# Compatibility Matrix for Cisco Unity Connection

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# Compatibility Matrix for Cisco Unity Connection

This document describes different combinations of the softwares, such as operating systems and web browsers to access voicemails using various client applications. It also provides the information on different version combination for SCCP, SIP, and video integration of Cisco Unity Connection with Cisco Unified Communications Manager.

## Client Compatibility Matrix for Cisco Unity Connetion

This section describes the various combinations of operating systems, client applications, and web browsers installed on user workstations to access Cisco Unity Connection web tools and client applications in all versions of Unity Connection and Cisco Business Edition 6000/ 7000.

> **Note**
> - For user workstation and administrator workstation requirements in Unity Connection, see the applicable version of *System Requirements for Cisco Unity Connection* at http://www.cisco.com/c/en/us/support/unified-communications/unity-connection/products-installation-guides-list.html.
> - For user workstation and administrator workstation requirements in Cisco Business Edition 6000 at http://www.cisco.com/c/en/us/support/unified-communications/business-edition-6000/products-installation-guides-list.html.

## Matrices for Unity Connection 12.x and Cisco Business Edition 6000/7000

This section provides the compatibility matrices of the different operating systems of Unity Connection 12.x and Cisco Business Edition 6000/7000 with the following web applications or clients:

- Cisco ViewMail for Microsoft Outlook
- Web Inbox
- Mini Web Inbox
- IMAP Clients
- Messaging Assistant and Personal Call Transfer Rules
- Cisco Unity Connection Administration

### Browser Support for Unity Connection 12.x

Consider the following points with reference to different Unity Connection applications:

**Web Inbox**

- Audio Recording on Windows computer requires Flash Player 30 or higher to record the voice messages on Web Inbox.
- By default, SSL connection for Jetty server is disabled in Unity Connection and SSL is enabled for web browsers. To enable auto refresh functionality in Web Inbox, either the administrator needs to enable Comet Notifications over SSL feature or the end user needs to disable the SSL settings on the browser. To disable the SSL settings on a browser, the end user needs to follow the given steps for specific web browsers:

    - In Internet Explorer, the message Only secure content is displayed, arises when you visit a website that contains mixed content i.e. encrypted https and non-encrypted http on the same web page. On this message window when you select the Show all content button, auto refresh works fine.

- In Firefox, when you select the security shield in the web address bar and select Disable protection mode, auto refresh works fine.
- In Chrome, when you select the security shield in the web address bar and select Load unsafe script, auto refresh works fine.

**Mini Web Inbox**

- Audio Recording on Windows computer requires Flash Player 30 or higher to record the voice messages on Mini Web Inbox.
- Make sure the trusted certificate of the certification authority is added to the Trusted Root Store on the user workstations in order to access the notifications via email and the voice message via Mini Web Inbox. For more information on how to configure the trusted certificate on Unity Connection, see the "Securing the Connection between Cisco Unity Connection, Cisco Unified Communications Manager, and IP Phones " chapter of the *Security Guide for Cisco Unity Connection, Release 12.x*, available at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/12x/security/b_12xcucsecx.html .
- Make sure to perform the steps to configure the HTML notification on user workstation. For more information on how to configure the HTML notifications, see the "Configuring Unity Connection for HTML-based Message Notification" section of the "Configuring an Email Account to Access Cisco Unity Connection Voice Messages" chapter of the *User Workstation Setup Guide for Cisco Unity Connection, Release 12.x*, available at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/12x/user_setup/guide/b_12xcucuwsx.html .

**Note** For more information on Mini Web Inbox, refer to the Quick Start Guide for the Cisco Unity Connection Mini Web Inbox available at http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/12x/quick_start/guide/b_12xcucqsgminiinbox.html.

**Cisco Unity Connection Administration**, **Messaging Assistant** and **Personal Call Transfer Rule**

- With Unity Connection 12.0(1) SU2 and later, Media Player also supports the computer device along with phone to provide the functionality of play, record, upload and download.

**Supported Version Combinations of Operating Systems, Web Browsers, IMAP Clients and ViewMail Applications**

| Supported Operating System | Supported Browser | | IMAP Clients | ViewMail Application (Compatibility with latest available version - 12.0(2)) |
|---|---|---|---|---|
| | Web Inbox and Mini Web Inbox | Cisco Unity Connection Administration, Messaging Assistant and Personal Call Transfer Rules | | |
| Window 10 [1] (32-bit and 64-bit) • Professional • Enterprise | • Firefox • 61 • 61 ESR • Chrome • 68 • Edge • 42 | • Firefox [2] • 61 • 61 ESR • Internet Explorer • 11 [3] • Chrome • 68 • Edge • 42 | • Outlook • 2016 • 2013 • 2010 • IBM Notes • 9 [4] • Thunderbird • 60 • 60 ESR | • Outlook • 2016 [5] [6] • 2013 [6] • 2010 |
| Windows 8.1 [7] (32-bit and 64-bit) • Standard • Professional • Enterprise | • Firefox • 61 • 61 ESR • Chrome • 68 | • Firefox [2] • 61 • 61 ESR • Internet Explorer [3] • 11 • Chrome • 68 | • Outlook • 2016 • 2013 • 2010 • IBM Notes • 9 [4] • Thunderbird • 60 • 60 ESR | • Outlook • 2016 [5] [6] • 2013 [6] • 2010 |

| Supported Operating System | Supported Browser | | IMAP Clients | ViewMail Application (Compatibility with latest available version - 12.0(2)) |
|---|---|---|---|---|
| | **Web Inbox and Mini Web Inbox** | **Cisco Unity Connection Administration, Messaging Assistant and Personal Call Transfer Rules** | | |
| Windows 7 (32-bit and 64-bit) • Standard • Professional • Enterprise | • Firefox • 61 • 61 ESR • Chrome • 68 • Edge • 42 | • Firefox [2] • 61 • 61 ESR • Internet Explorer [3] • 11 • Chrome • 68 | • Outlook • 2016 • 2013 • 2010 • IBM Notes • 9 [4] • Thunderbird • 60 • 60 ESR | • Outlook • 2016[5][6] • 2013 [6] • 2010 |
| Mac OS X 10.13 (**macOS** High Sierra) | • Firefox[8] • 60 • 60 ESR • Safari • 12 • Chrome • 68 | • Firefox [2] • 60 • 60 ESR • Safari[9] • 12 • Chrome • 68 | • Outlook • 2016 • Apple Mail • 11.5 • Thunderbird • 52 • 52 ESR | Not Applicable |
| Mac OS X 10.12 (macOS Sierra) | • Firefox [8] • 60 • 60 ESR • Safari • 10 • Chrome • 68 | • Firefox [2] • 60 • 60 ESR • Safari [9] • 10 • Chrome • 68 | • Outlook • 2016 • Apple Mail • 10.3 • Thunderbird • 60 • 60 ESR | Not Applicable |

| Supported Operating System | Supported Browser | | IMAP Clients | ViewMail Application (Compatibility with latest available version - 12.0(2)) |
|---|---|---|---|---|
| | Web Inbox and Mini Web Inbox | Cisco Unity Connection Administration, Messaging Assistant and Personal Call Transfer Rules | | |
| Mac OS X 10.11 (EI Capitan) | • Firefox [8]<br>• 60<br>• 60 ESR<br>• Safari<br>• 10<br>• Chrome<br>• 68 | • Firefox [2]<br>• 60<br>• 60 ESR<br>• Safari [9]<br>• 10<br>• Chrome<br>• 68 | • Outlook<br>• 2016<br>• Apple Mail<br>• 10.3<br>• Thunderbird<br>• 60<br>• 60 ESR | Not Applicable |

[1] Windows 10 in the Desktop Mode.

[2] Firefox does not display any pop-up for muted microphone. Make sure to unmute the microphone while recording with Media Player using computer device.

[3] On IE11 browser, recording and playback in Media Player gets reset when you change the volume.

[4] IBM Notes 9 with Fix Pack 9 is supported in Unity Connection.

[5] "Click-to-Run with App virtualization" for Outlook 2016 is supported with ViewMail for Outlook.

[6] "Inline Forward and Reply" functionality for Outlook 2013 and above, is not supported with ViewMail for Outlook.

[7] Windows 8.1 in the Desktop Mode.

[8] On Mac OS X, computer record and play is not available on Safari and Firefox for Web Inbox and Mini Web Inbox. Only telephone record and play is available.

