Software

Compatibility & Upgrade Matrices

Document Version 15

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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
9	Added compatibilities between AS 25 and Meet-Me Conferencing Moderator versions.	18/07/2024
10	Updated compatibilities and upgrade matrices for R26.	09/09/2024
11	Updated compatibility for AS and DBS to highlight end of support of ECCR solution and DBS starting with 2024.10.	02/25/2025
12	Updated list of supported major releases in the Lifecycle management section.	03/31/2025
13	Updated EoM date for R25 and R26 to align with the BroadWorks Release Independent Support Policy.	05/23/2025
14	Updated compatibilities and upgrade matrices for R27.	08/13/2026
15	Fixed compatibilities and upgrade matrices for R27.	08/21/2026

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Dependencies for BroadWorks

From BroadWorks to Network Function Manager

		NFM								
		2026.08+	2024.08+	2022.08+	2020.07+	2019.06+	2019.05	2017.11+	22.0	21.sp1
BW	2026.08+	■								
	2024.08+	■	■							
	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					■	■	■	■	■

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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.

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Dependencies for Application Server
From Application Server to Media Server

AS \ MS	2026.08+	2024.08+	2022.08+	2020.07+	2018.07+	2016.11+	21.sp1	21.0
27.0	■							
26.0	■	■						
25.0	■	■	■					
24.0		■	■	■				
23.0			■	■	■			
22.0			■	■	■	■		
21.sp1				■	■	■	■	■
21.0					■	■	■	■

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From Application Server to Network Server

AS \ NS	2026.08+	2024.08+	2022.08+	2020.07+	23.0	22.0	21.sp1	21.0
27.0	✓							
26.0	✓	✓						
25.0	✓	✓	✓					
24.0		✓	✓	✓				
23.0			✓	✓	✓			
22.0			✓	✓	✓	✓		
21.sp1				✓	✓	✓	✓	✓
21.0					✓	✓	✓	✓

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From Application Server to Network Database Server

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

		NDS							
		2026.08+	2024.08+	2022.08+	2020.07+	2019.06+	2019.05	22.0	21.sp2
AS	27.0								
	26.0								
	25.0								
	24.0				1	1	1	1	
	23.0				2	2	2	2	
	22.0				3	3	3	3	
	21.sp1								
	21.0								

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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.

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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.

		PS								
		2026.08+	2024.08+	2022.08+	2020.07+	23.0	22.0	21.sp2	21.sp1	21.0
AS	27.0									
	26.0									
	25.0									
	24.0									
	23.0									
	22.0									
	21.sp1									
	21.0									

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From Application Server to Application Delivery Platform

The ADP server replaces the XSP and PS.

		ADP			
		2026.08+	2024.08+	2022.08+	2020.07+
AS	27.0				
	26.0				
	25.0				
	24.0				
	23.0				
	22.0			1	1
	21.sp1				1
	21.0				

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Server Notes

1. Anchored applications not supported.

Legend

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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									
		2026.08+	2024.08+	2022.08+	2020.07+	23.0	22.0	21.sp9	21.sp2	21.sp1	21.0
AS	27.0										
	26.0										
	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.

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From Application Server to WebRTC Server

		WRS			
		2020.07+	2018.07+	2016.09+	21.sp1
AS	27.0				
	26.0				
	25.0				
	24.0	■			
	23.0	■	■		
	22.0	■	■	■	
	21.sp1	■	■	■	■
	21.0		■	■	■

