



Contact Center Enterprise Solution Compatibility Matrix, Release 15.0(1)

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Overview

The Contact Center Enterprise (CCE) Solution Compatibility Matrix includes all the Cisco CCE solutions and component compatibility information. This compatibility matrix specifies all supported configurations and versions for Release 15.0(1), which includes the maintenance or ES releases of 15.0. The information in this compatibility matrix supersedes compatibility information in any other CCE documentation. If the Compatibility Matrix does not state a configuration or version, then it does not support it.

Notes

- Make sure that your Router, Logger, and AW are in the same version as your PG or in a version that is higher than your PG.
- The Compatibility Matrix specifies all supported third-party software (such as Nuance and Informix) and its versions. Support for these software versions and their interoperability depends on the release cycles (patches and upgrades) of the third-party software. For example, support for ESXi depends on VMware release cycles.
- As per the CCE's long-term MR strategy, the latest ES (patch) release is the primary supported version in that train.
- Support for a CUCM release is inclusive of all updates.
- Upgrade all the solution components to experience the new features delivered as part of a particular solution release version. Upgrading only the component that delivers the new feature may not be sufficient in all cases. For more information on upgrade paths, see the CCE Upgrade Flowcharts in the respective Contact Center Enterprise Installation and Upgrade Guides.
- Fresh install of IP IVR 15.0(1) is compatible with CCE 15.0(1).

Central Controller and Component Compatibility

PCCE/UCCE Components, Release 15.0(1)	PCCE/UCCE Components, Release 12.6(x)															
	Cisco Reverse Proxy	Cloud Connect	IdS (Standalone)	Finesse	ECE	CVP	VVB	CUIC (Standalone)	CUIC-LiveData-IdS (Coresident)	Router	Logger	AW	Live Data (Standalone)	PG	Customer Collaboration Platform	CCM
Cisco Reverse Proxy		Y	Y	Y	Y			Y	Y				Y			
Cloud Connect	N		Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y		
Identity Server (Standalone)	N	N		Y	Y			Y				Y	Y			
Finesse	N	N	N		Y			Y	N			Y	Y	Y	Y	

Central Controller and Component Compatibility

PCCE/UCCE Components, Release 15.0(1)	PCCE/UCCE Components, Release 12.6(x)															
	Cisco Reverse Proxy	Cloud Connect	IdS (Standalone)	Finesse	ECE	CVP	VVB	CUIC (Standalone)	CUIC-LiveData-IdS (Coresident)	Router	Logger	AW	Live Data (Standalone)	PG	Customer Collaboration Platform	CCM
CVP							Y			Y	Y	Y		Y		
VVB						Y										
CUIC (Standalone)	N	N	N	N								Y	Y			
CUIC-LiveData-IdS (Coresident)	N	N		N						Y		Y		Y		
Router						N			N				N	Y	Y	N
Logger						N								Y	Y	N
AW			N	N	N	N		N	N				N	Y	Y	N

Central Controller and Component Compatibility

PCCE/UCCE Components, Release 15.0(1)	PCCE/UCCE Components, Release 12.6(x)															
	Cisco Reverse Proxy	Cloud Connect	IdS (Standalone)	Finesse	ECE	CVP	VVB	CUIC (Standalone)	CUIC-LiveData-IdS (Coresident)	Router	Logger	AW	Live Data (Standalone)	PG	Customer Collaboration Platform	CCM
Live Data (Standalone)	N			N				N		Y	Y	Y		Y		
PG				N	N	N			N	N	N	N	N		Y	

PCCE/UCCE Components, Release 15.0(1)	PCCE/UCCE, Release 12.6(x)																
	Cisco Reverse Proxy	Cloud Connect	IdS (Standalone)	Finesse	ECE	CVP	VVB	CUIC (Standalone)	CUIC-LiveData-IdS (Coresident)	Router	Logger	AW	Live Data (Standalone)	PG	Customer Collaboration Platform	CCMP	Notes
ECE	N		N	Y					N			Y		Y			
CCMP						Y				Y	Y	Y					Not applicable to Packaged CCE.

