Supported Media Interfaces

System Level Guides 8.5.0

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Genesys Supported Media Interfaces Guide

Welcome to the online release of the Genesys Supported Media Interface guide.

Purpose

This manual provides system-level information for the supported media interfaces for Genesys releases. The information includes switches, trunks, media gateways, endpoints, soft and hard phones, dialogic boards and more. This manual is continually updated when new Genesys products are released or new products emerge that Genesys products support.

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.

Guidelines for Using This Document

- Genesys Customer Care and product teams fully support integrations to the devices and SIP trunks listed in these tables. Expectations of this support are as follows:
    - Each integration has been successfully tested, either directly by Genesys or in co-operation with a partner.
    - Support focuses on the integration aspects including the SIP signaling and media (RTP).
    - Support does not extend to troubleshooting the 3rd party component itself.
    - Support is extended across an entire Product Line which shares common software or firmware.
    - Support is typically extended across a range of releases based on a single test. For example, **4.x** typically indicates that version 4.0 was tested, and support is extended to any release that starts with the major version **4**, such

as **4.0.3**, **4.1**, and so on. This policy is based on practical experience of excellent backward compatibility by both Genesys and our partners.

- ◦ Support is based on an end-to-end view of a deployment; Genesys requires that devices or trunks connected via an SBC must also be supported (the SBC does not provide complete isolation).

- Genesys Customer Care and product teams do recommend specific products from our top partners. These offer an added benefit of joint troubleshooting or co-ordinated feature development when required. These products are marked as Recommended within the tables.
- Entries are typically removed from the SMI when a product or software version reaches End of Support.

SIP-related guidelines

- Deployments with SIP Server and/or Media Server/GVP require a Field Validation if they include devices or trunks not listed in these tables, or if the configuration is substantially different from standard practices defined in Genesys reference architectures/configurations. Please consult with Genesys Product Management if there are any questions.
- Genesys recommends devices from specific vendors in our **SIP Select** program. These devices offer enhanced feature functionality, frequent proactive integration testing, and joint collaboration between Genesys and these partners.
- Application notes are publicly available for many of the device integrations. Other white papers or application notes may be available upon request. Please contact Genesys SIP Product Management for more details.

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Definitions

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 Customer Care 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 Operable 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

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.

Tier 1 Switch Support

Read This First

- 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 in the Genesys Supported Operating Environment Reference Guide Wiki.
- We upgrade the switch to the latest switch version and test it with the latest GA version of T-Server.
- We upgrade the switch to the latest link version and test it with the latest GA version of T-Server.
- We announce the support based on the latest switch version. Customers may choose the latest link version or older link versions. Any compatibility issues discovered between the latest switch version and link version needs to be addressed to the switch vendor.
- The latest GA version of T-Server will then support all previous versions of the switch in compatibility mode.
- If you need to upgrade the switch version, the latest GA version of T-Server must be used together with any previous Genesys suite versions. The only Genesys migration activity needed is a T-Server upgrade.
- We recommend that you upgrade the PBX version first, and the T-Server second. If you do not plan to upgrade the PBX, there is no clear need to upgrade the T-Server.

Starting Version	Latest Version	CTI Link	Support (incl HA)	T-Servers Supported	Type of Support (TDM, IP, Hybrid)	Notes
Alcatel OmniPCX Enterprise (OXE)/A4400						

Starting Version	Latest Version	CTI Link	Support (incl HA)	T-Servers Supported	Type of Support (TDM, IP, Hybrid)	Notes
10.0	10.1	CSTA II	7.6.003.03+	Alcatel A4400/ OXE	Hybrid	Please refer to T-Server for Alcatel A4400/OXE Release Notes for SIP End Point support limitations.
11.0	11.2	CSTA II	8.1+	Alcatel A4400/ OXE	Hybrid	Please refer to T-Server for Alcatel A4400/OXE Release Notes for SIP End Point support limitations.

Aspect ACD

Starting Version	Latest Version	CTI Link	Support (incl HA)	T-Servers Supported	Type of Support (TDM, IP, Hybrid)	Notes
9.2	9.3	Data Interlink Version 6	7.6+	Aspect ACD	Hybrid	
9.3	9.4	Data Interlink Version 8	8.0.1+	Aspect ACD	Hybrid	

AVAYA Media Server (S8XXX series), G3 R, G3 Si, G3 CSi Prologix)

Refer to Avaya Switch Support for Avaya specific hardware platform information. "CM"= Communication Manager

Starting Version	Latest Version	CTI Link	Support (incl HA)	T-Servers Supported	Type of Support (TDM, IP, Hybrid)	Notes
Aura CM 5.2.1	Aura CM 5.2.1	ASAI4	8.0+	Avaya Communication Manager	Hybrid	
Aura CM 5.2.1	Aura CM 5.2.1	TSAPI via AES 5.2.1 with TSAPI Libraries 4.1 and 4.2	8.0+	Avaya TSAPI	Hybrid	
Aura CM 6.0	Aura CM 6.0.1	ASAI4	8.0.1+	Avaya Communication Manager	Hybrid	
Aura CM 6.0	Aura CM 6.0.1	TSAPI via AES 5.2.1 with TSAPI Libraries 4.1, 4.2	8.0.1+	Avaya TSAPI	Hybrid	
Aura CM 6.0	Aura CM 6.0.1	CTI Link: TSAPI via AES 5.2.1 and AES 6.1 with TSAPI Libraries 4.1, 4.2	8.0.1+	Avaya TSAPI	Hybrid	

Starting Version	Latest Version	CTI Link	Support (incl HA)	T-Servers Supported	Type of Support (TDM, IP, Hybrid)	Notes
Aura CM 6.2	Aura CM 6.2	ASA14	8.1+	Avaya Communication Manager	Hybrid	
Aura CM 6.2	Aura CM 6.2	CTI Link: TSAPI via AES 5.2.1 and AES 6.1.2, and 6.2 with TSAPI Libraries 4.1, 4.2, 6.1, and 6.2	8.1+	Avaya TSAPI	Hybrid	
Aura CM 6.3	Aura CM 6.3	AES 6.3 and 6.3.3 ASAI4	8.1+	Avaya Communication Manager	Hybrid	
Aura CM 6.3	Aura CM 6.3	CTI Link: TSAPI via AES 6.3 and 6.3.3 and TSAPI Libraries	8.1+	Avaya TSAPI	Hybrid	

Starting Version	Latest Version	CTI Link	Support (incl HA)	T-Servers Supported	Type of Support (TDM, IP, Hybrid)	Notes
		4.1, 4.2, 6.1				
Broadsoft Broadworks						
Release 17 SP4	Release 17 SP4	CTI Interface R17	8.1+	T-Server for CSTA Connector with CSTA Connector for Broadsoft Broadworks 8.1+	IP	
Release 19	Release 20	CTI Interface R19	8.1.102+	T-Server for CSTA Connector with CSTA Connector for Broadsoft Broadworks 8.1.102+	IP	
Release 21	Release 21	CTI Interface R19+	8.1.106+	T-Server for CSTA Connector with CSTA Connector for Broadsoft Broadworks 8.1.106+	IP	
Cisco Unified Communications Manager						

Starting Version	Latest Version	CTI Link	Support (incl HA)	T-Servers Supported	Type of Support (TDM, IP, Hybrid)	Notes
UCM 7.0	UCM 7.1	JTAPI	8.0+	Cisco Unified Communications Manager	IP	
UCM 8.0	UCM 8.5.x	JTAPI	8.0.1+	Cisco Unified Communications Manager	IP	
UCM 8.6	UCM 8.6.x	JTAPI	8.1+	Cisco Unified Communications Manager	IP	
UCM 9.0	UCM 9.0.x	JTAPI	8.1.1+	Cisco Unified Communications Manager	IP	
UCM 9.1	UCM 9.1.2	JTAPI	8.1.1+	Cisco Unified Communications Manager	IP	
UCM 10.0	UCM 10.0	JTAPI	8.1.200.06+	Cisco Unified Communications Manager	IP	

Starting Version	Latest Version	CTI Link	Support (incl HA)	T-Servers Supported	Type of Support (TDM, IP, Hybrid)	Notes
UCM 10.5	UCM 10.5	JTAPI	8.1.201.06+	Cisco Unified Communications Manager	IP	
UCM 11	UCM 11	JTAPI 11.0 (1.10000)-2	8.1.202.03+	Cisco Unified Communications Manager	IP	
UCM 11.5	UCM 11.5	JTAPI 11.5 (1.10000)-1	8.1.202.12	Cisco Unified Communications Manager	IP	
EADS Telecom Intecom M6880 PointSpan						
5.2	5.4	PointSpan	8.0+	EADS Intecom M6880	TDM	
5.5	5.5	PointSpan	8.1+	EADS Intecom M6880	TDM	
Ericsson MD110						
BC 13 SP4	BC 13 SP6	Application Link v4	7.6+	Ericsson MD110 / Aastra MXONE CSTA I	Hybrid	

Starting Version	Latest Version	CTI Link	Support (incl HA)	T-Servers Supported	Type of Support (TDM, IP, Hybrid)	Notes
		SP19/20/21				

Microsoft Lync 2013 and Skype for Business - Native Integration

Starting Version	Latest Version	CTI Link	Support (incl HA)	T-Servers Supported	Type of Support (TDM, IP, Hybrid)	Notes
Lync 2013		UCMA	8.5+	Multimedia Connector for Skype for Business: • T-Server for Skype for Business • UCMA Connector for Skype for Business • Workspace Plug-in for Skype for Business	IP	Version 8.5.0 of the Multimedia Connector for Skype for Business only supports integration with Microsoft Lync 2013. Support for Skype for Business is slated for a subsequent release.

