Compatibility Matrix for Cisco Unity Connection

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Compatibility Matrix for Cisco Unity Connection

This document describes different combinations of the softwares, such as operating systems and web browsers to access voicemails using various client applications. It also provides the information on different version combination for SCCP, SIP, and video integration of Cisco Unity Connection with Cisco Unified Communications Manager.

Matrices for Unity Connection 11.x and Cisco Business Edition 6000/7000

This section provides the compatibility matrices of the different operating systems of Unity Connection 11.x and Cisco Business Edition 6000/7000 with the following web applications or clients:

- Cisco ViewMail for Microsoft Outlook
- Web Inbox
- Mini Web Inbox
- IMAP Clients
- Messaging Assistant and Personal Call Transfer Rules
- Cisco Unity Connection Administration

Browser Support for Unity Connection 11.x

Consider the following points with reference to different Unity Connection applications:

Web Inbox

- Cisco Unity Connection uses Flash Player for recording voice messages through Web Inbox. However, Adobe has announced end of life for Flash Player. Hence Cisco Unity Connection 11.5(1) Service Update 8 and later, replaces the Flash Player with Web Real-Time Communication(Web RTC) to record voice messages using HTML5 in WebInbox.
- By default, SSL connection for Jetty server is disabled in Unity Connection and SSL is enabled for web browsers. To enable auto refresh functionality in Web Inbox, either the administrator needs to enable Comet Notifications over SSL feature or the end user needs to disable the SSL settings on the browser. To disable the SSL settings on a browser, the end user needs to follow the given steps for specific web browsers:

  - In Internet Explorer, the message **Only secure content is displayed**, arises when you visit a website that contains mixed content i.e. encrypted https and non-encrypted http on the same web page. On this message window when you select the Show all content button, auto refresh works fine.
  - In Firefox, when you select the security shield in the web address bar and select **Disable protection mode**, auto refresh works fine.
  - In Chrome, when you select the security shield in the web address bar and select **Load unsafe script**, auto refresh works fine.

Mini Web Inbox

- Cisco Unity Connection uses Flash Player for recording voice messages through Mini Web Inbox. However, Adobe has announced end of life for Flash Player. Hence Cisco Unity Connection 11.5(1) Service Update 8 and later, replaces the Flash Player with Web Real-Time Communication(Web RTC) to record voice messages using HTML5 in Mini Web Inbox.

- Make sure the trusted certificate of the certification authority is added to the Trusted Root Store on the user workstations in order to access the notifications via email and the voice message via Mini Web Inbox. For more information on how to configure the trusted certificate on Unity Connection, see the "Securing the Connection between Cisco Unity Connection, Cisco Unified Communications Manager, and IP Phones " chapter of the Security Guide for Cisco Unity Connection, Release 11.x, available at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/11x/security/b_11xcucsecx.html .

- Make sure to perform the steps to configure the HTML notification on user workstation. For more information on how to configure the HTML notifications, see the "Configuring Unity Connection for HTML-based Message Notification" section of the "Configuring an Email Account to Access Cisco Unity Connection Voice Messages" chapter of the User Workstation Setup Guide for Cisco Unity Connection, Release 11.x, available at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/11x/user_setup/guide/b_11xcucuwsx.html .

> **Note** For more information on Mini Web Inbox, refer to the Quick Start Guide for the Cisco Unity Connection Mini Web Inbox available at http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/11x/quick_start/guide/b_11xcucqsgminiinbox.html.

Cisco Unity Connection Administration , **Messaging Assistant** and **Personal Call Transfer Rule**

- With Unity Connection 11.5(1) SU5 and later, Media Player also supports the computer device along with phone to provide the functionality of play, record, upload and download. To see the compatibility of Media Player with different browsers, refer Supported Version Combinations of Operating Systems and Web Browsers for Unity Connection 11.5(1) SU5, on page 6".

  For supported versions of IMAP client and ViewMail Application, refer Table 1: Supported Version Combinations on Workstation, Browsers , IMAP Clients and ViewMail Applications

- With Unity Connection 11.5(1) and later, a new Media Player is introduced that provides the functionality of play, record, upload and download using phone device. Media Player is compatible with all the browsers, given in the Table.