Central Controller and Component Compatibility

PCCE/UCCE Components, Release 15.0(1)	PCCE/UCCE Components, Release 12.5(x)														
	IdS (Standalone)	Finesse	EC E	CV P	VV B	CUIC (Standalone)	CUIC-LiveData-IdS (Coresident)	Route r	Logge r	A W	Live Data (Standalone)	P G	Customer Collaboratio n Platform	CCM P	Notes
Cloud Connect	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y			
Identity Server (Standalone)		Y	Y			Y				Y	Y				
Finesse	N		Y			N	N			Y	Y	Y	Y		When Cisco Finesse is on 15.0(1) and CUIC is on 12.5(2), CUIC gadgets will not load in Finesse. Finesse 15.0(1) and CUIC 12.5(1) are not compatible.

Central Controller and Component Compatibility

PCCE/UCCE Components, Release 15.0(1)	PCCE/UCCE Components, Release 12.5(x)														
	IdS (Standalone)	Finess e	EC E	CV P	VV B	CUIC (Standalone)	CUIC-LiveData-IdS (Coresident)	Route r	Logge r	A W	Live Data (Standalone)	P G	Customer Collaboratio n Platform	CCM P	Notes
CVP					Y			Y	Y	Y		Y			
VVB				Y											
CUIC (Standalone)	N	N								Y	Y				
CUIC-LiveData-IdS (Coresident)		N						N		N		Y			
Router				N			N				N	Y	Y	N	
Logger				N								Y	Y	N	
AW	N	N	N	N		N	N				N	Y	Y	N	
Live Data (Standalone)		N				N		N	N	N		Y			
PG		N	N	N			N	N	N	N	N		Y		

PCCE/UCCE	PCCE/UCCE, Release 12.5(x)
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Central Controller and Component Compatibility

Components, Release 15.0(1)	IdS (Standalone)	Finesse	EC E	CV P	VV B	CUIC (Standalone)	CUIC-LiveData-IdS (Coresident)	Router	Logger	AW	Live Data (Standalone)	PG	Customer Collaboration Platform	CCMP	Notes
ECE	N	Y					N			Y		Y			
CCMP				Y				Y	Y	Y					Not Applicable to Packaged CCE.

Notes

- Unified CCE and Packaged CCE compatibility with CUCM:
 - CUCM, releases 14 and 15 (including all its service updates) are supported with Unified CCE and Packaged CCE, Release 15.0(1).
- Cisco Unified Contact Center Management Portal (CCMP) compatibility with CUCM:
 - CUCM 14 (including all its service updates like 14SU4) and 15 are supported with CCMP, Release 15.0(1).
- The 12.5(2) OVA versions for Cisco Finesse, Unified Intelligence Center, Live Data, IdS, and Cisco VVB are listed as 12.5(1) SU on the Cisco software downloads page.
- The IdS and Coresident compatibility mentioned in the preceding Central Controller tables applies only when SSO is enabled.
- For SSO clients, Cisco IDS needs to be on version 15.0(1) as there is no forward compatibility with Cisco IDS version 12.6(1) and 15.0(1) clients.
- Before upgrading a CCE deployment with SSO to 15.0(1), install Reverse Proxy Installer 15.0(1) and IdS 15.0(1) first, and then upgrade components like Finesse or Unified Intelligence Center to 15.0(1).
- For more information on CORS CLIs, see the Cisco Unified Contact Center Enterprise Installation and Upgrade Guide at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-installation-guides-list.html>.
- To find a comprehensive list of the guides available for a specific release, see the [Documentation Guides](#).

Cisco Gateway Hardware and Software

Central Controller version 15.0(1) Model	Software Version	Call Progress Analysis for Outbound Options for SIP Trunks (CUBE)	Unified CCE and Packaged CCE Support
ASR 1001X	IOS XE 17.6	Yes	Yes
ASR 1002X	IOS XE 17.9 [Last supported release]		
ASR 1006 RP2			
Virtual CUBE	IOS XE 17.6	No	Yes
	IOS XE 17.9		
	IOS XE 17.12		
	IOS XE 17.15		
	IOS XE 17.18		
ISR G3 43xx (4321, 4331, 4351)	IOS XE 17.6	Yes	Yes
ISR G3 44xx (4431, 4451, 4461)	IOS XE 17.9		
	IOS XE 17.12 [Last supported release]		
Catalyst 8200/8300	IOS XE 17.6	Yes	Yes
	IOS XE 17.9		

