Genesys

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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 8.1.x

The following new features were introduced in the December 2016 DVD update for the 8.1.0 release:

8.1.0 T-Server for Alcatel A4400/OXE

- Support for Red Hat Enterprise Linux AP 7.x, in 32-bit and 64-bit modes.

8.1.0 T-Server for Avaya Communication Manager

- Support for Avaya Communication Manager 7.x. Communication Manager is supported with custom patch 23413 or a patch that includes patch 23413.
- Support for Mutual TLS connection to Message Server at the host level.
- Support for a new Avaya "replace CPN" protocol that enables the sending of both UUI and a Calling Party Number within the UUI Information Element, over both SIP trunks and ISDN.
- Optimization of agent extension (DN) registration in High Availability (HA) environments by eliminating unnecessary registrations, based on the agent login state.

8.1.0 T-Server for Avaya TSAPI

- Support for Avaya Communication Manager 7.x. Communication Manager is supported with custom patch 23413 or a patch that includes patch 23413.
- Support for Red Hat Enterprise Linux 6.

8.1.0 T-Server for Siemens HiPath 4000 CSTA III

- Support for Red Hat Enterprise Linux 6 and 7 operating systems, in 32-bit and 64-bit modes.

The following new features were introduced in the April-2016 DVD update for the 8.1.0 release:

8.1.0 T-Server for Aastra MXONE

- Support for Windows Server 2012.
- The ability to specify different rules for internal and external call forwarding.

8.1.0 T-Server for Alcatel A4400/OXE

- Additional support for Interaction Concentrator and Info Mart reporting.
- Support for Windows Server 2012.

8.1.0 T-Server for Avaya TSAPI

- Added control over the UCID byte order.

8.1.0 T-Server for Mitel MiVoice 5000

- The initial release of this T-Server.

8.1.0 T-Server for NEC NEAX/APEX

- Support for Windows Server 2012.
- A new option that specifies a switch system family, to prevent the rejection of certain requests by small switch systems.
- Enhanced handling of Agent Login requests.

8.1.0 T-Server for Nortel Communication Server 2000/2100

- Support for Windows Server 2012, 64-bit native for TCP/IP links.
- Support for the Dialogic Eiconcard adapter using the x.25 protocol on Windows 2008.
- The ability for clients to request T-Server to stop recording new calls while the link is disconnected.

8.1.0 T-Server for Siemens HiPath 4000 CSTA III

- Support for Windows Server 2012, in 64-bit native and compatibility modes.
- Enables a delay in the automatic disconnection of failed dialed calls.

The following new features were introduced in the October-2014 DVD update for the 8.1.0 release:

8.1.0 T-Server for Aastra MX-ONE

- AttributeCallId now stores any changes to CallId made at the switch during the entire life of a call.

8.1.0 T-Server for Avaya Communication Manager

- T-Server now allows configuration of default agent work modes when clients do not specify valid work modes.

8.1.0 T-Server for Avaya TSAPI

- Supports Windows Server 2012, in 64-bit native and compatibility modes.

The following new features were introduced in the August-2014 DVD update for the 8.1.0 release:

8.1.0 T-Server for Avaya Communication Manager

- Supports Windows Server 2012, in 64-bit native and compatibility modes.

8.1.0 T-Server for NEC NEAX/APEX

- Supports Call Parking, Call Pickup, Multi-line Operation, and SCF Calling Party

Number Selection on the NEC UNIVERGE SV8500 switch.

- Supports the Genesys Real-Time Protocol (RTP) stream monitoring API.

The following new features were introduced in the June-2014 DVD update for the 8.1.0 release:

8.1.0 T-Server for Aspect ACD

- Compliance with FIPS: TLS as implemented by Genesys meets the Federal Information Processing Standards (FIPS).

The following new features were introduced in the September-2012 DVD update for the 8.1.0 release:

8.1.0 T-Server for Aspect ACD

- T-Server now supports T3 IP phones.

8.1.0 T-Server for Avaya TSAPI

- T-Server is now supported on 64-bit Windows Server 2008 in compatibility mode only.

