

CIM Releases 4.4 and 9.0 Do Not Support Java Release 1.7



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Introduction

This document describes the support capabilities for Java Release 1.7 in the Cisco Interaction Manager (CIM) Releases 4.4 and 9.0.

CIM Support Capabilites

Java Release 1.7 is not supported for agent desktops in CIM Release 4.4 or 9.0. Here is the summary:

```
Servers: java 1.7
=====
4.4 = Not supported
9.0 = Supported
```

```
Client: java 1.7
=====
4.4 = Not supported
9.0 = Not supported
```

Note: Java Release 1.7 allows you to have multiple versions of Java on your desktop (such as Release 1.6, which is officially supported by Oracle). E-Mail Interaction Manager (EIM) client applications can run or work on desktops with Java 1.7 and 1.6, but this combination is not supported by eGain or Cisco.

Related Information

- *Cisco Unified Web and E-Mail Interaction Manager Deployment and Maintenance Guide*
- *Technical Support & Documentation – Cisco Systems*

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