



VISIONOSS

Compatibility Matrix

Aug 28, 2024

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Supported Browsers

Testing was performed using the following browser versions:

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

Operating System	Chrome	Edge	Firefox	Safari
Windows 11 64 bit	126	119	120	N/A
Windows 10 64 bit	119	119	120	N/A
Ubuntu 22.04	126	N/A	120	N/A
Mac OS 14.5	119	N/A	120	17.5

VMware Support

For this release, testing was performed using vSphere:

- VMware vCenter Server Appliance version 7.0.0.10600
- VMware ESXi:
 - 7.0
 - 6.7.0, 13006603
 - 6.7.0, 10302608
 - 6.5.0, 14320405
 - 6.5.0, 8294253

with hardware version 11, which is compatible with ESXi 6.0 and later.

AVX support is required.

- Client version 7.0.0.10600

VMware version >=6 is supported.

Note that older or newer versions may also be compatible.

VMware feature	Tested this release
HA	No
vMotion	No

Cloud Deployments

VOSS supports lift-and-shift - deploying Automate virtual machines on Microsoft Azure as opposed to on-prem VMWare. Contact VOSS for install details on Azure.

Although Amazon Web Services (AWS) and Google Cloud Platform (GCP) are not officially supported, contact us to discuss your requirements.

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.

4.1 VOSS Automate 24.1

Release 24.1-PB1

For release 24.1.1 testing was performed using the following application versions.

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

Vendor	Apps	VOSS Automate 24.1-PB1	Notes, application specific caveats
VOSS	NBI	4.1.9	Only 4.1.9 and later, following the deprecation of HCM-F
VOSS	VOSS Insights Dashboard	24.1.3	
VOSS	VOSS Insights Arbitrator	24.1.3	
VOSS	VOSS Insights DS9	24.1.3	
Cisco	CUCM	10.5.2.18900-15, 11.5.1.23900-30, 12.5.1.18100-14 (SU7a), 14.0.1.11900-132, 14.0.1.12900-161, 14.0.1.13900-155 (SU3), 15.0.1.10000-32	15 is latest validated version (use the 14.0 API)
Cisco	CUCX	10.5.2.18900-15, 11.5.1.23900-30, 12.5.1.17900-31 (SU7), 14.0.1.11900-128, 14.0.1.12900-69, 14.0.1.13900-70 (SU3), 15.0.1.10000-24	15 is latest validated version (use the 14.0 API)
Cisco	HCM-F	None	Deprecated
Cisco	UCCX	12.5.1.11001-348 (SU1-ES03)	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	

Vendor	Apps	VOSS Automate 24.1-PB1	Notes, application specific caveats
OpenLDAP	Directory	OpenLDAP	
Microsoft		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.
SBC	Audiocodes ARM		
SBC	Oracle SBC & EBC	Minimum version 8.4.0	
Ribbon	Ribbon PSX	Support via PSX node	Available via an adaptation

Vendor	Apps	VOSS Automate 24.1-PB1	Notes, application specific caveats
Microsoft	Microsoft Teams, Microsoft 365, Azure Active Directory	Cloud based - so latest	
Microsoft	Windows Server	2016, 2019	PowerShell Proxy server
Microsoft	Windows PowerShell	5.1.17763.4644	PowerShell Proxy server
Microsoft	"Microsoft Teams" PowerShell module	6.1.0	PowerShell Proxy server
Microsoft	"ExchangeOnlineManagement" PowerShell module	3.2.0	PowerShell Proxy server
ServiceNow	ServiceNow	Cloud-based - so latest	
Pexip	Pexip Infinity Conferencing Platform	24.1	Build 55723.0.0 Build date 2020-08-20T15:07:05Z

Release 24.1

For release 24.1 testing was performed using the following application versions.

