



PureConnect®

2023 R3

Generated: 18-Nov-2024

Content last updated: 18-Nov-2024



Technical Reference

Abstract

This document describes the snapshot of the testlab website containing all the historical third-party hardware and software tested, validated, and recommended for PureConnect. The testlab website and this document are being deprecated for current supported hardware and software, refer to PureConnect System Requirements at [Hardware Requirements Software Requirements](#) .

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Hardware


- Analog Gateways
- Digital Gateways
- Interaction SIP Station I and II Headsets
- PBX Integrations
- Servers
- Session Border Controllers
- SIP Carriers
- SIP IP Phones

Software



- ASR Engines
- CRM Software Integrations
- Data & System Protection
- Database Servers
- HMP Releases
- Mail Clients
- Mail Platforms
- Microsoft Patches
- TTS Engines
- Virtual Applications
- Virtualization Products


- Web Browser
 - Web Servers
 - Windows OS
-

Analog Gateways

	<p>Analog Gateways Analog Handset (FXS) and/or Analog line (FXO) to SIP converter.</p> <p>This Genesys Test Lab data is intended to serve as a guideline. We provide common conservative scenarios we have tested in our lab. Interpretation of this information as 'the only option that works' is not our desire.</p>
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Digital gateways


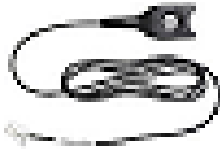
	<p>Digital Gateways Digital termination of T1, ISDN, E1, or QSig trunks to be converted to RTP and SIP signaling.</p> <p>This Genesys Test Lab data is intended to serve as a guideline. We provide common conservative scenarios we have tested in our lab. Interpretation of this information as 'the only option that works' is not our intent.</p>
<p>Validated By 3rd Party</p>	 <p>Khomp KMG family MS 4.1.43.0 TDM-IP Gateway revision e05e2ba7a</p>

Features	Khomp KMG family
	
Appliance	no
Call Log for Historical Data	no
Call Progress Analysis	
Answering Machine Detection	no
Fax Tone	no


SIT Tone	no
Voice	no
Caveats	no
Codecs	
Additional Codecs	no
G.711alaw	no
G.711ulaw	no
G.723.1	no
G.726	no
G.729AB	no
GSM	no
RFC 3389 (VAD/CNG)	no
Current Firmware	no
Delayed Media	no
DHCP	no
Dial Plan Capabilities	
Dial Plan Routing	no
Digital Spans	
BRI	no
E1	no
ISDN	no
T1	no
DTMF	
Inband	no
RFC 2833	no
Early Media	no
ISDN Protocols	
4ESS	no
5ESS	no
DMS	no
INS1500	no
NI2	no
QSIG	no
Maximum Number of Analog Spans	no
Maximum Number of Digital Spans	no


Maximum Number of Voice Channels	no
Modular Component Support	no
MWI	no
Network Interface	no
Proxy Capabilities	
Backup Proxy	no
Outbound Proxy	no
Primary Proxy	no
RFC 3263	no
Putback Transfer	no
QoS	
802.1p/Q	no
ToS	no
Re-invite Support	no
Security	
SRTP	no
TLS	no
T.38 Fax Support	no
TFTP/FTP configuration	no
Web server configuration	no

Interaction SIP Station 1 and 2 Headsets

	<p>Interaction SIP Station I and II Headsets Headset verification for the Interaction SIP Station I and II (ISS)</p>
<p><u>Recommended</u></p>	 <p>Sennheiser CSTD-01 05362 CSTD-01 05362</p>

PBX Integrations

	<p>PBX Integrations Devices that allow standalone PBXs to integrate via SIP to the Interaction Center server.</p>
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<p><u>Validation</u> <u>Discontinued</u></p>	 <p>Cisco Unified Communications Manager 11.x Integration: Standard SIP Trunk - no validation necessary</p>
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Features	Cisco Unified Communications Manager 11.x
Digital Set Emulation	no
Q.SIG	no
SIP Trunk	yes
T1 CAS	no
* Refer to the Install and Configuration doc for further information	


Servers





Servers

Make and Model of the xIC server.

