



## **Compatibility Matrix for Cisco Unified Communications Manager and IM & Presence Service, Release 10.x**

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Revised: January 16, 2020

# Compatibility Matrix for Cisco Unified Communications Manager and IM and Presence Service, Release 10.x

## Revision History

**Table 1: Software Compatibility Matrix Revision History**

Date	Changes
December 2, 2016	<p>Restructured information about supported upgrade paths. Supported upgrade paths are now listed according to whether the currently installed software is running on a physical server or on a virtual server. The new tables also list the supported upgrade or migration method available for each path. See the following topics:</p> <ul style="list-style-type: none"><li>• <a href="#">Upgrade and Migration Paths for Cisco Unified Communications Manager and IM and Presence Service Release 10.x</a>, on page 6</li><li>• <a href="#">Upgrade and Migration Paths for Cisco Unified Communications Manager and IM and Presence Service Release 10.0(x)</a>, on page 6</li><li>• <a href="#">Upgrade and Migration Paths for Cisco Unified Communications Manager and IM and Presence Service Release 10.5(x)</a>, on page 9</li></ul>
April 12, 2018	<p>Applied the following updates:</p> <ul style="list-style-type: none"><li>• Minor edits to clarify supported upgrade paths.</li><li>• Pointed Cisco Unified Communications Manager compatibility to the CSR Matrix.</li></ul>
April 20, 2018	<p>Removed AOL as supported integration as AOL has removed support for AOL Instant Messenger.</p>
January 16, 2020	<p>Added supported versions and version requirements</p>

## About this Guide

This guide contains compatibility information for Cisco Unified Communications Manager and the IM and Presence Service 10.x releases, including 10.0(1), 10.5(1), 10.5(2), and subsequent SU releases.

## Supported Versions

The following table lists supported versions for Release 10.5(2) and 10.5(2) SU releases.

## Supported Versions for 10.5(2)

### Cisco Unified Communications Manager 10.5(2) Versions

- Release 10.5(2)—Cisco Unified Communications Manager 10.5.2.10000-5
- Release 10.5(2)SU1—Cisco Unified Communications Manager 10.5.2.11900-3
- Release 10.5(2)SU2—Cisco Unified Communications Manager 10.5.2.12900-14
- Release 10.5(2)SU2a—Cisco Unified Communications Manager 10.5.2.12901-1
- Release 10.5(2)SU3—Cisco Unified Communications Manager 10.5.2.13900-12
- Release 10.5(2)SU3a—Cisco Unified Communications Manager 10.5.2.13901-2
- Release 10.5(2)SU4—Cisco Unified Communications Manager 10.5.2.14900-16
- Release 10.5(2)SU4a—Cisco Unified Communications Manager 10.5.2.14901-1
- Release 10.5(2)SU5—Cisco Unified Communications Manager 10.5.2.15900-8
- Release 10.5(2)SU6—Cisco Unified Communications Manager 10.5.2.16900-10
- Release 10.5(2)SU6a—Cisco Unified Communications Manager 10.5.2.16901-1
- Release 10.5(2)SU7—Cisco Unified Communications Manager 10.5.2.17900-13
- Release 10.5(2)SU8—Cisco Unified Communications Manager 10.5.2.18900-15
- Release 10.5(2)SU9—Cisco Unified Communications Manager 10.5.2.21900-13

### IM and Presence Service 10.5(2) Versions:

- Release 10.5(2)—IM and Presence Service 10.5.2.10000-9
- Release 10.5(2b)—IM and Presence Service 10.5.2.21900-4
- Release 10.5(2)SU1—IM and Presence Service 10.5.2.22900-2
- Release 10.5(2)SU2—IM and Presence Service 10.5.2.23900-3
- Release 10.5(2)SU2a—IM and Presence Service 10.5.2.23900-4
- Release 10.5(2)SU3—IM and Presence Service 10.5.2.24900-8
- Release 10.5(2)SU4—IM and Presence Service 10.5.2.25900-6
- Release 10.5(2)SU4a—IM and Presence Service 10.5.2.25910-1

## Supported Versions for 10.5(1)

The following table contains supported versions for Release 10.5(1) and 10.5(1) SU releases.

