Genesys

Supported Media Interfaces

Reference Manual

About Genesys

Genesys Telecommunications Laboratories, Inc., a subsidiary of Alcatel-Lucent, is 100% focused on software for call centers. Genesys recognizes that better interactions drive better business and build company reputations. Customer service solutions from Genesys deliver on this promise for Global 2000 enterprises, government organizations, and telecommunications service providers across 80 countries, directing more than 100 million customer interactions every day. Sophisticated routing and reporting across voice, e-mail, and Web channels ensure that customers are quickly connected to the best available resource—the first time. Genesys offers solutions for customer service, help desks, order desks, collections, outbound telesales and service, and workforce management. Visit www.genesyslab.com for more information.

Each product has its own documentation for online viewing at the Genesys Technical Support website or on the Documentation Library DVD, which is available from Genesys upon request. For more information, contact your sales representative.

Notice

Although reasonable effort is made to ensure that the information in this document is complete and accurate at the time of release, Genesys Telecommunications Laboratories, Inc., cannot assume responsibility for any existing errors. Changes and/or corrections to the information contained in this document may be incorporated in future versions.

Your Responsibility for Your System's Security

You are responsible for the security of your system. Product administration to prevent unauthorized use is your responsibility. Your system administrator should read all documents provided with this product to fully understand the features available that reduce your risk of incurring charges for unlicensed use of Genesys products.

Trademarks

Genesys, the Genesys logo, and T-Server are registered trademarks of Genesys Telecommunications Laboratories, Inc. All other trademarks and trade names referred to in this document are the property of other companies.

Technical Support from VARs

If you have purchased support from a value-added reseller (VAR), please contact the VAR for technical support.

Technical Support from Genesys

If you have purchased support directly from Genesys, please contact Genesys Technical Support at the following regional numbers:

Region	Telephone	E-Mail
North and Latin America	+888-369-5555 or +506-674-6767	support@genesyslab.com
Europe, Middle East, and Africa	+44-(0)-1276-45-7002	support@genesyslab.co.uk
Asia Pacific	+61-7-3368-6868	support@genesyslab.com.au
Japan	+81-3-6361-8950	support@genesyslab.co.jp

Prior to contacting technical support, please refer to the *Genesys Technical Support Guide* for complete contact information and procedures.

Ordering and Licensing Information

Complete information on ordering and licensing Genesys products can be found in the *Genesys 7 Licensing Guide*.

Released by

Genesys Telecommunications Laboratories, Inc.

http://www.genesyslab.com

Table of Contents

Preface

Welcome to the *Genesys Supported Media Interfaces Reference Manual.* This manual provides system-level information for the supported media interfaces for the Genesys 7.x releases to date.

Note: This manual is continually updated when new Genesys products are released. For the most current version, as well as prior versions of this document, please visit the Genesys Technical Support Website.
To request the Documentation Library DVD, which you can order by e-mail from Genesys Order Management, contact
`orderman@genesyslab.com.`

This chapter contains these sections:

Intended Audience

This manual is primarily intended for system engineers and other members of an implementation team who set up and maintain Genesys products. This document assumes that you have a basic understanding of:

* Computer-telephony integration (CTI) concepts, processes, terminology, and applications.

* Network design and operation.

* Your own network configurations.

You should also be familiar with Genesys Framework architecture and functions.

Chapter Summaries

In addition to this Preface, this manual contains the following chapters:

  information for the supported media interfaces for Genesys 7.x products. The updates in this support information include 7.x products as new 7.x versions are released, as well as any changes to information for maintenance versions of previously released products.

Note: The information contained in this document is provided for summary-at-a-glance purposes. Restrictions and prerequisites may apply. For further information, please refer to specific product release notes.

Using This Document

We recommend using the various Adobe Acrobat viewing tools to help you better view the tables and their footnotes, and to easily find information. These tools include the find, zoom, and hand tools.

This section describes how to use these tools to help you quickly find information, adjust the view, and navigate through the pages of this manual.

Find Tool

To find a specific word or phrase, use the `Find` tool located on the Adobe Acrobat viewing toolbar. Due to the amount of detailed information in the tables in this manual, we recommend using the convenience of the `Find` tool to quickly locate the specific information you are looking for.

Find Tool

To find a word or phrase:

1. Click the `Find` tool. The `Find` dialog box opens.

2. In the text box, type the text to find.

3. Select search options if necessary:
   - `Match Whole Word Only` finds only the complete word you entered.
   - `Match Case` finds only words with the same capitalization you entered.
   - `Find Backwards` searches backward through the document.

4. Click Find. Acrobat finds the first occurrence of the word.

To find the next occurrence of the word:

• In the Find dialog box, click Find Again.

To close the Find window:

• Click the Cancel button, or click the Close button in the upper right-hand corner.

Zoom Tools

The zoom tools enable you to change the magnification level of each page to more easily view the data in the tables and read their footnotes. The Zoom buttons are located on the Adobe Acrobat viewing toolbar.

To increase magnification, choose one of the following:

Zoom In Button

• Click the Zoom In button. Repeat to magnify further.

Zoom In Tool

• Select the Zoom In tool, and drag it to draw a rectangle around the area you want to magnify.
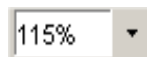
Magnification Value Box

• Click the triangle next to the magnification value box and choose a larger magnification level.

To decrease magnification, choose one of the following:

Zoom Out Button

• Click the Zoom Out button. Repeat to decrease further.
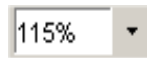
Magnification Value Box

- Click the triangle next to the magnification value box and choose a smaller magnification level.

Note: Changing the viewing size of a page does not affect the appearance when you print the document.

Hand Tool

As an additional aid, each table's footnotes are hyperlinked, for your convenience. The Hand tool enables you to use these hyperlinks to navigate easily between the tables and footnotes. The Hand tool is located on the Adobe Acrobat viewing toolbar.

Hand Tool

To follow a hyperlink using the Hand tool:

1. Click the Hand tool.
2. Position the hand over the hyperlinked area. The hand image changes to a hand with a pointing finger.
3. Click the hyperlink.

To view a magnified page using the Hand tool:

When you magnify a page to a size that is larger than the window, you can use the Hand tool to move the page around to view different areas.

1. Click the Hand tool.
2. Position the hand on the page and move the hand. The page moves just like a printed page moving on your desk.

Deselecting a Tool

To deselect any tool, select a different tool. For example, to deselect the Zoom Out tool, click the Hand tool.

Help

For additional information about using Adobe Acrobat tools, click the `Help` button on the Acrobat menu bar.

Document Conventions

This document uses certain stylistic and typographical conventions—introduced here—that serve as shorthands for particular kinds of information.

Document Version Number

A version number appears at the bottom of the inside front cover of this document. Version numbers change as new information is added to this document. Here is a sample version number:

`72gets_ad_03-2006_v7.2.001.00`

You will need this number when you are talking with Genesys Technical Support about this product.

Type Styles

Italic

In this document, italic is used for emphasis, for documents' titles, for definitions of (or first references to) unfamiliar terms, and for mathematical variables.

Examples:
- Please consult the *Genesys 7 Migration Guide* for more information.
- *A customary and usual practice* is one that is widely accepted and used within a particular industry or profession.
- Do *not* use this value for this option.
- The formula, $x + 1 = 7$ where x stands for . . .

Monospace Font

A monospace font, which looks like `teletype or typewriter text`, is used for all programming identifiers and GUI elements.

This convention includes the *names* of directories, files, folders, configuration objects, paths, scripts, dialog boxes, options, fields, text and list boxes, operational modes, all buttons (including radio buttons), check boxes, commands, tabs, CTI events, and error messages; the values of options; logical arguments and command syntax; and code samples.

Examples:
- Select the `Show variables on screen` check box.

- Click the `Summation` button.
- In the `Properties` dialog box, enter the value for the host server in your environment.
- In the `Operand` text box, enter your formula.
- Click `OK` to exit the `Properties` dialog box.
- The following table presents the complete set of error messages T-Server[®] distributes in `EventError` events.
- If you select `true` for the `inbound-bsns-calls` option, all established inbound calls on a local agent are considered business calls.

Monospace is also used for any text that users must manually enter during a configuration or installation procedure, or on a command line:

Example: - Enter `exit` on the command line.

Screen Captures Used in This Document

Screen captures from the product GUI (graphical user interface), as used in this document, may sometimes contain a minor spelling, capitalization, or grammatical error. The text accompanying and explaining the screen captures corrects such errors *except* when such a correction would prevent you from installing, configuring, or successfully using the product. For example, if the name of an option contains a usage error, the name would be presented exactly as it appears in the product GUI; the error would not be corrected in any accompanying text.

Square Brackets

Square brackets indicate that a particular parameter or value is optional within a logical argument, a command, or some programming syntax. That is, the parameter's or value's presence is not required to resolve the argument, command, or block of code. The user decides whether to include this optional information. Here is a sample:

```
smcp_server -host [/flags]
```

Angle Brackets

Angle brackets indicate a placeholder for a value that the user must specify. This might be a DN or port number specific to your enterprise. Here is a sample:

```
smcp_server -host <confighost>
```

Related Resources

Further information on supported hardware and third-party software is available on the Genesys Technical Support Website in the following documents:

- *Genesys Supported Operating Systems and Databases Reference Manual* provides information about the supported operating systems and databases required to run Genesys applications.

Consult these additional resources as necessary:

- *Genesys Technical Publications Glossary* provides a comprehensive list of the Genesys and CTI terminology and acronyms used in this document.
- *Genesys 7 Hardware Sizing Guide* provides you with information about Genesys hardware sizing guidelines.
- *Genesys 7 Interoperability Guide* provides information about the interoperability of the Genesys software, regarding the compatibility of different versions of Genesys solutions, components, and options that work together.
- *Genesys 7 Licensing Guide* introduces you to the concepts, terminology, and procedures relevant to the Genesys licensing system.
- *Genesys 7 Migration Guide* provides a documented migration strategy for Genesys product releases.
- *Genesys 7.6 Database Sizing Estimator* which provides a range of expected database sizes for various Genesys products.
- The Release Notes and Product Advisories for Genesys products are available on the Genesys Technical Support Website at `http://genesyslab.com/support.`

Genesys product documentation is available on the:

- Genesys Technical Support Website at `http://genesyslab.com/support.`
- Genesys Documentation Library DVD, which you can order by e-mail from Genesys Order Management at `orderman@genesyslab.com.`

Making Comments on This Document

If you especially like or dislike anything about this document, please feel free to e-mail your comments to `Techpubs.webadmin@genesyslab.com`.

You can comment on what you regard as specific errors or omissions, and on the accuracy, organization, subject matter, or completeness of this document. Please limit your comments to the information in this document only and to the way in which the information is presented. Speak to Genesys Technical Support if you have suggestions about the product itself.

When you send us comments, you grant Genesys a nonexclusive right to use or distribute your comments in any way it believes appropriate, without incurring any obligation to you.

1 Introduction

This chapter provides introductory information about supported media interfaces for Genesys products.

This chapter includes the following topics:

Support Levels

Each table in this manual provides specifications of the levels of support for particular components. The following definitions relate to table contents.

Support	*Support* means the software can run "on top of" or "in conjunction with" the specified media component (such as the switch, IVR, and others), and Genesys Technical Support provides answers to questions and problems, assuming the appropriate Maintenance Agreement is in effect.
	This support does NOT indicate a commitment to support any particular features of that media component (such as the switch).
	The tables in this manual are based on the vendors' compatibility statements. Genesys may require customers to upgrade to a particular version level, operating system, or database. Unless specified, all versions between the minimum version and the latest version are supported.
	In the tables in this manual: ◆ '-' indicates not applicable. ◆ 'No' indicates that support currently does not exist. ◆ 'HA Warm' refers to the support of Redundancy/Warm Standby service. ◆ 'HA CTI' refers to the support of High Availability CTI (alias Hot Standby) service.
	Genesys provides support for those applications specifically mentioned in this document. For other applications or solutions that are not mentioned, please consult the Genesys Product Manager for that application or solution.
	Version support for Genesys products: Genesys solutions using specific operating systems and databases are made Generally Available (GA) within a given release of the suite.
	Version support "6.1+", for example, indicates that the Genesys solution or component is available in all Genesys 6 releases from Genesys 6.1 and higher; up to and including the latest available release. Support for "6.1" without the "+" sign means support for 6.1 only.
	Version support for platforms (OS, DBMS, browsers): This document identifies vendor product versions as "x.y," or in some cases, "x.y.z." Although vendors often produce "dot releases," this document identifies only major release numbers. Genesys supports the minor releases based on the vendor's compatibility policy.

Controlled	Genesys provides controlled support for eligible customer configurations. Genesys Professional Services can perform on site assessment, testing, and validation of your configuration to determine eligibility. For more information, consult your Genesys Account Manager.
Tiered Support	Genesys enforces a two-tier support policy for operating systems and databases, and gives priority to the support of major environments. Tier 1 environments include market dominant operating systems and databases, and operating systems and databases whose vendors have accepted to sign a joint development agreement with Genesys. As a consequence, in case of a new release of the Genesys suite, Genesys may provide support for Tier 2 operating systems and databases at a later stage. Genesys provides the list of operating systems and databases supported as part of the release announcement, and then discloses plans for supporting additional platforms at a later stage. This document reflects the actual support at the time it is published.
Maintenance Interoperable Components	The following core components are included into Framework components: • T-Server • Database Server • Management Layer • Stat Server These components are backward-compatible between releases. The latest release of these interoperable components can be used as a maintenance release for previous releases. These components are known as maintenance interoperable components.

Restrictions of This Document

The information contained in this document is provided for summary-at-a-glance purposes. Restrictions and prerequisites may apply as per product release notes.

Although reasonable effort is made to ensure that the information in this document is complete and accurate at the time of release, Genesys Telecommunications Laboratories, Inc. cannot assume responsibility for any existing errors. The changes and/or corrections to the information contained in this document may be incorporated in future versions.

Chapter

2 Support Tables

This chapter provides tables containing specific information and details about the supported media interfaces for Genesys products.

This chapter includes the following topics:

Guidelines to Understanding Information in the Support Tables

The following descriptions are to help you interpret and understand information in the support tables in this chapter.

- **Switch**: Names of the specific switches.
- **Min (Minimum) Version**: Original release levels for the specific switch/ CTI versions.
- **Latest Version**: Highest release levels for the specific switch/CTI versions.
- **Support**: Current levels of support for releases. A plus (+) sign indicates upward T-Server compatibility.
    - For example: In the Support column, if Alcatel 4.2/CSTA II shows 6.0+, this indicates that support began with T-Server release 6.0. The (+) indicates that support continues from 6.0 and higher, up to and including the latest switch release and T-Server.
    - As switches continue to be supported by a progression of releases, this is shown as, for example: 6.5 - 7.0+.
    - Switch releases supported in a previous release are usually supported in the next release. For example, if a switch is supported in release 6.5, it is most likely supported in release 7.0, also.

Note: When the release of a switch is supported, the Framework Solution is also supported.

