Platform SDK Deployment Guide

Platform SDK Compatibility with Genesys Framework Components

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Platform SDK Compatibility with Genesys Framework Components

This article provides detailed compatibility of Platform SDK protocols with the appropriate Genesys servers for each major Platform SDK release.

Notes:

- Releases 7.2 and 7.5 are no longer supported. Genesys recommends upgrading to a more recent release. (In this scenario, upgrading to Platform SDK release 7.6.x may be the easiest option.)

- Upgrading from Platform SDK release 7.x to 8.x may require code changes and recompilation.

- The most recent hot-fix version of each major release is supported and recommended for usage/update. A table showing the currently supported branches for each release of Platform SDK is provided below.

Supported Branches for Platform SDK Releases	
Release	**Supported Branch**
7.2	unsupported
7.5	7.6.2
7.6	7.6.2
8.0	8.0.2
8.1	8.1.4
8.5	8.5.x
9.0	9.0.x

Platform SDK for Java Compatibility

Configuration Server Protocol Compatibility Matrix

	Configuration Server							
	7.0	**7.1**	**7.2**	**7.5**	**7.6**	**8.0**	**8.1**	**8.5**
Platform SDK Configuration								
7.2	yes	yes	yes			no**	no**	
7.5	yes	yes	yes	yes	yes*	no**	no**	
7.6	yes	yes	yes	yes	yes	yes*	yes*	
8.0	yes	yes	yes	yes	yes	yes	yes*	
8.1	yes	yes	yes	yes	yes	yes	yes	yes***
8.5	yes	yes	yes	yes	yes	yes	yes	yes

	Configuration Server							
9.0	yes	yes	yes	yes	yes	yes	yes	yes

* New features of Configuration Server are not supported by old versions of Platform SDK.

** Exception on `CfgRole` updating occurs, and Configuration Server connection is lost. Also there is forward compatibility problem (ER# 138864945).

*** SSO and user session language selection in client registration are not supported.

Universal Contact Server (UCS) Protocol Compatibility Matrix

	Universal Contact Server							
	7.0	**7.1**	**7.2**	**7.5**	**7.6**	**8.0**	**8.1**	**8.5**
Platform SDK Contacts								
7.2	The protocol does not exist.							
7.5								
7.6 *				yes	yes	yes***	yes**/***	
8.0				yes***	yes	yes	yes**/***	
8.1				yes***	yes	yes	yes****	yes
8.5				yes	yes	yes	yes	yes
9.0				yes	yes	yes	yes	yes

* Contacts Protocol was added to Platform SDK for Java starting from 7.6.200.x.

** ER created for message RequestCheckForUpdates, attribute is not accepted.

*** The following new messages are available:

- Add\Remove\UpdateDocument
- IdentifyContact
- AddAgentStdRespFavorite
- GetSystemSettings
- Get\Set\DeleteProperties
- Add\Update\DeleteStandardResponse

**** The following new messages are available for UCS starting from release 8.1.3:

- GetServerTime
- Refresh

Local Control Agent Protocol Compatibility Matrix

	Local Control Agent							
	7.0	**7.1**	**7.2**	**7.5**	**7.6**	**8.0**	**8.1**	**8.5**
Platform SDK Management/LCA protocol								
7.2	The protocol does not exist							
7.5				yes	yes			
7.6				yes	yes			
8.0				yes	yes	yes	yes*	
8.1				yes	yes	yes	yes	yes
8.5				yes	yes	yes	yes	yes
9.0				yes	yes	yes	yes	yes

* The new messages RequestSCSConnectionStatus, EventHostUnderControl, and EventNoControllingSCS are available starting with Platform SDK 8.1.200.10

Message Server Protocol Compatibility Matrix

	Message Server							
	7.0	**7.1**	**7.2**	**7.5**	**7.6**	**8.0**	**8.1**	**8.5**
Platform SDK Management/Message Server protocol								
7.2	The protocol does not exist							
7.5			yes	yes	yes			
7.6			yes	yes	yes			
8.0			yes	yes	yes	yes	yes*	
8.1			yes	yes	yes	yes	yes*	yes*
8.5			yes	yes	yes	yes	yes	yes
9.0			yes	yes	yes	yes	yes	yes

* Platform SDK doesn't provide Message Server multi-languages support.

