Framework

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GENESYS
AN ALCATEL-LUCENT COMPANY

DVD

Media

Version 7.6

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About This Software

The Framework Media Layer enables Genesys solutions to communicate across media, including traditional telephony systems, voice over IP, e-mail, and the Web. This layer also provides the mechanism for attached data distribution within and across solutions.

New Features in Media 7.6.x

The following changes have been made to Genesys T-Servers in release 7.6.0:

All 7.6 Premise T-Servers

- ISCC Transaction Monitoring support.
- Control of ANI information distribution in TEvent messages.
- T-Server multi-site functionality enhancements for Genesys reporting.
- Enhanced agent session ID reporting.
- Client side port definition for connection between Genesys applications.
- Asynchronous processing of DNS requests.
- Improved server socket opening mechanism.
- Improved logging options.
- Log message level substitution.

7.6 T-Server for Nortel Communication Server 1000 with SCCS/MLS

- Support for the Timed After Call Work (ACW) feature.
- Support for the MLS IP Call Recording feature.
- Support for Nortel Communication Server 1000, release 5.5.
- A new switch-specific type of 8 is included in release 7.6.009.01 and higher.
- The new option, `vtport-generate-hook-events`, is included in release 7.6.008.01 and higher.

7.6 T-Server for Nortel Communication Server 2000/2100

- The `ncr-enabled` option has been added to inform T-Server if NONCONTROLLER-RELEASED events are expected from the switch.
- The `call-held-enabled` option has been added to inform T-Server if DV_CALL_HELD events are expected from the switch.

7.6 T-Server EADS Intecom M6880

- Support for PointSpan 5.0 and 5.1.
- Support for Call Parking.
- Support for Ring-No-Forward.
- Enhanced single-step call transfer functionality for IVR ports.

7.6 T-Server for Avaya Communication Manager

- The set-otherdn-trunk-info option was added in version 7.5.011.01.
- Support for Avaya Communication Manager, release 5.0 and 5.1.
- The `use-link-bandwidth-backup` option is available in release 7.6.007.00 and higher.

7.6 T-Server for NEC NEAX/APEX

- The `monitor-delay`, `link-delay`, `register-retries`, and `register-retry-delay` options are now obsolete, and have been removed.
- A new option, `monitor-call-using`, was added in release 7.6.004.02.

7.6 T-Server for Rockwell Spectrum

- Support for Rockwell Spectrum Transaction Link 10.1.

7.6 T-Server for Alcatel A4200/OXE

- Enhancement to Keep-Alive: The Keep-Alive feature has been enhanced to include a configurable loss-rate counter.
- Agent-State transitions: Enhanced to enable client applications to invoke and receive agent-state transitions without provoking superfluous switch reporting.
- Added support for reporting of external-party states.

7.6 T-Server for Alcatel A4400/OXE

- Support for PBX Long Equipment ID.
- Automatic reset of VAD devices.
- Support for Alcatel A4400/OXE, release 9.0.

7.6 T-Server for Ericsson MD110

- Enhancement to the Keep-Alive feature to include a configurable loss-rate counter.
- Enhancement to the Maintain Position in Queue feature.
- Support for Ericsson MD110, release BC 12 SP11, BC 13 SP3, BC 13 SP4, and Ericsson MX-ONE 3.1 SP4.

7.6 T-Server for Siemens HiPath 4000 CSTA III

- Enhancement to the Keep-Alive feature to include a configurable loss-rate counter.
- Support for Siemens HiPath 4000, release 4.0.

7.6 T-Server for Siemens Hicom 300/HiPath 4000 CSTA I

- Enhancement to the Keep-Alive feature to include a configurable loss-rate counter.

About This DVD

This DVD contains the following 7.6 T-Servers:

- T-Server for Nortel Communication Server 1000 with SCCS/MLS
- T-Server for Nortel Communication Server 2000/2100
- T-Server for EADS Intecom M6880
- T-Server for Alcatel A4200/OXO
- T-Server for Alcatel A4400/OXE
- T-Server for Ericsson MD110
- T-Server for Aspect ACD
- T-Server for Siemens HiPath 4000 CSTA III
- T-Server for Siemens Hicom 300/HiPath 4000 CSTA I
- T-Server for Avaya Communication Manager
- T-Server for Rockwell Spectrum
- T-Server for NEC NEAX/APEX
- T-Server for Avaya INDeX

This DVD contains the following 7.5 T-Servers:

- T-Server for Digitro AXS/20
- T-Server for EADS Telecom M6500

This DVD contains the following 7.2 T-Servers:

- T-Server for Mitel SX-2000/MN-3300
- T-Server for Siemens HiPath DX

This DVD contains the following 7.1 T-Server:

- T-Server for Siemens HiPath 3000

This DVD contains the following 7.0.2 T-Servers:

- T-Server for DataVoice Dharma
- T-Server for eOn eQueue
- T-Server for Fujitsu F9600
- T-Server for Huawei C&CO8
- T-Server for Philips Sopho iS3000
- T-Server for Samsung IP-PCX IAP
- T-Server for Tadiran Coral
- T-Server for Teltronics 20-20
- T-Server for Tenovis Integral 33/55

Directories on This DVD

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

configuration_wizard
Contains the Media Configuration Wizard.

media_layer
Contains switch-specific software.

templates
Contains the application templates used for installation.

Documentation

Product manuals and release notes are available on the Genesys Technical Support website and on a separate documentation library DVD shipped with your software.

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

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

Technical Support

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

For complete information on how and when to contact Technical Support, read the *Genesys Technical Support Guide*. Please tell the Technical Support representative that you are a Framework Media 7.6 customer. For a list of the software versions that are on this DVD, click here.

Licensing

Along with its software, Genesys supplies its customers with software licenses. Licenses manifest the customers' legal rights to use the features that Genesys software provides. To obtain the necessary product licenses, you will need to complete an order form, which has detailed information to assist you in placing an order. For complete information on obtaining licenses, refer to the *Genesys 7 Licensing Guide* on the Technical Support website.

Configuration Support

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

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