### Supported Versions for 10.5(1)

#### Cisco Unified Communications Manager 10.5(1) Versions

- Release 10.5(1)—Cisco Unified Communications Manager 10.5.1.10000-7
- Release 10.5(1)SU1—Cisco Unified Communications Manager 10.5.1.11900-13
- Release 10.5(1)SU1a—Cisco Unified Communications Manager 10.5.1.11901-1

#### IM and Presence Service 10.5(1) Versions

- Release 10.5(1)—IM and Presence Service 10.5.1.10000-9
- Release 10.5(1)SU1—IM and Presence Service 10.5.1.11900-5
- Release 10.5(1)SU2—IM and Presence Service 10.5.1.12900-2
- Release 10.5(1)SU3—IM and Presence Service 10.5.1.13900-2

### Supported Versions for 10.0(1)

The following table contains supported versions for Release 10.0(1) and 10.0(1) SU releases.

### Supported Versions for 10.0(1)

#### Cisco Unified Communications Manager 10.0(1) Versions

- Release 10.0(1)—Cisco Unified Communications Manager 10.0.1.10000-24
- Release 10.0(1)SU1—Cisco Unified Communications Manager 10.0.1.11900-2
- Release 10.0(1)SU2—Cisco Unified Communications Manager 10.0.1.12900-2

#### IM and Presence Service 10.0(1) Versions

- Release 10.0(1)SU2—IM and Presence Service 10.0.1.12900-2
- Release 10.0(1)SU1—IM and Presence Service 10.0.1.11901-2
- Release 10.0(1)—IM and Presence Service 10.0.1.10000-26

## Version Requirements

All servers in a cluster must run the same release of Unified Communications Manager. The only exception is during a cluster software upgrade, during which a temporary mismatch is allowed.

If you are installing IM and Presence nodes, the software version of the first IM and Presence node (the IM and Presence database publisher node) must match the first three numbers of the software version installed on the Unified Communications Manager publisher node. For example, IM and Presence Service software version 10.0.1.10000-1 is compatible with Unified Communications Manager software version 10.0.1.30000-2. Refer to the following table for sample Unified Communications Manager versions and IM and Presence Service versions that are compatible. The bolded numbers must match.

**Table 2: Examples of Compatible Unified Communications Manager and IM and Presence Service Versions**

Sample Unified Communications Manager Version	Example of Compatible IM and Presence Service Version
10.0.1.30000-2	10.0.1.10000-1
10.5.1.10000-7	10.5.1.10000-9
10.5.2.10000-5	10.5.2.10000-9

After you install the first IM and Presence node, the software version of any IM and Presence subscriber nodes that you install must match all five version numbers of the first IM and Presence node. For example, if the IM and Presence database publisher node is at version 10.0.1.10000-1, then all IM and Presence subscriber nodes must also be 10.0.1.10000-1.

## Information About Releases

### Notes About Engineering Specials (ESs), Service Updates (SUs), And Windows Service Release (SR) Upgrades

If you run a Linux or Windows Engineering Special (ES), a Service Update (SU), or a Windows Service Release (SR) for any version listed in the “Direct upgrade” tables, you can also upgrade to the target version for that section.

If you install an ES, it may contain fixes that are not included in newer releases. For example, a fix in the latest 10.5(1)es, 10.5(1.32xx-x), may not be included in 10.5(2x) because the fix was not available prior to the release of 10.5(2x). In this example, a later ES on the 10.5(2x) branch may be required to retain the same fixes.

### Restricted and Unrestricted

Cisco Unified Communications Manager and Cisco Unified Communications Manager IM and Presence Service are available in both US Export Restricted and US Export Unrestricted (UNRST). The Restricted version contains full encryption capabilities. The Unrestricted version contains fewer encryption capabilities.

The US Export Restricted release has always been available from Cisco. A sample file name for US Export Restricted would be UCSInstall\_UCOS\_#.#.#.#####-#.sgn.iso.

The US Export Unrestricted UNRST release complies with import /export restrictions to various countries and is available in limited markets. A sample file name for US Export Unrestricted would be UCSInstall\_UCOS\_UNRST\_#.#.#.#####-#.sgn.iso.