Solution Control Server Protocol Compatibility Matrix

	Solution Control Server							
	7.0	**7.1**	**7.2**	**7.5**	**7.6**	**8.0**	**8.1**	**8.5**
Platform SDK Management/Solution Control Server protocol								
7.2	The protocol does not exist							
7.5			yes	yes	yes*			
7.6			yes	yes	yes			
8.0			yes	yes	yes	yes	yes**	
8.1			yes	yes	yes	yes	yes**	yes**

Solution Control Server							
8.5			yes	yes	yes	yes	yes	yes
9.0			yes	yes	yes	yes	yes	yes

*SCS 7.6 has new attribute introduced for `EventError` which doesn't exist in 7.5 protocol.

** Platform SDK doesn't provide Solution Control Server multi-languages support.

Interaction Server Protocol Compatibility Matrix

	Interaction Server							
	7.0	**7.1**	**7.2**	**7.5**	**7.6**	**8.0**	**8.1**	**8.5**
Platform SDK Open Media								
7.2	yes	yes	yes					
7.5			yes	yes	yes			
7.6			yes	yes	yes	yes*	yes*	
8.0				yes	yes	yes	yes	
8.1				yes	yes	yes	yes	yes
8.5				yes	yes	yes	yes	yes
9.0				yes	yes	yes	yes	yes

* Order of Events: `EventAgentLogout` and `EventPlacedInQueue` have been changed in release 8.0/8.1 of the server.

Outbound Server Protocol Compatibility Matrix

	Outbound Server						
	7.0	**7.1**	**7.2**	**7.5**	**7.6**	**8.0**	**8.1**
Platform SDK Outbound							
7.2 *	The protocol does not exist						
7.5			yes	yes	yes		
7.6			yes	yes	yes	yes	yes**
8.0				yes	yes	yes	yes
8.1				yes	yes	yes	yes
8.5				yes	yes	yes	yes
9.0				yes	yes	yes	yes

* Outbound Protocol was added to Platform SDK for Java in 7.5 release.

** Outbound Contact Server 8.1 has the optional attribute `sessionId`, which does not exist in earlier releases of the protocol.

Statistics Server Protocol Compatibility Matrix

	Stat Server							
	7.0	**7.1**	**7.2**	**7.5**	**7.6**	**8.0**	**8.1**	**8.5**
Platform SDK Statistics								
7.2	The protocol does not exist							
7.5								
7.6								
8.0				yes	yes	yes	yes	
8.1				yes	yes	yes	yes	yes
8.5				no*	no*	yes	yes	yes
9.0				no*	no*	yes	yes	yes

* Stat Server protocol 8.5.301+ includes a corrected Campaign Actions enumeration. This enumeration includes `DialWrongNumber` and `LeadWrongNumber` items, and is reordered to be in sync with StatServer 8.0+ Campaign Actions Mapping. (PSDK-8539)

	Stat Server						
	7.0	**7.1**	**7.2**	**7.5**	**7.6**	**8.0**	**8.1**
Platform SDK Packaged Statistics (deprecated)							
7.2 *	The protocol does not exist						
7.5					yes		
7.6			yes***	yes	yes	yes	yes
8.0 **				yes	yes	yes	yes
8.1				yes	yes	yes	yes/no****
8.5	The protocol does not exist						
9.0	The protocol does not exist						

* Packaged Statistics Protocol was added to Platform SDK for Java in 7.5 release.

** Packaged Statistics Protocol was deprecated from Platform SDK 8.0.

*** Immediate notification functionality is not available in 7.2 Stat Server and some Java statistics are not supported by 7.2 Stat Server (`JavaStat_Historical`).

