



## **Compatibility Matrix for Cisco Unified Communications Manager and the IM and Presence Service, Release 12.0(1)**

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# Compatibility Matrix for Cisco Unified Communications Manager and the IM and Presence Service, Release 12.0(1)

## Revision History

Date	Description of Changes
Aug 08 2017	Initial publish
Sep 18 2017	Updated XMPP Federation support with IM and Presence Service. Also edited intercluster peering table.
Sep 22 2017	Edited revision history
April 20, 2018	Removed AOL as supported integration as AOL has removed support for AOL Instant Messenger.
January 10, 2020	Added About this Guide topic to highlight SU inclusiveness. Also added note to Upgrade Paths to highlight that SU releases are included.
January 16, 2020	Added supported versions.
October 14, 2020	Corrected version number for IM and Presence Service.
May 12, 2021	Updated Supported version for Release 12.0(1)SU5.

## About this Guide

This guide contains compatibility information for Cisco Unified Communications Manager and the IM and Presence Service Release 12.0(1), along with subsequent SU releases.

## 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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## Supported Versions

The following versions are supported for Release 12.0(1) and 12.0(1) SU releases:

Releases	Supported Versions
Release 12.0(1)	<ul style="list-style-type: none"><li>• Cisco Unified Communications Manager 12.0.1.10000-10</li><li>• IM and Presence Service 12.0.1.10000-12</li></ul>
Release 12.0(1)SU1	<ul style="list-style-type: none"><li>• Cisco Unified Communications Manager 12.0.1.21900-7</li></ul>
Release 12.0(1)SU2	<ul style="list-style-type: none"><li>• Cisco Unified Communications Manager 12.0.1.22900-11</li></ul>
Release 12.0(1)SU3	<ul style="list-style-type: none"><li>• Cisco Unified Communications Manager 12.0.1.23900-9</li></ul>
Release 12.0(1)SU4	<ul style="list-style-type: none"><li>• Cisco Unified Communications Manager 12.0.1.24900-18</li></ul>
Release 12.0(1)SU5	<ul style="list-style-type: none"><li>• Cisco Unified Communications Manager 12.0.1.25900-7</li></ul>



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**Note** There are no 12.0(1) SU releases for the IM and Presence Service. The IM and Presence Service 12.0(1) version of 12.0.1.10000-12 is supported with any Unified Communications Manager 12.0(1) SU version.

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### Version Compatibility Between Unified CM and IM and Presence Service

Version compatibility between Unified Communications Manager and the IM and Presence Service depends on the IM and Presence deployment type:

- Standard Deployments of IM and Presence—Both Unified Communications Manager and the IM and Presence Service must be running one of the 12.0(1) versions from the above table for the deployment to be supported. Note that if you are running a 12.0(1) SU version of Unified Communications Manager, you must connect to the 12.0(1) version of the IM and Presence Service.
- Centralized Deployments of IM and Presence—There is no requirement that both the telephony cluster and IM and Presence clusters run 12.0(1) versions. If you have a centralized 12.0(1) IM and Presence cluster, you can connect to a telephony cluster that is running a different release, such as 12.5(1) or 11.5(1). However, note that the IM and Presence central cluster also includes a standalone, non-telephony Unified CM publisher node. This node, which exists for database and user provisioning, must be running the same release as the IM and Presence Service.

## Upgrades and Migration Paths for 12.0(1)

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:

- [Applications Installed on Cisco Media Convergence Servers Hardware, on page 4](#)
- [Applications Installed on Virtual Machines, on page 5](#)

## Applications Installed on Cisco Media Convergence Servers Hardware

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

You cannot install or run [Unified CM](#) 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.



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**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.

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**Note** All upgrade paths include the SU releases within the category. For example, 12.0(x) includes 12.0(1)SU1 and other 12.0(1) SU releases. In addition "From" releases such as 8.x or 8.5(4) include SU releases within those specific categories.

**Table 1: Unified Communications Manager Releases Installed on MCS 7800 Series Hardware**

From	To	Supported Method
6.1(5)	12.0(x)	PCD Migration
7.1(3) and 7.1(5)	12.0(x)	PCD Migration
8.x	12.0(x)	PCD Migration
9.x	12.0(x)	PCD Migration

**Table 2: Cisco Unified Presence and IM and Presence Releases Installed on MCS 7800 Series Hardware**

From	To	Supported Method
CUP 8.5(4)	12.0(x)	PCD Migration
CUP 8.6(3), 8.6(4), and 8.6(5)	12.0(x)	PCD Migration
IM and Presence 9.x	12.0(x)	PCD Migration

## Applications Installed on Virtual Machines

### Applications Installed 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).



**Note** All upgrade paths include the SU releases within the category. For example, 12.0(x) includes 12.0(1)SU1 and other 12.0(1) SU releases. In addition "From" releases such as 8.x or 8.5(4) include SU releases within those specific categories.

