



# Compatibility Matrix

Release 22.2

Oct 18, 2022

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## Supported Browsers

For this release, testing was performed using the following browser versions.

Note that older or newer versions of each browser may also be compatible.

OS Browser	Chrome	Edge	Firefox	Safari
Windows 10 64 bit	100	46	102	N/A
Ubuntu 21.04	103	N/A	98.0.2	N/A
Mac OS 12.01	103	N/A	94	15.1

## VMware Support

For this release, testing was performed using vSphere:

- VMware vCenter Server Appliance version 7.0.0.10600
- VMware ESXi:
  - 6.7.0, 13006603
  - 6.7.0, 10302608
  - 6.5.0, 14320405
  - 6.5.0, 8294253
- Client version 7.0.0.10600

VMware version >=5.1 is supported.

VMware feature	Tested this release
HA	No
vMotion	No

## Automate Application Compatibility Matrix

### Note:

- On Cisco UC app versions we list the significant versions, including any service updates (SUs) supported under that. For exact versions tested, see the release notes for the given release. Specific notes are added if there are issues with specific Cisco UC apps versions and VOSS Automate versions.
- On the Cisco UC apps, any new provisioning settings for new features added in a SU will not be visible in VOSS Automate unless specific work was done to support them, since AXL API changes are not done in SU releases by Cisco. VOSS release notes will indicate any SU specific features that have been explicitly supported.
- If you need a version supported that is not indicated above as supported or planned, contact your VOSS team for further options and if support could be added.

### 3.1 VOSS Automate 21.3

#### Release 21.3-PB3

For release 21.3-PB3 testing was performed using the following application versions.

Note that older versions of each app may also be compatible.

Vendor	Apps	VOSS Automate 21.3-PB3	Notes, application specific caveats
Cisco	Cisco UCM	10.5.2.18900-15, 11.5.1.22900-28, 12.5.1.14900-63, 14.0.1.11900-132, 14.0.1.12900-161	14SU2 is latest validated version
Cisco	Cisco Unity Connection	10.5.2.18900-15, 11.5.1.22900-28, 12.5.1.14900-45, 14.0.1.11900-128, 14.0.1.12900-69	14SU2 is latest validated version
Cisco	HCM-F	11.5.4.11900-3, 11.5.5.10000-2, 12.5.1.10000-5, 12.6.1.10000-2	12.6.1 is latest validated version
Cisco	UCCX	12.5.1.11001-348 (SU1-ES03)	12.5.1.11001-348 (SU1-ES03) is latest validated version

#### Release 21.3-PB2

For release 21.3-PB2 testing was performed using the following application versions.

Note that older versions of each app may also be compatible.

Vendor	Apps	VOSS Automate 21.3-PB2	Notes, application specific caveats
Cisco	Cisco UCM	10.5.2.18900-15, 11.5.1.22900-28, 12.5.1.14900-63, 14.0.1.11900-132	14SU1 is latest validated version
Cisco	Cisco Unity Connection	10.5.2.18900-15, 11.5.1.22900-28, 12.5.1.14900-45, 14.0.1.11900-128	14SU1 is latest validated version
Cisco	HCM-F	11.5.4.11900-3, 11.5.5.10000-2, 12.5.1.10000-5, 12.6.1.10000-2	12.6.1 is latest validated version
Cisco	UCCX	12.5.1.11001-348 (SU1-ES03)	12.5.1.11001-348 (SU1-ES03) is latest validated version

**Release 21.3-PB1**

For release 21.3-PB1 testing was performed using the following application versions.

Note that older versions of each app may also be compatible.