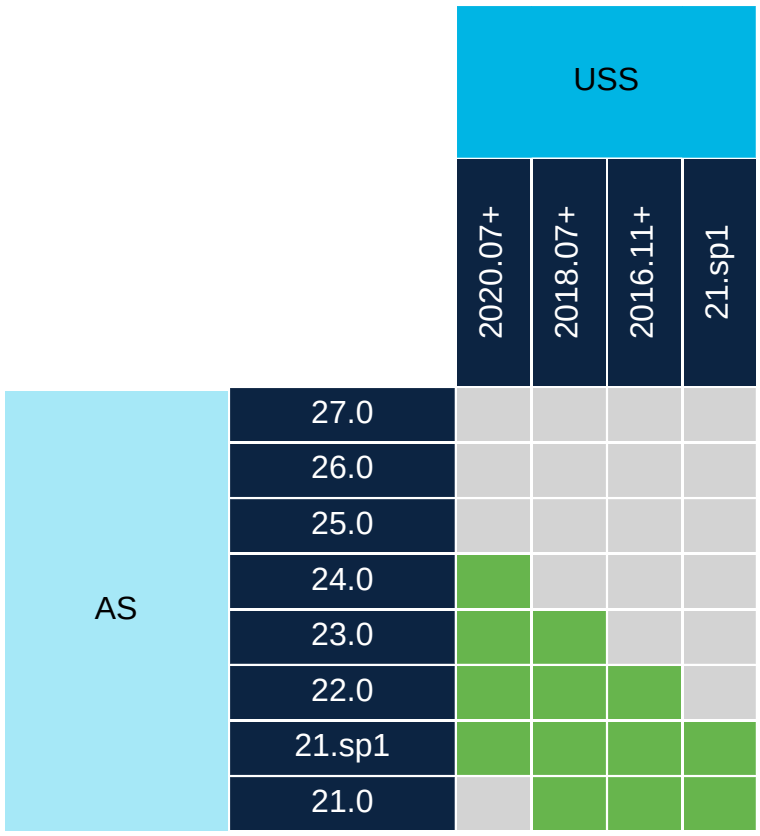
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From Application Server to Collaborate Sharing Server



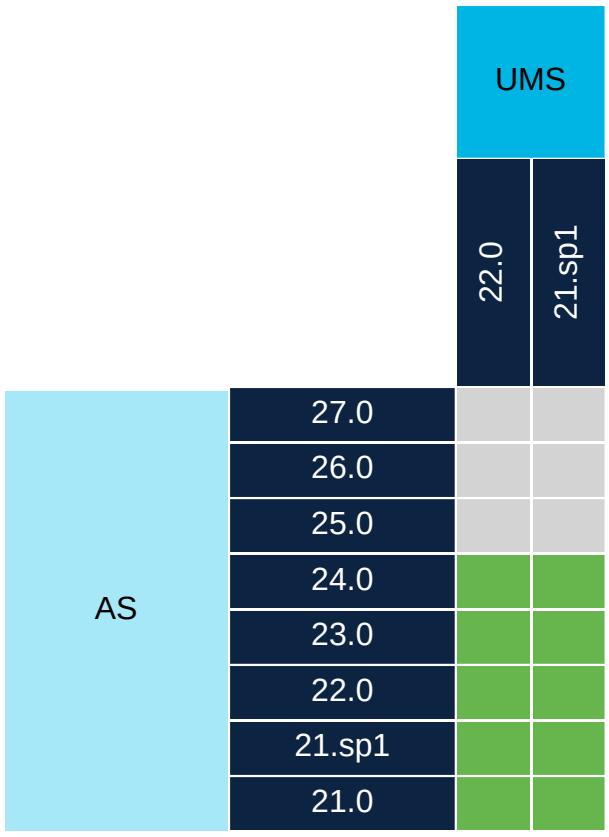
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From Application Server to Collaborate Messaging Server



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From Application Server to Collaborate Video Server

		UVS			
		2020.07+	2018.07+	2016.11+	21.sp1
AS	27.0				
	26.0				
	25.0				
	24.0				
	23.0				
	22.0				
	21.sp1				
	21.0				

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From Application Server to Service Control Function

		SCF								
		2026.08+	2024.08+	2022.08+	2020.07+	2018.07+	2017.08+	22.0	21.sp1	21.0
AS	27.0	■								
	26.0		■							
	25.0			■						
	24.0				■					
	23.0					■				
	22.0						■	■		
	21.sp1								■	
	21.0									■

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From Application Server to Call Center - Hosted Thin

		Call Center - Hosted Thin						
		27.0.X	26.0.X	25.0.X	24.0.X	23.0.X	22.0.X	21.0.X
AS	27.0							
	26.0							
	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: Thin Clients System Use Notification, CallCenter PIV

Legend

Color	Category	Definition
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	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.

