

## Cisco Collaboration Systems Release Summary Matrix for Contact Center



**Note** From Release 10.0 onward, Cisco Unified Communications System is re-branded to Cisco Collaboration Systems to better reflect the Collaboration products included in the solution.

This table identifies the software release versions of the system components that are used in each Cisco Collaboration Systems Release for Contact Center.



**Note** For maintenance releases, this table may not be updated.

To learn more about the components' features, functions, and interaction with other system components, click the technical information site for any release from the following URL:

[http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/uc\\_system/unified/communications/system/ucstart.htm](http://www.cisco.com/en/US/docs/voice_ip_comm/uc_system/unified/communications/system/ucstart.htm)



**Note** For maintenance releases, the technical information sites may not be updated.

- Table cells with dashes indicate products that either were not available for that release, or are not supported.
- Test beds for a release set may contain multiple IOS and CatOS versions. The predominant IOS versions are listed below.
- For information on compatible software versions in a Cisco Collaboration Systems Release set that you can use as a baseline and a known starting point, see the following:
  - [Cisco Unified Communications Compatibility Tool](#)
  - [Cisco Unified Communications Contact Center Enterprise Design Guides](#)
  - [Cisco Interoperability Portal](#)
  - [Cisco Unified Contact Center Express/Cisco Unified IP IVR Software and Hardware Compatibility Guide](#)
  - [Hardware and System Software Specification \(Bill of Materials\) for Cisco Unified ICM/Contact Center Enterprise & Hosted Editions, Release 8.0\(x\)](#)
  - [Hardware and System Software Specification for Cisco Unified Customer Voice Portal \(Unified CVP\), Release 8.5\(1\)](#)



**Note** Product specific compatibility documents provide complete compatibility information between components listed in the summary matrix.

- For a list of supported servers, see the following:
  - Cisco Unified Communications Manager Server<sup>1</sup> Support Matrix:  
[http://www.cisco.com/en/US/prod/collateral/voicesw/ps6790/ps5748/ps378/prod\\_brochure0900aec8062a4f9.html](http://www.cisco.com/en/US/prod/collateral/voicesw/ps6790/ps5748/ps378/prod_brochure0900aec8062a4f9.html)
  - Cisco Unified Contact Center Enterprise, refer to Appendix A of the Bill of Materials at:  
[http://www.cisco.com/en/US/products/sw/custcosw/ps1844/products\\_implementation\\_design\\_guides\\_list.html](http://www.cisco.com/en/US/products/sw/custcosw/ps1844/products_implementation_design_guides_list.html)
  - Cisco Unified Customer Voice Portal, refer to Unified CVP Hardware and Software Specification at:  
[http://www.cisco.com/en/US/products/sw/custcosw/ps1006/prod\\_technical\\_reference\\_list.html](http://www.cisco.com/en/US/products/sw/custcosw/ps1006/prod_technical_reference_list.html)
  - Unified Contact Center Express supported platform list:  
[http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products\\_device\\_support\\_tables\\_list.html](http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_device_support_tables_list.html)
  - Unified Communications Manager IM and Presence Server supported platform list:

1. Beginning with Cisco Collaboration Systems Release 10.0, Cisco is migrating from non-virtualized hardware servers to virtualized servers only. Cisco 7800 Series Media Convergence Servers are end of sale as of October 30, 2013, and are not supported for new installations of 10.0 or upgrades/migrations to 10.0. Virtual Machines are the only supported platform for Cisco Unified Communications Manager 10.0, running on either Cisco Unified Computing System or 3rd-party server. For information about best practices to setup virtualization and Cisco UCS hardware for Cisco Collaboration 10.0 applications, see [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/cucm/virtual/CUCM\\_BK\\_CA526319\\_00\\_cucm-on-virtualized-servers\\_chapter\\_00.html](http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/virtual/CUCM_BK_CA526319_00_cucm-on-virtualized-servers_chapter_00.html) For information about best practices to migrate from Cisco 7800 series Media Convergence Servers to virtualization on Unified Computing System Virtual Machines, see "Replace a Single Server or Cluster for Cisco Unified Communications Manager Release 9.1(1)": [http://www.cisco.com/en/US/partner/docs/voice\\_ip\\_comm/cucm/install/9\\_1\\_1/replace/CUCM\\_BK\\_R1B1A464\\_00\\_replace-server-cluster-cucm-91.html](http://www.cisco.com/en/US/partner/docs/voice_ip_comm/cucm/install/9_1_1/replace/CUCM_BK_R1B1A464_00_replace-server-cluster-cucm-91.html) For information about the Cisco 7800 Series Media Convergence Server end-of-life (EOL) notice, see: <http://www.cisco.com/en/US/products/hw/voiceapp/ps378/index.html>

