

# ARC COMPATIBILITY MATRIX

This update: May 2nd 2012

		End of life												End of support												Currently supported releases												Current version											
		3.1.3			3.1.5			4.1.0 Sr(x)			4.1.3 & Sr(x)			4.1.4 & Sr(x)			5.0.0			5.0.1			5.0.2			5.1 & Sr(x)			5.1.1			5.1.2			5.1.2 SR(1)			5.1.3			5.1.4								
		Console	Connect	Call	Voice	Console	Connect	Call	Voice	Console	Connect	Call	Voice	Console	Connect	Call	Voice	Console	Connect	Call	Voice	Console	Connect	Call	Voice	Console	Connect	Call	Voice	Console	Connect	Call	Voice	Console	Connect	Call	Voice	Console	Connect	Call	Voice	Console	Connect	Call	Voice				
<b>Solutions Plus Edition</b>		●																																															
<b>Premium (Full) Edition</b>		●																																															
<b>CUCM</b>		●																																															
Tested TSP		●																																															
4.0(1)	4.0(0.18)	●	●	●	●	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n
4.0(2)	4.0(0.22)	●	●	●	●	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n
4.1(2)	4.1(1.201)	●	●	●	●	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n
4.1(3)	4.1(1.4)	●	●	●	●	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n
4.1(3) SR3a	4.1(1.4)	●	●	●	●	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n
4.2(1)	4.2(0.4)	●	●	●	●	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n
4.2(3)	4.2(0.4)	●	●	●	●	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n
4.3(1)	4.3(1.1)	●	●	●	●	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n
4.3(2)	4.3(2.1)	●	●	●	●	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n
5.0(3)	5.1(0.17)	●	●	●	●	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n
5.0(4)	5.1(0.18)	●	●	●	●	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n
5.1(1)	5.1(1.1)	●	●	●	●	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n
5.1(1b)	5.1(1.1)	●	●	●	●	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n
5.1(2)	5.1(1.3)	●	●	●	●	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n
5.1(3)	5.1(1.6)	●	●	●	●	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n
6.0(1)	6.0(0.7)	●	●	●	●	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n
6.1(1)	6.1(0.10)	●	●	●	●	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n
6.1(2)	6.1(2.4)	●	●	●	●	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n
6.1(3)	6.1(3.2)	●	●	●	●	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n
6.1(4)	6.1(4.2)	●	●	●	●	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n
6.1(5)	6.1(5.1)	●	●	●	●	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n
7.0(1)	7.0(1.6)	●	●	●	●	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n
7.0(2)	7.0(2.2)	●	●	●	●	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n
7.1(2a)	7.1(1.5)	●	●	●	●	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n
7.1(3a)	7.1(3.4)	●	●	●	●	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n
7.1(3b)	7.1(3.4)	●	●	●	●	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n
7.1(5)	7.1(3.4)	●	●	●	●	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n
8.0(2)	8.0(1.6)	●	●	●	●	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n
8.0(3)	8.0(3.5)	●	●	●	●	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n
8.5(1)	8.5(1.1)	●	●	●	●	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n
8.6(1a)	8.6(1.3)	●	●	●	●	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n
8.6(2)	8.6(2.0)	●	●	●	●	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n
8.6(2.21012.1)	8.6(2.2)	●	●	●	●	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n

DND in BLF does not function correctly in CUCM 7.0.1 and 7.1.2.

New Cisco 69xx, 89xx, 99xx phones supported as Busy Lamp devices in Arc 5.1.1 onwards. NOT supported as operator phones.

**CUCM 8.6.2 and Cisco TAC reference CSCw79059**  
 An issue exists in version 8.6.2 of Cisco Unified Communications Manager whereby CTI ports fail to register in certain circumstances, causing significant problems with call control in Arc Premium. This issue is observed on CUCM build version 8.6.2.20000-2 with TSP version 8.6(2.2) on Windows 2008 SP 2 32 bit.  
 The CUCM version shown here is one of the builds that has this issue fixed. Please contact Cisco referencing CSCw79059 for specific details on recommended CUCM builds that resolve this issue. Update March 2012: All CUCM 8.6.2 customers are being recommended to upgrade to this patched version

Only Solutions Plus Edition (Arc Standard Edition) supports these CUCM versions.

Internal, IVT level testing was completed at Arc but product only underwent formal IVT testing on CUCM 6.1 onwards.

Enhanced Busy Lamp performance will be restricted on CUCM 6.1(x). Please see Arc Design Guide for more information. For full searchable, scalable Busy Lamp display we recommend you upgrade to CUCM 7.1.5.

Internal, IVT level testing was completed at Arc but this product was not formally IVT tested.

Recommend you upgrade to Arc 5.1.2 SR1.

See 8.6.2 note (left)



### Important additional information

In preparing for your installation and when using this document please also consult the following:-

- (1) Arc Compatibility and Performance for O/S, VMWare and SQL supported
- (2) Arc Enterprise Premium Edition Installation Manual(s) available with your software
- (3) Arc Design Guide: network, server, integration and feature design & deployment best practice

For more information you may wish to visit the Services menu at [www.arcsolutions.com](http://www.arcsolutions.com)

### Key to matrix

- Compatible with Cisco IVT pass obtained
- Limited Support: See comments
- Not supported