



## **Compatibility Matrix for Cisco Unified Communications Manager and IM & Presence Service, Release 11.x**

[Compatibility Matrix for Cisco Unified Communications Manager and IM and Presence Service, Release 11.x](#) **2**

[Introduction](#) **2**

[Revision History](#) **2**

[Information About Releases](#) **3**

[Upgrade and Migration Paths for Cisco Unified Communications Manager and IM and Presence Service, Release 11.x](#) **4**

[Upgrade and Migration Paths for Release 11.0\(x\)](#) **4**

[Upgrade and Migration Paths for Release 11.5\(x\)](#) **7**

[Compatibility Information for Cisco Unified Communications Manager](#) **10**

[Compatibility Information for IM & Presence Service](#) **11**

Revised: January 10, 2020

# Compatibility Matrix for Cisco Unified Communications Manager and IM and Presence Service, Release 11.x

## Introduction

This document contains compatibility information for 11.x releases of Cisco Unified Communications Manager and the IM and Presence Service. This guide can be used for all 11.0(1) and 11.5(1) versions including SU releases, up to 11.5(1)SU4.



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**Note** To obtain compatibility information for Releases 11.5(1)SU5 and later, refer to *Compatibility Matrix for Cisco Unified Communications Manager and the IM and Presence Service 11.5(1)SU5 - SU7* at [https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/cucm/compat/11\\_x/cucm\\_b\\_compatibility-matrix-cucm-imp-1151su5-su7.html](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/compat/11_x/cucm_b_compatibility-matrix-cucm-imp-1151su5-su7.html).

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## Revision History

**Table 1: Compatibility Matrix Revision History**

Date	Changes
January 10, 2020	Added introduction to highlight 11.x SU usage for document and upgrade paths.
September 09, 2018	Edited interdomain federation support around business to business chat+calling support.
April 20, 2018	Removed AOL as supported integration as AOL has removed support for AOL Instant Messenger.
March 16, 2017	Updated upgrade paths. Provided additional detail that splits out upgrades from MCS hardware vs upgrades from virtualized systems. Also added upgrade restrictions.
March 7, 2017	Added Cisco Unified Communications Manager 11.0(1a)SU3. Also added 9.1(2)SU6 as upgrade option.
January 23, 2017	Added Cisco Unified Communications Manager Release 11.5(1)SU2.
November 01 2016	Added 10.5(2)SU4 as an upgrade option for all 11.x releases.
August 22 2016	Added upgrade paths for Release 11.5(1)SU1 of Cisco Unified Communications Manager and IM and Presence Service. Also added 10.5(2)SU3a as an upgrade path for Cisco Unified Communications Manager 11.x releases.
June 21 2016	Updated for 11.5(1). Changed title to 11.x.
June 09, 2016	Added upgrade paths to Cisco Unified Communications Manager, Release 11.0(1a)SU2.
April 14, 2015	Added 9.1(2)SU5 as a supported upgrade path.

Date	Changes
March 22, 2016	Edits to Interclustering topic for IM and Presence Service. Cisco Unified Presence 8.6 is not a supported peer. Changed supported 11.x integration references to 11.0. Release 11.5 is not yet available or verified.
January 14, 2016	Added Cisco Unified Communications Manager 10.5(2)SU3 as a supported an upgrade path. Converted to single-chapter document to resolve publishing issues.
November 05, 2015	Added release 11.0(1a)SU1
October 26, 2015	Added Supported Federations for IM and Presence Service
September 01, 2015	Added 9.1(2)SU4 as a supported upgrade path for 11.0(1) and 11.0(1a)
July 22, 2015	Added 10.5(2)SU2a as a supported upgrade path for 11.0(1) and 11.0(1a)
July 14, 2015	Added release 11.0(1a)
June 22, 2015	Initial create for 11.x

## Information About Releases

### Notes About Engineering Specials (ESs), Service Updates (SUs), And Windows Service Release (SR) Upgrades

If you run a Linux or Windows Engineering Special (ES), a Service Update (SU), or a Windows Service Release (SR) for any version listed in the “Direct upgrade” tables, you can also upgrade to the target version for that section.

