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Supported Operating Environment

Gplus Adapter for Siebel CRM

Gplus Adapter for Siebel CRM

Important

Starting from January 1, 2024, Gplus Siebel CRM adapter does not support **High Interactivity Mode** across all the Siebel CRM versions. The **High Interactivity Mode** support for Gplus Siebel CRM Adapter ends by December 31, 2023. However, you can continue to use the Gplus Siebel CRM adapter within the Siebel CRM version that uses **Standard Interactivity Mode**.

General Information - Gplus Adapter for Siebel CRM

Please contact Genesys Technical Support for further information on Gplus Adapters.

Important

Genesys support for the platform versions mentioned on this page ends when the respective vendors declare End of Support. For more information, see [Discontinued Support](#).

Supported Operating Systems

Notes:

- For Microsoft products with sub-versions such as R1/R2, all versions are supported except as noted for the specific product.
- Genesys supports use of products on Oracle Linux, provided that the Oracle Linux distribution is 100% compatible with a Genesys-supported Red Hat distribution, and that the Oracle Unbreakable Enterprise Kernel is not used. Genesys will only support Oracle Linux based on testing and reproduction of any issues in the equivalent Red Hat Linux version; no investigation or testing will be performed on Oracle Linux itself. Support only applies to Oracle Linux versions 5.x and later.

OS Family	OS	Release	Conditions
Linux	Red Hat Enterprise Linux 7	8.0.2+	64-bit is supported in 32-bit compatibility mode only.
Linux	Red Hat Enterprise Linux 8	8.5+	64-bit is supported in 32-bit compatibility mode only.
Windows	Windows Server 2012	7.5+	64-bit is supported in 32-bit compatibility mode only.
Windows	Windows Server 2016	8.0.3+	Please note the following: <ul style="list-style-type: none"> • Support starting with 8.0.310 versions. • 64-bit is supported in 32-bit compatibility mode only.
Windows	Windows Server 2019	8.5+	64-bit is supported in 32-bit compatibility mode only.
OS Family	OS	Release	Conditions

Supported Browsers

No browser information at this time

Supported Database/DB Clusters

Notes:

- Database support applies to Gplus Adapter for Siebel CRM Configuration Synchronization Component.

Database	Release	Conditions/Limitations
MS SQL Server 2012	8.0.2+	Discontinued as of January 1,

Database	Release	Conditions/Limitations
		2025.
Oracle 12c R1	8.0.2+	
Oracle 12c R1 RAC	8.0.2+	
Oracle 12c R2	8.0.2+	Discontinued as of March 31, 2022.
Oracle 12c R2 RAC	8.0.2+	Discontinued as of March 31, 2022.

Supported Virtualization Platforms

Tip

See the global page that lists all [Virtualization](#)-related information.

IPV6 Support for Common Interfaces

Notes:

- Release Support numbers refer to Gplus Adapters for Siebel CRM.

Component	Release	Interface	Conditions
Gplus Adapter for Siebel CRM Campaign Synchronization Component	8.0	Management Framework Configuration Server/ Proxy	
Gplus Adapter for Siebel CRM Campaign Synchronization Component	8.0	Outbound Server	
Gplus Adapter for Siebel CRM Configuration Synchronization Component	8.0	Management Framework Configuration Server/ Proxy	
Gplus Adapter for Siebel CRM Multimedia	8.0	Interaction Server	

Component	Release	Interface	Conditions
Component			
Gplus Adapter for Siebel CRM Multimedia Component	8.0	Management Framework Configuration Server/ Proxy	
Gplus Adapter for Siebel CRM Voice Component	8.0	Management Framework Configuration Server/ Proxy	
Gplus Adapter for Siebel CRM Voice Component	8.0	SIP Server/T-Server	
Gplus Communication Server for Siebel CRM (+Unicomm)	8.0	Management Framework Configuration Server/ Proxy	
Siebel/OpenMedia Server	8.0	Interaction Server	
Siebel/OpenMedia Server	8.0	Management Framework Configuration Server/ Proxy	

IPV6 Support for Additional Interfaces

Notes:

- Release Support numbers refer to Gplus Adapter for Siebel CRM.

Component	Release	Interface	Conditions
Gplus Adapter for Siebel CRM Campaign Synchronization Component	7.x	Siebel EAI (XML via HTTP)	
Gplus Adapter for Siebel CRM Configuration Synchronization Component	7.x	Siebel EAI (XML via HTTP)	
Gplus Communication Server for Siebel CRM	8.0	Genesys Communication Driver	
Gplus Communication	8.0	Genesys	

Component	Release	Interface	Conditions
Server for Siebel CRM (+Unicomm)		Communication Driver	
Gplus UCS Gateway Server for Siebel CRM	7.x	Siebel Web Services (SOAP via HTTP)	
Siebel/OpenMedia Server	7.x	Siebel Web Services (SOAP via HTTP)	

Prerequisites

Notes:

- Please contact Genesys Customer Care for further information about pre-requisites for Gplus Adapters.

Gplus UCS Gateway Server for Siebel CRM - Prerequisites

Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/ Limitations
Third-Party Component Prerequisites			
OpenJDK 8	Yes	No	Release: 8.0.3+ Starting with 8.0.310.05.
Oracle Java 8 Developer's Kit (JDK)	Yes	No	Release: 8.0.3+ Starting with 8.0.310.05.