- For Unity Connection 11.0 (1) and earlier , it is recommended to use Java 8 update 79 with Cisco Unity Connection Administration, Messaging Assistant and Personal Call Transfer Rules.

Supported Version Combinations of Operating Systems, Web Browsers, IMAP Clients and ViewMail Applications

Table 1: Supported Version Combinations on Workstation, Browsers , IMAP Clients and ViewMail Applications

Supported Operating System	Supported Browser		IMAP Clients	ViewMail Application (Compatibility with version - 12.5(3))	ViewMail Application (Compatibility with version - 12.5(2))
	Web Inbox and Mini Web Inbox	Cisco Unity Connection Administration, Messaging Assistant and Personal Call Transfer Rules			
Windows 10 (32-bit and 64-bit) • Professional • Enterprise	• Firefox • 45 • 45 ESR • Chrome • 49 • Edge [1] • 20	• Firefox • 45 • 45 ESR • Internet Explorer • 11 • Chrome • 49 [2] • Edge • 20 [3]	• Outlook • 2016 • 2013 [4] • 2010 [5] • 2007 • Windows Live Mail • 2012 • Lotus Notes [6] • 9 [7] • Thunderbird • 38 • 38 ESR	• Outlook Desktop Application [8] • 2019 [9] • 2016 [28] • 2013	• Outlook Desktop Application [27] • 2019 • 2016 [28] • 2013 [28]
Windows 8.1 [10] (32-bit and 64-bit) • Standard • Professional • Enterprise	• Firefox • 45 • 45 ESR • Chrome • 49	• Firefox • 45 • 45 ESR • Internet Explorer • 11 • Chrome • 49 [21]	• Outlook • 2016 • 2013 [23] • 2010 [24] • 2007 • Windows Live Mail • 2012 • Lotus Notes [25] • 9 [26] • Thunderbird • 38 • 38 ESR	Same as above	Same as above

Supported Operating System	Supported Browser		IMAP Clients	ViewMail Application (Compatibility with version - 12.5(3))	ViewMail Application (Compatibility with version - 12.5(2))
	Web Inbox and Mini Web Inbox	Cisco Unity Connection Administration, Messaging Assistant and Personal Call Transfer Rules			
Windows 7 (32-bit and 64-bit) • Standard • Professional • Enterprise	• Firefox • 45 • 45 ESR • Chrome • 49	• Firefox • 45 • 45 ESR • Internet Explorer • 11 • Chrome • 49 [21]	• Outlook • 2016 • 2013 [23] • 2010 [24] • 2007 • Windows Live Mail • 2012 • Lotus Notes [25] • 9 [26] • Thunderbird • 38 • 38 ESR	Not Supported	Not Supported
Mac OS X 10.11 (El Capitan)	• Firefox[11] • 45 • 45 ESR • Safari • 9 • Chrome • 49	• Firefox • 45 • 45 ESR • Safari • 9 • Chrome • 49 [21]	• Outlook • 2011 • Apple Mail • 9 • Thunderbird • 45 • 45 ESR	Not Applicable	Not Applicable
Mac OS X 10.10 (Yosemite)	• Firefox[30] • 45 • 45 ESR • Safari • 8 • Chrome • 49	• Firefox • 45 • 45 ESR • Safari • 8 • Chrome • 49 [21]	• Outlook • 2011 • Apple Mail • 8 • Thunderbird • 45 • 45 ESR	Not Applicable	Not Applicable

Supported Operating System	Supported Browser		IMAP Clients	ViewMail Application (Compatibility with version - 12.5(3))	ViewMail Application (Compatibility with version - 12.5(2))
	Web Inbox and Mini Web Inbox	Cisco Unity Connection Administration, Messaging Assistant and Personal Call Transfer Rules			
Mac OS X 10.9 (Mavericks)	• Firefox [30] • 45 • 45 ESR • Safari • 7 • Chrome • 49	• Firefox • 45 • 45 ESR • Safari • 7 • Chrome • 49 [21]	• Outlook • 2011 • Apple Mail • 7 • Thunderbird • 45 • 45 ESR	Not Applicable	Not Applicable

[1] For successful audio recording through Windows computer on Edge browser, make sure the trusted certificate of the certification authority is added to the Trusted Root Store of the browser.

