Software

Compatibility & Upgrade Matrices

Document Version 8

History table

Version	Reason for change	Date
1	Created initial document	16/09/2022
2	Changed AS 2022.08+ to R25, added history table	06/12/2022
3	Updated Cisco BroadWorks products lifecycle policy for RI. Added missing entries for BW to NFM compatibility.	19/12/2022
4	Added note in the NFM supported upgrade map section for upgrades from 22.0 to 2022.08+ and 2017.11+ to 2022.08+.	23/01/2023
5	Fixed compatibilities between AS and XSP.	27/01/2023
6	Adjusted compatibilities between AS R25 and CallCenter - Hosted Thin as well as AS R25 and Receptionist - Hosted Thin.	17/02/2023
7	Added DBS (ECCR) EoL date in Lifecycle management - Cisco BroadWorks servers	05/07/2023
8	Added compatibilities between Deployment Studio and CallCenter and Receptionist - Hosted Thin Clients.	09/07/2023

Contents

Dependencies for BroadWorks
From BroadWorks to Network Function Manager

Compatibility matrix — BW (rows) to NFM (columns). ✓ = Compatible (green), blank = Not Compatible (gray).

BW \ NFM	2022.08+	2020.07+	2019.06+	2019.05	2017.11+	22.0	21.sp1
2022.08+	✓						
2020.11+	✓						
2020.10	✓						
2020.07+	✓	✓					
2016.11+	✓	✓	✓	✓	✓	✓	
2016.09+	✓	✓	✓	✓	✓		
2019.05	✓	✓	✓	✓			
2019.06+	✓	✓	✓				
24.0	✓	✓					
23.0	✓	✓	✓	✓	✓		
22.0		✓	✓	✓	✓	✓	
21.sp9		✓	✓	✓	✓	✓	✓
21.sp2		✓	✓	✓	✓	✓	✓
21.sp1		✓	✓	✓	✓	✓	✓
21.0			✓	✓	✓	✓	✓

Legend

Color	Category	Definition
(green)	Compatible	This is a compatible combination.
(orange)	Compatible with limitations	This is a compatible combination that results in functional limitations. The limitations are visible above the legend.
(gray)	Not Compatible	This is a non-compatible combination.

Dependencies for Application Server
From Application Server to Media Server

AS \ MS	2022.08+	2020.07+	2018.07+	2016.11+	21.sp1	21.0
25.0	Compatible	Not Compatible	Not Compatible	Not Compatible	Not Compatible	Not Compatible
24.0	Compatible	Compatible	Not Compatible	Not Compatible	Not Compatible	Not Compatible
23.0	Compatible	Compatible	Compatible	Not Compatible	Not Compatible	Not Compatible
22.0	Compatible	Compatible	Compatible	Compatible	Not Compatible	Not Compatible
21.sp1	Not Compatible	Compatible	Compatible	Compatible	Compatible	Compatible
21.0	Not Compatible	Not Compatible	Compatible	Compatible	Compatible	Compatible

Legend

Color	Category	Definition
Green	Compatible	This is a compatible combination.
Orange	Compatible with limitations	This is a compatible combination that results in functional limitations. The limitations are visible above the legend.
Gray	Not Compatible	This is a non-compatible combination.

From Application Server to Network Server

AS \ NS	2022.08+	2020.07+	23.0	22.0	21.sp1	21.0
25.0	Compatible					
24.0	Compatible	Compatible				
23.0	Compatible	Compatible	Compatible			
22.0	Compatible	Compatible	Compatible	Compatible		
21.sp1		Compatible	Compatible	Compatible	Compatible	Compatible
21.0			Compatible	Compatible	Compatible	Compatible

Legend

Color	Category	Definition
(green)	Compatible	This is a compatible combination.
(orange)	Compatible with limitations	This is a compatible combination that results in functional limitations. The limitations are visible above the legend.
(gray)	Not Compatible	This is a non-compatible combination.

From Application Server to Network Database Server

Release 21.sp2 NDS is specific to the XS TAS.

AS		NDS					
		2022.08+	2020.07+	2019.06+	2019.05	22.0	21.sp2
	25.0	■					
	24.0	■	1	1	1	1	
	23.0	■	2	2	2	2	
	22.0	■	3	3	3	3	
	21.sp1						
	21.0						

Server Notes

1. EnhancedCallLogsDBManagementNDS must be hosted on an ADP.
2. EnhancedCallLogsDBManagementNDS can be either be hosted on a PS or ADP.
3. EnhancedCallLogsDBManagementNDS must be hosted on a PS.

Legend

Color	Category	Definition
■ (green)	Compatible	This is a compatible combination.
■ (orange)	Compatible with limitations	This is a compatible combination that results in functional limitations. The limitations are visible above the legend.
■ (gray)	Not Compatible	This is a non-compatible combination.

From Application Server to Profile Server

> Release 21.sp2 PS is specific to the XS TAS.
>
> !!! WARNING !!! This server type has been replaced by the ADP for non-XS TAS deployments. Please refer to the ADP compatibility matrix page.
>
> Release 2020.07+ PS is specific to the XS TAS deployments.

AS \ PS	2022.08+	2020.07+	23.0	22.0	21.sp2	21.sp1	21.0
25.0	Compatible						
24.0		Compatible					
23.0			Compatible				
22.0			Compatible	Compatible			
21.sp1			Compatible	Compatible		Compatible	Compatible
21.0			Compatible	Compatible		Compatible	Compatible

Legend

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From Application Server to Application Delivery Platform

> The ADP server replaces the XSP and PS.