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From Application Server to Receptionist - Hosted Thin

		Receptionist - Hosted Thin						
		27.0.X	26.0.X	25.0.X	24.0.X	23.0.X	22.0.X	21.0.X
AS	27.0							
	26.0							
	25.0							
	24.0							
	23.0							1
	22.0							1
	21.sp1							
	21.0							

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Server Notes

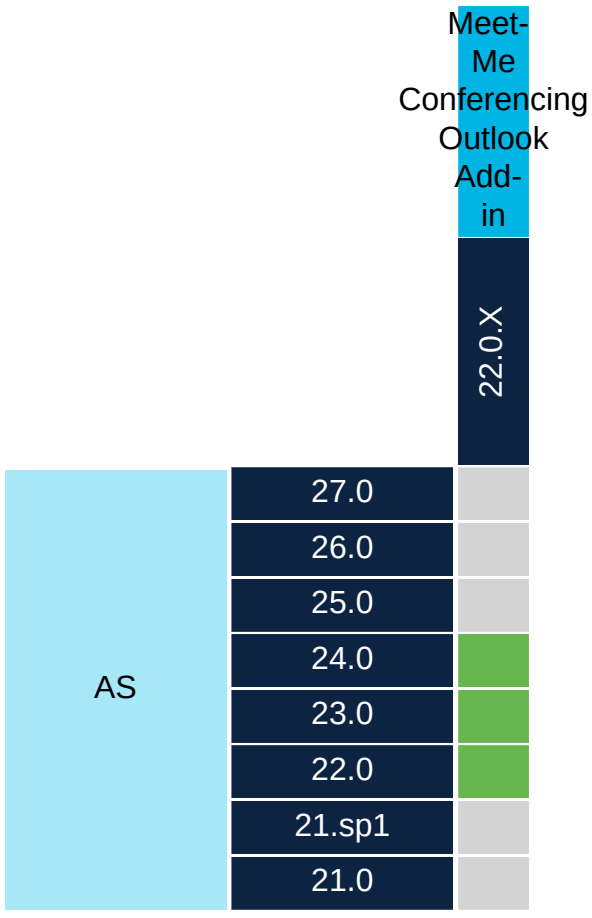
1. Following features not available: Receptionist: Support Exchange 2013 and Office 365 for Calendar Integration, Thin Clients System Use Notification, Receptionist Client PIV Support, Receptionist ThinClient PIV And NonPIV Support

Legend

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



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From Application Server to Meet-Me Conferencing Moderator

		Meet-Me Conferencing Moderator						
		27.0.X	26.0.X	25.0.X	24.0.X	23.0.X	22.0.X	21.0.X
AS	27.0	■	■	■				
	26.0		■	■	■			
	25.0			■	■	■		
	24.0				■	■	■	
	23.0					■	■	■
	22.0						■	■
	21.sp1							■
	21.0							■

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From Application Server to Database Server

		DBS								
		2024.08+	2022.08+	2020.11+	2020.08+	2020.07+	2018.11+	22.0	21.sp1	21.0
AS	27.0									
	26.0	1								
	25.0									
	24.0									
	23.0									
	22.0									
	21.sp1									
	21.0									

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Server Notes

1. Starting with 2024.10, ECCR solution and DBS are no longer supported.

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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.

		DBS								
		2024.08+	2022.08+	2020.11+	2020.08+	2020.07+	2018.11+	22.0	21.sp1	21.0
PS	2026.08+									
	2024.08+									
	2022.08+									
	2020.07+									
	23.0							1		
	22.0			1	1	1	1			
	21.sp2									
	21.sp1			1	1	1	1			
	21.0									

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Server Notes

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

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From Profile Server to Network Database Server

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

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

		NDS							
		2026.08+	2024.08+	2022.08+	2020.07+	2019.06+	2019.05	22.0	21.sp2
PS	2026.08+	■							
	2024.08+	■	■						
	2022.08+	■	■	■					
	2020.07+			■	■				
	23.0			■	■	■	■	■	
	22.0			■	■	■	■	■	
	21.sp2							■	■
	21.sp1								
	21.0								

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From Profile Server to Xtended Services Platform

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

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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.

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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									
		2026.08+	2024.08+	2022.08+	2020.07+	23.0	22.0	21.sp9	21.sp2	21.sp1	21.0
PS	2026.08+	■									
	2024.08+		■								
	2022.08+			■							
	2020.07+				■		■				
	23.0					■	■	■	■	■	■
	22.0						■	■	■	■	■
	21.sp2								■		
	21.sp1									■	■
	21.0									■	■

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Color	Category	Definition
	Not Compatible	This is a non-compatible combination.