[2] Media Master for Unity Connection 11.0 (1) and earlier, is compatible only with chrome 42 and earlier versions that provide the NPAPI plugin support. In Chrome Version 42, you need to perform the steps mentioned in "Configuring Chrome 42, on page 6section to continue using NPAPI plugins. Unity Connection supports new Media Player with chrome 45 and later versions.

[3] Media Master for Unity Connection 11.0 (1) and earlier, is not compatible with Edge browser.

[4] With Outlook 2013, it is mandatory to install KB2889859 using http://support2.microsoft.com/kb/2889859. The delete operation may not work with Outlook 2013.

[5] Outlook 2010 will stop working if you install KB2956203 update.

[6] Lotus Notes is supported in the Online Mode only but the mark read operation from Web Inbox to Lotus Notes is not synchronized. Also, the delete operation supports only the hard delete of messages in Lotus Notes.

[7] Lotus Note 9 with Fix Pack 3 is supported in Unity Connection.

[8] The desktop version of outlook is integrated with either Exchange or Office 365 account in backend.

[9] "Inline Forward and Reply" functionality for Outlook 2013 and above, is not supported with ViewMail for Outlook.

[10] Windows 8.1 in the Desktop Mode.

[11] On Mac OS X, computer record and play is not available on Safari and Firefox for Web Inbox and Mini Web Inbox. Only telephone record and play is available.

> **Note**
> • It is recommended that for 32-bit browsers, the java version should be 32-bit only. 32 bit browser does not support 64 bit java version.
> • The IMAP clients support both the IPv4 and IPv6 addresses. However, the IPv6 address works only when the Unity Connection platform is configured in Dual (IPv4/IPv6) mode.

Configuring Chrome 42

To enable NPAPI in Chrome 42, do the following:

1. Enter the following URL in the address bar: chrome://flags/#enable-npapi
2. Click the **Enable link** under Enable NPAPI Mac, Windows section to enable NPAPI configuration option.
3. Click the **Relaunch Now** button at the bottom of the configuration page.

Supported Version Combinations of Operating Systems and Web Browsers for Unity Connection 11.5(1) SU5

Table 2: Supported Version Combinations of Operating Systems and Web Browsers for Unity Connection 11.5(1) SU5

Supported Operating System	Supported Browser for Web Inbox and Mini Web Inbox	Supported Browser for Cisco Unity Connection Administration, Messaging Assistant and Personal Call Transfer Rules

Window 10 (32-bit and 64-bit)
 • Professional
 • Enterprise
	• Firefox
	   • 60
	   • 60 ESR
	 • Chrome
	   • 67
	 • Edge [12]
	   • 40
		• Firefox [13]
		   • 60
		   • 60 ESR
		 • Chrome
		   • 67
		 • Edge
		   • 40

Windows 8.1 [14] (32-bit and 64-bit)
 • Standard
 • Professional
 • Enterprise
	• Firefox
	   • 60
	   • 60 ESR
	 • Chrome
	   • 67
		• Firefox [32]
		   • 60
		   • 60 ESR
		 • Chrome
		   • 67

Windows 7 (32-bit and 64-bit)
 • Standard
 • Professional
 • Enterprise
	• Firefox
	   • 60
	   • 60 ESR
	 • Chrome
	   • 67
		• Firefox [32]
		   • 60
		   • 60 ESR
		 • Chrome
		   • 67

Supported Operating System	Supported Browser for Web Inbox and Mini Web Inbox	Supported Browser for Cisco Unity Connection Administration, Messaging Assistant and Personal Call Transfer Rules

Mac OS X 10.12 (Sierra)	• Firefox[15]
	
	   • 60
	
	   • 60 ESR
	
	• Safari
	
	   • 11
	
	• Chrome
	
	   • 67
		• Firefox [32]
		
		   • 60
		
		   • 60 ESR
		
		• Safari [16]
		
		   • 11
		
		• Chrome
		
		   • 67

Mac OS X 10.11 (El Capitan)	• Firefox [34]
	
	   • 60
	
	   • 60 ESR
	
	• Safari
	
	   • 11
	
	• Chrome
	
	   • 67
		• Firefox [32]
		
		   • 60
		
		   • 60 ESR
		
		• Safari [35]
		
		   • 11
		
		• Chrome
		
		   • 67

[12] For successful audio recording through Windows computer on Edge browser, make sure the trusted certificate of the certification authority is added to the Trusted Root Store of the browser.