UNRST releases support fewer encryption capabilities and are classified as US export unrestricted. UNRST releases are intended for customers for which US Export and/or Foreign Import Encryption Regulations apply.




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**Note** Once installed, UNRST releases can never be converted or upgraded to releases which support full encryption capabilities

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### Long-Life Releases

Long-Life Releases are the final planned releases on a major train and will be the last releases to go End-of-Support on a major train. Customers planning to remain on one version of code for an extended period of time should select a Long-Life Release for their deployment.



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**Note** "Major" releases are differentiated by the first digit of the release number; 9.x, 10.x are examples of "major" releases.

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## Upgrade and Migration Paths for Cisco Unified Communications Manager and IM and Presence Service Release 10.x

The tables in the following sections list the supported upgrade and migration paths for Cisco Unified Communications Manager and IM and Presence Service Release 10.x. Engineering Special (ES) and Service Updates (SU) within each path are also supported, unless otherwise indicated. Use the tables in the following sections to determine whether you can upgrade or migrate from your currently installed version, and which of the upgrade methods are available to you:

- direct upgrades using either the Unified CM OS Admin interface or the Cisco Prime Collaboration Deployment (PCD) Upgrade task
- migrations using the PCD Migration task



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**Note** Cisco Unified Communications Manager and IM and Presence Service support an export unrestricted (XU) version, in addition to the export restricted (K9) version, If your currently installed version is export unrestricted, you cannot upgrade to an export restricted release.

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For more information, see:

- [Upgrade and Migration Paths for Cisco Unified Communications Manager and IM and Presence Service Release 10.0\(x\), on page 6](#)
- [Upgrade and Migration Paths for Cisco Unified Communications Manager and IM and Presence Service Release 10.5\(x\), on page 9](#)

## Upgrade and Migration Paths for Cisco Unified Communications Manager and IM and Presence Service Release 10.0(x)

Use the tables below to determine whether you can upgrade or migrate from your currently installed version of Cisco Unified Communications Manager and IM and Presence Service. The supported path and the method that you can use to perform the upgrade or migration depend on whether your current version is installed directly on server hardware or on a virtual machine:

- [Installations on Cisco Media Convergence Server \(MCS\) 7800 Series Hardware, on page 7](#)
- [Installations on Virtual Machines, on page 7](#)

If you are performing a refresh upgrade, refer also to [COP Files Required for Upgrades to Release 10.0\(x\), on page 9](#)



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**Note** Unless otherwise indicated, the release categories in these tables include subsequent SU releases. For example, in the **From** column, Release 9.1(2) includes upgrades from Release 9.1(2)SU2.

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## Installations on Cisco Media Convergence Server (MCS) 7800 Series Hardware

You cannot install or run Cisco Unified Communications Manager and the IM and Presence Service directly on server hardware; you must run these applications on virtual machines. The tables below list the supported migration paths for deployments that are currently running on MCS 7800 hardware. All of the supported migration paths listed below are physical-to-virtual (P2V) migrations.



**Note** The tables below list the upgrade paths supported for MCS 7800 Series servers, with the following exceptions:

- MCS 7816-C1 for Business Edition 3000 (BE3000)
- MCS 7828 for Business Edition 5000 (BE5000)

PCD migrations are not supported for BE3000 and BE5000 deployments. We recommend a fresh installation for upgrades from these products.

**Table 3: Cisco Unified Communications Manager Releases Installed on MCS 7800 Series Hardware**

From	To	Supported Method
6.1(5)	10.0(x)	PCD Migration
7.1(3) and 7.1(5)		
8.0(x)		
9.x		
8.5(1)		
8.6(1) and 8.6(2)		
9.0(1)		
9.1(1) and 9.1(2)		

**Table 4: Cisco Unified Presence and IM and Presence Releases Installed on MCS 7800 Series Hardware**

From	To	Supported Method
CUP 8.5(4)	10.0(x)	PCD Migration
CUP 8.6(3), 8.6(4), and 8.6(5)		
IM and Presence 9.0(1)		
IM and Presence 9.1(1)		

## Installations on Virtual Machines

The tables below list the supported upgrade and migration paths for deployments that are currently running on virtual machines. All of the supported upgrade and migration paths listed below are virtual-to-virtual (V2V).