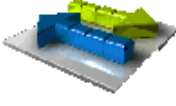


Recommended


Features	Interactive Intelligence Large Interaction Application Server 360 Gen10
	
Hard Drive Controller	Embedded HP Smart Array Controller w/2GB flash-backed cache
Hard Drives	1.2TB SAS x 4
Network Adapters	HP 1Gb Ethernet 4-port Adapter x 1
Processors	Intel® 8-Core Processor (w/ Hyper-Threading) x 2
RAID Configuration	RAID 1+0
RAM	32GB

Features	Interactive Intelligence Medium Interaction Application Server 360 Gen10
	
Hard Drive Controller	Embedded HP Smart Array Controller w/2GB flash-backed cache
Hard Drives	600GB SAS x 4
Network Adapters	HP 1Gb Ethernet 4-port Adapter x 1
Processors	Intel® 8-Core Processor (w/ Hyper-Threading)
RAID Configuration	RAID 1+0
RAM	16GB

Features	Interactive Intelligence Small Media Server Gen10
	
Hard Drive Controller	HP Smart Array Controller w/2GB flash-backed cache
Hard Drives	1TB SATA x 2
Network Adapters	HP 1Gb Ethernet 4-port Adapter x 1
Processors	Intel® 6-Core Processor
RAID Configuration	RAID 1
RAM	8GB

Session Controllers


	<p>Session Border Controllers</p> <p>This Genesys Test Lab data is intended to serve as a guideline. We provide common conservative scenarios we have tested in our lab. Interpretation of this information as 'the only option that works' is not our desire.</p>
	<p>AudioCodes Mediant SBC: eSBC, 800,1000,2600,4000 Current Firmware: 7.20A.158.035</p>  <p>Oracle Acme Packet SBC 3900</p> 

Features	AudioCodes Mediant SBC: eSBC, 800,1000,2600,4000
	
Additional Information	
INI based configuration	no
Main Data Router/Firewall	Not Recommended
Proxy-less WAN Phones	yes
Codecs	
G.711alaw	yes
G.711ulaw	yes
G.723.1	yes
G.726	yes
G.729AB	yes
GSM	no
Current Firmware	6.20A.034.004
DHCP	yes
Dial Plan Capabilities	
Dial Plan Routing	yes
Digital Spans	Not Tested
DTMF	
Inband	yes
RFC 2833	yes
Faxing	
T.30	no
T.38	yes
FXO/FXS Functionality	Not Tested
ISDN Protocols	Not Tested
Media Timing	
Delayed Media	yes
Early Media	yes
Modular Component Support	no
Network Interface	1x WAN (10/100/1000), 4x 10/100/1000, 8x 10/100
Proxy Capabilities	
Backup Proxy	yes


Outbound Proxy	yes
Primary Proxy	yes
RFC 3263	yes
Putback Transfer	yes
QoS	
ToS	yes
Re-invite Support	yes
Security	
S RTP	yes
TLS	yes
TFTP/FTP configuration	Not Tested
Web server configuration	yes

Features	Oracle Acme Packet
Additional Information	
INI based configuration	yes
Main Data Router/Firewall	no
Proxy-less WAN Phones	yes
Codecs	
G.711alaw	yes
G.711ulaw	yes
G.723.1	yes
G.726	yes
G.729AB	yes
GSM	no
Current Firmware	yes
DHCP	no
Dial Plan Capabilities	
Dial Plan Routing	yes
Digital Spans	no
DTMF	
Inband	yes
RFC 2833	yes
Faxing	
T.30	no
T.38	yes
FXO/FXS Functionality	yes
ISDN Protocols	no
Media Timing	
Delayed Media	yes
Early Media	yes
Modular Component Support	no
Network Interface	no
Proxy Capabilities	
Backup Proxy	yes
Outbound Proxy	yes
Primary Proxy	yes
RFC 3263	yes
Putback Transfer	no
QoS	
ToS	yes
Re-invite Support	yes
Security	
S RTP	yes
TLS	yes
TFTP/FTP configuration	yes
Web server configuration	yes

SIP Carriers


	<p>SIP Carriers</p> <p>SIP Trunking is provided by a carrier to the premises.</p>
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Save comparison to file.

Features	COX Business
	
ANI Support	yes
Audio Path	
Always In Audio	yes
Dynamic Audio	yes
BHCC Numbers	no
Call Deflection	
Forward All	yes
Forward No Answer	no
Call Functionality	
Conference	yes
Hold	yes
Codecs	
G.711alaw	no
G.711ulaw	yes
G.729AB	no
Concurrent Calls	no
Connection Type Tested	Existing Data Connection
DTMF	
Inband	no
RFC 2833	yes
Faxing	

G.711 Fax	yes
T.38 Fax	no
Interaction SIP Proxy	
Record Route	no
Supported	no
Latency	
Always In	no
Dynamic	no
Media Server Support	yes
Multiple Ports	no
Redundancy Info	no
RFC 4028 Timers	no
SIP Authentication Support	no
Switch Vendor	Edgewater
Transfer Type	
Blind	yes
Consult	yes
Putback (Refer)	yes
Validation Type	Validated By External Testing