**Table 3: Unified Communications Manager Releases Installed on Virtual Machines**

From	To	Supported Methods	Version Switching (From Source To Destination and vice versa)
8.x	12.0(x)	PCD Migration	Not supported
8.6(x)	12.0(x)	PCD Migration PCD Upgrade (Direct Refresh Upgrade) Cisco Unified OS Admin (Direct Refresh Upgrade)	Not supported

<b>From</b>	<b>To</b>	<b>Supported Methods</b>	<b>Version Switching (From Source To Destination and vice versa)</b>
9.0(x)	12.0(x)	PCD Migration PCD Upgrade (Direct Refresh Upgrade) <b>Note</b> Upgrades using the Cisco Unified OS Admin interface are not supported for this upgrade path.	Not supported
9.1(x)	12.0(x)	PCD Migration PCD Upgrade (Direct Refresh Upgrade) Cisco Unified OS Admin (Direct Refresh Upgrade)	Not supported
10.0(x)	12.0(x)	PCD Migration PCD Upgrade (Direct Standard Upgrade) <b>Note</b> Upgrades using the Cisco Unified OS Admin interface are not supported for this upgrade path.	Not supported
10.5(x)	12.0(x)	PCD Migration	Not supported
		PCD Upgrade (Direct Standard Upgrade) Cisco Unified OS Admin (Direct Standard Upgrade)	Supported
11.x	12.0(x)	PCD Migration	Not supported
		PCD Upgrade (Direct Standard Upgrade) Cisco Unified OS Admin (Direct Standard Upgrade)	Supported
12.0(x)	12.0(x)	PCD Migration	Not supported
		PCD Upgrade (Direct Standard Upgrade) Cisco Unified OS Admin (Direct Standard Upgrade)	Supported

**Table 4: Cisco Unified Presence and IM and Presence Releases Installed on Virtual Machines**

<b>From</b>	<b>To</b>	<b>Supported Methods</b>	<b>Version Switching (From Source To Destination and vice versa)</b>
CUP 8.5(4)	12.0(x)	PCD Migration	Not supported
CUP 8.6(x)	12.0(x)	PCD Migration PCD Upgrade (Direct Refresh Upgrade) Cisco Unified OS Admin (Direct Refresh Upgrade)	Not supported

From	To	Supported Methods	Version Switching (From Source To Destination and vice versa)
IM and Presence 9.0(x)	12.0(x)	PCD Migration PCD Upgrade (Direct Refresh Upgrade) <b>Note</b> Upgrades using the Cisco Unified OS Admin interface are not supported for this upgrade path.	Not supported
IM and Presence 9.1(x)	12.0(x)	PCD Migration PCD Upgrade (Direct Refresh Upgrade) Cisco Unified OS Admin (Direct Refresh Upgrade)	Not supported
IM and Presence 10.0(x)	12.0(x)	PCD Migration PCD Upgrade (Direct Standard Upgrade) <b>Note</b> Upgrades using the Cisco Unified OS Admin interface are not supported for this upgrade path.	Not supported
IM and Presence 10.5(x)	12.0(x)	PCD Migration	Not supported
		PCD Upgrade (Direct Standard Upgrade) Cisco Unified OS Admin (Direct Standard Upgrade)	Supported
IM and Presence 11.x	12.0(x)	PCD Migration	Not supported
		PCD Upgrade (Direct Standard Upgrade) Cisco Unified OS Admin (Direct Standard Upgrade)	Supported
IM and Presence 12.0(x)	12.0(x)	PCD Migration	Not supported
		PCD Upgrade (Direct Standard Upgrade) Cisco Unified OS Admin (Direct Standard Upgrade)	Supported

## 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



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**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.

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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).

## Deprecated Phone Models

The following table lists all the phone models that are deprecated for this release of Cisco Unified Communications Manager, along with the Unified CM release where the phone model first became deprecated. For example, a phone model that was first deprecated in Release 11.5(1) is deprecated for all later releases, including all 12.x releases.

If you are upgrading to the current release of Cisco Unified Communications Manager and you have any of these phone models deployed, the phone will not work after the upgrade.



**Table 5: Deprecated Phone Models for this Release**

Deprecated Phone Models for this Release	First Deprecated as of Unified CM...
<ul style="list-style-type: none"> <li>• Cisco IP Phone 12 S</li> <li>• Cisco IP Phone 12 SP</li> <li>• Cisco IP Phone 12 SP+</li> <li>• Cisco IP Phone 30 SP+</li> <li>• Cisco IP Phone 30 VIP</li> <li>• Cisco Unified IP Phone 7902G</li> <li>• Cisco Unified IP Phone 7905G</li> <li>• Cisco Unified IP Phone 7910</li> <li>• Cisco Unified IP Phone 7910G</li> <li>• Cisco Unified IP Phone 7910+SW</li> <li>• Cisco Unified IP Phone 7910G+SW</li> <li>• Cisco Unified IP Phone 7912G</li> <li>• Cisco Unified Wireless IP Phone 7920</li> <li>• Cisco Unified IP Conference Station 7935</li> </ul>	<p>11.5(1) and later releases</p>

For additional information, refer to *Field Notice: Cisco Unified Communications Manager Release 11.5(x) does not support some deprecated phone models* at [https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/cucm/rel\\_notes/11\\_5\\_1/fieldNotice/cucm\\_b\\_fn-deprecated-phone-models-1151.html](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/rel_notes/11_5_1/fieldNotice/cucm_b_fn-deprecated-phone-models-1151.html).