Vendor	Apps	VOSS Automate 21.3-PB1	Notes, application specific caveats
Cisco	Cisco UCM	10.5.2.17900-13, 11.5.1.22900-28, 12.5.1.14900-63, 14.0.1.11900-132	14SU1 is latest validated version
Cisco	Cisco Unity Connection	10.5.2.17900-13, 11.5.1.22900-28, 12.5.1.14900-45, 14.0.1.11900-128	14SU1 is latest validated version
Cisco	HCM-F	11.5.4.11900-3, 11.5.5.10000-2, 12.5.1.10000-5, 12.6.1.10000-2	12.6.1 is latest validated version
Cisco	UCCX	12.5.1.11001-348 (SU1-ES03)	12.5.1.11001-348 (SU1-ES03) is latest validated version

**Release 21.3**

For release 21.3 testing was performed using the following application versions.

Note that older versions of each app may also be compatible.

Vendor	Apps	VOSS Automate 21.3	Notes, application specific caveats
VOSS	NBI	3.2.0	
VOSS	VOSS Insights Dashboard	SP64, SP65, SP66, 22.1	SP65 required for User and Number Inventory analytics
VOSS	VOSS Insights Arbitrator	SP23, SP24, SP25, 22.1	
VOSS	VOSS Insights DS9	SP8/5.0 SP1	Existing users: SP8, new users; 5.0 SP1
VOSS	VOSS Insights Raptor	SP12, 22.1	
VOSS	VOSS Phone Server	1.0.0	Base release version
Cisco	Cisco UCM	10.0, 10.5, 11.5, 12.5, 14.0	14SU1 is latest validated version
Cisco	Cisco Unity Connection	10.0, 10.5, 11.5, 12.5, 14.0	14SU1 is latest validated version
Cisco	HCM-F	10.5, 11.5, 12.5, 12.6	12.6.1 is latest validated version
Cisco	UCCX	12.5.1	12.5.1.11001-348 (SU1-ES03) is latest validated version
Cisco	Webex Meetings	Cloud based - so latest	
Cisco	Webex Teams	Cloud based - so latest	
Cisco	Cisco Contact Center	11.x, 12.x	
OpenLDAP Microsoft	Directory	OpenLDAP Active Directory	
OpenAM Shibboleth ADFS PingIdentity	SSO	VOSS Tested - OpenAM, Shibboleth Partner integrated - ADFS, PingIdentity	Only Security Assertion Markup Language (SAML) 2.0 is supported.
Microsoft	Microsoft	Skype for Business on-prem, cloud, Microsoft Teams, Office365	
ServiceNow	ServiceNow	Cloud-based - so latest	
Pexip	Pexip Infinity Conferencing Platform	24.1	Build 55723.0.0 Build date 2020-08-20T15:07:05Z

### 3.2 VOSS Automate 21.2

Vendor	Apps	VOSS Automate 21.2	Notes, application specific caveats
VOSS	NBI	3.2.0	
VOSS	VOSS Insights Dashboard	SP64, SP65, SP66	SP65 required for User and Number Inventory analytics
VOSS	VOSS Insights Arbitrator	SP23, SP24, SP25	
VOSS	VOSS Insights DS9	SP8/5.0 SP1	Existing users: SP8, new users; 5.0 SP1
VOSS	VOSS Insights Reporter	SP12	
VOSS	VOSS Phone Server	1.0.0	Base release version
Cisco	Cisco UCM	10.0, 10.5, 11.5, 12.5, 14.0	14SU1 is latest validated version
Cisco	Cisco Unity Connection	10.0, 10.5, 11.5, 12.5, 14.0	14SU1 is latest validated version
Cisco	HCM-F	10.5, 11.5, 12.5, 12.6	12.6.1 is latest validated version
Cisco	UCCX	11.6.2	11.6.2.10000-38 is latest validated version
Cisco	Webex Meetings	Cloud based - so latest	
Cisco	Webex Teams	Cloud based - so latest	
OpenLDAP Microsoft	Directory	OpenLDAP Active Directory	
OpenAM Shibboleth ADFS PingIdentity	SSO	VOSS Tested - OpenAM, Shibboleth Partner integrated - ADFS, PingIdentity	Only Security Assertion Markup Language (SAML) 2.0 is supported.
Microsoft	Microsoft	Skype for Business on-prem, cloud, Microsoft Teams, Office365	
Cisco	Cisco Contact Center	11.x, 12.x	
ServiceNow	ServiceNow	Cloud-based - so latest	
Pexip	Pexip Infinity Conferencing Platform	24.1	Build 55723.0.0 Build date 2020-08-20T15:07:05Z