[9] On Mac OS X, Media Player does not support computer as recording device with Safari. For playback using computer device, go to Safari > Preferences > Websites > AutoPlay and make sure that "Allow All Auto Play" option is selected under "When visiting other websites " drop down list.

## Matrices for Unity Connection 11.x and Cisco Business Edition 6000/7000

This section provides the compatibility matrices of the different operating systems of Unity Connection 11.x and Cisco Business Edition 6000/7000 with the following web applications or clients:

- Cisco ViewMail for Microsoft Outlook
- Web Inbox
- Mini Web Inbox
- IMAP Clients
- Messaging Assistant and Personal Call Transfer Rules
- Cisco Unity Connection Administration

# Browser Support for Unity Connection 11.x

Consider the following points with reference to different Unity Connection applications:

**Web Inbox**

- Audio Recording on Windows computer requires Flash Player 17 or higher to record the voice messages on Web Inbox.
- By default, SSL connection for Jetty server is disabled in Unity Connection and SSL is enabled for web browsers. To enable auto refresh functionality in Web Inbox, either the administrator needs to enable Comet Notifications over SSL feature or the end user needs to disable the SSL settings on the browser. To disable the SSL settings on a browser, the end user needs to follow the given steps for specific web browsers:

    - In Internet Explorer, the message Only secure content is displayed, arises when you visit a website that contains mixed content i.e. encrypted https and non-encrypted http on the same web page. On this message window when you select the Show all content button, auto refresh works fine.

- In Firefox, when you select the security shield in the web address bar and select Disable protection mode, auto refresh works fine.
- In Chrome, when you select the security shield in the web address bar and select Load unsafe script, auto refresh works fine.

**Mini Web Inbox**

- Audio Recording on Windows computer requires Flash Player 17 or higher to record the voice messages on Mini Web Inbox.
- Make sure the trusted certificate of the certification authority is added to the Trusted Root Store on the user workstations in order to access the notifications via email and the voice message via Mini Web Inbox. For more information on how to configure the trusted certificate on Unity Connection, see the "Securing the Connection between Cisco Unity Connection, Cisco Unified Communications Manager, and IP Phones " chapter of the Security Guide for Cisco Unity Connection, Release 11.x, available at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/11x/security/b_11xcucsecx.html .
- Make sure to perform the steps to configure the HTML notification on user workstation. For more information on how to configure the HTML notifications, see the "Configuring Unity Connection for HTML-based Message Notification" section of the "Configuring an Email Account to Access Cisco Unity Connection Voice Messages" chapter of the User Workstation Setup Guide for Cisco Unity Connection, Release 11.x, available at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/11x/user_setup/guide/b_11xcucuwsx.html .

> **Note** For more information on Mini Web Inbox, refer to the Quick Start Guide for the Cisco Unity Connection Mini Web Inbox available at http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/11x/quick_start/guide/b_11xcucqsgminiinbox.html.

**Cisco Unity Connection Administration** , **Messaging Assistant** and **Personal Call Transfer Rule**

- With Unity Connection 11.5(1) SU5 and later, Media Player also supports the computer device along with phone to provide the functionality of play, record, upload and download. To see the compatibility of Media Player with different browsers, refer Supported Version Combinations of Operating Systems and Web Browsers for Unity Connection 11.5(1) SU5, on page 11".

    For supported versions of IMAP client and ViewMail Application, refer Table 1: Supported Version Combinations on Workstation, Browsers , IMAP Clients and ViewMail Applications

- With Unity Connection 11.5(1) and later, a new Media Player is introduced that provides the functionality of play, record, upload and download using phone device. Media Player is compatible with all the browsers, given in the Table.
- For Unity Connection 11.0 (1) and earlier , it is recommended to use Java 8 update 79 with Cisco Unity Connection Administration, Messaging Assistant and Personal Call Transfer Rules.

## Supported Version Combinations of Operating Systems, Web Browsers, IMAP Clients and ViewMail Applications

*Table 1: Supported Version Combinations on Workstation, Browsers , IMAP Clients and ViewMail Applications*

| Supported Operating System | Supported Browser | | IMAP Clients | ViewMail Application |
|---|---|---|---|---|
| | Web Inbox and Mini Web Inbox | Cisco Unity Connection Administration, Messaging Assistant and Personal Call Transfer Rules | | |
| Window 10<br><br>(32-bit and 64-bit)<br>• Professional<br>• Enterprise | • Firefox<br>  • 45<br>  • 45 ESR<br>• Chrome<br>  • 49<br>• Edge<br>  • 20 | • Firefox<br>  • 45<br>  • 45 ESR<br>• Internet Explorer<br>  • 11<br>• Chrome<br>  • 49 [10]<br>• Edge<br>  • 20 [11] | • Outlook<br>  • 2016<br>  • 2013 [12]<br>  • 2010 [13]<br>  • 2007<br>• Windows Live Mail<br>  • 2012<br>• Lotus Notes [14]<br>  • 9 [15]<br>• Thunderbird<br>  • 38<br>  • 38 ESR | • 11.5(1)—Supported with Outlook 2016 [16][17] , 2013 [16][18] , 2010, and 2007. |
| Windows 8.1 [19]<br><br>(32-bit and 64-bit)<br>• Standard<br>• Professional<br>• Enterprise | • Firefox<br>  • 45<br>  • 45 ESR<br>• Chrome<br>  • 49 | • Firefox<br>  • 45<br>  • 45 ESR<br>• Internet Explorer<br>  • 11<br>• Chrome<br>  • 49 [10] | • Outlook<br>  • 2016<br>  • 2013 [12]<br>  • 2010 [13]<br>  • 2007<br>• Windows Live Mail<br>  • 2012<br>• Lotus Notes [14]<br>  • 9 [15]<br>• Thunderbird<br>  • 38<br>  • 38 ESR | • 11.5(1)—Supported with Outlook 2016 [16][17] , 2013 [16][18], 2010, and 2007.<br>• 11.0(1)—Supported with Outlook 2013 [16][18], 2010, and 2007.<br>• 10.0(1)—Supported with Outlook 2013 [16][18], 2010, and 2007.<br>• 9.0(2)—Supported with Outlook 2013 [18], 2010, and 2007. |

| Supported Operating System | Supported Browser | | IMAP Clients | ViewMail Application |
|---|---|---|---|---|
| | Web Inbox and Mini Web Inbox | Cisco Unity Connection Administration, Messaging Assistant and Personal Call Transfer Rules | | |
| Windows 7 (32-bit and 64-bit) • Standard • Professional • Enterprise | • Firefox • 45 • 45 ESR • Chrome • 49 | • Firefox • 45 • 45 ESR • Internet Explorer • 11 • Chrome • 49 [10] | • Outlook • 2016 • 2013 [12] • 2010 [13] • 2007 • Windows Live Mail • 2012 • Lotus Notes [14] • 9 [15] • Thunderbird • 38 • 38 ESR | Same as above |
| Mac OS X 10.11 (El Capitan) | • Firefox[20] • 45 • 45 ESR • Safari • 9 • Chrome • 49 | • Firefox • 45 • 45 ESR • Safari • 9 • Chrome • 49 [10] | • Outlook • 2011 • Apple Mail • 9 • Thunderbird • 45 • 45 ESR | Not Applicable |
| Mac OS X 10.10 (Yosemite) | • Firefox[20] • 45 • 45 ESR • Safari • 8 • Chrome • 49 | • Firefox • 45 • 45 ESR • Safari • 8 • Chrome • 49 [10] | • Outlook • 2011 • Apple Mail • 8 • Thunderbird • 45 • 45 ESR | Not Applicable |

| Supported Operating System | Supported Browser | | IMAP Clients | ViewMail Application |
|---|---|---|---|---|
| | Web Inbox and Mini Web Inbox | Cisco Unity Connection Administration, Messaging Assistant and Personal Call Transfer Rules | | |
| Mac OS X 10.9 (Mavericks) | • Firefox [20] <br><br> • 45 <br> • 45 ESR <br><br> • Safari <br><br> • 7 <br><br> • Chrome <br><br> • 49 | • Firefox <br><br> • 45 <br> • 45 ESR <br><br> • Safari <br><br> • 7 <br><br> • Chrome <br><br> • 49 [10] | • Outlook <br><br> • 2011 <br><br> • Apple Mail <br><br> • 7 <br><br> • Thunderbird <br><br> • 45 <br> • 45 ESR | Not Applicable |

[10] Media Master for Unity Connection 11.0 (1) and earlier, is compatible only with chrome 42 and earlier versions that provide the NPAPI plugin support. In Chrome Version 42, you need to perform the steps mentioned in "Configuring Chrome 42, on page 10section to continue using NPAPI plugins. Unity Connection supports new Media Player with chrome 45 and later versions.