If you install an ES, it may contain fixes that are not included in newer releases. For example, a fix in the latest 10.5(1)es, 10.5(1.32xx-x), may not be included in 10.5(2x) because the fix was not available prior to the release of 10.5(2x). In this example, a later ES on the 10.5(2x) branch may be required to retain the same fixes.

### Restricted and Unrestricted

Cisco Unified Communications Manager and Cisco Unified Communications Manager IM and Presence Service are available in both US Export Restricted and US Export Unrestricted (UNRST). The Restricted version contains full encryption capabilities. The Unrestricted version contains fewer encryption capabilities.

The US Export Restricted release has always been available from Cisco. A sample file name for US Export Restricted would be UCSInstall\_UCOS\_#.#.#.#####-#.sgn.iso.

The US Export Unrestricted UNRST release complies with import /export restrictions to various countries and is available in limited markets. A sample file name for US Export Unrestricted would be UCSInstall\_UCOS\_UNRST\_#.#.#.#####-#.sgn.iso.

UNRST releases support fewer encryption capabilities and are classified as US export unrestricted. UNRST releases are intended for customers for which US Export and/or Foreign Import Encryption Regulations apply.




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**Note** Once installed, UNRST releases can never be converted or upgraded to releases which support full encryption capabilities

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## Long-Life Releases

Long-Life Releases are the final planned releases on a major train and will be the last releases to go End-of-Support on a major train. Customers planning to remain on one version of code for an extended period of time should select a Long-Life Release for their deployment.



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**Note** "Major" releases are differentiated by the first digit of the release number; 9.x, 10.x are examples of "major" releases.

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## Upgrade and Migration Paths for Cisco Unified Communications Manager and IM and Presence Service, Release 11.x

The tables in the following sections list the supported upgrade and migration paths for Cisco Unified Communications Manager and IM and Presence Service Release 11.x. Service Updates (SU) within each path are also supported, unless otherwise indicated. Use the tables in the following sections to determine whether you can upgrade or migrate from your currently installed version, and which of the upgrade methods are available to you:

- direct upgrades using either the Unified CM OS Admin interface or the Cisco Prime Collaboration Deployment (PCD) Upgrade task
- migrations using the PCD Migration task

To view the supported paths, see:

- [Upgrade and Migration Paths for Release 11.0\(x\), on page 4](#)
- [Upgrade and Migration Paths for Release 11.5\(x\), on page 7](#)



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**Note** Cisco Unified Communications Manager and IM and Presence Service support an export unrestricted (XU) version, in addition to the export restricted (K9) version. If your currently installed version is export unrestricted, you cannot upgrade to an export restricted release.

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## Upgrade and Migration Paths for Release 11.0(x)

Use the tables below to determine whether you can upgrade or migrate from your currently installed version of Cisco Unified Communications Manager and IM and Presence Service. The supported path and the method that you can use to perform the upgrade or migration depend on whether your current version is installed directly on server hardware or on a virtual machine:

- [Deployments on Cisco Media Convergence Server \(MCS\) 7800 Series Hardware, on page 5](#)
- [Deployments on Virtual Machines, on page 5](#)



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**Note** The "11.0(x)" and "11.0(y)" classifications are inclusive of any 11.5(1) release, including SU releases.

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## Deployments on Cisco Media Convergence Server (MCS) 7800 Series Hardware

You cannot install or run Cisco Unified Communications Manager and the IM and Presence Service directly on server hardware; you must run these applications on virtual machines. The tables below list the supported migration paths for deployments that are currently running on Cisco 7800 Series Media Convergence Server (MCS 7800) hardware. All of the supported migration paths listed below are physical-to-virtual (P2V) migrations.



**Note** The tables below lists the upgrade paths supported for MCS 7800 Series servers, with the following exceptions:

- MCS 7816-C1 for Business Edition 3000 (BE3000)
- MCS 7828 for Business Edition 5000 (BE5000)

PCD migrations are not supported for BE3000 and BE5000 deployments. We recommend a fresh installation for upgrades from these products.

