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Supported Media Interfaces

Switch Support

Contents

- 1 Switch Support
 - 1.1 **Read This First**
 - 1.2 **Alcatel OmniPCX Enterprise (OXE)/A4400**
 - 1.3 **Avaya Media Server (S8XXX series), G3 R, G3 Si, G3 CSi Prologix**
 - 1.4 **Broadsoft Broadworks**
 - 1.5 **Cisco Unified Communications Manager**
 - 1.6 **Microsoft Lync 2013 and Skype for Business - Native Integration**
 - 1.7 **Mitel MiVoice 5000**
 - 1.8 **Mitel MX-ONE (formerly Aastra MX-ONE)**
 - 1.9 **Nortel Communication Server 2000/2100**
 - 1.10 **NEC SV9500**
 - 1.11 **Unify OS4000 (formerly Siemens HiPath 4000)**
 - 1.12 **Discontinued Switch Support**

Switch Support

Read This First

- For a list of switches for which support was recently discontinued, see the Discontinued Switch Support section at the bottom of the page.
- 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						
11.0	12.4	CSTA II	8.1+	Alcatel A4400/OXE	Hybrid	R12.1 support is provided as of Alcatel patch level m2.300-13-g. R12.4 support is provided as of Alcatel patch level m5.204-2-b. Please refer to T-Server for Alcatel A4400/OXE Release Notes for SIP

Starting Version	Latest Version	CTI Link	Support (incl HA)	T-Servers Supported	Type of Support (TDM, IP, Hybrid)	Notes
						End Point support limitations.
100.0	100.1	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.
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						
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 4.1, 4.2, 6.1	8.1+	Avaya TSAPI	Hybrid	
Aura CM 7.0	Aura CM 7.0	AES 6.3x and 7.0 ASAI4	8.1+	Avaya Communication Manager	Hybrid	Requires CM custom patch 23413 or a patch that includes patch 23413.

Starting Version	Latest Version	CTI Link	Support (incl HA)	T-Servers Supported	Type of Support (TDM, IP, Hybrid)	Notes
Aura CM 7.0	Aura CM 7.0	TSAPI via AES 6.3x and 7.0	8.1+	Avaya TSAPI	Hybrid	Requires CM custom patch 23413 or a patch that includes patch 23413.
Aura CM 7.1	Aura CM 7.x	AES 6.3x and 7.0 ASAI4	8.1+	Avaya Communication Manager	Hybrid	Please check SIP Server Table for Session Manager. Please refer to release notes for details.
Aura CM 7.1	Aura CM 7.x	TSAPI via AES 6.3x and 7.0	8.1+	Avaya TSAPI	Hybrid	Please refer to release notes for TSAPI client version.
Aura CM 8.0	Aura CM 8.1	AES 7.x, 8.0 and 8.1 ASAI4	8.1+	Avaya Communication Manager	Hybrid	Please check SIP Server Table for Session Manager. Please refer to release notes for details.
Aura CM 8.0	Aura CM 8.1	TSAPI via AES 7.x, 8.0 and 8.1	8.1+	Avaya TSAPI	Hybrid	Please refer to release notes for TSAPI client version.
Aura CM 10.1	Aura CM 10.1	AES 7.x, 8.0, 8.1 and 10.1 ASAI4	8.1.5+	Avaya Communication Manager	Hybrid	<p>Please check SIP Server Table for Session Manager. Please refer to release notes for details.</p> <p>On Avaya Aura 10.1, routing calls over a trunk with UUI IE Treatment</p>

Starting Version	Latest Version	CTI Link	Support (incl HA)	T-Servers Supported	Type of Support (TDM, IP, Hybrid)	Notes
						set to shared might fail. This makes it impossible to use outbound routing and UCID call overflow together. For details, please contact Avaya and reference DevConnect ticket number 35702.
Aura CM 10.1	Aura CM 10.1	TSAPI via AES 7.x, 8.0, 8.1 and 10.1	8.1.5+	Avaya TSAPI	Hybrid	Please refer to release notes for TSAPI client version. On Avaya Aura 10.1, routing calls over a trunk with UI IE Treatment set to shared might fail. This makes it impossible to use outbound routing and UCID call overflow together. For details, please contact Avaya and reference DevConnect ticket number 35702.
Broadsoft Broadworks						
Release 17 SP4	Release 17 SP4	CTI Interface R17	8.1+	T-Server for CSTA	IP	

Starting Version	Latest Version	CTI Link	Support (incl HA)	T-Servers Supported	Type of Support (TDM, IP, Hybrid)	Notes
				Connector with CSTA Connector for Broadsoft Broadworks 8.1+		
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 23	CTI Interface R19+	8.1.106+	T-Server for CSTA Connector with CSTA Connector for Broadsoft Broadworks 8.1.106+	IP	<p>R22 support requires the following patches on the switch:</p> <ul style="list-style-type: none"> • AP.xsp.22.0.1123.ap355640 • AS.22.0.1123.AP355640 <p>R23 support requires the patch AP.as.23.0.1075.ap375153.</p> <p>R23 support includes a known limitation. See the T-Server for CSTA Connector Release Note.</p>
Release 23	Release 24	CTI Interface R19+	8.1.106+	T-Server for CSTA Connector with CSTA Connector for Broadsoft Broadworks 8.1.106+	IP	<p>R24 support requires the following patch on the switch:</p> <ul style="list-style-type: none"> • AP.as.24.0.944.ap385134
Cisco Unified Communications Manager						
UCM 10.0	UCM 10.0	JTAPI	8.1.200.06+	Cisco Unified Communication Manager		