Mitel MX-ONE (formerly Aastra MX-ONE)

Starting Version	Latest Version	CTI Link	Support (incl HA)	T-Servers Supported	Type of Support (TDM, IP, Hybrid)	Notes
4.1 SP1	4.1 SP1	Application Link v7 SP2	8.1+	Aastra MXONE CSTA I	Hybrid	

Starting Version	Latest Version	CTI Link	Support (incl HA)	T-Servers Supported	Type of Support (TDM, IP, Hybrid)	Notes
	4.1 SP3 4.1 SP4 HF1					
5.0	5.0 SP5 HF1	Application Link 8.0	8.1+	Aastra MXONE CSTA I	Hybrid	
6.1 SP1	6.1 SP1	Application Link 9.1	8.1+	Aastra MXONE CSTA I	Hybrid	Hybrid Aastra MX-ONE 6.0 is not supported.

Nortel Communication Server 1000

Formerly known as Meridian 1 Option 11, 51, 61, 81, and Succession 1000. Nortel Communication Server 1000 PBX is now owned by Avaya and called Avaya Communication Server 1000 (Avaya CS1000)

Starting Version	Latest Version	CTI Link	Support (incl HA)	T-Servers Supported	Type of Support (TDM, IP, Hybrid)	Notes
3.0	3.0	Meridian Link 5c	7.6+	Nortel Communication Server 1000 with SCCS/MLS	Hybrid	HA Proxy is required for Meridian/ Symposium and Avaya T-Server versions earlier than 7.1.

Starting Version	Latest Version	CTI Link	Support (incl HA)	T-Servers Supported	Type of Support (TDM, IP, Hybrid)	Notes
3.0	4.0	SMLS/ SCCS 4.0 and SMLS/ SCCS 4.2 and SCCS 5.0	7.6+	Nortel Communication Server 1000 with SCCS/MLS	Hybrid	Support is based on the switch vendor's compatibility statement. HA Proxy is not supported, but HA is supported.
4.5	4.5	SCCS 5.0	7.6+	Nortel Communication Server 1000 with SCCS/MLS	Hybrid	HA Proxy is not supported, but HA is supported.
4.5	5.5	CCMS 6.0	7.6+	Nortel Communication Server 1000 with SCCS/MLS	Hybrid	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.
6.0	7.5	CCMS 6.0 and CCMS 7.0	8.0+	Nortel Communication Server 1000 with SCCS/MLS	Hybrid	6.0 and 7.5 supported based on the switch vendor's compatibility statement.

Starting Version	Latest Version	CTI Link	Support (incl HA)	T-Servers Supported	Type of Support (TDM, IP, Hybrid)	Notes
5.x	7.5	Avaya Aura Contact Center 6.1 (6.1)	8.0.1+	Nortel Communication Server 1000 with SCCS/MLS	Hybrid	
7.5	7.5	Avaya Aura Contact Center 6.2 (AACC 6.2)	8.1+	Nortel Communication Server 1000 with SCCS/MLS	Hybrid	
7.6	7.6	Avaya Aura Contact Center 6.3 and 6.4 (AACC 6.3 and 6.4)	8.1+	Nortel Communication Server 1000 with SCCS/MLS	Hybrid	

Nortel Communication Server 2000/2100

Formerly known as DMS-100/SL-100 and Nortel Carrier Succession 2000/2100. Nortel Communication Server 2100 PBX is now owned by Avaya, and called Avaya Communication Server 2100 (Avaya CS 2100). Nortel Communication Server 2000 PBX is now owned by GENBAND (General Bandwidth).

SCAI 18	SCAI 20	SCAI	7.6+	Nortel Communication Server 2000/2100	Hybrid	1 HA proxy componen per link is required. HA Proxy is not required for HA when using TCP link

Starting Version	Latest Version	CTI Link	Support (incl HA)	T-Servers Supported	Type of Support (TDM, IP, Hybrid)	Notes
						if the switch supports dual links.
SCAI 21	SCAI 21	SCAI	8.0+	Nortel Communication Server 2000/2100	Hybrid	1 HA proxy component per link is required. HA Proxy is not required for HA when using TCP link if the switch supports dual links.

NEC Small TDM

NEAX 2000 IVS/IVS2 US, APEX 3600 Japan, NEAX7400 family including M100, 140, 160, 180 Australia/NZ. Supported with UCD, not supported with external ACD"

6300	8500	OAI/ACD Rev IV	6.1+	NEC NEAX/APEX	TDM	
6300	8500	OAI/ACD Rev IV	7.0.2+	NEC NEAX/APEX	TDM	

NEC Large TDM

NEAX 2400 ICS/IMX US, APEX 7600 Japan, NEAX 7400 family including M240/260/280 AU/NZ. Not supported with external ACD.

Starting Version	Latest Version	CTI Link	Support (incl HA)	T-Servers Supported	Type of Support (TDM, IP, Hybrid)	Notes
7400	8500 (F1 rev 2.13)	OAI/ACD Rev IV	6.0+	NEC NEAX/APEX	TDM	

NEC Small Hybrid

Supported with UCD, not supported with external ACD. NEAX 2000 IPS US, AU, NZ; APEX 3600i Japan.

-	8600	OAI/ACD Rev IV	7.0+	NEC NEAX/APEX	TDM	
R8/ 3300	R9/ 3400	OAI/ACD Rev IV	7.0.2+	NEC NEAX/APEX	TDM, IP	
-	R10/ 3500	OAI/ACD Rev IV	7.2+	NEC NEAX/APEX	Hybrid	

NEC Large Hybrid

Not supported with external ACD. NEAX 2400 IPX, US, AU, NZ; APEX 7600i Japan.

8800	8800	OAI/ACD Rev IV	6.5+	NEC NEAX/APEX	TDM	

Starting Version	Latest Version	CTI Link	Support (incl HA)	T-Servers Supported	Type of Support (TDM, IP, Hybrid)	Notes
R16/ 20-100	R16/ 20-100	OAI/ACD Rev IV	7.0.2+	NEC NEAX/APEX	Hybrid	
R18/ 20-100	R18/ 20-100	OAI/ACD Rev IV	7.2+	NEC NEAX/APEX	Hybrid	
R20/ 20-100	R20/ 20-100	OAI/ACD Rev IV	7.5+	NEC NEAX/APEX	Hybrid	
R25/20	R26/20	OAI/ACD Rev IV	7.6+	NEC NEAX/APEX	Hybrid	

NEC SV7000

Supported specifically with NEC T-Server versions 7.1.007.01+. Supported with and without external ACD. Supported with IP Phones only. NEC SV 8500 is the replacement of NEC SV 7000/APEX 7600i offerings.

Starting Version	Latest Version	CTI Link	Support (incl HA)	T-Servers Supported	Type of Support (TDM, IP, Hybrid)	Notes
R16/ 30-100	R16/ 30-100	OAI/ACD Rev IV	7.1.007.01+	NEC NEAX/APEX	IP	
R18/ 30-100	R18/ 30-100	OAI/ACD Rev IV	7.2+	NEC NEAX/APEX	IP	

Starting Version	Latest Version	CTI Link	Support (incl HA)	T-Servers Supported	Type of Support (TDM, IP, Hybrid)	Notes
R19/ 30-100	R20/ 30-100	OAI/ACD Rev IV	7.5+	NEC NEAX/APEX	IP	
SV 8500 S02	SV 8500 S02	-	8.0+	NEC NEAX/APEX	IP	
SV 8500 S03	SV 8500 S07	-	8.1+	NEC NEAX/APEX	IP	
NEC SV9500						
V01	V03		8.1.001.05+	NEC NEAX/APEX	IP	V02 supported based on the switch vendor's compatibility statement.
Spectrum Spectrum PBX is owned by Aspect.						
10.1	10.2	Transaction Link	7.6+	Spectrum	TDM	These versions are supported based on the switch vendor's compatibility statement.