**** Packaged Statistics Protocol announced obsolete in 8.1.0 and officially unsupported in release 8.1.1 of Stat Server.

Universal Routing Server Protocol Compatibility Matrix

	Universal Routing Server						
	7.0	**7.1**	**7.2**	**7.5**	**7.6**	**8.0**	**8.1**

	Universal Routing Server						
Platform SDK Routing							
7.2	The protocol does not exist						
7.5							
7.6							
8.0 *					yes	yes	yes
8.1					yes	yes	yes
8.5 **					yes	yes	yes
9.0					yes	yes	yes

* The protocol was added in 8.0.1 version.

** Universal Routing Server Protocol was removed from the installation package in release 8.5.0, but was added again in release 8.5.301.03.

T-Server Protocol Compatibility Matrix

	T-Server						
	7.0	7.1	7.2	7.5	7.6	8.0	8.1
Platform SDK Voice							
7.2	yes	yes	yes			no*	no*
7.5			yes	yes		no*	no*
7.6			yes	yes	yes	yes*	yes*
8.0			yes	yes	yes	yes	yes
8.1			yes	yes	yes	yes	yes
8.5			yes	yes	yes	yes	yes
9.0			yes	yes	yes	yes	yes

* New functionality of TLib 8.0 is not supported by old versions of Platform SDK. The T-Server 8.1 release is actually backward compatible with release 7.6.

Chat Server Protocol Compatibility Matrix

	Chat Server							
	7.0	7.1	7.2	7.5	7.6	8.0	8.1	8.5
Platform SDK Web Media/Basic Chat and Flex Chat protocols								
7.2	The protocol does not exist							
7.5				yes	yes			
7.6				yes	yes	yes**	yes*/**	
8.0				yes***	yes	yes	yes*	
8.1				yes	no****	yes	yes	yes

				Chat Server				
8.5				yes	no****	yes	yes	yes
9.0				yes	no****	yes	yes	yes

* ER created for `Secure Key` attribute which is not accepted by the protocol.

** `[flex]` Attribute `PartyID` is not accepted by messages.

*** `Notify` request and `Notification` attributes have been added in 8.1 protocol.

**** If `RequestMessage` sends an empty `sessionId`, Chat Server 7.6 closes the connection.

Callback Server Protocol Compatibility Matrix

	Callback Server *						
	7.0	**7.1**	**7.2**	**7.5**	**7.6**	**8.0**	**8.1**
Platform SDK Web Media/ Callback protocol							
7.2	The protocol does not exist						
7.5		yes					
7.6		yes					
8.0		yes					
8.1		yes					
8.5		yes					
9.0		yes					

* Universal Callback Server is only available in release 7.1.

Email Server Protocol Compatibility Matrix

	Email Server						
	7.0	**7.1**	**7.2**	**7.5**	**7.6**	**8.0**	**8.1**
Platform SDK Web Media/Email protocol							
7.2	The protocol does not exist						
7.5				yes	yes		
7.6				yes	yes	yes (8.0.2 no**)	no**
8.0				yes	yes	yes (8.0.2 no**)	no**
8.1 *				yes	yes	yes (8.0.2 no**)	no**
8.5 *				yes	yes	yes (8.0.2 no**)	no**
9.0 *				yes	yes	yes (8.0.2 no**)	no**

* XML-based Email Protocol is deprecated in release 8.1, and replaced with ESP-based protocol.