Central Controller version 15.0(1) Model	Software Version	Call Progress Analysis for Outbound Options for SIP Trunks (CUBE)	Unified CCE and Packaged CCE Support
	IOS XE 17.12		
	IOS XE 17.15		
	IOS XE 17.18		

Notes

- As the Catalyst 1000v platform is no longer supported, we recommend deploying Virtual CUBE images on Catalyst 8300 platforms.
- All gateways in the preceding table support inbound contact center calls. For details on support for Call Progress Analysis (CPA) for Outbound Option with TDM Trunks, see the Cisco ASR 1000 Series documentation at <https://www.cisco.com/c/en/us/support/routers/asr-1000-series-aggregation-services-routers/products-documentation-roadmaps-list.html>
- For IPv6-enabled deployments, the supported IOS versions for NAT64 translations are 15.4(2)T3 and later releases.

IOS Versioning Key 16.1(4) M3 and 16.1(4) T1 as Examples

- 16.1 is the version number.
- (4) is the release number.
- M3 and T1 are the train release numbers. M is the mainline train, and T is the technology train.
- An increment in the release number after M or T refers to additional bug fixes.

IOS-XE Versioning Key 16.12.1a and 16.12.3 as Examples

- 16.12 is the version number.
- 1 and 3 are the increment release numbers with additional bug fixes.
- "a" indicates a special release.

Cisco Unified SIP Proxy (Deprecated)

- Every three releases include a maintenance release incremented as 16.3, 16.6, 16.9, 16.12, 17.3, and so on.

Cisco Unified SIP Proxy (Deprecated)

Unified CCE and Packaged CCE 15.0(1) solutions support Cisco Unified SIP Proxy (CUSP) 10.1(x) and 10.2(x) only in non-secure mode.

Notes: CUSP is deprecated. For more information, see *End-of-Sale and End-of-Life Announcement for the Cisco Unified SIP Proxy Version 10* at <https://www.cisco.com/c/en/us/products/collateral/unified-communications/unified-sip-proxy-software/unified-sip-proxy-v10-eol.html>.

Cisco Contact Center SIP Proxy

Unified CCE and Packaged CCE 15.0(1) solutions are compatible with Cisco Contact Center SIP Proxy (CCCSP) 15.0(1).

End Points for Agents and Callers

Endpoint	Voice & Finesse Desktop	Video	Unified CM Silent Monitor	BIB-based recording	Agent Greeting	Whisper Announcements	Finesse IP Agent Phone	IPv6 SCCP (UCCE Only)	IPv6 SIP	MRA
7821, 7841, 7861	Y	N	Y	Y	Y	Y	Y	N	Y	Yes Audio Only
7942G, 7945G, 7962G, 7965G, 7975G	Y	N	Y	Y	Y	Y	N	Y	N	N
8811, 8821, 8841, 8851, 8851NR, 8861	Y	N	Y	Y	Y	Y	Y	N	Y	Yes Audio

End Points for Agents and Callers

Endpoint	Voice & Finesse Desktop	Video	Unified CM Silent Monitor	BIB-based recording	Agent Greeting	Whisper Announcements	Finesse IP Agent Phone	IPv6 SCCP (UCCE Only)	IPv6 SIP	MRA
										Only
8845, 8865, 8875	Y	Y	Y	Y	Y	Y	Y	Y	Y	Yes Audio Only
9841, 9851, 9861, 9871	Y	N	Y	Y	Y	Y	N	N	Y	Yes Audio only
Jabber for Mac	Y	Y	Voice only	Y	N	Y	N	N	N	Y
Jabber for VDI	Y	N	Voice only	Y	Y	Y	N	N	N	Y
Jabber for Windows	Y	Y	Voice-only	Y	Y	Y	N	N	N	Y
Webex App for MacOS/Windows	Y	N	Voice only	Y	Y	Y	N	N	N	Y
Webex App for VDI	Y	N	Voice only	Y	Y	Y	N	N	N	Y

Notes

- The phone models that are end-of-sale and end-of-software-maintenance will continue to work with Contact Center Enterprise solutions. The phone models that are end-of-support are still compatible with Contact Center Enterprise solutions, but they are neither tested nor supported by Cisco.
- For end-of-life and end-of-sale announcements, see <https://www.cisco.com/c/en/us/products/eos-eol-listing.html>.
- For information on a specific endpoint, see the product page of the endpoint.

