



Release Versions of Components

The following tables show the release versions of the hardware and software components used in Cisco Unified Communications System Release 5.0(2) for Contact Center:

- [Table A-1](#)—Software release versions of contact center components
- [Table A-2](#)—Firmware release versions of Cisco Unified IP Phones

Software Version Matrix

[Table A-1](#) lists the software release versions of the system components in the contact center test environment.

Table A-1 *Software Versions for Contact Center Components in Cisco Unified Communications System Release 5.0(2)*

Component	Release Version
Cisco Unified CallManager	5.0(4)
Cisco Unified CallManager Operating System	Included with Unified CallManager
Cisco Customer Response Solutions (Unified IP IVR)	4.5(2)
Cisco Customer Response Solutions (Unified IP IVR) Operating System	2000.4.2SR8
Cisco Unified Intelligent Contact Management and Cisco Unified Contact Center Enterprise	7.0(0)SR4
Cisco Unified Intelligent Contact Management and Cisco Unified Contact Center Enterprise Operating System	Win2003 SP1
Cisco Unified Customer Voice Portal (formerly ISN)	3.1(0)SR1 ES2
Cisco Unified Customer Voice Portal Operating System	Win2000 SP4
Computer Telephony Integration Object Server (CTI OS)	7.0SR2
Cisco Agent Desktop (CAD)	7.0.1.17
Cisco Agent Desktop (CAD) Operating System	WinXP SP2
Cisco Unified IP Phone Agent	7.0.1.17
ScanSoft Open Speech Recognizer (OSR)	2.0.9
ScanSoft Open Speech Media Server (OSMS)	2.0.4
ScanSoft Speechify	3.0.1

Table A-1 **Software Versions for Contact Center Components in Cisco Unified Communications System Release 5.0(2) (continued)**

Component	Release Version
Cisco CSS 11501 Content Services Switch	WebNs 7.40.2.02
Cisco Unity Connection	1.1(1)SR1 ES30 (for SIP integration), 1.1(1)SR1 (for SCCP only integration)
Cisco IP Communicator	2.0(1a)
Cisco 3725, 3745 (Unified CVP VXML voice gateway)	12.4(6)T1
Cisco 3825, 3845 (Unified CVP VXML voice gateway)	12.4(6)T1
Cisco AS5400HPX (Unified CVP VXML voice and PSTN gateways)	12.4(6)T1
Cisco AS5850 (PSTN gateway)	12.4(6)T1
Cisco 3660 (gatekeeper cluster)	12.4(6)T1
Cisco 3745 (HSRP gatekeeper)	12.4(6)T1
Cisco 3725, 3745 (voice/data gateway)	12.4(6)T1
Cisco 3825, 3845 (voice/data gateway)	12.4(6)T1
RSVP Agent (on 37xx and 38xx platforms)	12.4(6)T1
Cisco 7206 (core/WAN router)	12.4(6)T1
Cisco 831 router	12.4(5a)
Cisco Catalyst 3550 (access switch)	12.2(25)SEC
Cisco Catalyst 6506, 6509 (core switch, Supervisor 2)	CatOS 8.5(2)
Cisco Catalyst 6506, 6509 (MSFC, Supervisor 2)	12.1(26)E3
Cisco Communication Media Module (CMM)	12.4(6)T1
CiscoWorks Management Center for Cisco Security Agents	4.5.1.639
Cisco Security Agent for Unified CallManager—Engine/Policy	4.5.0.573 / 2.0.3
Cisco Security Agent for Customer Response Solutions—Engine/Policy	4.5.1.639 / 2.0.4
Cisco Security Agent for Unified Intelligent Contact Management—Engine/Policy	4.5.0.573 / 2.0.2
Cisco Security Agent for Unified Customer Voice Portal—Engine/Policy	4.5.0.573 / 2.0.0
Cisco Unified Operations Manager (formerly CiscoWorks ITEM)	1.1
LAN Management Solution (LMS)	2.5
Resource Management Essentials (RME)	4.0
Cisco Remote Monitoring Suite (RMS)	2.0
Cisco Unified ICM Support Tools (Server and Agent)	2.0
McAfee Antivirus	Enterprise 8.0i
Cisco Unified IP Phones—See “ Firmware Version Matrix ” for models	Bundled with Unified CallManager

Firmware Version Matrix

Table A-2 lists the recommended firmware versions of the Cisco Unified IP Phones (SCCP and SIP) used in the contact center test environment.

Table A-2 *Firmware Versions of Cisco SCCP and SIP Phones in Cisco Unified Communications System Release 5.0(2)*

Component	SCCP Firmware Version	SIP Firmware Version
Cisco Unified IP Phone 7940	P00308000300	not applicable
Cisco Unified IP Phone 7941G	SCCP41.8-0-3S	SIP41.8-0-3S
Cisco Unified IP Phone 7960	P00308000300	not applicable
Cisco Unified IP Phone 7961G	SCCP41.8-0-3S	SIP41.8-0-3S
Cisco Unified IP Phone 7970	SCCP70.8-0-3S	SIP70.8-0-3S
Cisco Unified IP Phone 7971G	SCCP70.8-0-3S	SIP70.8-0-3S