[http://www.cisco.com/en/US/products/ps6837/products\\_device\\_support\\_tables\\_list.html](http://www.cisco.com/en/US/products/ps6837/products_device_support_tables_list.html)

- You can set up a virtualized environment by running Unified Communications applications on a virtual machine on a Unified Computing System (UCS). For additional details, including UCS hardware information and third-party requirements, see:  
<http://www.cisco.com/go/uc-virtualized>

For information on supported applications in a virtualized environment, see [http://docwiki.cisco.com/wiki/Unified\\_Communications\\_Virtualization\\_Supported\\_Applications](http://docwiki.cisco.com/wiki/Unified_Communications_Virtualization_Supported_Applications)

For information on supported VMware versions, see [http://docwiki.cisco.com/wiki/Unified\\_Communications\\_VMware\\_Requirements#Supported\\_Versions\\_of\\_VMware\\_vSphere\\_ESXi](http://docwiki.cisco.com/wiki/Unified_Communications_VMware_Requirements#Supported_Versions_of_VMware_vSphere_ESXi)

| Category                        | Component  | Release 10.0(1)                                  | Release 9.0(1)                                   | Release 8.6(1)                                   | Release 8.5(1)                             | Release 8.0(2)              | Release 7.1(3) <sup>1</sup> | Release 7.1(2) <sup>1</sup> | Release 7.0(1)              | Release 6.1(1)              |
|---------------------------------|--|--|--|--|--|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|
| Call Control                    | Cisco Unified Communications Manager   | 10.0(1)  | 9.0(1)   | 8.6(1a)  | 8.5(1)                                     | 8.0(2)                      | 7.1(3)                      | 7.1(2a)                     | 7.0(1)                      | 6.1(1)                      |
| Contact Center                  | Cisco Unified Intelligent Contact Management Enterprise and Cisco Unified Contact Center Enterprise                  | 10.0(1)  | 9.0(1)   | 8.5(2) <sup>2</sup>                              | 8.5(1)                                     | 8.0(1)                      | 7.5(6)                      | 7.5(5)                      | 7.5(1)                      | 7.2(2)                      |
|                                 | Cisco Unified Intelligent Contact Management Enterprise and Cisco Unified Contact Center Enterprise Operating System | Win2008 R2 SP1                                   | Win2008 R2 SP1                                   | Win2008 R2 SP1 Win2003 SP2/ Win2003 R2 SP2       | Win2003 SP2/ Win2003 R2 SP2                | Win2003 SP2/ Win2003 R2 SP2 | Win2003 SP2/ Win2003 R2 SP2 | Win2003 SP2/ Win2003 R2 SP2 | Win2003 SP2/ Win2003 R2 SP2 | Win2003 SP2/ Win2003 R2 SP2 |
|                                 | Cisco Unified ICME Support Tools   | —  | —  | 2.4(1)   | 2.4(1)                                     | 2.4(1)                      | 2.3(1)                      | 2.3(1)                      | 2.3(1)                      | 2.1                         |
|                                 | Cisco Unified Contact Center Express   | 10.0(1)  | 9.0(1)   | 8.5(1) SU1                                       | 8.5(1)                                     | 8.0(2)                      | —                           | —                           | —                           | —                           |
|                                 | Cisco Unified IP IVR   | 10.0(1)  | 9.0(1)   | 8.5(1) SU1                                       | 8.5(1)                                     | 8.0(2)                      | 7.0(1) SR4                  | 7.0(1) SR3                  | 7.0(1) SR1                  | 5.0(2)                      |
|                                 | Cisco Unified Contact Center Express/Unified IP IVR Operating System   | Bundled with Software                            | Bundled with Software                            | Bundled with Software                            | Bundled with Software                      | Bundled with Software       | 2003.1.2a SR13              | 2003.1.2a SR13              | 2003.1.2a SR13              | 2003.1.1 SR5                |