		ADP	
		2022.08+	2020.07+
AS	25.0	Compatible	Compatible
	24.0	Compatible	Compatible
	23.0	Compatible	Compatible
	22.0	1	1
	21.sp1		1
	21.0		
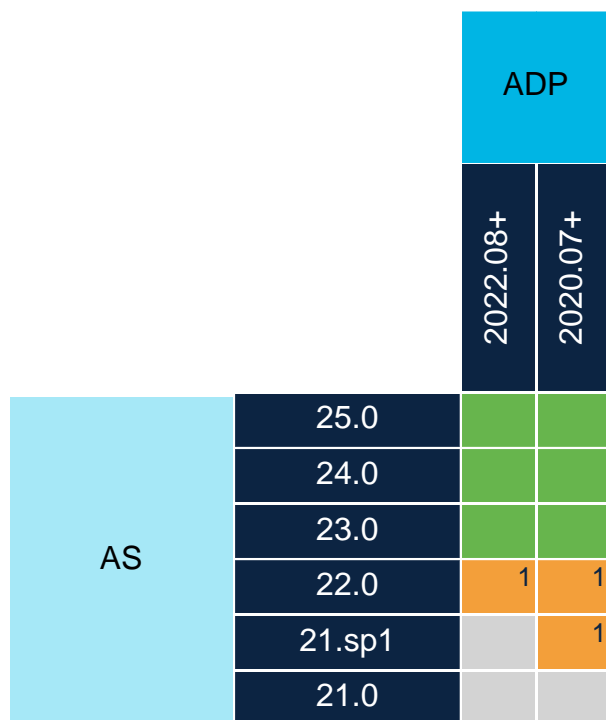
Server Notes

1. Anchored applications not supported.

Legend

Color	Category	Definition
	Compatible	This is a compatible combination.
	Compatible with limitations	This is a compatible combination that results in functional limitations. The limitations are visible above the legend.
	Not Compatible	This is a non-compatible combination.

From Application Server to Xtended Services Platform

The Xtended Service Platform (*XSP*) is a server that allows operators to selectively deploy applications or web applications depending on the offer.

It is important to understand that the compatibility of the *XSP* itself does not cover for the compatibility of the applications it is "hosting".

Please refer back to the application specific compatibility matrix to view any special rules.

For example, for the CommPilot, the version of the *XSP* can be the same or older than the one on the *AS* as the CommPilot is based on the OCI-P which is fully backward compatible on the AS. To view all the new functionality available in a later release, the *XSP* and *AS* must be at the same version. Similar logic applies to the Xsi.

Release 21.sp2 XSP is specific to the XS TAS.

!!! WARNING !!! This server type has been replaced by the ADP for non-XS TAS deployments. Please refer to the ADP compatibility matrix page.

XSP releases 2020.07+ and 2022.08+ are specific to the XS TAS deployments.

	XSP							
AS	2022.08+	2020.07+	23.0	22.0	21.sp9	21.sp2	21.sp1	21.0
25.0			1					
24.0			1	1	2		1	
23.0				1	2		1	1
22.0					2		1	1
21.sp1				3	2			1
21.0								

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Server Notes

1. Incomplete CommPilot Application. Compatible otherwise for other applications.
2. Only XSI-Actions and XSI-Events applications are supported.
3. Only NPS application is supported.

Legend

Color	Category	Definition
	Compatible	This is a compatible combination.
	Compatible with limitations	This is a compatible combination that results in functional limitations. The limitations are visible above the legend.
	Not Compatible	This is a non-compatible combination.

From Application Server to WebRTC Server

AS \ WRS	2020.07+	2018.07+	2016.09+	21.sp1
25.0	Not Compatible	Not Compatible	Not Compatible	Not Compatible
24.0	Compatible	Not Compatible	Not Compatible	Not Compatible
23.0	Compatible	Compatible	Not Compatible	Not Compatible
22.0	Compatible	Compatible	Compatible	Not Compatible
21.sp1	Compatible	Compatible	Compatible	Compatible
21.0	Not Compatible	Compatible	Compatible	Compatible

Legend

Color	Category	Definition
Compatible (green)	Compatible	This is a compatible combination.
Compatible with limitations (orange)	Compatible with limitations	This is a compatible combination that results in functional limitations. The limitations are visible above the legend.
Not Compatible (gray)	Not Compatible	This is a non-compatible combination.

From Application Server to Collaborate Sharing Server

AS \ USS	2020.07+	2018.07+	2016.11+	21.sp1
25.0	Not Compatible	Not Compatible	Not Compatible	Not Compatible
24.0	Compatible	Not Compatible	Not Compatible	Not Compatible
23.0	Compatible	Compatible	Not Compatible	Not Compatible
22.0	Compatible	Compatible	Compatible	Not Compatible
21.sp1	Compatible	Compatible	Compatible	Compatible
21.0	Not Compatible	Compatible	Compatible	Compatible

Legend

Color	Category	Definition
(green)	Compatible	This is a compatible combination.
(orange)	Compatible with limitations	This is a compatible combination that results in functional limitations. The limitations are visible above the legend.
(gray)	Not Compatible	This is a non-compatible combination.

