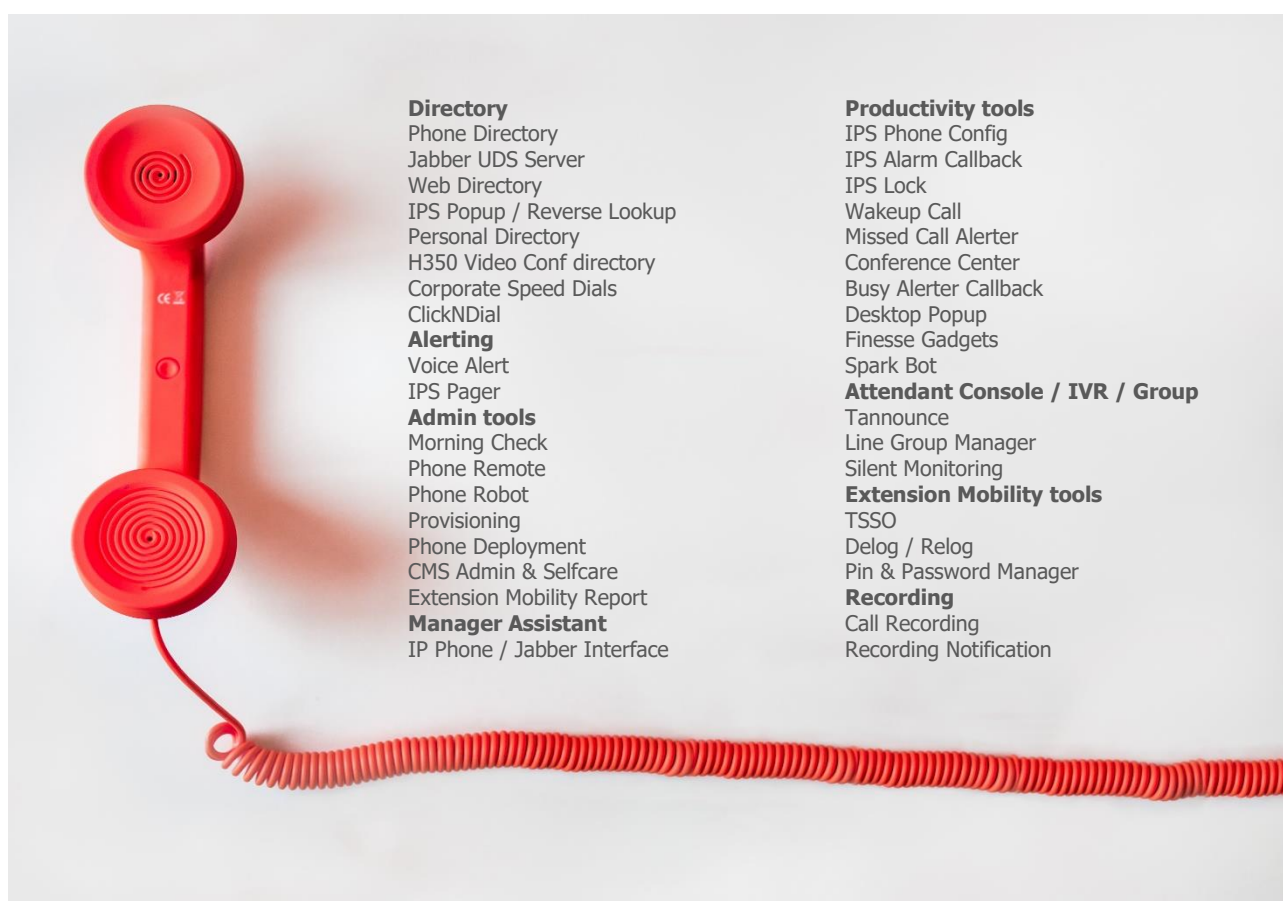


telisca products compatibility matrix

Cisco Unified Communications Manager 12 or 12.5



Setup 5 (IPS Framework & Administration v5) or higher and telisca CTI Server 3 or higher have been validated to support CUCM 12.

The following list describes the modules' version validated or **upgraded** to support CUCM 12. When the application does not require a specific module, the Framework (IPSW) and/or CTI Server (CTI) version is indicated.

Products	Module codes	Versions
IPS Global Directory Suite	IPSGDIR	4.3
IPS Manager Assistant	IPSW, IPSMA	5, 3.1
IPS Phone Config	IPSW, IPSPCFG	5, 4.4.1
IPS Lock	IPSW, IPSPCFG	5, 4.4.1
IPS Alarm Callback	CTI	3
IPS Pager	IPSPAGER	3.2
TAnnounce	IPSW, CTI	5, 3
Busy Alerter	IPSW, CTI	5, 3
telisca Recording	TRM	3
Recording Notification	IPSW, CTI	4, 3
ClickNDial	CLICKNDIAL	2.x
TSSO	TSSO	3.0
Missed Calls eMail Alerter	IPSW, CTI	5, 3
Voice Alert	IPSW, CTI	5, 3
Wake Up Call	CTI	3
Attendant Console	ATTD, CTI	2.0, 3
Conference Center	CTI	3
Desktop Popup	CTI	3
Silent Monitoring	CTI	3
Delog-Relog	IPSW	3
Phone Robot	IPSW, CTI	5, 3
PIN & Pwd Manager	IPSW, CTI	5, 3
MediaSense Extension	MSX	3.0

Note: No module update was required to support CUCM 12.5 instead of CUCM 12.

Note: CUCM 12.5 includes a change in the way the URL requested by the External Call Control Profiles is used which may cause an issue with some telisca applications.

We have found a workaround by adding a parameter to the URL (ex: /?do=TANNCE), for:

- IPS Manager Assistant (when filtering by ECCP)
- TAnnounce (to change calling number)
- Recording Notification (to redirect calls)
- Busy Alerter Callback (new ECCP mode)

We provide a workaround by adding a RewriteURL module to IIS (which is installed automatically by Setup 6.1.3 and above), for:

- IPS Global Directory Reverse Lookup
- IPS Lock

Note: When upgrading to CUCM 12 or 12.5,

- Cisco JTAPI client must be uninstalled, the new version downloaded from CUCM and reinstalled,
- New CUCM version must be checked and saved from IPS Administration, Global Config menu in CUCM Config screen.