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About This Software

Genesys Network Media Interfaces contains the Genesys Network T-Servers software that allows the interconnection between any supported network component and Genesys solutions.

Genesys Network Routing can control, via the Network T-Servers, the calls that arrive on network components. Calls can be qualified, and then routed with attached data from the network component directly to the agent with the most skill to handle the call.

Network Media Interfaces is part of the package for the Genesys Network Routing Solution, which includes Universal Routing 8.1 and Management Framework 8.1.

New Features in Release 8.1.x

The following new features were introduced in the May-2012 CD update for the 8.1.0 release:

8.1.0 Network T-Server for GenSpec

- New options, `tid-min-value` and `tid-max-value`, enable the specification of minimum and maximum DTID values, respectively.
- Limited display of sensitive information: In logs, new options enable sensitive data in logs to be marked for post-processing by the user, such as deletion, replacement, or hiding. See the *Genesys 8.1 Security Deployment Guide* for details.
- Compliance with FIPS: TLS as implemented by Genesys meets the Federal Information Processing Standards (FIPS).
- Network T-Server is now supported on the Red Hat Enterprise Linux 6 32-bit and 64-bit platform.

The following new features were introduced for the specified Network T-Servers in the initial 8.1.0 release:

All 8.1.0 Network T-Servers

- Support for FLEXNet Publisher 11.9.
- Support for Red Hat Enterprise Linux 5 64-bit.
- Support for Windows Server 2008 64-bit.
- Support for HP-UNIX 11i v3 Integrity Native.
- Support for vSphere 4 Hypervisor.

- Support for TCP/IP-v6.
- Support for Unresponsive Process Detection.
- The maximal value of the expire option in the Log section has been increased.

8.1.0 Network T-Server for NGSN

- Network T-Server for NGSN has been enhanced to accept DNIS pool transfers.
- The number of call variables has been extended from 10 to 20.

8.1.0 Network T-Server for CRSP

- Network T-Server for CRSP is now available at the 8.1.0 release level.

8.1.0 Network T-Server for ATT

- Network T-Server for ATT now supports v9.1 of Natural Access Software.

Directories on This CD

documentation

Contains the ReadMe file, the graphics for the ReadMe, and the versions.html file.

solution_specific

Contains the applications that are specific to the solution being installed. Each application is in a separate subfolder, under which are the operating systems that support the application.

templates

Contains the application templates used for installation.

Documentation

Product documentation is provided on the [Technical Support website](#), the [Genesys Documentation wiki](#), and the Documentation Library DVD or the Developer Documentation CD that is shipped on request with your software.

Any information regarding this release that was discovered too late to be included in the documentation is available in the [Release Advisory](#).

In addition to an updated library of product documentation, the Genesys Technical Support website also contains product advisories that describe recently discovered issues related to Genesys products.

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Technical Support

Contacting

Genesys provides technical support to customers worldwide with support centers in eastern Canada, the United Kingdom, Australia, India, and Japan. You can contact Genesys Technical Support by telephone, e-mail, or on the World Wide Web.

For complete information on how and when to contact Technical Support, read the [Genesys Technical Support Guide](#). Please tell the Technical Support representative that you are a Network Media Interfaces 8.1 customer.

Licensing

Along with its software, Genesys supplies its customers with software licenses. Licenses manifest the customers' legal rights to use the features that Genesys software provides. To obtain the necessary product licenses, you will need to complete an order form, which has detailed information to assist you in placing an

order. For complete information on obtaining licenses, refer to the [Genesys Licensing Guide](#) on the Technical Support website and the licensing section of the [Genesys Migration Guide](#).

Supported Operating Environment Information

Information on supported hardware and third-party software is available on the Genesys Technical Support website in the following documents:

- [Genesys Supported Operating Environment Reference Manual](#)
- [Genesys Supported Media Interfaces Reference Manual](#)

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5953332; 6175563; 6289094; 5970065; 6011792; 5940497; 6449270; 6480600; 6198739; 6359981; 5991393; 6005931; 5960442; 6104802; 6055308; 6072864; 6128646; 6021428; 6175564; 6373836; 6044146; 5943416; 6002760; 6047060; 6067357; 6456615; 6201804; 6339593; 6078566; 6044368; 5991395; 6263066; 5991723; 6141724; 6118866; 6181692; 6411615; 6230197; 6108711; 6212178; 6389007; 6138139; 6167395; 6370508; 6170011;

6459697; 6215783; 6157655; 6122365; 6381640; 6332154; 6076093; 6445788; 6229888; 6421329; 6421325; 6381222; 6118865; 6389028; 6389133; 6122360; 6259786; 6496702; 6434231; 6178239; 6512763; 6442247; 6408064; 6418146; 6449358; 6346952; 6286033; 6345305; 6259774; 6393018; 6320951; 6298130; 6259692; 6453341; 6470080; 6337904; 6373937; 6473787

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