options / Recommendations

Customers must migrate to the following once they are available:

- Enhanced CUBE SIPREC-based forking solution, available starting with CUBE IOS XE 17.18.2
- Cisco Contact Center Virtualized Voice Browser (VVB)-based Media Gateway component, available starting with VVB 15.0 ES release

Feature Release Timelines

- Solution demos are planned starting September 2025.
- An early trial of the recommended alternative solution is planned for October 2025, with beta versions of CUBE 17.18.2 and VVB 15.0 ES.
- General Availability (GA) of the recommended alternative solution is planned for January 2026 with the following:

- CUBE version IOS XE 17.18.2 (November 2025)
- VVB 15.0 ES (January 2026)

To participate in the solution demos or trials, contact your Cisco account representative.

Opening a Case With TAC

If you require further assistance, or if you have any further questions regarding this deprecation notice, contact [Cisco Systems Technical Assistance Center \(TAC\)](#) by one of the following methods:

- [Open a Service Request on cisco.com](#)
- [By Email](#)
- [By Telephone](#)

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