Starting Version	Latest Version	CTI Link	Support (incl HA)	T-Servers Supported	Type of Support (TDM, IP, Hybrid)	Notes
Unify OS4000 (formerly Siemens HiPath 4000)						
V6 R1	V6 R1	CSTA III (ASN.1)	7.6+	Siemens HiPath 4000 CSTA III	Hybrid	CAP versions are no longer certified separately. CAP is now considered an integral part of the switch.
V6 R2	V7 R2	CSTA III (ASN.1)	8.1+	Siemens HiPath 4000 CSTA III	Hybrid	CAP versions are no longer certified separately. CAP is now considered an integral part of the switch.

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

Avaya Platform	Genesys Support	Notes
		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)	Yes	For Avaya ESS support details, please refer to: • Framework 8.0 T-Server for Avaya Communication Manager Deployment Guide • Framework 8.0 T-Server for Avaya TSAPI Deployment Guide

Tier 2 Switch Support

Read This First

- 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 in the Genesys Supported Operating Environment Reference Guide Wiki.
- We upgrade the switch to the latest switch version and test it with the latest GA version of T-Server.
- We upgrade the switch to the latest link version and test it with the latest GA version of T-Server.
- We announce the support based on the latest switch version. Customers may choose the latest link version or older link versions. Any compatibility issues discovered between the latest switch version and link version needs to be addressed to the switch vendor.
- The latest GA version of T-Server will then support all previous versions of the switch in compatibility mode.
- If you need to upgrade the switch version, the latest GA version of T-Server must be used together with any previous Genesys suite versions. The only Genesys migration activity needed is a T-Server upgrade.
- We recommend that you upgrade the PBX version first, and the T-Server second. If you do not plan to upgrade the PBX, there is no clear need to upgrade the T-Server.

Starting Version	Latest Version	CTI Link	Support (incl HA)	T-Servers Supported	Type of Support (TDM, IP, Hybrid)	Notes
EADS Telecom M6500/ Aastra Matra M6500 / NeXspan 50						
R4.2	R4.2	CSTA II E1N7+1	7.5+	EADS Telecom M6500	TDM	Aastra Matra Nexpan 50 (EADS Telecom

Starting Version	Latest Version	CTI Link	Support (incl HA)	T-Servers Supported	Type of Support (TDM, IP, Hybrid)	Notes
						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.
Alcatel OmniPCX Office (OXO) / A4200						
7.1	7.1	CSTA I	7.6+	Alcatel A4200/ OXO	Hybrid	
Huawei NGN UAP8100						
V300R002	V300R002	CSTA II	7.6+	Huawei NGN	IP	IP support from T-Server v7.0.200. Note that Huawei have withdrawn support for the CSTA II

Starting Version	Latest Version	CTI Link	Support (incl HA)	T-Servers Supported	Type of Support (TDM, IP, Hybrid)	Notes
						interface in newer PBX releases.
Mitel MiVoice 5000						
R5.3	R5.3	CSTA II	8.1+	Mitel MiVoice 5000	IP	Mitel MiVoice 5000 is the next version of the EADS M6500 series.
R5.4	R5.4	CSTA II	8.1+	Mitel MiVoice 5000	IP	v5.4 supported based on vendor compatibility statement.
R6.1	R6.1	CSTA II	8.1+	Mitel MiVoice 5000	IP	
Mitel Networks MN-3300						
MCD 5.0	MCD 5.0	MiTAI 14.0.0.36 (SDK 5.0)	8.1+	Mitel MiTAI	Hybrid	

Starting Version	Latest Version	CTI Link	Support (incl HA)	T-Servers Supported	Type of Support (TDM, IP, Hybrid)	Notes
Siemens Hicom 300E (including family: 330E and 350E)						
(900)6.6 (US)	(900)6.6 (US)	CAP3.0 SMR 5+ CSTA I ASN.1	7.6+	Siemens Hicom 300/HiPath 4000 CSTA 1	TDM	
Siemens HiPath DX (formerly RealitisDX, formerly iSDX)						
9 - 9.2	9	CallBridge DX 8.0.1 – iCCL	8.0+	Siemens HiPath DX	Hybrid	
Tadiran Telecom Coral Flexicom (formerly ECI Tel)						
15.85	15.85	CSTA3 CLA v.8.02.04 - v.8.02.14	8.0+	Tadiran Coral	Hybrid	

Switch-Dependent Solutions

> ## Important
>
> 1. 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.
> 2. Outbound column: For CPD Server, in [] supported connections (lineside only). For analog, E1CAS or T1CAS for European or NA standard.
> 3. VTO column: in [] supported connections (lineside only). A for analog, E1CAS or T1CAS for European or NA standard.

Switch Support Table	Outbound	VTO	Genesys Quality Management	Notes
Tier 1 Switches				
Alcatel OmniPCX Enterprise/(OXE)/A4400	6.1+[A, E1CAS]	6.0+[A, E1CAS]	No	Requires E1CAS card in switch and external E1CAS/T1CAS converter or the new Alcatel T1CAS switch interface card.
Aspect ACD	6.1+[A]	6.5+[A]	No	

Switch Support Table	Outbound	VTO	Genesys Quality Management	Notes
Avaya Media Server S8000 Series	6.0+	6.0+[A, T1CAS/ E1CAS]	No	
Cisco Unified Communications Manager	7.0+[A, E1CAS, T1CAS]	No	8.0, 8.1	CM 6.0+ is not yet supported directly via SIP; H.323 is not available on CM 6.
EADS (Intecom) PointSpan	7.1+	No	No	
Ericsson MD110/ Aastra MX-ONE	6.1+[A, E1CAS]	6.0+[A, E1CAS]	No	
NEC Small TDM	6.5.1+	6.0+[A, E1CAS]	No	NEAX 2000 IVS/IVS2 US, APEX 3600 Japan, NEAX7400 family including M100, 140, 160, 180 Australia/NZ. Supported with UCD, not supported with external ACD.
NEC Large TDM	6.5.1+	6.0+[A, E1CAS]	No	NEAX 2400 ICS/IMX US, APEX 7600 Japan, NEAX 7400 family including M240/260/

Switch Support Table	Outbound	VTO	Genesys Quality Management	Notes
				280 AU/NZ. Not supported with external ACD. GVP 7.x tested with NEC 2400 T1CAS interface for the U.S.A.
NEC Small Hybrid	6.5.1+	No	No	Supported with UCD, not supported with external ACD. NEAX 2000 IPS US, AU, NZ; APEX 3600i Japan.
NEC Large Hybrid	6.5.1+	No	No	Not supported with external ACD. NEAX 2400 IPX, US, AU, NZ; APEX 7600i Japan.
NEC SV7000			No	Supported specifically with NEC T-Server versions 7.1.007.01+. Supported with and without external ACD. Supported with IP Phones only. NEC SV 8500 is the replacement of NEC SV 7000/APEX 7600i offerings.

Switch Support Table	Outbound	VTO	Genesys Quality Management	Notes
Nortel Communication Server 1000 (formerly called Nortel Meridian 1)	6.0+	6.0+[A, T1CAS/ E1CAS]	No	
Nortel Communication Server 2000/2001 (formerly called Nortel DMS 100)	7.2+	6.0+[A, T1CAS/ E1CAS]	No	
Siemens Hicom 300E (CallBridge 4.1)/300E	6.1+[A]	6.0+[A, T1CAS]	No	Controlled support. Validated at customer location only; cannot validate at Genesys lab.
Unify OS4000 (ex. Siemens HiPath 4000 CSTA III)	7.0+[A]	No	No	Paraxip gateway tested; AudioCodes tested.
Spectrum	6.1+	6.0+[A, T1CAS]	No	Field validated. Special configuration instructions in Digital Library for GVP Rockwell configuration.
Tier 2 Switches				

Switch Support Table	Outbound	VTO	Genesys Quality Management	Notes
Alcatel OmniPCX Office/(OXO)/A4200	7.0+[A]	6.5+[A]	No	
EADS Telecom M6500	6.5+[A]	6.1+[A]	No	
Mitel MN-3300	No	No	No	
Siemens HiPath DX	6.1+[A]	6.1+[A]	No	
Tadiran Telecom Coral Flexicom	6.1+[A]	6.5+[A]	No	
Genesys IP Solution				
SIP Server	7.0+[A, E1CAS, T1CAS]	No	8.0, 8. 1	

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.

- Configuration Layer
- DB Server
- Expert Desktop
- Reporting Solution (CCA and CCPulse+)

- Routing
- Voice Callback (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.)
- Workforce Management
- Contact Center Advisor
- Contact Center Advisor - Mobile Edition
- Workforce Advisor
- Frontline Advisor
- Agent Advisor
- Advisors Genesys Adapter
- Advisors Cisco Adapter

Switch Support for Adapters and Agent Desktops

Read This First

- 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.