|                                 | Cisco Unified Customer Voice Portal  | 10.0(1)  | 9.0(1)   | 8.5(1)   | 8.5(1)                                     | 8.0(1) <sup>3</sup>         | 7.0(2)                      | 7.0(2)                      | 7.0(2)                      | 4.0(2)                      |
|                                 | Cisco Unified Customer Voice Portal Operating System   | Win2008 R2 SP1                                   | Win2008 R2 SP1                                   | Win2003 SP2/ Win2003 R2 SP2                      | Win2003 SP2/ Win2003 R2 SP2                | Win2003 SP2/ Win2003 R2 SP2 | Win2003 SP2/ Win2003 R2 SP2 | Win2003 SP2/ Win2003 R2 SP2 | Win2003 SP2/ Win2003 R2 SP2 | Win2003 SP2/ Win2003 R2 SP2 |
|                                 | Cisco Unified Intelligence Center  | 10.0(1)  | 8.5(4)   | 8.5(1)<br>Same as 8.0(4)                         | 8.0(3)                                     | 8.0(1)                      | —                           | —                           | —                           | —                           |
|                                 | Cisco Finesse  | 10.0(1)  | 9.0(1)   | 8.5(1)<br>Lab use only                           | 8.5(1)<br>Lab use only                     | —                           | —                           | —                           | —                           | —                           |
| Cisco MediaSense                | 10.0(1)  | 8.5(4) (original)<br>9.1(1) (current compatible) | 8.5(2) (original)<br>8.5(4) (current compatible) | 8.5(1) (original)<br>8.5(4) (current compatible) | —(original)<br>8.5(4) (current compatible) | —                           | —                           | —                           | —                           |                             |
| Cisco SocialMiner               | 10.0(1)  | 9.0(1) <sup>4</sup>                              | —  | 8.5(1)   | —  | —                           | —                           | —                           | —                           |                             |
| Server Applications             | Cisco Unified Communications Manager IM and Presence Service   | 10.0(1)  | 9.0(1)   | —  | —  | —                           | —                           | —                           | —                           | —                           |
|                                 | Cisco Unified Presence   | —  | —  | 8.5(1)   | 8.5(1)                                     | 8.0(2) <sup>5</sup>         | 7.0(5)                      | 7.0(1)                      | 7.0(1)                      | 6.0(2)                      |
|                                 | Cisco Unified SIP Proxy  | 8.5(5)   | 8.5(3)   | 8.5(2)   | 8.5(1)                                     | 1.1(4)                      | —                           | —                           | —                           | —                           |
| Conferencing                    | Cisco Unified Videoconferencing 3545 MCU   | —  | —  | —  | —  | —                           | 5.7                         | 5.7                         | 5.5.0.0.54                  | —                           |
|                                 | Cisco TelePresence MCU MSE Series  | 4.4 (3.57)                                       | 4.3  | —  | —  | —                           | —                           | —                           | 1.2                         | —                           |
|                                 | Cisco TelePresence Content Server  | —  | 5.2 Build 3222                                   | —  | —  | —                           | —                           | —                           | —                           | —                           |
|                                 | Cisco Voice Conferencing for ISR G2 Routers  | 15.2(4)M5  | 15.2(3)T1 or 15.2(4)M                            | —  | —  | —                           | —                           | —                           | —                           | —                           |
| Voicemail and Unified Messaging | Cisco Unity Connection   | 10.0(1)  | 9.0(1)   | —  | 8.5(1)                                     | —                           | 7.1(3)                      | 7.1(2a)                     | 7.0(1)                      | 2.0                         |