### 3.3 VOSS-4-UC 21.1

Vendor	Apps	VOSS-4-UC 21.1	Notes, application specific caveats
VOSS	NBI	3.2.0	
VOSS	VOSS Analytics Dashboard	SP64, SP65	SP65 required for User and Number Inventory Analytics
VOSS	VOSS Assurance Arbitrator	SP23, SP24	
VOSS	VOSS Phone Server	1.0.0	Base release version
Cisco	Cisco UCM	10.0, 10.5, 11.5, 12.5, 14.0	14.0 is latest validated version
Cisco	Cisco Unity Connection	10.0, 10.5, 11.5, 12.5, 14.0	14.0 is latest validated version
Cisco	HCM-F	10.5, 11.5, 12.5, 12.6	12.6.1 is latest validated version
Cisco	UCCX	11.6.2	11.6.2.10000-38 is latest validated version
Cisco	Webex Meetings	Cloud based - so latest	
Cisco	Webex Teams	Cloud based - so latest	
OpenLDAP Microsoft	Directory	OpenLDAP Active Directory	
OpenAM Shibboleth ADFS PingIdentity	SSO	VOSS Tested - OpenAM, Shibboleth Partner integrated - ADFS, PingIdentity	Only Security Assertion Markup Language (SAML) 2.0 is supported.
Microsoft	Microsoft	Skype for Business on-prem, cloud, Microsoft Teams, Office365	
Cisco	Cisco Contact Center	11.x, 12.x	
ServiceNow	ServiceNow	Cloud-based - so latest	
Pexip	Pexip Infinity Conferencing Platform	24.1	Build 55723.0.0 Build date 2020-08-20T15:07:05Z

#### VOSS Automate Adaptations Support

The following Adaptations have been updated to be compatible with VOSS Automate 21.2.

#### Note:

- If these Adaptations are in use on 19.x, they must be reinstalled after upgrading to 21.2.
- If these Adaptations were already installed on 21.1, they do not have to be reinstalled after upgrading to 21.2.

VOSS Automate Adaptation	Minimum Version	Notes, application specific caveats
GS Cross Site Hunt Group	V1.9_21.1	
GS LinkedSites	V1.27_21.1	
GS Change Line	V0.1_21.1	
GS Group Voicemail	V1.12_21.1	
GS Device OOS	V0.7_21.1	
GS Number Inventory	V0.11_21.1	

### 3.4 VOSS-4-UC 20.1.1

Apps	VOSS-4-UC 20.1.1	Notes, application specific caveats
Cisco UCM	10.0, 10.5, 11.5, 12.5	12.5(1)SU3 is latest validated version
Cisco Unity Connection	10.0, 10.5, 11.5, 12.5	12.5(1)SU2 is latest validated version
HCM-F	10.0, 10.5, 11.5, 12.5, 12.6	12.6.1 is latest validated version
Webex Meetings	Cloud based - so latest	
Webex Teams	Cloud based - so latest	
Directory	OpenLDAP, Active Directory	
SSO	VOSS Tested - OpenAM, Shibboleth Partner integrated - ADFS, PingIdentity	
Microsoft	Skype for Business on-prem, cloud, Microsoft Teams, Office365	
Cisco Contact Center	11.x, 12.x	
ServiceNow	Cloud-based - so latest	



### 3.5 VOSS-4-UC 19.3.4

Apps	VOSS-4-UC 19.3.4	Notes, application specific caveats
Cisco UCM	10.5, 11.5, 12.5	12.5.1su3 is latest validated version
Cisco Unity Connection	10.5, 11.5, 12.5	12.5.1su2 is latest validated version
HCM-F	10.5, 11.5, 12.5, 12.6	12.6.1 is latest validated version
Webex Meetings	Cloud based - so latest	
Webex Teams	Cloud based - so latest	
Directory	OpenLDAP, Active Directory	
SSO	VOSS Tested - OpenAM, Shibboleth Partner integrated - ADFS, PingIdentity	
Microsoft	Skype for Business on-prem, cloud, Microsoft Teams, Office365	
Cisco Contact Center	11.6	
ServiceNow	Cloud-based - so latest	

- For the 19.3.4 PB1 - PB5 Releases, testing was performed using the following Cisco UC apps versions.