[11] Media Master for Unity Connection 11.0 (1) and earlier, is not compatible with Edge browser.

[12] With Outlook 2013, it is mandatory to install KB2889859 using http://support2.microsoft.com/kb/2889859. The delete operation may not work with Outlook 2013.

[13] Outlook 2010 will stop working if you install KB2956203 update.

[14] Lotus Notes is supported in the Online Mode only but the mark read operation from Web Inbox to Lotus Notes is not synchronized. Also, the delete operation supports only the hard delete of messages in Lotus Notes.

[15] Lotus Note 9 with Fix Pack 3 is supported in Unity Connection.

[16] "Click-to-Run with App virtualization" for Outlook 2016 is supported with ViewMail for Outlook.

[17] "Inline Forward and Reply" functionality for Outlook 2013 and above, is not supported with ViewMail for Outlook.

[18] "Click-to-Run with App virtualization" for Outlook 2013 is supported with ViewMail for Outlook only if Outlook 2010 is already installed on your system.

[19] Windows 8.1 in the Desktop Mode.

[20] On Mac OS X, computer record and play is not available on Safari and Firefox for Web Inbox and Mini Web Inbox. Only telephone record and play is available.

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**Note**
- It is recommended that for 32-bit browsers, the java version should be 32-bit only. 32 bit browser does not support 64 bit java version.
- The IMAP clients support both the IPv4 and IPv6 addresses. However, the IPv6 address works only when the Unity Connection platform is configured in Dual (IPv4/IPv6) mode.

## Configuring Chrome 42

To enable NPAPI in Chrome 42, do the following:

1. Enter the following URL in the address bar: chrome://flags/#enable-npapi
2. Click the **Enable link** under Enable NPAPI Mac, Windows section to enable NPAPI configuration option.

**3.** Click the **Relaunch Now** button at the bottom of the configuration page.

## Supported Version Combinations of Operating Systems and Web Browsers for Unity Connection 11.5(1) SU5

*Table 2: Supported Version Combinations of Operating Systems and Web Browsers for Unity Connection 11.5(1) SU5*

| Supported Operating System | Supported Browser for Web Inbox and Mini Web Inbox | Supported Browser for Cisco Unity Connection Administration, Messaging Assistant and Personal Call Transfer Rules |
|---|---|---|
| Window 10<br><br>(32-bit and 64-bit)<br>• Professional<br>• Enterprise | • Firefox<br>  • 60<br>  • 60 ESR<br><br>• Chrome<br>  • 67<br><br>• Edge<br>  • 40 | • Firefox [21]<br>  • 60<br>  • 60 ESR<br><br>• Chrome<br>  • 67<br><br>• Edge<br>  • 40 |
| Windows 8.1 [22]<br><br>(32-bit and 64-bit)<br>• Standard<br>• Professional<br>• Enterprise | • Firefox<br>  • 60<br>  • 60 ESR<br><br>• Chrome<br>  • 67<br><br>• Edge<br>  • 40 | • Firefox [21]<br>  • 60<br>  • 60 ESR<br><br>• Chrome<br>  • 67<br><br>• Edge<br>  • 40 |
| Windows 7<br><br>(32-bit and 64-bit)<br>• Standard<br>• Professional<br>• Enterprise | • Firefox<br>  • 60<br>  • 60 ESR<br><br>• Chrome<br>  • 67<br><br>• Edge<br>  • 40 | • Firefox [21]<br>  • 60<br>  • 60 ESR<br><br>• Chrome<br>  • 67<br><br>• Edge<br>  • 40 |

| Supported Operating System | Supported Browser for Web Inbox and Mini Web Inbox | Supported Browser for Cisco Unity Connection Administration, Messaging Assistant and Personal Call Transfer Rules |
|---|---|---|
| Mac OS X 10.12 (Sierra) | • Firefox[23]<br><br>  • 60<br><br>  • 60 ESR<br><br>• Safari<br><br>  • 11<br><br>• Chrome<br><br>  • 67 | • Firefox [21]<br><br>  • 60<br><br>  • 60 ESR<br><br>• Safari [24]<br><br>  • 11<br><br>• Chrome<br><br>  • 67 |
| Mac OS X 10.11 (El Capitan) | • Firefox [23]<br><br>  • 60<br><br>  • 60 ESR<br><br>• Safari<br><br>  • 11<br><br>• Chrome<br><br>  • 67 | • Firefox [21]<br><br>  • 60<br><br>  • 60 ESR<br><br>• Safari [24]<br><br>  • 11<br><br>• Chrome<br><br>  • 67 |

[21] Firefox does not display any pop-up for muted microphone. Make sure to unmute the microphone while recording with Media Player using computer device.

[22] Windows 8.1 in the Desktop Mode.

[23] On Mac OS X, computer record and play is not available with Safari and Firefox for Web Inbox and Mini Web Inbox. Only telephone record and play is available.

[24] On Mac OS X, Media Player does not support computer as recording device with Safari. For playback using computer device, go to Safari > Preferences > Websites > AutoPlay and make sure that "Allow All Auto Play" option is selected under "When visiting other websites" drop down list.

## Matrices for Unity Connection 10.x and Cisco Business Edition 6000/7000

This section provides the compatibility matrices of the different operating systems of Unity Connection 10.x and Cisco Business Edition 6000/7000 with the following web applications or clients:

- Cisco ViewMail for Microsoft Outlook
- Web Inbox
- Mini Web Inbox
- IMAP Clients
- Messaging Assistant and Personal Call Transfer Rules

• Cisco Unity Connection Administration

## View Mail with Unity Connection 10.x and Cisco Business Edition 6000/7000

*Table 3: Supported Version Combinations on Workstation to Access Voice Messages Using ViewMail*

| Supported Operating System | ViewMail Application |
|---|---|
| Windows 10<br><br>(32-bit and 64-bit)<br><br>• Professional<br>• Enterprise | • 11.5(1)—Supported with Outlook 2016 [25] [26], 2013 [26] [27], 2010, and 2007. |
| Windows 8.1<br><br>(32-bit and 64-bit)<br><br>• Standard<br>• Professional<br>• Enterprise | • 11.5(1)—Supported with Outlook 2016 [25] [26], 2013 [26] [27], 2010, and 2007.<br>• 11.0(1)—Supported with Outlook 2013 [26] [27], 2010, and 2007.<br>• 10.0(1)—Supported with Outlook 2013 [26] [27], 2010, and 2007.<br>• 9.0(2)—Supported with Outlook 2013 [26], 2010, and 2007. |
| Windows 7<br><br>(32-bit and 64-bit)<br><br>• Standard<br>• Professional<br>• Enterprise | • 11.5(1)—Supported with Outlook 2016 [25] [26], 2013 [26] [27], 2010, and 2007.<br>• 11.0(1)—Supported with Outlook 2013 [26] [27], 2010, and 2007.<br>• 10.0(1)—Supported with Outlook 2013 [26] [27], 2010, and 2007.<br>• 9.0(2)—Supported with Outlook 2013 [25], 2010, and 2007. |
| Windows Vista<br><br>(32-bit and 64-bit) | • 11.5(1)—Supported with Outlook 2016 [25] [26], 2013 [26] [27], 2010, and 2007.<br>• 11.0(1)—Supported with Outlook 2013 [26] [27], 2010, and 2007.<br>• 10.0(1)—Supported with Outlook 2013 [26] [27], 2010, and 2007.<br>• 9.0(2)—Supported with Outlook 2013 [26], 2010, and 2007. |

[25] "Click-to-Run with App virtualization" for Outlook 2016 is supported with ViewMail for Outlook.

[26] "Inline Forward and Reply" functionality for outlook 2013 and above, is not supported with ViewMail for Outlook.

[27] "Click-to-Run with App virtualization" for Outlook 2013 is supported with ViewMail for Outlook only if Outlook 2010 is already installed on your system.

## Web Inbox with Unity Connection 10.x and Cisco Business Edition 6000/7000

Consider the following points with reference to Web Inbox:

• Audio Playback on Computer - QuickTime Plug-in is required to play the voice messages on Web Inbox.

