

## Citrix Products and Supported versions

### INFORMATION

The following chart outlines supported Citrix products and the corresponding supported versions and prairieFyre releases. Please contact prairieFyre Customer Support for further information.

<b>Citrix Product</b>	<b>Supported Version</b>	<b>Supported in pF Release*</b>	<b>Products Supported**</b>
Citrix XenApp	7.7	8.1 GA	Contact Center Client (No Softphone), YourSite Explorer, Contact Center Management Website, Ignite (No drag and drop functionality), MiCollab Client Softphone
Citrix XenApp	7.6	8.0 GA	Contact Center Client (No Softphone), YourSite Explorer, Contact Center Management Website, Ignite (No drag and drop functionality), MiCollab Client

			Softphone
Citrix XenApp	6.5	7.1.3.0	Contact Center Client (No Softphone), YourSite Explorer, Contact Center Management Website, Ignite (No drag and drop functionality)
Citrix XenDesktop	7.1 and 7.5	7.1.3.0	Contact Center Client (No Softphone), YourSite Explorer, Contact Center Management Website, Ignite (No drag and drop functionality)
Citrix XenApp	n/a	7.0 GA	Citrix XenApp virtualization was not validated in version 7.0. Version validation is expected in Contact Center version 7.0.1.0
Citrix XenApp (Formerly	5.5	6.0.0.0	Contact

Presentation Server)			Center Client (No Softphone), YourSite Explorer, Contact Center Management Website
Citrix XenApp (Formerly Presentation Server)	6.0	6.0.0.1	Contact Center Client (No Softphone), YourSite Explorer, Contact Center Management Website
Citrix XenApp (Formerly Presentation Server)	6.5	Future support possible in 7.0****	
Citrix XenServer	N/A	N/A	Currently Unsupported***
Citrix XenClient	N/A	N/A	Currently Unsupported***
Citrix VDI-in-a-box	N/A	N/A	Currently Unsupported***

\* Supported as of this release number, it is always recommended to remain current on the latest shipping service pack and fix pack.

\*\* See the Contact Center Solutions Systems Engineering Guide for product notes and requirements for configuration

\*\*\* While unsupported, customers may deploy these solutions after extensive testing in a development environment. PF is not obligated to troubleshoot or release fixes for issues relating to this product.

\*\*\*\* Support is only under consideration and may be deferred to a later release

## APPLIES TO

CCM 6.0 or newer

**Keywords:** Citric support product version

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