

telisca products compatibility matrix

Cisco Unified Communications Manager 14



Setup 6 and 7 have been tested with CUCM 14. The minimum version of setup required varies depending of telisca application.

The following list shows the SETUP versions validated or **developed** to support CUCM 14.

telisca applications	Minimum Setup Version
Global Directory	6.1.3
IPS Manager Assistant	6.1
IPS Phone Config	7.3
IPS Lock	7.3
IPS Alarm Callback	6.1
IPS Pager	6.1
TAnnounce	7.3
Attendant Console	7.3
Busy Alerter	7.3
telisca Recording	4 ⁽¹⁾
Recording Notification	7.3
Voice Alert	7.3
Morning Check	7.3
ClickNDial	2.4 ⁽²⁾
TSSO	6.1
Missed Calls eMail Alerter	7.3
Silent Monitoring	7.3
UCCX Agent	7.3
Video Collaboration Endpoints Suite	7.1
Wake Up Call	6.1
Conference Center	6.1
Desktop Popup	6.1
Delog-Relog	6.1
Phone Robot	6.1
Phone Remote	6.1
PIN & Pwd Manager	6.1

- 1) *Recording Setup version*
- 2) *ClickNDial Setup version*

Note: Since CUCM 12.5, Cisco has changed the way the External Call Control Profiles requests the URL. It was creating 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 the calling number)*
- *Recording Notification (to redirect calls)*
- *Busy Alerter Callback (in 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 14:

- *Cisco JTAPI client must be upgraded, this can be done using telisca Setup,*
- *New CUCM version must be checked and saved from IPS Administration, Global Config menu in CUCM Config screen.*