    • With Windows using Internet Explorer, QuickTime 7.7.8 is supported..
    • With Mac OS X, QuickTime 7.7.3 is supported.
    • Audio Recording on Computer - Adobe Flash Player 15 or higher is required to record the voice messages on Web Inbox.

• By default, SSL connection for Jetty server is disabled in Unity Connection and SSL is enabled for web browsers. To enable auto refresh functionality in Web Inbox, either the administrator needs to enable Comet Notifications over SSL feature or the end user needs to disable the SSL settings on the browser.

To disable the SSL settings on a browser, the end user needs to follow the given steps for specific web browsers:

1.  In Internet Explorer, the message **Only secure content is displayed**, arises when you visit a website that contains mixed content i.e. encrypted https and non-encrypted http on the same web page. On this message window when you select the **Show all content** button, auto refresh works fine.
2.  In Firefox, when you select the security shield in the web address bar and select **Disable protection mode**, auto refresh works fine.
3.  In Chrome, when you select the security shield in the web address bar and select **Load unsafe script**, auto refresh works fine.

*Table 4: Supported Version Combinations on Workstation to Access Voice Messages Using Web Inbox*

| Supported Operating System | Supported Browser |
|---|---|
| Window 10<br><br>(32-bit and 64-bit)<br><br>• Professional<br>• Enterprise | • Firefox<br>  • 45<br>  • 45 ESR<br>• Internet Explorer<br>  • 11<br>• Chrome<br>  • 42<br>• Edge<br>  • 20 |
| Windows 8.1<br><br>(32-bit and 64-bit)<br><br>• Standard<br>• Professional<br>• Enterprise | • Firefox<br>  • 32<br>  • 31 ESR<br>• Internet Explorer<br>  • 11<br>• Chrome<br>  • 37 |
| Windows 7<br><br>(32-bit and 64-bit)<br><br>• Professional<br>• Enterprise<br>• Ultimate | • Firefox<br>  • 32<br>  • 31 ESR<br>• Internet Explorer<br>  • 11<br>  • 10<br>  • 9<br>• Chrome<br>  • 37 |

| Supported Operating System | Supported Browser |
|---|---|
| Windows Vista [29]<br><br>(32-bit and 64-bit) | • Firefox<br><br>    • 32<br>    • 31 ESR<br><br>• Internet Explorer<br><br>    • 9<br><br>• Chrome<br><br>    • 37 |
| Mac OS X [30] 10.9 (Mavericks) | • Firefox<br><br>    • 32<br>    • 31 ESR<br><br>• Safari<br><br>    • 7<br><br>• Chrome<br><br>    • 37 |
| Mac OS X [30] 10.8 (Mountain Lion) | • Firefox<br><br>    • 32<br>    • 31 ESR<br><br>• Safari<br><br>    • 6<br><br>• Chrome<br><br>    • 37 |
| Mac OS X [30] 10.7 (Lion) | • Firefox<br><br>    • 32<br>    • 31 ESR<br><br>• Safari<br><br>    • 6<br><br>• Chrome<br><br>    • 37 |

| Supported Operating System | Supported Browser |
| --- | --- |
| Mac OS X [30] 10.6 (Snow Leopard) | • Firefox<br>    • 32<br>    • 31 ESR<br>• Chrome<br>    • 37 |
| Red Hat Enterprise Linux 5.0(32 bit) | • Firefox<br>    • 10 |

[28] Windows 8.1 in the Desktop Mode.
[29] On Windows 7 and Windows Vista, using Internet Explorer 9 (64 bit), the play functionality is supported only via phone as the Quick Time 64 bit plug-in is not available.
[30] On Mac OS X, computer record and play is not available in Safari and Firefox for Web Inbox. Only telephone record and play is available.

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**Note**  It is recommended that for 32-bit browsers, the java version should be 32-bit only. 32 bit browser does not support 64 bit java version.

## Mini Web Inbox with Unity Connection 10.x

Ensure you have performed the following steps:

- Make sure the trusted certificate of the certification authority is added to the Trusted Root Store on the user workstations in order to access the notifications via email and the voice message via Mini Web Inbox. For more information on how to configure the trusted certificate on Unity Connection, see the "Securing Cisco Unity Connection Administration, Cisco PCA, and IMAP Email Client Access to Cisco Unity Connection" chapter of the *Security Guide for Cisco Unity Connection, Release 10.x*, available at http://www.cisco.com/c/en/us/td/docs/voice_ip_ comm/connection/10x/security/guide/10xcucsecx.html.

- Make sure to perform the steps to configure the HTML notification on user workstation. For more information on how to configure the HTML notifications, see the "Configuring Unity Connection for HTML-based Message Notification" section of the "Configuring an Email Account to Access Cisco Unity Connection Voice Messages" chapter of the *User Workstation Setup Guide for Cisco Unity Connection, Release 10.x*, available at http://www.cisco.com/c/en/us/td/docs/voice_ip_ comm/connection/10x/user_setup/guide/10xcucuwsx.html.
- For audio playback on computer, QuickTime Plug-in is required to play the voice messages on Mini Web Inbox.

  - With Windows using Internet Explorer, QuickTime 7.7.8 is supported.
  - With Mac OS X, QuickTime 7.7.3 is supported.

- For audio recording on computer, Flash Player 15 or higher is required to record the voice messages on Mini Web Inbox.

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**Note**  For more information on Mini Web Inbox, refer to the *Quick Start Guide for the Cisco Unity Connection Mini Web Inbox* available at http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/10x/quick_start/guide/b_10xcucqsgminiinbox.html.

The Table 5 describes the supported combinations of operating systems and web browsers installed on workstation to access voice messages using Mini Web Inbox

*Table 5: Supported Version Combinations on Workstation to Access Voice Messages Using Mini Web Inbox*

| Supported Operating System | Supported Browsers |
|---|---|
| Windows 10<br><br>(32-bit and 64-bit)<br><br>• Professional<br>• Enterprise | • Firefox<br>   • 45<br>   • 45 ESR<br><br>• Internet Explorer<br>   • 11<br><br>• Chrome<br>   • 42<br><br>• Edge<br>   • 20 |
| Windows 8.1 (32-bit and 64-bit) [31]<br><br>• Standard<br>• Professional<br>• Enterprise | • Firefox<br>   • 32<br>   • 31 ESR<br><br>• Internet Explorer<br>   • 11<br><br>• Chrome<br>   • 37 |
| Windows 7 [32] (32-bit and 64-bit)<br><br>• Professional<br>• Enterprise<br>• Ultimate | • Firefox<br>   • 32<br>   • 31 ESR<br><br>• Internet Explorer<br>   • 11<br>   • 10<br>   • 9<br><br>• Chrome<br>   • 37 |

| Supported Operating System | Supported Browsers |
|---|---|
| Windows Vista [32] (32-bit and 64-bit) | • Firefox<br>   • 32<br>   • 31 ESR<br>• Internet Explorer<br>   • 9<br>• Chrome<br>   • 37 |
| Mac OS X [33] 10.9 (Mavericks) | • Firefox<br>   • 32<br>   • 31 ESR<br>• Safari<br>   • 7.0.6<br>• Chrome<br>   • 37 |
| Mac OS X [33] 10.8 (Mountain Lion) | • Firefox<br>   • 32<br>   • 31 ESR<br>• Safari<br>   • 6<br>• Chrome<br>   • 37 |
| Mac OS X [33] 10.7 (Lion) | • Firefox<br>   • 32<br>   • 31 ESR<br>• Safari<br>   • 6<br>• Chrome<br>   • 37 |

| Supported Operating System | Supported Browsers |
|---|---|
| Mac OS X [33] 10.6 (Snow Leopard) | • Firefox<br><br>    • 32<br>    • 31 ESR<br><br>• Chrome<br><br>    • 37 |

[31] Windows 8.1 in the Desktop Mode.
[32] On Windows 7 and Windows Vista, using Internet Explorer 9 (64 bit), the play functionality is supported only via phone as the Quick Time 64 bit plug-in is not available.
[33] On Mac OS X, computer record and play is not available in Safari and Firefox for Web Inbox. Only telephone record and play is available.

**Note** It is recommended that for 32-bit browsers, the java version should be 32-bit only. 32 bit browser does not support 64 bit java version.

