

Supported platforms - Unified communications

As of June 2021

Cisco

Cisco Unified Communications Manager (including Session Management Edition)	8.0 - 12.0 12.5 - 14	Vendor Certified Supported
Cisco Unified Communications Manager Express	3.0 - 8.5 3.0 - 4.0	Supported Vendor Certified
Cisco Unified Presence	8.0 - 12.0 12.5	Vendor Certified Supported
Cisco Unity Connection	8.0 - 12.0 12.5	Vendor Certified Supported
Cisco Unity Express	2.1 - 7.0 2.1 - 2.2	Supported Vendor Certified
Cisco Emergency Responder	8.0 - 12.0 12.5	Vendor Certified Supported
Cisco Unified Computing System B-Series (Cisco UCS Manager)	1.4 - 2.1	Supported
Cisco Unified Computing System C-Series (Integrated Management Controller)	1.3 - 2.0	Supported
Cisco Unified Border Element Enterprise Edition (CUBE)	1.4 - 14	Supported
Cisco Meeting Server (CMS)	2.0 - 2.7	Supported
Cisco Expressways C&E / VCS C&E	6.0 - 12.0	Supported
Cisco TelePresence Media Control Unit (MCU)	2.7 - 2.9	Supported*
Cisco TelePresence Management Suite (TMS)	14.4 - 15.9	Supported
Cisco TelePresence Server (TS or MSE)	2.2 - 4.4	Supported*
Cisco TelePresence Conductor	XC4.0 - XC4.2	Supported*
Cisco Content Server	S6.2	Supported*
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**
Cisco Telepresence System (500, 1000, 1300, 3000, 5000, 3200 Series)	1.5 - 1.9	Supported**
Cisco Survivable Remote Site Telephony	3.0 - 7.1 3.0 - 4.0	Supported Vendor Certified
Phones		IP phones, IP softphones IP agents
Webex Meetings		Supported

Avaya

Avaya Aura™ Communication Manager	6.3 - 8.1	Vendor Certified
Avaya Aura™ System Manager	6.3 - 8.1	Vendor Certified
Avaya Aura™ Session Manager	6.3 - 8.1	Vendor Certified
Media Servers	S8800, S87xx, S8500, S8400, S8300, DEFINITY®	Supported
Avaya IP Office	7.0 - 10.0 9.1	Supported Vendor Certified
Avaya CS1000S, CS1000E, CS1000M	4.0 - 7.6	Vendor Certified
Avaya Session Border Controller for Enterprise (ASBCE)	6.3 - 8.1	Supported
Modular Messaging	5.2	Supported
Phones		IP phones, IP softphones, IP agents, digital phones, analog phones

Microsoft

Microsoft Teams		Supported
Microsoft Lync Standard Edition	2013	Vendor Certified
Microsoft Lync Enterprise Edition	2015 - 2019	Vendor Certified
Microsoft Skype for Business Standard Edition	2015 - 2019	Vendor Certified
Microsoft Skype for Business Enterprise Edition	2.2 - 3.0	Vendor Certified

Zoom

Zoom Meetings		Supported
Zoom Phone		Supported
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 - 8.3.0	Supported
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Ribbon Communications

Session Border Controller 1000, 2000, 5000 Series, 5400, 7000, SWe	5 - 9.02.01	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

Cisco Unified Contact Center Enterprise	8.5 - 12.5	Supported
Cisco Voice Portal	8.5 - 12.5	Supported
Cisco Unified Contact Center Express	8.5 - 12.5	Supported
Cisco Finesse	11.5	Supported*

Avaya

Avaya Aura™ Contact Center	6.1 - 6.4 6.4	Supported Vendor Certified
Avaya Aura™ Call Center Elite	6.3	Supported
Avaya Application Enablement Services	4.2 5.2 - 6.3 7.0 - 8.1	Limited Support Supported Vendor Certified
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

NICE Interaction Management	3.2 - 4.1	Supported
NICE Trading Recording	6.7.1	Supported
NICE Engage	6.x	Supported

Verint

Verint Enterprise	11.1 - 15.2	Supported
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**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.