**Table 2: Unified Communications Manager Releases Installed on MCS 7800 Series Hardware**

From	To	Supported Method
6.1(5)	11.0(x)	PCD Migration
7.1(3) and 7.1(5)	11.0(x)	PCD Migration
8.x	11.0(x)	PCD Migration
9.x	11.0(x)	PCD Migration

**Table 3: Cisco Unified Presence and IM and Presence Releases Installed on MCS 7800 Series Hardware**

From	To	Supported Method
CUP 8.5(4)	11.0(x)	PCD Migration
CUP 8.6(3), 8.6(4), and 8.6(5)	11.0(x)	PCD Migration
IM and Presence 9.x	11.0(x)	PCD Migration

## Deployments on Virtual Machines

The tables below list the supported upgrade and migration paths for Cisco Unified Communications Manager and IM and Presence Service deployments that are currently running on virtual machines. All of the supported upgrade and migration paths listed below are virtual-to-virtual (V2V). Service Updates (SU) within each path are supported, unless otherwise indicated.

**Table 4: Unified Communications Manager Releases Installed on Virtual Machines**

<b>From</b>	<b>To</b>	<b>Supported Method</b>
8.6(x)	11.0(x)	Cisco Unified OS Admin PCD Migration PCD Upgrade
9.0(x)	11.0(x)	PCD Migration PCD Upgrade
9.1(x)	11.0(x)	PCD Migration PCD Upgrade Cisco Unified OS Admin
10.0(x) <b>Note</b> Exceptions exist for some 10.5(2) SU releases; see <a href="#">Upgrade Path Restrictions for Release 11.0(x)</a> , on page 7 for more information.	11.0(x)	PCD Migration PCD Upgrade
10.5(x) <b>Note</b> Exceptions exist for some 10.5(2) SU releases; see <a href="#">Upgrade Path Restrictions for Release 11.0(x)</a> , on page 7 for more information.	11.0(x)	PCD Migration PCD Upgrade Cisco Unified OS Admin
11.0(x)	11.0(y)	Cisco Unified OS Admin PCD Migration PCD Upgrade

**Table 5: Cisco Unified Presence and IM and Presence Releases Installed on Virtual Machines**

<b>From</b>	<b>To</b>	<b>Supported Method</b>
CUP 8.5(4)	11.0(x)	PCD Migration
CUP 8.6(3), 8.6(4), and 8.6(5)	11.0(x)	PCD Migration or PCD Upgrade
CUP 8.6(x)	11.0(x)	Cisco Unified OS Admin
IM and Presence 9.0(x)	11.0(x)	PCD Migration or PCD Upgrade
IM and Presence 9.1(x)	11.0(x)	PCD Migration or PCD Upgrade Cisco Unified OS Admin
IM and Presence 10.0(x)	11.0(x)	PCD Migration or PCD Upgrade

From	To	Supported Method
IM and Presence 10.5(x)	11.0(x)	PCD Migration or PCD Upgrade Cisco Unified OS Admin
IM and Presence 11.0(x)	11.0(y)	Cisco Unified OS Admin PCD Migration or PCD Upgrade

## Upgrade Path Restrictions for Release 11.0(x)

Upgrade and migration paths generally support the Service Updates (SU) within each path; however, there are some exceptions for specific SU releases. The table below lists the exceptions for upgrades and migrations to Cisco Unified Communications Manager Release 11.0(x).

**Table 6: Restrictions to Supported Upgrade and Migration Paths, Cisco Unified Communications Manager Release 11.0(x)**

From	To	Description
10.5(2)SU4a	11.0(1.10000-10)through 11.0(1.22048-1)	Path is unsupported.
10.5(2)SU5	Any 11.0(1)x release	Path is unsupported.

## Upgrade and Migration Paths for Release 11.5(x)

Use the tables below to determine whether you can upgrade or migrate from your currently installed version of Cisco Unified Communications Manager and IM and Presence Service. The supported path and the method that you can use to perform the upgrade or migration depend on whether your current version is installed directly on server hardware or on a virtual machine:

- [Deployments on Cisco Media Convergence Servers Hardware, on page 7](#)
- [Deployments on Virtual Machines, on page 8](#)




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**Note** The "11.5(x)" and "11.5(y)" classifications are inclusive of any 11.5(1) release, including SU releases.

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## Deployments on Cisco Media Convergence Servers Hardware

You cannot install or run Cisco Unified Communications Manager and the IM and Presence Service directly on server hardware; you must run these applications on virtual machines. The tables below list the supported migration paths for deployments that are currently running on Cisco 7800 Series Media Convergence Server (MCS 7800) hardware. All of the supported migration paths listed below are physical-to-virtual (P2V) migrations.