[13] Firefox does not display any pop-up for muted microphone. Make sure to unmute the microphone while recording with Media Player using computer device.

[14] Windows 8.1 in the Desktop Mode.

[15] On Mac OS X, computer record and play is not available with Safari and Firefox for Web Inbox and Mini Web Inbox. Only telephone record and play is available.

[16] On Mac OS X, Media Player does not support computer as recording device with Safari. For playback using computer device, go to Safari > Preferences > Websites > AutoPlay and make sure that "Allow All Auto Play" option is selected under "When visiting other websites" drop down list.

Supported Version Combinations of Operating Systems and Web Browsers for Unity Connection 11.5(1) SU8

Table 3: Supported Version Combinations of Operating Systems and Web Browsers for Unity Connection 11.5(1) SU8

Supported Operating System	Supported Browser for Web Inbox and Mini Web Inbox

Window 10
(64-bit)
• Enterprise
	• Edge
	  • 44
	• Chrome
	  • 81
	• Firefox [17]
	  • 73

Windows 7
(64-bit)
• Enterprise
	• Edge
	  • 44
	• Chrome
	  • 81
	• Firefox [36]
	  • 73

Mac OS X 10.12.6	• Edge
	  • 44
	• Chrome
	  • 81
	• Firefox [36]
	  • 73
	• Safari
	  • 12

[17] For successful audio recording through Windows computer on Firefox browser for version 73 and later, make sure to change the Firefox configuration.On Firefox, open "about:config" , search navigator, set "media.navigator.permission.disabled" to true, close all windows of Firefox and reopen it.

Compatibility Matrix for Unity Connection 10.x and Cisco Business Edition 6000/7000

This section provides the compatibility matrices of the different operating systems of Unity Connection 10.x and Cisco Business Edition 6000/7000 with the following web applications or clients:

- Cisco ViewMail for Microsoft Outlook
- Web Inbox
- Mini Web Inbox
- IMAP Clients
- Messaging Assistant and Personal Call Transfer Rules
- Cisco Unity Connection Administration

View Mail with Unity Connection 10.x and Cisco Business Edition 6000/7000

Table 4: Supported Version Combinations on Workstation to Access Voice Messages Using ViewMail

Supported Operating System	ViewMail Application
Windows 10 (32-bit and 64-bit) - Professional - Enterprise	- 11.5(1)—Supported with Outlook 2016 [18] [19], 2013 [38] [20], 2010, and 2007.
Windows 8.1 (32-bit and 64-bit) - Standard - Professional - Enterprise	- 11.5(1)—Supported with Outlook 2016 [37] [38], 2013 [38][39], 2010, and 2007. - 11.0(1)—Supported with Outlook 2013 [38] [39], 2010, and 2007. - 10.0(1)—Supported with Outlook 2013 [38] [39], 2010, and 2007. - 9.0(2)—Supported with Outlook 2013 [38], 2010, and 2007.
Windows 7 (32-bit and 64-bit) - Standard - Professional - Enterprise	Same as above
Windows Vista (32-bit and 64-bit)	Same as above

[18] "Click-to-Run with App virtualization" for Outlook 2016 is supported with ViewMail for Outlook.

[19] "Inline Forward and Reply" functionality for outlook 2013 and above, is not supported with ViewMail for Outlook.

[20] "Click-to-Run with App virtualization" for Outlook 2013 is supported with ViewMail for Outlook only if Outlook 2010 is already installed on your system.

Web Inbox with Unity Connection 10.x and Cisco Business Edition 6000/7000

Consider the following points with reference to Web Inbox:

- Audio Playback on Computer - QuickTime Plug-in is required to play the voice messages on Web Inbox.

  - With Windows using Internet Explorer, QuickTime 7.7.8 is supported..
  - With Mac OS X, QuickTime 7.7.3 is supported.
  - Audio Recording on Computer - Adobe Flash Player 15 or higher is required to record the voice messages on Web Inbox.