From Application Server to Collaborate Messaging Server

AS \ UMS	22.0	21.sp1
25.0	(grey)	(grey)
24.0	(green)	(green)
23.0	(green)	(green)
22.0	(green)	(green)
21.sp1	(green)	(green)
21.0	(green)	(green)

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Legend

Color	Category	Definition
(green)	Compatible	This is a compatible combination.
(orange)	Compatible with limitations	This is a compatible combination that results in functional limitations. The limitations are visible above the legend.
(grey)	Not Compatible	This is a non-compatible combination.

From Application Server to Collaborate Video Server

AS \ UVS	2020.07+	2018.07+	2016.11+	21.sp1
25.0				
24.0	🟩			
23.0	🟩	🟩		
22.0	🟩	🟩	🟩	
21.sp1	🟩	🟩	🟩	🟩
21.0		🟩	🟩	🟩

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Legend

Color	Category	Definition
🟩 (green)	Compatible	This is a compatible combination.
🟧 (orange)	Compatible with limitations	This is a compatible combination that results in functional limitations. The limitations are visible above the legend.
⬜ (gray)	Not Compatible	This is a non-compatible combination.

From Application Server to Service Control Function

AS \ SCF	2022.08+	2020.07+	2018.07+	2017.08+	22.0	21.sp1	21.0
25.0	🟩						
24.0		🟩					
23.0			🟩				
22.0				🟩	🟩		
21.sp1						🟩	
21.0							🟩

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Legend

Color	Category	Definition
🟩 Green	Compatible	This is a compatible combination.
🟧 Orange	Compatible with limitations	This is a compatible combination that results in functional limitations. The limitations are visible above the legend.
⬜ Grey	Not Compatible	This is a non-compatible combination.

From Application Server to Call Center - Hosted Thin

		Call Center - Hosted Thin				
		25.0.X	24.0.X	23.0.X	22.0.X	21.0.X
AS	25.0	🟩	🟩	🟩	⬜	⬜
	24.0	⬜	🟩	🟩	🟩	⬜
	23.0	⬜	⬜	🟩	🟩	🟧 1
	22.0	⬜	⬜	⬜	🟩	🟧 1
	21.sp1	⬜	⬜	⬜	⬜	🟩
	21.0	⬜	⬜	⬜	⬜	🟩

Server Notes

1. Following features not available: Thin Clients System Use Notification, CallCenter PIV

Legend

Color	Category	Definition
🟩	Compatible	This is a compatible combination.
🟧	Compatible with limitations	This is a compatible combination that results in functional limitations. The limitations are visible above the legend.
⬜	Not Compatible	This is a non-compatible combination.

From Application Server to Receptionist - Hosted Thin
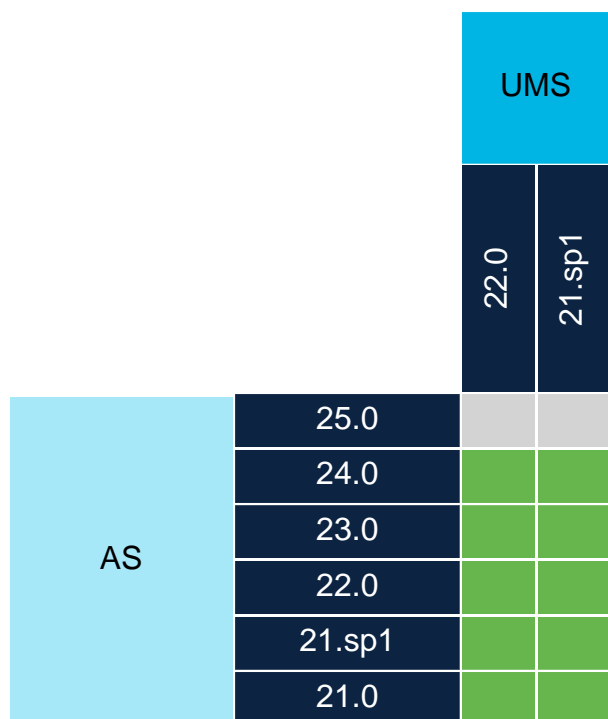
AS	Receptionist - Hosted Thin				
	25.0.X	24.0.X	23.0.X	22.0.X	21.0.X
25.0	🟩	🟩	🟩	⬜	⬜
24.0	⬜	🟩	🟩	🟩	⬜
23.0	⬜	⬜	🟩	🟩	🟧 1
22.0	⬜	⬜	⬜	🟩	🟧 1
21.sp1	⬜	⬜	⬜	⬜	🟩
21.0	⬜	⬜	⬜	⬜	🟩

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Server Notes

1. Following features not available: Receptionist: Support Exchange 2013 and Office 365 for Calendar Integration, Thin Clients System Use Notification, Receptionist Client PIV Support, Receptionist ThinClient PIV And NonPIV Support

Legend

Color	Category	Definition
🟩	Compatible	This is a compatible combination.
🟧	Compatible with limitations	This is a compatible combination that results in functional limitations. The limitations are visible above the legend.
⬜	Not Compatible	This is a non-compatible combination.

From Application Server to Meet-Me Conferencing Outlook Add-in

AS		Meet-Me Conferencing Outlook Add-in
		22.0.X
	25.0	
	24.0	Compatible
	23.0	Compatible
	22.0	Compatible
	21.sp1	
	21.0	

Legend

Color	Category	Definition
	Compatible	This is a compatible combination.
	Compatible with limitations	This is a compatible combination that results in functional limitations. The limitations are visible above the legend.
	Not Compatible	This is a non-compatible combination.

