



IP Office Technical Tip

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Region: GLOBAL

IP Office Microsoft Lifecycle Support

This Technical Tip states the minimum level of Microsoft Operating System (OS), browser and database which are supported with IP Office applications running version 4.2 software and above. For IP Office systems running below version 4.2 please refer to IP Office Technical Tip 198.

Applications System Requirements

- Any IP Office system (4.2 and above)
- An Ethernet attached PC running a recommended minimum Operating System:
 - Microsoft Windows Server 2003
 - Microsoft Windows Server 2008
 - Microsoft Windows XP Professional
 - Microsoft Vista Business, Ultimate or Enterprise Editions

IP Office Applications Operating System/Service Pack Support Policy

When a new PC Operating System or Service Pack is released by Microsoft, Avaya will endeavour to support the new OS or SP within 6 months of release. This time is required to re-certify the applications through the Software Verification and Field Trial programs. Support will then be announced in a Technical Tip or Bulletin.

Microsoft Windows Operating System support

The range of Windows Operating Systems with which IP Office 4.2 and above applications are tested and supported, has been expanded to include Windows Vista 64Bit and Server 2008. The following table provides a summary of the Server and Client Operating Systems on which various IP Office applications are supported. Please note that the editions of Vista supported are Business, Enterprise and Ultimate. IP Office 4.2 applications are not supported on Microsoft Windows 2000 and 2000 Server Operating Systems.

IP Office Application	XP Pro 32Bit SP3	Vista 32Bit SP1	Vista 64Bit SP1	Server 2003 SP2 / R2 / SBS 32Bit	Server 2008 32/64Bit
Call Status	✓	✓	✗	✓	✗
CBC	✓	✓	✗	✓	✗
CCC Server	✗	✗	✗	✓	✗
Standalone Delta Server	✓	✓	✓	✓	✗
Wallboard Server	✓	✓	✗	✓	✗
Wallboard Client	✓	✓	✗	✗	✗
PC Wallboard	✓	✓	✗	✗	✗
Call Center View (CCV)	✓	✓	✗	✗	✗
CCC Reporter	✓	✓	✗	✗	✗
Conferencing Center Server	✗	✗	✗	✓	✗
Conferencing Center Client	✓	✓	✗	✗	✗
Contact Store	✓	✗	✗	✓	✗
Feature Key Server	✓	✓	✓	✓	✗
Manager	✓	✓	✓	✓	✓
Microsoft CRM Integration	✓	✓	✗	✓	✗
Monitor	✓	✓	✓	✓	✓
Phone Manager Lite	✓	✓	✓	✗	✗
Phone Manager Pro	✓	✓	✓	✗	✗
Phone Manager PC Softphone	✓	✓	✓	✗	✗
SoftConsole	✓	✓	✓	✗	✗
System Status Application (SSA)	✓	✓	✓	✓	✓
TAPI	✓	✓	✗	✓	✗
VoiceMail Lite	✓	✓	✓	✓	✗
VoiceMail Pro Server	✓	✓	✗	✓	✓
UMS and Web Campaigns	✗	✗	✗	✓	✓
IMS and Web Campaigns	✗	✗	✗	✓	✗
plus IVR and / or TTS	✓	✓	✗	✓	✓

Software supported with IP Office applications

The following table provides a summary of software supported with IP Office applications running 4.2 software:

Applications	IMS	UMS web voicemail	Phone Manager	CCC V5 Reporter & Database	Conference. Center Client	Conference Center Database	Contact Store Database	Contact Store Client	TAPI
Microsoft Exchange 2003	✓	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Microsoft Exchange 2007	✗	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Microsoft Outlook 2003	✓	n/a	✓	n/a	n/a	n/a	n/a	n/a	✓
Microsoft Outlook 2007	✓	n/a	✗	n/a	n/a	n/a	n/a	n/a	✓
Internet Explorer 6	n/a	✓	n/a	✓	✓	n/a	n/a	✓	n/a
Internet Explorer 7	n/a	✓	n/a	✓	✓	n/a	n/a	✓	n/a
Internet Explorer 8	n/a	Future	n/a	Future	✗	n/a	n/a	Future	n/a
Mozilla Firefox (Windows)	n/a	✓	n/a	✗	✗	n/a	n/a	Future	n/a
Opera (Windows)	n/a	✓	n/a	✗	✗	n/a	n/a	✗	n/a
Microsoft MSDE 2000	n/a	n/a	n/a	✓	n/a	✓	✓	n/a	n/a
Microsoft SQL 2005 / Express	n/a	n/a	n/a	✓	n/a	✗	✗	n/a	n/a
Microsoft SQL2008	n/a	n/a	n/a	Future	n/a	✗	✗	n/a	n/a

Notes:

1. Microsoft Windows 95, 98, ME and Windows NT4 Operating Systems are no longer supported by Avaya.
2. IMS and Web Campaigns options within VoiceMail Pro are only supported on Windows Servers. Aspects of operation such as Voicemail to E-mail, Integrated Messaging Pro (IMS), Web Campaigns, etc, are subject to further requirements. Please refer to the Voicemail Installation and Administration manual.
3. Integrated Messaging Pro (IMS) does not support IMS operation with Outlook 2003/2007 operating in cache mode.
4. Firefox and Opera Internet browsers can be run from different platforms, functionally may be limited unless using the standard Windows PC Operating System.

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