**Table 5: Cisco Unified Communications Manager Releases Installed on Virtual Machines**

<b>From</b>	<b>To</b>	<b>Supported Method</b>
8.02 and 8.0.3	10.0(x)	Unified CM OS Admin PCD Migration
8.5.1		Unified CM OS Admin PCD Migration
8.6.1		Unified CM OS Admin PCD Migration or PCD Upgrade
8.6.2		Unified CM OS Admin PCD Migration or PCD Upgrade
9.0.1		Unified CM OS Admin PCD Migration or PCD Upgrade
9.1(1) and 9.1(2)		Unified CM OS Admin PCD Migration or PCD Upgrade
10.0(x)		Unified CM OS Admin PCD Migration or PCD Upgrade

**Table 6: Cisco Unified Presence and IM and Presence Releases Installed on Virtual Machines**

<b>From</b>	<b>To</b>	<b>Supported Method</b>
CUP 8.5(4)	10.0(x)	PCD Migration Unified CM OS Admin
CUP 8.6(3), 8.6(4), and 8.6(5)		PCD Migration or PCD Upgrade Unified CM OS Admin
IM and Presence 9.0(1)		PCD Migration or PCD Upgrade Unified CM OS Admin
IM and Presence 9.1(1)		PCD Migration or PCD Upgrade Unified CM OS Admin
IM and Presence 10.0(x)		PCD Migration or PCD Upgrade Unified CM OS Admin



## COP Files Required for Upgrades to Release 10.0(x)

Upgrade COP files are required only for refresh upgrades that you perform using the Unified CM OS Admin interface or the Prime Collaboration Deployment (PCD) upgrade task. You can use PCD to perform a bulk installation of the COP files before you begin the upgrade.

The tables below lists the upgrade paths that require COP files.

**Table 7: Required COP Files for Upgrades to Cisco Unified Communications Manager Release 10.0(x)**

From	To	Upgrade Type
8.0(x) to 8.5(x)	10.0(x)	Refresh upgrade
8.6(x) to 9.x		Required COP files: <ul style="list-style-type: none"> <li>• ciscocm.refresh_upgrade_&lt;latest_version&gt;.cop.sgn</li> <li>• ciscocm.version3-keys.cop.sgn</li> </ul> Optional COP files: <ul style="list-style-type: none"> <li>• ciscocm.vmware-disk-size-reallocation-&lt;latest_version&gt;.cop.sgn</li> <li>• ciscocm.free_common_space_v&lt;latest_version&gt;.cop.sgn</li> </ul>
10.0(x)		Standard upgrade; no COP files required

**Table 8: Required COP Files for Upgrades to IM and Presence Service Release 10.0(x)**

From	To	Upgrade Type
8.5(4)	10.0(x)	Refresh upgrade
8.6(3) to 9.x		Required COP files: <ul style="list-style-type: none"> <li>• cisco.com.cup.refresh_upgrade_v&lt;latest_version&gt;.cop</li> <li>• ciscocm.version3-keys.cop.sgn</li> </ul>
10.0(x)		Standard upgrade; no refresh COP file required  If you are upgrading from one export unrestricted version to another unrestricted version , you must install the following COP file before you begin the upgrade: ciscocm.cup.unrst_upgrade_10_0_1_v1.2.cop.sgn

## Upgrade and Migration Paths for Cisco Unified Communications Manager and IM and Presence Service Release 10.5(x)

Use the tables below to determine whether you can upgrade or migrate from your currently installed version of Cisco Unified Communications Manager and IM and Presence Service. The supported path and the method that you can use to perform the upgrade or migration depend on whether your current version is installed directly on server hardware or on a virtual machine:

- [Installations on Cisco Media Convergence Server \(MCS\) 7800 Series Hardware, Release 10.5\(x\), on page 10](#)
- [Installations on Virtual Machines 10.5x, on page 11](#)

If you are performing a refresh upgrade, refer also to [COP Files Required for Upgrades and Migrations to Release 10.5\(x\)](#), on page 12



**Note** Unless otherwise indicated, the release categories in these tables include subsequent SU releases. For example, in the **From** column, Release 9.1(2) includes upgrades from Release 9.1(2)SU2.

