



Product Availability Announcement for T-Server for Cisco Unified Communications Manager Release 8.0.1

Update

June 24, 2011

1. Product Availability

We are pleased to update the announcement for the Product Availability release of T-Server for Cisco Unified Communications Manager (UCM) 8.0.1, to add support for a new Cisco UCM release.

Genesys T-Server for Cisco UCM 8.0.1 now supports Cisco UCM v8.5, in addition to other releases listed below.

Information on specific version testing is also included below.

Please see the *Cisco UCM v8.5 support limitations* section below for details on restrictions in the support of Cisco UCM v8.5.

2. Product Information

Product includes:

- 8.0.1 IP Media: Enterprise Edition CD (v8.0.101.01)
- 7.6 Stream Manager CD (v7.6.004.01)

Genesys T-Server for Cisco UCM 8.0.1 was first release in July 2010 with the following defining features. No additional features were implemented to support Cisco UCM v8.5.

- Support for Cisco Unified Communications Manager v8.0.
- Correct call type reporting for ISCC call transfers between T-Servers, for multiple T-Server deployments.
- New T-Server HA option for “switchover-on-first-link-failure”, forcing failover to the backup T-Server for all JTAPI links upon failure of one JTAPI link (or associated CTI Manager) in a multi-link environment.

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- Updated documentation on HA configuration for T-Server, specifically for Cisco UCM.
- Capability to specify the partition for a DN independent of whether the DN (number) is unique or not. T-Server now supports the configuration of DNs in Configuration Manager in the form of 6002[PART1] or 6002[PART1]@SEP000125675, even if 6002 has only one partition.
- Support for call parking with third party call control (3PCC), to allow call parking from a desktop application.
- T-Server support for Cisco UCM version 7.1 feature, “Drop Any Party From Conference”. This feature provides T-Server the capability to drop any participant of a conference call.

3. Supported Platforms

For details on platform support including OS, VoIP Gateways, IP Phones; please check [Genesys Supported Media Interfaces](#) (click on hyperlink to retrieve it).

Please check the Release Notes of T-Server for UCM as well.

4. Product Compatibility

The Genesys 8.0.1 T-Server for Cisco UCM is compatible with Framework 6.5, 7.0, 7.1, 7.2, 7.5, 7.6, and 8.0.

T-Server for Cisco UCM 8.0 is supported for deployments with the following versions of Cisco UCM: v4.1.x, v4.2.x, v5.1.x, v6.1.x, v7.0.x, v7.1.x, v8.0.x and v8.5.x.

Cisco UCM T-Server 8.0.1 was tested with these specific Cisco UCM point releases and JTAPI versions:

- Version 4.1(3)sr1 with JTAPI 2.1(3.9)
- Version 5.1.3.1106-1 with JTAPI 3.1(3.8)
- Version 6.1.1.2000-3 with JTAPI 6.0(1.1000)-5
- Version 7.0.1.11000-2 with JTAPI 7.0(1.1000)
- Version 7.1.2.20000-2 with JTAPI 7.1(2.10000)-3
- Version 8.0.2.10000-24 and JTAPI version 8.0(2.10000).
- Version 8.5.1.10000-26 and JTAPI version 8.5(1.10000)-1

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The above versions are noted for customer queries regarding exact versions tested by Genesys.

5. Cisco UCM v8.5 support limitations

While executing qualification tests with Cisco UCM v8.5, the following issue was found.

Limitation:

RequestAnswerCall fails in this specific 3rd party call control shared line scenario:

Shared line DN1 does RequestMakeCall to DN2 which answers.

DN2 does RequestInitiateTransfer to DN3.

DN2 does RequestCompleteTransfer.

DN3 attempts RequestAnswerCall but fails due to an unspecified Cisco JTAPI Exception.

The same call flow works correctly when done manually (first party call control).

A ticket has been opened with Cisco to resolve this on the Cisco UCM side.

6. Internationalization & Localization

There are no requirements for internationalization.

7. Pricing

Please refer to the Genesys Pricing Guide for pricing information.

Please refer to RevGen for the published price-list.

The Stream Manager application is provided with the T-Server for Cisco UCM for no additional charge.



8. Documentation

The following product documentation guides are available:

- Framework T-Server for Cisco Unified Communications Manager Deployment Guide 8.0.101.00
- T-Server for Cisco UCM v 8.0.1 Release Notes
- IP Media: Enterprise Edition ReadMe
- Genesys Developer Program 7 T-Library SDK Developer's Guide, which contains the T-Library API, information on TEvents, and an extensive collection of call models.
- Genesys Migration Guide contains a documented migration strategy for each software release. Please refer to the applicable portion of this guide or contact Genesys Technical Support for additional information.
- Genesys Licensing Guide contains information about the licensing requirements for this software. Please refer to the applicable portion of this guide or contact Genesys Technical Support for additional information.

These documents, the Release Notes and Release Advisory are available and delivered with product software. The documentation is also available on the Genesys Support web sites at:

<http://genotype.genesyslab.com/support/home/index/>.

9. Cisco Update

- Genesys is a Registered Partner in the Cisco Developer Network (CDN) program. The list of Genesys products certified with Cisco is displayed on the Cisco CDN website at:
http://developer.cisco.com/web/partner/search?accountId=0014000000OZ8BUAA1&_target3=View+Account&history=true
- Genesys has recently completed certification of T-Server for Cisco UCM 8.0.0 with Cisco UCM v7.1. A new higher capacity model for Cisco UCM has also been tested with Cisco (final Cisco IVT report pending). Please contact Product Management if you would like more information on the high capacity configuration model.
- Effective with this PA announcement, Genesys will apply for certification of this release with the Cisco UCM v8.0 release (Genesys PA product status is required before we can apply for the Cisco certification).

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10. Orders

T-Server for Cisco Unified Communications Manager v8.0.1 is available for order without restriction.

T-Server for Cisco Unified Communications Manager v8.0.1 is included in the sellable items **v8.0 – Genesys Inbound Voice and v8.0 Genesys Inbound Voice - Lab**.

The CIM license is a prerequisite to order Inbound Voice. The Stream Manager application is included with T-Server for Cisco UCM for no additional charge.

There are no changes to technical licenses required for T-Server for Cisco UCM v8.0.1, **but the 8.0 version of the technical licenses is required**. These licenses are included with the sellable item.

11. If you need further help:

Questions (non-production related) can be address to 'voip tech' email alias. Any production related technical questions should be addressed to Genesys Technical support.

12. Acknowledgements

Warm thanks to the engineering, tech-pub, production teams and all those involved in making this product release a success.