- By default, SSL connection for Jetty server is disabled in Unity Connection and SSL is enabled for web browsers. To enable auto refresh functionality in Web Inbox, either the administrator needs to enable Comet Notifications over SSL feature or the end user needs to disable the SSL settings on the browser.

  To disable the SSL settings on a browser, the end user needs to follow the given steps for specific web browsers:

  1. In Internet Explorer, the message **Only secure content is displayed**, arises when you visit a website that contains mixed content i.e. encrypted https and non-encrypted http on the same web page. On this message window when you select the **Show all content** button, auto refresh works fine.
  2. In Firefox, when you select the security shield in the web address bar and select **Disable protection mode**, auto refresh works fine.
  3. In Chrome, when you select the security shield in the web address bar and select **Load unsafe script**, auto refresh works fine.

Table 5: Supported Version Combinations on Workstation to Access Voice Messages Using Web Inbox

Supported Operating System	Supported Browser

Window 10
 	
(32-bit and 64-bit)
 	
• Professional
• Enterprise
	• Firefox
	
	  • 45
	  • 45 ESR
	
	• Internet Explorer
	
	  • 11
	
	• Chrome
	
	  • 42
	
	• Edge
	
	  • 20

Supported Operating System	Supported Browser

Windows 8.1
 	
(32-bit and 64-bit)
 	
• Standard
• Professional
• Enterprise
	• Firefox
	
	   • 32
	   • 31 ESR
	
	• Internet Explorer
	
	   • 11
	
	• Chrome
	
	   • 37

Windows 7
 	
(32-bit and 64-bit)
 	
• Professional
• Enterprise
• Ultimate
	• Firefox
	
	   • 32
	   • 31 ESR
	
	• Internet Explorer
	
	   • 11
	   • 10
	   • 9
	
	• Chrome
	
	   • 37

Windows Vista [41]
 	
(32-bit and 64-bit)
	• Firefox
	
	   • 32
	   • 31 ESR
	
	• Internet Explorer
	
	   • 9
	
	• Chrome
	
	   • 37

Mac OS X [23] 10.9 (Mavericks)	• Firefox
	
	   • 32
	   • 31 ESR
	
	• Safari
	
	   • 7
	
	• Chrome
	
	   • 37

Supported Operating System	Supported Browser

Mac OS X [42] 10.8 (Mountain Lion)	• Firefox
	   • 32
	   • 31 ESR
	• Safari
	   • 6
	• Chrome
	   • 37

Mac OS X [42] 10.7 (Lion)	• Firefox
	   • 32
	   • 31 ESR
	• Safari
	   • 6
	• Chrome
	   • 37

Mac OS X [42] 10.6 (Snow Leopard)	• Firefox
	   • 32
	   • 31 ESR
	• Chrome
	   • 37

Red Hat Enterprise Linux 5.0(32 bit)	• Firefox • 10

[21] Windows 8.1 in the Desktop Mode.

[22] On Windows 7 and Windows Vista, using Internet Explorer 9 (64 bit), the play functionality is supported only via phone as the Quick Time 64 bit plug-in is not available.

[23] On Mac OS X, computer record and play is not available in Safari and Firefox for Web Inbox. Only telephone record and play is available.

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Note It is recommended that for 32-bit browsers, the java version should be 32-bit only. 32 bit browser does not support 64 bit java version.

Mini Web Inbox with Unity Connection 10.x

Ensure you have performed the following steps:

- Make sure the trusted certificate of the certification authority is added to the Trusted Root Store on the user workstations in order to access the notifications via email and the voice message via Mini Web Inbox. For more information on how to configure the trusted certificate on Unity Connection, see the "Securing Cisco Unity Connection Administration, Cisco PCA, and IMAP Email Client Access to Cisco Unity Connection" chapter of the *Security Guide for Cisco Unity Connection, Release 10.x*, available at http://www.cisco.com/c/en/us/td/docs/voice_ip_ comm/connection/10x/security/guide/10xcucsecx.html.

