

COMPATIBILITY MATRIX

		End of support												Versions in support (refer to Arc End of Life Policy document)											
		6.0.0			6.0.1			6.1.0			6.1.1			6.2.0			6.3.0			6.3.1					
		Arc Pro Console	Arc Pro Helpdesk	Pro Voice Connect	Arc Pro Console	Arc Pro Helpdesk	Pro Voice Connect	Arc Pro Console	Arc Pro Helpdesk	Pro Voice Connect	Arc Pro Console	Arc Pro Helpdesk	Pro Voice Connect	Arc Pro Console	Arc Pro Helpdesk	Pro Voice Connect	Arc Pro Console	Arc Pro Helpdesk	Pro Voice Connect	Arc Pro Console	Arc Pro Helpdesk	Pro Voice Connect			
Solutions Plus Edition		-	-	-	-	-	-	-	-	-	-	-	-	●	-	-	●	-	-	●	-	-			
Arc Pro (Full) Edition		●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●			
CUCM	Tested TSP																								
7.1(3a)	7.1(3.4)	NOTE: Software and Hardware pre-requisites changed in Arc 6.0.0 release. Please consult the Compatibility and Performance Guide.																							
7.1(3b)	7.1(3.4)																								
7.1(5)	7.1(3.4)																								
8.0(2)	8.0(1.6)																								
8.0(3)	8.0(3.5)																								
8.5(1)	8.5(1.1)																								
8.6(1)	8.6(1.3)	64bit server (TSP) support available.																							
8.6(2)	8.6(2.2)																								
9.0(1)	9.0(1.1)																								
9.1(1)	9.1(1.3)																								
9.1(2)	9.1(1.4)																								
10.0(1)	10.0(1.3)	n																							
10.5(1)	10.5(1.4)	n																							
11.0(1)	11.0(1.1)	n																							
11.5(1.12033-1)	11.5(1.5)	n																							
12.0(1)	12.0(0.9)	n																							
12.5(1)	12.5(0.9)	n																							

NOTE: Software and Hardware pre-requisites changed in Arc 6.0.0 release. Please consult the Compatibility and Performance Guide.

Releases after 6.2 will only support 64bit server and TSP.

64bit server (TSP) support available.

CUCM 11.5.1 Support: See Release Notes for supportability issues with CUCM 11.5.1.



Key to Matrix	
	Cisco compatibility certified
	Internally verified and supported: See comment for any constraints
	n Not supported or support end of life