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About This Software

T-Server for Cisco Unified Communications Manager (CUCM) provides an interface between CUCM and Genesys applications. This interface is known as IP Media Enterprise Edition.

New Features in Release 8.0.x

Release 8.0.0 includes the following new features:

- Support for Call Recording.
- Support for Supervisor Monitoring.
- Support for DNS that have the same number, but are located in different partitions on Cisco Unified Communications Manager.
- Support for the socket mode of communication with the JTAPI library. **Note:** The JNI mode has been discontinued.
- Support for Customer Matters Code (CMC) and Forced Authorization Code (FAC), also known as Account Codes.
- Support for the retrieval and distribution of modified CLID.
- Support for the separate logging of JTAPI failures if a Socket connection is broken, or not established yet.
- The switch name has been changed to Cisco Unified Communications Manager (CUCM). Previously, it was called Cisco CallManager.
- T-Server for CUCM has been tested with CUCM 7.0.1.11000-2 with JTAPI 7.0(1.1000).
- T-Server for CUCM now supports the following operating systems:
 - AIX 32/64 bit version 6.1.
 - Red Hat Enterprise Linux AS Edition on 32-bit Intel platforms, version 5.0.
 - Microsoft Windows Server 2008.

Directories on This CD

documentation

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

configuration_wizard

Contains the Common Wizard Set.

media_layer

Contains switch-specific software.

templates

Contains the application templates used for installation.

Documentation

The *Framework 8.0 T-Server for Cisco Unified Communications Manager Deployment Guide* and release note 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](#).

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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

Contacting

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

For complete information on how and when to contact Technical Support, read the [Genesys Technical Support Guide](#). Please tell the Technical Support representative that you are a IP Media Enterprise Edition 8.0 customer. For a list of the software versions that are on this CD, click [here](#).

Licensing

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

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6459697; 6215783; 6157655; 6122365; 6381640; 6332154; 6076093; 6445788; 6229888; 6421329; 6421325; 6381222; 6118865; 6389028; 6389133; 6122360; 6259786; 6496702; 6434231; 6178239; 6512763; 6442247; 6408064; 6418146; 6449358; 6346952; 6286033; 6345305; 6259774; 6393018; 6320951; 6298130; 6259692; 6453341; 6470080; 6337904; 6373937; 6473787

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