End Points for Agents and Callers

- General: Only the Cisco IP Phones listed in the preceding table are supported as contact center agent phones. As an alternative, you can deploy the Mobile Agent solution to enable the contact center to use any phone as an agent phone.
- General: The Join Across Line (JAL) and Direct Transfer Across Line (DTAL) phone features aren't supported and must be disabled on phones that come packaged with these features and local CTI ports (LCP) for Mobile Agent.
- General: For any phone that allows Single-Line Mode, you can use Shared Line on a non-ACD line. You must have your PG in Single-Line Mode (set the Agent Phone Line Control setting to Single Line).
- General: Other than call initiation, all other call control on the non-ACD extensions is supported from multiline capable desktops. Calls initiated from the hard phone can be controlled after the initial call setup.
- 78xx: If Cisco Finesse IPPA agents use 78xx series phone, you must either disable the Cisco Finesse IPPA Inactivity Timeout feature or increase the timeout in the range of 120 seconds to one day (86400 seconds), so that the agent doesn't get logged out of Cisco Finesse IPPA even if the agent is on any other screen.
- 88xx phones are supported only with desktop controls in the Standard Line mode. If both desktop and device controls are required, use the Enhanced Line mode.
- Webex:
 - Point-to-Point calls are supported if the lines are registered with CUCM or via SIP URI.
 - For minimum supported versions of CUCM and Expressway (for MRA deployments) to support Webex, see the Supported Unified CM Releases and the Supported Expressway Releases tables at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cloudCollaboration/wbxt/ucmcalling/unified-cm-wbx-teams-deployment-guide/unified-cm-wbx-teams-deployment-guide_chapter_011.html.
- Jabber:
 - If you are currently using Cisco Jabber for Windows, Mac, or VDI versions 12.6.x or 12.7.x, it's recommended to upgrade to the Cisco Jabber version 12.8.x or later, 14.x, or 15.x.
 - Agent Greeting support for Jabber requires a minimum Cisco Jabber version 12.9.
 - MRA support for Jabber requires minimum Cisco Jabber version 12.5 and Expressway 12.5. If you have VPN split-tunneling configured, you can use Jabber with MRA and the Finesse desktop on the same client machine. See <https://www.cisco.com/c/en/us/support/security/anyconnect-secure-mobility-client/products-installation-and-configuration-guides-list.html> for Cisco AnyConnect Mobility Client split-tunneling configuration.
 - If VPN split-tunneling isn't available, use one of the following options for the remote agents:
 - A remote agent who runs Jabber with MRA on one client machine and the Finesse desktop with a VPN connection on a second client machine.

Endpoints Supported for Callers Only

- A remote agent who runs a Jabber softphone on a laptop that is connected over MRA and runs the Finesse desktop as a Xenapp thin client on the same laptop.
- **Jabber for VDI isn't supported in Video Contact Center deployments.**
- For Cisco Jabber software compatibility details, see the Planning guide for Cisco Jabber at <https://www.cisco.com/c/en/us/support/unified-communications/jabber-windows/products-installation-guides-list.html>.
- The phone models that are on end-of-life plan and have reached the end of maintenance for CUCM Release 14 will no longer register. For more information on the end-of-life phones, see the Field Notices at <https://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/products-field-notices-list.html>.

Endpoints Supported for Callers Only

Callers outside of the enterprise's network can use the following endpoints:

- Jabber for iOS
- Jabber for Android

Single Sign On (SSO) Identity Providers (IdPs)

The following AD FS versions are supported with this Unified CCE release:

- AD FS 5.0: Windows Server 2022
- AD FS 5.0: Windows Server 2019
- AD FS 4.0: Windows Server 2016
- AD FS 3.0: Windows Server 2012 R2

Besides the AD FS versions listed above, Unified CCE supports all SAML 2.0 compliant IdPs. See the documentation of your IdP for details on configuring the IdP in CCE.