Switch Support Table	SAP ERP	SAP Win Client	SAP ICI Multi-Channel	Siebel CRM
Tier 1 Switches				
Alcatel OmniPCX Enterprise/(OXE)/A4400	7.0	6.5+	6.5+	6.1+
Aspect ACD	7.0	6.5+	6.5+	6.5.1+
Avaya Media Server S8000 Series	7.0	6.5+	6.5+	6.1+
CS2000/CS2100	7.0	6.5+	6.5+	6.5+
EADS Intecom M6880 PointSpan	-	6.5.4	7.5+	-
Ericsson MD110/MX-ONE	7.0	6.5.1+	6.5+	6.5.1+

Switch Support Table	SAP ERP	SAP Win Client	SAP ICI Multi-Channel	Siebel CRM
NEC NEAX 2000, NEAX 7400 M120 (Small TDM)	No	6.5.1+	7.5+	6.5.2+
NEC NEAX 2400, M140/160/180 (Large TDM)	7.0	6.5+	7.5+	6.5.1+
NEC NEAX 2000 IPS, APEX 3600i (Small IP)	No	6.5.1+	No	No
NEC NEAX 2400 IPX, APEX 7600i (Large IP)	No	6.5.1+	No	No
NEC SV/7000	-	-	7.5+	-
NEC Small Hybrid	No	No	7.5+	No
NEC Large Hybrid	No	No	7.5+	No
Nortel Communication Server 1000	7.0	6.5+	6.5+	6.1+
Nortel Symposium	7.0	6.5+	6.5+	6.1+
Siemens Hicom 300E (Callbridge 4.1)	7.0	6.5+	6.5+	6.5.1+

Switch Support Table	SAP ERP	SAP Win Client	SAP ICI Multi-Channel	Siebel CRM
Unify OS 4000 (ex. Siemens HiPath 4000 CSTA III)	7.0	6.5+	6.5+	6.5.2+
Spectrum	7.0	6.5.1+	6.5+	6.5+
Tier 2 Switches				
Alcatel OmniPCX Office/(OXO)/A4200	7.0	No	6.5+	6.5.2+
EADS Telecom M6500	No	No	No	No
Mitel MN 3300	No	No	No	7.0+
Siemens HiPath DX	7.1+	No	7.5.1	6.5.2+
Tadiran Telecom Coral Flexicom	No	No	No	No
IP T-Servers				
Cisco Unified Communications Manager	7.1+	6.5.2+	6.5.1+	6.5.2+

Workspace and SDK Switch Support

Click here for **Switch Support for Workspace Web Edition, Genesys Web Services and Gplus Adapters on Web Services**.

Switch Vendor	Switch Name	Workspace Desktop Edition (formerly Interaction Workspace)	Interaction SDK (AIL and GIS)
Tier 1			
Alcatel	OmniPCX Enterprise (OXE)A4400	8.0.1+	7.6+
Aspect	ACD	8.0.1+	7.6+
Aspect	Spectrum	8.0.1+	7.6+
Avaya	G3 (now called S8000 Series)	8.0.1+	7.6+
Broadsoft	Broadworks	8.1.4+	-
EADS Intecom	E Series	8.0.1+	7.6+

Switch Vendor	Switch Name	Workspace Desktop Edition (formerly Interaction Workspace)	Interaction SDK (AIL and GIS)
EADS Intecom	PointSpan	8.0.1+	7.6+
Ericsson	MD110	8.0.2+	7.6+
NEC	Small-TDM	No	7.6+
NEC	Large-TDM	8.0.1+	7.6+
NEC	Small-IP	No	No
NEC	Large-IP	No	No
NEC	SV 7000	8.0.1+	7.6+
Nortel	Nortel Communication Server 2000/2100(formerly DMS-100)	8.0.2+	7.6+
Nortel	Nortel Communication Server 1000 (formerly Meridian 1) (Meridian Link 5c and SCCS)	8.0.1+	7.6+

Switch Vendor	Switch Name	Workspace Desktop Edition (formerly Interaction Workspace)	Interaction SDK (AIL and GIS)
Siemens	Hicom 300E	No	7.6+
Siemens	HiPath 4000 CSTA III	8.0.1+	7.6+
SIP Server		8.0.1+	7.6+
Tier 2			
Alcatel	OmniPCX Office (OXO)/A4200	No	7.6+
Cisco Unified Communications Manager	IP PBX	8.0.1+	7.6+
EADS Telecom M6500	NeXspan 50	No	7.6
Mitel	MN-3300	No	7.6+
Nortel	CSE 1000	No	No
Nortel	CSE 2000	No	No

Switch Vendor	Switch Name	Workspace Desktop Edition (formerly Interaction Workspace)	Interaction SDK (AIL and GIS)
Siemens	HiPath DX (formerly "Realitis DX" and "iSDX")	No	7.6+
Tadiran Telecom	Coral Flexicom	No	No

Network Solutions and Parking Platform Support

> **Important**
>
> Genesys Specification© is Genesys property. Implementation of GenSpec requires Genesys approval to Gplus development program application by a third party.

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)	7.6+
AT&T	Intelligent Call Processing (ICP)	SS7	Network T-Server for AT&T	7.6+
BT Alfredo-- GAIN	Alcatel A1400 Rel. 2.x	GenSpec© TCAP over TCP/IP	Network T-Server for GenSpec (on TCAP)	7.6+
Cegetel	Alcatel A1400 Rel. 2.x	GenSpec© TCAP over TCP/IP	Network T-Server for GenSpec (on TCAP)	7.6+

Network Service Provider	Network Gateway/ Platform	Carrier Protocol	Genesys Server Name	Support
Cegetel	Eureka Soft Service Node Orateur v1.41 and v2	GenSpec© TCAP over TCP/IP	Network T-Server for GenSpec (on TCAP)	7.6+
Deutsche Telekom	Proprietary SCP	GenSpec© TCAP over TCP/IP	Network T-Server for DTAG	7.6+
France Telecom	CVF	GenSpec© TCAP over TCP/IP	Network T-Server for GenSpec (on TCAP)	7.6+
MCI	800 Gateway	UDP/IP	Network T-Server for MCI	7.6+
NetCentrex	NetCentrex SVI	GenSpec© TCAP over TCP/IP	Network T-Server for GenSpec (on TCAP)	7.6+
Orange	ISCP	GenSpec© TCAP over TCP/IP	Network T-Server for ISCP	8.0+
Prosodie	Proprietary platform	GenSpec© TCAP over TCP/IP	Network T-Server for GenSpec (on TCAP)	7.6+

Network Service Provider	Network Gateway/ Platform	Carrier Protocol	Genesys Server Name	Support
Sprint	Site RP	X.25	Network T-Server for Sprint	7.6+
Telsis	Telsis SCP (Ocean Platform) v3.5	GenSpec© TCAP over TCP/IP	Network T-Server for GenSpec (on TCAP)	7.6+
Network Qualification/Parking				
MCI NGSN	NGSN (Next Generation Server Node)	TCP/IP	Network T-Server for NGSN	7.6+
Network Routing on IP				
	Alcatel 5020	TCP/IP	Network T-Server SIP	7.0.1+

Genesys 3rd Party IVR Support

IVR Name and Version	Genesys Driver Operating System	Genesys Release Version	Notes
Aspect CSS 6.0	Unixware 7.1.1	N/A	End of Maintenance (EOM): Beginning February 1, 2013, additional software releases (including hotfixes and other updates) are no longer available.
Aspect CSS 6.1	Unixware 7.1.1	N/A	End of Maintenance (EOM): Beginning February 1, 2013, additional software releases (including hotfixes and other updates) are no longer available. 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.
Aspect CSS 6.2	Unixware 7.1.1	N/A	End of Maintenance (EOM): Beginning February 1, 2013, additional software releases (including hotfixes and other updates) are no longer available. 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

IVR Name and Version	Genesys Driver Operating System	Genesys Release Version	Notes
			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.
Aspect CSS 7.0	Unixware 7.1.3	N/A	End of Maintenance (EOM): Beginning February 1, 2013, additional software releases (including hotfixes and other updates) are no longer available.
Aspect CSS 7.1	Unixware 7.1.3	N/A	End of Maintenance (EOM): Beginning February 1, 2013, additional software releases (including hotfixes and other updates) are no longer available.
Avaya Conversant 7	Unixware 2.1.2	N/A	End of Maintenance (EOM): Beginning February 1, 2013, additional software releases (including hotfixes and other updates) are no longer available.
Avaya Conversant 8	Unixware 7.1.1, 7.1.3	N/A	End of Maintenance (EOM): Beginning February 1, 2013, additional software releases (including hotfixes and other updates) are no longer available.
Avaya Conversant 9	Unixware 7.1.1, 7.1.3	N/A	End of Maintenance (EOM): Beginning February 1, 2013, additional software releases (including hotfixes and other updates) are no longer available.