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

Vendor	Apps	VOSS Automate 24.1	Notes, application specific caveats
VOSS	NBI	4.1.9	Only 4.1.9 and later, following the deprecation of HCM-F
VOSS	VOSS Insights Dashboard	24.1	
VOSS	VOSS Insights Arbitrator	24.1	
VOSS	VOSS Insights DS9	24.1	
Cisco	CUCM	10.5.2.18900-15, 11.5.1.23900-30, 12.5.1.18100-14 (SU7a), 14.0.1.11900-132, 14.0.1.12900-161, 14.0.1.13900-155 (SU3), 15.0.1.10000-32	15 is latest validated version (use the 14.0 API)
Cisco	CUCX	10.5.2.18900-15, 11.5.1.23900-30, 12.5.1.17900-31 (SU7), 14.0.1.11900-128, 14.0.1.12900-69, 14.0.1.13900-70 (SU3), 15.0.1.10000-24	15 is latest validated version (use the 14.0 API)
Cisco	HCM-F	None	Deprecated
Cisco	UCCX	12.5.1.11001-348 (SU1-ES03)	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	

Vendor	Apps	VOSS Automate 24.	Notes, application specific caveats
OpenLDAP	Directory	OpenLDAP	
Microsoft		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.
SBC	Audiocodes ARM		
SBC	Oracle SBC & EBC	Minimum version 8.4.0	
Ribbon	Ribbon PSX	Support via PSX node	Available via an adaptation

Vendor	Apps	VOSS Automate 24.1	Notes, application specific caveats
Microsoft	Microsoft Teams, Microsoft 365, Azure Active Directory	Cloud based - so latest	
Microsoft	Windows Server	2016, 2019	PowerShell Proxy server
Microsoft	Windows PowerShell	5.1.17763.4644	PowerShell Proxy server
Microsoft	"Microsoft Teams" PowerShell module	6.1.0	PowerShell Proxy server
Microsoft	"ExchangeOnlineManagement" PowerShell module	3.2.0	PowerShell Proxy server
ServiceNow	ServiceNow	Cloud-based - so latest	
Pexip	Pexip Infinity Conferencing Platform	24.1	Build 55723.0.0 Build date 2020-08-20T15:07:05Z

4.2 VOSS Automate 21.4

Release 21.4-PB5

For release 21.4-PB5 testing was performed using the following application versions.

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

Vendor	Apps	VOSS Automate 21.4PB5	Notes, application specific caveats
VOSS	NBI	4.1.8	
VOSS	VOSS Insights Dashboard	23.3.3	
VOSS	VOSS Insights Arbitrator	23.3.2	
VOSS Cisco	VOSS Insights DS9 CUCM	23.3 10.5.2.18900-15, 11.5.1.23900-30, 12.5.1.18100-14 (SU7a), 14.0.1.11900-132, 14.0.1.12900-161, 14.0.1.13900-155 (SU3), 15.0.1.10000-32	15 is latest validated version (use the 14.0 API)
Cisco	CUCX	10.5.2.18900-15, 11.5.1.23900-30, 12.5.1.17900-31 (SU7), 14.0.1.11900-128, 14.0.1.12900-69, 14.0.1.13900-70 (SU3), 15.0.1.10000-24	15 is latest validated version (use the 14.0 API)
Cisco	HCM-F	11.5.4.11900-3, 11.5.5.10000-2, 12.5.1.13900-4, 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
Cisco	Webex Meetings	Cloud based - so latest	
Cisco	Webex Teams	Cloud based - so latest	
Cisco	Cisco Contact Center	11.x, 12.x	

Vendor	Apps	VOSS Automate 21.4PB5	Notes, application specific caveats
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.
SBC	Audiocodes ARM		
SBC	Oracle SBC & EBC	Minimum version 8.4.0	
Ribbon	Ribbon PSX	Support via PSX node	Available via an adaptation

Vendor	Apps	VOSS Automate 21.4-PB5	Notes, application specific caveats
Microsoft	Microsoft Teams, Microsoft 365, Azure Active Directory	Cloud based - so latest	
Microsoft	Windows Server	2016, 2019	PowerShell Proxy server
Microsoft	Windows PowerShell	5.1.17763.4644	PowerShell Proxy server
Microsoft	“Microsoft Teams” PowerShell module	5.6.0	PowerShell Proxy server
Microsoft	“ExchangeOnlineManagement” PowerShell module	3.2.0	PowerShell Proxy server
ServiceNow	ServiceNow	Cloud-based - so latest	
Pexip	Pexip Infinity Conferencing Platform	24.1	Build 55723.0.0 Build date 2020-08-20T15:07:05Z

Release 21.4-PB4

For release 21.4-PB4 testing was performed using the following application versions.