Notes

- Unified CCMP, Release 15.0(1) supports Microsoft AD FS 2012 R2 and 2016 with WS-Federation via JSON Web Token (JWT).

Transport Layer Security

However, user authentication access for Unified CCMP can be provided by one of the supported IdPs via Federated Trust with Microsoft AD FS. Federated Trust is supported per Microsoft AD FS and third-party IdP documentation and support.

- Kerberos is supported for single-domain authentication (non-federated environments).
- For ECE:
 - Agent-based users have the same compatibility as Cisco IDS.
 - Supervisors outside Cisco Finesse support any SAML 2.0 complaint IDP.

Transport Layer Security

The Unified CCE database access encrypts SQL user authentication using TLS, but the data connection isn't encrypted.

15.0(1) Component	TLS 1.2	
	Web Interfaces	Database Access
PCCE	✓	✓
UCCE/ICM	✓	✓
AW Distributor/HDS/Logger	N/A	✓
Internet Script Editor	✓	N/A
CCE Admin	✓	✓
Web Setup	✓	✓
Diagnostic Portal	✓	N/A
Live Data	✓	✓
SQL Gateway - DB Lookup	N/A	✓

Transport Layer Security

15.0(1) Component	TLS 1.2	
	Web Interfaces	Database Access
Protocol - CTI Server and Media Routing	N/A	✓
CVP ¹	✓	N/A
VVB	✓	N/A
IdS	✓	N/A
Finesse	✓	✓
CUIC	✓	✓
ECE	✓	✓
Live Data	✓	N/A
Customer Collaboration Platform	✓	N/A
CCMP	✓	✓
ACD	X	N/A
UC Manager	✓	N/A

¹ For more information, check the Release Notes at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-release-notes-list.html>.

Client Operating System

Components	Clients OS
Cisco Finesse	Microsoft Windows 10 and Windows 11 (64-bit)
	Mac OS X 13.7.1 or later
	Chrome OS 106.0.5249 or later
Cisco Unified Intelligence Center	Microsoft Windows 10 and Windows 11 (64-bit)
	Mac OS X 13.7.1 or later
Cisco Unified Call Studio	Microsoft Windows 10 (64-bit)
	Microsoft Windows 11 (64-bit)
Administration Client	Microsoft Windows Server 2019 (Standard and Datacenter editions) (64-bit)
	Microsoft Windows Server 2022 (Standard and Datacenter editions) (64-bit)
	Microsoft Windows 10 (Enterprise and Professional) (64-bit)
	Microsoft Windows 11 (Enterprise and Professional) (64-bit)
Internet Script Editor (ISE)	Microsoft Windows 10 (Enterprise and Professional) (64-bit)
	Microsoft Windows 11 (Enterprise and Professional) (64-bit)

Supported Browsers

Operating System	Browser Version for Release 15.0(1)
Microsoft Windows Server 2019 (Standard and Datacenter editions) Microsoft Windows Server 2022 (Standard and Datacenter editions)	Google Chrome 126 or later
	Edge Chromium 131 or later
	Firefox Extended Support Release (ESR) 137 or later, including other non-ESR updates.
Microsoft Windows 10 and Windows 11 (64-bit)	Google Chrome 126 or later
	Edge Chromium 131 or later
	Firefox Extended Support Release (ESR) 137 or later, including other non-ESR updates.
Mac OS X	Google Chrome 126 or later
	Edge Chromium 131 or later
	Firefox Extended Support Release (ESR) 137 or later, including other non-ESR updates.

Note: Unified CCE Administration Client supports only Microsoft Chromium Edge browser.

Server Operating System

Components	Server OS
Unified CCE, Packaged CCE, ICM, and System PG	Microsoft Windows Server 2019 and 2022 (Standard and Datacenter editions)
Unified CVP	Microsoft Windows Server 2019 and 2022 (Standard and Datacenter editions)
Enterprise Chat and Email	Microsoft Windows Server 2022 (Standard and Datacenter editions)
Unified CCMP	Microsoft Windows Server 2022 (Standard and Datacenter editions)

Notes

- Unified ICM/CCE is qualified only on the retail installation of the Microsoft Windows Server (Standard and Datacenter editions). Cisco doesn't support Unified ICM/CCE on a customized Microsoft Windows image (for example, a corporate image). If you use a customized image of the Microsoft Windows operating system, the Unified ICM/CCE application can fail.