IVR Name and Version	Genesys Driver Operating System	Genesys Release Version	Notes
Avaya MPS 500 3.5	Solaris 2.10	7.5+	Avaya MPS was formerly known as Nortel MPS.
Avaya MPS 1000 3.5	Solaris 2.10	7.5+	Avaya MPS was formerly known as Nortel MPS.
IBM WebSphere Voice Response AIX 4.2	AIX 5.3	7.5+	
IBM WebSphere Voice Response AIX 4.2(.3)	AIX 5.3	7.5+	
IBM WebSphere Voice Response AIX 4.2(.3)	AIX 6.1	8.0+	
IBM WebSphere Voice	AIX 6.1	8.1+	

IVR Name and Version	Genesys Driver Operating System	Genesys Release Version	Notes
Response AIX 6.1			
Microsoft Speech Server 1.0 with Intel NetMerge Call Manager	Windows Server 2003	N/A	Beginning February 1, 2013, Genesys maintenance and support has been ended.
Microsoft Speech Server 2.0 with Intel NetMerge Call Manager	Windows Server 2003	N/A	Beginning February 1, 2013, Genesys maintenance and support has been ended.
Nortel MPS 500 3.0	Solaris 2.10	7.5+	
Nortel MPS 500 3.5	Solaris 2.10	8.0.000.03+	
Nortel MPS 1000 3.0	Solaris 2.10	7.5+	

IVR Name and Version	Genesys Driver Operating System	Genesys Release Version	Notes
Nortel MPS 1000 3.5	Solaris 2.10	8.0.000.03+	

Genesys Voice Platform 7.x Media Gateway Support

Read This First

- Customers with large, high port density GVP 7.x servers, that are looking for transcoding capabilities should consider upgrading to the GVP 8.5 release. In addition to extensive product enhancements over the 7.x release, GVP 8.5 offers native Media Server Markup Language (MSML) support and numerous transcoding capabilities.

VoIP Gateway Vendors	Model	Version	GVP 7.6	Notes
Alcatel	5020	CSC 2.4.1 +	Yes	
Alcatel	5020	MSC	Yes	Alcatel 5020 MSC supported by GVP with SIP Server as front-end.
AudioCodes	Mediant 1000, 2000, 8000		Yes	Both GVP and SIP Server have been tested with the Siemens SIP HG3540 gateway but not together. Orders will be approved.
AudioCodes	TP260		Yes	
Cisco	54xx	IOS 12.3 (4+)	Yes	Cisco Media Gateways generally supported if IOS is 12.4 +

VoIP Gateway Vendors	Model	Version	GVP 7.6	Notes
Cisco	53xx	IOS 12.3 (4+)	Yes	Cisco Media Gateways generally supported if IOS is 12.4 +
Cisco	3725, 3745	IOS 12.3 (3+)	Yes	Cisco Media Gateways generally supported if IOS is 12.4 +
Cisco	2821, 2851, 3845	IOS 12.4 (3+)	Yes	1. Cisco Media Gateways generally supported if IOS is 12.4 + 2. Assumed no changes from 7.2.2. Potential GVP 7.6 field tests being considered..
Genesys	SIP Server	7.6	Yes	
OpenIN			Yes	OpenIN engagements require special architectural review and pre-testing validations in the field. All OpenIN deployments are Field Validations with GVP.
Siemens HiPath	4000		Yes	Both GVP and SIP Server have been tested with the Siemens SIP HG3540 gateway but not together. Orders will be approved.

VoIP Gateway Vendors	Model	Version	GVP 7.6	Notes
Unify OSV (ex.Siemens HiPath)	8000		Yes	

SIP and GVP Support Tables

SIP-related Guidelines for Supported Media Interfaces

- Genesys Customer Care and product teams support integrations to the devices and SIP trunks listed in these tables. Expectations of this support are as follows:
    - Each integration has been successfully tested, either directly by Genesys or in cooperation with a partner.
    - Support focuses on the integration aspects including the SIP signaling and media (RTP) for typical/common deployment configurations.
    - Support typically extends across an entire product line which shares common software or firmware.
    - Support typically across a range of releases. For example, 4.x indicates that support is extended to any release that starts with the major version 4, such as 4.0.3, 4.1, and so on. This policy is based on practical experience of excellent backward compatibility by both Genesys and our partners.
    - Support is based on an end-to-end view of a deployment; Genesys requires that devices or trunks connected via an SBC must also be supported (the SBC does not provide complete isolation).
    - Application notes are posted for many of the integrations.
    - Genesys Customer Care will not troubleshoot 3rd party components; Genesys does work with SIP Select partners for joint troubleshooting.
    - Entries are typically removed from the SMI when a product or software version reaches End of Support.
    - Deployments with other SIP devices or trunks not listed in these tables require "field validation". Consult with Product Management or On Demand Solutions for more information.
- Genesys recommends devices in our SIP Select program, which benefit from full-featured and thoroughly tested integrations plus joint troubleshooting with the Partners.

Refer to these topics for specifics:

- Supported Hard Phones
- Supported Soft Phones
- Supported Infrastructure
- Supported Trunks

Supported Hard Phones

For information on understanding this SIP-related information, support questions, and other guidelines, see SIP-related Guidelines for Supported Media Interfaces.

Vendor	Phone Model	Firmware Version	SIP Server Versions	Recommended	Application Note	I th M
Aastra	675xi Series Phones (previously the 5xi Series)	2.0.1.2000	8.1.x, 7.6.x			
Aastra	67xxi Series Phones	3.2	8.1.x			
Alcatel-Lucent	IP Touch4008/ 4018	SIP: 2.10 (2.10.80+) NOE 4.20.60	8.1.x, 8.0.x			
AudioCodes	All 4xxHD Phones (420HD, 430HD, 440HD)	2.0 (2.0.0.18.0.45+)	8.1.x	Yes	Audio Codes App Note	Au 42 43 44

Vendor	Phone Model	Firmware Version	SIP Server Versions	Recommended	Application Note	th M
AudioCodes	All 4xxHD Phones (420HD, 430HD, 440HD)	2.x (2.2.2+)	8.1.1 (8.1.101.86+)	Yes	Audio Codes App Note	Au 42 43 44
Avaya	4610SW, 4620SW, 4621SW	2.2.3	8.1.x, 7.6.x, 7.5.x			
Avaya	9650	2.6.9.1	8.1.1			
Ericsson-LG	LIP IP8815	1.1	8.1.x, 8.0.x			
Genesys	420HD	2.x (2.2.2+)	8.1.1 (8.1.101.86+)	Yes	Genesys 420 HD Documentation Audio Codes App Note	G 42

Vendor	Phone Model	Firmware Version	SIP Server Versions	Recommended	Application Note	I th M
Grandstream	GXP Family (110x, 116x, 140x, 1450, 2100, 2124, etc)	Boot 1.0.1.x, Core 1.0.3.x, Base 1.0.3.x, Prog 1.0.5.x	8.1.x			
Plantronics	IP40	2.x (2.2, 2.11+)	8.1.x, 8.0.x, 7.6.x			
Polycom	VVX IP Phones (VVX300, VVX400, VVX500, VVX600, etc)	5.x	8.1.x	Yes	Polycom Application Note	
Polycom	VVX IP Phones (VVX300, VVX400, VVX500, VVX600, etc)	4.x	8.1.x	Yes	Polycom Application Note	VV VV VV VV VV VV VV

Vendor	Phone Model	Firmware Version	SIP Server Versions	Recommended	Application Note		th	M
Polycom	SoundPoint IP Phones (335, 450, 550, 650, 670, etc)	4.0.x (v4.0.3.7562+)	8.1.x	Yes	Polycom Application Note		SF SF SF SF SF SF SF SF	
Polycom	SoundPoint IP Phones (320, 335, 450, 550, 650, 670, etc)	3.2.x (3.2.2 and later)	8.1.x, 8.0.x	Yes			SF SF SF SF SF SF SF SF	
Polycom	SoundPoint IP Phones (320, 335, 450, 550, 650, 670, etc)	3.1.x (3.1.3revC and later)	8.1.x, 8.0.x					
Snom	All IP Phones (S300, S320, S360 etc)	8.4.x	8.1.x					M

Vendor	Phone Model	Firmware Version	SIP Server Versions	Recommended	Application Note	th
Yealink	SIP-T20P, SIP-T22P, SIP-T26P, SIP-T28P	V60 (x.60.0.132+ T20P, x.60.0.131+ T22P/T26P/ T28P)	8.1.x, 8.0.x			
Yealink	SIP-T20P, SIP-T22P, SIP-T26P, SIP-T28P	V71 (x.71.169.x)	8.1.x	Yes	Yealink App Note	Ye T1 T2 T2 T2 T2 T2
Yealink	SIP-T19PE2, SIP-T21PE2,SIP-T23G, SIP-T23P,SIP-T27P SIP-T29G,SIP-T41P, SIP-T42G, SIP-T46G, SIP-T48G	V80 (x.80.0.33 & x.80.0.40)	8.1.x	Yes	Yealink App Note	Ye T1 T2 T2 T2 T2 T2

Supported Soft Phones

For information on understanding this SIP-related information, support questions, and other guidelines, see SIP-related Guidelines for Supported Media Interfaces.

