

Cisco Unified Communications Support for Microsoft Windows 7

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October 22, 2009, was the public release of Microsoft Windows 7.

Cisco is committed to maintaining a high degree of interoperability between Cisco® Unified Communications Solutions and Microsoft software. As part of this ongoing commitment, we already support Microsoft Windows 7 across many of our product lines.

Across the software industry, the migration of software applications from a 32-bit architecture to a 64-bit architecture is taking place as 64-bit computer, driver, and operating system support becomes widespread. Cisco's evaluations of 32-bit Cisco Unified Communications desktop applications have not shown any significant loss in functions when running these applications in 64-bit Windows machines running in 32-bit emulation mode (WoW64, enabled in Windows by default). To avoid delays in the much-anticipated Cisco Unified Communications System Release 8.0, Cisco is maintaining our current release schedules and plan to gradually introduce Windows 7 as well as native 64-bit support.

Table 1 indicates the first-customer-shipment (FCS) dates for specific Cisco Unified Communications products with planned support of Microsoft Windows 7. **Unless otherwise stated, support is for Windows 7 32-bit only, or for operation on 32-bit emulation mode (WoW64) on 64-bit Windows 7.**

Information is current as of December 2009. Table 1 will be updated as additional information such as maintenance or service release and native 64-bit support details become available. Please direct any questions to your local Cisco account team or channel representative.

Table 1. Cisco Unified Communications Support for Microsoft Windows 7

Product	Windows 7 Support FCS Dates
Cisco Unified Business Attendant Console	Version 8.1, FCS Q2CY10
Cisco Unified Department Attendant Console	Version 8.1, FCS Q2CY10
Cisco Unified Enterprise Attendant Console	Version 8.1, FCS Q2CY10
Cisco Unified Communications Manager Assistant	Version 8.5, FCS Q4CY10
Cisco Unified TAPI TSP Client (including Wave Driver)	Version 8.5, FCS Q4CY10
Cisco Unified JTAPE Client	Not Applicable
Cisco Unified Communications Manager Windows Trace Collection Tool	Investigating
Cisco Unified Communications Manager AXL SDK Toolkit	Version 8.5, FCS Q4CY10
Cisco Unified Communications Manager Security Token Advisory (CTL Client)	Version 8.5, FCS Q4CY10
Cisco Unified Communications Manager Real-Time Monitoring Tool (RTMT)	Version 8.5, FCS Q4CY10
Voice Log Translator	Version 8.5, FCS Q4CY10
Cisco Unified Application Environment Application Designer	Version 8.5, FCS Q4CY10
Cisco Unified Intelligent Contact Management (ICM) and Cisco Unified Contact Center Enterprise and Hosted (Administration Client, Internet Script Editor, and support tools)	Version 8.0, FCS Q1CY10
Cisco Unified Intelligence Center (Note: WebView will not be supported on Windows 7)	Version 8.0, FCS Q1CY10

Cisco Unified Contact Center Management Portal	Version 8.0, FCS Q1CY10
Cisco Agent Desktop, Cisco Supervisor Desktop, and Cisco CTI Toolkit Options	Version 7.5(8), FCS Q1CY10 Version 8.0, FCS Q1CY10
Cisco Unified E-Mail Interaction Manager	Target FCS Q1CY11 or earlier
Cisco Unified Web Interaction Manager	Target FCS Q1CY11 or earlier
Cisco Unified Customer Voice Portal (VoiceXML Studio)	Version 8.5, FCS Q4CY10
Cisco Unified Contact Center Express (Cisco Agent Desktop and Cisco Supervisor Desktop)	Version 7.0(2), Q2CY10 Version 8.0, FCS Q1CY10
Cisco Unified Contact Center Express (Historical Reporting Client and Workflow Editor)	Version 7.0(2), Q2CY10 Version 8.0(1) SR1, FCS Q3CY10
Cisco Unified Workforce Optimization (quality management)	Targeted for Version 8.0, FCS Q2CY10
Cisco Unified Workforce Optimization (workforce management)	Version 8.5, FCS Q4CY10
Cisco Unified IP IVR Historical Reporting Client and Workflow Editor	Version 8.0(1) SR1, FCS Q3CY10
Cisco IP Communicator	Targeted by Version 8.5, FCS Q4CY10
Cisco Unified Personal Communicator	Version 8.0, FCS Q2CY10
Cisco Unified MeetingPlace® 7	Version 7.0, FCS Q2CY10
Cisco Unified MeetingPlace 7 Client	Version 7.0, FCS Q2CY10
Cisco Unified MeetingPlace 8	Version 8.5, FCS Q4CY10
Cisco Unified MeetingPlace 8 Client	Version 8.5, FCS Q4CY10
Cisco UC Integration™ for Microsoft Office Communicator	Version 8.0, FCS Q2CY10
Cisco Unified Video Advantage	Targeted for Version 8.5, FCS Q4CY10
Cisco Unity® unified messaging	Version 8.0, FCS Q1CY10; 32 and 64 bit
Cisco Unity ViewMail for Microsoft Outlook (VMO)	Version 8.0, FCS Q1CY10
Cisco Unity ViewMail for Lotus Notes (VMN)	Investigating; dependent on Lotus Notes Windows 7 support
Cisco Unity Connection ViewMail for Microsoft Outlook (VMO)	Targeted for Version 8.5, FCS Q4CY10
Cisco Unity Connection ViewMail for Lotus Notes (VMN)	Targeted for Version 8.5, FCS Q4CY10; dependent on Lotus Notes Windows 7 support
Cisco Unified Communications Widgets • Cisco Click-to-Call	Version 8.0, FCS Q2CY10
Cisco Phone Control and Presence with IBM Lotus Sametime	Targeted by Version 8.5, FCS Q4CY10; dependent on Lotus Sametime Windows 7 support
Cisco Click-to-Call and Conference with IBM Lotus Sametime	Targeted by Version 8.5, FCS Q4CY10; dependent on Sametime Windows 7 support
Cisco Unified MeetingPlace Click to Conference with IBM Lotus Sametime Instant Messaging	Version 8.5, FCS Q4CY10; dependent on Sametime Windows 7 support
Cisco Unified MeetingPlace with IBM Lotus Sametime Web	Version 8.5, FCS Q4CY10; dependent on Sametime Windows 7 support
Cisco Unified Messaging with IBM Lotus Sametime	Targeted by Version 8.5, FCS Q4CY10; dependent on Sametime Windows 7 support

It is important that Cisco customers understand that the planned Windows 7 support features described in this field notice have not reached general availability status and remain in varying stages of development, and the information provided herein is for informational purposes only and is subject to change. It is also important that Cisco customers understand that the planned Windows 7 support features set forth in this field notice are separate from, and are not essential to, any terms and conditions of their existing purchase contracts with Cisco, including the functions of any products or deliverables under such contracts. Cisco will have no liability for any delay in delivery, or failure to deliver, any or all of the planned Windows 7 support features set forth herein. Therefore, any such delay or failure will not in any way grant to Cisco customers the right to return, refund, adjust, or exchange any previously purchased Cisco products or products that customers may purchase under their Cisco purchase contracts.



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