SQL Server and Informix Versions

Components	SQL Server Version
Unified CCE, Packaged CCE, and ICM	<p>Microsoft SQL Server 2022 (Standard and Enterprise editions) with cumulative updates</p> <p>Microsoft SQL Server 2019 (Standard and Enterprise editions) with cumulative updates</p> <p>Note: Contact Center Enterprise solution supports only the 64-bit version of Microsoft SQL Server. Contact Center Enterprise solution does not support the following:</p> <ul style="list-style-type: none"> ■ Encrypted connections to SQL Server. ■ Linked Server feature of SQL Server.

Components	SQL Server Version
Unified CVP	IBM Informix Dynamic Server Version 14.10.FC10W2
Enterprise Chat and Email	<ul style="list-style-type: none"> ■ ECE 400 agent deployment: Microsoft SQL Server 2022(Standard and Enterprise editions) ■ ECE 2500 agent deployment: Microsoft SQL Server 2022 (Standard and Enterprise editions) ■ ECE Geographically Redundant/High Availability installation: Microsoft SQL Server 2022 (Enterprise edition)
Unified CCMP	Microsoft SQL Server 2022 (Standard and Enterprise editions)

Note: For CCE components, the combination of Windows Server 2019 with SQL Server 2022, or Windows Server 2022 with SQL Server 2019 is not supported.

Microsoft Windows and Microsoft SQL Server Localization Support

The following table lists the supported localized versions of Microsoft Windows Server and SQL Server to use with Cisco Unified ICM and Unified CCE components.

Microsoft Windows Server	Microsoft SQL Server	SQL Collation Setting
Danish		Latin1_General
Dutch		
Finnish		
French	French	

Microsoft Windows Server	Microsoft SQL Server	SQL Collation Setting
German	German	
Italian	Italian	
Norwegian		
Portuguese (Brazil)	Portuguese (Brazil)	
Spanish	Spanish	
Swedish		
Chinese (simplified)	Chinese (simplified)	Chinese_PRC
Chinese (traditional)	Chinese (traditional)	Chinese_Taiwan_Stroke
Japanese	Japanese	Japanese
Korean	Korean	Korean_Wansung
Polish		Polish
Russian		Cyrillic_General
Turkish		Turkish

Notes

- In the above table, if a corresponding localized SQL Server in the Microsoft SQL Server column for a particular language in the Microsoft Windows Server column is not shown, use the English SQL Server with the applicable setting in the SQL Collation Setting column.

Java, JDK, and Tomcat

- Unified CCE supports multilingual versions of Microsoft Windows Server (English Windows Server with language packs installed). For details about how to set up multilingual versions of Microsoft Windows Server, see the http://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod_installation_guides_list.html.
- Use English SQL Server on multilingual versions of the Microsoft Windows Server environment. These are examples of supported multilingual environments:
 - English Windows Server with Japanese Windows language pack installed, and English SQL Server with Japanese SQL Collation Setting.
 - English Windows Server with Russian Windows language pack installed, and English SQL Server with Cyrillic_General SQL Collation Setting.

Java, JDK, and Tomcat

CCE Solutions & Applications	Tomcat	Java Versions	
		Application	Platform
Unified CCE/Packaged CCE	9.0.98	17.0.13	17.0.13
	9.0.111 (updated for ES202511)	17.0.16	17.0.16
Unified CVP	9.0.98	17.0.13	17.0.13
	9.0.106 (updated for ES202508)		
Cisco Enterprise Chat and Email	N/A	21.0	21.0
Unified CCMP	N/A	21.0	21.0
Customer Collaboration Platform	9.0.88	1.8.0 Update 362, 64-bit build	1.8.0 Update 362, 64-bit build