** Email servers starting from release 8.0.2 do not support web-api port.

	Email Server							
	7.0	7.1	7.2	7.5	7.6	8.0	8.1	8.5
Platform SDK Web Media/ESP Email protocol								
7.2	The protocol does not exist							
7.5								
7.6								
8.0 ***						yes	yes	
8.1						yes	yes	yes
8.5						yes	yes	yes
9.0						yes	yes	yes

*** ESP Email Protocol was added in the 8.0.2 release of Platform SDK.

DB Server Protocol Compatibility Matrix

	DB Server						
	7.0	7.1	7.2	7.5	7.6	8.0	8.1
Platform SDK Data Access							
7.2	The protocol does not exist						
7.5							
7.6							
8.0 *					yes	yes	yes
8.1					yes**	yes	yes
8.5	The protocol does not exist						
9.0	The protocol does not exist						

* Platform SDK Data Access protocol was created in the 8.0.2 release of Platform SDK, although it is still not added to Platform SDK Installation Package.

** `EventError` is not received on `RequestOpenDatabase` with incorrect parameters.

Platform SDK for .NET Compatibility

Configuration Server Protocol Compatibility Matrix

	Configuration Server							
	7.0	**7.1**	**7.2**	**7.5**	**7.6**	**8.0**	**8.1**	**8.5**
Platform SDK Configuration								
7.2	yes	yes	yes			no***	no***	
7.5	yes	yes	yes	yes	yes**	no***	no***	
7.6	yes	yes	yes	yes	yes	yes**	yes**	
8.0	yes*	yes*	yes*	yes*	yes*	yes	yes**	
8.1	yes	yes	yes	yes	yes	yes	yes	yes****
8.5	yes	yes	yes	yes	yes	yes	yes	yes
9.0	yes	yes	yes	yes	yes	yes	yes	yes

* Access to new objects (for example, `CFGRole`) occurs without exceptions being thrown. This behavior can result in a hang-up without response.

** New features of Configuration Server are not supported by old releases of Platform SDK.

*** Protocol cannot connect to Configuration Server because of a schema error; `ConfServerProtocol` XSD schema compiler throws the exception. (ER# 270711494 for Configuration Server 8.0.x)
Also there is a forward-compatibility issue (ER# 138864921).

**** User session language selection in client registration is not supported.

Universal Contact Server (UCS) Protocol Compatibility Matrix

	Universal Contact Server							
	7.0	**7.1**	**7.2**	**7.5**	**7.6**	**8.0**	**8.1**	**8.5**
Platform SDK Contacts								
7.2	The protocol does not exist							
7.5								
7.6 *				yes	yes	yes**	yes**	
8.0				yes**	yes	yes	yes**	
8.1				yes**	yes	yes	yes***	yes
8.5				yes	yes	yes	yes	yes
9.0				yes	yes	yes	yes	yes

* Contacts Protocol was added to Platform SDK for .NET starting from release 7.6.000.x.

** The following new messages are available with the 8.x releases of UCS and Platform SDK:

- `Add\Remove\UpdateDocument`
- `IdentifyContact`
- `AddAgentStdRespFavorite`

- GetSystemSettings
- Get\Set\DeleteProperties
- Add\Update\DeleteStandardResponse

*** The following new messages are available for UCS starting from release 8.1.3:

- GetServerTime
- Refresh

Local Control Agent Protocol Compatibility Matrix

	Local Control Agent							
	7.0	**7.1**	**7.2**	**7.5**	**7.6**	**8.0**	**8.1**	**8.5**
Platform SDK Management/LCA protocol								
7.2	The protocol does not exist							
7.5				yes	yes			
7.6				yes	yes			
8.0				yes	yes	yes	yes*	
8.1				yes	yes	yes	yes	yes
8.5				yes	yes	yes	yes	yes
9.0				yes	yes	yes	yes	yes

* New messages RequestSCSConnectionStatus, EventHostUnderControl, EventNoControllingSCS are available from release 8.1.200.10 of Platform SDK.

Message Server Protocol Compatibility Matrix

	Message Server							
	7.0	**7.1**	**7.2**	**7.5**	**7.6**	**8.0**	**8.1**	**8.5**
Platform SDK Management/Message Server protocol								
7.2	The protocol does not exist							
7.5			yes	yes	yes			
7.6			yes	yes	yes			
8.0			yes	yes	yes	yes		
8.1			yes	yes	yes	yes	yes*	yes*
8.5			yes	yes	yes	yes	yes	yes
9.0			yes	yes	yes	yes	yes	yes

* Platform SDK doesn't provide Message Server multi-languages support.