SIP Phones

	<p>SIP IP Phones Telephone handset used for making and receiving SIP calls.</p>
<p>Recommended</p>	<p>Polycom Business IP Phone VVX 150 5.9.7.4477 Rev F Supported on 2021r4 Patch 37, 2022r1 Patch 30, 2022r2 Patch 22, 2022r3 Patch 15, 2023r1 Patch 11, 2023r2 Patch 3, 2023r3</p>

Features	Polycom Business IP Phone VVX 150
	
Additional Information	
Initial Release	4.1.4 SU5
Authentication	yes
Auto Answer	yes
Blind Transfer	yes
Call and Line Appearances	
Call Appearances per line.	24
Line Appearances	12
Call Deflection	
Forward All	yes
Forward Busy	yes
Forward No Answer	yes
Call Waiting	yes
It can be used with Interaction Client	yes
Codecs	
Additional Codecs	Wideband
G.711alaw	yes
G.711ulaw	yes
G.722	yes
G.723.1	yes
G.726	yes
G.729AB	yes
GSM	yes
Opus	no
RFC 3389 (VAD/CNG)	yes
Color LCD Screen	no
Conference	yes
Consult Transfer	yes
Delayed Media	yes
DHCP	yes
Dial Plan Capabilities	

Dial Plan Routing	no
Dial Plan Termination	no
Do Not Disturb button	yes
DTMF	
Inband	yes
RFC 2833	yes
Expansion Module(s) / Sidecar(s)	Yes, IC 4.1. SU4+
Headset Jack	yes
Hold	yes
Inline Power	
802.3af	yes
Cisco Inline Power	no
Interaction Center Integration	
Call Park	yes
Group Pickup	no
Shared Line Appearances / BLA	yes
Latency	
Always in	no
Dynamic	no
Missed Call Indication	yes
Mute	yes
MWI	yes
NAT Support	yes
Network Interface	10/100
Proxy Capabilities	
Backup Proxy	yes
Outbound Proxy	no
RFC 3263	yes
QoS	
DSCP	yes
Re-Invite Support	yes
Redial Button	no
Ringer Selection	15
RJ45 Jack for PC	yes


Signal / Audio	
S RTP	yes
TCP	yes
TLS	yes
UDP	yes
Speakerphone	Full-duplex
Speed Dial Buttons	yes
Supported Ports	
USB	no
Termination Character	#
TFTP/FTP configuration	TFTP/FTP
Voicemail button	yes
Volume Control	yes
Web server Configuration	yes

Features	Polycom Business IP Phone VVX 250
	Polycom Business IP Phone VVX 250 5.9.7.4477 Rev F 2021r4 P37, 2022r1 P30, 2022r2 P22, 2022r3 P15, 2023r1 P11, 2023r2 P3, 2023r3 & 6.4.5.1251 && 6.4.5.1210 2021r4 P38, 2022r1 P32, 2022r2 P24, 2022r3 P17, 2023r1 P13, 2023r2 P5, 2023r3
Additional Information	
Initial Release	4.1.5 SU5
Authentication	yes
Auto Answer	yes
Blind Transfer	yes
Call and Line Appearances	
Call Appearances per line.	24
Line Appearances	12
Call Deflection	
Forward All	no
Forward Busy	no
Forward No Answer	no
Call Waiting	yes
It can be used with Interaction Client.	yes
Codecs	
Additional Codecs	Wideband
G.711alaw	yes
G.711ulaw	yes
G.722	yes
G.723.1	yes
G.726	yes
G.729AB	yes
GSM	yes
Opus	no
RFC 3389 (VAD/CNG)	yes
Color LCD Screen	yes
Conference	yes
Consult Transfer	yes
Delayed Media	yes
DHCP	yes
Dial Plan Capabilities	
Dial Plan Routing	no
Dial Plan Termination	no
Do Not Disturb button.	yes
DTMF	
Inband	yes
RFC 2833	yes
Expansion Module(s) / Sidecar(s)	Yes, IC 4.1. SU4+
Headset Jack	yes
Hold	yes
Inline Power	
802.3af	yes
Cisco Inline Power	no
Interaction Center Integration	
Call Park	yes
Group Pickup	no
Shared Line Appearances / BLA	yes
Latency	
Always in	no
Dynamic	no
Missed Call Indication	yes
Mute	yes