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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								
		2024.08+	2022.08+	2020.11+	2020.08+	2020.07+	2018.11+	22.0	21.sp1	21.0
XS	2026.08+									
	2024.08+									
	2022.08+									
	2020.07+									
	22.0									
	21.sp2									

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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							
		2026.08+	2024.08+	2022.08+	2020.07+	2019.06+	2019.05	22.0	21.sp2
XS	2026.08+	■							
	2024.08+	■	■						
	2022.08+		■	■					
	2020.07+			■	■				
	22.0			■	■	■	■	■	
	21.sp2							■	■

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From Execution Server to Network Server

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

		NS							
		2026.08+	2024.08+	2022.08+	2020.07+	23.0	22.0	21.sp1	21.0
XS	2026.08+								
	2024.08+								
	2022.08+								
	2020.07+								
	22.0								
	21.sp2								

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From Execution Server to Media Server

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

		MS							
		2026.08+	2024.08+	2022.08+	2020.07+	2018.07+	2016.11+	21.sp1	21.0
XS	2026.08+								
	2024.08+								
	2022.08+								
	2020.07+								
	22.0								
	21.sp2								

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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								
		2026.08+	2024.08+	2022.08+	2020.07+	23.0	22.0	21.sp2	21.sp1	21.0
XS	2026.08+									
	2024.08+									
	2022.08+									
	2020.07+									
	22.0									
	21.sp2									

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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.

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From Execution Server to Xtended Services Platform

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

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	2026.08+	2024.08+	2022.08+	2020.07+	23.0	22.0	21.sp9	21.sp2	21.sp1	21.0
XS	2026.08+										
	2024.08+										
	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.

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

The ADP server replaces the XSP and PS.

		DBS								
		2024.08+	2022.08+	2020.11+	2020.08+	2020.07+	2018.11+	22.0	21.sp1	21.0
ADP	2026.08+									
	2024.08+									
	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.

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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							
		2026.08+	2024.08+	2022.08+	2020.07+	2019.06+	2019.05	22.0	21.sp2
ADP	2026.08+								
	2024.08+								
	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.

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Dependencies for Call Center - Hosted Thin

From Call Center - Hosted Thin to Deployment Studio

		Deployment Studio				
		27.0.1	26.0.1	25.0.1	24.0.3	23.0.9
Call Center	27.0.X	■				
	26.0.X	■	■			
	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.

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Dependencies for Receptionist - Hosted Thin

From Receptionist - Hosted Thin to Deployment Studio

		Deployment Studio				
		27.0.1	26.0.1	25.0.1	24.0.3	23.0.9
Receptionist	27.0.X	■				
	26.0.X	■	■			
	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.

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Supported Upgrade Map

Application Server - Supported Upgrade Map

		Destination Server Release							
		27.0	26.0	25.0	24.0	23.0	22.0	21.sp1	21.0
Source Server Release	27.0	1							
	26.0	1	2						
	25.0	1	2	3					
	24.0		2	3					
	23.0			3					
	22.0								
	21.sp1								
	21.0								

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Server Notes

1. The AS release 27.0 corresponds to 2026.08+.
2. The AS release 26.0 corresponds to 2024.08+.
3. The AS release 25.0 corresponds to 2022.08+.

Legend

Color	Category
	Supported
	Not supported

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Network Server - Supported Upgrade Map

		Destination Server Release							
		2026.08+	2024.08+	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					■	■	■	

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Server Notes

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

Legend

Color	Category
	Supported
	Not supported

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Media Server - Supported Upgrade Map

		Destination Server Release							
		2026.08+	2024.08+	2022.08+	2020.07+	2018.07+	2016.11+	21.sp1	21.0
Source Server Release	2016.11+	■	■	■	■	■	■		
	21.sp1			■	■	■	■		
	21.0					■	■	■	

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Legend

Color	Category
	Supported
	Not supported

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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									
		2026.08+	2024.08+	2022.08+	2020.07+	23.0	22.0	21.sp9	21.sp2	21.sp1	21.0
Source Server Release	2020.07+										
	23.0				1						
	22.0				2						
	21.sp9				3						
	21.sp2										
	21.sp1				4						
	21.0										

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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
	Supported
	Not supported

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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.

