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## About This Software

T-Server for Cisco Unified Communications Manager (CUCM) provides an interface between CUCM and Genesys applications.

## New Features in 8.1.x

Some of the primary new features added in release 8.1.1 are:

- Support for Media Server to play call treatment. Media Server is supported through a new software component, the *T-Server-CUCM to Media Server Connector*, which is distributed with the Media Server CD. Support for Media Server is on par with support for Stream Manager and both these media components are distributed in every product of which the IP Media Enterprise Edition CD is part. Please see the T-Server for Cisco UCM Deployment Guide for details on any configuration change needed to use Media Server as the call treatment platform in conjunction with the T-Server.
- Support for new Operating Systems. T-Server for Cisco UCM now supports:
  - Red Hat Enterprise Linux 5.5 64-bit Native.
  - Windows Server 2008 64-bit Native.
  - IBM AIX 7.1 64-bit.

Some of the primary new features added in release 8.1.0 are:

- Support for Telephone Display Name. T-Server can now provide the telephone display name for specific events within `AttributeExtensions` if the information is available from Cisco Unified Communication Manager.
- T-Server now fully supports the deletion of a shared line party from a conference call without the client having to know which shared party is active. T-Server internally adjusts the party to be deleted to correspond to the active shared party to ensure that the request is successful.
- 3PCC support for the Cisco Talk-back Intercom Feature. This feature allows the monitored Agent to use CTI requests from T-Server to talk back to the Supervisor without being overheard by the customer.
- Support for Called Address Redirect Destination in `RouteCall` messages. `RequestRouteCall` messages can be customized by sending the request to T-Server in special keys within `AttributeExtensions`. This allows calls to be further redirected, for example, to different voice mailboxes depending on the destination digits provided by T-Server and then reported by JTAPI.
- Support of Cisco Unified Communications Manager version 8.5.
- Support for the querying of DN states on Cisco Unified Communications Manager. After a link failure and recovery, T-Server is able to detect calls that

- were ended while the link was down, improving stuck-call detection.
- Support for monitoring DNs in Hunt Groups. Note: This is a restricted feature as it requires the specific release version 8.0.(3)SU2 of Cisco UCM.

New Cisco UCM versions compatibility:

- T-Server for CUCM Release 8.1.1 is compatible with Cisco UCM Versions 8.5 and 8.6.

## Directories on This CD

documentation

Contains the ReadMe file, the graphics for the ReadMe, and the versions.html file.

configuration\_wizard

Contains the Common Wizard Set.

media\_layer

Contains switch-specific software.

templates

Contains the application templates used for installation.

## Documentation

The *Framework 8.1 T-Server for Cisco Unified Communications Manager Deployment Guide* and release note are provided on the [Technical Support website](#), the [Genesys Documentation wiki](#), and the Documentation Library DVD or the Developer Documentation CD that is shipped on request with your software.

Any information regarding this release that was discovered too late to be included in the documentation is available in the [Release Advisory](#).

In addition to an updated library of product documentation, the Genesys Technical Support website also contains product advisories that describe recently discovered issues related to Genesys products.

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## Technical Support

### Contacting

Genesys provides technical support to customers worldwide with support centers in eastern Canada, the United Kingdom, Australia, India, and Japan. You can contact Genesys Technical Support by telephone, e-mail, or on the World Wide Web.

For complete information on how and when to contact Technical Support, read the [Genesys Technical Support Guide](#). Please tell the Technical Support representative that you are an IP Media Enterprise Edition 8.1 customer.

### Licensing

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### Supported Operating Environment Information

Information on supported hardware and third-party software is available on the Genesys Technical Support website in the following documents:

- [Genesys Supported Operating Environment Reference Manual](#)
- [Genesys Supported Media Interfaces Reference Manual](#)

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