- **CTI Link:** Names of the computer-telephony integration links.
- **Support HA Warm**: Supported releases for the Redundancy/Warm Standby service.
- **Support HA CTI**: Supported releases for the High Availability CTI (Hot Standby) service.
- **T-Servers Supported**: Names of the specific T-Servers.
- **Number of HA Proxy Components for HA CTI:** HA CTI might or might not require an HA proxy component. If required, this column indicates the number of HA proxy components needed. For more information, refer to the *Genesys Framework 7.1 Deployment Guide.*
- **TConnector for CallPath:** Supported releases.
- **Type of Support**: Types of endpoints a switch supports, such as TDM, IP, or Hybrid. The Hybrid type of support means both TDM and IP endpoints.

- **Explanation of footnotes for the tables in this book:** Footnotes for some tables extend from 'a' through 'z' and continue with double footnote numbers, such as 'aa', 'ab', 'ac', etc.
  If a component requires two different footnotes, for example, footnote 'a' and footnote 'b', the footnote numbers include a comma: 'a, b'.

Genesys Express Supported Media

Genesys Express 4.6 currently supports the following switches "out-of-the-box":

- Alcatel OmniPCX (OXE)
- Alcatel OmniPCX Office (OXO)
- Aspect
- Avaya Media Server S8000 Series
- Cisco CallManager (CM)
- Ericsson MD110
- Nortel Communication Server 1000
- Nortel Meridian 1 w/Symposium
- NEC (Large TDM and Small TDM)
- Siemens Hicom 300 E/H

Table 1: Framework Tier 1 Switch Support

Table 1 indicates Framework Tier 1 Switch Support.

Notes:

- If a switch release is not shown in this table, Genesys does not support it.
- Information on supported hardware and third-party software required to run Genesys applications is available on the Genesys Technical Support Website in the following document: *Genesys Supported Operating Systems and Databases Reference Manual*

Table 1: Framework Tier 1 Switch Support

Min Version	Latest Version	CTI Link	Support	Support HA Warm/ Support HA CTI	T-Servers Supported	Number of HA proxy components for HA CTI	TConnector for CallPath a (EOL/ EOM) z	Type of Support (TDM, IP, Hybrid)
Alcatel OmniPCX Enterprise (OXE)/A4400								
6.0	6.0	CSTA II	7.0.204 +	7.0.204 +	T-Server for Alcatel A4400/OXE	Not Required	No	Hybrid
6.1	6.1	CSTA II	7.1+	7.1+	T-Server for Alcatel A4400/OXE	Not Required	No	Hybrid
6.1.1	6.1.1	CSTA II	7.1.002 +	7.1.002 +	T-Server for Alcatel A4400/OXE	Not Required	No	Hybrid
6.2	6.2	CSTA II	7.2+	7.2+	T-Server for Alcatel A4400/OXE	Not Required	No	Hybrid
7.0	7.0	CSTA II	7.2.001. 02+	7.2.001. 02+	T-Server for Alcatel A4400/OXE	Not Required	No	Hybrid
7.1	7.1	CSTA II	7.2.004 +	7.2.004 +	T-Server for Alcatel A4400/OXE	Not Required	No	Hybrid

Table 1: Framework Tier 1 Switch Support (Continued)

Min Version	Latest Version	CTI Link	Support	Support HA Warm/ Support HA CTI	T-Servers Supported	Number of HA proxy components for HA CTI	TConnector for CallPath a (EOL/ EOM) z	Type of Support (TDM, IP, Hybrid)
8.0	8.0	CSTA II	7.5.001.04+	7.5.001.04+	T-Server for Alcatel A4400/OXE	Not Required	No	Hybrid
9.0	9.0	CSTA II	7.6.003.03+	7.6.003.03+	T-Server for Alcatel A4400/OXE	Not Required	No	Hybrid
Aspect ACD								
8.3 [b]	8.3 [b]	Application Bridge 6	6.5+	6.5+	T-Server for Aspect ACD	1 AppBridge/ 1 HA proxy 2 AppBridge NO HA proxy	6.5.2	TDM
8.3 [b]	8.3 [b]	Contact Server 5.1-5.2	6.5+	6.5+	T-Server for Aspect ACD	Not Required	6.5.2	TDM
8.4	8.4	Application Bridge 6	7.0+	7.0+	T-Server for Aspect ACD	Not Required	6.5.2	TDM
8.4	8.4	Contact Server 5.1 to 5.2	7.0+	7.0+	T-Server for Aspect ACD	Not Required	6.5.2	TDM
9.0	9.0	Application Bridge 6, Contact Server 5.2	7.1+	7.1+	T-Server for Aspect ACD	Not Required	6.5.2	TDM
9.1	9.1	Application Bridge 6, Contact Server 5.2	7.2+	7.2+	T-Server for Aspect ACD	Not Required	No	Hybrid

Table 1: Framework Tier 1 Switch Support (Continued)

Min Version	Latest Version	CTI Link	Support	Support HA Warm/ Support HA CTI	T-Servers Supported	Number of HA proxy components for HA CTI	TConnector for CallPath **a** (EOL/ EOM) **z**	Type of Support (TDM, IP, Hybrid)
9.1.1	9.1.1	Application Bridge 6, Contact Server 5.2	7.5+	7.5+	T-Server for Aspect ACD	Not Required	No	Hybrid
9.2	9.2	Application Bridge 6, Contact Server 5.2	7.5+	7.5+	T-Server for Aspect ACD	Not Required	No	TDM
9.2	9.2	Application Bridge 6, Contact Server 6.2	7.5.002 +	7.5.002 +	T-Server for Aspect ACD	Not Required	No	TDM
AVAYA Media Server (S8XXX series), G3 R, G3 Si, G3 CSi c (Prologix) Refer to Table 2 on page 37 for Avaya specific hardware platform information.								
5	8	ASAI3	6.0+	6.0+	T-Server for Avaya Communication Manager	Not Required **d**	Restricted	TDM
9.2	9.2	ASAI3	6.1+	6.1+	T-Server for Avaya Communication Manager	Not Required **d**	6.5.2	TDM
9.5	9.5	ASAI3	6.1+	6.1+	T-Server for Avaya Communication Manager	Not Required **d**	6.5.2	TDM
9.5	9.5	ASAI4	6.1+	6.1+	T-Server for Avaya Communication Manager	Not Required **d**	6.5.2	TDM
10.1	10.1	ASAI4	6.5+	6.5+	T-Server for Avaya Communication Manager	Not Required **d**	6.5.2	TDM

Table 1: Framework Tier 1 Switch Support (Continued)

Min Version	Latest Version	CTI Link	Support	Support HA Warm/ Support HA CTI	T-Servers Supported	Number of HA proxy components for HA CTI	TConnector for CallPath a (EOL/ EOM) z	Type of Support (TDM, IP, Hybrid)
MV1.1	MV1.1	ASAI4	6.5+	6.5+	T-Server for Avaya Communication Manager	Not Required [d]	6.5.2	TDM
MV1.2	MV1.2	ASAI4	6.5+	6.5+	T-Server for Avaya Communication Manager	Not Required [d]	6.5.2	TDM
MV1.3	MV1.3	ASAI4	6.5+	6.5+	T-Server for Avaya Communication Manager	Not Required [d]	6.5.2	TDM
CM 2.0 (Communication Manager)	CM 2.0 (Communication Manager)	ASAI4	7.0.1+	7.0.1+	T-Server for Avaya Communication Manager	Not Required [d]	6.5.2 [y]	Hybrid
CM 2.1 (Communication Manager)	CM 2.1.1 (Communication Manager)	ASAI4	6.5.3 and 7.0.2+	6.5.3 and 7.0.2+	T-Server for Avaya Communication Manager	Not Required [d]	6.5.2 [y]	Hybrid
CM 2.2 (Communication Manager)	CM 2.2 (Communication Manager)	ASAI4	7.1+	7.1+	T-Server for Avaya Communication Manager	Not Required [d]	6.5.2 [y]	Hybrid
CM 3.0 [e] (Communication Manager)	CM 3.0 [e] (Communication Manager)	ASAI4	7.1+	7.1+	T-Server for Avaya Communication Manager	Not Required	6.5.2 [y]	Hybrid
CM 3.1 [aa] (Communication Manager)	CM 3.1 [aa] (Communication Manager)	ASAI4	7.2+	7.2+	T-Server for Avaya Communication Manager	Not Required	No	Hybrid

Table 1: Framework Tier 1 Switch Support (Continued)

Min Version	Latest Version	CTI Link	Support	Support HA Warm/ Support HA CTI	T-Servers Supported	Number of HA proxy components for HA CTI	TConnector for CallPath [a] (EOL/ EOM) [z]	Type of Support (TDM, IP, Hybrid)
CM 4.0 [ac] (Communication Manager)	CM 4.0 [ac] (Communication Manager)	ASAI4	7.2+	7.2+	T-Server for Avaya Communication Manager	Not Required	No	Hybrid
CM 5.0 (Communication Manager)	CM 5.0 (Communication Manager)	ASAI4	7.6.006. 04+	7.6.006. 04+	T-Server for Avaya Communication Manager	Not Required	No	Hybrid
CM 5.1 (Communication Manager)	CM 5.1 (Communication Manager)	ASAI4	7.6.006. 04+	7.6.006. 04+	T-Server for Avaya Communication Manager	Not Required	No	Hybrid
Cisco CallManager (CM) IP PBX								
3.1	3.1	JTAPI	6.5	6.5/No	T-Server for Cisco CallManager	Not Required	No	IP
3.3	3.3	JTAPI	6.5 - 7.2	6.5 - 7.2	T-Server for Cisco CallManager	Not Required	No	IP
4.0	4.0	JTAPI	7.0.2+	7.0.2+	T-Server for Cisco CallManager	Not Required	No	IP
4.1	4.1	JTAPI	7.0.3+	7.0.3+	T-Server for Cisco CallManager	Not Required	No	IP
4.2	4.2	JTAPI	7.2+	7.2+	T-Server for Cisco CallManager	Not Required	No	IP
5.0	5.0	JTAPI	7.5+	7.5+	T-Server for Cisco CallManager	Not Required	No	IP

Table 1: Framework Tier 1 Switch Support (Continued)

Min Version	Latest Version	CTI Link	Support	Support HA Warm/ Support HA CTI	T-Servers Supported	Number of HA proxy components for HA CTI	TConnector for CallPath a (EOL/ EOM) z	Type of Support (TDM, IP, Hybrid)
5.1	5.1	JTAPI	7.5+	7.5+	T-Server for Cisco CallManager	Not Required	No	IP
6.0	6.0	JTAPI	7.6	7.6	T-Server for Cisco CallManager	Not Required	No	IP
6.1	6.1	JTAPI	7.6	7.6	T-Server for Cisco CallManager	Not Required	No	IP
EADS Telecom Intecom E Series								
11.2	12.2Q	OAI 5	6.5+	7.0+	T-Server for EADS Intecom M6880	Not Required	No	TDM
EADS Telecom Intecom M6880 PointSpan								
2.0	2.0	PointSpan	6.5+	7.0+	T-Server for EADS Intecom M6880	Not Required	No	TDM
3.2	3.2	PointSpan	7.0.2+	7.0.2+	T-Server for EADS Intecom M6880	Not Required	No	TDM
3.4	3.4	PointSpan	7.1+	7.1+	T-Server for EADS Intecom M6880	Not Required	No	TDM
3.5	3.5	PointSpan	7.2+	7.2+	T-Server for EADS Intecom M6880	Not Required	No	TDM
4.5	4.5	PointSpan	7.5+	7.5+	T-Server for EADS Intecom M6880	Not Required	No	TDM

Table 1: Framework Tier 1 Switch Support (Continued)

Min Version	Latest Version	CTI Link	Support	Support HA Warm/ Support HA CTI	T-Servers Supported	Number of HA proxy components for HA CTI	TConnec tor for CallPath a (EOL/ EOM) z	Type of Support (TDM, IP, Hybrid)
5.0	5.0	PointSpan	7.6+	7.6+	T-Server for EADS Intecom M6880	Not Required	No	TDM
5.1	5.1	PointSpan	7.6+	7.6+	T-Server for EADS Intecom M6880	Not Required	No	TDM
Ericsson MD110								
BC 11 SP14	BC 11 SP14	Application Link v4 SP11	7.1.001 +	7.1.001 +	T-Server for Ericsson MD110	Not Required	No	TDM
BC 11 SP15	BC 11 SP15	Application Link v4 SP15	7.5	7.5	T-Server for Ericsson MD110	Not Required	No	TDM
BC 12 SP9	BC 12 SP9	Application Link v4 SP13	7.2+	7.2+	T-Server for Ericsson MD110	Not Required	No	Hybrid
BC 12 SP10	BC 12 SP10	Application Link v4 SP14	7.2.002 +	7.2.002 +	T-Server for Ericsson MD110	Not Required	No	Hybrid
BC 12 SP11	BC 12 SP11	Application Link v4 SP15	7.5	7.5	T-Server for Ericsson MD110	Not Required	No	Hybrid
BC 12 SP11	BC 12 SP11	Application Link v4 SP18	7.5.002. 02+	7.5.002. 02+	T-Server for Ericsson MD110	Not Required	No	Hybrid
BC 12 SP11	BC 12 SP11	Application Link v4 SP19	7.6+	7.6+	T-Server for Ericsson MD110	Not Required	No	Hybrid

Table 1: Framework Tier 1 Switch Support (Continued)

Min Version	Latest Version	CTI Link	Support	Support HA Warm/ Support HA CTI	T-Servers Supported	Number of HA proxy components for HA CTI	TConnector for CallPath a (EOL/ EOM) z	Type of Support (TDM, IP, Hybrid)
BC 13 SP1	BC 13 SP1	Application Link v4 SP14	7.2.002 +	7.2.002 +	T-Server for Ericsson MD110	Not Required	No	Hybrid
BC 13 SP2	BC 13 SP2	Application Link v4 SP15	7.5+	7.5+	T-Server for Ericsson MD110	Not Required	No	Hybrid
BC 13 SP3	BC 13 SP3	Application Link v4 SP16	7.5.002 +	7.5.002 +	T-Server for Ericsson MD110	Not Required	No	Hybrid
BC 13 SP3	BC 13 SP3	Application Link v4 SP17	7.5.002. 01+	7.5.002. 01+	T-Server for Ericsson MD110	Not Required	No	Hybrid
BC 13 SP3	BC 13 SP3	Application Link v4 SP18 [ad]	7.6+	7.6 +	T-Server for Ericsson MD110	Not Required	No	Hybrid
BC 13 SP4	BC 13 SP4	Application Link v4 SP19	7.6+	7.6 +	T-Server for Ericsson MD110	Not Required	No	Hybrid
Ericsson MX-ONE								
3.1 SP4	3.1 SP4	Application Link v4 SP20 HF2003	7.6.008. 01+	7.6.008. 01+	T-Server for Ericsson MD110	Not Required	No	TDM
Nortel Communication Server 2000/2100 [f]								
SCAI 9	SCAI 15	SCAI	6.0+	6.0+	T-Server for Nortel Communication Server 2000/ 2100	1 per link	No	TDM

Table 1: Framework Tier 1 Switch Support (Continued)