**Note** The tables below list the upgrade paths supported for MCS 7800 Series servers, with the following exceptions:

- MCS 7816-C1 for Business Edition 3000 (BE3000)
- MCS 7828 for Business Edition 5000 (BE5000)

PCD migrations are not supported for BE3000 and BE5000 deployments. We recommend a fresh installation for upgrades from these products.

**Table 7: Unified Communications Manager Releases Installed on MCS 7800 Series Hardware**

From	To	Supported Method
6.1(5)	11.5(x)	PCD Migration
7.1(3) and 7.1(5)	11.5(x)	PCD Migration
8.x	11.5(x)	PCD Migration
9.x	11.5(x)	PCD Migration

**Table 8: Cisco Unified Presence and IM and Presence Releases Installed on MCS 7800 Series Hardware**

From	To	Supported Method
CUP 8.5(4)	11.5(x)	PCD Migration
CUP 8.6(3), 8.6(4), and 8.6(5)	11.5(x)	PCD Migration
IM and Presence 9.x	11.5(x)	PCD Migration

## Deployments on Virtual Machines

The tables below list the supported upgrade and migration paths for Cisco Unified Communications Manager and IM and Presence Service deployments that are currently running on virtual machines. All of the supported upgrade and migration paths listed below are virtual-to-virtual (V2V). Service Updates (SU) within each path are supported, unless otherwise indicated.

**Table 9: Unified Communications Manager Releases Installed on Virtual Machines**

From	To	Supported Method
8.6(x)	11.5(x)	Cisco Unified OS Admin (Direct Refresh) PCD Migration PCD Upgrade (Direct Refresh)
9.0(x)	11.5(x)	PCD Migration PCD Upgrade (Direct Refresh)



<b>From</b>	<b>To</b>	<b>Supported Method</b>
9.1(x)	11.5(x)	PCD Migration PCD Upgrade (Direct Refresh) Cisco Unified OS Admin (Direct Refresh)
10.0(x)	11.5(x)	PCD Migration PCD Upgrade (Direct Standard)
10.5(x)	11.5(x)	PCD Migration PCD Upgrade (Direct Standard) Cisco Unified OS Admin (Direct Standard)
11.0(1)	11.5(x)	Cisco Unified OS Admin (Direct Standard) PCD Migration PCD Upgrade (Direct Standard)
11.5(x)	11.5(y)	Cisco Unified OS Admin (Direct Standard) PCD Migration PCD Upgrade (Direct Standard)

**Table 10: Cisco Unified Presence and IM and Presence Releases Installed on Virtual Machines**

<b>From</b>	<b>To</b>	<b>Supported Method</b>
CUP 8.5(4)	11.5(x)	PCD Migration
CUP 8.6(3), 8.6(4), and 8.6(5)	11.5(x)	PCD Migration PCD Upgrade (Direct Refresh)
CUP 8.6(x)	11.5(x)	Cisco Unified OS Admin (Direct Refresh)
IM and Presence 9.0(x)	11.5(x)	PCD Migration PCD Upgrade (Direct Refresh)
IM and Presence 9.1(x)	11.5(x)	PCD Migration PCD Upgrade (Direct Refresh) Cisco Unified OS Admin (Direct Refresh)
IM and Presence 10.0(x)	11.5(x)	PCD Migration PCD Upgrade (Direct Standard) PCD Upgrade (Direct Standard)

From	To	Supported Method
IM and Presence 10.5(x)	11.5(x)	PCD Migration PCD Upgrade (Direct Standard) Cisco Unified OS Admin (Direct Standard)
IM and Presence 11.0(1)	11.5(x)	Cisco Unified OS Admin (Direct Standard) PCD Migration PCD Upgrade (Direct Standard)
IM and Presence 11.5(x)	11.5(y)	Cisco Unified OS Admin (Direct Standard) PCD Migration PCD Upgrade (Direct Standard)

## Upgrade Path Restrictions for Release 11.5(x)

Upgrade and migration paths generally support the Service Updates (SU) within each path; however, there are some exceptions for specific SU releases. The table below lists the exceptions for upgrades and migrations to Cisco Unified Communications Manager Release 11.5(x).