8.1.0 T-Server for Mitel MiTAI

- Support for Mitel MCD 5 and SDK 5.
- Support for Mitel Hot Desking functionality.
- Support for Internet Protocol version 6 (IPv6).
- Support for VMware vSphere 4 Hypervisor (ESXi).
- Support for the Acresso FLEXNet Publisher 11.9 license manager.
- Support for Mitel Automatic Call Distribution (ACD) Express Groups. The configuration for groups in a configuration environment is the same as for other types of ACD groups.

Note: Emulated Supervised Routing is no longer supported.

The following new features were introduced in the May-2012 DVD update for the 8.1.0 release:

8.1.0 T-Server for Alcatel A4400/OXE

- T-Server is now able to route calls from the Routing Services Interface (RSI) to a user's Voice Mail if the RouteToVoiceMail key of AttributeExtensions is present in the TRouteCall request with a value of true or 1.
- A 64-bit T-Server build is now supported on 64-bit Windows Server 2008.
- T-Server is now supported on Linux 6 32- and 64-bit platforms. A native 64-bit T-Server executable is now included in the Linux package and is supported on 64-bit Linux 5 and Linux 6 platforms.
- Limited display of sensitive information: In logs, new options enable sensitive data in logs to be marked for post-processing by the user, such as deletion, replacement, or hiding. See the *Genesys Security Deployment Guide* for details.
- Compliance with FIPS: TLS as implemented by Genesys meets the Federal Information Processing Standards (FIPS).

8.1.0 T-Server for Avaya Communication Manager

- This version of T-Server adds a new LMS message for the Agent No Answer Supervision feature.
- T-Server can now control the serialization of TMakePredictiveCall requests.
- This version of T-Server enhances support of the DropCRV feature (currently documented in the Deployment Guide for this T-Server).

- A 64-bit T-Server build is now supported on 64-bit Windows Server 2008.
- T-Server is now supported on Linux 6 32- and 64-bit platforms. A native 64-bit T-Server executable is now included in the Linux package and is supported on 64-bit Linux 5 and Linux 6 platforms.
- Limited display of sensitive information: In logs, new options enable sensitive data in logs to be marked for post-processing by the user, such as deletion, replacement, or hiding. See the *Genesys Security Deployment Guide* for details.
- Compliance with FIPS: TLS as implemented by Genesys meets the Federal Information Processing Standards (FIPS).

8.1.0 T-Server for Avaya TSAPI

- This version of T-Server adds a new LMS message for the Agent No Answer Supervision feature.
- T-Server is now built with TSAPI SDK 6.1.1 for both Windows and Linux operating systems.
- Limited display of sensitive information: In logs, new options enable sensitive data in logs to be marked for post-processing by the user, such as deletion, replacement, or hiding. See the *Genesys Security Deployment Guide* for details.
- Compliance with FIPS: TLS as implemented by Genesys meets the Federal Information Processing Standards (FIPS).

8.1.0 T-Server for NEC NEAX/APEX

- A 64-bit T-Server build is now supported on 64-bit Windows Server 2008.
- T-Server is now supported on Linux 6 32- and 64-bit platforms. A native 64-bit T-Server executable is now included in the Linux package and is supported on 64-bit Linux 5 and Linux 6 platforms.
- Limited display of sensitive information: In logs, new options enable sensitive data in logs to be marked for post-processing by the user, such as deletion, replacement, or hiding. See the *Genesys Security Deployment Guide* for details.
- Compliance with FIPS: TLS as implemented by Genesys meets the Federal Information Processing Standards (FIPS).

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

- A 64-bit T-Server build is now supported on 64-bit Windows Server 2008.
- T-Server is now supported on Linux 6 32- and 64-bit platforms. A native 64-bit T-Server executable is now included in the Linux package and is supported on 64-bit Linux 5 and Linux 6 platforms.
- Limited display of sensitive information: In logs, new options enable sensitive data in logs to be marked for post-processing by the user, such as deletion, replacement, or hiding. See the *Genesys Security Deployment Guide* for details.
- Compliance with FIPS: TLS as implemented by Genesys meets the Federal Information Processing Standards (FIPS).

The following new features were introduced in the initial 8.1.0 release:

All 8.1.0 Premise T-Servers

- Support for FLEXNet Publisher 11.9.
- Support for Red Hat Enterprise Linux 5 64-bit.
- Support for HP-UX Itanium (version 11i v3).
- Support for AIX 7.1.
- Support for vSphere 4 Hypervisor.
- Support for TCP/IP-v6.
- Support for Unresponsive Process Detection.
- T-Server no longer connects to applications disabled in the configuration environment.
- The default value of the background-processing configuration option has been changed to true.