Min Version	Latest Version	CTI Link	Support	Support HA Warm/ Support HA CTI	T-Servers Supported	Number of HA proxy components for HA CTI	TConnector for CallPath [a] (EOL/ EOM) [z]	Type of Support (TDM, IP, Hybrid)
SCAI 12	SCAI 17 [g, h]	SCAI	6.5+	6.5+	T-Server for Nortel Communication Server 2000/ 2100	1 per link	No	TDM, IP [g]
SCAI 18	SCAI 18	SCAI	7.1+	7.1+	T-Server for Nortel Communication Server 2000/ 2100	1 per link	No	Hybrid
Nortel Communication Server 1000 [j]								
23	25.3	Meridian Link 5c [i]	6.0 to 6.5	6.0 to 6.5	T-Server for Nortel Communication Server 1000 with SCCS/ MLS	2	6.5.2	TDM
25.40	25.40	Meridian Link 5c [i]	6.0+	6.5+	T-Server for Nortel Communication Server 1000 with SCCS/ MLS	Not Required [d]	6.5.2	TDM
23	25.3	SCCS [k] 1.5 SCCS 3.0 Symposium Link 6.0.1 (built on 4.0)	6.0 to 6.5	6.5+	T-Server for Nortel Communication Server 1000 with SCCS/ MLS	Not Required [d]	6.5.2	TDM

Table 1: Framework Tier 1 Switch Support (Continued)

Min Version	Latest Version	CTI Link	Support	Support HA Warm/ Support HA CTI	T-Servers Supported	Number of HA proxy components for HA CTI	TConnector for CallPath [a] (EOL/ EOM) [z]	Type of Support (TDM, IP, Hybrid)
25.40	25.40	SMLS/ SCCS 4.0	6.0+	7.0.2+	T-Server for Nortel Communication Server 1000 with SCCS/ MLS	Not Required [d]	6.5.2	TDM
25.40	25.40	SMLS/ SCCS 4.2	6.0+	7.0.2+	T-Server for Nortel Communication Server 1000 with SCCS/ MLS	Not Required [d]	6.5.2	TDM
25.40	25.40	SMLS/ SCCS 5.0	7.0.2+	7.0.2+	T-Server for Nortel Communication Server 1000 with SCCS/ MLS	Not Required [d]	6.5.2	TDM
25.40	25.40	SMLS/ CCMS 6.0 [ab]	7.2+	7.2+	T-Server for Nortel Communication Server 1000 with SCCS/ MLS	Not Required [d]	No	TDM
3.0	3.0	Meridian Link 5c	7.0.2+	7.0.2+	T-Server for Nortel Communication Server 1000 with SCCS/ MLS	Not Required [d]	6.5.2	Hybrid
3.0	3.0	SMLS/ SCCS 4.0 and SMLS/ SCCS 4.2 and SCCS 5.0	7.0.2+	7.0.2+	T-Server for Nortel Communication Server 1000 with SCCS/ MLS	Not Required [d]	6.5.2	Hybrid

Table 1: Framework Tier 1 Switch Support (Continued)

Min Version	Latest Version	CTI Link	Support	Support HA Warm/ Support HA CTI	T-Servers Supported	Number of HA proxy components for HA CTI	TConnector for CallPath [a] (EOL/ EOM) [z]	Type of Support (TDM, IP, Hybrid)
3.0	3.0	SMLS/ SCCS 4.0 and SMLS/ SCCS 4.2 and CCMS 6.0 [ab]	7.5+	7.5+	T-Server for Nortel Communication Server 1000 with SCCS/ MLS	Not Required [d]	No	Hybrid
4.0	4.0	SMLS/ SCCS 4.0 [m] and SMLS/ SCCS 4.2 and SCCS 5.0	7.1+	7.1+	T-Server for Nortel Communication Server 1000 with SCCS/ MLS	Not Required [l]	6.5.2	Hybrid
4.5	4.5	SCCS 5.0	7.1+	7.1+	T-Server for Nortel Communication Server 1000 with SCCS/ MLS	Not Required [l]	6.5.2	Hybrid
4.5	4.5	CCMS 6.0 [ab]	7.2+	7.2+	T-Server for Nortel Communication Server 1000 with SCCS/ MLS	Not Required	No	Hybrid
5.0	5.0	CCMS 6.0 [ab]	7.5+	7.5+	T-Server for Nortel Communication Server 1000 with SCCS/ MLS	Not Required	No	Hybrid
5.5	5.5	CCMS 6.0	7.6+	7.6+	T-Server for Nortel Communication Server 1000 with SCCS/ MLS	Not Required	No	Hybrid

Table 1: Framework Tier 1 Switch Support (Continued)

Min Version	Latest Version	CTI Link	Support	Support HA Warm/ Support HA CTI	T-Servers Supported	Number of HA proxy components for HA CTI	TConnec tor for CallPath [a] (EOL/ EOM) [z]	Type of Support (TDM, IP, Hybrid)
NEC Small TDM [n, o]								
6300	8500	OAI/ACD Rev IV	6.1+	7.0.2+	T-Server for NEC NEAX/ APEX	Not Required	No	TDM
6300	8500	OAI/ACD Rev IV	7.0.2+	7.0.2+	T-Server for NEC NEAX/ APEX	Not Required	No	TDM
NEC Large TDM [p, q]								
7400	8500 (F1 rev 2.13)	OAI/ACD Rev IV	6.0+	7.0.2+	T-Server for NEC NEAX/ APEX	Not Required	No	TDM
NEC Small Hybrid [o, r]								
-	8600	OAI/ACD Rev IV	7.0+	7.0.2+	T-Server for NEC NEAX/ APEX	Not Required	No	TDM
R8/3300 [s]	R9/3400	OAI/ACD Rev IV	7.0.2+	7.0.2+	T-Server for NEC NEAX/ APEX	Not Required	No	TDM, IP [w]
-	R10/3500	OAI/ACD Rev IV	7.2+	7.2+	T-Server for NEC NEAX/ APEX	Not Required	No	Hybrid
NEC Large Hybrid [q, t]								
-	8800	OAI/ACD Rev IV	6.5+	7.0.2+	T-Server for NEC NEAX/ APEX	Not Required	No	TDM
-	R16/20-100	OAI/ACD Rev IV	7.0.2+	7.0.2+	T-Server for NEC NEAX/ APEX	Not Required	No	Hybrid

Table 1: Framework Tier 1 Switch Support (Continued)

Min Version	Latest Version	CTI Link	Support	Support HA Warm/ Support HA CTI	T-Servers Supported	Number of HA proxy components for HA CTI	TConnector for CallPath [a] (EOL/ EOM) [z]	Type of Support (TDM, IP, Hybrid)
-	R18/20-100	OAI/ACD Rev IV	7.2+	7.2+	T-Server for NEC NEAX/ APEX	Not Required	No	Hybrid
-	R20/20-100	OAI/ACD Rev IV	7.5+	7.5+	T-Server for NEC NEAX/ APEX	Not Required	No	Hybrid
NEC SV7000 [u]								
	R16/30-100	OAI/ACD Rev IV	7.1.007.01+	7.1.007.01+	T-Server for NEC NEAX/ APEX	Not Required	No	IP
	R18/30-100	OAI/ACD Rev IV	7.2+	7.2+	T-Server for NEC NEAX/ APEX	Not Required	No	IP
	R19/30-100	OAI/ACD Rev IV	7.5+	7.5+	T-Server for NEC NEAX/ APEX	Not Required	No	IP
	R20/30-100	OAI/ACD Rev IV	7.5+	7.5+	T-Server for NEC NEAX/ APEX	Not Required	No	IP
Spectrum								
5.1	7.0	Transaction Link 7	Restricted	No	T-Server for Spectrum	Not Required	No	TDM
7.0.1	-	Transaction Link 7.0.1	6.1+	6.1+/No	T-Server for Spectrum	Not Required	No	TDM
8.0 8.0 SP1 8.0 SP2	-	Transaction Link	6.1+	6.1+	T-Server for Spectrum	Not Required	No	TDM

Table 1: Framework Tier 1 Switch Support (Continued)

Min Version	Latest Version	CTI Link	Support	Support HA Warm/ Support HA CTI	T-Servers Supported	Number of HA proxy components for HA CTI	TConnector for CallPath a (EOL/ EOM) z	Type of Support (TDM, IP, Hybrid)
8.0 SP3 10.0 SP2	-	Transaction Link	7.1+	7.1+	T-Server for Spectrum	Not Required	No	TDM
10.0 10.0 SP1	-	Transaction Link	7.0.2+	7.0.2+	T-Server for Spectrum	Not Required	No	TDM
10.0 SP3 s	-	Transaction Link	7.1+	7.1+	T-Server for Spectrum	Not Required	No	TDM
10.0 SP4 s	-	Transaction Link	7.2+	7.2+	T-Server for Spectrum	Not Required	No	TDM
10.1	-	Transaction Link	7.5+	7.5+	T-Server for Spectrum	Not Required	No	TDM
Siemens Hicom 300E (including family: 330E and 350E)								
9006.3	9006.5	Call-Bridge v4.0 CSTA I ASN.1	6.0 to 6.5	6.5	T-Server for Siemens Hicom 300/HiPath 4000 CSTA 1	Not Required	6.5.2	TDM
3.0 (IM), 3.1 (UK), (900)6.5 (US)	3.0 (IM), 3.1 (UK), (900)6.6 (US)	Call-Bridge v4.1 CSTA I ASN.1	6.1+	6.5+	T-Server for Siemens Hicom 300/HiPath 4000 CSTA 1	Not Required	6.5.2	TDM
3.0 (IM), 3.1 (UK), (900)6.5 (US)	3.0 (IM), 3.1 (UK), (900)6.6 (US)	CAP 2.0 CSTA I ASN.1	7.0.2+	7.0.2+	T-Server for Siemens Hicom 300/HiPath 4000 CSTA 1	Not Required	6.5.2	TDM

Table 1: Framework Tier 1 Switch Support (Continued)

Min Version	Latest Version	CTI Link	Support	Support HA Warm/ Support HA CTI	T-Servers Supported	Number of HA proxy components for HA CTI	TConnector for CallPath a (EOL/ EOM) z	Type of Support (TDM, IP, Hybrid)
3.0 (IM), 3.1 (UK), (900)6.5 (US)	3.0 (IM), 3.1 (UK), (900)6.6 (US)	CAP3.0 SMR 5+ CSTA I ASN 1	7.5+	7.5+	T-Server for Siemens Hicom 300/HiPath 4000 CSTA 1	Not Required	No	TDM
Siemens Hicom 300H (including family: 300, 330 and 380)								
1.0 (IM / UK / US)	1.0 (IM / UK / US)	Call-Bridge v4.1 CSTA I ASN.1	6.5.3 to 7.5	6.5.3 to 7.5	T-Server for Siemens Hicom 300/HiPath 4000 CSTA I	Not Required	No	TDM
1.0 (IM / UK / US)	1.0 (IM / UK / US)	CAP 2.0 CSTA I ASN.1	7.0.2 to 7.5	7.0.2 to 7.5	T-Server for Siemens Hicom 300/HiPath 4000 CSTA I	Not Required	No	TDM
1.0 (IM / UK / US)	1.0 (IM / UK / US)	CAP 3.0 SMR 5+ CSTA I ASN 1	7.5	7.5	T-Server for Siemens Hicom 300/HiPath 4000 CSTA I	Not Required	No	TDM
Siemens HiPath 4000 v (including family: 4000, 4300, 4500, 4900)								
3.0	3.0	CAP 3.0 SMR 4-913+ CSTA III	7.2.001 +	7.2.001 +	T-Server for Siemens HiPath 4000 CSTA III	Not Required	No	Hybrid

Table 1: Framework Tier 1 Switch Support (Continued)

Min Version	Latest Version	CTI Link	Support	Support HA Warm/ Support HA CTI	T-Servers Supported	Number of HA proxy components for HA CTI	TConnector for CallPath a (EOL/ EOM) z	Type of Support (TDM, IP, Hybrid)
3.0	3.0	CAP 3.0 SMR 5+ CSTA III	7.5.001 +	7.5.001 +	T-Server for Siemens HiPath 4000 CSTA III	Not Required	No	Hybrid
4.0	4.0	CAP 3.0 SMR 6 CSTA III	7.6.008. 01+	7.6.008. 01+	T-Server for Siemens HiPath 4000 CSTA III	Not Required	No	Hybrid
4.0	4.0	CAP 3.0 SMR 7 CSTA III	7.6.009. 00+	7.6.009. 00+	T-Server for Siemens HiPath 4000 CSTA III	Not Required	No	Hybrid

a. *No* means no connector available. This indicates complete replacement of CallPath with Genesys Suite to migrate. *Restricted* means that the indicated Genesys release level allows both CallPath and Genesys suites to exist in parallel; thereby saving the CallPath customer applications. The *dash* sign (-) means not applicable because the switch interface is not supported by the Genesys suite. The CallPath portion of the solution does not have HA but CallPath can access two T-Servers which are in Genesys HA configuration and react properly during the switchover.

b. The support of 8.3 is based on the vendor compatibility statement between 8.3 and 8.4. The engineering assessment confirmed limited changes between 8.3 and 8.4.

c. Supported through latest switch SW version.

d. HA Proxy is required for Meridian/Symposium and Avaya T-Server versions earlier than 7.1.

e. AES Server version 3.0 is supported with CM 3.0 in both single and dual AES server configurations, using T-Server version 7.2.

f. Formerly known as DMS-100/SL-100 and Nortel Carrier Succession 2000/2100.

g. NCS 2000/2100 supported in TDM and IP modes, but IP support is only provided in T-Server versions 7.0.2+.

h. DMS 500 supported using T-Server versions 7.0+.

i. Single and redundant link.

j. Formerly known as Meridian 1 Option 11, 51, 61, 81, and Succession 1000.

k. SCCS stands for Symposium Call Center Server.

l. HA Proxy is not supported, but HA is supported.

m. Support is based on the switch vendor's compatibility statement.

n. NEAX 2000 IVS/IVS2 US, APEX 3600 Japan, NEAX7400 family including M100, 140, 160, 180 Australia/NZ.

o. Supported with UCD, not supported with external ACD.

p. NEAX 2400 ICS/IMX US, APEX 7600 Japan, NEAX 7400 family including M240/260/280 AU/NZ.

q. Not supported with external ACD.

r. NEAX 2000 IPS US, AU, NZ; APEX 3600i Japan.

s. This version is supported based on the switch vendor's compatibility statement.

t. NEAX 2400 IPX, US, AU, NZ; APEX 7600i Japan.

u. Supported specifically with NEC T-Server versions 7.1.007.01+. Supported with and without external ACD. Supported with IP Phones only.

v. No support of XML version—only ASN.1 is supported.

w. Only version R9/3400 supported in hybrid mode.

x. IP support from T-Server v7.1.001, and you must remove patch 106325 from the CMP.

y. CallPath 6.5.2 support for Avaya G3 is based on the Media Server CM 2.x and 3.0 versions, not on the underlying MAPD, Co-Resident DLG, or AES environment. Any issues with failures related to MAPD, Co-Resident DLG, or AES should be addressed with Avaya and not with Genesys, since our support announcement is based on the compatibility mode statement from Avaya for these environments.

z. CallPath End of Life (EOL) is June 2006. CallPath End of Maintenance (EOM) is June 2008. The final CallPath version is 6.5.2 and is only supported on T-Server versions up to 7.2.

aa. AES Server version 3.1 is supported with CM 3.1 in both single and dual AES server configurations, using T-Server version 7.2.

ab. Contact Center Manager Server (CCMS) was formerly known as Symposium Contact Center Server (SCCS). Genesys T-Server uses Meridian Link Services (MLS) to integrate CCMS with CS1000.

ac. AES Server version 4.0 is supported with CM 4.0 in both single and dual AES server configurations.

ad. HF05 from Ericsson is required for this Ericsson Release.