| Category                             | Component   | Release 10.0(1)                             | Release 9.0(1)                           | Release 8.6(1)                           | Release 8.5(1)           | Release 8.0(2)                                      | Release 7.1(3) <sup>1</sup> | Release 7.1(2) <sup>1</sup> | Release 7.0(1)           | Release 6.1(1)           |                          |
|--------------------------------------|---|---|--|--|--------------------------|---|-----------------------------|-----------------------------|--------------------------|--------------------------|--------------------------|
| Devices (Endpoints)                  | Cisco IP Communicator   | —   | 8.6(1)                                   | 8.6(1)                                   | 7.0(5)                   | —   | 7.0(2)                      | 7.0(2)                      | 2.1(3)                   | 2.1(1)                   |                          |
|                                      | Cisco Unified Personal Communicator                               | —   | —  | —  | 8.5                      | 7.0(2)  | 7.0(2)                      | 7.0(2)                      | 7.0(1)                   | —                        |                          |
|                                      | Cisco Unified Video Advantage                                     | —   | 2.2(2)                                   | 2.2(1)                                   | 2.2(1)                   | —   | 2.1(2)                      | 2.1(1)                      | 2.1(1)                   | —                        |                          |
|                                      | Cisco Virtualization Experience Clients                           | —   | Firmware 9.2(1)                          | —  | —                        | —   | —                           | —                           | —                        | —                        |                          |
|                                      | Cisco TelePresence System EX90 and Cisco TelePresence System EX60 | TC 7.0.1                                    | TE 6.0.0                                 | —  | —                        | —   | —                           | —                           | —                        | —                        |                          |
|                                      | Cisco IP Video Phone E20  | —   | TE 6.0.0                                 | —  | —                        | —   | —                           | —                           | —                        | —                        |                          |
|                                      | Cisco Desktop Collaboration Experience DX650                      | Firmware 10.1(1)                            | —  | —  | —                        | —   | —                           | —                           | —                        | —                        |                          |
|                                      | Cisco Unified IP Phones 7941, 7942, 7961, 7962, 7965, 7971, 7975  | Bundled with Unified CM. Firmware 9.3(1)SR3 | Bundled with Unified CM. Firmware 9.3(1) | Bundled with Unified CM. Firmware 9.2(1) | Bundled with Unified CM. | Bundled with Unified CM. Firmware 9.0(2), 9.0(2)SR1 | Bundled with Unified CM.    | Bundled with Unified CM.    | Bundled with Unified CM. | Bundled with Unified CM. | Bundled with Unified CM. |
|                                      | Cisco IP Phones 7821, 7841, 7861                                  | Firmware 10.1(1)                            | —  | —  | —                        | —   | —                           | —                           | —                        | —                        |                          |
|                                      | Cisco Unified IP Phones 6921, 6941, 6961, 6945                    | Firmware 9.4(1)                             | Firmware 9.3(1)                          | Firmware 9.2(1)                          | Firmware 9.1.1 SR1       | Firmware 9.0(2)                                     | Firmware 8.5.3              | —                           | —                        | —                        |                          |
|                                      | Cisco Unified IP Phones 9951, 9971                                | Firmware 9.4(1)                             | Firmware 9.3(1)                          | Firmware 9.2(1)                          | Firmware 9.1.1 SR1       | Firmware 9.0(2)                                     | Firmware 9.0(1)             | —                           | —                        | —                        |                          |
|                                      | Cisco Unified IP Phone 8961                                       | Firmware 9.4(1)                             | Firmware 9.3(1)                          | Firmware 9.2(1)                          | Firmware 9.1.1 SR1       | Firmware 9.0(2)                                     | Firmware 9.0(1)             | —                           | —                        | —                        |                          |
|                                      | Cisco Unified IP Phones 8941, 8945                                | —   | Firmware 9.3(1)                          | Firmware 9.2(1)                          | Firmware 9.1.1 SR1       | —   | —                           | —                           | —                        | —                        |                          |
| Cisco Unified Communications for RTX | —   | —   | 8.5(1)                                   | 8.5(1)                                   | —                        | —   | —                           | —                           | —                        |                          |                          |
| Client Applications                  | Cisco Jabber for Windows  | 9.6   | —  | —  | —                        | —   | —                           | —                           | —                        | —                        |                          |
| Wireless and Mobility                | Cisco Aironet 1240AG Series Access Point                          | —   | —  | —  | —                        | 12.4(21a)JA2  | 12.3-8.JA2                  | 12.3-8.JA2                  | 12.3-8.JA2               | 12.3-8.JA2               |                          |
|                                      | Cisco Aironet 3502 Access Point                                   | —   | AIR-WLC4400-K9-7-0-116-0-E R.aes         | AIR-WLC4400-K9-7-0-116-0-E R.aes         | —                        | —   | —                           | —                           | —                        | —                        |                          |
|                                      | Cisco Aironet 1142 Access Point                                   | —   | AIR-WLC4400-K9-7-0-116-0-E R.aes         | AIR-WLC4400-K9-7-0-116-0-E R.aes         | —                        | —   | —                           | —                           | —                        | —                        |                          |