For additional information refer to the *Field Notice: Cisco Unified Communications Manager Release 12.0(x) does not support some deprecated phone models* at [http://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/cucm/rel\\_notes/12\\_0\\_1/deprecated\\_phones/cucm\\_b\\_deprecated-phone-models-for-1201.html](http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/rel_notes/12_0_1/deprecated_phones/cucm_b_deprecated-phone-models-for-1201.html).

### Upgrades that Involve Deprecated Phones

If you are using any of these phones on an earlier release and you want to upgrade to this release, do the following:

1. Confirm whether the phones in your network will be supported in this release.
2. Identify any non-supported phones.
3. For any non-supported phones, power down the phone and disconnect the phone from the network.
4. Provision a supported phone for the phone user. You can use the following methods to migrate from older model to newer model phones:
  - [Migration FX tool](#)
5. Once all the phones in your network are supported by this release, upgrade your system.



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**Note** Deprecated phones can also be removed after the upgrade. When the administrator logs in to Unified Communications Manager after completing the upgrade, the system displays a warning message notifying the administrator of the deprecated phones.

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## Licensing

You do not need to purchase a new device license to replace a deprecated phone with a supported phone. The device license becomes available for a new phone when you either remove the deprecated phone from the system, or when you switch to the new Unified Communications Manager version, and the deprecated phone fails to register.

# 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).

## Compatible Software for IM and Presence Service

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).

## Supported Integrations

### Federation Support

Following are the main types of Federation for the IM and Presence Service.

- Intradomain Federation - the IM and Presence Service federates with a third-party IM system that is hosted in the same domain.
- Interdomain Federation - The IM and Presence Service federates with a third-party system that is located in a different domain. There are different types of interdomain federation:
  - Single Enterprise - The IM and Presence Service federates with a third-party IM system that is located in a different domain, but within the same enterprise network.
  - Business to Business - The IM and Presence Service federates with another on-premise IM system that is located in a separate enterprise. This integration requires either the ASA or Expressway be deployed at the edge of the local enterprise network.

- Business to Cloud - The IM and Presence Service federates with a third-party IM system that is hosted in the cloud. This integration requires either the ASA or Expressway be deployed at the edge of the enterprise network.

The following table provides the Federation support for the IM and Presence Service. Refer to the footnotes for additional detail on the supported integrations:

**Table 6: Supported Federation Integrations**

	Intradomain Federation	Interdomain Federation		
		Single enterprise	Business to Business	Business to Cloud
<b>SIP Federation (Microsoft)</b>				
Lync 2010	Yes <sup>1</sup>	Yes <sup>2</sup>	Yes <sup>5</sup>	Not applicable
Lync 2013	Yes <sup>1</sup>	Yes <sup>2</sup>	Yes <sup>5</sup>	Not applicable
Skype for Business 2015	Yes <sup>2</sup>	Yes <sup>2</sup>	Yes <sup>3</sup>	Not applicable
Office 365	Not applicable	Not applicable	Not applicable	Yes <sup>3</sup>
<b>XMPP Federation</b>				
IM and Presence Service	No	Yes <sup>2</sup>	Yes <sup>5</sup>	Not applicable
WebEx Messenger	Not applicable	Not applicable	Not applicable	Yes <sup>4</sup>
IBM Sametime	No	No	Yes <sup>4</sup>	Not applicable
GoogleTalk	Not applicable	Not applicable	Not applicable	Yes <sup>4</sup>
Jabber XCP	No	No	Yes <sup>4</sup>	Not applicable

<sup>1</sup> Direct federation and federation via Expressway are supported.

<sup>2</sup> Direct federation only

<sup>3</sup> Federation via Expressway only

<sup>4</sup> Federation via ASA only

<sup>5</sup> Federation via ASA or Expressway are supported.

## Intercluster Peering

The following table shows the supported versions for intercluster peering with the current release of the IM and Presence Service.

**Table 7: Intercluster Peering Support Matrix by Release of IM and Presence Service**

IM and Presence Release	Intercluster Peering Support with Release....						
	9.0	9.1	10.0	10.5	11.0	11.5	12.0
Release 9.0	Y	Y	Y	Y	Y	Y	N
Release 9.1	Y	Y	Y	Y	Y	Y	N

	<b>Intercluster Peering Support with Release....</b>						
<b>IM and Presence Release</b>	<b>9.0</b>	<b>9.1</b>	<b>10.0</b>	<b>10.5</b>	<b>11.0</b>	<b>11.5</b>	<b>12.0</b>
Release 10.0	Y	Y	Y	Y	Y	Y	Y
Release 10.5	Y	Y	Y	Y	Y	Y	Y
Release 11.0	Y	Y	Y	Y	Y	Y	Y
Release 11.5	Y	Y	Y	Y	Y	Y	Y
Release 12.0	N	N	Y	Y	Y	Y	Y

## Supported Interfaces

IM and Presence Service supports the following interfaces:

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



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