- Make sure to perform the steps to configure the HTML notification on user workstation. For more information on how to configure the HTML notifications, see the "Configuring Unity Connection for HTML-based Message Notification" section of the "Configuring an Email Account to Access Cisco Unity Connection Voice Messages" chapter of the *User Workstation Setup Guide for Cisco Unity Connection, Release 10.x*, available at http://www.cisco.com/c/en/us/td/docs/voice_ip_ comm/connection/10x/user_setup/guide/10xcucuwsx.html.

- For audio playback on computer, QuickTime Plug-in is required to play the voice messages on Mini Web Inbox.

  - With Windows using Internet Explorer, QuickTime 7.7.8 is supported.
  - With Mac OS X, QuickTime 7.7.3 is supported.

- For audio recording on computer, Flash Player 15 or higher is required to record the voice messages on Mini Web Inbox.

> **Note** For more information on Mini Web Inbox, refer to the *Quick Start Guide for the Cisco Unity Connection Mini Web Inbox* available at http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/10x/quick_start/guide/b_10xcucqsgminiinbox.html.

The Table 5 describes the supported combinations of operating systems and web browsers installed on workstation to access voice messages using Mini Web Inbox

Table 6: Supported Version Combinations on Workstation to Access Voice Messages Using Mini Web Inbox

Supported Operating System	Supported Browsers

Windows 10
 	
 (32-bit and 64-bit)
 	
 • Professional
 • Enterprise
	• Firefox
	
	  • 45
	  • 45 ESR
	
	 • Internet Explorer
	
	  • 11
	
	 • Chrome
	
	  • 42
	
	 • Edge
	
	  • 20

Supported Operating System	Supported Browsers

Windows 8.1 (32-bit and 64-bit) [24]
 	
• Standard
• Professional
• Enterprise
	• Firefox
	  • 32
	  • 31 ESR
	• Internet Explorer
	  • 11
	• Chrome
	  • 37

Windows 7 [25] (32-bit and 64-bit)
 	
• Professional
• Enterprise
• Ultimate
	• Firefox
	  • 32
	  • 31 ESR
	• Internet Explorer
	  • 11
	  • 10
	  • 9
	• Chrome
	  • 37

Windows Vista [44] (32-bit and 64-bit)	• Firefox
	  • 32
	  • 31 ESR
	• Internet Explorer
	  • 9
	• Chrome
	  • 37

Mac OS X [26] 10.9 (Mavericks)	• Firefox
	  • 32
	  • 31 ESR
	• Safari
	  • 7.0.6
	• Chrome
	  • 37

Supported Operating System	Supported Browsers

Mac OS X [45] 10.8 (Mountain Lion)	• Firefox
	
	  • 32
	  • 31 ESR
	
	• Safari
	
	  • 6
	
	• Chrome
	
	  • 37

Mac OS X [45] 10.7 (Lion)	• Firefox
	
	  • 32
	  • 31 ESR
	
	• Safari
	
	  • 6
	
	• Chrome
	
	  • 37

Mac OS X [45] 10.6 (Snow Leopard)	• Firefox
	
	  • 32
	  • 31 ESR
	
	• Chrome
	
	  • 37

[24] Windows 8.1 in the Desktop Mode.

[25] On Windows 7 and Windows Vista, using Internet Explorer 9 (64 bit), the play functionality is supported only via phone as the Quick Time 64 bit plug-in is not available.

[26] On Mac OS X, computer record and play is not available in Safari and Firefox for Web Inbox. Only telephone record and play is available.

Note   It is recommended that for 32-bit browsers, the java version should be 32-bit only. 32 bit browser does not support 64 bit java version.

IMAP Clients with Unity Connection 10.x and Cisco Business Edition 6000/7000

The Table 10 describes the supported combinations of operating systems and IMAP client applications to access voice messages.

Note The IMAP clients support both the IPv4 and IPv6 addresses. However, the IPv6 address works only when the Unity Connection platform is configured in Dual (IPv4/IPv6) mode.