MWI	yes
NAT Support	yes
Network Interface	10/100/1000 FD
Proxy Capabilities	
Backup Proxy	yes
Outbound Proxy	no
RFC 3263	yes
QoS	
DSCP	yes
Re-Invite Support	yes
Redial Button	yes
Ringer Selection	15
RJ45 Jack for PC	yes
Signal / Audio	
SRTP	yes
TCP	yes
TLS	yes
UDP	yes
Speakerphone	Full-duplex
Speed Dial Buttons	yes
Supported Ports	
USB	no
Termination Character	#
TFTP/FTP configuration	TFTP/FTP
Voicemail button	yes
Volume Control	yes
Web server Configuration	yes

Polycom Business IP Phone VVX 350

5.9.7.4477 Rev F 2021r4 P37, 2022r1 P30, 2022r2 P22, 2022r3 P15, 2023r1 P11, 2023r2 P3, 2023r3 & 6.4.5.1251 && 6.4.5.1210 2021r4 P38, 2022r1 P32, 2022r2 P24, 2022r3 P17, 2023r1 P13, 2023r2 P5, 2023r3


Features	Polycom Business IP Phone VVX 350
	
Additional Information	
Initial Release	4.1.5 SU5
Authentication	yes
Auto Answer	yes
Blind Transfer	yes
Call and Line Appearances	
Call Appearances per line.	24
Line Appearances	12
Call Deflection	
Forward All	no
Forward Busy	no
Forward No Answer	no
Call Waiting	yes
It can be used with Interaction Client.	yes
Codecs	
Additional Codecs	Wideband
G.711alaw	yes
G.711ulaw	yes

G.722	yes
G.723.1	yes
G.726	yes
G.729AB	yes
GSM	yes
Opus	no
RFC 3389 (VAD/CNG)	yes
Color LCD Screen	yes
Conference	yes
Consult Transfer	yes
Delayed Media	yes
DHCP	yes
Dial Plan Capabilities	
Dial Plan Routing	no
Dial Plan Termination	no
Do Not Disturb button.	yes
DTMF	
Inband	yes
RFC 2833	yes
Expansion Module(s) / Sidecar(s)	Yes, IC 4.1. SU4+
Headset Jack	yes
Hold	yes
Inline Power	
802.3af	yes
Cisco Inline Power	no
Interaction Center Integration	
Call Park	yes
Group Pickup	no
Shared Line Appearances / BLA	yes
Latency	
Always in	no
Dynamic	no
Missed Call Indication	yes
Mute	yes
MWI	yes
NAT Support	yes
Network Interface	10/100/1000 FD
Proxy Capabilities	
Backup Proxy	yes
Outbound Proxy	no
RFC 3263	yes
QoS	
DSCP	yes
Re-Invite Support	yes
Redial Button	yes
Ringer Selection	15
RJ45 Jack for PC	yes
Signal / Audio	
SRTCP	yes
TCP	yes
TLS	yes
UDP	yes
Speakerphone	Full-duplex
Speed Dial Buttons	yes
Supported Ports	
USB	no
Termination Character	#

TFTP/FTP configuration	TFTP/FTP
Voicemail button	yes
Volume Control	yes
Web server Configuration	yes

Polycom Business IP Phone VVX 450

5.9.7.4477 Rev F 2021r4 P37, 2022r1 P30, 2022r2 P22, 2022r3 P15, 2023r1 P11, 2023r2 P3, 2023r3 & 6.4.5.1251 && 6.4.5.1210 2021r4 P38, 2022r1 P32, 2022r2 P24, 2022r3 P17, 2023r1 P13, 2023r2 P5, 2023r3

Features	Polycom Business IP Phone VVX 450
	
Additional Information	
Initial Release	4.1.5 SU5
Authentication	yes
Auto Answer	yes
Blind Transfer	yes
Call and Line Appearances	
Call Appearances per line.	24
Line Appearances	12
Call Deflection	
Forward All	no
Forward Busy	no
Forward No Answer	no
Call Waiting	yes
It can be used with Interaction Client	yes
Codecs	
Additional Codecs	Wideband
G.711alaw	yes
G.711ulaw	yes
G.722	yes
G.723.1	yes
G.726	yes
G.729AB	yes
GSM	yes
Opus	no
RFC 3389 (VAD/CNG)	yes
Color LCD Screen	yes
Conference	yes
Consult Transfer	yes
Delayed Media	yes