Solution Control Server Protocol Compatibility Matrix

	Solution Control Server							
	7.0	7.1	7.2	7.5	7.6	8.0	8.1	8.5
Platform SDK Management/Solution Control Server protocol								
7.2	The protocol does not exist							
7.5			yes	yes	yes			
7.6			yes	yes	yes			
8.0			yes	yes	yes	yes		
8.1			yes	yes	yes	yes	yes*	yes*
8.5			yes	yes	yes	yes	yes	yes
9.0			yes	yes	yes	yes	yes	yes

* Platform SDK doesn't provide Solution Control Server multi-languages support.

Interaction Server Protocol Compatibility Matrix

	Interaction Server							
	7.0	7.1	7.2	7.5	7.6	8.0	8.1	8.5
Platform SDK Open Media								
7.2	yes	yes	yes					
7.5			yes	yes	yes			
7.6			yes	yes	yes	yes*	yes*	
8.0				yes	yes	yes	yes	
8.1				yes	yes	yes	yes	yes
8.5				yes	yes	yes	yes	yes
9.0				yes	yes	yes	yes	yes

* Known issue (ER): New attribute _attr_itx_is_held is not accepted by the messages.

Outbound Server Protocol Compatibility Matrix

	Outbound Server						
	7.0	7.1	7.2	7.5	7.6	8.0	8.1
Platform SDK Outbound							
7.2			yes	yes	yes		
7.5			yes	yes	yes		
7.6			yes	yes	yes	yes	yes*
8.0				yes	yes	yes	yes
8.1				yes	yes	yes	yes

Outbound Server							
8.5				yes	yes	yes	yes
9.0				yes	yes	yes	yes

* Outbound Contact Server 8.1 has new optional attribute `sessionId`, which does not exist in earlier versions of the protocol.

Statistics Server Protocol Compatibility Matrix

	Stat Server							
	7.0	**7.1**	**7.2**	**7.5**	**7.6**	**8.0**	**8.1**	**8.5**
Platform SDK Statistics								
7.2								
7.5	The protocol does not exist							
7.6								
8.0				yes	yes	yes	yes	
8.1				yes	yes	yes	yes	yes
8.5				no*	no*	yes	yes	yes
9.0				no*	no*	yes	yes	yes

* Stat Server protocol 8.5.301+ includes a corrected Campaign Actions enumeration. This enumeration includes `DialWrongNumber` and `LeadWrongNumber` items, and is reordered to be in sync with StatServer 8.0+ Campaign Actions Mapping. (PSDK-8545)

	Stat Server						
	7.0	**7.1**	**7.2**	**7.5**	**7.6**	**8.0**	**8.1**
Platform SDK Packaged Statistics (deprecated)							
7.2					yes		
7.5					yes		
7.6			yes**	yes	yes	yes	yes
8.0 *				yes	yes	yes	yes
8.1 *				yes	yes	yes	yes/no***
8.5	The protocol does not exist						
9.0	The protocol does not exist						

* Packaged Statistics Protocol was deprecated since 8.0.

** Immediate notification functionality is not available in 7.2 Stat Server and some Java category statistics are not supported by 7.2 Stat Server (`JavaStat_Historical`).

*** Packaged Statistics Protocol announced obsolete in 8.1.0 and officially unsupported in release 8.1.1 of Stat Server.

Universal Routing Server Protocol Compatibility Matrix

	Universal Routing Server						
	7.0	**7.1**	**7.2**	**7.5**	**7.6**	**8.0**	**8.1**
Platform SDK Routing							
7.2							
7.5	The protocol does not exist						
7.6							
8.0 *						yes	yes
8.1						yes	yes
8.5 *						yes	yes
9.0						yes	yes

* The protocol was added in 8.0.1 release.