From Application Server to Meet-Me Conferencing Moderator

AS	Meet-Me Conferencing Moderator			
	24.0.X	23.0.X	22.0.X	21.0.X
25.0				
24.0	Compatible	Compatible	Compatible	
23.0		Compatible	Compatible	Compatible
22.0			Compatible	Compatible
21.sp1				Compatible
21.0				Compatible

Legend

Color	Category	Definition
(green)	Compatible	This is a compatible combination.
(orange)	Compatible with limitations	This is a compatible combination that results in functional limitations. The limitations are visible above the legend.
(grey)	Not Compatible	This is a non-compatible combination.

From Application Server to Database Server

AS \ DBS	2022.08+	2020.11+	2020.08+	2020.07+	2018.11+	22.0	21.sp1	21.0
25.0	Compatible	Not Compatible	Not Compatible	Not Compatible	Not Compatible	Not Compatible	Not Compatible	Not Compatible
24.0	Compatible	Compatible	Compatible	Compatible	Compatible	Not Compatible	Not Compatible	Not Compatible
23.0	Compatible	Compatible	Compatible	Compatible	Compatible	Not Compatible	Not Compatible	Not Compatible
22.0	Compatible	Compatible	Compatible	Compatible	Compatible	Compatible	Not Compatible	Not Compatible
21.sp1	Not Compatible	Compatible	Compatible	Compatible	Compatible	Compatible	Compatible	Compatible
21.0	Not Compatible	Compatible	Compatible	Compatible	Compatible	Compatible	Compatible	Compatible

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Legend

Color	Category	Definition
Compatible (green)	Compatible	This is a compatible combination.
Compatible with limitations (orange)	Compatible with limitations	This is a compatible combination that results in functional limitations. The limitations are visible above the legend.
Not Compatible (gray)	Not Compatible	This is a non-compatible combination.

Dependencies for Profile Server
From Profile Server to Database Server

Release 21.sp2 PS is specific to the XS TAS.

!!! WARNING !!! This server type has been replaced by the ADP for non-XS TAS deployments. Please refer to the ADP compatibility matrix page.

Release 2020.07+ PS is specific to the XS TAS deployments.

PS \ DBS	2022.08+	2020.11+	2020.08+	2020.07+	2018.11+	22.0	21.sp1	21.0
2022.08+								
2020.07+								
23.0		Compatible	Compatible	Compatible	Compatible	1		
22.0		1	1	1	1	Compatible		
21.sp2								
21.sp1		1	1	1	1	Compatible	Compatible	Compatible
21.0						Compatible	Compatible	Compatible

Server Notes

1. The DBSObserver application on the PS is not compatible with this DBS release.

Legend

Color	Category	Definition
(green)	Compatible	This is a compatible combination.
(orange)	Compatible with limitations	This is a compatible combination that results in functional limitations. The limitations are visible above the legend.
(gray)	Not Compatible	This is a non-compatible combination.

From Profile Server to Network Database Server

Release 21.sp2 PS is specific to the XS TAS.

!!! WARNING !!! This server type has been replaced by the ADP for non-XS TAS deployments. Please refer to the ADP compatibility matrix page.

Release 2020.07+ PS is specific to the XS TAS deployments.

Release 21.sp2 NDS is specific to the XS TAS.

		NDS					
		2022.08+	2020.07+	2019.06+	2019.05	22.0	21.sp2
PS	2022.08+	🟩					
	2020.07+	🟩	🟩				
	23.0	🟩	🟩	🟩	🟩	🟩	
	22.0	🟩	🟩	🟩	🟩	🟩	
	21.sp2					🟩	🟩
	21.sp1						
	21.0						

Legend

Color	Category	Definition
🟩	Compatible	This is a compatible combination.
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From Profile Server to Xtended Services Platform

Release 21.sp2 PS is specific to the XS TAS.

!!! WARNING !!! This server type has been replaced by the ADP for non-XS TAS deployments. Please refer to the ADP compatibility matrix page.

Release 2020.07+ PS is specific to the XS TAS deployments.

The Xtended Service Platform (**XSP**) is a server that allows operators to selectively deploy applications or web applications depending on the offer.

It is important to understand that the compatibility of the **XSP** itself does not cover for the compatibility of the applications it is "hosting".

Please refer back to the application specific compatibility matrix to view any special rules.

For example, for the CommPilot, the version of the **XSP** can be the same or older than the one on the **AS** as the CommPilot is based on the OCI-P which is fully backward compatible on the AS. To view all the new functionality available in a later release, the **XSP** and **AS** must be at the same version. Similar logic applies to the Xsi.

Release 21.sp2 XSP is specific to the XS TAS.

!!! WARNING !!! This server type has been replaced by the ADP for non-XS TAS deployments. Please refer to the ADP compatibility matrix page.

XSP releases 2020.07+ and 2022.08+ are specific to the XS TAS deployments.

		XSP							
		2022.08+	2020.07+	23.0	22.0	21.sp9	21.sp2	21.sp1	21.0
PS	2022.08+	🟩							
	2020.07+		🟩		🟩				
	23.0			🟩	🟩	🟩	🟩	🟩	🟩
	22.0				🟩	🟩	🟩	🟩	🟩
	21.sp2						🟩		
	21.sp1							🟩	🟩
	21.0							🟩	🟩

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Legend

Color	Category	Definition
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Dependencies for Execution Server
From Execution Server to Database Server

Release 21.sp2 XS is specific to the XS TAS.

