



Cisco Agent Desktop Version Compatibility Matrix and Upgrade Path

October 13, 2006

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Cisco Agent Desktop Version Compatibility Matrix and Upgrade Path

1.0 Introduction

The tables in this document display which versions of Cisco Agent Desktop (CAD) are compatible with versions of the Cisco Unified Contact Center Enterprise environment and Cisco Unified Contact Center Express environment.

CAD supports upgrades across two major CAD versions. For example, an upgrade from CAD 4.x to CAD 6.x or to CAD 7.x is supported.

2.0 CAD in a Cisco Unified Contact Center Enterprise Environment

CAD/Cisco Unified Contact Center Enterprise Version Compatibility

CAD	Cisco Unified CallManager	Cisco Unified Intelligent Contact Management
4.4(0)	3.1	4.6(1)
	3.2	4.6(2)
4.4(1)	3.1	4.6(1)
	3.2	4.6(2)
	3.3	5.0(0)

CAD/Cisco Unified Contact Center Enterprise Version Compatibility (continued)

CAD	Cisco Unified CallManager	Cisco Unified Intelligent Contact Management
4.6(0)	3.3	4.6(2), 5.0(0)
6.0(1)	3.3, 4.0	6.0(1)
6.0(2)	3.3, 4.0	6.0(2)
7.0(0)	4.0, 4.1	7.0(0)
7.0(1)	4.0, 4.1, 5.0	7.0(1)
7.0(2)	4.0, 4.1, 5.0	7.0(2)
7.1(1)	4.0, 4.1, 4.2, 5.0	7.1(1)
7.1(2)	4.0, 4.1, 4.2, 5.0	7.1(2)

3.0 CAD in a Cisco Unified Contact Center Express Environment

CAD/Cisco Unified Contact Center Express Version Compatibility

CAD	Cisco Unified CallManager	Cisco Customer Response Solution
4.5.0	3.3	3.1(1)
4.5(1)	3.3	3.1(2)
4.5(2)	3.3	3.1(3)
4.5(5)	4.0	3.5(1)
4.5(6)	4.0	3.5(2)
4.5(7)	4.0	3.5(3)
6.1(1)	4.1, 4.2	4.0(1)
6.1(2)	4.1, 4.2	4.0(2)
6.1(3)	4.1, 4.2	4.0(3)
6.1(4)	4.1, 4.2	4.0(4)
6.1(5)	4.1, 4.2	4.0(5)
6.2(1)	5.0	4.5(1)

4.0 CAD Enterprise Upgrade Paths

Use this chart to determine how to upgrade from one CAD Enterprise version to another.

		TO VERSION				
		4.4	4.6	6.0	7.0	7.1
FROM VERSION	4.4	OTT	OTT	A	–	–
	4.6	–	OTT	A	–	–
	6.0	–	–	OTT	B	B
	7.0	–	–	–	OTT	B
	7.1	–	–	–	–	OTT

KEY

OTT: Over the top. You can install the newer version without uninstalling the older version. This includes Service Maintenance Releases (SMRs).

A: Back up configuration data, install the newer version over the top of the older version, and then restore the backed-up configuration data.

B: Back up configuration data, uninstall the older version, install the newer version and then restore the backed-up configuration data.

Consult the latest version of the *Cisco CAD Installation Guide* for detailed procedures for installing CAD and for backing up and restoring configuration data.