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 Communication Manager		
UCM 11	UCM 11	JTAPI 11.0 (1.10000)-2	8.1.202.03+	Cisco Unified Communication Manager		
UCM 11.5	UCM 11.5	JTAPI 11.5 (1.10000)-1	8.1.202.12	Cisco Unified Communication Manager		
UCM 12.0	UCM 12.0	JTAPI 12.0 (1.10000)-1	8.1.501.33+	Cisco Unified Communication Manager		Supports Cisco Jabber v11.x and v12.x
UCM 12.5	UCM 12.5	JTAPI 12.5 (1.10000)-1	8.1.501.33+	Cisco Unified Communication Manager		Supports Cisco Jabber v11.x and v12.x
UCM 14.0	UCM 14.0	JTAPI 14.0 (1.10000)-1	8.1.502.19+	Cisco Unified Communication Manager		Supports Cisco Jabber v11.x , v12.x and v14.x
UCM 15.0	UCM 15.0	JTAPI 15.0 (1.10000)-1	8.1.502.26+	Cisco Unified Communication Manager		Supports Cisco Jabber v11.x , v12.x, v14.x, and v15.x

Microsoft Lync 2013 and Skype for Business - Native Integration

Requires Multimedia Connector for Skype for Business: Genesys T-Server, Connector and Workspace Plug-in for Skype for Business.

Lync 2013		UCMA4	8.5	UCMA Connector for Skype for MS Lync	IP	
Skype for Business 2015		UCMA5	8.5+	UCMA Connector for Skype for Business	IP	
Skype for Business 2019		UCMA6	9.0	UCMA6 Connector for Skype for Business		

Starting Version	Latest Version	CTI Link	Support (incl HA)	T-Servers Supported	Type of Support (TDM, IP, Hybrid)	Notes
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	R6.2	CSTA II	8.1+	Mitel MiVoice 5000	IP	
Mitel MX-ONE (formerly Aastra MX-ONE)						
4.1 SP1	4.1 SP1 4.1 SP3 4.1 SP4 HF1	Application Link v7 SP2	8.1+	Aastra MXONE CSTA I	Hybrid	
5.0	5.0 SP5 HF1	Application Link 8.0	8.1+	Aastra MXONE CSTA I	Hybrid	
6.1 SP1	6.3 SP1	Application Link 9.1	8.1+	Aastra MXONE CSTA I	Hybrid	Hybrid Aastra MX-ONE 6.0 is not supported.
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 component per link is required. HA Proxy is not

Starting Version	Latest Version	CTI Link	Support (incl HA)	T-Servers Supported	Type of Support (TDM, IP, Hybrid)	Notes
						required for HA when using TCP link 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 SV9500						
V01	V07		8.1.001.05+	NEC NEAX/APEX	IP	V02, V04-V07 supported based on the switch vendor's compatibility statement.
CT R1	CT R2		8.1.010.05+	NEC NEAX/APEX	IP	Supported based on the switch vendor's compatibility statement. This PBX is equivalent to SV9500 V07. It is only available in Japan.
Unify OS4000 (formerly Siemens HiPath 4000)						
V6 R1	V6 R1	CSTA III	7.6+	Siemens	Hybrid	CAP versions

Starting Version	Latest Version	CTI Link	Support (incl HA)	T-Servers Supported	Type of Support (TDM, IP, Hybrid)	Notes
		(ASN.1)		HiPath 4000 CSTA III		are no longer certified separately. CAP is now considered an integral part of the switch.
V6 R2	V10	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.

Discontinued Switch Support

The following switches are no longer supported. The table provides the switch name, the latest supported version, and the CTI Link.

Switch Name	Latest Version	CTI Link	Discontinued Date
Alcatel OmniPCX Office (OXO) / A4200	7.1	CSTA I	August 31, 2018
Aspect ACD	9.4	Data Interlink Version 8	August 31, 2018
EADS Telecom M6500/ Aastra Matra M6500 / NeXspan 50	R4.2	CSTA II E1N7+1	August 31, 2018
EADS Telecom Intecom M6880 PointSpan	5.5	PointSpan	August 31, 2018
Huawei NGN UAP8100	V300R002	CSTA II	December 31, 2016
Mitel Networks MN-3300	MCD 5.0	MiTAI 14.0.0.36 (SDK 5.0)	September 30, 2019
NEC Small Hybrid	R10/3500	OAI/ACD Rev IV	December 31, 2011
NEC Large Hybrid	R26/20	OAI/ACD Rev IV	December 31, 2011

Switch Name	Latest Version	CTI Link	Discontinued Date
NEC SV7000	SV 8500 S07	-	December 31, 2011
Nortel Communication Server 1000	7.6	Avaya Aura Contact Center 6.3 and 6.4 (AACC 6.3 and 6.4)	August 31, 2018
Siemens Hicom 300E (including family: 330E and 350E)	(900)6.6 (US)	CAP3.0 SMR 5+ CSTA I ASN.1	December 31, 2016
Siemens HiPath DX (formerly RealitiSDX, formerly iSDX)	9	CallBridge DX 8.0.1 - iCCL	August 31, 2018
Spectrum	10.2	Transaction Link	August 31, 2018
Tadiran Telecom Coral Flexicom (formerly ECI Tel)	15.85	CSTA3 CLA v.8.02.04 - v.8.02.14	August 31, 2018