DHCP	yes
Dial Plan Capabilities	
Dial Plan Routing	no
Dial Plan Termination	no
Do Not Disturb button.	yes
DTMF	
Inband	yes
RFC 2833	yes
Expansion Module(s) / Sidecar(s)	Yes, IC 4.1. SU4+
Headset Jack	yes
Hold	yes
Inline Power	
802.3af	yes
Cisco Inline Power	no
Interaction Center Integration	
Call Park	yes
Group Pickup	no
Shared Line Appearances / BLA	yes
Latency	
Always in	no
Dynamic	no
Missed Call Indication	yes
Mute	yes
MWI	yes
NAT Support	yes
Network Interface	10/100/1000 FD
Proxy Capabilities	
Backup Proxy	yes
Outbound Proxy	no
RFC 3263	yes
QoS	
DSCP	yes
Re-Invite Support	yes
Redial Button	yes
Ringer Selection	15
RJ45 Jack for PC	yes
Signal / Audio	
S RTP	yes
TCP	yes
TLS	yes
UDP	yes
Speakerphone	Full-duplex
Speed Dial Buttons	yes
Supported Ports	

USB	no
Termination Character	#
TFTP/FTP configuration	TFTP/FTP
Voicemail button	yes
Volume Control	yes
Web server Configuration	yes


Polycom Trio 8800
5.9.6.3432 Supported on 2021r4 Patch 37, 2022r1 Patch 30, 2022r2 Patch 22, 2022r3 Patch 15, 2023r1 Patch 11, 2023r2 Patch 3, 2023r3

Features	Polycom Trio 8800
	
Additional Information	
Initial Release	no
Authentication	no
Auto Answer	yes
Blind Transfer	no
Call and Line Appearances	
Call Appearances per line.	no
Line Appearances	no
Call Deflection	
Forward All	no
Forward Busy	no
Forward No Answer	no
Call Waiting	no
It can be used with Interaction Client	no
Codecs	
Additional Codecs	no
G.711alaw	yes
G.711ulaw	yes
G.722	yes
G.723.1	no
G.726	no
G.729AB	no
GSM	no
Opus	no
RFC 3389 (VAD/CNG)	no
Color LCD Screen	no
Conference	no
Consult Transfer	no
Delayed Media	no
DHCP	no
Dial Plan Capabilities	
Dial Plan Routing	no
Dial Plan Termination	no
Do Not Disturb button	no
DTMF	
Inband	no
RFC 2833	no
Expansion Module(s) / Sidecar(s)	no

Headset Jack	no
Hold	no
Inline Power	
802.3af	no
Cisco Inline Power	no
Interaction Center Integration	
Call Park	no
Group Pickup	no
Shared Line Appearances / BLA	no
Latency	
Always in	no
Dynamic	no
Missed Call Indication	no
Mute	no
MWI	no
NAT Support	no
Network Interface	no
Proxy Capabilities	
Backup Proxy	no
Outbound Proxy	no
RFC 3263	no
QoS	
DSCP	no
Re-Invite Support	no
Redial Button	no
Ringer Selection	no
RJ45 Jack for PC	no
Signal / Audio	
S RTP	no
TCP	no
TLS	no
UDP	no
Speakerphone	no
Speed Dial Buttons	no
Supported Ports	
USB	no
Termination Character	no
TFTP/FTP configuration	no
Voicemail button	no
Volume Control	no
Web server Configuration	no

Polycom VVX 101


5.9.7.4477 Rev F 2021r4 P37, 2022r1 P30, 2022r2 P22, 2022r3 P15, 2023r1 P11, 2023r2 P3, 2023r3 & 6.4.5.1210 2021r4 P38, 2022r1 P32, 2022r2 P24, 2022r3 P17, 2023r1 P13, 2023r2 P5, 2023r3

Features	Polycom VVX 101
	
Additional Information	
Initial Release	2015 R2 Patch 25
Authentication	yes
Auto Answer	yes
Blind Transfer	yes
Call and Line Appearances	
Call Appearances per line	8
Line Appearances	1
Call Deflection	
Forward All	yes

Forward Busy	yes
Forward No Answer	yes
Call Waiting	yes
Can be used with Interaction Client	yes
Codecs	
Additional Codecs	no
G.711alaw	yes
G.711ulaw	yes
G.722	yes
G.723.1	no
G.726	no
G.729AB	yes
GSM	no
Opus	no
RFC 3389 (VAD/CNG)	no
Color LCD Screen	no
Conference	yes
Consult Transfer	yes
Delayed Media	yes
DHCP	yes
Dial Plan Capabilities	
Dial Plan Routing	no
Dial Plan Termination	no
Do Not Disturb button	no
DTMF	
Inband	yes
RFC 2833	yes
Expansion Module(s) / Sidecar(s)	no
Headset Jack	yes
Hold	yes
Inline Power	
802.3af	yes
Cisco Inline Power	no
Interaction Center Integration	
Call Park	yes
Group Pickup	no
Shared Line Appearances / BLA	yes
Latency	
Always in	no
Dynamic	no
Missed Call Indication	yes
Mute	yes
MWI	no
NAT Support	yes
Network Interface	10/100Base-Tx
Proxy Capabilities	
Backup Proxy	yes
Outbound Proxy	no
RFC 3263	no
QoS	
DSCP	yes
Re-Invite Support	no
Redial Button	no
Ringer Selection	no
RJ45 Jack for PC	no
Signal / Audio	
SRTP	yes
TCP	yes
TLS	yes
UDP	yes
Speakerphone	Full-duplex
Speed Dial Buttons	no
Supported Ports	
USB	no
Termination Character	no


