

UCCX CTI Protocol version 15 & 16



[FarlonRene](#) 10 posts since Sep 27, 2010

UCCX CTI Protocol version 15 & 16 Apr 4, 2017 3:34 AM

CCX Version 10 & 11 supports protocol versions from 10 to 16 but Cisco documentation stops at version 14 and has been static since 2009 according to document history section.

How can i get information about the missing protocol versions 15 and 16?

Kind regards

René Bechmann

Farlon

Tags: [uccxcti](#), [uccx_cti_protocol](#)



[Denise Kwan](#) 1,289 posts since Jun 2, 2015

Re: UCCX CTI Protocol version 15 & 16 Apr 4, 2017 10:15 AM

Hi Farlon,

Please take a look at the UCCX CTI Server documentation on the DevNet page: <https://developer.cisco.com/site/express-cti/documentation/>


Thanx,

Denise



[FarlonRene](#) 10 posts since Sep 27, 2010

Re: UCCX CTI Protocol version 15 & 16 Apr 4, 2017 3:44 PM

 in response to [Denise Kwan](#)

Thank you for your reply Denise

As mentioned, the documentation at the location you kindly pointed out, does not contain any information about protocol version 15 and 16.

It is, as if, the document for version 14 (CCX 8.0) was copied with each CCX version 8.5, 9.0, 9.5, 10.0, 10.5, 11.0 & 11.5 etc. with only its title changed. No new information has been added since 2009!

There is not a single mention of version 15 or 16.

Support for versions 15 & 16 is mentioned here:

[Unified CCX Software Compatibility Matrix for 11.5\(1\)SU1 - DocWiki](#)

Kind regards


René Bechmann

Farlon



[Denise Kwan](#) 1,289 posts since Jun 2, 2015

Re: UCCX CTI Protocol version 15 & 16 Apr 5, 2017 8:50 PM

 in response to [FarlonRene](#)

Hi Farlon,

Thank you for pointing that out. I had assumed that since there are new versions, the content in them were actually different. I spoke with the CCX team and they are looking into it. They will update the docs accordingly and repost them. I will let you know when the updates are published.


Thanx,

Denise



[Saibal Das](#) 8 posts since Apr 18, 2017

Re: UCCX CTI Protocol version 15 & 16 Apr 18, 2017 2:56 PM

 in response to [FarlonRene](#)

Hi René Bechmann,

You mentioned that "CCX Version 10 & 11 supports protocol versions from 10 to 16". However, I am not able to find any link where it states that APIs 16 is supported by 10..x ([Unified CCX Software Compatibility Matrix for 10.6\(x\) and Service Releases - DocWiki](#), [Unified CCX Software Compatibility Matrix for 10.5\(x\) and Service Releases - DocWiki](#), [Unified CCX Software Compatibility Matrix for 10.0\(x\) and Service Releases - DocWiki](#)). Did you find it any other place?


Thanks,

Saibal Das



[FarlonRene](#) 10 posts since Sep 27, 2010

Re: UCCX CTI Protocol version 15 & 16 Apr 19, 2017 6:07 AM

 in response to [Saibal Das](#)

Hi,

There are no other sources than the Cisco CCX team. Denise mentioned that they are looking into it and will let us know when the documentation has been updated.

UCCX CTI Protocol version 15 & 16

Kind regards


René Bechmann

Farlon



[Denise Kwan](#) 1,289 posts since Jun 2, 2015

Re: UCCX CTI Protocol version 15 & 16 Apr 19, 2017 9:21 AM

 in response to [FarlonRene](#)

Hi,

Yes. They are still looking into it. I will update this thread as soon as I get more information.


Thanx,

Denise



[FarlonRene](#) 10 posts since Sep 27, 2010

Re: UCCX CTI Protocol version 15 & 16 Apr 15, 2018 12:59 PM

 in response to [Denise Kwan](#)


Hello Denise,

Looking at the documentation for version 11.5 and 11.6. I find no mention of version 15 or 16. Are protocol version 15 and 16 going to be included in the documentation?



[Denise Kwan](#) 1,289 posts since Jun 2, 2015

Re: UCCX CTI Protocol version 15 & 16 Apr 27, 2018 9:45 AM

 in response to [FarlonRene](#)

Hi,

Sorry for the delay. I was trying to chase this down. I got confirmation from the CCX team that the protocol versions in 15 and 16 are indeed in the latest doc (11.6). The team said that changes weren't added incrementally so they weren't able to denote which changes were from 15 and 16.


Thanx,

Denise



[FarlonRene](#) 10 posts since Sep 27, 2010

Re: UCCX CTI Protocol version 15 & 16 Apr 29, 2018 11:11 AM

 in response to [Denise Kwan](#)

UCCX CTI Protocol version 15 & 16

Thank you Denise

I will have a closer look at the documentation.

Kind regards

René Bechmann

Farlon