## IMAP Clients with Unity Connection 10.x and Cisco Business Edition 6000/7000

The Table 10 describes the supported combinations of operating systems and IMAP client applications to access voice messages.

**Note** The IMAP clients support both the IPv4 and IPv6 addresses. However, the IPv6 address works only when the Unity Connection platform is configured in Dual (IPv4/IPv6) mode.

*Table 6: Supported Version Combinations on Workstation to Access Voice Messages Using an IMAP Client Application*

| Supported Operating System | Supported Browser |
|---|---|
| Windows 10<br><br>(32-bit and 64-bit)<br><br>• Professional<br>• Enterprise | • Outlook<br><br>    • 2016<br>    • 2013 [34]<br>    • 2010 [35]<br>    • 2007<br><br>• Windows Live Mail<br><br>    • 2012<br><br>• Lotus Notes [36]<br><br>    • 9 [37]<br><br>• Thunderbird<br><br>    • 38<br>    • 38 ESR |

| Supported Operating System | Supported Browser |
|---|---|
| Windows 8.1<br><br>(32-bit and 64-bit)<br><br>• Standard<br>• Professional<br>• Enterprise | • Outlook<br>   • 2013 [34]<br>   • 2010 [35]<br>   • 2007<br>• Windows Live Mail<br>   • 2012<br>• Lotus Notes [36]<br>   • 9<br>   • 8<br>• Thunderbird<br>   • 31<br>   • 31 ESR<br>• Opera Mail<br>   • 1 |
| Windows 7<br><br>(32-bit and 64-bit)<br><br>• Professional<br>• Enterprise<br>• Ultimate | • Outlook<br>   • 2013 [34]<br>   • 2010 [35]<br>   • 2007<br>• Windows Live Mail<br>   • 2012<br>   • 2011<br>• Lotus Notes [36]<br>   • 9<br>   • 8<br>• Thunderbird<br>   • 31<br>   • 31 ESR<br>• Opera Mail<br>   • 1 |

| Supported Operating System | Supported Browser |
| --- | --- |
| Windows Vista<br><br>(32-bit and 64-bit) | • Outlook<br>   • 2010 [35]<br>   • 2007<br>• Windows Live Mail<br>   • 2011<br>• Lotus Notes [36]<br>   • 9<br>   • 8<br>• Thunderbird<br>   • 31<br>   • 31 ESR<br>• Opera Mail<br>   • 1 |
| Mac OS X 10.9 (Mavericks) | • Outlook<br>   • 2011<br>• Apple Mail<br>   • 7<br>• Lotus Notes [36]<br>   • 9<br>• Thunderbird<br>   • 31<br>   • 31 ESR<br>• Opera Mail<br>   • 1 |

| Supported Operating System | Supported Browser |
| --- | --- |
| Mac OS X 10.8 (Mountain Lion) | • Outlook<br><br>  • 2011<br><br>• Apple Mail<br><br>  • 6<br><br>• Lotus Notes [36]<br><br>  • 9<br>  • 8<br><br>• Thunderbird<br><br>  • 24<br>  • 24 ESR<br><br>• Opera Mail<br><br>  • 1 |
| Mac OS X 10.7 (Lion) | • Outlook<br><br>  • 2011<br><br>• Apple Mail<br><br>  • 5<br><br>• Lotus Notes [36]<br><br>  • 9<br>  • 8<br><br>• Thunderbird<br><br>  • 24<br>  • 24 ESR<br><br>• Opera Mail<br><br>  • 1 |

| Supported Operating System | Supported Browser |
|---|---|
| Mac OS X 10.6 (Snow Leopard) | • Outlook<br>   • 2011<br>• Apple Mail<br>   • 4<br>• Lotus Notes [36]<br>   • 9<br>   • 8<br>• Thunderbird<br>   • 24<br>   • 24 ESR<br>• Opera Mail<br>   • 1 |
| Red Hat Enterprise Linux 5.0(32 bit)<br>  • 5.0<br>  • 4.0 | • Thunderbird<br>   • 9<br>   • 8<br>• Opera<br>   • 11<br>   • 10 |

[34] With Outlook 2013, it is mandatory to install KB2889859 using http://support2.microsoft.com/kb/2889859. The delete operation may not work with Outlook 2013.

[35] Outlook 2010 will stop working if you install KB2956203 update.

[36] Lotus Notes is supported in the Online Mode only but the mark read operation from Web Inbox to Lotus Notes is not synchronized. Also, the delete operation supports only the hard delete of messages in Lotus Notes.

[37] Lotus Note 9 with Fix Pack 3 is Supported in Unity Connection.

[38] Windows 8.1 in the Desktop Mode.

## Messaging Assistant and Personal Call Transfer Rules Web Tools with Unity Connection 10.x and Cisco Business Edition 6000/7000

*Table 7: Supported Version Combinations on Workstation to Access Messaging Assistant and Personal Call Transfer Rules Web Tools*

| Supported Operating System | Supported Browser |
|---|---|
| Windows 10<br><br>(32-bit and 64-bit)<br><br>• Professional<br>• Enterprise | • Firefox<br><br>  • 45<br>  • 45 ESR<br><br>• Internet Explorer<br><br>  • 11<br><br>• Chrome<br><br>  • 42 [39]<br><br>• Edge<br><br>  • 20 [40] |
| Windows 8.1<br><br>(32-bit and 64-bit)<br><br>• Standard<br>• Professional<br>• Enterprise | • Firefox<br><br>  • 32<br>  • 31 ESR<br><br>• Internet Explorer<br><br>  • 11<br><br>• Chrome<br><br>  • 37 |
| Windows 7<br><br>(32-bit and 64-bit)<br><br>• Professional<br>• Enterprise<br>• Ultimate | • Firefox<br><br>  • 32<br>  • 31 ESR<br><br>• Internet Explorer<br><br>  • 11<br>  • 10<br>  • 9<br><br>• Chrome<br><br>  • 37 |

| Supported Operating System | Supported Browser |
|---|---|
| Windows Vista<br><br>(32-bit and 64-bit) | • Firefox<br>   • 32<br>   • 31 ESR<br>• Internet Explorer<br>   • 9<br>• Chrome<br>   • 37 |
| Mac OS X 10.9 (Mavericks) | • Firefox<br>   • 32<br>   • 31 ESR<br>• Safari<br>   • 7 |
| Mac OS X 10.8 (Mountain Lion) | • Firefox<br>   • 32<br>   • 31 ESR<br>• Safari<br>   • 6 |
| Mac OS X 10.7 (Lion) | • Firefox<br>   • 32<br>   • 31 ESR<br>• Safari<br>   • 6 |
| Mac OS X 10.6 (Snow Leopard) | • Firefox<br>   • 32<br>   • 31 ESR |

[39] The Java plug-in for web browsers relies on the cross platform plugin architecture NPAPI. In Chrome Version 42, you need to perform the steps mentioned in "Configuring Chrome 42, on page 10 section to continue using NPAPI plugins.

[40] Media Master is not compatible with Edge browser.

[41] Windows 8.1 in the Desktop Mode.

**Note** It is recommended that for 32-bit browsers, the java version should be 32-bit only. 32 bit browser does not support 64 bit java version.

## Browsers Supported with Cisco Unity Connection Administration for Unity Connection 10.x

*Table 8: Browsers supported with Cisco Unity Connection Administration for Unity Connection 10.x*

| Supported Operating System | Supported Browser |
|---|---|
| Windows 10<br><br>(32-bit and 64-bit)<br><br>• Professional<br>• Enterprise | • Firefox<br>   • 45<br>   • 45 ESR<br>• Internet Explorer<br>   • 11<br>• Chrome<br>   • 42 [42]<br>• Edge<br>   • 20 [43] |
| Windows 8.1<br><br>(32-bit and 64-bit)<br><br>• Standard<br>• Professional<br>• Enterprise | • Firefox<br>   • 32<br>   • 31 ESR<br>• Internet Explorer<br>   • 11<br>• Chrome<br>   • 37 |
| Windows 7<br><br>(32-bit and 64-bit)<br><br>• Professional<br>• Enterprise<br>• Ultimate | • Firefox<br>   • 32<br>   • 31 ESR<br>• Internet Explorer<br>   • 11<br>   • 10<br>   • 9<br>• Chrome<br>   • 37 |
| Windows Vista<br><br>(32-bit and 64-bit) | • Firefox<br>   • 32<br>   • 31 ESR<br>• Internet Explorer<br>   • 9 |

| Supported Operating System | Supported Browser |
|---|---|
| Mac OS X 10.9 (Mavericks) | • Firefox<br>   • 32<br>   • 31 ESR<br>• Safari<br>   • 7 |
| Mac OS X 10.8 (Mountain Lion) | • Firefox<br>   • 32<br>   • 31 ESR<br>• Safari<br>   • 6 |
| Mac OS X 10.7 (Lion) | • Firefox<br>   • 32<br>   • 31 ESR<br>• Safari<br>   • 6 |
| Mac OS X 10.6 (Snow Leopard) | • Firefox<br>   • 32<br>   • 31 ESR |

[42] The Java plug-in for web browsers relies on the cross platform plugin architecture NPAPI. In Chrome Version 42, you need to perform the steps mentioned in "Configuring Chrome 42, on page 10 section to continue using NPAPI plugins.