	DBS							
	2022.08+	2020.11+	2020.08+	2020.07+	2018.11+	22.0	21.sp1	21.0
XS 2022.08+								
2020.07+								
22.0					Compatible	Compatible	Compatible	Compatible
21.sp2								

Legend

Color	Category	Definition
Compatible	Compatible	This is a compatible combination.
Compatible with limitations	Compatible with limitations	This is a compatible combination that results in functional limitations. The limitations are visible above the legend.
Not Compatible	Not Compatible	This is a non-compatible combination.

From Execution Server to Network Database Server

Release 21.sp2 XS is specific to the XS TAS.

Release 21.sp2 NDS is specific to the XS TAS.

		NDS					
		2022.08+	2020.07+	2019.06+	2019.05	22.0	21.sp2
XS	2022.08+	🟩	⬜	⬜	⬜	⬜	⬜
	2020.07+	🟩	🟩	⬜	⬜	⬜	⬜
	22.0	🟩	🟩	🟩	🟩	🟩	⬜
	21.sp2	⬜	⬜	⬜	⬜	🟩	🟩

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Legend

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From Execution Server to Network Server

Release 21.sp2 XS is specific to the XS TAS.

XS \ NS	2022.08+	2020.07+	23.0	22.0	21.sp1	21.0
2022.08+	Compatible					
2020.07+	Compatible	Compatible				
22.0	Compatible	Compatible		Compatible		
21.sp2				Compatible	Compatible	

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From Execution Server to Media Server

Release 21.sp2 XS is specific to the XS TAS.

		MS					
		2022.08+	2020.07+	2018.07+	2016.11+	21.sp1	21.0
XS	2022.08+	🟩	⬜	⬜	⬜	⬜	⬜
	2020.07+	🟩	🟩	🟩	⬜	⬜	⬜
	22.0	🟩	🟩	🟩	🟩	⬜	⬜
	21.sp2	⬜	⬜	🟩	🟩	🟩	⬜

Legend

Color	Category	Definition
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From Execution Server to Profile Server

Release 21.sp2 XS is specific to the XS TAS.

Release 21.sp2 PS is specific to the XS TAS.

!!! WARNING !!! This server type has been replaced by the ADP for non-XS TAS deployments. Please refer to the ADP compatibility matrix page.

Release 2020.07+ PS is specific to the XS TAS deployments.

		PS						
		2022.08+	2020.07+	23.0	22.0	21.sp2	21.sp1	21.0
XS	2022.08+	🟩	⬜	⬜	⬜	⬜	⬜	⬜
	2020.07+	🟩	🟩	⬜	⬜	⬜	⬜	⬜
	22.0	🟩	🟩	⬜	🟩	⬜	⬜	⬜
	21.sp2	⬜	⬜	⬜	🟩	🟩	⬜	⬜

Legend

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From Execution Server to Xtended Services Platform

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Release 21.sp2 XSP is specific to the XS TAS.

!!! WARNING !!! This server type has been replaced by the ADP for non-XS TAS deployments. Please refer to the ADP compatibility matrix page.

XSP releases 2020.07+ and 2022.08+ are specific to the XS TAS deployments.

		XSP							
		2022.08+	2020.07+	23.0	22.0	21.sp9	21.sp2	21.sp1	21.0
XS	2022.08+	🟩							
	2020.07+		🟩		🟧 1				
	22.0				🟩		🟧 1		
	21.sp2						🟩		

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Server Notes

1. Incomplete CommPilot Application. Compatible otherwise for other applications.

Legend

Color	Category	Definition
🟩	Compatible	This is a compatible combination.
🟧	Compatible with limitations	This is a compatible combination that results in functional limitations. The limitations are visible above the legend.
⬜	Not Compatible	This is a non-compatible combination.

Dependencies for Application Delivery Platform
From Application Delivery Platform to Database Server

The ADP server replaces the XSP and PS.

		DBS							
		2022.08+	2020.11+	2020.08+	2020.07+	2018.11+	22.0	21.sp1	21.0
ADP	2022.08+	Compatible							
	2020.07+	Compatible	Compatible	Compatible	Compatible				

Legend

Color	Category	Definition
(green)	Compatible	This is a compatible combination.
(orange)	Compatible with limitations	This is a compatible combination that results in functional limitations. The limitations are visible above the legend.
(grey)	Not Compatible	This is a non-compatible combination.

From Application Delivery Platform to Network Database Server

The ADP server replaces the XSP and PS.

Release 21.sp2 NDS is specific to the XS TAS.

		NDS					
		2022.08+	2020.07+	2019.06+	2019.05	22.0	21.sp2
ADP	2022.08+	🟩	⬜	⬜	⬜	⬜	⬜
	2020.07+	🟩	🟩	⬜	⬜	⬜	⬜

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Legend

Color	Category	Definition
🟩	Compatible	This is a compatible combination.
🟧	Compatible with limitations	This is a compatible combination that results in functional limitations. The limitations are visible above the legend.
⬜	Not Compatible	This is a non-compatible combination.

