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Workspace Desktop Edition Deployment Guide

Tables Of Supported Systems

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Tables Of Supported Systems

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The Table - **Interaction Workspace Deployment Client-Side Platform Supported Operating Systems** lists the supported operating systems for client-side deployment of Interaction Workspace.

Interaction Workspace Deployment Client-Side Platform Supported Operating Systems

Operating system
Microsoft Windows 2003
Microsoft Windows 2008
Microsoft Windows XP/Intel 32-bit
Microsoft Windows Vista
Microsoft Windows 7

Note: To play the sounds that are specified in various configuration options Microsoft Windows Media Player 10 or higher must be installed on the client.

ClickOnce Deployment System Requirements

The Table - **Interaction Workspace Deployment Server-Side Platform Supported Operating Systems** lists the supported operating systems for server-side deployment of ClickOnce and Interaction Workspace.

Interaction Workspace Deployment Server-Side Platform Supported Operating Systems

OS	Version range
Microsoft Windows Server/Intel 32-bit & 64-bit	2003, 2008, 2008 R2
Solaris/Sparc 32-bit	7, 8, 9, 10
Solaris/Sparc 64-bit	7, 8, 9, 10
Linux	RHEL 5.0 - 32-bit

ClickOnce requires one of the web server applications that are listed in the Table 8 - **Interaction Workspace Supported Web Server Applications**.

Interaction Workspace Supported Web Server Applications

Web server	Version range
Apache	2.2
IIS	6, 7

The Table - **Interaction Workspace Client-Side Platform Supported Browsers** lists the supported client-side browsers for a ClickOnce deployment.

Interaction Workspace Client-Side Platform Supported Browsers

Browser	Version range
Microsoft Internet Explorer	6.0 - 9.0
Mozilla FireFox (a)(b)	2.0 - 7.0

(a) To use Mozilla Firefox, you must install the following add-on : "`Microsoft .NET Framework Assistant`". This add-on enables you to start the application directly and have Framework .NET detection. This add-on is found here: https://addons.mozilla.org/en-US/firefox/addon/9449 (b) If you have Microsoft .NET Framework Assistant 1.3.0 or higher installed, then the `publish.htm` page might not detect the installed prerequisites and might display a warning. In this case, click the launch link.

Supported Switches

The following switches are supported:

- Avaya Communication Server
- SIP Server
- Alcatel OmniPCX Enterprise (OXE)/A4400
- Cisco CallManager (CM) IP PBX
- EADS Telecom Intecom E Series
- EADS Telecom Intecom M6880 PointSpan
- Ericsson MD110
- Ericsson MX-ONE
- Nortel Communication Server 1000
- Nortel Communication Server 2000/2100
- NEC Small TDM
- NEC Large TDM
- NEC Small Hybrid
- NEC Large Hybrid
- NEC SV7000
- Spectrum
- Siemens HiPath 4000 v (including family: 4000, 4300, 4500, 4900)

See *Genesys Supported Media Interfaces Reference Manual* for a list of switches that are supported by the Interaction Workspace Voice Section. To achieve full support of the following switches, configure the place at which the agent logs in as described in the following tables, for the following DN configurations:

- **Place Configuration for Agent Login: 2 DNs (1 Extension and 1 Position)**

- **Place Configuration for Agent Login: 1 DN or More**
- **Place Configuration for Agent Login: 1 DN (1 Extension or 1 Position)**
- **Place Configuration for Agent Login: Alcatel OmniPCX Enterprise (OXE)/A4400-specific**

Place Configuration for Agent Login: 2 DNs (1 Extension and 1 Position)

Switches	DN in Configuration Manager	Agent login in Configuration Manager	DN ID reflected
Nortel Communication Server 1000 with SCCS/MLS (formerly Nortel Symposium and Nortel Meridian 1)Nortel Communication Server 2000/2100 (formerly DMS 100)NEC APEX (American Version)NEC SV7000	2 DNs: • 1 Extension • 1 ACD Position	No constraint	1 Voice DN (ACD Position number)

Place Configuration for Agent Login: 1 DN or More

Switches	DN in Configuration Manager	Agent login in Configuration Manager	DN ID reflected
Ericsson MD110Ericsson MX-ONENEC SV7000	1 DN or more: • 1 Extension (ODN) • n= 0/1 ACD Positions (ADN)	No constraint	1 Voice DN (Extension number)

Place Configuration for Agent Login: 1 DN (1 Extension or 1 Position)

Switches	DN in Configuration Manager	Agent login in Configuration Manager	DN ID reflected
Avaya Definity G3Cisco CallManagerEADS Telecom M6500EADS (Intecom) EEADS (Intecom) Point SpanRockwell SpectrumSiemens HiPath 4000 CSTA 3SIP Server	1 DN: • 1 Extension *or* • 1 ACD Position	No constraint	1 Voice DN (Extension number or ACD Position number)

Place Configuration for Agent Login: Alcatel OmniPCX Enterprise (OXE)/A4400-specific

Switches	DN in Configuration Manager	Agent login in Configuration Manager	DN ID reflected
Alcatel OmniPCX Enterprise (OXE)/A4400	In switch:	LoginID equal to ACD Position number	`(T-server option: agent-`

Switches	DN in Configuration Manager	Agent login in Configuration Manager	DN ID reflected
Agent Substitute	• 1 Extension • 1 ACD Position In place: • Shortcut to Extension only		substitute=true) Extension if logged outPosition if logged in
Alcatel OmniPCX Enterprise (OXE)/A4400 Agent emulated	In switch: • 1 Extension In place: • Shortcut to Extension	Not define position for login ID	agent-substitute=true/false
		Note: In some cases, for some of the switches that are listed in the Table - **Place Configuration for Agent Login: 2 DNs (1 Extension and 1 Position)**, an agent cannot see all of the DNs in the place configuration; sometimes only one DN is visible that includes the features of all of the other DNs.	

For some switches you must set the following option in the switch annex or the DN annex to specify the operating mode of the switch:

Section: interaction-workspace

spl.switch-policy-label

Possible values:
For the Nortel CS 1000 switch:
Default Value: `NortelMeridianCallCenter::MLS`
Valid Values: `NortelMeridianCallCenter::MLS`, `NortelMeridianCallCenter::SCCS`

For the Nortel Communication Server 2000 switch:
Default Value: `NortelDMS100`
Valid Values: `NortelDMS100`, `NortelDMS100::PDNMode`