[43] Menus of Cisco Unity Connection are not working on Edge Browser.

[44] Windows 8.1 in the Desktop Mode.

✎ **Note** It is recommended that for 32-bit browsers, the java version should be 32-bit only. 32 bit browser does not support 64 bit java version.

✎ **Note** We recommend using Java 8 update 79 for Cisco Unity Connection Administration.

## Matrices for Unity Connection 9.x and Cisco Business Edition

Unity Connection 9.x and Cisco Business Edition support the various operating systems and web browsers that are installed on user workstations to access messaging client applications and web tools.

## ViewMail with Unity Connection 9.x and Cisco Business Edition

*Table 9: Supported Version Combinations on Workstation to Access Voice Messages Using ViewMail*

| Supported Operating System | ViewMail Application |
|---|---|
| Windows 10<br><br>(32-bit and 64-bit)<br><br>• Professional<br>• Enterprise | • 11.5(1)—Supported with Outlook 2016 [45] [46] , 2013 [46] [47] , 2010, and 2007. |
| Windows 8.1<br><br>(32-bit and 64-bit)<br><br>• Standard<br>• Professional<br>• Enterprise | • 11.5(1)—Supported with Outlook 2016 [45] [46], 2013 [46] [47], 2010, and 2007.<br>• 11.0(1)—Supported with Outlook 2013 [46] [47], 2010, and 2007.<br>• 10.0(1)—Supported with Outlook 2013 [46] [47], 2010, and 2007.<br>• 9.0(2)—Supported with Outlook 2013 [46] , 2010, and 2007. |
| Windows 7<br><br>(32-bit and 64-bit)<br><br>• Professional<br>• Enterprise<br>• Ultimate | • 11.5(1)—Supported with Outlook 2016 [45] [46], 2013 [46] [47], 2010, and 2007.<br>• 11.0(1)—Supported with Outlook 2013 [46] [47], 2010, and 2007.<br>• 10.0(1)—Supported with Outlook 2013 [46] [47], 2010, and 2007.<br>• 9.0(2)—Supported with Outlook 2013 [46] , 2010, and 2007. |
| Windows Vista<br><br>(32-bit and 64-bit) | • 11.5(1)—Supported with Outlook 2016 [45] [46], 2013 [46] [47], 2010, and 2007.<br>• 11.0(1)—Supported with Outlook 2013 [46] [47], 2010, and 2007.<br>• 10.0(1)—Supported with Outlook 2013 [46] [47], 2010, and 2007.<br>• 9.0(2)—Supported with Outlook 2013 [46] , 2010, and 2007. |

[45] "Click-to-Run with App virtualization" for Outlook 2016 is supported with ViewMail for Outlook.

[46] "Inline Forward and Reply" functionality for outlook 2013 and above, is not supported with ViewMail for Outlook.

[47] "Click-to-Run with App virtualization" for Outlook 2013 is supported with ViewMail for Outlook only if Outlook 2010 is already installed on your system.

## Web Inbox with Unity Connection 9.x and Cisco Business Edition

**Note**   Internet Explorer 9.0 and 10.0 (64 bit) do not support QuickTime Player.

*Table 10: Supported Version Combinations on Workstation to Access Voice Messages Using Web Inbox*

| Supported Operating System | Supported Browser |
|---|---|
| Window 10<br><br>(32-bit and 64-bit)<br><br>• Professional<br>• Enterprise | • Firefox<br><br>  • 45<br>  • 45 ESR<br><br>• Internet Explorer<br><br>  • 11 [48]<br><br>• Chrome<br><br>  • 42 [49]<br><br>• Edge<br><br>  • 20 |
| Windows 8<br><br>(32-bit and 64-bit)<br><br>• Standard<br>• Professional<br>• Enterprise | • Firefox<br><br>  • 17<br><br>• Internet Explorer<br><br>  • 10 [51] |
| Windows 7<br><br>(32-bit)<br><br>• Professional<br>• Enterprise<br>• Ultimate | • Firefox<br><br>  • 16<br>  • 10<br><br>• Internet Explorer<br><br>  • 10 [51]<br>  • 9 (32 bit)<br>  • 8 |
| Windows 7<br><br>(64-bit)<br><br>• Professional<br>• Enterprise<br>• Ultimate | • Firefox<br><br>  • 16<br>  • 10<br><br>• Internet Explorer<br><br>  • 10 [51]<br>  • 9 (32 bit and 64 bit)<br>  • 8 |

| Supported Operating System | Supported Browser |
|---|---|
| Windows Vista<br><br>(32-bit and 64-bit) | • Firefox<br><br>  • 16<br>  • 10<br><br>• Internet Explorer<br><br>  • 9<br>  • 8 (32 bit only)<br>  • 7 (32 bit only) |
| Mac OS X 10.7.4 (Lion) | • Firefox<br><br>  • 10<br><br>• Safari<br><br>  • 5 |
| Mac OS X 10.6 (Snow Leopard) | • Firefox<br><br>  • 16<br>  • 10<br><br>• Safari<br><br>  • 5 |
| Red Hat Enterprise Linux 5.0(32 bit) | • Firefox<br><br>  • 10 |
| Red Hat Enterprise Linux 6.0(32 bit and 64 bit) | • Firefox<br><br>  • 10 |

[48] You can play audio messages using QuickTime Player 7.7.8 and to record audio messages use Flash 17 and later.
[49] The Java plug-in for web browsers relies on the cross platform plugin architecture NPAPI. In Chrome Version 42, you need to perform the steps mentioned in "Configuring Chrome 42, on page 10section to continue using NPAPI plugins.
[50] Windows 8 in the Desktop Mode.
[51] You can play audio messages using Quick Player 7.7.8 and later and to record audio messages use Flash 11 and later.

✎

**Note**   It is recommended that for 32-bit browsers, the java version should be 32-bit only. 32 bit browser does not support 64 bit java version.

Caveats:

• On RHEL, the IPv6 address is supported only through DNS.
• The recording on MAC operating system is supported by the telephone record and playback (TRAP) functionality only, PC based recording is not supported.

- The playback functionality on Safari 5.1 is supported by the telephone record and playback (TRAP) functionality only, playback through computer is not supported.
- On Windows Vista 64 bit operating system, Web Inbox is not supported with Firefox 3.6.
- The Play functionality is supported via phone only as the QuickTime 64 bit plug-in is not available for Internet Explorer 9.
- With Unity Connection 9.1(2) and later, comet notifications are now supported over the HTTP(S) or SSL protocol. To display the status of the notification mode, run the show cuc jetty ssl status command. For more information on CLI commands related to HTTP(S), see the show cuc jetty ssl status and utils cuc jetty ssl enable sections in the *Command Line Interface Guide for Cisco Unified Communications Solutions, Release 9.1(1)* at
http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/cli_ref/9_1_1/CUCM_BK_C6AE17AA_00_cucm-cli-reference-guide-91.html.