| Category           | Component  | Release 10.0(1) | Release 9.0(1)              | Release 8.6(1)              | Release 8.5(1)              | Release 8.0(2)              | Release 7.1(3) <sup>1</sup> | Release 7.1(2) <sup>1</sup> | Release 7.0(1)  | Release 6.1(1)  |
|--------------------|--|-----------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------|-----------------|
| Security           | Cisco Catalyst 6500 Series Switch Firewall Services Module                 | —               | —                           | —                           | —                           | —                           | 4.0(6)                      | 4.0(4)                      | 4.0(3)          | 3.2(2)          |
|                    | Cisco Adaptive Security Appliance (5520, 5540, 5580) Services              | 9.1(1)          | 8.4(3)                      | 8.4(1)                      | 8.4(1)                      | 8.3                         | 8.2(1)                      | 8.2(1)                      | 8.0.4.3         | 8.0(3)          |
|                    | Cisco Adaptive Security Appliance 5500 AIP Security Services Module (IPS)  | —               | —                           | 7.0(2) E3                   | 7.0(2) E3                   | 7.0(2) E3                   | —                           | —                           | —               | —               |
|                    | CiscoWorks Management Center for Cisco Security Agents                     | —               | —                           | 6.0(2)                      | 6.0(2)                      | —                           | 5.2.1                       | 5.2.0.245                   | 5.2.0.245       | 5.0.0.216       |
|                    | Cisco Security Agent for Unified IP IVR                                    | NA              | Bundled with Unified IP IVR | Bundled with Unified IP IVR | Bundled with Unified IP IVR | Bundled with Unified IP IVR | 5.0.0.217-3.0.6             | 5.0.0.217-3.0.6             | 5.0.0.217/3.0.6 | 5.0.0.217/3.0.6 |
|                    | Cisco Security Agent for Unified Intelligent Contact Management Enterprise | —               | —                           | 6.0(1)                      | 6.0(1)                      | 6.0(1)                      | 5.2.0.245-4.0.1             | 5.2.0.245-4.0.1             | 5.2.0.245/4.0.1 | 5.0.0.210/3.0.1 |
|                    | Cisco Security Agent for Unified Customer Voice Portal                     | —               | —                           | 6.0(1)                      | 6.0(1)                      | 6.0(1)                      | 5.2.0.268                   | 5.2.0.268                   | 5.2.0.268       | 5.2.0.203/2.2.1 |
| Network Management | Cisco Prime Collaboration Provisioning, Assurance and Deployment           | 10.0(1)         | —                           | —                           | —                           | —                           | —                           | —                           | —               | —               |
|                    | Cisco Unified Operations Manager   | —               | —                           | 8.6.1                       | 8.5.1                       | 2.3                         | 2.2                         | 2.2                         | 2.1             | 2.0(2)          |
| Licensing          | Cisco Prime License Manager  | 10.0(1)         | 9.0(1)                      | —                           | —                           | —                           | —                           | —                           | —               | —               |