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

Vendor	Apps	VOSS Automate 21.4-PB4	Notes, application specific caveats
VOSS	NBI	4.1.7	
VOSS	VOSS Insights Dashboard	23.2.2	
VOSS	VOSS Insights Arbitrator	23.2.2	
VOSS Cisco	VOSS Insights DS9 CUCM	23.2 10.5.2.18900-15, 11.5.1.23900-30, 12.5.1.18100-14 (SU7a), 14.0.1.11900- 132, 14.0.1.12900-161, 14.0.1.13900- 155 (SU3)	14SU3 is latest validated version
Cisco	CUCX	10.5.2.18900-15, 11.5.1.23900-30, 12.5.1.17900-31 (SU7), 14.0.1.11900- 128, 14.0.1.12900-69, 14.0.1.13900-70 (SU3)	14SU3 is latest validated version
Cisco	HCM-F	11.5.4.11900-3, 11.5.5.10000-2, 12.5.1.13900-4, 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
Cisco	Webex Meetings	Cloud based - so latest	
Cisco	Webex Teams	Cloud based - so latest	
Cisco	Cisco Contact Center	11.x, 12.x	

Vendor	Apps	VOSS Automate 21.4-PB4	Notes, application specific caveats
OpenLDAP	Directory	OpenLDAP	
Microsoft		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.
SBC	Audiocodes ARM		
SBC	Oracle SBC & EBC	Minimum version 8.4.0	
Ribbon	Ribbon PSX	Support via PSX node	Available via an adaptation

Vendor	Apps	VOSS Automate 21.4-PB4	Notes, application specific caveats
Microsoft	Microsoft Teams, Microsoft 365, Azure Active Directory	Cloud based - so latest	
Microsoft	Windows Server	2016, 2019	PowerShell Proxy server
Microsoft	Windows PowerShell	5.1.17763.4644	PowerShell Proxy server
Microsoft	“Microsoft Teams” PowerShell module	5.6.0	PowerShell Proxy server
Microsoft	“ExchangeOnlineManagement” PowerShell module	3.2.0	PowerShell Proxy server
ServiceNow	ServiceNow	Cloud-based - so latest	
Pexip	Pexip Infinity Conferencing Platform	24.1	Build 55723.0.0 Build date 2020-08-20T15:07:05Z

Release 21.4-PB3

For release 21.4-PB3 testing was performed using the following application versions.

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

Vendor	Apps	VOSS Automate 21.4-PB3	Notes, application specific caveats
VOSS	NBI	4.1.7	
VOSS	VOSS Insights Dashboard	23.2.2	
VOSS	VOSS Insights Arbitrator	23.2.2	
VOSS Cisco	VOSS Insights DS9 CUCM	23.2 10.5.2.18900-15, 11.5.1.23900-30, 12.5.1.18100-14 (SU7a), 14.0.1.11900- 132, 14.0.1.12900-161, 14.0.1.13900- 155 (SU3)	14SU3 is latest validated version
Cisco	CUCX	10.5.2.18900-15, 11.5.1.23900-30, 12.5.1.17900-31 (SU7), 14.0.1.11900- 128, 14.0.1.12900-69, 14.0.1.13900-70 (SU3)	14SU3 is latest validated version
Cisco	HCM-F	11.5.4.11900-3, 11.5.5.10000-2, 12.5.1.13900-4, 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
Cisco	Webex Meetings	Cloud based - so latest	
Cisco	Webex Teams	Cloud based - so latest	
Cisco	Cisco Contact Center	11.x, 12.x	

Vendor	Apps	VOSS Automate 21.4-PB3	Notes, application specific caveats
OpenLDAP	Directory	OpenLDAP	
Microsoft		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.
SBC	Audiocodes ARM		
SBC	Oracle SBC & EBC		
Ribbon	Ribbon PSX	Support via PSX node	Available via an adaptation

Vendor	Apps	VOSS Automate 21.4-PB3	Notes, application specific caveats
Microsoft	Microsoft Teams, Microsoft 365, Azure Active Directory	Cloud based - so latest	
Microsoft	Windows Server	2016, 2019	PowerShell Proxy server
Microsoft	Windows PowerShell	5.1.14393.5582	PowerShell Proxy server
Microsoft	"Microsoft Teams" PowerShell module	5.6.0	PowerShell Proxy server
Microsoft	"ExchangeOnlineManagement" PowerShell module	2.0.3	PowerShell Proxy server
ServiceNow	ServiceNow	Cloud-based - so latest	
Pexip	Pexip Infinity Conferencing Platform	24.1	Build 55723.0.0 Build date 2020-08-20T15:07:05Z

Release 21.4-PB2

For release 21.4-PB2 testing was performed using the following application versions.