## Mini Web Inbox with Unity Connection 9.x

Ensure you have performed the following steps:

- Make sure the trusted certificate of the certification authority is added to the Trusted Root Store on the user workstations in order to access the notifications via email and the voice message via Mini Web Inbox. For more information on how to configure the trusted certificate on Unity Connection, see the " Securing Cisco Unity Connection Administration, Cisco PCA, and IMAP Email Client Access to Cisco Unity Connection " chapter of the System Administration Guide for Cisco Unity Connection, Release 9.x, available at http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/9x/administration/guide/9xcucsagx.html .
- Make sure to perform the steps to configure the HTML notification on user workstation. For more information on how to configure the HTML notifications, see the " Configuring Unity Connection for HTML-based Message Notification " section of the "Configuring an Email Account to Access Cisco Unity Connection Voice Messages" chapter of the User Workstation Setup Guide for Cisco Unity Connection, Release 9.x, available at http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/9x/user_setup/guide/9xcucuwsx.html .
- Make sure to perform the steps to configure Mini Web Inbox on user workstation. For more information on how to configure Mini Web Inbox, see the " Configuring Internet Explorer 8 for Mini Web Inbox " section of the "Configuring an Email Account to Access Cisco Unity Connection Voice Messages" chapter of the User Workstation Setup Guide for Cisco Unity Connection, Release 9.x, available at http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/9x/user_setup/guide/9xcucuwsx.html .

**Browser Compatibility for Audio Playback and Recording on Computer**

- Audio Playback on Computer

Firefox 10 plays voice messages on Mini Web Inbox using HTML 5 Audio (.wav format).

Internet Explorer 8, Internet Explorer 9, Internet Explorer 11, and Firefox 3.6 require the compatible QuickTime Plug-in to play the voice messages.

- Audio Recording on Computer

Internet Explorer 8, Internet Explorer 9, Internet Explorer 11, Firefox 3.6, and Firefox 10 require the compatible Flash Player.

**Note**For more information on Mini Web Inbox, see the Quick Start Guide for the Cisco Unity Connection Mini Web Inbox available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/quick_start/guide/b_9xcucqsgminiinbox.html.

The Table 11: Supported Version Combinations on Workstation to Access Voice Messages Using Mini Web Inbox describes the supported version combinations on workstation to access voice messages using Mini Web Inbox

*Table 11: Supported Version Combinations on Workstation to Access Voice Messages Using Mini Web Inbox*

| Supported Operating System | Supported Browser |
|---|---|
| Windows 10<br><br>(32-bit and 64-bit)<br>• Professional<br>• Enterprise | • Firefox<br>  • 45<br>  • 45 ESR<br>• Internet Explorer<br>  • 11 [52]<br>• Chrome<br>  • 42 [53]<br>• Edge<br>  • 20 |
| Windows 8.1<br><br>(32-bit and 64-bit)<br>• Standard<br>• Professional<br>• Enterprise | • Firefox<br>  • 17<br>  • 31 ESR<br>• Internet Explorer<br>  • 10 |
| Windows 7<br><br>(32-bit and 64-bit)<br>• Professional<br>• Enterprise<br>• Ultimate | • Firefox<br>  • 10<br>• Internet Explorer<br>  • 9<br>  • 8 |
| Windows Vista<br><br>(32-bit and 64-bit) | • Firefox<br>  • 10<br>• Internet Explorer<br>  • 9<br>  • 8 |
| Mac OS X 10.7 (Lion) | • Firefox<br>  • 10 |
| Mac OS X 10.6 (Snow Leopard) | • Firefox<br>  • 10 |

[52] You can play audio messages using QuickTime Player 7.7.8 and later and to record audio messages use Flash 11 and later.

[53] The Java plug-in for web browsers relies on the cross platform plugin architecture NPAPI. In Chrome Version 42, you need to perform the steps mentioned in "Configuring Chrome 42, on page 10section to continue using NPAPI plugins.

[54] Windows 8.1 in the Desktop Mode.

> ✎
>
> **Note** It is recommended that for 32-bit browsers, the java version should be 32-bit only. 32 bit browser does not support 64 bit java version.

Caveats:

- On Mac OS X- The recording on Mac OS X is supported by telephone record and playback functionality only, computer based recording is not supported.

## IMAP Client Applications with Unity Connection 9.x and Cisco Business Edition

*Table 12: Supported Version Combinations on Workstation to Access Voice Messages Using an IMAP Client Application*

| Supported Operating System | Supported Browser |
|---|---|
| Windows 10<br><br>(32-bit and 64-bit)<br><br>• Professional<br>• Enterprise | • Outlook<br><br>  • 2016<br>  • 2013 [55]<br>  • 2010 [56]<br><br>• Windows Live Mail<br><br>  • 2012<br><br>• Lotus Notes [57]<br><br>  • 9 [58]<br><br>• Thunderbird<br><br>  • 38<br>  • 38 ESR |
| Windows 8<br><br>(32-bit and 64-bit)<br><br>• Standard<br>• Professional<br>• Enterprise | • Outlook<br><br>  • 2010 [56]<br>  • 2007<br><br>• Windows Live Mail<br><br>  • 2012<br><br>• Lotus Notes<br><br>  • 8<br><br>• Thunderbird<br><br>  • 16<br><br>• Opera Mail<br><br>  • 12 |

| Supported Operating System | Supported Browser |
|---|---|
| Windows 7 Enterprise (64-bit) | • Outlook<br><br>  • 2010 [56]<br>  • 2007<br>  • 2003<br><br>• Windows Live Mail<br><br>  • 2012<br>  • 2011<br>  • 2010<br><br>• Thunderbird<br><br>  • 16<br>  • 9<br>  • 8<br><br>• Opera Mail<br><br>  • 12<br>  • 11<br>  • 10 |
| Windows 7<br><br>(32-bit)<br><br>• Professional<br>• Enterprise<br>• Ultimate | • Outlook<br><br>  • 2010 [56]<br>  • 2007<br>  • 2003<br><br>• Windows Live Mail<br><br>  • 2012<br>  • 2011<br>  • 2010<br><br>• Lotus Notes<br><br>  • 9<br>  • 8<br><br>• Thunderbird<br><br>  • 16<br>  • 9<br>  • 8<br><br>• Opera Mail<br><br>  • 12<br>  • 11<br>  • 10 |

| Supported Operating System | Supported Browser |
|---|---|
| Windows Vista<br><br>(32-bit and 64-bit) | • Outlook<br>  • 2010 [56]<br>  • 2007<br>  • 2003 (32 bit only)<br><br>• Windows Live Mail<br>  • 2011<br><br>• Lotus Notes (32 bit only)<br>  • 9<br>  • 8<br><br>• Thunderbird<br>  • 16<br>  • 9<br>  • 8<br><br>• Opera Mail<br>  • 12<br>  • 11<br>  • 10 |
| Mac OS X 10.6 (Snow Leopard) | • Outlook<br>  • 2011<br><br>• Apple Mail<br>  • 5<br><br>• Entourage 2008 and Later<br>• Thunderbird<br>  • 16<br>  • 9<br>  • 8<br><br>• Opera Mail<br>  • 12<br>  • 11<br>  • 10 |

| Supported Operating System | Supported Browser |
|---|---|
| Red Hat Enterprise Linux 5.0(32 bit)<br><br>• 5.0<br>• 4.0 | • Thunderbird<br><br>• 9<br>• 8<br><br>• Opera<br><br>• 11<br>• 10 |

[55] With Outlook 2013, it is mandatory to install KB2889859 using http://support2.microsoft.com/kb/2889859. The delete operation may not work with Outlook 2013.

[56] Outlook 2010 will stop working if you install KB2956203 update.

[57] Lotus Notes is supported in the Online Mode only but the mark read operation from Web Inbox to Lotus Notes is not synchronized. Also, the delete operation supports only the hard delete of messages in Lotus Notes.

[58] Lotus Note 9 with Fix Pack 3 is Supported in Unity Connection.

[59] Windows 8 in the Desktop Mode.

**Note**  The IMAP clients support both the IPv4 and IPv6 addresses. However, the IPv6 address works only when Connection platform is configured in Dual (IPv4/IPv6) mode.