Table 7: Supported Version Combinations on Workstation to Access Voice Messages Using an IMAP Client Application

Supported Operating System	Supported Browser

Windows 10
 	
(32-bit and 64-bit)
 	
• Professional
• Enterprise
	• Outlook
	
	  • 2016
	  • 2013 [27]
	  • 2010 [28]
	  • 2007
	
	• Windows Live Mail
	
	  • 2012
	
	• Lotus Notes [29]
	
	  • 9 [30]
	
	• Thunderbird
	
	  • 38
	  • 38 ESR

Windows 8.1
 	
(32-bit and 64-bit)
 	
• Standard
• Professional
• Enterprise
	• Outlook
	
	  • 2013 [46]
	  • 2010 [47]
	  • 2007
	
	• Windows Live Mail
	
	  • 2012
	
	• Lotus Notes [48]
	
	  • 9
	  • 8
	
	• Thunderbird
	
	  • 31
	  • 31 ESR
	
	• Opera Mail
	
	  • 1

Supported Operating System	Supported Browser

Windows 7
 	
(32-bit and 64-bit)
 	
• Professional
• Enterprise
• Ultimate
	• Outlook
	
	   • 2013 [46]
	   • 2010 [47]
	   • 2007
	
	• Windows Live Mail
	
	   • 2012
	   • 2011
	
	• Lotus Notes [48]
	
	   • 9
	   • 8
	
	• Thunderbird
	
	   • 31
	   • 31 ESR
	
	• Opera Mail
	
	   • 1

Windows Vista
 	
(32-bit and 64-bit)
	• Outlook
	
	   • 2010 [47]
	   • 2007
	
	• Windows Live Mail
	
	   • 2011
	
	• Lotus Notes [48]
	
	   • 9
	   • 8
	
	• Thunderbird
	
	   • 31
	   • 31 ESR
	
	• Opera Mail
	
	   • 1

Supported Operating System	Supported Browser

Mac OS X 10.9 (Mavericks)	• Outlook
	   • 2011
	• Apple Mail
	   • 7
	• Lotus Notes [48]
	   • 9
	• Thunderbird
	   • 31
	   • 31 ESR
	• Opera Mail
	   • 1

Mac OS X 10.8 (Mountain Lion)	• Outlook
	   • 2011
	• Apple Mail
	   • 6
	• Lotus Notes [48]
	   • 9
	   • 8
	• Thunderbird
	   • 24
	   • 24 ESR
	• Opera Mail
	   • 1

Supported Operating System	Supported Browser

Mac OS X 10.7 (Lion)	• Outlook
	
	   • 2011
	
	• Apple Mail
	
	   • 5
	
	• Lotus Notes [48]
	
	   • 9
	   • 8
	
	• Thunderbird
	
	   • 24
	   • 24 ESR
	
	• Opera Mail
	
	   • 1

Mac OS X 10.6 (Snow Leopard)	• Outlook
	
	   • 2011
	
	• Apple Mail
	
	   • 4
	
	• Lotus Notes [48]
	
	   • 9
	   • 8
	
	• Thunderbird
	
	   • 24
	   • 24 ESR
	
	• Opera Mail
	
	   • 1

Red Hat Enterprise Linux 5.0(32 bit)
 	
   • 5.0
   • 4.0
	• Thunderbird
	
	   • 9
	   • 8
	
	• Opera
	
	   • 11
	   • 10

[27] With Outlook 2013, it is mandatory to install KB2889859 using
http://support2.microsoft.com/kb/2889859. The delete operation may not work with Outlook 2013.
[28] Outlook 2010 will stop working if you install KB2956203 update.

Compatibility Matrix for Cisco Unity Connection

Messaging Assistant and Personal Call Transfer Rules Web Tools with Unity Connection 10.x and Cisco Business Edition 6000/7000

[29] Lotus Notes is supported in the Online Mode only but the mark read operation from Web Inbox to Lotus Notes is not synchronized. Also, the delete operation supports only the hard delete of messages in Lotus Notes.

[30] Lotus Note 9 with Fix Pack 3 is Supported in Unity Connection.

[31] Windows 8.1 in the Desktop Mode.