### Installations on Cisco Media Convergence Server (MCS) 7800 Series Hardware, Release 10.5(x)

You cannot install or run Cisco Unified Communications Manager and the IM and Presence Service directly on server hardware; you must run these applications on virtual machines. The tables below list the supported migration paths for deployments that are currently running on MCS 7800 hardware. All of the supported migration paths listed below are physical-to-virtual (P2V) migrations. Engineering Special (ES) and Service Updates (SU) within each path are supported, unless otherwise indicated.



**Note** The tables below list the upgrade paths supported for MCS 7800 Series servers, with the following exceptions:

- MCS 7816-C1 for Business Edition 3000 (BE3000)
- MCS 7828 for Business Edition 5000 (BE5000)

PCD migrations are not supported for BE3000 and BE5000 deployments. We recommend a fresh installation for upgrades from these products.

**Table 9: Cisco Unified Communications Manager Releases Installed on MCS 7800 Series Hardware**

From	To	Supported Method
6.1(5)	10.5(x)	PCD Migration
7.1(3) and 7.1(5)		
8.0(x)		
9.x		
8.5(1)		
8.6(1) and 8.6(2)		
9.0(1)		
9.1(1) and 9.1(2)		
<b>Exception:</b> 9.1(2)SU4; see below for more information		
<b>Exceptions</b>		
9.1(2)SU4	10.5(2) or higher SU	PCD Migration
	<b>Note</b> Upgrades or migrations to 10.5(1) not supported.	

**Table 10: Cisco Unified Presence and IM and Presence Releases Installed on MCS 7800 Series Hardware**

From	To	Supported Method
CUP 8.5(4)	10.5(x)	PCD Migration
CUP 8.6(3), 8.6(4), and 8.6(5)		
IM and Presence 9.0(1)		
IM and Presence 9.1(1)		

### Installations on Virtual Machines 10.5x

The tables below list the supported upgrade and migration paths for deployments that are currently running on virtual machines. All of the supported upgrade and migration paths listed below are virtual-to-virtual (V2V). Engineering Special (ES) and Service Updates (SU) within each path are supported, unless otherwise indicated.

**Table 11: Cisco Unified Communications Manager Releases Installed on Virtual Machines**

From	To	Supported Method
8.02 and 8.0.3	10.5(x)	Unified CM OS Admin PCD Migration
8.5.1		Unified CM OS Admin PCD Migration
8.6.1		Unified CM OS Admin PCD Migration or PCD Upgrade
8.6.2		Unified CM OS Admin PCD Migration or PCD Upgrade
9.0.1		Unified CM OS Admin PCD Migration or PCD Upgrade
9.1(1) and 9.1(2) <b>Exceptions:</b> 9.1(2)SU4; see Exceptions below		Unified CM OS Admin PCD Migration or PCD Upgrade
10.0(1)		Unified CM OS Admin PCD Migration or PCD Upgrade
10.5(x)		Unified CM OS Admin PCD Migration or PCD Upgrade
<b>Exceptions</b>		

From	To	Supported Method
9.1(2)SU4	10.5(2) or higher SU <b>Note</b> Upgrades or migrations to 10.5(1) not supported.	Unified CM OS Admin PCD Migration or PCD Upgrade

**Table 12: Cisco Unified Presence and IM and Presence Releases Installed on Virtual Machines**

From	To	Supported Method
CUP 8.5(4)	10.5(x)	PCD Migration Unified CM OS Admin
CUP 8.6(3), 8.6(4), and 8.6(5)		PCD Migration or PCD Upgrade Unified CM OS Admin
IM and Presence 9.0(1)		PCD Migration or PCD Upgrade Unified CM OS Admin
IM and Presence 9.1(1)		PCD Migration or PCD Upgrade Unified CM OS Admin
IM and Presence 10.0(1)		PCD Migration or PCD Upgrade Unified CM OS Admin
IM and Presence 10.5(x)		PCD Migration or PCD Upgrade Unified CM OS Admin

### COP Files Required for Upgrades and Migrations to Release 10.5(x)

The tables below lists the upgrade paths that require COP files. You must install COP files on each node before you begin an upgrade using the Cisco Unified OS Admin interface or the Prime Collaboration Deployment (PCD) tool. You can use PCD to perform a bulk installation of the COP files before you begin the upgrade.