Dependencies for Call Center - Hosted Thin
From Call Center - Hosted Thin to Deployment Studio

		Deployment Studio		
		25.0.1	24.0.3	23.0.9
Call Center	25.0.X	🟩	⬜	⬜
	24.0.X	🟩	🟩	⬜
	23.0.X	🟩	🟩	🟩

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Legend

Color	Category	Definition
🟩	Compatible	This is a compatible combination.
🟧	Compatible with limitations	This is a compatible combination that results in functional limitations. The limitations are visible above the legend.
⬜	Not Compatible	This is a non-compatible combination.

Dependencies for Receptionist - Hosted Thin
From Receptionist - Hosted Thin to Deployment Studio

		Deployment Studio		
		25.0.1	24.0.3	23.0.9
Receptionist	25.0.X	🟩	⬜	⬜
	24.0.X	🟩	🟩	⬜
	23.0.X	🟩	🟩	🟩

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Legend

Color	Category	Definition
🟩	Compatible	This is a compatible combination.
🟧	Compatible with limitations	This is a compatible combination that results in functional limitations. The limitations are visible above the legend.
⬜	Not Compatible	This is a non-compatible combination.

Supported Upgrade Map
Application Server - Supported Upgrade Map

		Destination Server Release					
		25.0	24.0	23.0	22.0	21.sp1	21.0
Source Server Release	25.0	1					
	24.0	1					
	23.0	1	■				
	22.0		■	■			
	21.sp1		■	■	■		
	21.0			■	■	■	

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Server Notes

1. The AS release 25.0 corresponds to 2022.08+.

Legend

Color	Category
■	Supported
■	Not supported

Network Server - Supported Upgrade Map

		Destination Server Release					
		2022.08+	2020.07+	23.0	22.0	21.sp1	21.0
Source Server Release	2020.07+	🟩	🟩	⬜	⬜	⬜	⬜
	23.0	🟩	🟩	⬜	⬜	⬜	⬜
	22.0	🟩	🟩	🟩	⬜	⬜	⬜
	21.sp1	🟩 1	🟩 1	🟩	🟩	⬜	⬜
	21.0	⬜	⬜	🟩	🟩	🟩	⬜

Server Notes

1. Rollbacking from 2020.07+ to 21.sp1 is not supported, only a revert is supported.

Legend

Color	Category
🟩	Supported
⬜	Not supported

Media Server - Supported Upgrade Map

		Destination Server Release					
		2022.08+	2020.07+	2018.07+	2016.11+	21.sp1	21.0
Source Server Release	2016.11+	🟩	🟩	🟩	🟩	⬜	⬜
	21.sp1	🟩	🟩	🟩	🟩	⬜	⬜
	21.0	⬜	⬜	🟩	🟩	🟩	⬜

Legend

Color	Category
🟩	Supported
⬜	Not supported

Xtended Services Platform - Supported Upgrade Map

The Xtended Service Platform (**XSP**) is a server that allows operators to selectively deploy applications or web applications depending on the offer.

It is important to understand that the compatibility of the **XSP** itself does not cover for the compatibility of the applications it is "hosting".

Please refer back to the application specific compatibility matrix to view any special rules.

For example, for the CommPilot, the version of the **XSP** can be the same or older than the one on the **AS** as the CommPilot is based on the OCI-P which is fully backward compatible on the AS. To view all the new functionality available in a later release, the **XSP** and **AS** must be at the same version. Similar logic applies to the Xsi.

Release 21.sp2 XSP is specific to the XS TAS.

!!! WARNING !!! This server type has been replaced by the ADP for non-XS TAS deployments. Please refer to the ADP compatibility matrix page.

XSP releases 2020.07+ and 2022.08+ are specific to the XS TAS deployments.

		Destination Server Release							
		2022.08+	2020.07+	23.0	22.0	21.sp9	21.sp2	21.sp1	21.0
Source Server Release	2020.07+	Supported	Supported						
	23.0	Supported	Supported 1						
	22.0	Supported	Supported 2	Supported					
	21.sp9		Supported 3	Supported	Supported				
	21.sp2			Supported	Supported				
	21.sp1			Supported 4	Supported				
	21.0			Supported	Supported			Supported	

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Server Notes

1. The XSP 23.0 can be upgraded to ADP 2020.07+.
2. The XSP 22.0 can be upgraded to ADP 2020.07+. In XS mode, the XSP 22.0 can be upgraded to XSP 2020.07+.
3. The XSP 21.sp9 can be upgraded to ADP 2020.07+.
4. The XSP 21.sp1 can be upgraded to ADP 2020.07+.

Legend

Color	Category
(green)	Supported
(gray)	Not supported

Profile Server - Supported Upgrade Map

> Release 21.sp2 PS is specific to the XS TAS.
>
> !!! WARNING !!! This server type has been replaced by the ADP for non-XS TAS deployments. Please refer to the ADP compatibility matrix page.
>
> Release 2020.07+ PS is specific to the XS TAS deployments.

Source Server Release	Destination Server Release						
	2022.08+	**2020.07+**	**23.0**	**22.0**	**21.sp2**	**21.sp1**	**21.0**
2020.07+	Supported	Supported					
23.0	Supported	Supported [1]					
22.0	Supported	Supported [2]	Supported				
21.sp2			Supported	Supported			
21.sp1		Supported [3]	Supported	Supported			
21.0			Supported	Supported		Supported	

Server Notes

1. The PS 23.0 can be upgraded to ADP 2020.07+.
2. The PS 22.0 can be upgraded to ADP 2020.07+. In XS mode, the PS 22.0 can be upgraded to PS 2020.07+.
3. The PS 21.sp1 can be upgraded to ADP 2020.07+.

