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Business Edition Premise Provider's Guide

Components

4/8/2026

Components

The table below lists the pre-installed components (or included IP Packages) that contribute to the Business Edition Premise solution. To view the supported version numbers (available after the virtual machines are deployed and tuned up), open a browser to <http://Core VM name or IP address>.

Component Name	Release Note
Composer	Composer 8.1.x Release Note
Configuration Conversion Wizard	Framework 8.1.x Wizard Advisory
Configuration Import Wizard	Framework 8.1.x Wizard Advisory
Configuration Manager	Configuration Manager 8.1.x Release Note
Configuration Server ST	Configuration Server 8.1.x Release Note
DB Server	DB Server 8.1.x Release Note
Genesys Pulse (formerly EZPulse)	Genesys Pulse 8.1.x Release Note
Genesys Pulse Collector (formerly EZPulse Collector)	Genesys Pulse Collector 8.1.x Release Note
eServices MCR Classification Server	Classification Server 8.1.x Release Note
eServices MCR E-Mail Server Java	E-mail Server 8.1.x Release Note
eServices MCR Interaction Server	Interaction Server 8.1.x Release Note
eServices MCR Java Environment and Libraries for eServices and UCS	Java Environment and Libraries for eServices and UCS 8.1.x Release Note
eServices MCR Knowledge Manager	Knowledge Manager 8.1.x Release Note
eServices MCR Universal Contact Server	Universal Contact Server 8.1.x Release Note
eServices MCR Universal Contact Server Manager	Universal Contact Server Manager 8.1.x Release Note
eServices Plugin for GAX	Restricted release; the release documentation is available from the installation package or through ftp.
Flex LM (License Manager)	-
Genesys Administrator	Genesys Administrator 8.1.x Release Note
Genesys Administrator Extension	Genesys Administrator Extension 8.1.x Release Note
Genesys Info Mart	Genesys Info Mart 8.1.x Release Note
Genesys Info Mart Administration Console	Genesys Info Mart Administration Console 8.1.x Release Note
Genesys Interactive Insights	Genesys Interactive Insights 8.1.x Release Note
Genesys Voice Platform Media Control Platform (MCP)	Voice Platform Media Control Platform 8.1.x
Genesys Voice Platform Resource Manager (RM)	Voice Platform Resource Manager 8.1.x
Interaction Concentrator	Interaction Concentrator 8.1.x Release Note

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Interaction Workspace	Interaction Workspace 8.1.x
Interaction Workspace SIP Endpoint	Interaction Workspace 8.1.x
Local Control Agent	Local Control Agent 8.1.x
Message Server	Message Server 8.1.x Release Note
Orchestration Server (ORS)	Orchestration Server 8.1.x Release Note
SIP Server	SIP Server 8.1.x
SNMP Master Agent	SNMP Master Agent 8.1.x Release Note
Solution Control Server	Solution Control Server 8.1.x Release Note
Stat Server	Stat Server 8.1.x Release Note
Universal Routing Server	Universal Routing Server 8.1.x

Business Edition Premise and its components use these third-party components:

- Apache Tomcat
- Apache Cassandra
- Eclipse
- Java SE
- MS SQL Server 2008
- MS SQL Server JDBC Driver
- Postgre SQL
- VMware vSphere