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

Vendor	Apps	VOSS Automate 21.4-PB2	Notes, application specific caveats
VOSS	NBI	4.1.5	
VOSS	VOSS Insights Dashboard	23.1	
VOSS	VOSS Insights Arbitrator	23.1	
VOSS	VOSS Insights DS9	23.1	
Cisco	CUCM	10.5.2.18900-15, 11.5.1.23900-30, 12.5.1.16900-48, 12.5.1.18100-14 (SU7a), 14.0.1.11900-132, 14.0.1.12900-161, 14.0.1.13900-155 (SU3)	14SU3 is latest validated version
Cisco	CUCX	10.5.2.18900-15, 11.5.1.23900-30, 12.5.1.16900-29, 12.5.1.17900-31 (SU7), 14.0.1.11900-128, 14.0.1.12900-69, 14.0.1.13900-70 (SU3)	14SU3 is latest validated version
Cisco	HCM-F	11.5.4.11900-3, 11.5.5.10000-2, 12.5.1.13900-4, 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
Cisco	Webex Meetings	Cloud based - so latest	
Cisco	Webex Teams	Cloud based - so latest	
Cisco	Cisco Contact Center	11.x, 12.x	

Vendor	Apps	VOSS Automate 21.4-PB2	Notes, application specific caveats
OpenLDAP	Directory	OpenLDAP	
Microsoft		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.

Vendor	Apps	VOSS Automate 21.4-PB2	Notes, application specific caveats
Microsoft	Microsoft Teams, Microsoft 365, Azure Active Directory	Cloud based - so latest	
Microsoft	Windows Server	2016, 2019	PowerShell Proxy server
Microsoft	Windows PowerShell	5.1.14393.5582	PowerShell Proxy server
Microsoft	“Microsoft Teams” PowerShell module	5.1.0	PowerShell Proxy server
Microsoft	“ExchangeOnlineManagement” PowerShell module	2.0.3	PowerShell Proxy server
ServiceNow	ServiceNow	Cloud-based - so latest	
Pexip	Pexip Infinity Conferencing Platform	24.1	Build 55723.0.0 Build date 2020-08-20T15:07:05Z

Release 21.4-PB1

For release 21.4-PB1 testing was performed using the following application versions.

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

Vendor	Apps	VOSS Automate 21.4-PB1	Notes, application specific caveats
VOSS	NBI	4.1.5	
VOSS	VOSS Insights Dashboard	23.1	
VOSS	VOSS Insights Arbitrator	23.1	
VOSS	VOSS Insights DS9	23.1	
Cisco	Cisco UCM	10.5.2.18900-15, 11.5.1.23900-30, 12.5.1.16900-48, 14.0.1.11900-132, 14.0.1.12900-161	14SU2 is latest validated version
Cisco	Cisco Unity Connection	10.5.2.18900-15, 11.5.1.23900-30, 12.5.1.16900-29, 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, 12.5.1.13900-4, 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
Cisco	Webex Meetings	Cloud based - so latest	
Cisco	Webex Teams	Cloud based - so latest	
Cisco	Cisco Contact Center	11.x, 12.x	

Vendor	Apps	VOSS Automate 21.4-PB1	Notes, application specific caveats
OpenLDAP	Directory	OpenLDAP	
Microsoft		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.

Vendor	Apps	VOSS Automate 21.4-PB1	Notes, application specific caveats
Microsoft	Microsoft Teams, Microsoft 365, Azure Active Directory	Cloud based - so latest	
Microsoft	Windows Server	2016, 2019	PowerShell Proxy server
Microsoft	Windows PowerShell	5.1.14393.5582	PowerShell Proxy server
Microsoft	“Microsoft Teams” PowerShell module	4.3.0	PowerShell Proxy server
Microsoft	“ExchangeOnlineManagement” PowerShell module	2.0.3	PowerShell Proxy server
ServiceNow	ServiceNow	Cloud-based - so latest	
Pexip	Pexip Infinity Conferencing Platform	24.1	Build 55723.0.0 Build date 2020-08-20T15:07:05Z

Release 21.4

For release 21.4 testing was performed using the following application versions.