**Table 11: Restrictions to Supported Upgrade and Migration Paths, Cisco Unified Communications Manager Release 11.5(x)**

From	To	Description
10.5(2)SU5	11.5(1.10000-6) through 11.5(1.120xx)	Path is unsupported. For these releases, upgrade to 11.5(1)SU2 instead.

# Compatibility Information for Cisco Unified Communications Manager

## Compatible Software for Cisco Unified Communications Manager

For up-to-date information on compatible software and platforms for Cisco Unified Communications Manager and IM and Presence Service, refer to the CSR Compatibility Matrix at the following URL:

[http://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/uc\\_system/unified/communications/system/Compatibility/CSR-Compatibility-Matrix.html](http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/uc_system/unified/communications/system/Compatibility/CSR-Compatibility-Matrix.html).

## Cisco Unified IP Phones



**Note** Unless they are specified in the "Deprecated Phone Models" list, phone models that are End of Software Maintenance will continue to be supported on the latest Unified Communications Manager releases. However, they will not take advantage of any new Unified Communications Manager or firmware features associated with that release.

For more information on End of Sale phone models, reference the model's End of Sale announcement for information on level of firmware and hardware support.

For a list of phones that have been tested with this release, see the CSR Compatibility Matrix at [http://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/uc\\_system/unified/communications/system/Compatibility/CSR-Compatibility-Matrix.html](http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/uc_system/unified/communications/system/Compatibility/CSR-Compatibility-Matrix.html).

For information about the Cisco Unified Communications Manager Device Package compatibility to support the phones, see [http://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/cucm/compat/matrix/CMDP\\_BK\\_CCBDA741\\_00\\_cucm-device-package-compatibility-matrix.html](http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/compat/matrix/CMDP_BK_CCBDA741_00_cucm-device-package-compatibility-matrix.html).

## Deprecated Phone Models

The following phone models are deprecated and are not supported by Cisco Unified Communications Manager Release 11.5(x). If you are using any of these phone models and you upgrade to Release 11.5(x), you will be unable to use the phone after the upgrade. After you switch over to the new release, registration on the phone will be blocked.

- Cisco IP Phone 12 S
- Cisco IP Phone 12 SP
- Cisco IP Phone 12 SP+
- Cisco IP Phone 30 SP+
- Cisco IP Phone 30 VIP
- Cisco Unified IP Phone 7902G
- Cisco Unified IP Phone 7905G
- Cisco Unified IP Phone 7910
- Cisco Unified IP Phone 7910G
- Cisco Unified IP Phone 7910+SW
- Cisco Unified IP Phone 7910G+SW
- Cisco Unified IP Phone 7912G
- Cisco Unified Wireless IP Phone 7920
- Cisco Unified IP Conference Station 7935

## Compatibility Information for IM & Presence Service

### Hardware Compatibility

For this release, Cisco supports only virtualized deployments of IM and Presence Service on Cisco Unified Computing System servers, or on a Cisco-approved third-party server configuration. For this release, Cisco does not support deployments of IM and Presence Service on Cisco Media Convergence Server servers.

For more information about the deployment of IM and Presence Service in a virtualized environment, see [http://www.cisco.com/c/dam/en/us/td/docs/voice\\_ip\\_comm/uc\\_system/virtualization/virtualization-cisco-ucm-im-presence.html](http://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/uc_system/virtualization/virtualization-cisco-ucm-im-presence.html).

For more information about the VMware that IM and Presence Service supports, see [http://www.cisco.com/c/dam/en/us/td/docs/voice\\_ip\\_comm/uc\\_system/virtualization/collaboration-virtualization-hardware.html](http://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/uc_system/virtualization/collaboration-virtualization-hardware.html).

### Compatible Software for IM and Presence Service

For up to date information on compatible software and platforms for Cisco Unified Communications Manager and IM and Presence Service, refer to the CSR Compatibility Matrix at the following URL:

[http://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/uc\\_system/unified/communications/system/Compatibility/CSR-Compatibility-Matrix.html](http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/uc_system/unified/communications/system/Compatibility/CSR-Compatibility-Matrix.html).

## Supported Integrations

### Interdomain Federation

The following table shows the Interdomain Federations that are supported for IM and Presence Service, 11.x versions.