| Category  | Component  | Release 10.0(1)                                  | Release 9.0(1)           | Release 8.6(1)        | Release 8.5(1)        | Release 8.0(2)            | Release 7.1(3) <sup>1</sup> | Release 7.1(2) <sup>1</sup> | Release 7.0(1)         | Release 6.1(1)  |
|---|--|--|--------------------------|-----------------------|-----------------------|---------------------------|-----------------------------|-----------------------------|------------------------|-----------------|
| Communications Infrastructure   | Cisco IOS Extended Maintenance Deployment  | 15.1(4)M7 <sup>6</sup><br>15.2(4)M5 <sup>7</sup> | 15.1(4)M3                | 15.1(4)M1             | —                     | —                         | 12.4(25)b <sup>7</sup>      | 12.4(23) <sup>7</sup>       | 12.4(18c) <sup>7</sup> | —               |
|   | Cisco Unified Computing System B200 M2, C200 M2, and C210 M2 (Unified Communications Virtualization)   | VMware5.1  | VMWare ESXi 4.1          | —                     | —                     | —                         | —                           | —                           | —                      | —               |
|   | Cisco UCS B-Series Blade Servers   | 2.0(3c)  | 2.0(1q)                  | —                     | —                     | —                         | —                           | —                           | —                      | —               |
|   | Cisco UCS C-Series Rack-Mount Servers  | 1.4(3k)  | 1.4(3c)2                 | —                     | —                     | —                         | —                           | —                           | —                      | —               |
|   | Cisco Unified Computing System Express   | —  | 2.0.1                    | —                     | —                     | —                         | —                           | —                           | —                      | —               |
|   | Cisco 3725, 3745 (Unified CVP VXML, voice/data, H.323, SIP, MGCP, IOS-based Transcoders and Conference Bridges, and Cisco Unified Border Element gateways) | —  | —                        | —                     | —                     | —                         | —                           | 12.4(15) <sup>8</sup><br>T7 | 12.4(15)<br>T7         | 12.4(15)<br>T2  |
|   | Cisco 3825, 3845 (Unified CVP VXML, voice/data, H.323, SIP, MGCP, IOS-based Transcoders and Conference Bridges, and Cisco Unified Border Element gateways) | 15.1(4)M7  | 15.1(4)M3                | 15.1(4)M1             | 15.1(3)T <sup>9</sup> | 15.1(1)T <sup>9</sup>     | 15.0(1)M                    | 12.4(24)<br>T1              | 12.4(20)T              | 12.4(15)<br>T2  |
|   | Cisco 3900 Series Routers (Unified CVP VXML, voice/data, SIP, IOS-based Transcoders and Conference Bridges, and Cisco Unified Border Element gateways)     | 15.2(4)M5  | 15.2(3)T1 or<br>15.2(4)M | 15.1(4)M1             | —                     | —                         | —                           | —                           | —                      | —               |
|   | Cisco AS5400XM (Unified CVP VXML, voice, H.323, SIP and PSTN gateways)   | —  | 15.1(4)M3                | 15.1(4)M1             | 15.1(3)T <sup>9</sup> | 15.1(1)T <sup>9</sup>     | 15.0(1)M                    | 12.4(24)<br>T1              | 12.4(20)T              | 12.4(15)T       |
|   | Cisco Unified Border Element Enterprise Edition for Cisco ISR Series   | 15.2(4)M5  | 15.2(3)T1 or<br>15.2(4)M | 15.1(4)M1             | 15.1(3)T <sup>9</sup> | 1.3/15.1(1)T <sup>9</sup> | 1.3/15.0(1)M                | 12.4(24)T1                  | 12.4(20)T              | 12.4(11)XW<br>3 |
| Cisco Unified Border Element Enterprise Edition for Cisco ASR 1000 Series | 3.11.0S  | 3.6  | 3.2                      | 3.2                   | 3.1                   | —                         | —                           | —                           | —                      |                 |
| Cisco VGD-1T3 Voice Gateway   | —  | —  | 15.1(4)M1                | 15.1(3)T <sup>9</sup> | 15.1(1)T <sup>9</sup> | —                         | —                           | —                           | —                      |                 |