		Destination Server Release								
		2026.08+	2024.08+	2022.08+	2020.07+	23.0	22.0	21.sp2	21.sp1	21.0
Source Server Release	2020.07+	■	■	■	■					
	23.0			■	■ [1]					
	22.0			■	■ [2]	■				
	21.sp2					■	■			
	21.sp1				■ [3]	■	■			
	21.0					■	■		■	

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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
■	Supported
■	Not supported

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Database Server - Supported Upgrade Map

		Destination Server Release								
		2024.08+	2022.08+	2020.11+	2020.08+	2020.07+	2018.11+	22.0	21.sp1	21.0
Source Server Release	2018.11+				1					
	22.0				1					
	21.sp1				1					
	21.0				1					

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Server Notes

1. ECL is EoL after upgrading to 2020.08+.

Legend

Color	Category
	Supported
	Not supported

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Execution Server - Supported Upgrade Map

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

		Destination Server Release					
		2026.08+	2024.08+	2022.08+	2020.07+	22.0	21.sp2
Source Server Release	2020.07+	■	■	■	■		
	22.0			■	■		
	21.sp2					■	

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Legend

Color	Category
	Supported
	Not supported

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Service Control Function - Supported Upgrade Map

		Destination Server Release								
		2026.08+	2024.08+	2022.08+	2020.07+	2018.07+	2017.08+	22.0	21.sp1	21.0
Source Server Release	2017.08+	■	■	■	■	■	■			
	21.sp1			■	■	■	■	■		
	21.0					■	■	■	■	

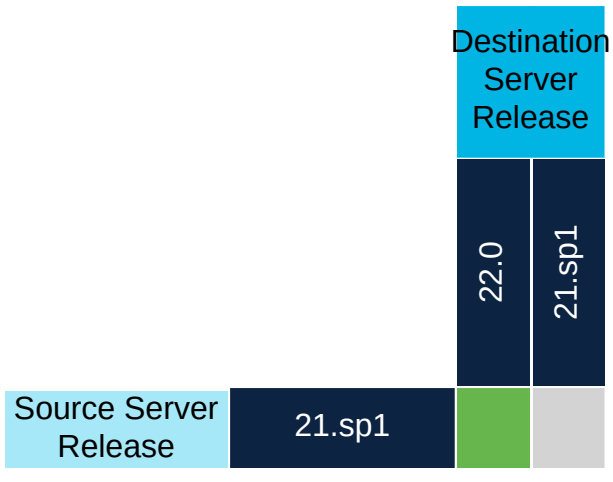
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Legend

Color	Category
	Supported
	Not supported

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Collaborate Messaging Server - Supported Upgrade Map



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Legend

Color	Category
	Supported
	Not supported

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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

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WebRTC Server - Supported Upgrade Map

Source Server Release	Destination Server Release: 2020.07+	2018.07+	2016.09+	21.sp1
21.sp1				

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Legend

Color	Category
	Supported
	Not supported

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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

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Network Function Manager - Supported Upgrade Map

		Destination Server Release								
		2026.08+	2024.08+	2022.08+	2020.07+	2019.06+	2019.05	2017.11+	22.0	21.sp1
Source Server Release	2017.11+	1	1	1						
	22.0			1						
	21.sp1						2			

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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

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Network Database Server - Supported Upgrade Map

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

		Destination Server Release							
		2026.08+	2024.08+	2022.08+	2020.07+	2019.06+	2019.05	22.0	21.sp2
Source Server Release	2019.05+								
	22.0								
	21.sp2						1		

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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

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Application Delivery Platform - Supported Upgrade Map

The ADP server replaces the XSP and PS.

		Destination Server Release			
		2026.08+	2024.08+	2022.08+	2020.07+
Source Server Release	2020.07+				

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Legend

Color	Category
	Supported
	Not supported

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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
R27	AS	08/31/2026	08/31/2029
R26	AS	08/31/2024	08/31/2028
R25	AS	08/31/2022	08/31/2027
R24	AS	07/03/2020	07/31/2026
R23	AS HZS NS PS XSA XSP	12/10/2018	7/31/2024
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.

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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=27, N-1=26, N-2=25) 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.

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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	

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