Table 2: Avaya Switch Support

Table 2 indicates Avaya Switch Support.

Table 2: Avaya Switch Support

Avaya Platform	Genesys Support	Notes
DEFINITY One™	No	This has been replaced by the S8100.
G3 R	Yes	Multi-Vantage (MV) 1.3 is the last software version available for this switch. Communication Manager, which is available on other Avaya switches, is not available with the G3 R switch.
G3 CSi (Prologix)	Yes	Switch version 8 to 10.1 using ASAI versions 3 and 4.
G3 Si	Yes	
IP Office	No	This is an SMB offering.
IP600 Internet Protocol Communications Server	No	This has been replaced by the S8100.
Avaya Media Server (S8XXX series)	Yes	The following CTI interfaces are supported: • MAPD • Co-Resident DLG • Application Enablement Services (AES), single and dual server configurations **Note:** S8700 multi-link support is provided using a single T-Server; T-Server version 7.1.0 and above is required. Genesys does not support a "switch partitioned" environment (multiple MAPD/Co-Resident DLG, multiple T-Servers, in a multi-site environment for a single switch).
Avaya Enterprise Survivable Servers (ESS)	Limited	Support is limited to a primary switch controller failover (Primary Media Server Failure) to ESS and is dependent on Avaya's transparency of ESS design and operation. For further information, contact Product Management.

Table 3: Framework Tier 2 Switch Support

Table 3 indicates Framework Tier 2 Switch Support.

Notes:

- If a switch release is not shown in this table, Genesys does not support it.
- Information on supported hardware and third-party software required to run Genesys applications is available on the Genesys Technical Support Website in the following document: *Genesys Supported Operating Systems and Databases Reference Manual*

Table 3: Framework Tier 2 Switch Support

Min Version	Latest Version	CTI Link	Support	Support HA Warm/ Support HA CTI	T-Servers Supported	Number of HA Proxy Components for HA CTI	T-Connector for CallPath[a]	Type of Support (TDM, IP, Hybrid)
EADS Telecom M6500/ Aastra Matra M6500 [c]/ NeXspan 50								
11.3	11.5	CSTA II	6.0 to 6.5	6.0 to 6.5	T-Server for EADS Telecom M6500	Not Required	No	TDM
R1.3B+	R1.3B+	CSTA II E1N7+1	7.0.2	7.0.2	T-Server for EADS Telecom M6500	Not Required	No	TDM
R3.2	R3.2	CSTA II E1N7+1	7.5+	7.5+	T-Server for EADS Telecom M6500	Not Required	No	TDM
Alcatel OmniPCX Office (OXO)/A4200								
1.0	1.1	CSTA I	6.5+	6.5+	T-Server for Alcatel A4200/ OXO	Not Required	No	TDM

Table 3: Framework Tier 2 Switch Support (Continued)

Min Version	Latest Version	CTI Link	Support	Support HA Warm/ Support HA CTI	T-Servers Supported	Number of HA Proxy Components for HA CTI	T-Connector for CallPath[a]	Type of Support (TDM, IP, Hybrid)
2.1	2.1	CSTA I	7.0.2+	7.0.2+	T-Server for Alcatel A4200/ OXO	Not Required	No	TDM
3.0	3.0	CSTA I	7.0.201+	7.0.201+	T-Server for Alcatel A4200/ OXO	Not Required	No	Hybrid
3.1	3.1	CSTA I	7.0.202+	7.0.202+	T-Server for Alcatel A4200/ OXO	Not Required	No	Hybrid
4.1	4.1	CSTA I	7.0.203+	7.0.203+	T-Server for Alcatel A4200/ OXO	Not Required	No	Hybrid
4.2	7.1	CSTA I	7.6+	7.6+	T-Server for Alcatel A4200/ OXO	Not Required	No	Hybrid
Alcatel Office/A4200								
4	4.2	CSTA I	6.5.301+	6.5.301+	T-Server for Alcatel A4200/ OXO	Not Required	No	Hybrid
Avaya INDeX (formerly Lucent SDX) [b]								
9.0.1	9.0.1	CT Integrator v2.05	6.5	6.5	T-Server for Avaya INDeX [k]	Not Required	No	TDM

Table 3: Framework Tier 2 Switch Support (Continued)

Min Version	Latest Version	CTI Link	Support	Support HA Warm/ Support HA CTI	T-Servers Supported	Number of HA Proxy Components for HA CTI	T-Connector for CallPath[a]	Type of Support (TDM, IP, Hybrid)
9.1.5	9.1.5	CT Integrator v2.06	6.5 to 7.0.1	6.5 to 7.0.1	T-Server for Avaya INDeX	Not Required	No	TDM
9.2.2	9.2.2	CT Integrator v2.06	6.5.304 to 7.0.1	6.5.304 to 7.0.1	T-Server for Avaya INDeX	Not Required	No	TDM
10	10	CT Integrator v2.06	7.0+	7.0+	T-Server for Avaya INDeX	Not Required	No	TDM
10.1	10.1	CT Integrator v2.06	7.0.2+	7.0.2+	T-Server for Avaya INDeX	Not Required	No	Hybrid [g]
10.1	10.1	CT Integrator v2.07	7.0.201+	7.0.201+	T-Server for Avaya INDeX	Not Required	No	Hybrid [g]
11	11	CT Integrator v2.07	7.6+	7.6+	T-Server for Avaya INDeX	Not Required	No	Hybrid [g]
DataVoice Dharma								
Dharma Link 3.0.6 (5-5-03/52)	Dharma Link 3.0.6 (5-5-03/52)	JTAPI	6.5.3+	6.5.3+	T-Server for DataVoice Dharma	Not Required	No	TDM
Dharma Link 3.1.0 (18-3-04/5A)	Dharma Link 3.1.0 (18-3-04/5A)	CTI Server 2.1.0 (Dharma-Net Driver 1.3.0, CSTA II Driver 1.8.0)	7.0.2+	7.0.2+	T-Server for DataVoice Dharma	Not Required	No	TDM

Table 3: Framework Tier 2 Switch Support (Continued)

Min Version	Latest Version	CTI Link	Support	Support HA Warm/ Support HA CTI	T-Servers Supported	Number of HA Proxy Components for HA CTI	T-Connector for CallPath[a]	Type of Support (TDM, IP, Hybrid)
Dharma Link 3.3.2 (29-5-06/78))	Dharma Link 3.3.2 (29-5-06/78))	CTI Server NG 2.2.0 (Dharma-Net Driver 1.3.0, CSTA II driver 1.8.1, VoIP Gateway 1.0)	7.0.203+	7.0.203+	T-Server for DataVoice Dharma	Not Required	No	Hybrid
Digitro AXS/20								
19.4	19.4	CSTA II - CTI EasyCall 1.5.107	7.1+	7.1+	T-Server for Digitro AXS/20	Not Required	No	Hybrid
eOn eQueue								
5.0.3-D4	5.0.3-D4	CSTA I	7.0.2+	7.0.2+	T-Server for eOn eQueue	Not Required	No	TDM
5.0.4-D4	5.0.4-D4	CSTA I	7.0.202+	7.0.202+	T-Server for eOn eQueue	Not Required	No	TDM
Fujitsu F9600								
15	15	CSTA II Intelli-Server 4.0.1	6.5+	6.5+	T-Server for Fujitsu F9600	Not Required	No	TDM
15	15	CSTA II Intelli-Server 4.1	7.0.2+	7.0.2+	T-Server for Fujitsu F9600	Not Required	No	TDM

Table 3: Framework Tier 2 Switch Support (Continued)

Min Version	Latest Version	CTI Link	Support	Support HA Warm/ Support HA CTI	T-Servers Supported	Number of HA Proxy Components for HA CTI	T-Connector for CallPath[a]	Type of Support (TDM, IP, Hybrid)
15	15	CSTA II Intelli-Server 5	7.0.201+	7.0.201+	T-Server for Fujitsu F9600	Not Required	No	TDM
15	15	CSTA II Intelli-Server 6	7.0.202+	7.0.202+	T-Server for Fujitsu F9600	Not Required	No	TDM
Huawei C&C08 [d]								
6.10	6.10	CSTA II 1.00R002	6.5+	6.5+	T-Server for Huawei C&C08	Not Required	No	TDM
Mitel Networks SX-2000 [k]								
		MiTAI 8.0.7	6.0 to 6.5	6.0 to 6.5	T-Server for Mitel SX-2000/ MN-3300	Not Required	No	TDM
		MiTAI 8.0.11	6.1 to 6.5	6.1 to 6.5	T-Server for Mitel SX-2000/ MN-3300	Not Required	No	TDM
		MiTAI 11	6.5.350+	6.5.350+	T-Server for Mitel SX-2000/ MN-3300	Not Required	No	TDM
		MiTAI 11.1 (SDK 1.0.0.13)	7.0.201+	7.0.201+	T-Server for Mitel SX-2000/ MN-3300	Not Required	No	TDM

Table 3: Framework Tier 2 Switch Support (Continued)

Min Version	Latest Version	CTI Link	Support	Support HA Warm/ Support HA CTI	T-Servers Supported	Number of HA Proxy Components for HA CTI	T-Connector for CallPath[a]	Type of Support (TDM, IP, Hybrid)
34.2.5.3	34.2.5.3	MiTAI 11.2.4.3	7.2.000.08+	7.2.000.08+	T-Server for Mitel SX-2000/ MN-3300	Not Required	No	TDM
Mitel Networks MN-3300 [k]								
		MiTAI 11	7.0+	7.0+	T-Server for Mitel SX-2000/ MN-3300	Not Required	No	IP
		MiTAI 11.1 (SDK 1.0.0.13)	7.0.201+	7.0.201+	T-Server for Mitel SX-2000/ MN-3300	Not Required	No	Hybrid
7.1.3.4.2	7.1.3.4.2	MiTAI 11.2.4.3	7.2.000.08+	7.2.000.08+	T-Server for Mitel SX-2000/ MN-3300	Not Required	No	TDM
8.0.10.7_1	8.0.10.7_1	MiTAI 13.0.1.9 (SDK 3.0.0.19)	7.2.001.13+	7.2.001.13+	T-Server for Mitel SX-2000/ MN-3300	Not Required	No	TDM
Philips Sopho iS3000								
8.10	8.10	Call@Net v2.5 CSTA II	6.0 to 6.5	6.0 to 6.5	T-Server for Philips Sopho iS3000	1	No	TDM

Table 3: Framework Tier 2 Switch Support (Continued)

Min Version	Latest Version	CTI Link	Support	Support HA Warm/ Support HA CTI	T-Servers Supported	Number of HA Proxy Components for HA CTI	T-Connector for CallPath[a]	Type of Support (TDM, IP, Hybrid)
8.10	8.10	Call@Net v2.8 CSTA II	6.5+	6.5+	T-Server for Philips Sopho iS3000	1 from 6.5.1 to 6.5.300.02. Not Required for 6.5.301.02+	No	TDM
8.10	8.10	Call@Net v2.10 CSTA II	6.5.301+	6.5.301+	T-Server for Philips Sopho iS3000	Not Required	No	TDM
8.10	8.10	Call@Net v3.1 CSTA II	7.0.2+	7.0.2+	T-Server for Philips Sopho iS3000	Not Required	No	TDM
8.10	8.10	Call@Net v3.2 CSTA II	7.0.201+	7.0.201+	T-Server for Philips Sopho iS3000	Not Required	No	Hybrid [h]
Samsung IP-PCX IAP								
v2.1 R2.3 2004.05.31	v2.1 R2.3 2004.05.31	CSTA II V02.20-2004.06	7.0+	7.0+	T-Server for Samsung IP-PCX IAP	Not Required	No	Hybrid
Siemens HiPath 3000 (including 3000 through 3900 family)								
3.0	3.0	CSTA III	7.0+	7.0+	T-Server for Siemens HiPath 3000	Not Required	No	Hybrid
4.0	4.0	CSTA III	7.0.202+	7.0.202+	T-Server for Siemens HiPath 3000	Not Required	No	Hybrid

Table 3: Framework Tier 2 Switch Support (Continued)

Min Version	Latest Version	CTI Link	Support	Support HA Warm/ Support HA CTI	T-Servers Supported	Number of HA Proxy Components for HA CTI	T-Connector for CallPath[a]	Type of Support (TDM, IP, Hybrid)
Siemens HiPath DX [e] (formerly RealitisDX, formerly iSDX)								
6.3	6.3	CallBridge DX 6.3 - iCCL	6.0 to 6.5	6.0 to 6.5	T-Server for Siemens HiPath DX	Not Required	No	TDM
7.1	7.1	CallBridge DX 7.1 - iCCL	6.1+	6.1+	T-Server for Siemens HiPath DX	Not Required	No	Hybrid [i]
8	8	CallBridge DX 7.1 - iCCL	6.5.302+	6.5.302+	T-Server for Siemens HiPath DX	Not Required	No	Hybrid [i]
9	9	CallBridge DX 7.1 - iCCL	7.2.001.00+	7.2.001.00+	T-Server for Siemens HiPath DX	Not Required	No	Hybrid [i]
9.2	9.2	CallBridge DX 7.1 - iCCL	7.2.001.00+	7.2.001.00+	T-Server for Siemens HiPath DX	Not Required	No	Hybrid [i]
Tadiran Telecom Coral Flexicom (formerly ECI Tel)								
9.0	10.19	CSTA I v3+	6.5 to 7.0.1	6.5 to 7.0.1	T-Server for Tadiran Coral	Not Required	No	TDM
14.15	14.15	CSTA I v25	7.0+	7.0+	T-Server for Tadiran Coral	Not Required	No	Hybrid [j]
Teltronics 20-20 IXP (formerly Harris 20-20)								
20	25	HIL + WIL	6.5 to 7.0.1	6.5 to 7.0.1	T-Server for Teltronics 20-20	1	No	TDM

Table 3: Framework Tier 2 Switch Support (Continued)

Min Version	Latest Version	CTI Link	Support	Support HA Warm/ Support HA CTI	T-Servers Supported	Number of HA Proxy Components for HA CTI	T-Connector for CallPath[a]	Type of Support (TDM, IP, Hybrid)
3.1	3.1	HIL + WIL	6.5.301+	6.5.301+	T-Server for Teltronics 20-20	1	No	TDM
3.4.0	3.4.0	HIL + WIL	7.0.2+	7.0.2+	T-Server for Teltronics 20-20	1	No	TDM
Tenovis Integral 33								
E04.1	E04.1	ConneCTIon v1.83e CSTA II	6.1 to 6.5.301	6.1 to 6.5.301	T-Server for Tenovis Integral 33/ 55	Not Required	No	TDM
E06.2 [f]	E06.2 [f]	ConneCTIon v2.0 CSTA II	6.5.302+	6.5.302+	T-Server for Tenovis Integral 33/ 55	Not Required	No	TDM
E07.0	E07.0	ConneCTIon v2.5 CSTA II	7.0.2+	7.0.2+	T-Server for Tenovis Integral 33/ 55	Not Required	No	TDM
E07V08	E07V08	ConneCTion v3.1 BCC v3.2 CSTA II	7.0.205+	7.0.205+	T-Server for Tenovis Integral 33/ 55	Not Required	No	TDM

Table 3: Framework Tier 2 Switch Support (Continued)

Min Version	Latest Version	CTI Link	Support	Support HA Warm/ Support HA CTI	T-Servers Supported	Number of HA Proxy Components for HA CTI	T-Connector for CallPath[a]	Type of Support (TDM, IP, Hybrid)
Tenovis Integral 55								
E07.0	E07.0	ConneCTion v2.5 CSTA II	7.0.2+	7.0.2+	T-Server for Tenovis Integral 33/ 55	Not Required	No	TDM
E07V08	E07V08	ConneCTion v3.1 BCC v3.2 CSTA II	7.0.205+	7.0.205+	T-Server for Tenovis Integral 33/ 55	Not Required	No	TDM

a. *No* means no connector available, therefore, indicates complete replacement of CallPath with Genesys suite to migrate. *Restricted* means that the indicated Genesys release level allows both CallPath and Genesys suites to exist in parallel; thereby saving the CallPath customer applications. The dash sign (-) means not applicable because the switch interface is not supported by the Genesys suite. The CallPath portion of the solution doesn't have HA but CallPath can now access two T-Servers which are in Genesys HA configuration and react properly during switchover.

b. Non-Stop Operation (NSO) cannot be used for INDeX.

c. Aastra Matra Nexpan 50 (EADS Telecom M6500) is a hybrid (TDM and IP) switch. We do not support the switch CTI messaging associated with use of the vendor's IP phones. TDM phones are supported.

d. HA CTI not supported for calls using Huawei switch native routing dialogs.

e. No support of CSTA link interface--only iCCL link interface is supported.

f. T-Server for 7.0 does not support 6.5 previous Tenovis versions of the switch/CTI link because of major differences in switch and CTI link behavior.

g. IP Hard phones are not supported due to unreliable reporting.

h. IP support from T-Server v7.0.202.

i. IP support from T-Server v7.0.200.

j. IP support from T-Server v7.0.201.

k. Can only be installed on single-processor machine without hyper-threading.

