

Supported platforms - Unified communications

As of 11.9 January 2021

Cisco			Avaya		
Cisco Unified Communications Manager (including Session Management Edition)	8.0 - 12.0 12.5	Vendor Certified Supported	Avaya Aura™ Communication Manager	6.3 - 8.1	Vendor Certified
Cisco Unified Communications Manger Express	3.0 - 8.5 3.0 - 4.0	Supported Vendor Certified	Avaya Aura™ System Manager	6.3 - 8.1	Vendor Certified
Cisco Unified Presence	8.0 - 12.0 12.5	Vendor Certified Supported	Avaya Aura™ Session Manager	6.3 - 8.1	Vendor Certified
Cisco Unity Connection	8.0 - 12.0 12.5	Vendor Certified Supported	Media Servers	S8800, S87xx, S8500, S8400, S8300, DEFINITY®	Supported
Cisco Unity Express	2.1 - 7.0 2.1 - 2.2	Supported Vendor Certified	Avaya IP Office	7.0 - 10.0 9.1	Supported Vendor Certified
Cisco Emergency Responder	8.0 - 12.0 12.5	Vendor Certified Supported	Avaya CS1000S, CS1000E, CS1000M	4.0 - 7.6	Vendor Certified
Cisco Unified Computing System B-Series (Cisco UCS Manager)	1.4 - 2.1	Supported	Avaya Session Border Controller for Enterprise (ASBCE)	6.3 8	Supported Supported*
Cisco Unified Computing System C-Series (Integrated Management Controller)	1.3 - 2.0	Supported	Modular Messaging	5.2	Supported
Cisco Unified Border Element Enterprise Edition (CUBE)	1.4 - 12.5	Supported	Phones	IP phones, IP softphones, IP agents, digital phones, analog phones	
Cisco Meeting Server (CMS)	2.0 - 2.7	Supported			
Cisco Expressways C&E / VCS C&E	6.0 - 12.0	Supported	Microsoft		
Cisco TelePresence Media Control Unit (MCU)	2.7 - 2.9	Supported*	Microsoft Teams		Supported
Cisco TelePresence Management Suite (TMS)	14.4 - 15.9	Supported	Microsoft Lync Standard Edition	2013	Vendor Certified
Cisco TelePresence Server (TS or MSE)	2.2 - 4.4	Supported*	Microsoft Lync Enterprise Edition	2015 - 2019	Vendor Certified
Cisco TelePresence Conductor	XC4.0 - XC4.2	Supported*	Microsoft Skype for Business Standard Edition	2015 - 2019	Vendor Certified
Cisco Content Server	S6.2	Supported*	Microsoft Skype for Business Enterprise Edition	2.2 - 3.0	Vendor Certified
Cisco Video Endpoint/Codec (C, DX, EX, WebEx Room Kit, MX, Profile, SX series)	TC 7.1.4 - 7.3.15 CE 8.3 - 9.6.1	Supported**	Zoom		
Cisco Telepresence System (500, 1000, 1300, 3000, 5000, 3200 Series)	1.5 - 1.9	Supported**	Zoom Meetings		Supported
Cisco Survivable Remote Site Telephony	3.0 - 7.1 3.0 - 4.0	Supported Vendor Certified	Zoom Phone		Supported
Phones		IP phones, IP softphones IP agents	Zoom Rooms		Supported
			Zoom Webinar		Supported

Oracle Communications

Enterprise Session Border Controller & Session Border Controller 2600, 3820, 3900, 4250, 4500, 4600, 6100, 6300	E-CZ 7.1.0 - 8.1.0 S-Cx 6.1.0 - 6.4.0, S-CZ 7.1.2 - 8.1.0	Supported
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Ribbon Communications

Session Border Controller 1000, 2000, 5000 Series, 5400, 7000, SWe	5 - 8.0.3	Supported
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AudioCodes

Mediant SBC and Media Gateways 500, 800, 1000, 2000, 2600, 3000, 4000, 9000, VE, SE	6.6 - 7.x	Supported
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MediaPack 1xx Analog Media Gateways MP112, MP114 & MP118, MP124D	6.6 - 7.x	Supported
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Poly (Polycom)

VSX Video Endpoints (VSX 3xxx/5xxx/6xxx/7xxx/8xxx)	8.1- 9.0.6.2	Supported*
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HDX Video Endpoints (HDX 4xxx/6xxx/7xxx/8xxx/9xxx)	3.0-3.1.11	Supported*
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RealPresence Group Series Video Endpoints (GS 3xx/5xx/7xx)	4.1.3-5.1.2	Supported*
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RealPresence Distributed Media Application (DMA)	5.0.2.1-6.4.0	Supported*
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RealPresence Collaboration Server (RMX)	8.3-8.6.4	Supported*
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RealPresence Resource Manager (RPRM)	8.1-10.0	Supported*
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Polycom Converged Management Application (CMA 4xxx/5xxx)	6.0-6.2.6	Supported*
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RealPresence Access Director (RPAD)	2.1.0-4.2.3	Supported*
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Virtualization

Vmware vSphere	6.0-6.7	Supported
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Windows Servers

Windows Server x64	2012-2019	Supported
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Supported platforms - Contact center

Cisco			Avaya		
Cisco Unified Contact Center Enterprise	8.5 - 12.5	Supported	Avaya Aura™ Contact Center	6.1 - 6.4 6.4	Supported Vendor Certified
Cisco Voice Portal	8.5 - 12.5	Supported	Avaya Aura™ Call Center Elite	6.3	Supported
Cisco Unified Contact Center Express	8.5 - 12.5	Supported	Avaya Application Enablement Services	4.2 5.2 - 6.3 7.0 - 8.1	Limited Support Supported Vendor Certified
Cisco Finesse	11.5	Supported*	Avaya Voice Portal	5.0 - 5.1	Supported
			Avaya Experience Portal	6.0 - 7.0 7.0 7.1 7.2	Limited Support Supported Vendor Certified

Supported platforms - Call recording

NICE			Verint		
NICE Interaction Management	3.2 - 4.1	Supported	Verint Enterprise	11.1 - 15.2	Supported
NICE Trading Recording	6.7.1	Supported			
NICE Engage	6.x	Supported			

**IR Platform Extension - The supported platforms indicated are delivered as a separate software solution designed to run on the Prognosis platform, installed and configured by IR Professional Services, and fully supported by IR Global Support.*

***Cisco video endpoints must register via CUCM to be supported natively in the core software. Non-CUCM registered endpoints are supported via IR Platform Extension.*

Vendor Certified – Solution tested and validated according to specifications within the associated developer partner solution validation program (e.g. Avaya DevConnect, Cisco DevNet, etc.).

Supported – Solution tested and validated by IR development.