Soft Phone Vendor	Phone Model	Phone Version	SIP Server Versions	Recommended	Application Note	Notes
CounterPath	EyeBeam	1.5	8.1.x, 8.0.x, 7.6.x, 7.5.x			
CounterPath	Bria	4.1.x (v4.1.1 74246)	8.1.x	Yes	Bria App Note	Supports SIP BC (with limitations
CounterPath	Bria	3.5.x (v3.5.5 71238+)	8.1.x	Yes	Bria App Note	Supports SIP BC (with limitations
CounterPath	Bria	3.4.x (v3.4.468676+)	8.1.x	Yes	Bria App Note	Supports SIP BC (with limitations
CounterPath	Bria	3	8.1.x	Yes		Supports SIP BC (with limitations

Soft Phone Vendor	Phone Model	Phone Version	SIP Server Versions	Recommended	Application Note	Notes
Genesys	SIP Endpoint SDK	8.5	8.1.1	Yes	SIP EP SDK Documentation	Supports SIP BC
Genesys	SIP Endpoint SDK	8.1	8.1.x, 7.6.x	Yes	SIP EP SDK Documentation	Supports SIP BC
Genesys	SIP Endpoint SDK	8.0	8.1.x, 8.0.x	Yes	SIP EP SDK Documentation	Supports SIP BC
Genesys	Workspace SIP Endpoint	8.5	8.1.1	Yes	Workspace Documentation	Supports SIP BC
Genesys	Workspace SIP Endpoint	8.1	8.1.x, 7.6.x	Yes	Workspace Documentation	Supports SIP BC
Genesys	Workspace SIP Endpoint	8.0	8.1.x, 8.0.x	Yes	Workspace Documentation	Supports SIP BC
Iscoord	IS-Phone	7.0.2.134	8.1.x, 7.6.x			

Soft Phone Vendor	Phone Model	Phone Version	SIP Server Versions	Recommended	Application Note	Notes
Genesys	Softphone	8.5	8.1.1	Yes	Genesys SoftPhone Documentation	Supports SIP BC

Supported Infrastructure

To sort the table alphabetically click **Vendor & Model**. For information on understanding this SIP-related information, support questions, and other guidelines, see SIP-related Guidelines for Supported Media Interfaces.

Vendor & Model	Product Version	SIP Server Version	Media Server/ GVP Version	Category	Application Note	Recommen
Alcatel OmniPCX Enterprise (OXE)	9	8.0.x	8.1.x, 7.6.x	PBX		
Alcatel OmniPCX Enterprise (OXE)	9.1	8.1.x, 8.0.x	8.1.x	PBX		

Vendor & Model	Product Version	SIP Server Version	Media Server/ GVP Version	Category	Application Note	Recommen
Alcatel OmniPCX Enterprise (OXE)	10	8.1.x	8.1.x	PBX		
Alcatel OmniPCX Enterprise (OXE)	11.X	8.1.x	8.5.x, 8.1.x	PBX		
Alcatel-Lucent IMS	13.1	8.1.1	8.5.x	IMS		
AudioCodes Mediant (all models)	5.x	8.1.x, 8.0.x, 7.6.x	8.5.x, 8.1.x, 8.0.x	Media Gateway		
AudioCodes Mediant (all models)	7.x	8.1.1	8.5.x	SBC/ Media Gateway	Application Note AudioCodes Gateway Audiocodes E-SBC Application Note	Yes

Vendor & Model	Product Version	SIP Server Version	Media Server/ GVP Version	Category	Application Note	Recommen
AudioCodes - TP1610	4.x	8.0.x	8.x	Media Gateway		
Avaya Communications Manager with SES	SES 4.1		8.5.x, 8.1.x, 8.0.x	SBC		
Avaya Communications Manager with SES	SES 5.2.x	8.1.x,8.0.x	8.1.x,8.0.x	PBX		
Avaya Communications Manager with Session Manager	CM 6.x (6.2+) SM 6.x (6.2+)	8.1.x	8.1.x	PBX		
Avaya Communications Server 1000 (CS1K) with Session Manager	6	8.1.x, 8.0.x	8.1.x (8.1.3 or later)	PBX		

Vendor & Model	Product Version	SIP Server Version	Media Server/ GVP Version	Category	Application Note	Recommen
Avaya Communications Server 1000 (CS1K) with Session Manager	7.5.x	8.1.x, 8.0.x (8.0.4 or later)	8.1.x (8.1.3 or later)	PBX		
Avaya Communications Server 1000 (CS1K) with Session Manager	7.6.x	8.1.x	8.5.x	PBX		
Base7 (previously OpenIN) Chameleon	5.7	8.1.x	8.1.x, 8.5.x	Media Gateway		
BroadSoft BroadWorks	19	8.1.x	8.1.x	PBX		

Vendor & Model	Product Version	SIP Server Version	Media Server/ GVP Version	Category	Application Note	Recommen
Cisco CUBE	11.x	8.1.1	8.5.x	SBC	Application Note for Cisco Cube	
Cisco CUBE SBC	9.x	8.1.x	N/A	SBC		
Cisco Media Gateways (all models)	IOS 12.3.x	8.1.x, 8.0.x, 7.6.x	8.5.x, 8.1.x	Media Gateway		
Cisco Media Gateways (all models)	IOS 12.4.x	8.1.x, 8.0.x, 7.6.x	8.5.x, 8.1.x	Media Gateway	Application Note for Cisco Gateways	
Cisco Media Gateways (all models)	IOS 15.x (15.1+)	8.1.x	8.5.x, 8.1.x	Media Gateway	Application Note for Cisco Gateways	

Vendor & Model	Product Version	SIP Server Version	Media Server/ GVP Version	Category	Application Note	Recommen
Cisco Unifed Communications Manager (UCM)	8.x	8.1.x	8.1.x (8.1.5 or later)	PBX		
Cisco Unifed Communications Manager (UCM)	9.x	8.1.x	-	PBX		
Cisco Unifed Communications Manager (UCM)	10.x	8.1.x		PBX		
Cisco Unifed Communications Manager (UCM)	11.x	8.1.x	8.5.x	PBX		
Dialogic DMG 2060	6.0.103	8.0.x	8.1.x	Media Gateway		

Vendor & Model	Product Version	SIP Server Version	Media Server/ GVP Version	Category	Application Note	Recommen
Dialogic Vision CX Video Gateway	5	8.1.x,8.0.x	8.1.x	Media Gateway		
Ericsson MX-ONE (Formerly Aastra MX-ONE)	3.2	7.6.x	-	PBX		
Ericsson MX-ONE (Formerly Aastra MX-ONE)	4.1	8.1.x, 8.0.x	8.1.x, 8.0.x	PBX		
Genesys Audiocodes E-SBC (Software)	6.x	8.1.x	8.5.x, 8.1.x	SBC	Application Note AudioCodes Mediant Application Note AudioCodes Gateway Application Note Audiocodes E-SBC	Yes

Vendor & Model	Product Version	SIP Server Version	Media Server/ GVP Version	Category	Application Note	Recommen
Genesys Audiocodes E-SBC (Software)	7.x	8.1.x	8.5.x, 8.1.x	SBC	Application Note AudioCodes Mediant Application Note AudioCodes Gateway Application Note Audiocodes E-SBC	Yes
IMS	13.1	8.1.1	8.5.x	SBC		
Microsoft Lync 2010	4.0+	8.1.x (8.1.0.001 or later, and UC Connector 8.0.300.04 or later)	8.1.x	PBX		

Vendor & Model	Product Version	SIP Server Version	Media Server/ GVP Version	Category	Application Note	Recommen
Microsoft Lync 2013	5.0+	8.1.1 (and UC Connector 8.0.3 or later)	8.1.x	PBX		
Mitel MN-3300 ICP	MCD 4.1 SP1	8.0.x, 8.1.x	8.1.x	Media Gateway		
Nuera GX Series	6.x	8.1.x	8.5.x, 8.1.x	SBC		
OpenIN Chameleon	5.7.0	8.1+	8.x	Media Gateway		
Oracle Acme* Net-Net 2600 Series (formerly Covergence Eclipse) *Acme Packet	3.4.2	8.1.x, 7.6.x	N/A	SBC		