UC App	Versions
CUCM	11.5.1 SU9 (11.5.1.21900-40), 12.5.1 SU4 (12.5.1.14900-63)
CUCX	11.5.1 SU9 (11.5.1.21900-40), 12.5.1 SU4 (12.5.1.14900-45)
HCMF	11.5.5 (11.5.5.10000-2), 12.5.1 SU3 (12.5.1.13900-4), 12.6.1 (12.6.1.10000-2, use 12.5 API )

### 3.6 VOSS-4-UC 19.3.3

Apps	VOSS-4-UC 19.3.3	Notes, application specific caveats
Cisco UCM	10.0, 10.5, 11.5, 12.5	12.5.1su1 is latest validated version
Cisco Unity Connection	10.0, 10.5, 11.5, 12.5	12.5.1su1 is latest validated version
HCM-F	10.0, 10.5, 11.5, 12.5	12.5.1 is latest validated version
Webex Meetings	Cloud based - so latest	
Webex Teams	Cloud based - so latest	
Directory	OpenLDAP, Active Directory	
SSO	VOSS Tested - OpenAM, Shibboleth Partner integrated - ADFS, PingIdentity	
Microsoft	Skype for Business on-prem, cloud, Microsoft Teams, Office365	
Cisco Contact Center	11.6	
ServiceNow	Cloud-based - so latest	

### 3.7 VOSS-4-UC 19.3.2

Apps	VOSS-4-UC 19.3.2	Notes, application specific caveats
Cisco UCM	10.0, 10.5, 11.5, 12.5	12.5.1su1 is latest validated version
Cisco Unity Connection	10.0, 10.5, 11.5, 12.5	12.5.1su1 is latest validated version
HCM-F	10.0, 10.5, 11.5, 12.5	12.5.1 is latest validated version
Webex Meetings	Cloud based - so latest	
Webex Teams	Cloud based - so latest	
Directory	OpenLDAP, Active Directory	
SSO	VOSS Tested - OpenAM, Shibboleth Partner integrated - ADFS, PingIdentity	
Microsoft	Skype for Business on-prem, cloud, Microsoft Teams, Office365	
Cisco Contact Center	11.6	
ServiceNow	Cloud-based - so latest	

## Insights Application Compatibility Matrix

### 4.1 Insights 22.2

Vendor	Apps	VOSS Insights Dashboard Version 22.2 / Arbitrator Version 22.2 / DS9 Version 22.2	Notes, application specific caveats
VOSS	Automate	21.3	
Cisco	Cisco UCM	10.0, 10.5, 11.5, 12.5, 14	
Cisco	Cisco Unity Connection	10.0, 10.5, 11.5, 12.5, 14	
Cisco	Cisco Contact Center Express (UCCX)	11.5, 12.5, 14	
Cisco	Cisco Contact Center Enterprise (UCCE)	10.5, 11.5, 12.5, 14	
Cisco	Webex Meetings	Cloud based (so, latest)	
Cisco	Webex Teams	Cloud based (so, latest)	
Microsoft	Microsoft (Cloud)	Microsoft Teams, Microsoft 365 Suite	
Microsoft	Microsoft (On Premise)	Skype for Business	
Polycom		Phones and Video devices attached to supported versions of Cisco UCM	
ZOOM		Zoom meetings & events, Zoom phone system, Zoom chat	
Avaya	Avaya UC Enterprise Core	Aura v7 and v8 Avaya App Integration - 7.x or 8.x <ul style="list-style-type: none"> <li>• SMGR - Aura System Manager</li> <li>• OfficeLinx (ESNA)</li> <li>• CM - Communications</li> <li>• Equinox Mgt Server</li> </ul>	Monitoring / Alerting, Call quality analysis, License reporting, messaging / voice system status and use, session details, trunk status, DSP resource utilization, ESS & Gateway status
Avaya	Avaya Contact Center		
Avaya	Avaya Media Gateway	G430, G450	Combination of SNMP and queries