**Table 13: Required COP Files for Upgrades and Migrations to Cisco Unified Communications Manager Release 10.5(x)**

From	To	Upgrade Type
8.0(x) through 8.5(x)	10.5(x)	Refresh upgrade Required COP files: <ul style="list-style-type: none"> <li>• ciscocm.refresh_upgrade_&lt;latest_version&gt;.cop.sgn</li> <li>• ciscocm.version3-keys.cop.sgn</li> </ul> Optional COP files: <ul style="list-style-type: none"> <li>• ciscocm.vmware-disk-size-reallocation-&lt;latest_version&gt;.cop.sgn)</li> <li>• ciscocm.free_common_space_v&lt;latest_version&gt;.cop.sgn</li> </ul>

From	To	Upgrade Type
8.6(x) to 9.x	10.5(x)	Refresh upgrade Required COP files: <ul style="list-style-type: none"> <li>ciscocm.version3-keys.cop.sgn</li> </ul> Optional COP files: <ul style="list-style-type: none"> <li>ciscocm.vmware-disk-size-reallocation-&lt;latest_version&gt;.cop.sgn</li> <li>ciscocm.free_common_space_v&lt;latest_version&gt;.cop.sgn</li> </ul>
10.0(x)	10.5(x)	Standard upgrade; no COP files required
10.5(x)	10.5(x)	Standard upgrade; no COP files required

**Table 14: Required COP Files for Upgrades to IM and Presence Service Release 10.5(x)**

From	To	Upgrade Type
Cisco Unified Presence 8.5(4)	10.5(x)	Refresh upgrade Required COP files: <ul style="list-style-type: none"> <li>cisco.com.cup.refresh_upgrade_v&lt;latest_version&gt;.cop</li> <li>ciscocm.version3-keys.cop.sgn</li> </ul>
8.6(3) to 9.x	10.5(x)	Refresh upgrade Required COP files: <ul style="list-style-type: none"> <li>ciscocm.version3-keys.cop.sgn</li> </ul>
10.0(x)	10.5(x)	Standard upgrade; no refresh COP file required  If you are upgrading from one export unrestricted version to another unrestricted version , you must install the following COP file before you begin the upgrade: ciscocm.cup.unrst_upgrade_10_0_1_v1.2.cop.sgn
10.5(x)	10.5(x)	Standard upgrade; no refresh COP file required  If you are upgrading from one export unrestricted version to another unrestricted version , you must install the following COP file before you begin the upgrade: ciscocm.cup.unrst_upgrade_10_0_1_v1.2.cop.sgn

## Compatibility Information for Cisco Unified Communications Manager

### Compatible Software for Cisco Unified Communications Manager

For up-to-date information on compatible software and platforms for Cisco Unified Communications Manager and IM and Presence Service, refer to the CSR Compatibility Matrix at the following URL:

[http://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/uc\\_system/unified/communications/system/Compatibility/CSR-Compatibility-Matrix.html](http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/uc_system/unified/communications/system/Compatibility/CSR-Compatibility-Matrix.html).

## Cisco Unified IP Phones



**Note** Phone models that are End of Software Maintenance will continue to be supported on the latest Unified Communications Manager releases. However, they will not take advantage of any new Unified Communications Manager or firmware features associated with that release.

For more information on End of Sale phone models, reference the model's End of Sale announcement for information on level of firmware and hardware support.

For a list of phones that have been tested with this release, see the CSR Compatibility Matrix at [http://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/uc\\_system/unified/communications/system/Compatibility/CSR-Compatibility-Matrix.html](http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/uc_system/unified/communications/system/Compatibility/CSR-Compatibility-Matrix.html).

For information about the Cisco Unified Communications Manager Device Package compatibility to support the phones, see [http://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/cucm/compat/matrix/CMDP\\_BK\\_CCBDA741\\_00\\_cucm-device-package-compatibility-matrix.html](http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/compat/matrix/CMDP_BK_CCBDA741_00_cucm-device-package-compatibility-matrix.html).