Other Solutions with No Switch Dependency

The following solutions have no additional dependency on the switch, and can be deployed when the switch is supported by the Framework Solution.

- Call Concentrator
- Configuration Layer
- DB Server
- Expert Desktop
- Genesys Voice Platform: Network Edition
- Reporting Solution (CCA and CCPulse+)
- Routing
- Voice Callback [1]
- Workforce Management

For versions of the switches, refer to:

- Table 1, "Framework Tier 1 Switch Support," on
- Table 3, "Framework Tier 2 Switch Support," on

Table 4: Switch Dependent Solutions

Table 4 indicates Switch Dependent Solutions.

Genesys Express 4.6 currently supports the following switches "out-of-the-box":

- Alcatel Omni PCX (OXE)
- Alcatel OmniPCX Office (OXO)
- Aspect and Siemens Hicom 300 E/H
- Avaya Media Server S8000 Series (formerly called Avaya Definity ECS G3)
- Cisco CallManager (CM)
- Ericsson MD110
- NEC (Large TDM and Small TDM)
- Nortel Communication Server 1000

---

1. Preview dialing mode is not supported for Aspect and specific configurations of Alcatel A4400 and Spectrum T-Servers. Refer to *Universal Callback Server 7.0 Release Notes* for a description of the limitations.

• Nortel Meridian 1 w/Symposium

Table 4: Switch Dependent Solutions

Switch Support Table	Outbound [a, b]	VTO [c, h]	Genesys Voice Platform
Tier 1 Switches			
Alcatel OmniPCX Enterprise/(OXE)/ A4400	6.1+[A, E1CAS]	6.0+[A, E1CAS]	7.2+ [T1CAS [d], E1CAS, SIP]
Aspect ACD	6.1+[A]	6.5+[A]	7.2+ [T1CAS, E1CAS, ISDN Qsig]
Avaya Media Server S8000 Series	6.0+	6.0+[A, T1CAS/ E1CAS]	7.2+[T1CAS, E1CAS] 7.2+[IP SIP via Avaya SES IP gateway] directly or with SIP Server
EADS (Intecom) E Series	No	No	No
EADS (Intecom) PointSpan	7.1+	No	No
Ericsson MD110	6.1+[A, E1CAS]	6.0+[A, E1CAS]	7.2+[E1CAS]
NEC APEX3600, NEAX2000, NEAX7400 M120 (Small TDM) IVS/IVS2	6.5.1+	6.0+[A, E1CAS]	7.2+[Support for NEAX 7400 E1CAS only]
NEC APEX7600, NEAX2400, M140/160/180 (Large TDM) ICS/ IMX	6.5.1+	6.0+[A, E1CAS]	7.2+[T1CAS] [g]
NEC NEAX 2000 IPS, APEX 3600i (Small IP)	6.5.1+	No	No
NEC NEAX 2400 IPX, APEX 7600i (Large IP)	6.5.1+	No	7.2+[T1CAS, E1CAS]
NEC NEAX SV7000			7.2+[E1CAS]
Nortel Communication Server 1000 (formerly called Nortel Meridian 1)	6.0+	6.0+[A, T1CAS/ E1CAS]	7.2+[T1CAS, E1CAS]

Table 4: Switch Dependent Solutions (Continued)

Switch Support Table	Outbound [a, b]	VTO [c, h]	Genesys Voice Platform
Nortel Communication Server 2000/2001 (formerly called Nortel DMS 100)	7.2+	6.0+[A, T1CAS/E1CAS]	7.2+[T1CAS, E1CAS] 7.2+[IP SIP via CS2000 IP gateway]
Nortel Symposium	6.5+	6.0+[A, T1CAS/E1CAS]	7.2+[T1CAS, E1CAS]
Siemens Hicom 300E/300H (CallBridge 4.1)/300E - HiPath 4000 CSTA I	6.1+[A]	6.0+[A, T1CAS]	7.2+[T1CAS] [f]
Siemens HiPath 4000 CSTA III	7.0+[A]	No	7.2+[E1QSIG with specific gateways] [k]
Spectrum	6.1+	6.0+[A, T1CAS]	7.2+[T1CAS] [e]
Tier 2 Switches			
Alcatel OmniPCX Office/(OXO)/A4200	7.0+[A]	6.5+[A]	No
Alcatel Office/A4200	No	No	No
Avaya INDeX	6.5+[A]	6.5+[A]	No
Avaya IP Office	No	No	No
Cisco CallManager (CM) IP PBX	7.0+[A, E1CAS, T1CAS] [i]	No	7.2+ [H323] [l]
DataVoice Dharma	7.1+	6.5.1+[A]	No
Delco ACD	No	No	No
EADS Telecom M6500	6.5+[A]	6.1+[A]	No
Fujitsu F9600	7.0+ [j]	6.5+[A]	No
Hitachi CX8000	Controlled	No	No
Huawei (C&C08)	No	6.5+[A]	No

Table 4: Switch Dependent Solutions (Continued)

Switch Support Table	Outbound [a, b]	VTO [c, h]	Genesys Voice Platform
LG Starex-ACS	No	No	No
Mitel MN-3300	No	No	No
Mitel SX-2000	No	No	No
Philips Sopho iS3000	6.5+[A]	6.5+[A], 7.0	No
Samsung IP-PCX IAP	7.0+[A]	No	No
Siemens HiPath 3000	7.0+[A]	No	No
Siemens HiPath DX	6.1+[A]	6.1+[A]	7.2+[E1QSIG]
Tadiran Telecom Coral Flexicom	6.1+[A]	6.5+[A]	No
Teltronics 20-20 IXP	7.0+[A]	No	No
Tenovis Integral 33/55	No	6.5+[A]	No
Genesys IP Solution			
SIP Server	7.0+[A, E1CAS, T1CAS]	No	Yes

a. For Magellan Agent Scripting please refer to the switch support table.

b. For CPD Server, in [] supported connections (lineside only). For analog, E1CAS or T1CAS for European or NA standard.

c. In [] supported connections (lineside only). A for analog, E1CAS or T1CAS for European or NA standard.

d. Requires E1CAS card in switch and external E1CAS/T1CAS converter or the new Alcatel T1CAS switch interface card.

e. Field validated. Special configuration instructions in Digital Library for GVP Rockwell configuration.

f. Controlled support. Validated at customer location only; cannot validate at Genesys lab.

g. GVP 7.x tested with NEC 2400 T1CAS interface for the U.S.A.

h. This table lists switches supported by VTO in the R4 call control mode. The same switches are supported by VTO in the GlobalCall call control mode, provided that the telephony network protocol implemented by the switch-side network interface card is supported by the Dialogic GlobalCall software layer.

i. In a Cisco CallManager environment it is recommended that you use Outbound Contact in ASM mode. Refer to the *Framework 7 T-Server for Cisco CallManager Deployment Guide* for more details.

j. Limitation: CTI cannot be used to route an outbound call, the switch ACD must be used instead.

k. Paraxip gateway tested; AudioCodes under test.

l. CM 6.0+ is not yet supported directly via SIP; H.323 is not available on CM 6.

Table 5: Switch Support for the Adapters

Table 5 indicates Switch Support for the Adapters.

The adapters have additional dependencies on the switch, and these adapters are not available for all switches supported by the Framework Solution.

SDK and Adapters support SIP Server and all the soft switches that SIP Server supports. For information, refer to Table 12, "SIP Server Support," on page 70.

For versions of the switches, refer to:

- Table 1, "Framework Tier 1 Switch Support," on page 20
- Table 3, "Framework Tier 2 Switch Support," on page 38.

Note: For Genesys Expert Desktop information see "Table 4: Switch Dependent Solutions" on page 48.

Table 5: Switch Support for the Adapters

Switch Support Table	SAP ERP	SAP Win Client	SAP ICI Multi-Channel	Micro-soft CRM Adapter	Siebel CRM [g]	Siebel 2000	People-Soft CRM (Thick Client Adapter) [a, b]	People-Soft CRM (Server Side Adapter)	Genesys Contact Navi-gator Thick	GCN Web/ Genesys Desk-top
Tier 1 Switches										
Alcatel OmniPCX Enterprise/ (OXE)/ A4400	7.0	6.5+	6.5+	7.0+	6.1+	6.1+	6.1+ [c]	7.x	6.1+	6.5.1+
Aspect ACD	7.0	6.5+	6.5+	7.0.1-7.2	6.5.1+	6.1+	6.5+	Controlled [f]	6.1+	6.5.1+
Avaya Media Server S8000 Series	7.0	6.5+	6.5+	7.0+	6.1+	6.1+	6.1+ [c]	7.x	6.1+	6.5.1+
CS2000/ CS2100	7.0	6.5+	6.5+	7.0.1+ [d]	6.5+	6.5+	6.5.1+	Controlled [f]	6.5.1+	6.5.1+

Table 5: Switch Support for the Adapters (Continued)

Switch Support Table	SAP ERP	SAP Win Client	SAP ICI Multi-Channel	Micro-soft CRM Adapter	Siebel CRM [g]	Siebel 2000	People-Soft CRM (Thick Client Adapter) [a, b]	People-Soft CRM (Server Side Adapter)	Genesys Contact Navi-gator Thick	GCN Web/ Genesys Desk-top
EADS (Intecom) E Series	No	6.5.4	7.5+	No	7.0+	No	No	No	No	7.1+
EADS (Intecom) PointSpan	No	No	No	No	6.5.2+	No	No	No	No	7.1+
EADS Intecom M6880 PointSpan	-	6.5.4	7.5+	-	-	-	-	-	-	-
Ericsson MD110	7.0	6.5.1+	6.5+	7.0	6.5.1+	6.5.1+	6.5.1+ [c]	Controlled [f]	6.5.1+	6.5.1+
NEC NEAX2000, NEAX7400 M120 (Small TDM)	No	6.5.1+	7.5+	7.0.1+	6.5.2+	No	6.5.1+ [c]	Controlled [f]	6.5.1+	6.5.1+
NEC NEAX2400, M140/160/ 180 (Large TDM)	7.0	6.5+	7.5+	7.0.1 - 7.2	6.5.1+	6.5+	6.5.1+ [c]	Controlled [f]	6.5.1+	6.5.1+
NEC NEAX 2000 IPS, APEX 3600i (Small IP)	No	6.5.1+	No	No	No	No	No	No	No	No
NEC NEAX 2400 IPX, APEX 7600i (Large IP)	No	6.5.1+	No	No	No	No	No	No	No	No

Table 5: Switch Support for the Adapters (Continued)

Switch Support Table	SAP ERP	SAP Win Client	SAP ICI Multi-Channel	Micro-soft CRM Adapter	Siebel CRM [g]	Siebel 2000	People-Soft CRM (Thick Client Adapter) [a, b]	People-Soft CRM (Server Side Adapter)	Genesys Contact Navi-gator Thick	GCN Web/ Genesys Desk-top
NEC Small Hybrid	No	No	7.5+	No	No	No	No	No	No	No
NEC Large Hybrid	No	No	7.5+	No	No	No	No	No	No	No
Nortel Communication Server 1000	7.0	6.5+	6.5+	7.2+	6.1+	6.1+	6.1+ [c]	Controlled [f]	6.1+	6.5.1+
Nortel Symposium	7.0	6.5+	6.5+	7.0+	6.1+	6.1+	6.1+ [c]	7.x	6.1+	6.5.1+
Siemens Hicom 300E/ 300H— HiPath 4000 CSTA I	7.0	6.5+	6.5+	7.0.1+	6.5.1+	6.1+	6.1+	7.x	6.1+	7.1.0+
Siemens HiPath 4000 CSTA III	7.0	6.5+	6.5+	7.0.1+ [d]	6.5.2+	6.5+	No	Controlled [f]	No	6.5.4+
Spectrum	7.0	6.5.1+	6.5+	7.0-7.2 [d]	6.5+	6.5.1+	No	Controlled [f]	No	6.5.4+
Tier 2 Switches										
Alcatel OmniPCX Office/ (OXO)/ A4200	7.0	No	6.5+	7.0+	6.5.2+	No	No	Controlled [f]	6.5.2	6.5.4+
Alcatel Office/ A4200	7.0	No	No	No	6.5.2+	No	No	No	No	No
EADS Telecom M6500	No	No	No	No	No	No	No	Controlled [f]	No	6.5.4+

Table 5: Switch Support for the Adapters (Continued)

Switch Support Table	SAP ERP	SAP Win Client	SAP ICI Multi-Channel	Micro-soft CRM Adapter	Siebel CRM [g]	Siebel 2000	People-Soft CRM (Thick Client Adapter) [a], [b]	People-Soft CRM (Server Side Adapter)	Genesys Contact Navi-gator Thick	GCN Web/ Genesys Desk-top
Avaya INDeX	No	No	No	No	6.5.2+	No	No	No	No	No
Avaya IP Office	No	No	No	No	No	No	No	No	No	No
DataVoice Dharma	No	No	No	7.0-7.2 [d]	No	No	No	Controlled [f]	No	6.5.5+
Delco ACD	No	No	No	No	No	No	No	No	No	No
eON eQueue		No	No		7.0+				No	No
Fujitsu F9600	No	6.5+	7.1+	No	No	Yes	No	No	No	7.2+
Hitachi CX8000	No	No	No	No	No	No	No	No	No	No
Huawei C&C08	No	No	No	No	No	No	No	No	No	No
LG Starex-ACS	No	No	No	No	No	No	No	No	No	No
Mitel SX 2000	No	No	No	No	No	No	No	No	No	7.5+
Mitel MN 3300	No	No	No	No	7.0+	No	No	No	No	7.5+
NEC SV 7000			7.5+							7.2+

Table 5: Switch Support for the Adapters (Continued)

Switch Support Table	SAP ERP	SAP Win Client	SAP ICI Multi-Channel	Micro-soft CRM Adapter	Siebel CRM [g]	Siebel 2000	People-Soft CRM (Thick Client Adapter) [a, b]	People-Soft CRM (Server Side Adapter)	Genesys Contact Navi-gator Thick	GCN Web/ Genesys Desk-top
Philips Sopho IS3000	7.0	6.5.1+	6.5	7.0-7.2 [d]	6.5.2+	6.5.1 +	No	Controlled [f]	No	6.5.4+
Samsung IP-PCX IAP	No	No	No	No	No	No	No	No	No	No
Siemens HiPath 3000	7.1	No	7.1+	No	7.0+	No	No	Controlled [f]	No	7.1+
Siemens HiPath DX	7.1+ [d]	No	No	7.0.1+ [d]	6.5.2+	No	No	Controlled [f]	No	6.5.3+
Tadiran Telecom Coral Flexicom	No	No	No	No	No	No	No	No	No	No
Teltronics 20-20 IXP	No	No	No	No	6.5.2+	No	No	No	No	No
Tenovis Integral 33/ 55	7.0	6.5.1+	6.5	7.0-7.2 [d]	No	6.5.1 +	No	No	6.5.2+ [e]	6.5.2+ [e]
IP TServers										
Cisco CallManager (CM) IP PBX	7.1+	6.5.2+	6.5.1+	7.0+	6.5.2+	No	No	Controlled [f]	6.5.2	6.5.4+
Genesys SIP Communication Server 7.2+	7.1+	6.5.4	7.1+	7.0.1+ [d]	7.1+	No	No	Controlled [f]	No	7.0.2+

a. PeopleSoft 8.4 with PeopleTools 8.4 and 8.8 with PeopleTools 8.4.2 are supported by all switches shown; 8.0 is not supported in the 6.5.1 release.

b. When the G*plus* Adapter for PeopleSoft 6.5.1 is deployed with Genesys 6.5 Framework, 6.5 URS or 6.5.1 URS, all indicated switches are supported.