** Universal Routing Server Protocol was removed from the installation package in release 8.5.0, but was added again in release 8.5.301.03.

T-Server Protocol Compatibility Matrix

	T-Server						
	7.0	**7.1**	**7.2**	**7.5**	**7.6**	**8.0**	**8.1**
Platform SDK Voice							
7.2	yes	yes	yes			no*	no*
7.5			yes	yes		no*	no*
7.6			yes	yes	yes	yes*	yes*
8.0			yes	yes	yes	yes	yes
8.1			yes	yes	yes	yes	yes
8.5			yes	yes	yes	yes	yes
9.0			yes	yes	yes	yes	yes

* New functionality of TLib 8.0 is not supported by old versions of Platform SDK. The T-Server 8.1 release is actually backward compatible with version 7.6.

Chat Server Protocol Compatibility Matrix

	Chat Server							
	7.0	**7.1**	**7.2**	**7.5**	**7.6**	**8.0**	**8.1**	**8.5**
Platform SDK Web Media/Basic Chat and Flex Chat protocols								
7.2	The protocol does not exist							
7.5				yes	yes			
7.6				yes	yes	yes	yes*	

	Chat Server				
8.0			yes**	yes	yes	yes*	
8.1			yes	no***	yes	yes	yes
8.5			yes	no***	yes	yes	yes
9.0			yes	no***	yes	yes	yes

* ER created for `Secure Key` attribute which is not accepted by the protocol.

** `Notify` request and `notification` attributes has been added in 8.0/8.1 protocol.

*** If `RequestMessage` sends an empty `sessionId`, Chat Server 7.6 closes the connection.

Callback Server Protocol Compatibility Matrix

	Callback Server *						
	7.0	**7.1**	**7.2**	**7.5**	**7.6**	**8.0**	**8.1**
Platform SDK Web Media/ Callback protocol							
7.2	The protocol does not exist						
7.5		yes					
7.6		yes					
8.0		yes					
8.1		yes					
8.5		yes					
9.0		yes					

* Universal Callback Server is only available in release 7.1

Email Server Protocol Compatibility Matrix

	Email Server						
	7.0	**7.1**	**7.2**	**7.5**	**7.6**	**8.0**	**8.1**
Platform SDK Web Media/Email protocol							
7.2	The protocol does not exist						
7.5				yes	yes		
7.6				yes	yes	yes (8.0.2 no**)	no**
8.0				yes	yes	yes (8.0.2 no**)	no**
8.1 *				yes	yes	yes (8.0.2 no**)	no**
8.5 *				yes	yes	yes (8.0.2 no**)	no**
9.0 *				yes	yes	yes (8.0.2	no**

Email Server							
					no**)	

* XML-based `EmailProtocol` is deprecated in 8.1 branch – it is replaced with ESP-based protocol.

** Email servers starting from 8.0.2 do not support web-api port.

	Email Server							
	7.0	**7.1**	**7.2**	**7.5**	**7.6**	**8.0**	**8.1**	**8.5**
Platform SDK Web Media/ESP Email protocol								
7.2	The protocol does not exist							
7.5								
7.6								
8.0 *						yes	yes	
8.1						yes	yes	yes
8.5						yes	yes	yes
9.0						yes	yes	yes

*** EspEmail Protocol was added in Platform SDK release 8.0.2.

DB Server Protocol Compatibility Matrix

	DB Server						
	7.0	**7.1**	**7.2**	**7.5**	**7.6**	**8.0**	**8.1**
Platform SDK Data Access							
7.2	The protocol does not exist						
7.5							
7.6							
8.0 *					yes	yes	yes
8.1					yes**	yes	yes
8.5	The protocol does not exist						
9.0	The protocol does not exist						

* Platform SDK Data Access protocol was created in Platform SDK 8.0.2 version, though it is still not added to Platform SDK Installation Package.

** `EventError` is not received on `RequestOpenDatabase` with incorrect parameters.