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

Vendor	Apps	VOSS Automate 21.4	Notes, application specific caveats
VOSS	NBI	4.1.3	
VOSS	VOSS Insights Dashboard	22.2	SP65 required for User and Number Inventory analytics
VOSS	VOSS Insights Arbitrator	22.2	
VOSS	VOSS Insights DS9	22.2	Existing users: SP8, new users; 5.0 SP1
VOSS	VOSS Insights Raptor	22.2	
VOSS	VOSS Phone Server	1.0.0	Base release version

Vendor	Apps	VOSS Automate 21.4	Notes, application specific caveats
Cisco	Cisco UCM	10.5.2.17900-13 (SU7), 11.5.1.23900-30 (SU11), 12.5.1.16900-48 (SU6), 14.0.1.11900-132 (SU1)	On-prem or Webex Dedicated Instance (with provider- or customer-provided connectivity), are supported.
Cisco	Cisco Unity Connection	10.5.2.17900-13 (SU7), 11.5.1.23900-30 (SU11), 12.5.1.16900-29 (SU6), 14.0.1.11900-128 (SU1)	On-prem or Webex Dedicated Instance (with provider- or customer-provided connectivity), are supported.
Cisco	HCM-F	11.5.4.11900-3 (SU1), 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 On-prem or Webex Dedicated Instance (with provider- or customer-provided connectivity), are supported.
Cisco	Webex Meetings	Cloud based - so latest	
Cisco	Webex Teams	Cloud based - so latest	
Cisco	Cisco Contact Center	11.x, 12.x	

Vendor	Apps	VOSS Automate 21.4PB1	Notes, application specific caveats
OpenLDAP	Directory	OpenLDAP	
Microsoft		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.

Vendor	Apps	VOSS Automate 21.4	Notes, application specific caveats
Microsoft	Microsoft Teams, Microsoft 365, Azure Active Directory	Cloud based - so latest	
Microsoft	Windows Server	2016, 2019	PowerShell Proxy server
Microsoft	Windows PowerShell	5.1.14393.5582	PowerShell Proxy server
Microsoft	"Microsoft Teams" PowerShell module	4.3.0	PowerShell Proxy server
Microsoft	"ExchangeOnlineManagement" PowerShell module	2.0.3	PowerShell Proxy server
ServiceNow	ServiceNow	Cloud-based - so latest	
Pexip	Pexip Infinity Conferencing Platform	24.1	Build 55723.0.0 Build date 2020-08-20T15:07:05Z

Insights Application Compatibility Matrix

Note:

- If you need a version supported that is not indicated as supported or planned, contact your VOSS team for further options and if support could be added.

5.1 Insights 24.1

Vendor	Apps	VOSS Insights Dashboard Version 24.1 / Arbitrator Version 24.1 / DS9 Version 24.1	Notes, application specific caveats
VOSS	Automate	21.X	
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	

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Table 1 – continued from previous page

Vendor	Apps	VOSS Insights Dashboard Version 24.1 / Arbitrator Version 24.1 / DS9 Version 24.1	Notes, application specific caveats
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			
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"> • SMGR - Aura System Manager • OfficeLinx (ESNA) • CM - Communications • Equinox Mgt Server 	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

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Table 1 – continued from previous page

Vendor	Apps	VOSS Insights Dashboard Version 24.1 / Arbitrator Version 24.1 / DS9 Version 24.1	Notes, application specific caveats
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.
	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)		

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Table 1 – continued from previous page

Vendor	Apps	VOSS Insights Dashboard Version 24.1 / Arbitrator Version 24.1 / DS9 Version 24.1	Notes, application specific caveats
	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)		
RECORDING APPLICATIONS			
	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
VOSS			
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

5.2 Insights 23.3

Vendor	Apps	VOSS Insights Dashboard Version 23.3 / Arbitrator Version 23.3 / DS9 Version 23.3	Notes, application specific caveats
VOSS	Automate	21.X	
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			
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"> • SMGR - Aura System Manager • OfficeLinx (ESNA) • CM - Communications • Equinox Mgt Server 	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

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Table 2 – continued from previous page

Vendor	Apps	VOSS Insights Dashboard Version 23.3 / Arbitrator Version 23.3 / DS9 Version 23.3	Notes, application specific caveats
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.
	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		

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Table 2 – continued from previous page