Vendor & Model	Product Version	SIP Server Version	Media Server/ GVP Version	Category	Application Note	Recommen
now listed under Oracle						
Oracle Acme* Net-Net Hardware-based SBCs (38xx/ 4xxx/9xxx series) *Acme Packet now listed under Oracle	6.x (6.1.0 MR2 or later)	8.1.x, 8.0.x, 7.6.x	8.5.x, 8.1.x, 7.6.x	SBC		
Oracle Acme* Packet E-SBC (all Acme Packet models including Virtual Machine Edition, 1100, 3820, 4500, 6300, etc.) *Acme Packet now listed under Oracle	EC7.x (EC7.2.0 or later)	SIP Server 8.1.1 (8.1.101.52 or later)	8.5.x, 8.1.7	SBC		Yes

Vendor & Model	Product Version	SIP Server Version	Media Server/ GVP Version	Category	Application Note	Recommen
Sangoma (previously Paraxip)	2.x (2.2.5+)	7.6.x	8.1.x	Media Gateway		
Sonus NBS (GSX,PSX, EMS) 4000	7.3.5	8.1.x, 8.0.x	8.1.x	SBC		
Sonus SBC 1000 & 2000	4.1.0 (Build 369 or later)	8.1.x	8.1.x	SBC/ Media Gateway	Application Note Sonus SBC	Yes
Sonus SBC 5000 Series	4.x (04.00.00R0 or later)	8.1.x	8.5.x, 8.1.x	SBC	Application Note Sonus SBC	Yes
Sonus SBC 1000 & 2000	3.x (3.1.2 Build293 +)	8.1.1	8.5.x, 8.1.x	Media Gateway		
Unify OpenScape Voice* (formerly	6.x	8.1.x	8.1.x	PBX	Application Note for	

Vendor & Model	Product Version	SIP Server Version	Media Server/ GVP Version	Category	Application Note	Recommen
Siemens HiPath 8000) *Siemens now listed under Unify					Unify OpenScape	
Unify OpenScape Voice* (formerly Siemens HiPath 8000) *Siemens now listed under Unify	7.x	8.1.x	8.5.x	PBX	Application Note for Unify OpenScape	
Unify OpenScape Voice* (formerly Siemens HiPath 8000) *Siemens now listed under Unify	8.x	8.1.x	8.5.x	PBX	Application Note for Unify OpenScape	

Vendor & Model	Product Version	SIP Server Version	Media Server/ GVP Version	Category	Application Note	Recommen
Unify OpenScape Voice* 4000 (formerly Siemens HiPath) *Siemens now listed under Unify	7	8.1.x	8.5.x, 8.1.x	PBX	Application Note for Unify OpenScape	
West 911 Enable Emergency Gateway (EGW)	3.2 & 3.3	8.1.x, 8.0.x(8.0.400.62 or later)	8.5.x, 8.1.x	Media Gateway	911 Enable Website	

Important

The following vendor names have changed:
*Acme Packet (now listed under Oracle)
*Siemens (now listed under Unify)

Supported Trunks

For information on understanding this SIP-related information, support questions, and other guidelines, see SIP-related Guidelines for Supported Media Interfaces.

SIP Trunk	SIP Server Version	GVP/ Media Server Version	SBC	Application Note	Notes
AireSpring	8.1.x	8.5.x	AudioCodes Mediant	Airespring Application note	
AT&T IP Flexible Reach	8.1.x, 8.0.x, 7.6.x	8.1.x, 8.0.x, 7.6.x	AudioCodes Mediant	AT&T IP Flexible Reach Application note	IP Flexible Reach Service includes outbound LD and local calling plans
AT&T IP Toll Free	8.1.x, 8.0.x, 7.6.x	8.1.x	Sonus NBS (GSX & PSX) v7.3.5	AT&T IP Toll Free Application note	
AT&T IP Toll Free	8.1.x	8.5.x, 8.1.x	AudioCodes Mediant	AT&T IP Toll Free Application note	
AT&T IP Transfer Connect	8.1.x, 8.0.x, 7.6.x	8.1.x	Sonus NBS (GSX & PSX) v7.3.5		Was tested with Sonus NBS GSX 7.3.5. & Sonus SBC v. 7.3.5, Interaction Workspace SIP end point 8.0.200.11.

British Telecom	8.1.x (tested with 8.1.0)	8.1.x (tested with 8.1.5)	Acme/AudioCodes Mediant		Was tested with Acme SBC and AudioCodes SBC 800
British Telecom Italy	8.1.x	8.5.x	AudioCodes Mediant	BT Italy SIP Trunk Application note	
CenturyLink	8.1.x	8.5.x	AudioCodes Mediant	CenturyLink Application note	
Colt	8.1.x	8.5.x	AudioCodes Mediant	Colt Application Note	Redirect with 3xx is not supported by Telenor ITSP. Supported by SBC. Inbound and outbound SIP digest authentication available only at SBC level.
Skype Connect	8.1.x	8.5.x, 8.1.x	Any		Supported with any SBC
Telenor ITSP	8.1.x	8.5.x	AudioCodes Mediant	Telenor ITSP Application Note	Redirect with 3xx is not fully supported by Telenor ITSP. Supported by SBC. Inbound and outbound SIP digest

					authentication available only at SBC level.
Verizon IPCC	7.6.x, 8.0.x, 8.1.x	8.1.x, Stream Manager 7.6.x	Acme		Was tested with Acme SBC
Windstream	8.1.x	8.5.x	AudioCodesMediant	Windstream Application note	The Windstream ITSP does not support Early Media.

UC Connector Support

Vendor/ Product	Product Versions	UC Connector Version(s)
Supported UC Environments		
Microsoft Office Communications Server	Office Communications Server (OCS) 2007 R2	8.0+
Microsoft Office Communications Server	Office Communications Server (OCS) 2010-Lync	8.0.1+
Microsoft Office Communications Server	Microsoft Lync 2013	8.0.3+
Supported T-Servers		
Alcatel A4400/OXE	8.0+	8.0+
Avaya Communication Manager	8.0+	8.0+
Avaya TSAPI	8.0+	8.0+
Cisco UCCE	8.0+	8.0+
Cisco UCM	7.5+	8.0+

Vendor/ Product	Product Versions	UC Connector Version(s)
Ericsson MD110	8.0+	8.0+
Genesys SIP Server	8.0.3+	8.0+
Nortel CS1000	8.0+	8.0+
Nortel CS2000	8.0+	8.0+
Unify OS 4000 (ex.Siemens HiPath 4000 CSTA III)	8.0+	8.0+
Siemens HiPath DX	8.0+	8.0+
Tadiran Coral	8.0+	8.0+

Recording and Capture Vendors

Recording and Capture Vendors	Email address
Autonomy etalk	steve.graff@hp.com
Nice	ofer.yavelberg@nice.com
Verint	giles.king@verint.com

Supported Dialogic Boards

> **Important**
>
> 1. Dialogic® DM3 Media Boards are End of Life (EOL). Availability of Support is contingent upon a Support Plan being in place with Dialogic.
> 2. VTO reached EOL and End of Support (EOS) on August 28, 2015. Customers wanting to replace VTO functionality can choose from two Genesys offerings: SIP Qualification and Parking and/or Genesys Voice Platform. Please contact your account executive or sales person via the appropriate sales channels for additional information.

Dialogic Board	OC	VCB	VTO	GVP 8.x	Notes
D/120JCT-LS	EOL[1]	Yes	EOS	No	VCB is only supported by CPD Server 7.1.
D/160SC-LS	EOL[1]	Yes	EOS	No	Supported through O.C. 7.1, not supported with OC 7.2 (because not supported by SR 6.0 Intel Driver). VCB is only supported by CPD Server 7.1.
D/41ESC-LS	EOL[1]	Yes	EOS	No	Supported through O.C. 7.1, not supported with OC 7.2 (because not supported by SR 6.0 Intel Driver). VCB is only supported by CPD Server 7.1.