TFTP/FTP configuration	yes
Voicemail button	no
Volume Control	yes
Web server Configuration	yes

Polycom VVX 201
5.9.7.4477 Rev F 2021r4 P37, 2022r1 P30, 2022r2 P22, 2022r3 P15, 2023r1 P11, 2023r2 P3, 2023r3 &
6.4.5.1210 2021r4 P38, 2022r1 P32, 2022r2 P24, 2022r3 P17, 2023r1 P13, 2023r2 P5, 2023r3

Features	Polycom VVX 201
	
Additional Information	
Initial Release	2016 R4
Authentication	yes
Auto Answer	yes
Blind Transfer	yes
Call and Line Appearances	
Call Appearances per line	8
Line Appearances	2
Call Deflection	
Forward All	yes
Forward Busy	yes
Forward No Answer	yes
Call Waiting	yes
Can be used with Interaction Client	yes
Codecs	
Additional Codecs	no
G.711alaw	yes
G.711ulaw	yes
G.722	yes
G.723.1	no
G.726	no
G.729AB	yes
GSM	no
Opus	no
RFC 3389 (VAD/CNG)	no
Color LCD Screen	no
Conference	yes
Consult Transfer	yes
Delayed Media	yes
DHCP	no
Dial Plan Capabilities	
Dial Plan Routing	no
Dial Plan Termination	no
Do Not Disturb button	no
DTMF	
Inband	yes
RFC 2833	yes
Expansion Module(s) / Sidecar(s)	no
Headset Jack	yes
Hold	yes
Inline Power	
802.3af	no
Cisco Inline Power	no
Interaction Center Integration	
Call Park	yes
Group Pickup	no
Shared Line Appearances / BLA	yes
Latency	
Always in	no
Dynamic	no
Missed Call Indication	yes

Mute	yes
MWI	no
NAT Support	yes
Network Interface	10/100Base-Tx
Proxy Capabilities	
Backup Proxy	yes
Outbound Proxy	no
RFC 3263	yes
QoS	
DSCP	yes
Re-Invite Support	yes
Redial Button	no
Ringer Selection	no
RJ45 Jack for PC	yes
Signal / Audio	
SRTP	yes
TCP	yes
TLS	yes
UDP	yes
Speakerphone	Full-duplex
Speed Dial Buttons	no
Supported Ports	
USB	no
Termination Character	no
TFTP/FTP configuration	yes
Voicemail button	no
Volume Control	yes
Web server Configuration	yes

Polycom VVX 300/301/310/311
5.9.7.4477 Rev F 2021r4 P37, 2022r1 P30, 2022r2 P22, 2022r3 P15, 2023r1 P11, 2023r2 P3, 2023r3 & 6.4.5.1210 2021r4 P38, 2022r1 P32, 2022r2 P24, 2022r3 P17, 2023r1 P13, 2023r2 P5, 2023r3

Features	Polycom VVX 300/301/310/311
	
Additional Information	
Initial Release	no
Authentication	no
Auto Answer	no
Blind Transfer	no
Call and Line Appearances	
Call Appearances per line	no
Line Appearances	no
Call Deflection	
Forward All	no
Forward Busy	no
Forward No Answer	no
Call Waiting	no
Can be used with Interaction Client	no
Codecs	
Additional Codecs	no
G.711alaw	no
G.711ulaw	no
G.722	no
G.723.1	no
G.726	no
G.729AB	no
GSM	no
Opus	no
RFC 3389 (VAD/CNG)	no
Color LCD Screen	no