Vendor	Apps	VOSS Insights Dashboard Version 23.3 / Arbitrator Version 23.3 / DS9 Version 23.3	Notes, application specific caveats
	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)		
RECORDING APPLICATIONS			
	Nice (Recording)		
	Nuance (Recording)		
	Verint (Recording)		
SBC	Sonus SBC		
SBC	Sonus SBC		

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Table 2 – continued from previous page

Vendor	Apps	VOSS Insights Dashboard Version 23.3 / Arbitrator Version 23.3 / DS9 Version 23.3	Notes, application specific caveats
SBC	Audiocodes SBC		Includes RTCP if licensed
SBC	Oracle SBC & EBC	SBC: SCZ8.4.0 + ECB: PCZ3.3.0 +	Alerting only
VOSS			
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

5.3 Insights 23.2

Vendor	Apps	VOSS Insights Dashboard Version 23.2 / Arbitrator Version 23.2 / DS9 Version 23.2	Notes, application specific caveats
VOSS	Automate	21.X	
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			
ZOOM		Zoom meetings & events, Zoom phone system, Zoom chat	

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Table 3 – continued from previous page

Vendor	Apps	VOSS Insights Dashboard Version 23.2 / Arbitrator Version 23.2 / DS9 Version 23.2	Notes, application specific caveats
Avaya	Avaya UC Enterprise Core	Aura v7 and v8 Avaya App Integration - 7.x or 8.x <ul style="list-style-type: none"> • SMGR - Aura System Manager • OfficeLinx (ESNA) • CM - Communications • Equinox Mgt Server 	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 3 – continued from previous page

Vendor	Apps	VOSS Insights Dashboard Version 23.2 / Arbitrator Version 23.2 / DS9 Version 23.2	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 3 – continued from previous page

Vendor	Apps	VOSS Insights Dashboard Version 23.2 / Arbitrator Version 23.2 / DS9 Version 23.2	Notes, application specific caveats
	CME (CallManager Express)		
	CUIC (Intelligence)		
	Cisco ICM Intelligent Contact Mgmt)		
	CTIOS (Computer Telephony Integrated Object Server)		
RECORDING APPLICATIONS			
	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
VOSS			
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

5.4 Insights 23.1

Vendor	Apps	VOSS Insights Dashboard Version 23.1 / Arbitrator Version 23.1 / DS9 Version 23.1	Notes, application specific caveats
VOSS	Automate	21.X	
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	

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Table 4 – continued from previous page

Vendor	Apps	VOSS Insights Dashboard Version 23.1 / Arbitrator Version 23.1 / DS9 Version 23.1	Notes, application specific caveats
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"> • SMGR - Aura System Manager • OfficeLinx (ESNA) • CM - Communications • Equinox Mgt Server 	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

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Table 4 – continued from previous page

Vendor	Apps	VOSS Insights Dashboard Version 23.1 / Arbitrator Version 23.1 / DS9 Version 23.1	Notes, application specific caveats
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.
	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		

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Table 4 – continued from previous page

Vendor	Apps	VOSS Insights Dashboard Version 23.1 / Arbitrator Version 23.1 / DS9 Version 23.1	Notes, application specific caveats
	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)		
RECORDING APPLICATIONS			
	Nice (Recording)		
	Nuance (Recording)		
	Verint (Recording)		
SBC	Sonus SBC		
SBC	Sonus SBC		

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Table 4 – continued from previous page

Vendor	Apps	VOSS Insights Dashboard Version 23.1 / Arbitrator Version 23.1 / DS9 Version 23.1	Notes, application specific caveats
SBC	Audiocodes SBC		Includes RTCP if licensed
SBC	Oracle SBC & EBC	SBC: SCZ8.4.0 + ECB: PCZ3.3.0 +	Alerting only
VOSS			
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

5.5 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	

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Table 5 – 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 UC Enterprise Core	Aura v7 and v8 Avaya App Integration - 7.x or 8.x <ul style="list-style-type: none"> • SMGR - Aura System Manager • OfficeLinx (ESNA) • CM - Communications • Equinox Mgt Server 	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 5 – 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 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 5 – continued from previous page

Vendor	Apps	VOSS Insights Dashboard Version 22.2 / Arbitrator Version 22.2 / DS9 Version 22.2	Notes, application specific caveats
	CME (CallManager Express)		
	CUIC (Intelligence)		
	Cisco ICM Intelligent Contact Mgmt)		
	CTIOS (Computer Telephony Integrated Object Server)		
RECORDING APPLICATIONS			
	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
VOSS			
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