Genesys 7

c. When the G*plus* Adapter for PeopleSoft is deployed with Express 4.1, only the switches with this footnote are supported. Also see the *Genesys Supported Operating Systems and Databases Reference Manual* for the operating systems and databases supported when PeopleSoft works with Express 4.1.

d. This is controlled support. Controlled means that the Product Manager must provide you with approval prior to shipment.

e. This version supports only T-Server Tenovis Integral 33 E04.1/CTI link ConneCTIon v1.83e.

f. The G*plus* PeopleSoft Adapter can be sold/used with other switches (noted in this table with the same footnote) if approval from the Product Manager is received along with a professional services contract to get the G*plus* Adapter installed, configured, and running.

g. Starting from Release 7.2, G*plus* Adapter for Siebel 7 is renamed to G*plus* Adapter for Siebel CRM.

Table 6: Genesys Software Development Kit Support

Table 6 indicates Genesys Software Development Kit (SDK) Support, and is from a switch/PBX perspective.

SDK and Adapters support SIP Server and all the soft switches that SIP Server supports. For information, refer to Table 12, "SIP Server Support," on .

Note: For Genesys SDK Support - Java, see Table 7, "Genesys SDK Support - Java," on .

To determine the Framework supported release levels, see:

- Table 2, "Avaya Switch Support," on
- Table 3, "Framework Tier 2 Switch Support," on .

Table 6: Genesys SDK Support

Switch Vendor	Switch Name	Interaction SDK	IVR SDK	Platform SDK	T-Library SDK
Tier 1					
Alcatel	OmniPCX Enterprise (OXE)/A4400	6.5.1+	Yes	Yes	Yes
Aspect	ACD	6.5.1+	Yes	Yes	Yes
Aspect	Spectrum	6.5.6+	Yes	Yes	Yes
Avaya	G3 (now called S8000 Series)	6.5.1+	Yes	Yes	Yes
EADS Intecom	E Series	7.1+	Yes	Yes	Yes
EADS Intecom	PointSpan	7.1+	Yes	Yes	Yes
Ericsson	MD110	6.5.1+	Yes	Yes	Yes
NEC	Small-TDM	6.5.1+	Yes	Yes	Yes
NEC	Large-TDM	6.5.1+	Yes	Yes	Yes
NEC	Small-IP	No	Yes	Yes	Yes
NEC	Large-IP	No	Yes	Yes	Yes
NEC	SV 7000	7.2+	Yes	Yes	Yes

Table 6: Genesys SDK Support (Continued)

Switch Vendor	Switch Name	Interaction SDK	IVR SDK	Platform SDK	T-Library SDK
Nortel	Nortel Communication Server 2000/ 2001 (formerly DMS-100)	6.5.1+	Yes	Yes	Yes
Nortel	Nortel Communication Server 1000 (formerly Meridian 1) (Meridian Link 5c and SCCS)	6.5.1+	Yes	Yes	Yes
Siemens	Hicom 300E/ 300H—HiPath 4000 CSTA I	6.5.1+	Yes	Yes	Yes
Siemens	HiPath 4000 CSTA III	6.5.6+	Yes	Yes	Yes
SIP Server [a]		7.0.2+	Yes	Yes	Yes
Tier 2					
Alcatel	OmniPCX Office (OXO)/ A4200	6.5.6+	Yes	Yes	Yes
Alcatel	Office/A4200	No	Yes	Yes	Yes
Avaya	INDeX	No	Yes	Yes	Yes
Avaya	IP Office	No	No	Yes	No
Cisco CallManager	IP PBX	6.5.6+	No	Yes	Yes
DataVoice	Dharma	6.5.6+	Yes	Yes	Yes
Delco	ACD	No	Yes	Yes	Yes
EADS Telecom M6500	NeXspan 50	6.5.6+	Yes	Yes	Yes
Fujitsu	F9600	7.2+	Yes	Yes	Yes
Hitachi	CX8000	No	Yes	Yes	Yes

Table 6: Genesys SDK Support (Continued)

Switch Vendor	Switch Name	Interaction SDK	IVR SDK	Platform SDK	T-Library SDK
Huawei	C&C08	No	Yes	Yes	Yes
LG Starex	ACS	No	Yes	Yes	Yes
Mitel	SX-2000	7.5+	Yes	Yes	Yes
Mitel	MN-3300	7.5+	Yes	Yes	Yes
Nortel	CSE 1000	No	Yes	Yes	Yes
Nortel	CSE 2000	No	Yes	Yes	Yes
Philips	Sopho iS3000	6.5.6+	Yes	Yes	Yes
Samsung	IP-PCX IAP	No	Yes	Yes	Yes
Siemens	HiPath 3000	7.1+	Yes	Yes	Yes
Siemens	HiPath DX [b]	6.5.5+	Yes	Yes	Yes
Tadiran Telecom	Coral Flexicom	No	Yes	Yes	Yes
Teltronics	20-20 IXP	No	Yes	Yes	Yes
Tenovis	Integral 33/55	6.5.4+	Yes	Yes	Yes

a. The SIP Server was formerly called the SIP Communication Server.

b. Formerly RealitisDX, formerly iSDX.

Table 7: Genesys Software Development Kit Support - Java

Table 7 indicates Genesys Software Development Kit (SDK) Support - Java, and is from a Genesys product perspective.

SDK and Adapters support SIP Server and all the soft switches that SIP Server supports. For information, refer to Table 12, "SIP Server Support," on page 70.

Note: Configuration, Stat, and IVR SDKs are not switch dependent. Interaction SDK 7.0 is compatible with 7.0 (and higher) solutions only.

Table 7: Genesys SDK Support - Java

Solution	Component	Interaction SDK 6.5	IVR SDK	T-Library SDK	Stat SDK	Config SDK
Java						
ERS		6.5+	6.1+	6.1+	N/A	N/A
Expert Contact		6.5.5+	N/A	6.5.5+	N/A	N/A
Framework	Stat Server	6.5+	6.1+	N/A	6.1+	N/A
Framework	Config Server	6.5+	N/A	6.1+	6.1+	6.5+
Framework	CS Proxy	6.5+	6.1+	6.5+	6.5+	6.5.0.024+
Framework	T-Server	6.5+	6.1+	6.1+	N/A	N/A
ICS	Email	6.5	N/A	N/A	N/A	N/A
ICS	Chat	6.5	N/A	N/A	N/A	N/A
ICS	CoBrowse	6.5	N/A	N/A	N/A	N/A
OCS		6.5+	N/A	6.1+	N/A	N/A
Voice Callback		6.5.5+	N/A	6.5.5+	N/A	N/A

Table 8: Network Solutions and Parking Platforms Support

Table 8 indicates network solutions and network parking platforms support.

Note: For information on operating systems of the Network T-Servers, refer to *Genesys Supported Operating Systems and Databases Reference Manual.*

Table 8: Network Solutions and Parking Platforms Support

Network Service Provider	Network Gateway/ Platform	Carrier Protocol	Genesys Server Name	Support
Network Routing				
Atos Multimedia	Proprietary platform	GenSpec© TCAP over TCP/IP	Network T-Server for GenSpec (on TCAP)	6.1 to 7.1
AT&T	Intelligent Call Processing (ICP)	SS7	Network T-Server for AT&T	6.5 to 7.0
Bell Canada (Stentor)	Advanced Toll-free Gateway	TCP/IP	Network T-Server for Stentor	6.5 to 7.1
BT (formerly Concert)	BT/Concert Inbound Service	SS7	Network T-Server for Concert	6.1 to 7.0
BT Alfredo—GAIN	Alcatel A1400 Rel. 2.x	GenSpec© TCAP over TCP/IP	Network T-Server for GenSpec (on TCAP)	6.1 to 7.1
Cegetel	Alcatel A1400 Rel. 2.x	GenSpec© TCAP over TCP/IP	Network T-Server for GenSpec (on TCAP)	6.1 to 7.1
Cegetel	Eureka Soft Service Node Orateur v1.41 and v2	GenSpec© TCAP over TCP/IP	Network T-Server for GenSpec (on TCAP)	6.1 to 7.1
Deutsche Telekom	Proprietary SCP	GenSpec© TCAP over TCP/IP	Network T-Server for DTAG	6.5 to 7.1
France Telecom	CVF	GenSpec© TCAP over TCP/IP	Network T-Server for GenSpec (on TCAP)	6.1 to 7.1

Table 8: Network Solutions and Parking Platforms Support (Continued)

Network Service Provider	Network Gateway/ Platform	Carrier Protocol	Genesys Server Name	Support
KPN	KNP Proprietary platform	GenSpec© TCAP over TCP/IP	Network T-Server for KPN	7.0 to 7.1
MCI	800 Gateway	UDP/IP	Network T-Server for WorldCom	6.0 to 7.1
NetCentrex	NetCentrex SVI	GenSpec© TCAP over TCP/IP	Network T-Server for GenSpec (on TCAP)	6.1 to 7.1
Orange	ISCP	GenSpec© TCAP over TCP/IP	Network T-Server for ISCP	6.5 to 7.1
Prosodie	Proprietary platform	GenSpec© TCAP over TCP/IP	Network T-Server for GenSpec (on TCAP)	6.1 to 7.1
Sprint	Site RP	X.25	Network T-Server for Sprint	6.1 to 7.0
Telsis	Telsis SCP (Ocean Platform) v3.5	GenSpec© TCAP over TCP/IP	Network T-Server for GenSpec (on TCAP)	6.1 to 7.1
Network Qualification/Parking				
Qwest	Genesys GVPNE	XML IVR SDK over TCP/IP	IVR Server	6.5
Tellme Networks	Proprietary Platform	GenSpec© [a] XML over TCP/IP	Network T-Server for GenSpec XML	6.1 to 6.5
WorldCom NGSN	NGSN (Next Generation Server Node)	TCP/IP	Network T-Server for NGSN	6.5 to 7.1
Network Routing on IP				
	Alcatel 5020	TCP/IP	Network T-Server SIP	7.0.1+

a. Genesys Specification is Genesys property. Implementation of GenSpec requires Genesys approval to G*plus* development program application by a third party.

Table 9: Genesys Third-Party Interactive Voice Response Support

Table 9 indicates Genesys Third-Party Interactive Voice Response (IVR) Support.

Note: For support of Genesys Voice Platform: Enterprise Edition (GVPEE) behind the switch, refer to "Table 4: Switch Dependent Solutions" on page 48.

Table 9: Genesys Third-Party IVR Support

IVR Name and Version	Genesys Driver Operating System	Genesys Release Version
Aspect CSS 6.0	Unixware 7.1.1	6.5/7.0/7.1/7.2
Aspect CSS 6.1 [a]	Solaris 2.8	7.0/7.1/7.2
Aspect CSS 6.1 [a]	Unixware 7.1.1	6.5/7.0/7.1/7.2
Aspect CSS 6.2 [a]	Solaris 2.8	7.0+
Aspect CSS 6.2 [a]	Unixware 7.1.1	7.0+
Aspect CSS 7.0	Solaris 2.8	7.1+
Aspect CSS 7.0	Unixware 7.1.3	7.1+
Aspect CSS 7.1	Solaris 2.8	7.2+
Aspect CSS 7.1	Unixware 7.1.3	7.2+
Avaya Conversant 7	Unixwware 2.1.2	6.1/6.5
Avaya Conversant 8	Unixware 7.1.1	6.5+
Avaya Conversant 9	Unixware 7.1.1	7.0+
Edify 7.2	Windows 2000	6.1/6.5
Edify 8.0	Windows 2000	6.5+
Edify 8.5	Windows 2000	6.5+
Edify 9.0	Windows 2000	6.5+
Edify 9.5	Windows 2003 32-bit	7.2+
Edify 10	Windows 2003 32-bit	7.5

Table 9: Genesys Third-Party IVR Support (Continued)

IVR Name and Version	Genesys Driver Operating System	Genesys Release Version
Envox ShowNTel 4.4.0	SR3 Windows NT 4.0	6.1/7.1
Envox ShowNTel 4.5.3	Windows NT 4.0	7.0/7.1
Envox 6.0	Windows 2000 32-bit	7.1+
Envox 6.0	Windows 2003 32-bit	7.1/7.2
Envox 6.2	Windows 2000 32-bit	7.5
Envox 6.2	Windows 2003 32-bit	7.5
IBM WebShere Voice Response AIX 2.2	AIX 4.3	6.1/6.5
IBM WebSphere Voice Response AIX 2.3	AIX 4.3	6.1-7.0
IBM WebSphere Voice Response AIX 3.1	AIX 4.3.3	6.5-7.0
IBM WebSphere Voice Response AIX 3.1	AIX 5.1	7.0/7.1
IBM WebSphere Voice Response AIX 3.1.4	AIX 4.3.3	6.5-7.0
IBM WebSphere Voice Response AIX 3.1.4	AIX 5.1	7.0+
IBM WebSphere Voice Response AIX 4.2	AIX 5.2	7.0+
IBM WebSphere Voice Response AIX 4.2	AIX 5.3	7.2+
IBM WebSphere Voice Response AIX 4.2(.3)	AIX 5.3	7.5+
IBM WebSphere Voice Response Windows 3.1	Windows NT 4.0	6.5/7.0/7.1
IBM WebSphere Voice Response Windows 3.1	Windows 2000	6.5+
Intervoice-Brite Intersoft 2.3	Windows NT 4.0	6.1/6.5

Table 9: Genesys Third-Party IVR Support (Continued)

IVR Name and Version	Genesys Driver Operating System	Genesys Release Version
Microsoft Speech Server 1.0 with Intel NetMerge Call Manager	Windows Server 2003	7.0+
Microsoft Speech Server 2.0 with Intel NetMerge Call Manager	Windows Server 2003	7.2+
Nortel MPS 500 2.1	Solaris 2.8	6.5+
Nortel MPS 500 3.0	Solaris 2.10	7.5
Nortel MPS 1000 2.1	Solaris 2.8	6.5+
Nortel MPS 1000 3.0	Solaris 2.10	7.5
Nortel Periphonics VPS/is 5.4.2	Solaris 2.6, Solaris 2.8	6.1/ 6.5/7.2+

a. The Aspect CSS can be deployed in a distributed configuration where the Runtime Server and Telephony Server components can reside on dedicated servers with different operating systems. The Genesys IVR Driver runs on the Runtime Server component which currently supports either Unixware or Solaris. The Telephony Server component with the telephony card currently supports Unixware or Windows.