## Compatibility Information for IM & Presence Service

### Hardware Compatibility

In Release 10.0(1) and later, Cisco supports only virtualized deployments of IM and Presence Service on Cisco Unified Computing System servers, or on a Cisco-approved third-party server configuration. In Release 10.0(1) and later, Cisco does not support deployments of IM and Presence Service on Cisco Media Convergence Server servers.

For more information about the deployment of IM and Presence Service in a virtualized environment, see [http://www.cisco.com/c/dam/en/us/td/docs/voice\\_ip\\_comm/uc\\_system/virtualization/virtualization-cisco-ucm-im-presence.html](http://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/uc_system/virtualization/virtualization-cisco-ucm-im-presence.html).

For more information about the VMware that IM and Presence Service supports, see [http://www.cisco.com/c/dam/en/us/td/docs/voice\\_ip\\_comm/uc\\_system/virtualization/collaboration-virtualization-hardware.html](http://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/uc_system/virtualization/collaboration-virtualization-hardware.html).

### Software Compatibility

The following table shows the supported integrations with various software.

**Table 15: Software Compatibility for IM and Presence Service 10.x**

Software	Version
Cisco Unified Communications Manager	IM and Presence Service and Cisco Unified Communications Manager software versions must match. For example, IM and Presence Service Release 10.5(2) is supported only with Cisco Unified Communications Manager Release 10.5(2). Similarly, IM and Presence Service Release 10.0(1) is supported only with Cisco Unified Communications Manager Release 10.0(1), and so on.

Software	Version
Cisco Jabber <sup>1</sup>	Cisco Jabber for Windows
	Cisco Jabber for Mac
	Cisco Jabber IM for BlackBerry
	Cisco Jabber IM for iPhone
	Cisco Jabber IM for Android
	Cisco Jabber for iPad
	Cisco Jabber Web SDK
Cisco Expressway	Cisco Expressway Release 8.1 or greater
Cisco Agent Desktop	<p>With Cisco Unified Contact Center Enterprise (Unified CCE):</p> <ul style="list-style-type: none"> <li>• For IM and Presence Service 10.0(1): Cisco Agent Desktop 10.0(1) and 10.0(1a)</li> <li>• For IM and Presence Service 10.5(x): Cisco Agent Desktop 10.0(1a)</li> </ul> <p>With Cisco Unified Contact Center Express (Unified CCX):</p> <ul style="list-style-type: none"> <li>• Cisco Agent Desktop 9.0(2)SU2, 10.0(1), 10.5(1), 10.6(1)</li> </ul>
Microsoft Remote Call Control (RCC)	OCS 2007 R2
	Lync 2010
	Lync 2013
Microsoft Exchange Calendaring	Exchange 2003 <sup>2</sup> (NTLMv1 only)
	Exchange 2007 (NTLMv1 only)
	Exchange 2010 (NTLMv1 only)
	Exchange 2013 (NTLMv1 only)
External Database Servers (Persistent Group Chat <sup>3</sup> , IM Compliance, Managed File Transfer)	Oracle database, versions 9i, 10g, or 11g
	PostgreSQL database, versions 8.3.x through 9.1.1
Compliance Servers	Cisco supports third-party compliance servers. For more information, contact your Cisco Representative.
Cisco AJAX XMPP Libraries (CAXL)	<p>CAXL 2.0.1, 2.1.1, 8.5, 8.6</p> <p>See the Cisco Developer Network at <a href="http://developer.cisco.com">http://developer.cisco.com</a> for details around CAXL interfaces.</p>

<sup>1</sup> For version compatibility for all Cisco Jabber clients, see the appropriate Cisco Jabber client documentation.

<sup>2</sup> IM and Presence Service Release 10.0(1) only.

<sup>3</sup> Persistent chat is only available on Cisco Unified Communications Manager IM and Presence Service 10.0 and later. Persistent chat is only available for Cisco Jabber for Windows.

## Supported Integrations

### Interdomain Federation

The following table shows the interdomain federations that are supported in IM and Presence Service Release 10.x.



**Note** If you have Cisco Expressway deployed, you should configure XMPP federation on Cisco Expressway and not on IM and Presence Service.