Supported Languages

CCE Solutions & Applications	Tomcat	Java Versions	
		Application	Platform
Cloud Connect	9.0.88	17.0.16-25	17.0.16-25
Unified Intelligence Center, Live Data, and Cisco IdS	9.0.88	17.0.10.0.7-1	1.8.0 Update 362-b09, 64-bit build
Cisco VVB	9.0.88	17.0.10.0.7-1	1.8.0 Update 362-b09, 64-bit build
Cisco Finesse	9.0.88	17.0.10.0.7-1	1.8.0 Update 362-b09, 64-bit build

For instructions on applying newer Java security updates, see the *Security Guide for Cisco Unified ICM/Contact Center Enterprise guide* at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-installation-and-configuration-guides-list.html>.

Note: OpenLogic is the only supported and certified OpenJDK JRE vendor for ICM Core, Unified CCE, and Unified CVP applications.

Supported Languages

	Unified CCE Administration	Unified CCE Reporting Templates	Unified Intelligence Center	Finesse	Customer Collaboration Platform	Enterprise Chat and Email	CCMP
Bulgarian	No	Yes	Yes	Yes	Yes	No	No
Catalan	No	Yes	Yes	Yes	Yes	No	No

Supported Languages

	Unified CCE Administration	Unified CCE Reporting Templates	Unified Intelligence Center	Finesse	Customer Collaboration Platform	Enterprise Chat and Email	CCMP
Chinese (China)	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Chinese (Taiwan)	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Croatian	No	Yes	Yes	Yes	Yes	No	No
Czech	No	Yes	Yes	Yes	Yes	Yes	No
Danish	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Dutch	Yes	Yes	Yes	Yes	Yes	Yes	Yes
English (United States)	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Finnish	No	Yes	Yes	Yes	Yes	No	No
French (France)	Yes	Yes	Yes	Yes	Yes	Yes	Yes
French (Canada)	No	No	No	No	No	Yes	Yes
German	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Hungarian	No	Yes	Yes	Yes	Yes	No	No
Italian	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Japanese	Yes	Yes	Yes	Yes	Yes	Yes	Yes

Microsoft .NET Framework

	Unified CCE Administration	Unified CCE Reporting Templates	Unified Intelligence Center	Finesse	Customer Collaboration Platform	Enterprise Chat and Email	CCMP
Korean	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Norwegian	No	Yes	Yes	Yes	Yes	No	No
Polish	No	Yes	Yes	Yes	Yes	Yes	No
Portuguese (Brazil)	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Romanian	No	Yes	Yes	Yes	Yes	No	No
Russian	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Serbian	No	Yes	Yes	Yes	Yes	No	No
Slovenian	No	Yes	Yes	Yes	Yes	No	No
Slovakian	No	Yes	Yes	Yes	Yes	No	No
Spanish	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Swedish	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Turkish	No	Yes	Yes	Yes	Yes	No	Yes

Microsoft .NET Framework

- Microsoft Windows Server 2019 (Standard and Datacenter editions) comes with pre-installed .NET version 4.7.2.

Other Supported Software

- Microsoft Windows Server 2022 (Standard and Datacenter editions) comes with pre-installed .NET version 4.8.
- Unified CCE and Administration Client, installs .NET version 4.8.
- Unified CVP automatically installs .NET version 3.5 by default on Microsoft Windows Server 2019, as this version comes pre-installed.
- Unified CVP automatically installs .NET version 4.8 by default on Microsoft Windows Server 2022.

Other Supported Software

Function	Software
Microsoft Active Directory	Microsoft Active Directory versions 2012 R2, 2016, 2019, and 2022 are supported with Unified ICM/Unified CCE and Packaged CCE solutions.
Remote Administration	For Remote Desktop usage information, see the <i>Remote Administration</i> section in the Security Guide for Cisco Unified ICM/Contact Center Enterprise .
Antivirus Software	<p>Cisco Contact Center Enterprise solution supports all the third-party antivirus software and scanners.</p> <p>For more information, see the following documents:</p> <ul style="list-style-type: none"> ■ General Antivirus Guidelines section in the Security Guide for Cisco Unified ICM/Contact Center Enterprise. ■ Cisco Customer Contact Software Policy for Use of Third-Party Software Bulletin
Virtualization	For more information about virtualization for all Unified CCE components, see the Unified Communications in a Virtualization page https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/uc_system/virtualization/cisco-collaboration-virtualization.html .
Unified Intelligence Center reporting	<p>Microsoft Excel Versions 2013, 2016, Office 365.</p> <p>Note: Office 365 doesn't support Authenticated excel report permalink.</p>