Messaging Assistant and Personal Call Transfer Rules Web Tools with Unity Connection 10.x and Cisco Business Edition 6000/7000

Table 8: Supported Version Combinations on Workstation to Access Messaging Assistant and Personal Call Transfer Rules Web Tools

Supported Operating System	Supported Browser

Windows 10
 	
(32-bit and 64-bit)
 	
• Professional
• Enterprise
	• Firefox
	  • 45
	  • 45 ESR
	• Internet Explorer
	  • 11
	• Chrome
	  • 42 [32]
	• Edge
	  • 20 [33]

Windows 8.1
 	
(32-bit and 64-bit)
 	
• Standard
• Professional
• Enterprise
	• Firefox
	  • 32
	  • 31 ESR
	• Internet Explorer
	  • 11
	• Chrome
	  • 37

Windows 7
 	
(32-bit and 64-bit)
 	
• Professional
• Enterprise
• Ultimate
	• Firefox
	  • 32
	  • 31 ESR
	• Internet Explorer
	  • 11
	  • 10
	  • 9
	• Chrome
	  • 37

Compatibility Matrix for Cisco Unity Connection

Messaging Assistant and Personal Call Transfer Rules Web Tools with Unity Connection 10.x and Cisco Business Edition 6000/7000

Supported Operating System	Supported Browser

Windows Vista
 	
(32-bit and 64-bit)
	• Firefox
	
	    • 32
	    • 31 ESR
	
	• Internet Explorer
	
	    • 9
	
	• Chrome
	
	    • 37

Mac OS X 10.9 (Mavericks)	• Firefox
	
	    • 32
	    • 31 ESR
	
	• Safari
	
	    • 7

Mac OS X 10.8 (Mountain Lion)	• Firefox
	
	    • 32
	    • 31 ESR
	
	• Safari
	
	    • 6

Mac OS X 10.7 (Lion)	• Firefox
	
	    • 32
	    • 31 ESR
	
	• Safari
	
	    • 6

Mac OS X 10.6 (Snow Leopard)	• Firefox
	
	    • 32
	    • 31 ESR

[32] The Java plug-in for web browsers relies on the cross platform plugin architecture NPAPI. In Chrome Version 42, you need to perform the steps mentioned in Configuring Chrome 42, on page 6" section to continue using NPAPI plugins.

[33] Media Master is not compatible with Edge browser.

[34] Windows 8.1 in the Desktop Mode.

> **Note** It is recommended that for 32-bit browsers, the java version should be 32-bit only. 32 bit browser does not support 64 bit java version.

Browsers Supported with Cisco Unity Connection Administration for Unity Connection 10.x

Table 9: Browsers supported with Cisco Unity Connection Administration for Unity Connection 10.x

Supported Operating System	Supported Browser
Windows 10 (32-bit and 64-bit) • Professional • Enterprise	• Firefox • 45 • 45 ESR • Internet Explorer • 11 • Chrome • 42 [35] • Edge • 20 [36]
Windows 8.1 (32-bit and 64-bit) • Standard • Professional • Enterprise	• Firefox • 32 • 31 ESR • Internet Explorer • 11 • Chrome • 37
Windows 7 (32-bit and 64-bit) • Professional • Enterprise • Ultimate	• Firefox • 32 • 31 ESR • Internet Explorer • 11 • 10 • 9 • Chrome • 37

Supported Operating System	Supported Browser

Windows Vista
 	
(32-bit and 64-bit)
	• Firefox
	
	  • 32
	  • 31 ESR
	
	• Internet Explorer
	
	  • 9

Mac OS X 10.9 (Mavericks)	• Firefox
	
	  • 32
	  • 31 ESR
	
	• Safari
	
	  • 7

Mac OS X 10.8 (Mountain Lion)	• Firefox
	
	  • 32
	  • 31 ESR
	
	• Safari
	
	  • 6

Mac OS X 10.7 (Lion)	• Firefox
	
	  • 32
	  • 31 ESR
	
	• Safari
	
	  • 6

Mac OS X 10.6 (Snow Leopard)	• Firefox
	
	  • 32
	  • 31 ESR

[35] The Java plug-in for web browsers relies on the cross platform plugin architecture NPAPI. In Chrome Version 42, you need to perform the steps mentioned in "Configuring Chrome 42, on page 6 section to continue using NPAPI plugins.

[36] Menus of Cisco Unity Connection are not working on Edge Browser.

[37] Windows 8.1 in the Desktop Mode.

Note It is recommended that for 32-bit browsers, the java version should be 32-bit only. 32 bit browser does not support 64 bit java version.

Note   We recommend using Java 8 update 79 for Cisco Unity Connection Administration.