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**Table 1 – continued from previous page**

Vendor	Apps	VOSS Insights Dashboard Version 22.2 / Arbitrator Version 22.2 / DS9 Version 22.2	Notes, application specific caveats
Avaya	Avaya PBX	Versions 5.x, 6.x	Combination of SNMP and queries. Policy module available for pre version 7 releases
Avaya	Avaya - Definity	G3r Versions 4, 6, 7, 9	Limited by Definity capability to send monitoring data to external systems. Most older systems are only able to be monitored by Avaya themselves. Review of your specific version is needed to determine the level of alerting and reporting.
Avaya	Avaya - Nortel Meridian	Option 11C	Alerting Only
CISCO DETAILS		<i>Supported versions are those compatible with the Cisco versions listed above unless otherwise stated.</i>	
	IM and Presence Server		
	Emergency responder		
	Cisco Jabber Devices		Device monitoring & reporting comes from UCM, not directly from the device.
	Cisco Phones		Phone monitoring & reporting comes from UCM (for example: CDR, CMR, RIS), not directly from the phone.

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**Table 1 – continued from previous page**

Vendor	Apps	VOSS Insights Dashboard Version 22.2 / Arbitrator Version 22.2 / DS9 Version 22.2	Notes, application specific caveats
	Cisco Video Devices		Video Device monitoring & reporting comes from UCM and TMS, and in many cases can be collected directly from the device.
	Media Server		
	Media Resources		
	CMS (Cisco Meeting server)	11.5, 12.5, 14	
	TMS (Telepresence Mgmt)		
	TMS-XE (TMS extension for Microsoft)		
	Cisco MCU (Telepresence multiple control units)		
	VCS (Video Conferencing)		
	Cisco Webex Teams (including Control Hub)		
	CCA (Webex Audio Monitoring)		
	Expressway C & E		
	Cisco CUBE (Border Element)		
	Finesse		
	CVP (Voice Portal)		
	VXML Server		
	CME (CallManager Express)		
	CUIC (Intelligence)		
	Cisco ICM Intelligent Contact Mgmt)		
	CTIOS (Computer Telephony Integrated Object Server)		

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**Table 1 – continued from previous page**

Vendor	Apps	VOSS Insights Dashboard Version 22.2 / Arbitrator Version 22.2 / DS9 Version 22.2	Notes, application specific caveats
RECORDING AP-PLICATIONS			
	Nice (Recording)		
	Nuance (Recording)		
	Verint (Recording)		
SBC	Sonus SBC		
SBC	Sonus SBC		
SBC	Audiocodes SBC		Includes RTCP if licensed
SBC	Oracle SBC & EBC	SBC: SCZ8.4.0 + ECB: PCZ3.3.0 +	Alerting only
<b>VOSS</b>			
VOSS	VOSS Automate	Version 19 or later	
NETFLOW	Netflow	Versions 5, 9, 10, IPFIX, AWS Flow Logs, Azure NSG Logs, SD WAN Flow	Separate license for VOSS Insights Netflow

## 4.2 Insights 22.1

Vendor	Apps	VOSS Insights Dashboard Version 22.1 / Arbitrator Version 22.1	Notes, application specific caveats
VOSS	Automate	21.3	
Cisco	Cisco UCM	10.0, 10.5, 11.5, 12.5, 14	
Cisco	Cisco Unity Connection	10.0, 10.5, 11.5, 12.5, 14	
Cisco	Cisco Contact Center Express (UCCX)	11.5, 12.5, 14	
Cisco	Cisco Contact Center Enterprise (UCCE)	10.5, 11.5, 12.5, 14	
Cisco	Webex Meetings	Cloud based (so, latest)	
Cisco	Webex Teams	Cloud based (so, latest)	
Microsoft	Microsoft (Cloud)	Microsoft Teams, Microsoft 365 Suite	
Microsoft	Microsoft (On Premise)	Skype for Business	
Polycom		Phones and Video devices attached to supported versions of Cisco UCM	