Table 10: Genesys Voice Portal 7.x IP Media Gateway and Softswitch Support

Table 10 indicates the Genesys Voice Portal 7.x IP media gateway and softswitch support. Please also check Switch Dependent Solutions Table 4.

Table 10: Genesys Voice Portal 7.x IP Media Gateway and Softswitch Support

VoIP Gateway Vendors	Model	Version	GVP 7.2.x IP	GVP 7.5, 7.6 IP
Alcatel	5020	CSC 2.4.1 +	yes	yes
Alcatel	5020	MSC	no	yes [a]
Alcatel	7515		no	yes - via SIP Server
AudioCodes	Mediant 1000, 2000, 8000		yes	yes [c]
AudioCodes	TP260		yes	yes
Cisco	54xx	IOS 12.3 (4+)	yes	yes [b]
Cisco	53xx	IOS 12.3 (4+)	yes	yes [b]
Cisco	3725, 3745	IOS 12.3 (3+)	yes	yes [b]
Cisco	2821, 2851, 3845 [e]	IOS 12.4 (3+)	yes	yes [b]
Paraxip			yes [d]	yes
Genesys	SIP Server	7.2.1+	yes	no
Genesys	SIP Server	7.5, 7.6	no	yes
GNU	Gatekeeper	2.2.1	yes	no
OpenIN			no	yes [f]
Siemens HiPath	4000		no	yes [c]
Siemens HiPath	8000		yes	yes
Sonus	GSX/PSX	5.01+	yes	yes [e]
Veraz	ControlSwitch	4.1	yes/no	no [e]

a. Alcatel 5020 MSC supported by GVP with SIP Server as front-end.

b. Cisco Media Gateways generally supported if IOS is 12.4 +.

c. Both GVP and SIP Server have been tested with the Siemens SIP HG3540 gateway but not together. Orders will be approved.

d. Siemens HiPath 4000 E1QSIG has been implemented with GVP using a Paraxip media gateway. Integration with Siemens HiPath 4000 IPSIP has been developed with Siemens Professional Services: You must consult with GVP Product Management before offering this solution. Additional limitations may apply.

e. Assumed no changes from 7.2.2. Potential GVP 7.6 field tests being considered.

f. OpenIN engagements require special architectural review and pre-testing validations in the field. All OpenIN deployments are Field Validations with GVP.

Notes for Genesys Voice Platform 7.x IP Solutions

The following software telephony interfaces are supported for the Genesys Voice Platform (GVP) 7.x IP solutions:

- Host Media Processing (HMP) 3.0 IP Call Progress Detection for GVP.

- HMP 3.0 Transcoding for GVP.

- For large high port density GVP servers, an external hardware-based, transcoding platform can be an alternative. An example is the GVP 7.5 integration with the Radisys Convedia media gateway using MSML controls.

Table 11: Genesys Voice Platform 8.0 IP Media Gateway and Softswitch Support

Table 11 indicates the Genesys Voice Platform (GVP) 8.0 IP Media Gateway and Softswitch Support.

Table 11: GVP 8.0 IP Media Gateway and Softswitch Support

VoIP Equipment Vendors	Model	Version	GVP 8.0
Alcatel	OmniPCX 4400 [a]	r8.1 (G1503.11)	yes
AudioCodes	IPMedia2000	5.00A.015.007	yes
AudioCodes	TP1610	4.60A.016.003	yes
Avaya	S8720	CM 5.0 / AES 4.1 / SES 4.1	yes
Cisco	AS5400XM	12.4(15)T1	yes
Cisco	2851	IOS 12.4 (15)T4	yes
Cisco	3745	IOS 12.3 (24)	yes
Cisco	Cisco Call Manager [a]	6.1.1.2107-1	yes
Nortel	CS1000 [a]	Nortel CS 1000 Release 5.5	yes
Siemens	HiPath 8000	v3.1 r2	yes
Sonus	GSX4000	V06.03.09 R000 1c. VoIP Gateway	yes

a. Alcatel OmniPCX 4400, Cisco Call Manager, and Nortel CS1000: check the *Voice Platform Support Release Advisory 8.0* for platform support details.

Table 12: SIP Server Support

Table 12 indicates SIP Server support.

Notes:

- The SIP Server was formerly called the SIP Communication Server
- The use of an IContact RadVision NTS is required to support the RadVision video platform with the SIP Server. IContact Radvision NTS is shipped together with SIP Server.

Table 12: SIP Server Support

Vendors	Model	Minimum Version	Latest Version	Support
Supported Soft Switches				
Asterisk		1.4.4	1.4.4	7.5+
Alcatel	ALA 5020	2.4.2	2.4.2	7.0.2+
BroadSoft	System BroadWorks	Release 13	Release 13	7.2
Nortel	Communication Server 1000 [f] , [g]	5.0	5.0	7.5
Siemens	Siemens HiPath 8000	2.2	2.2	7.2.1+ [a]
Siemens	Siemens HiPath 8000	3.0	3.1	7.5+ [a]
Supported Gateways				
Alcatel	ALA 7515			7.2
Alcatel	OmniPCX (OXE)/ A4400	Release v7.1, Patch v3	Release v7.1, Patch v3	7.2.1+
Asterisk	Asterisk	1.4.4	1.4.4	7.5+ [a]
Audiocodes [b]	Mediant M1000			7.5+
Audiocodes	Mediant M2000	5.00A.015.007 including AMD feature support	5.20A.048.004 including AMD feature support	7.5+
AudioCodes [a]	IPM 260			7.2
Cisco	2610XM			7.2
Cisco	36xx	IOS v12.2	IOS v12.2	7.2

Table 12: SIP Server Support (Continued)

Vendors	Model	Minimum Version	Latest Version	Support
Cisco	37xx	IOS v12.3(24)	IOS v12.3(24)	7.2+
Cisco	53xx	IOS v12.2	IOS v12.2	7.2
Cisco	AS5350	v12.4(12)	v12.4(12)	7.0.2+
Cisco	MGW Cisco A5400	v12.4(15)T1	v12.4(15)T1	7.2+
Cisco	2851	v12.4(18)	v12.4(18)	7.5+
Cisco	3825	v12.4(15)T3	v12.4(15)T3	7.5+
Mayah Communications	Mayah Centauri Audio Gateway	0.0.0.30	0.0.0.30	7.2
Mediatrix [c]		R3.20 2006-02-02 SIP	R3.20 2006-02-02 SIP	7.5+
Net.Com Shout	Net.Com Shout	Running SPM version: 3.7.1v82	Running SPM version: 3.7.1v82	7.2
Paraxip	Paraxip	2.1.3	2.1.3	7.1.0+
Quintum Tenor DX		System Software P103-08-09	System Software P103-08-09	7.5+
RadVision	viaIP GWP100	Software 2.2 Stack 2.5.2.0	Software 2.2 Stack 2.5.2.0	7.2
Siemens	RG8700 [c]	V1.2 R2.6.0 (01.23.07.53)	V1.2 R2.6.0 (01.23.07.53)	7.5+
Siemens	Siemens HiPath 4000 HG35XX	3.0	3.0	7.5+ [e]
Sonus	Sonus	EMS Version: V06.02.00R003P3 GSX Version: V06.03.09 R000 PSX Manager Version: V06.03.06 R000 PSX Master Version: V06.03.05 R001	EMS Version: V06.02.00R003P3 GSX Version: V06.03.09 R000 PSX Manager Version: V06.03.06 R000 PSX Master Version: V06.03.05 R001	7.5+ [a]

Table 12: SIP Server Support (Continued)

Vendors	Model	Minimum Version	Latest Version	Support
VegaStream	Vega 50	09.01.06	09.01.06	7.2
VegaStream	Vega 100	08.02.06	08.02.06	7.0.2-7.5
VegaStream	Vega 400	10.02.07.2	10.02.07.2	7.6
Supported End Points				
Alcatel	ALCATEL 8626 SIP CLIENT '93 INTELLIVIC '94	2.0.3	2.0.3	7.2
Alcatel 8626 INTELLIVIC		3.0.0.36	3.0.0.36	7.5+
Aastra	55i IP Phone	Firmware version: 2.0.1.2000 Boot ROM version: 2.0.1.1055	Firmware version: 2.0.1.2000 Boot ROM version: 2.0.1.1055	7.6
Cisco	ATA 186			7.2
Cisco	IP Phones 7940	App.Load ID: P0S3-08-4-00 Boot Load ID: PC030301 DSP Load ID: 4.0(2.0)[A0]	App.Load ID: P0S3-08-4-00 Boot Load ID: PC030301 DSP Load ID: 4.0(2.0)[A0]	7.5+
Cisco	IP Phone 7960	App.Load ID: P0S3-08-4-00 Boot Load ID: PC030301 DSP Load ID:4.0(2.0)[A0]	App.Load ID: P0S3-08-4-00 Boot Load ID: PC030301 DSP Load ID:4.0(2.0)[A0]	7.5+
CounterPath EyeBeam		1.5	1.5	7.5+
D-Link	DPH-70S			7.2
D-Link	DPH-80S			7.2

Table 12: SIP Server Support (Continued)

Vendors	Model	Minimum Version	Latest Version	Support
D-Link	DPH-140S	f/w v.1.00	f/w v.1.00	7.2
Genesys	Genesys SIP End Point			7.2
Grandstream	BT100	Program 1.0.7.11 Bootloader 1.0.7.1 HTML 1.0.7.11 VOC 1.0.1.0	Program 1.0.7.11 Bootloader 1.0.7.1 HTML 1.0.7.11 VOC 1.0.1.0	7.2
LG Group	LG 6830			7.2
LG Group	LG LIP6812			7.2
Open H323		1.9.1	1.9.1	7.2
Pingtel	Instant Xpressa	2.1.11.14	2.1.11.14	7.0.2+
Pingtel	Pingtel/s	2.4.3.5	2.4.3.5	7.2 [a]
Pingtel	PX-1	2.4.09	2.4.09	7.0.2+
PolyCom	PolyCom PVX	2.0.3	2.0.3	7.2
PolyCom	SoundPoint IP320	Boot:3.2.3.0021 App:2.1.2.0049	Boot:3.2.3.0021 App:2.1.2.0049	7.5+
PolyCom	SoundPoint IP330	v 2.2.0.0047	v 2.2.0.0047	7.5+
Polycom	SoundPoint IP500	Boot:3.2.1.0012 App:1.6.7.0098	Boot:3.2.1.0012 App:1.6.7.0098	7.5+
Polycom	SoundPoint IP550	Boot:3.2.3.0002 App:2.1.2.0078	Boot:3.2.3.0002 App:2.1.2.0078	7.5
Polycom	SoundPoint IP600	Boot:3.2.1.0012 App:1.6.7.0098	Boot:3.2.1.0012 App:1.6.7.0098	7.5+
Polycom	SoundPoint IP650	v 2.2.0.0047	v 2.2.0.0047	7.5+
RadVision	viaIP GW-P100	Software 2.2 Stack 2.5.2.0	Software 2.2 Stack 2.5.2.0	7.2
Siemens	OptiPoint 410/420	V7_R0.16.1	V7_R0.16.1	7.5+

Table 12: SIP Server Support (Continued)

Vendors	Model	Minimum Version	Latest Version	Support
Siemens [a]	OptiClient			7.2
Siemens	OpenStage 20/40/60/80	V1 R3	V1 R3.5	7.5+
Snom	190-SIP	snom190-SIP 3.60i	snom190-SIP 3.60i	
Snom	320-SIP	snom320-SIP 4.3	snom320-SIP 4.3	7.2+
Snom	360-SIP	Kernel Version: snom360 linux 3.25 Application-Version: snom360-SIP 6.5.2 Rootfs-Version: snom360 jffs2 v3.36	Kernel Version: snom360 linux 3.25 Application-Version: snom360-SIP 6.5.2 Rootfs-Version: snom360 jffs2 v3.36	7.5+
SpeedTouch	2020			7.2
XTen Network	X-PRO	v2.0 release 1103g	v2.0 release 1103g	7.0.2+
Zultys	ZIP2	SIP version 1.0 US (ZUTS 3.52) Loader: 1.0 US (ZUTS 3.42)	SIP version 1.0 US (ZUTS 3.52) Loader: 1.0 US (ZUTS 3.42)	7.2
Conferencing Units				
Asterisk		1.4.4	1.4.4	7.5+
Audiocodes	Mediant M2000	5.20A.048.004	5.20A.048.004	7.6
RadVision	Invision 12	-	-	7.0.2+
RadVision	Invision 24 [d]	-	-	7.2+
RadVision	viaIP MCU60 [d]	-	-	7.2+
RadVision	MCU100 [d]	-	-	7.2+
Music on Hold Server				
Asterisk		1.4.4	1.4.4	7.5+
Session Border Controller				
SBC Acme		4.0.1.P12	4.0.1.P12	7.5+

Table 12: SIP Server Support (Continued)

Vendors	Model	Minimum Version	Latest Version	Support
Treatment Server				
Asterisk		1.4.4	1.4.4	7.5+
Voice Recorder Server				
Asterisk		1.4.4	1.4.4	7.5+

a. Limitations apply, please check product documentation.

b. Support based on test result of M2000. No AMD support.

c. Tested in behind Siemens HiPath 8000 configuration.

d. See RadVision product specifications for additional information on transcoding capabilities.

e. Supported only in configurations where HiPath 4000 is connected to the HiPath 8000.

f. Tested with GVP 7.6 functioning in its IVR capacity with IVR Server in behind mode.

g. Conference back to GVP for additional guide purpose for blind transfer and RFC2833 in INVITE message between CS 1000 agents are not supported.

Table 13: Recording and Capture Vendors Support

Table 13 indicates Recording and Capture Vendors suppport.

The products shown in this table are not dependent on any Genesys T-Servers or switches unless dependency is explicitly stated here. To ensure compatibility, the vendors for these products are responsible for testing with Genesys.