Conference	no
Consult Transfer	no
Delayed Media	no
DHCP	no
Dial Plan Capabilities	
Dial Plan Routing	no
Dial Plan Termination	no
Do Not Disturb button	no
DTMF	
Inband	no
RFC 2833	no
Expansion Module(s) / Sidecar(s)	no
Headset Jack	no
Hold	no
Inline Power	
802.3af	no
Cisco Inline Power	no
Interaction Center Integration	
Call Park	no
Group Pickup	no
Shared Line Appearances / BLA	no
Latency	
Always in	no
Dynamic	no
Missed Call Indication	no
Mute	no
MWI	no
NAT Support	no
Network Interface	no
Proxy Capabilities	
Backup Proxy	no
Outbound Proxy	no
RFC 3263	no
QoS	
DSCP	no
Re-Invite Support	no
Redial Button	no
Ringer Selection	no
RJ45 Jack for PC	no
Signal / Audio	
SRTP	no
TCP	no
TLS	no
UDP	no
Speakerphone	no
Speed Dial Buttons	no
Supported Ports	
USB	no
Termination Character	no
TFTP/FTP configuration	no
Voicemail button	no
Volume Control	no
Web server Configuration	no

Polycom VVX 400/401/410/411
5.9.7.4477 Rev F 2021r4 P37, 2022r1 P30, 2022r2 P22, 2022r3 P15, 2023r1 P11, 2023r2 P3, 2023r3 &
6.4.5.1210 2021r4 P38, 2022r1 P32, 2022r2 P24, 2022r3 P17, 2023r1 P13, 2023r2 P5, 2023r3

Features	Polycom VVX 400/401/410/411
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Additional Information	
Initial Release	4.1.4 (SU5)
Authentication	yes
Auto Answer	yes
Blind Transfer	yes
Call and Line Appearances	
Call Appearances per line	24
Line Appearances	12
Call Deflection	
Forward All	yes
Forward Busy	yes
Forward No Answer	yes
Call Waiting	yes
Can be used with Interaction Client	yes
Codecs	
Additional Codecs	wideband
G.711alaw	yes
G.711ulaw	yes
G.722	yes
G.723.1	yes
G.726	yes
G.729AB	yes
GSM	yes
Opus	no
RFC 3389 (VAD/CNG)	yes
Color LCD Screen	yes
Conference	yes
Consult Transfer	yes
Delayed Media	yes
DHCP	yes
Dial Plan Capabilities	
Dial Plan Routing	no
Dial Plan Termination	no
Do Not Disturb button	yes
DTMF	
Inband	yes
RFC 2833	yes
Expansion Module(s) / Sidecar(s)	yes, IC 4.0 SU4+
Headset Jack	yes
Hold	yes
Inline Power	
802.3af	yes
Cisco Inline Power	no
Interaction Center Integration	
Call Park	yes
Group Pickup	no
Shared Line Appearances / BLA	yes
Latency	
Always in	no
Dynamic	no
Missed Call Indication	yes
Mute	yes
MWI	yes
NAT Support	yes
Network Interface	10/100 or GigE (VFX410)
Proxy Capabilities	
Backup Proxy	yes
Outbound Proxy	no
RFC 3263	yes
QoS	
DSCP	yes
Re-Invite Support	yes
Redial Button	no
Ringer Selection	15
RJ45 Jack for PC	yes

Signal / Audio	
S RTP	yes
TCP	yes
TLS	yes
UDP	yes
Speakerphone	Full-duplex
Speed Dial Buttons	yes
Supported Ports	
USB	no
Termination Character	#
TFTP/FTP configuration	TFTP/FTP
Voicemail button	yes
Volume Control	yes
Web server Configuration	no

Polycom VVX 500/501


5.9.7.4477 Rev F 2021r4 P37, 2022r1 P30, 2022r2 P22, 2022r3 P15, 2023r1 P11, 2023r2 P3, 2023r3 & 6.4.5.1210 2021r4 P38, 2022r1 P32, 2022r2 P24, 2022r3 P17, 2023r1 P13, 2023r2 P5, 2023r3

Features	Polycom VVX 500/501
	
Additional Information	
Initial Release	4.0.1 (SU15)
Authentication	yes
Auto Answer	yes
Blind Transfer	yes
Call and Line Appearances	
Call Appearances per line	24
Line Appearances	12
Call Deflection	
Forward All	no
Forward Busy	no
Forward No Answer	no
Call Waiting	yes
Can be used with Interaction Client	yes
Codecs	
Additional Codecs	wideband
G.711alaw	yes
G.711ulaw	yes
G.722	yes
G.723.1	yes
G.726	yes
G.729AB	yes
GSM	yes
Opus	no
RFC 3389 (VAD/CNG)	yes
Color LCD Screen	yes
Conference	yes
Consult Transfer	yes
Delayed Media	yes
DHCP	yes
Dial Plan Capabilities	
Dial Plan Routing	no
Dial Plan Termination	no
Do Not Disturb button	yes
DTMF	
Inband	yes
RFC 2833	yes
Expansion Module(s) / Sidecar(s)	yes, IC 4.0 SU4+