**Note** As of 11.5(1)SU2, interdomain federation support includes Business to Business chat + calling via Expressway session classification. This includes Office 365, Skype for Business 2015, and Lync 2013.

Federated Enterprise	IM and Presence 11.0	IM and Presence 11.5	Protocol	TCP/TLS
Cisco Unified Presence 7.x, 8.0, 8.5, 8.6	No <sup>1</sup>	No <sup>1</sup>	—	—
IM and Presence Service 9.0, 9.1, 10.0, 10.5x, 11.0, 11.5	Yes	Yes	XMPP	TCP and TLS
WebEx Messenger 7.x	Yes	Yes	XMPP	TCP and TLS
Jabber XCP (XMPP federation)	Yes	Yes	XMPP	TCP and TLS
IBM Sametime 8.2, 8.5	Yes	Yes	XMPP	TCP and TLS
GoogleTalk	Yes <sup>2</sup>	Yes <sup>2</sup>	XMPP	TCP
Microsoft LCS 2005	No	Yes	SIP <sup>3</sup>	TCP and TLS
Microsoft OCS 2007 and 2007 R2 (Direct Federation)	Yes	Yes	SIP <sup>3</sup>	TCP and TLS
Microsoft OCS 2007 and 2007 R2 (Business to Business)	Yes	Yes	SIP <sup>3</sup>	TCP and TLS
Microsoft Lync 2010, 2013 (Direct Federation)	Yes	Yes	SIP <sup>3</sup>	TLS
Microsoft Lync 2010, 2013 (Business to Business)	Yes	Yes	SIP <sup>3</sup>	TLS
Skype for Business 2015 (Direct Federation)	No	No	—	—
Skype for Business 2015 (Business to Business)	No	Yes <sup>4</sup>	SIP	TLS
Office 365	No	Yes <sup>4</sup>	SIP	TLS

<sup>2</sup>Not supported due to End of Software maintenance. See End-of-Life and End-of-Safe Notices.

<sup>3</sup> Be aware that Google are planning to discontinue support for XMPP federation. Refer to Google for more information.

<sup>4</sup>Only SIP federation to Microsoft clients is supported

<sup>5</sup> Skype for Business and Office 365 supported as of 11.5(1)SU2.

## Cisco Adaptive Security Appliance Support in Interdomain Federation

The 11.x versions of IM and Presence Service support Cisco ASA Version 9.0.4-1.

## Group Chat Support in Interdomain Federation

The XMPP protocol supports group chat over federation, assuming that the federated enterprise supports group chat.

## Intradomain Federation

Federated Enterprise	IM & Presence 11.0	IM & Presence 11.5	Protocol	TCP/TLS	Chat + Calling via Expressway Gateway <sup>1</sup>
Microsoft LCS 2005	No	No	—	—	No
Microsoft OCS 2007	No	No	—	—	No
Microsoft OCS 2007 R2	Yes	Yes	SIP	TCP and TLS	No
Microsoft Lync 2010	Yes	Yes	SIP	TLS	Yes
Microsoft Lync 2013	Yes	Yes	SIP	TLS	Yes
Skype for Business 2015	No	Yes <sup>2</sup>	—	—	No

<sup>1</sup>Minimum Expressway-C version is X8.8.

<sup>2</sup>Skype for Business supported as of 11.5(1)SU2.

## Intercluster Peering

The following table shows the intercluster configurations that are supported in IM and Presence Service Release 11.0 and 11.5.



**Note** These intercluster configurations also support interdomain and intradomain federation.

Intercluster with	IM and Presence Service Release 11.0	IM and Presence Service Release 11.5
Cisco Unified Presence 8.6	No	No
IM and Presence Service 9.0(1)	Yes	Yes
IM and Presence Service 9.1(1)	Yes	Yes
IM and Presence Service 10.0(1)	Yes	Yes
IM and Presence Service 10.5(1)	Yes	Yes
IM and Presence Service 10.5(2)	Yes	Yes
IM and Presence Service 11.0(1)	Yes	Yes
IM and Presence Service 11.5(1)	Yes	Yes

## Supported Interfaces

IM and Presence Service supports the following interfaces:

- SIP/SIMPLE
- REST
- SOAP
- XMPP
- Cisco AJAX XMPP Library (CAXL)



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