Table 13: Recording and Capture Vendors Support

Recording and Capture Vendors	Model	Minimum Version	Latest Version	Support
eTalk	Recorder	3.4	3.5	6.0
Eyretel [a]	Unify	6.0	6.0	6.0
Nice	NiceLogCEM		8.8	T-Server Spectrum version 6.5.207.21
Verint Systems [b]	Ultra—InfoLink	3.3	3.3	6.1
Witness	eBalance	6.0	6.0	6.0

a. Owned by Witness Systems.

b. Formerly Converse Infosys.

Table 14: Discontinued Support

Table 14 indicates support that was discontinued in a Genesys 6 or 7 release:

Table 14: Discontinued Support

Product	Release
Switches (both in release 6 and 7)	
Delco ACD [a]	All
Hitachi CX 3000	All
Hitachi CX8000 [a]	All
Hitachi HG-DV	All
LG Starex-ACS [a]	All
Lucent	All
Rockwell Galaxy	All
Siemens Hicom 150E	All
Siemens Hicom 300 ACL-H3	All
Siemens Rolm	All
Tedas	All
Tundo	All
Adapters (release 6)	
Broadvision	All
VoIP Gateway (release 6)	
Lucent (prior Ascend)	All
VegaStream (Vega 50)	6.5+
Network T-Servers (both in release 6 and 7)	**Last Supported Release**
ATT NTS on HP Operating System Refer to *Genesys Supported Operating Systems and Databases Reference Manual* for supported operating systems.	6.1
Network T-Server for GenSpec XML [b]	6.5

a. End of Maintenance as of Q4, 2004.

b. The GenSpec XML NTS is replaced by the IVR server starting with release 7.0. Refer to the *Genesys 7 Migration Guide* for information on the migration of customer applications from GenSpec XML NTS to IVR Server.

Table 15: Supported Dialogic Boards

Table 15 indicates Supported Dialogic Boards.

In Release 7.1 and below, support includes ASM mode with Melcas protocol only.

In Release 7.2, support includes ASM mode with Melcas protocol, Transfer mode with line-side protocol, and ASM mode with ISDN protocol.

Table 15: Supported Dialogic Boards

Dialogic Board	OC	VCB	VTO	GVP 7.x
D/120JCT-LS	Yes	Yes [c]	Yes	No
D/160SC-LS	No [b]	Yes [c]	Yes	No
D/41ESC-LS	No [b]	Yes [c]	Yes	No
D/41EPCI	No [b]	Yes [c]	Yes	No
D/240PCI-T1	No [b]	Yes [c]	Yes	No
D/300PCI-E1	No [b]	Yes [c]	Yes	No
D/240SC-T1	No [b]	Yes [c]	Yes	No
D/240SC-2T1	No [b]	Yes [c]	Yes	No
D/480SC-2T1	No [b]	Yes [c]	Yes	No
D/300SC-E1	No [b]	Yes [c]	Yes	No
D/300SC-2E1	No [b]	Yes [c]	Yes	No
D/600SC-2E1	No [b]	Yes [c]	Yes	No
D/480JCT-1T1	Yes		Yes	7.2+
D/480JCT-2T1	Yes	Yes [c]	Yes	7.2+
D/600JCT-1E1	Yes		Yes	7.2+
D/600JCT-2E1	Yes	Yes [c]	Yes	7.2+ [d]
D/240JCT-T1	Yes	Yes [c]	Yes	7.2+

Table 15: Supported Dialogic Boards (Continued)

Dialogic Board	OC	VCB	VTO	GVP 7.x
D/300JCT-1E1	Yes	Yes [c]	Yes	7.2+ [d]
D/41JCT-LS	Yes	Yes [c]	Yes	No
DM/960-4E1-PCI	7.2+ [a]	-	7.0.1+ [a]	No
DM/V600-2E1-PCI	7.2+ [a]	-	7.0.1+ [a]	No
DM/V600A-2E1-PCI	7.2+ [a]	-	7.0.1+ [a]	7.2+
DM/V600BTEP	-	-	-	[e, f]
DM/V960-4T1-PCI	7.2+ [a]	-	7.0.1+ [a]	
DM/V1200-4E1-PCI	7.2+ [a]	-	7.0.1+ [a]	
DM/V480-2T1-PCI	7.2+ [a]	-	7.0.1+ [a]	
DM/V480A-2T1-PCI	7.2+ [a]	-	7.0.1+ [a]	7.2+
DM/V960A-4T1-PCI	7.2+ [a]	-	7.0.1+ [a]	7.2+
DM/V1200A-4E1-PCI	7.2+ [a]	-	7.0.1+ [a]	7.2+
DM/V600BTEP	-	-	-	7.2+ [e, f]
DM/V1200BTEP	-	-	-	7.2+ [e, f]

a. This board is supported in GlobalCall call control mode only.

b. Supported through O.C. 7.1, not supported with OC 7.2 (because not supported by SR 6.0 Intel Driver).

c. VCB is only supported by CPD Server 7.1.

d. The D/300 JCT-1E1 only supports DTMF applications, no speech. The D/600 JCT-2E1 supports 60 channels of DTMF only applications, but only 30 channels of speech applications. If you want 60 channels of D/JCT speech, it may be economic to purchase two (2) D/600 JCT-1E1 boards rather than one 2E1 board. Not recommended for Proactive Contact applications.

e. Supported on GVP 7.2.2, GVP 7.5, and beyond. This is the preferred board for new GVP TDM systems.

f. For the Dialogic PCI B-boards, the following order information notes may prove useful: The Example: DM/V1200BTEPWLNK - DMV1200BTEP plus W= almost fully RoHS compliant (Environmentally Correct), NLK = Doesn't support loopback mode. Here are the extensions: "W" denotes RoHS 5/6 product, "Q" denotes RoHS 6/6 product, "NLK" is the board that doesn't support loopback mode; If you see"TE" that means the board supports T1/E1; "TEP" means T1/E1 PCI, "TEC" means T1/E1 cPCI, "TEPE" means T1/E1 PCI Express, so TEPEQ means T1/E1 PCI Express RoHs 6/6. If you see "TEPCN" that is T1/E1 PCI for China; If you see "TEPIN" that is T1/E1 PCI for India; If you see "TEPJN" that is T1/E1 PCI for Japan.

Notes for Outbound Contact and Voice Callback Users

Table 15 on page 78 indicates the Dialogic boards approved by Genesys for use with Outbound Contact (OC) and Voice Callback (VCB).

Note: Please contact Genesys Technical Support to confirm Dialogic board model support.

Dialogic software support by OC and VCB

Support includes:

- SR 6.0 for the Springware boards
- SR 6.0 with GC for the DM3 (High Density) boards
- SR 6.0: Supported Service update # 84
- Host Media Processing (HMP) 3.0: Supported Service update #150

Notes:

- DM3 boards support by OC require installation of Global Call dlls.
- Global Call dlls are available with installation of SR 6.0.
- To utilize Global Call capability (supported by OC with DM3 boards only) you must install the Global Call Package that includes Global Call protocols.

Other Dialogic Boards

Other Dialogic boards that are not listed in Table 15 on page 78 can be used, provided that specific criteria for Dialogic board functionality are met, as follows:

- Mandatory
  - Telephony buses — CT bus
  - Network resources
- Optional
  - Voice resources

  The absence of Voice resources leads to the following limitations:
  - Post Call Progress Detection cannot be performed.
  - Recorded announcements and forth tones cannot be supported.

CPD Server supports only the latest Intel drivers (Service Release 6) for Intel Dialogic boards. Consequently, Genesys no longer supports Dialogic hardware that is not supported by the Intel Dialogic System Release 6.0, because this release does not support ISA and some other legacy boards.

The Service Release 6.0 supported hardware list is provided in the *Intel® Dialogic® System Release 6.0 on PCI for Windows on Intel® Architecture Release Guide*, at the following location:

http://www.dialogic.com/manuals/sr60winpci/release_guide.pdf

Additional information on Supported Boards is provided in the *Guide to Dialogic® System Software, Operating Systems,and Dialogic® Products* at:

http://www.dialogic.com/products/docs/appnotes/ 9861_SW_OS_Prod_Guide_an.pdf

Note: For further information including: Dialogic boards that can be used for both OC and VCB, discontinued Dialogic boards, supported operating systems, and service updates, refer to the Intel web site at `http://www.dialogic.com/`.

Notes for VTO Users

Table 15 on page 78 indicates the Dialogic boards approved by Genesys for use with VTO.

Other Dialogic Springware Boards

Other Dialogic Springware boards can be used with VTO in R4 call control mode, if the following criteria are met:

- Telephony buses—SC bus or CT bus
- Network resources
- Voice resources

Other Dialogic Springware and NetStructure (DM3) TDM Boards

Other Dialogic Springware and NetStructure (DM3) TDM boards not listed in Table 15 on page 78 can be used with VTO in GlobalCall call control mode if they are supported by the Dialogic GlobalCall software layer.

Note: DM3 (NetStructure) IP boards are currently not supported.

VTO utilizes one network and one voice resource per channel. Therefore, the number of VTO channels is limited by the smaller number of voice and network resources available.

- VT Server 7.0.100 and earlier should be used with Dialogic System Release 5.1.1, Service Pack 1.
- For VT Server 7.0.101 the recommended version is Dialogic System Release 6.0.

Refer to the *Voice Treatment Server Release Notes* for recommended levels of Dialogic Service Updates.

Dialogic System Software Installation Considerations:

When installing the Dialogic System software for VTO:

- VTO in the GlobalCall call control mode: Select the option **GlobalCall API Package**.
- VTO in the R4 call control mode: You do not need to select the option **GlobalCall API Package**.
- Depending upon the Dialogic board model used and the telephony network protocol implemented by the switch's network interface card: the Global Call Protocols package (distributed separately by Dialogic), may be required.
- For each specific combination of the Dialogic board model and telephony network protocol, consult Dialogic documentation for the GlobalCall layer setup and configuration options.

Table 16: Genesys Nuance Compatibility

The Genesys Nuance Compatibility Table describes the following:

- Genesys Voice Platform (GVP)
- Genesys Voice Platform Network Edition (GVP NE)
- Genesys Voice Platform Enterprise Edition (GVP EE)
- Genesys Voice Platform Developers Edition (GVP DE)

The current shipping versions are 7.2.2 and 7.5.

Note: As of Genesys Voice Platform 7.5, GVP NE and GVP EE were combined into GVP.

Table 16 indicates Genesys Nuance Compatibility.

Table 16: Genesys Nuance Compatibility

	GVP NE	GVP EE/NE/DE	GVP EE/NE/DE	GVP EE/NE/DE	GVP plus DE	GVP 8.0
Platform						
Version	7.0.1	7.0.3	7.2.x	7.2.2	7.5, 7.6	8.0
Standards						
Voice XML	2.0-Feb '03 CR & Feb'04 rec	2.0-Feb '03 CR & Feb'04 rec	2.1-June'05 LCWD	2.1-June'05 LCWD	2.1	2.1

Table 16: Genesys Nuance Compatibility (Continued)

	GVP NE	GVP EE/NE/DE	GVP EE/NE/DE	GVP EE/NE/DE	GVP plus DE	GVP 8.0
MRCP	V 1	V 1	V 1	V 1	V 1	V1/V2
ASR						
Nuance OSR						
Version	3.0.3	(2.0 C/S-restricted) or 3.0.4 MRCP	3.0.9	3.0.12	3.0.12	3.0.14
Integration Interface	SWMS 3.1.6	(API-restricted) or SWMS 3.1.6	SWMS 3.1.9	SWMS 3.1.9	SWMS 3.1.13	SWMS 3.1.16
Language Support	All	All	All	All	All	All
Endpointing Capabilities	MRCP	MRCP server/2.0-client	MRCP server	MRCP server	MRCP server	MRCP
Nuance 8 ASR						
Version	-	-	-	-	8.5 Restricted	-
Integration Interface	-	-	-	-	MRCP with 8.5 endpointing	-
Language Support	-	-	-	-	English America, Greek, German, English AusNZ, French, English UK, Spanish America, Spanish, Arabic	-

Table 16: Genesys Nuance Compatibility (Continued)

	GVP NE	GVP EE/NE/DE	GVP EE/NE/DE	GVP EE/NE/DE	GVP plus DE	GVP 8.0
Nuance Recognizer 9						
Version	-	-	-	9.0.4 [d]	9.0.4	9.0.5
Integration Interface	-	-	-	NSS 5.0.3	NSS 5.0.3	NSS 5.0.4
Language Support	-	-	-	All	All	All
Integration Type	-	-	-	MRCP V1	MRCP V1	MRCP V1/V2
Text To Speech						
Nuance Speechify						
Version	All	3.0.5	3.0.5 [c]	3.0.5 [c]	-	-
Integration Type	-	C/S	-	-	-	-
Nuance RealSpeak						
Version	4.0.6	4.0.6	EE 4.0.10 NE 4.0.12	4.0.12/4.5	4.0.12/4.5	4.0.12 Patch1/4.5 Patch1
Integration Interface	SWMS 3.1.6	SWMS 3.1.6	SWMS 3.1.9	SWMS 3.1.13 or NSS 5.0.3	SWMS 3.1.13 or NSS 5.0.3	SWMS 3.1.16 or NSS 5.0.4
Language Support	All	All	All	All	All	All
Integration Type	MRCP v1	MRCP v1	MRCP v1	MRCP v1	MRCP v1	MRCP v1
Applications						
Nuance OSDMs						
Core & Commerce	2.0.2	2.0.2	2.0.2	2.0.3	2.0.3	2.0.2
Name	2.0.1	2.0.1	2.0.1	2.0.1	2.0.1	2.0.1
Address	2.0.3	2.0.3	2.0.3	2.0.3	2.0.3	2.0.3
SpeechSecure	2.0	-	-	-	-	2.0
Verification						

Table 16: Genesys Nuance Compatibility (Continued)

	GVP NE	GVP EE/NE/DE	GVP EE/NE/DE	GVP EE/NE/DE	GVP plus DE	GVP 8.0
SpeechSecure Server	-	3.1-Nuance PS restricted [b]	3.1-Nuance PS restricted [b]	3.1-Nuance PS restricted [b]	3.1-Nuance PS restricted [b]	-
Verifier 4.0	-	-	-	-	4.0 [a]	-
AutoAttendant						
OpenSpeechAtten-dant	1.1 [a]	NE: 1.1/ 2.0a EE: 1.1/ 2.0b DE: n/a	NE: 2.0 [a] EE: 2.0	2.0 [a]	-	1.1 [a]
Call Steering						
Nuance Open Call Steering	-	-	NE: 2.0 [a] EE: 2.0	2.0 [a]	-	-

a. Certified by Nuance QA or Certification team.

b. Will work as VXML 2.0 compliant. Add 7 days PS time for testing.

c. Speechify 2.0 was EOL'd (end of support) by Nuance in November 2006.

d. HotWord was not tested in this release.

Table 17: GValidated Speech Integration

G*Validated* speech integrations developed by partners are those that have conducted functional and performance tests, and demonstrated to Genesys that their systems are compatible with Genesys Voice Platform. These tests have been coordinated and reviewed by Genesys, finding their claims are valid.

Table 17 indicates the speech integrations that are G*Validated* with Genesys Voice Platform..

Table 17: GValidated Speech Integration

Vendor Product	Genesys Voice Platform Version
Loquendo LSS 7.0 - TTS	7.2.2+
Loquendo LSS 7.0 - ASR	7.2.2+