## Messaging Assistant and Personal Call Transfer Rules Web Tools with Unity Connection 9.x and Cisco Business Edition

*Table 13: Supported Version Combinations on Workstation to Access Messaging Assistant and Personal Call Transfer Rules Web Tools*

| Supported Operating System | Supported Browser |
|---|---|
| Window 10<br><br>(32-bit and 64-bit)<br><br>• Professional<br>• Enterprise | • Firefox<br><br>• 45<br>• 45 ESR<br><br>• Internet Explorer<br><br>• 11 [60]<br><br>• Chrome<br><br>• 42 [61]<br><br>• Edge<br><br>• 20 [62] |
| Windows 8<br><br>(32-bit and 64-bit)<br><br>• Standard<br>• Professional<br>• Enterprise | • Firefox<br><br>• 17<br><br>• Internet Explorer<br><br>• 10 |

| Supported Operating System | Supported Browser |
|---|---|
| Windows 7<br><br>(32-bit)<br><br>• Professional<br>• Enterprise<br>• Ultimate | • Firefox<br><br>    • 3 and later<br><br>• Internet Explorer<br><br>    • 8 and later |
| Windows Vista | • Firefox<br><br>    • 3 and later<br><br>• Internet Explorer<br><br>    • 8<br>    • 7<br>    • 6 (plus SP 1) |
| Mac OS X 10.4 and later | • Firefox<br><br>    • 3 and later<br><br>• Safari<br><br>    • 3.x |
| Red Hat Enterprise Linux<br><br>• 5.0<br>• 4.0 | • Firefox<br><br>    • 3.0 and later |

[60] You can play audio messages using Quick Player 7.4.4 and later and to record audio messages use Flash 11 and later.
[61] The Java plug-in for web browsers relies on the cross platform plugin architecture NPAPI. In Chrome Version 42, you need to perform the steps mentioned in "Configuring Chrome 42, on page 10 section to continue using NPAPI plugins.
[62] Media Master is not working with Edge browser.
[63] Windows 8 in the Desktop Mode.

**Note**    It is recommended that for 32-bit browsers, the java version should be 32-bit only. 32 bit browser does not support 64 bit java version.

## IMAP Solution Support Statement

Cisco supports the server-side portion of the IMAP solution only; Cisco neither provides nor supports IMAP client software. All major IMAP client software release versions must be qualified by Cisco in order to be supported; any minor, maintenance or hot fix releases are automatically supported unless otherwise stated.

Cisco provides all testing, qualification, and configuration documentation of IMAP client software as a courtesy. For IMAP client support, contact the software vendor or the designated IMAP client software support channel for your organization.

## Third Party Plugins Support with Cisco ViewMail for Microsoft Outlook Statement

Cisco does not claim any compliance to third party proprietary plug-ins with Cisco ViewMail for Microsoft Outlook. However, Cisco provides support for Cisco plugins software with Cisco ViewMail for Microsoft Outlook.

For issues with any third-party products contact the third-party vendor for support.

# SCCP Compatibility Matrix

This section describes the supported version combinations of Unity Connection and Cisco Unified CM or Cisco Unified CM Express for SCCP integration.

**Note** The supported version combinations are determined by testing. While other combinations may provide acceptable results to customers, Cisco must test or approve these combinations before they will be supported.

Cisco Unified CM support patch (sp) releases have the same compatibility as the base release. In addition, rereleased versions—for example, 10.x(xa) rereleased as 10.x(xb)—are assumed to have the same compatibility unless noted.

Unity Connection service releases (SR) have the same compatibility as the base release.

## Supported Version Combinations for Unity Connection and Cisco Unified Communications Manager

*Table 14: Supported Version Combinations for Unity Connection and Cisco Unified Communications Manager*

| Cisco Unity Connection | Cisco Unified Communications Manager |
|---|---|
| 10.5(2) and later | 10.x and later |

## Supported Version Combinations for Unity Connection and Cisco Unified Communications Manager Express

| Cisco Unity Connection | Cisco Unified Communications Manager Express |
|---|---|
| 10.5(2) and later | 10.x and later |

## Supported Version Combinations of Cisco Unity Connection SRSV

*Table 15: Supported Version Combinations of Cisco Unity Connection SRSV*

| Cisco Unity Connection SRSV | Cisco Unified SRST/CME-SRST | Cisco Unified E-SRST | Cisco Unified Communications Manager |
|---|---|---|---|
| 10.5(2) and later | 9.x and higher | 9.x and higher | 10.x and higher |

# SIP Trunk Compatibility Matrix

This section describes the supported version combinations for Unity Connection and Cisco Unified Communications Manager, for Unity Connection and Cisco Unified Communications Manager Session Manager Edition, and for Unity Connection and Cisco Unified Communications Manager Express when they are integrated through a SIP trunk.

**Note** The supported version combinations are determined by testing. While other combinations may provide acceptable results to customers, Cisco must test or approve these combinations before they will be supported. Cisco Business Edition 6000/7000 is supported for SIP trunk integrations with Unity Connection.

Cisco Unified CM support patch (sp) releases have the same compatibility as the base release. In addition, rereleased versions—for example, 9.x(xa) rereleased as 9.x(xb)—are assumed to have the same compatibility unless noted.

Unity Connection service releases (SR) have the same compatibility as the base release.

## Supported Version Combinations for Unity Connection and Cisco Unified Communications Manager

*Table 16: Supported Version Combinations for Unity Connection and Cisco Unified Communications Manager*

| Cisco Unity Connection | Cisco Unified Communications Manager |
|---|---|
| 10.5(2) and later | 10.x and later |

## Supported Version Combinations for Unity Connection and Cisco Unified Communications Manager Session Manager Edition

*Table 17: Supported Version Combinations for Unity Connection and Cisco Unified Communications Manager Session Manager Edition*

| Cisco Unity Connection | Cisco Unified Communications Manager Session Manager Edition |
|---|---|
| 10.5(2) and later | 10.x and later |

## Supported Version Combinations for Unity Connection and Cisco Unified Communications Manager Express.

*Table 18: Supported Version Combinations for Unity Connection and Cisco Unified Communications Manager Express.*

| Cisco Unity Connection | Cisco Unified Communications Manager Express |
|---|---|
| 10.5(2) or later | 10.x or later |

## Supported Version Combinations of Cisco Unity Connection SRSV

*Table 19: Supported Version Combinations of Cisco Unity Connection SRSV*

| Cisco Unity Connection SRSV | Cisco Unified SRST/CME-SRST | Cisco Unified E-SRST | Cisco Unified Communications Manager |
|---|---|---|---|
| 10.5(2) and later | 9.x and higher | 9.x and higher | 10.x and higher |

# Video Compatibility Matrix

In Unity Connection 10.0(1) and later, to record or play video greetings, you need to integrate video endpoints, Cisco Unified CM, and Cisco MediaSense. This section describes the supported version combinations to configure the video greetings feature.

Beginning with Unity Connection 11.5(1) and later, in addition to audio message, a user or an outside caller can also send video message to another user using video enabled endpoint.

## Supported Version Combinations for Video Endpoints with SIP

*Table 20: Supported Version Combinations for Video Endpoints with SIP*

| Video EndPoints | Supported Software |
|---|---|
| 9951 | Phone Load: sip9951.9-4-2SR2-2 |
| 9971 | Phone Load: sip9971.9-4-2SR3-1 |
| 8945 | Phone Load: sip894x.9-4-2-SR1-2 |
| 8941 | Phone Load: sip894x.9-4-2-SR1-2 |
| 8845 | Phone Load: sip8845_65.11-0-1-11 |
| 8865 | Phone Load: sip8845_65.11-7-1-17 |
| 7821 | Phone Load: sip78xx.12-0-1-11 |
| DX70 | Phone Load: cmterm-dx70.10-2-5-215.k3 |
| EX90 | Phone Load: cmterm-s52001tcnc7_3_9.k3 |

**Note** While using Video Messaging on Cisco Jabber, video quality is on a best effort basis until RTCP support is enabled.

## Supported Version Combinations for Video Endpoints with SCCP

*Table 21: Supported Version Combinations for Video Endpoints with SCCP*

| Video Enabled EndPoints | Software Supported |
|---|---|
| 8945 | Phone Load: SCCP.9.3.4.17 and later |

## Supported Version Combinations of Unity Connection, Cisco MediaSense, and Cisco Unified Communications Manager

*Table 22: Supported Version Combinations of Unity Connection, Cisco MediaSense, and Cisco Unified Communications Manager*

| Cisco Unity Connection | Cisco MediaSense | Cisco Unified Communications Manager |
|---|---|---|
| 10.5(2) and later | 11.5(1) | 10.x and later |

**Americas Headquarters**
Cisco Systems, Inc.
San Jose, CA 95134-1706
USA

**Asia Pacific Headquarters**
CiscoSystems(USA)Pte.Ltd.
Singapore

**Europe Headquarters**
CiscoSystemsInternationalBV
Amsterdam,TheNetherlands

Cisco has more than 200 offices worldwide. Addresses, phone numbers, and fax numbers are listed on the
Cisco Website at www.cisco.com/go/offices.