Legend

Color	Category
(green)	Supported
(gray)	Not supported

Database Server - Supported Upgrade Map

Source Server Release	Destination Server Release							
	2022.08+	2020.11+	2020.08+	2020.07+	2018.11+	22.0	21.sp1	21.0
2018.11+	Supported	Supported	Supported [1]	Supported	Supported			
22.0			Supported [1]	Supported	Supported			
21.sp1			Supported [1]	Supported	Supported	Supported		
21.0			Supported [1]	Supported		Supported	Supported	

Server Notes

1. ECL is EoL after upgrading to 2020.08+.

Legend

Color	Category
Green	Supported
Gray	Not supported

Execution Server - Supported Upgrade Map

Release 21.sp2 XS is specific to the XS TAS.

Source Server Release		Destination Server Release			
		2022.08+	2020.07+	22.0	21.sp2
	2020.07+	Supported	Supported	Not supported	Not supported
	22.0	Supported	Supported	Not supported	Not supported
	21.sp2	Not supported	Not supported	Supported	Not supported

Legend

Color	Category
	Supported
	Not supported

Service Control Function - Supported Upgrade Map

		Destination Server Release						
		2022.08+	2020.07+	2018.07+	2017.08+	22.0	21.sp1	21.0
Source Server Release	2017.08+	🟩	🟩	🟩	🟩	⬜	⬜	⬜
	21.sp1	🟩	🟩	🟩	🟩	🟩	⬜	⬜
	21.0	⬜	⬜	🟩	🟩	🟩	🟩	⬜

Legend

Color	Category
🟩	Supported
⬜	Not supported

Collaborate Messaging Server - Supported Upgrade Map
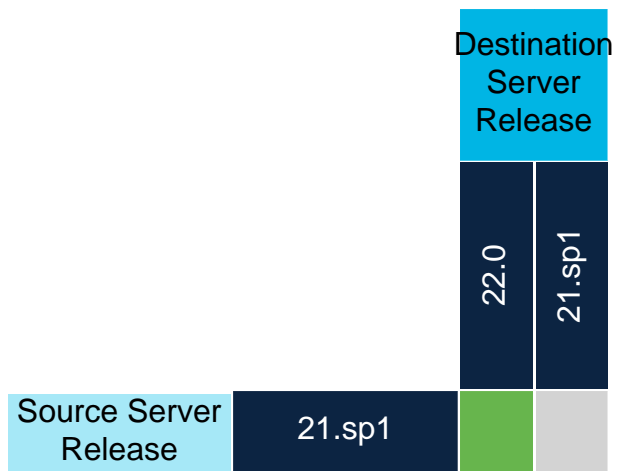
		Destination Server Release	
		22.0	21.sp1
Source Server Release	21.sp1	🟩	⬜

Legend

Color	Category
🟩	Supported
⬜	Not supported

Collaborate Sharing Server - Supported Upgrade Map

		Destination Server Release			
		2020.07+	2018.07+	2016.11+	21.sp1
Source Server Release	21.sp1	🟩	🟩	🟩	⬜

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Legend

Color	Category
🟩	Supported
⬜	Not supported

WebRTC Server - Supported Upgrade Map

		Destination Server Release			
		2020.07+	2018.07+	2016.09+	21.sp1
Source Server Release	21.sp1	🟩	🟩	🟩	⬜

Legend

Color	Category
🟩	Supported
⬜	Not supported

Collaborate Video Server - Supported Upgrade Map

		Destination Server Release			
		2020.07+	2018.07+	2016.11+	21.sp1
Source Server Release	21.sp1	🟩	🟩	🟩	⬜

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Legend

Color	Category
🟩	Supported
⬜	Not supported

Network Function Manager - Supported Upgrade Map

		Destination Server Release						
		2022.08+	2020.07+	2019.06+	2019.05	2017.11+	22.0	21.sp1
Source Server Release	2017.11+	1						
	22.0	1						
	21.sp1				2			

Server Notes

1. If NetworkMonitoring is deployed, a two stage upgrade through 2020.11 is needed. Otherwise a direct upgrade is supported.
2. Upgrade from 21.sp1 can only be done up to 2019.05, to go beyond that, a two stage upgrade is required.

Legend

Color	Category
	Supported
	Not supported

Network Database Server - Supported Upgrade Map

Release 21.sp2 NDS is specific to the XS TAS.

		Destination Server Release					
		2022.08+	2020.07+	2019.06+	2019.05	22.0	21.sp2
Source Server Release	2019.05+	🟩	🟩	🟩	🟩	⬜	⬜
	22.0	🟩	🟩	🟩	⬜	⬜	⬜
	21.sp2	⬜	⬜	⬜	1🟩	🟩	⬜

Server Notes

1. Upgrade from 21.sp2 can only be done up to 2019.05, to go beyond that, a two stage upgrade is required.

Legend

Color	Category
🟩	Supported
⬜	Not supported

Application Delivery Platform - Supported Upgrade Map

The ADP server replaces the XSP and PS.