Dialogic Board	OC	VCB	VTO	GVP 8.x	Notes
D/41EPCI	EOL[1]	Yes	EOS	No	Supported through O.C. 7.1, not supported with OC 7.2 (because not supported by SR 6.0 Intel Driver) VCB is only supported by CPD Server 7.1.
D/240PCI-T1	EOL[1]	Yes	EOS	No	Supported through O.C. 7.1, not supported with OC 7.2 (because not supported by SR 6.0 Intel Driver) VCB is only supported by CPD Server 7.1.
D/300PCI-E1	EOL[1]	Yes	EOS	No	Supported through O.C. 7.1, not supported with OC 7.2 (because not supported by SR 6.0 Intel Driver) VCB is only supported by CPD Server 7.1.
D/240SC-T1	EOL[1]	Yes	EOS	No	Supported through O.C. 7.1, not supported with OC 7.2 (because not supported by SR 6.0 Intel Driver) VCB is only supported by CPD Server 7.1.
D/240SC-2T1	EOL[1]	Yes	EOS	No	Supported through O.C. 7.1, not supported with OC 7.2 (because not supported by SR 6.0 Intel Driver)

Dialogic Board	OC	VCB	VTO	GVP 8.x	Notes
					VCB is only supported by CPD Server 7.1.
D/480SC-2T1	EOL[1]	Yes	EOS	No	Supported through O.C. 7.1, not supported with OC 7.2 (because not supported by SR 6.0 Intel Driver) VCB is only supported by CPD Server 7.1.
D/300SC-E1	EOL[1]	Yes	EOS	No	Supported through O.C. 7.1, not supported with OC 7.2 (because not supported by SR 6.0 Intel Driver) VCB is only supported by CPD Server 7.1.
D/300SC-2E1	EOL[1]	Yes	EOS	No	Supported through O.C. 7.1, not supported with OC 7.2 (because not supported by SR 6.0 Intel Driver) VCB is only supported by CPD Server 7.1.
D/600SC-2E1	EOL[1]	Yes	EOS	No	Supported through O.C. 7.1, not supported with OC 7.2 (because not supported by SR 6.0 Intel Driver) VCB is only supported by CPD Server 7.1.

Dialogic Board	OC	VCB	VTO	GVP 8.x	Notes
D/480JCT-1T1	Yes		EOS	EOL[1]	
D/480JCT-2T1	EOL[1]	Yes	EOS	EOL[1]	VCB is only supported by CPD Server 7.1.
D/600JCT-1E1	Yes		EOS	EOL[1]	
D/600JCT-2E1	EOL[1]	Yes	EOS	EOL[1]	VCB is only supported by CPD Server 7.1.
D/240JCT-T1	EOL[1]	Yes	EOS	EOL[1]	VCB is only supported by CPD Server 7.1.
D/300JCT-1E1	EOL[1]	Yes	EOS	EOL[1]	VCB is only supported by CPD Server 7.1.
D/41JCT-LS	EOL[1]	Yes	EOS	No	VCB is only supported by CPD Server 7.1.
DM/960-4E1-PCI	7.2+	-	EOS	No	This board is supported in GlobalCall call control mode only.
DM/ V600-2E1-PCI	7.2+	-	EOS	No	This board is supported in GlobalCall call control mode only.

Dialogic Board	OC	VCB	VTO	GVP 8.x	Notes
DM/ V600A-2E1-PCI	7.2+	-	EOS	EOL[1]	This board is supported in GlobalCall call control mode only.
DM/V600BTEP	-	-	-	EOL[1]	
DM/ V960-4T1-PCI	7.2+	-	EOS	No	This board is supported in GlobalCall call control mode only.
DM/ V1200-4E1-PCI	7.2+	-	EOS	No	This board is supported in GlobalCall call control mode only.
DM/ V480-2T1-PCI	7.2+	-	EOS	No	This board is supported in GlobalCall call control mode only.
DM/ V480A-2T1-PCI	7.2+	-	EOS	EOL[1]	This board is supported in GlobalCall call control mode only.
DM/ V960A-4T1-PCI	7.2+	-	EOS	EOL[1]	This board is supported in GlobalCall call control mode only.
DM/ V1200A-4E1-PCI	7.2+	-	EOS	EOL[1]	This board is supported in GlobalCall call control mode only.
DM/V300BTEP	8.0+	-	-	No	

Dialogic Board	OC	VCB	VTO	GVP 8.x	Notes
DM/V600BTEP	8.0+	-	-	EOL[1]	
DM/V1200BTEP	8.0+	-	-	EOL[1]	

GVP & Nuance Compatibility

	GVP 7.6	GVP 8.1	GVP 8.1.5	GVP 8.5.x
ASR				
Nuance Recognizer 10				
Version	-	-	10.2.4*	10.2.4*
MRCP Server	-	-	NSS 6.2.2*	NSS 6.2.4*
MRCP Support	-	-	MRCP v1/v2	MRCP v1/v2
Nuance Recognizer 9				
Version	9.0.16**	9.0.16**	9.0.16**	9.0.18**
MRCP Server	NSS 5.1.3**	NSS 5.1.7**	NSS 5.1.7**	NSS 5.1.7**

	GVP 7.6	GVP 8.1	GVP 8.1.5	GVP 8.5.x
MRCP Support	MRCP v1	MRCP v1/v2 (v2 added in release 8.1.2)	MRCP v1/v2	MRCP v1/v2
Text To Speech				
Nuance Vocalizer 6.0				
Version	-	-	-	6.0.2* Vocalizer 6.0.2 is backwards compatible to GVP 8.1.7.
MRCP Server	-	-	-	NSS 6.2.5
MRCP Support	-	-	-	MRCP v1/v2
Nuance Vocalizer 5.7				
Version	-	-	5.7.2	5.7.3

	GVP 7.6	GVP 8.1	GVP 8.1.5	GVP 8.5.x
MRCP Server	-	-	NSS 6.2.2	NSS 6.2.5
MRCP Support	-	MRCP v1/v2 (v2 added in release 8.1.2)	MRCP v1/v2	MRCP v1/v2
Nuance Vocalizer 5.0				
Version	5.0.3**	5.0.5**	5.0.5**	5.0.5**
MRCP Server	NSS 5.1.3**	NSS 5.1.7**	NSS 5.1.7**	NSS 5.1.7**
MRCP Support		MRCP v1/v2 (v2 added in release 8.1.2)	MRCP v1/v2	MRCP v1/v2
Applications				
Nuance NDMs				
Core	-	-	6.1	6.1

	GVP 7.6	GVP 8.1	GVP 8.1.5	GVP 8.5.x
Name	-	-	6.1	6.1
Spelling	-	-	6.1	6.1
Email	-	-	6.1	6.1
Address	-	-	6.1	6.1

* The above Nuance versions are what were used during testing against a specific GVP release. However, the certified version and any later Service Pack are supported. For example, if Nuance Recognizer 10.2.x was certified against GVP 8.1.5, then Genesys also supports Nuance Recognizer 10.2.y on GVP 8.1.5 and higher.

** Genesys announced the end of life (EOL) for these products on May 27, 2016. Please contact your Account Executive, Partner Manager, or the GVP Product Manager, for information about migration, entitlement, and/or product availability.

Notes

- The data in the above table was consolidated to the major releases of GVP, showing differences in the minor releases of GVP only whenever there are changes with the validation of the underlying supported Nuance products.

GValidated Speech Integration

Vendor Product	Genesys Product/ Solution	Versions
GM Voices	GVP	8.1.7, 8.5+
Loquendo LSS 7.0 - TTS (MRCP v1)	GVP	7.6, 8.1
Loquendo LSS 7.0 - ASR (MRCP v1)	GVP	7.6, 8.1
Loquendo LSS 7.0 - TTS (MRCP v2)	GVP	8.1.2+
Loquendo LSS 7.0 - ASR (MRCP v2)	GVP	8.1.2+
Speech Technology Center, Voice Navigator release R6 - TTS (MCRP v1)	GVP	8.x
Speech Technology Center, Voice Navigator release R6 - ASR (MCRP v1)	GVP	8.x

Genesys Quality Manager

Genesys Quality Manager Version	Support	Support Version
8.0.46	T-Server for Cisco UCM	7.6
	SIP Server	7.6
	Framework	7.6
8.0.47	T-Server for Cisco UCM	7.6
	SIP Server	7.6, 80
	Framework	7.6, 80
8.0.48	T-Server for Cisco UCM	7.6
	SIP Server	7.6, 8.0
	Framework	7.6, 8.0
8.1.49	T-Server for Cisco UCM	7.6

Genesys Quality Manager Version	Support	Support Version
	SIP Server	7.6, 8.0, 8.1
	Framework	7.6, 8.0, 8.1

Genesys Express Supported Media

Genesys Express 8.0 currently supports the following switches "out-of-the-box":

- Alcatel OmniPCX Enterprise/(OXE)/A4400
- Alcatel OmniPCX Office/(OXO)/A4200
- Aspect ACD
- Avaya Media Server S8000 Series
- Cisco CallManager (CM)
- Ericsson MD110/Aastra MX-ONE
- Nortel Communication Server 1000
- Nortel Meridian 1 w/Symposium
- NEC (Large TDM and Small TDM)
- Unify OS 4000 (formerly Siemens HiPath 4000 CSTA III)
- SIP Server