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**Table 2 – continued from previous page**

Vendor	Apps	VOSS Insights Dashboard Version 22.1 / Arbitrator Version 22.1	Notes, application specific caveats
ZOOM		Zoom meetings & events, Zoom phone system, Zoom chat	
Avaya	Avaya UC Enterprise Core	Aura v7 and v8 Avaya App Integration - 7.x or 8.x <ul style="list-style-type: none"> <li>• SMGR - Aura System Manager</li> <li>• OfficeLinx (ESNA)</li> <li>• CM - Communications</li> <li>• Equinox Mgt Server</li> </ul>	Monitoring / Alerting, Call quality analysis, License reporting, messaging / voice system status and use, session details, trunk status, DSP resource utilization, ESS & Gateway status
Avaya	Avaya Contact Center		
Avaya	Avaya Media Gateway	G430, G450	Combination of SNMP and queries
Avaya	Avaya PBX	Versions 5.x, 6.x	Combination of SNMP and queries. Policy module available for pre version 7 releases
Avaya	Avaya - Definity	G3r Versions 4, 6, 7, 9	Limited by Definity capability to send monitoring data to external systems. Most older systems are only able to be monitored by Avaya themselves. Review of your specific version is needed to determine the level of alerting and reporting.
Avaya	Avaya - Nortel Meridian	Option 11C	Alerting Only
CISCO DETAILS		<i>Supported versions are those compatible with the Cisco versions listed above unless otherwise stated.</i>	
	IM and Presence Server		
	Emergency responder		

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**Table 2 – continued from previous page**

Vendor	Apps	VOSS Insights Dashboard Version 22.1 / Arbitrator Version 22.1	Notes, application specific caveats
	Cisco Jabber Devices		Device monitoring & reporting comes from UCM, not directly from the device.
	Cisco Phones		Phone monitoring & reporting comes from UCM (for example: CDR, CMR, RIS), not directly from the phone.
	Cisco Video Devices		Video Device monitoring & reporting comes from UCM and TMS, and in many cases can be collected directly from the device.
	Media Server		
	Media Resources		
	CMS (Cisco Meeting server)	11.5, 12.5, 14	
	TMS (Telepresence Mgmt)		
	TMS-XE (TMS extension for Microsoft)		
	Cisco MCU (Telepresence multiple control units)		
	VCS (Video Conferencing)		
	Cisco Webex Teams (including Control Hub)		
	CCA (Webex Audio Monitoring)		
	Expressway C & E		
	Cisco CUBE (Border Element)		
	Finesse		
	CVP (Voice Portal)		
	VXML Server		

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**Table 2 – continued from previous page**

Vendor	Apps	VOSS Insights Dashboard Version 22.1 / Arbitrator Version 22.1	Notes, application specific caveats
	CME (CallManager Express)		
	CUIC (Intelligence)		
	Cisco ICM Intelligent Contact Mgmt)		
	CTIOS (Computer Telephony Integrated Object Server)		
<b>RECORDING APPLICATIONS</b>			
	Nice (Recording)		
	Nuance (Recording)		
	Verint (Recording)		
SBC	Sonus SBC		
SBC	Sonus SBC		
SBC	Audiocodes SBC		Includes RTCP if licensed
SBC	Oracle SBC & EBC	SBC: SCZ8.4.0 + ECB: PCZ3.3.0 +	Alerting only
<b>VOSS</b>			
VOSS	VOSS Automate	Version 19 or later	
NETFLOW	Netflow	Versions 5, 9, 10, IPFIX, AWS Flow Logs, Azure NSG Logs, SD WAN Flow	Separate license for VOSS Insights Netflow