| Category                                  | Component   | Release 10.0(1) | Release 9.0(1)        | Release 8.6(1) | Release 8.5(1)        | Release 8.0(2)             | Release 7.1(3) <sup>1</sup> | Release 7.1(2) <sup>1</sup> | Release 7.0(1) | Release 6.1(1) |
|---|---|-----------------|-----------------------|----------------|-----------------------|----------------------------|-----------------------------|-----------------------------|----------------|----------------|
| Communications Infrastructure (continued) | Cisco SRE 910 Service Module                          | 15.2(4)M5       | 15.2(3)T1 or 15.2(4)M | —              | —                     | —                          | —                           | —                           | —              | —              |
|   | Cisco Catalyst 6506-E (WS-SUP720-3BXL)                | 15.1(2)SY       | 12.2(33)SXH2a         | —              | —                     | —                          | —                           | —                           | —              | —              |
|   | Cisco Catalyst 6503-E (WS-SUP720-3BXL)                | 15.1(2)SY       | 12.2(18)SXF10         | —              | —                     | —                          | —                           | —                           | —              | —              |
|   | Cisco Catalyst 3750 (WS-C3750E-24PD)                  | 15.0.2SE2       | 12.2(55)SE1           | —              | —                     | —                          | —                           | —                           | —              | —              |
|   | Cisco 3745 Gatekeeper                                 | —               | —                     | —              | —                     | —                          | —                           | 12.4(15)T7                  | 12.4(15)T7     | 12.4(15)T2     |
|   | RSVP Agent (on 38xx platforms)                        | 15.1(4)M7       | 15.1(4)M3             | 15.1(4)M1      | 15.1(3)T <sup>9</sup> | 15.1(1)T <sup>9</sup>      | 15.0(1)M                    | 12.4(24)T1                  | 12.4(20)T      | 12.4(15)T2     |
|   | Cisco 7206VXR (core/WAN router)                       | —               | —                     | 15.1(4)M1      | 15.1(3)T <sup>9</sup> | 15.1(1)T <sup>9</sup>      | 15.0(1)M                    | 12.4(24)T1                  | 12.4(20)T      | 12.4(15)T2     |
|   | Cisco 871 router                                      | —               | —                     | —              | —                     | —                          | —                           | —                           | —              | 12.3(8)Y12     |
|   | Cisco 881 router                                      | 15.2(4)Mx       | 15.2(3)T1 or 15.2(4)M | 15.1(4)M1      | 15.1(3)T <sup>9</sup> | 15.1(1)T <sup>9</sup>      | 15.0(1)M                    | 12.4(24)T1                  | 12.4(20)T      | —              |
|   | Cisco 891 router                                      | 15.2(4)Mx       | 15.2(3)T1 or 15.2(4)M | —              | —                     | —                          | —                           | —                           | —              | —              |
|   | Cisco Catalyst 3750 (access switch)                   | 12.2(53)SE2     | 12.2(53)SE2           | 12.2(53)SE2    | 12.2(53)SE2           | 12.2(50)SE3                | 12.2(50)SE3                 | 12.2(25)SEE4                | 12.2(25)SEE4   | 12.2(25)SEE2   |
|   | Cisco Catalyst 6506, 6509 (core switch, Supervisor 2) | —               | —                     | 8.6(6a)        | 8.6(6a)               | Cat OS 8.6.3/12.2.(18)SXF9 | Cat OS 8.6.3/12.2.(18)SXF9  | CatOS 8.6(3)                | CatOS 8.5(8)   | CatOS 8.5(8)   |
|   | Cisco Catalyst 6506, 6509 (Supervisor 720)            | —               | —                     | —              | —                     | 12.2(33)SX1                | 12.2(33)SX1                 | 12.2(33)SX1                 | 12.2(18)SXF11  | 12.2(18)SXF8   |
|   | Cisco CSS 11501 Content Services Switch               | —               | —                     | —              | —                     | WebNS 7.50.3.3             | WebNS 7.50.3.3              | WebNS 7.50.3.3              | WebNs 7.50.3.3 | WebNs 7.50.3.3 |

1. This is a maintenance or minor release and no new Technical Information Site was created for this release. Refer to the release notes and system test results for information on this release.
2. For configuration options, see [Release Notes for Cisco Unified Contact Center Enterprise, Release 8.5\(2\)](#).
3. Unified CVP video feature is supported in Unified CVP Release 8.0(1), however this feature was not tested in the System Test environment. The functionality and interoperability testing of the feature was performed during product testing for this release.
4. Cisco SocialMiner functionality was tested as part of Unified CCX.
5. Multi-stage upgrade testing was performed with Unified Presence Release 8.0(1) and feature and interoperability testing was performed with Unified Presence 8.0(2).
6. For ISR-G1 devices only.
7. Cisco IOS Mainline Release was used for additional basic PSTN functionality and load testing as part of regression testing conducted in contact center environments.
8. Cisco IOS Release 12.4(15)Tx is the last release supported on the 37xx Series and CMM platforms; these components are not supported on Release 12.4(20)T and beyond.
9. Cisco IOS Release 15.1(3)T and 15.1(1)T are short deployment Standard Maintenance releases ideal for the very latest new features and hardware support from Cisco. Cisco provides 18 months of support for Standard Maintenance releases. Customers requiring longer-term maintenance support should consider upgrading to the next 15 M Extended Maintenance release (when it becomes available), which will incorporate all features and hardware support of previous Standard Maintenance and Extended Maintenance releases. For more information, refer to [http://www.cisco.com/en/US/prod/collateral/iosswrel/ps8802/ps10587/ps10591/ps10621/qa\\_c67\\_561940.html](http://www.cisco.com/en/US/prod/collateral/iosswrel/ps8802/ps10587/ps10591/ps10621/qa_c67_561940.html).