Deprecation of Cisco TAPS Service in Cisco Unified Communications Manager

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Overview

Cisco has provided TAPS service support since Cisco CallManager Release 4.0(1), alongside the Bulk Administration Tool (BAT) and Cisco Customer Response Solutions (CRS). TAPS allows phone users to call the TAPS directory number and download preconfigured phone settings for their directory numbers. It was used particularly in UCCX deployments.

With alternative solutions available in Cisco Unified Communications Manager, such as the Cisco Unified Communications Manager Self-Provisioning IVR, demand for TAPS service has decreased significantly.

No patches, security fixes, or maintenance releases will be provided for TAPS services on versions earlier than 15 SU5a.

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Products Affected

Products Affected	Version
Cisco Unified Communications Manager	15SU5a

Action

Customers can use the alternative solutions available in Cisco Unified Communications Manager, such as Cisco Unified Communications Manager Self-Provisioning IVR.

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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