

ARC PRO ATTENDANT CONSOLE AND CALL CENTRE for Cisco Unified Communications Manager: CISCO UC COMPATIBILITY MATRIX

Updated: 8th March 2020

		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			6.3.2					
		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	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.												n														
7.1(3b)	7.1(3.4)	NOTE: Software and Hardware pre-requisites changed in Arc 6.0.0 release. Please consult the Compatibility and Performance Guide.												n														
7.1(5)	7.1(3.4)	Compatible												n														
8.0(2)	8.0(1.6)	Compatible												n														
8.0(3)	8.0(3.5)	Compatible												n														
8.5(1)	8.5(1.1)	Compatible												n														
8.6(1)	8.6(1.3)	64bit server (TSP) support available.			Compatible												n											
8.6(2)	8.6(2.2)	Compatible												n														
9.0(1)	9.0(1.1)	Compatible												n														
9.1(1)	9.1(1.3)	Compatible												n														
9.1(2)	9.1(1.4)	Compatible												n														
10.0(1)	10.0(1.3)	Compatible												n														
10.5(1)	10.5(1.4)	Compatible												Compatible														
11.0(1)	11.0(1.1)	n												Compatible														
11.5(1.12033-1)	11.5(1.5)	n												Compatible														
12.0(1)	12.0(0.9)	n												Compatible														
12.5	12.5(0.9)	n												Compatible														

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.

Internal, IVT level testing was completed at Arc but this product was not formally IVT tested. IVT is planned for H2 2018.

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



Key to Matrix	
Green	Compatible with Cisco IVT pass obtained
Orange	Limited/caveated support: See comment
n	Not supported or support end of life