**Table 16: Interdomain Federation Support**

Federated Enterprise	IM and Presence Service Release 10.x	Protocol	TCP/TLS
Cisco Unified Presence 7.x	No <sup>1</sup>	—	—
Cisco Unified Presence 8.0	No <sup>1</sup>	—	—
Cisco Unified Presence 8.5	No <sup>1</sup>	—	—
Cisco Unified Presence 8.6	Yes	XMPP	TCP and TLS
IM and Presence Service 9.0(1)	Yes	XMPP	TCP and TLS
IM and Presence Service 9.1(1)	Yes	XMPP	TCP and TLS
IM and Presence Service 10.0(1)	Yes	XMPP	TCP and TLS
IM and Presence Service 10.5(1)	Yes	XMPP	TCP and TLS
IM and Presence Service 10.5(2)	Yes	XMPP	TCP and TLS
Webex Messenger 7.x	Yes	XMPP	TCP and TLS
Jabber XCP (XMPP federation)	Yes	XMPP	TCP and TLS
IBM Sametime 8.2	Yes	XMPP	TCP and TLS
IBM Sametime 8.5	Yes	XMPP	TCP and TLS
GoogleTalk <sup>2</sup>	Yes	XMPP	TCP
Microsoft LCS 2005	No	—	—
Microsoft OCS 2007	Yes	SIP <sup>3</sup>	TLS
Microsoft OCS 2007 R2	Yes	SIP <sup>3</sup>	TLS
Microsoft Lync 2010 (Direct Federation)	Yes	SIP <sup>3</sup>	TLS



Federated Enterprise	IM and Presence Service Release 10.x	Protocol	TCP/TLS
Microsoft Lync 2010 (Business to Business)	Yes	SIP <sup>3</sup>	TLS
Microsoft Lync 2013 (Direct Federation)	Yes	SIP <sup>3</sup>	TLS
Microsoft Lync 2013 (Business to Business)	Yes	SIP <sup>3</sup>	TLS
Skype for Business (Direct Federation)	No	—	—
Skype for Business (Business to Business)	No	—	—

<sup>1</sup> Not supported due to End of Software maintenance. See [End-of-Life and End-of-Safe Notices](#)

<sup>2</sup> Be aware that Google are planning to discontinue support for XMPP federation. Refer to Google for more information.

<sup>3</sup> Only SIP federation to Microsoft clients is supported.

### Support for Cisco Adaptive Security Appliance (ASA)

IM and Presence Service Release 10.x supports Cisco ASA Version 9.0.4-1.

### Support for Group Chat

The XMPP protocol supports group chat over federation, assuming that the federated enterprise also supports group chat.

### Intradomain Federation

The following table shows the intradomain federations that are supported in IM and Presence Service Release 10.x.

**Table 17: Intradomain Federation Support**

Federated Enterprise	IM and Presence Service Release 10.x	Protocol	TCP/TLS	Chat + Calling via Expressway Gateway <sup>1</sup>
Microsoft LCS 2005	No	—	—	No
Microsoft OCS 2007	No	—	—	No
Microsoft OCS 2007 R2	Yes	SIP	TCP or TLS	No
Microsoft Lync 2010	Yes	SIP	TLS only	Yes
Microsoft Lync 2013	Yes	SIP	TLS only	Yes
Skype for Business	No	—	—	No

<sup>1</sup>Minimum Expressway-C version for chat + calling is Expressway X8.8.

### Interclustering

The following table shows the intercluster configurations that are supported in IM and Presence Service Release 10.x.



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**Note** These intercluster configurations also support interdomain and intradomain federation.

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**Table 18: Intercluster Peering Support**

<b>Intercluster with</b>	<b>IM and Presence Service Release 10.x</b>
Cisco Unified Presence 8.6	Yes
IM and Presence Service 9.0(1)	Yes
IM and Presence Service 9.1(1)	Yes
IM and Presence Service 10.0(1)	Yes
IM and Presence Service 10.5(1)	Yes
IM and Presence Service 10.5(2)	Yes

## Supported Interfaces

IM and Presence Service supports the following interfaces:

- SIP/SIMPLE
- REST
- SOAP
- XMPP
- Cisco AJAX XMPP Library (CAXL)



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