



Deprecation of Remote Call Control with Microsoft Lync Server for IM and Presence Service on Cisco Unified Communications Manager, Release 15

[Deprecation of Remote Call Control with Microsoft Lync Server for IM and Presence Service on Cisco Unified Communications Manager, Release 15](#) 2

Revised: November 22, 2023

Deprecation of Remote Call Control with Microsoft Lync Server for IM and Presence Service on Cisco Unified Communications Manager, Release 15

Overview

Cisco Unified Communications Manager Release 15 does not support Remote Call Control with Microsoft Lync Server for IM and Presence Service.

THIS ADVISORY IS PROVIDED ON AN "AS IS" BASIS AND DOES NOT IMPLY ANY KIND OF GUARANTEE OR WARRANTY, INCLUDING THE WARRANTY OF MERCHANTABILITY. YOUR USE OF THE INFORMATION OR MATERIALS LINKED FROM THE ADVISORY IS AT YOUR OWN RISK. CISCO RESERVES THE RIGHT TO CHANGE OR UPDATE THIS ADVISORY AT ANY TIME.

Products Affected

Products Affected	Version
Cisco Unified Communications Manager	15
Cisco Unified Communications Manager IM and Presence Service	15
Cisco Business Edition 6000	15
Cisco Business Edition 7000	15

Problem Description

The following feature is deprecated and isn't supported by the products mentioned above for Release 15. If you are using this feature currently in your deployment and you are trying to upgrade to Release 15, you won't be able to use this feature after the upgrade.

- Remote Call Control with Microsoft Lync Server

Background

The Remote Call Control with Microsoft Lync Server feature is deprecated as Microsoft Lync Server 2013 is past Microsoft's Mainstream End of Support (EOS) dated April 10, 2018 and also extended EOS dated April 11, 2023.

For more information, see <https://learn.microsoft.com/en-us/lifecycle/products/microsoft-lync-server-2013>.

Problem / Symptom

If you are using this feature currently in your deployment and you are trying to upgrade to Release 15, you won't be able to use this feature after the upgrade.

For more information on Remote Call Control, see [Remote Call Control with Microsoft Lync Server for IM and Presence Service](#).

Recommendation

You are recommended not to upgrade the affected products to Release 15 to continue using the Remote Call Control feature.

If you don't want to use the Remote Call Control feature, upgrade your product to Release 15.



Note The IM and Presence Service node on which the CTI Gateway is configured for the Remote Call control feature will be upgraded to IM and Presence Service Release 15. This node can be used as a regular IM and Presence Service instance that provides all the services and features.

Product Migration Options

Customers are encouraged to migrate to the Cisco Webex App to control their Cisco Unified IP Phones.

Opening a Case With TAC

If you require further assistance, or if you have any further questions regarding this field 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](#)

Receive Email Notification for New Field Notices

[Cisco Notification Service](#)—Set up a profile to receive email updates about reliability, safety, network security, and end-of-sale issues for the Cisco products you specify.



Americas Headquarters
Cisco Systems, Inc.
San Jose, CA 95134-1706
USA

Asia Pacific Headquarters
CiscoSystems(USA)Pte.Ltd.
Singapore

Europe Headquarters
CiscoSystemsInternationalBV
Amsterdam,TheNetherlands

Cisco has more than 200 offices worldwide. Addresses, phone numbers, and fax numbers are listed on the Cisco Website at www.cisco.com/go/offices.