		Destination Server Release	
		2022.08+	2020.07+
Source Server Release	2020.07+	Supported	Supported
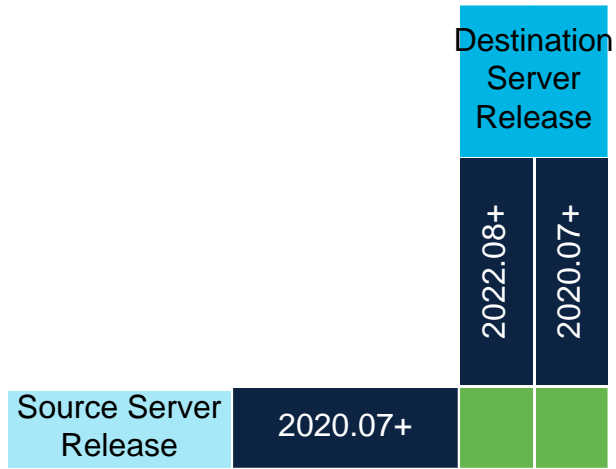
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Legend

Color	Category
	Supported
	Not supported

Cisco BroadWorks products lifecycle policy

As with any software-based product, Cisco BroadWorks products, a release or version of these products, will eventually reach the end of their product lifecycle. Technology innovations, changes in market and business demands, or normal product maturity, among other things, may drive a decision to declare a Cisco BroadWorks product or version of such product End of Maintenance (EoM), End of Sale (EoS) or End of Service Life (EoSL).

While these milestones are a part of the normal product life cycle, Cisco understands that when a product or version of a product is declared EoM, EoS or EoSL, customers will likely consider:

- The impact of such event on the applicable product in their networks

- How these events will affect their day-to-day business

- How EoM, EoS and EoSL affects their internal and external-facing technical support

- Planning for needed upgrades or updates

Cisco believes it is crucial for our customers to understand our support policies with respect to product life cycle milestones. To that end, the information offered here is intended to help our customers:

- Manage the transition once a product or version of a product has reached the end of its lifecycle

- Understand what Cisco can offer to help make the transition easier

End of maintenance listings for Cisco BroadWorks products

- BroadWorks Server

- Clients

- Enterprise Portals

- Synergey Servers

- M6 Servers

With regards to Cisco BroadWorks's lifecycle policy, please note the following:

- Not all minor issues will be corrected in the current software release. A minor issue is defined as a problem that does not significantly impair the functioning of the system and does not significantly affect service to end users.

- No issue, regardless of severity, will be fixed in any Cisco BroadWorks software release that has reached the EoM or EoSL milestone.

If you have questions or concerns about any of the information listed on this page, please contact your Project Manager or Account Manager for additional details.

Lifecycle management - Cisco BroadWorks servers

Release	Product	RC date	EoM effective date
RI	ADP AS MS NDS NFM NS PS SCF XS Xsp	N/A	See note 1 below the table
RI	DBS (ECCR)	N/A	09/30/2024 See note 2 below the table
R25	AS	08/31/2022	08/31/2028
R24	AS	07/03/2020	07/31/2026
R23	AS HZS NS PS XSA XSP	12/10/2018	Follow "n-2" policy - 2Q2024
R22	AS NS MS EMS PS Xsp AMS XS DBS SCF NFM WRS USS UVS NFM NDS HZS	12/21/2016	Follow "n-2" policy - 2Q2022 EMS/VLS EOM 4Q2018
R22	UMS	02/10/2017	01/31/2022
R21/R21sp1	UMS USS UVS	3/20/2015	UMS R21.sp1 compatibility has been extended to BroadWorks Releases 23 and 24. See here.
R21/R21sp1	AS NS MS EMS PS Xsp AMS XS DBS SCF VLS NFM WRS	12/12/2014	Exception to "n-2" policy - 06/30/2021

Note 1

For Cisco BroadWorks RI, when an issue is reported on an older RI (not the latest available) while the fix is already available, customer must upgrade to a newer RI that contains the fix. In cases where the reported issue is not yet fixed:

- Normal customer bugs are fixed in the upcoming RI to be delivered in the next scheduled RI.

- Urgent customer bugs are also fixed in the upcoming RI, in addition, a rebuild of the latest RI can also be done with that fix such that customers can receive the fix sooner.

- Critical customer bugs are also fixed in the upcoming RI, in addition, a rebuild of the customer RI version can also be done provided that the version is still suppported.

Only RI releases that align with supported Cisco BroadWorks AS major releases (N=25, N-1=24, N-2=23) are supported.

Note 2

In accordance with its Lifecycle and Support policy, Cisco formally announces the End Of Maintenance (EoM) for Enhanced Call Center Reporting (ECCR) and the Database Server (DBS) effective Sep 30th, 2024.

Lifecycle management - BroadSoft clients

BroadWorks

Release	Product	RC date	EoM notification date	EoM effective date
R21	Assistant Call Center Agent Call Center Supervisor Receptionist Deployment Studio Meet-Me Outlook Plug-In Meet-Me Moderator	12/19/2014	12/19/2014	Follow "n-2" policy 4Q2020 Assistant EOM occurs 12/2016

UC-one meet

Release	RC date	EoM notification date	EoM effective date
2.1	10/2016	10/2016	EoM and EoS 07/31/2018
2.0	06/2016	06/2016	Follows "n" policy 10/31/2016

UC-one mobilelink

Release	RC date	EoM notification date	EoM effective date
21	01/2015	01/2015	EoM and EoS 03/29/2019
20.0 (i)	01/2014	01/2014	Follows "n" policy 1/31/2015
20.0 (e)	12/2013	12/2013	