8.1.0 T-Server for Aastra MXONE CSTA I (formerly T-Server for Ericsson MD110)

- There are no additional new features for this release of T-Server. See new features in the "All 8.1.0 Premise T-Servers" section.

8.1.0 T-Server for Alcatel A4400/OXE

- There are no additional new features for this release of T-Server. See new features in the "All 8.1.0 Premise T-Servers" section.

8.1.0 T-Server for Aspect ACD

- There are no additional new features for this release of T-Server. See new features in the "All 8.1.0 Premise T-Servers" section.

8.1.0 T-Server for Avaya Communication Manager

- Support for a new AttributeExtension key to identify the party that released a call.

8.1.0 T-Server for Avaya TSAPI

- Support for additional Avaya Cause Codes.
- Support for a new AttributeExtension key to identify the party that released a call.

8.1.0 T-Server for EADS Intecom M6880

- Support for an optional EventError when a transfer is initiated to a busy destination.

8.1.0 T-Server for NEC NEAX/APEX

- Support for a multi-ACD processor on a Fusion Call-Control System (FCCS) network.
- Support for the new Infolink heartbeat mechanism.
- Support for the NEC SV7000 redundancy feature.
- Support for handling AARE with Result=11 during switch reinitialization.
- Support for an optional delay of RequestAgentNotReady until call completion.

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

- Support for Emulated Agents (Soft Agents).

8.1.0 T-Server for Nortel Communication Server 2000/2100

- Support for a new AttributeExtension key based on callReturnedToQueue switch message elements for calls re-queued after unsuccessful distribution.
- Support for an optional use of configurable default reason codes for EventAgentNotReady with WalkAway work mode.

8.1.0 T-Server for Spectrum

- Support for client-controlled routing from Trunk Groups.
- Support for optional generation of EventAgentNotReady with ACW work mode before EventReleased.

8.1.0 T-Server for Siemens HiPath 4000 CSTA III

- There are no additional new features for this release of T-Server. See new features in the "All 8.1.0 Premise T-Servers" section.

About This DVD

This DVD contains the following 8.1.0 T-Servers:

- T-Server for Aastra MXONE CSTA I
- T-Server for Alcatel A4400/OXE
- T-Server for Aspect ACD
- T-Server for Avaya Communication Manager
- T-Server for Avaya TSAPI
- T-Server for EADS Intecom M6880
- T-Server for Mitel MiTAI
- **T-Server for Mitel MiVoice 5000**
- T-Server for NEC NEAX/APEX
- T-Server for Nortel Communication Server 1000 with SCCS/MLS
- T-Server for Nortel Communication Server 2000/2100
- T-Server for Siemens HiPath 4000 CSTA III
- T-Server for Spectrum

This DVD contains the following 8.0.1 T-Servers:

- T-Server for Avaya INDeX
- T-Server for Siemens HiPath DX
- T-Server for Tadiran Coral

This DVD no longer contains the following 7.6 T-Servers, which are now available via FTP:

- T-Server for Alcatel A4200/OXO
- T-Server for Huawei NGN
- T-Server for Siemens Hicom 300/HiPath 4000 CSTA I

This DVD contains the following 7.5 T-Server:

- T-Server for EADS Telecom M6500

Directories on This DVD

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

media_layer
Contains switch-specific software.

templates
Contains the application templates used for installation.

Documentation

Product documentation is provided on the [Genesys Documentation website](#), and the Documentation Library DVD.

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 Customer Care website also contains product advisories that describe recently discovered issues related to Genesys products.

Technical Support

Contacting

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

For complete information on how and when to contact Customer Care, read the *Genesys Care Support Guide for On-Premises*. Please tell the Technical Support representative that you are a Framework Media 8.1 customer.

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 Licensing Guide* on the Genesys Documentation website and the licensing section of the *Genesys Migration Guide*.

Supported Operating Environment Information

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

- *Genesys Supported Operating Environment Reference Guide*
- *Genesys Supported Media Interfaces Reference Manual*

Legal Notices

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