Virtual Desktop Infrastructure Support

- Unified CCE and Packaged CCE solutions support third-party VDI infrastructures for Cisco Finesse and CUIC. Ensure that your third-party VDI infrastructure is supported by Cisco softphone endpoints used on agent and supervisor VDI-based desktops.
- Desktop solutions are only supported on PC-like devices that utilize a keyboard and mouse. Tablets and mobile devices aren't currently supported.
- Verify that the bandwidth and deployment considerations of the solution meet the performance and timing requirements.
- Cisco Unified Contact Center Enterprise Administration isn't supported on virtual desktops.

VMWare ESXi Compatibility

For information on the VMware ESXi versions compatible with Unified CCE solution components see Cisco Collaboration Virtualization at https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/uc_system/virtualization/cisco-collaboration-virtualization.html.

Automatic Speech Recognition and Text to Speech

Note: Cisco does not test consecutive Nuance Service Packs and relies on Nuance to follow standard release practices and avoid making significant changes or updates in Service Pack releases. As Service Packs typically contain defect fixes, enhancements, and improvements, Nuance highly recommends keeping up to date with Service Packs and staying within a supported release according to their "On Premise Service Pack Deprecation and Support Policy." Nuance Support should be contacted should any issues arise with a Service Pack application, and a rollback plan be in place for any updates, as per **industry's** best practices.

Category	Requirements
Nuance Speech Suite 11.0.x	Note: Cisco Virtualized Voice Browser (VVB) supports the Nuance components compatible with MRCP Protocol v1 and v2. For further details on compatibility, see the Nuance Compatibility Matrix.
MRCP Protocol Version	v1 and v2
VoiceXML Protocol Version	2.0

Load Balancers

Note: SSO access to the Unified Contact Center Enterprise web applications through the load balancer is not qualified.

These Cisco components support third-party load balancers in redirect mode.

- Unified CCE
- Unified CVP
- Unified Intelligence Center
- Finesse
- Enterprise Chat and Email

Third-party load balancers must meet these requirements:

- Both SSL offloading and SSL pass through must be supported
- Load Balancer High Availability
- Persistence - cookie-insert
- Distribution algorithm - Round-robin

See these documents for the interoperability notes and any known caveats of F5 Big-IP and Citrix NetScaler 1000v:

- <https://www.cisco.com/c/dam/en/us/solutions/collateral/enterprise/interoperability-portal/bigip.pdf>
- <https://www.cisco.com/c/dam/en/us/solutions/collateral/enterprise/interoperability-portal/interop-note-customer-voice-portal.pdf>

Note: For specific interfaces where you can use load balancers in your deployment, see the Solution Design Guide for Cisco Unified Contact Center Enterprise at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-implementation-design-guides-list.html>.

ICM-to-ICM Gateway Compatibility



Load Balancers

ICM Client	ICM Server
15.0	15.0
15.0	12.6
15.0	12.5
12.6	15.0
12.5	15.0

Third Party ACDs

Avaya

Avaya PG is no longer supported in version 15.0(1). If you plan to migrate Avaya PG Agents to a Unified CCE PG, you can use the Avaya PG installer on CCE version 12.5(x) or 12.6(x) with the 15.0(1) CCE Central Controller.

For more information, see the Avaya section in the following Compatibility Matrices:

- Contact Center Enterprise Solution Compatibility Matrix, Release 12.6(x) and at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/icm_enterprise/ucce_compatibility/matrix/Contact_Center_Enterprise_Solution_Compatibility_Matrix_Release_12_6.html#_Toc217399622
- Contact Center Enterprise Solution Compatibility Matrix, Release 12.5(x) and at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/icm_enterprise/ucce_compatibility/matrix/Contact_Center_Enterprise_Solution_Compatibility_Matrix_Release_12_5.html#_Toc161643388

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