Headset Jack	yes
Hold	yes
Inline Power	
802.3af	yes
Cisco Inline Power	no
Interaction Center Integration	
Call Park	yes
Group Pickup	no
Shared Line Appearances / BLA	yes
Latency	
Always in	no
Dynamic	no
Missed Call Indication	yes
Mute	yes
MWI	yes
NAT Support	yes
Network Interface	10/100/1000 FD
Proxy Capabilities	
Backup Proxy	yes
Outbound Proxy	no
RFC 3263	yes
QoS	
DSCP	yes
Re-Invite Support	yes
Redial Button	yes
Ringer Selection	15
RJ45 Jack for PC	yes
Signal / Audio	
SRTP	yes
TCP	yes
TLS	yes
UDP	yes
Speakerphone	Full-duplex
Speed Dial Buttons	yes
Supported Ports	
USB	no
Termination Character	#
TFTP/FTP configuration	TFTP/FTP
Voicemail button	yes
Volume Control	yes
Web server Configuration	no

Polycom VVX 600/601


5.9.7.4477 Rev F 2021r4 P37, 2022r1 P30, 2022r2 P22, 2022r3 P15, 2023r1 P11, 2023r2 P3, 2023r3 & 6.4.5.1210 2021r4 P38, 2022r1 P32, 2022r2 P24, 2022r3 P17, 2023r1 P13, 2023r2 P5, 2023r3

Features	Polycom VVX 600/601
	
Additional Information	
Initial Release	4.1.5j (4.0 SU5)
Authentication	yes
Auto Answer	yes
Blind Transfer	yes
Call and Line Appearances	
Call Appearances per line	24
Line Appearances	12
Call Deflection	
Forward All	no

Forward Busy	no
Forward No Answer	no
Call Waiting	yes
Can be used with Interaction Client	yes
Codecs	
Additional Codecs	wideband
G.711alaw	yes
G.711ulaw	yes
G.722	yes
G.723.1	yes
G.726	yes
G.729AB	yes
GSM	yes
Opus	no
RFC 3389 (VAD/CNG)	yes
Color LCD Screen	yes
Conference	yes
Consult Transfer	yes
Delayed Media	yes
DHCP	yes
Dial Plan Capabilities	
Dial Plan Routing	no
Dial Plan Termination	no
Do Not Disturb button	yes
DTMF	
Inband	yes
RFC 2833	yes
Expansion Module(s) / Sidecar(s)	yes, IC 4.0 SU4+
Headset Jack	yes
Hold	yes
Inline Power	
802.3af	yes
Cisco Inline Power	no
Interaction Center Integration	
Call Park	yes
Group Pickup	no
Shared Line Appearances / BLA	yes
Latency	
Always in	no
Dynamic	no
Missed Call Indication	yes
Mute	yes
MWI	yes
NAT Support	yes
Network Interface	10/100/1000 FD
Proxy Capabilities	
Backup Proxy	yes
Outbound Proxy	no
RFC 3263	yes
QoS	
DSCP	yes
Re-Invite Support	yes
Redial Button	yes
Ringer Selection	15
RJ45 Jack for PC	yes
Signal / Audio	
SRTP	yes
TCP	yes
TLS	yes
UDP	yes
Speakerphone	Full-duplex


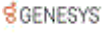


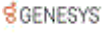


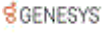


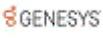


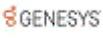


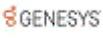


Speed Dial Buttons	yes
Supported Ports	
USB	no
Termination Character	#
TFTP/FTP configuration	TFTP/FTP
Voicemail button	yes
Volume Control	yes
Web server Configuration	no

Polycom VVX D60 Wireless Handset
5.9.7.4477 Rev F Supported on 2021r4 Patch 37, 2022r1 Patch 30, 2022r2 Patch 22, 2022r3 Patch 15,
2023r1 Patch 11, 2023r2 Patch 3, 2023r3

Features	Polycom VVX D60 Wireless Handset
	
Additional Information	
Initial Release	no
Authentication	no
Auto Answer	no
Blind Transfer	no
Call and Line Appearances	
Call Appearances per line	no
Line Appearances	no
Call Deflection	
Forward All	no
Forward Busy	no
Forward No Answer	no
Call Waiting	no
Can be used with Interaction Client	no
Codecs	
Additional Codecs	no
G.711alaw	no
G.711ulaw	no
G.722	no
G.723.1	no
G.726	no
G.729AB	no
GSM	no
Opus	no
RFC 3389 (VAD/CNG)	no
Color LCD Screen	no
Conference	no
Consult Transfer	no
Delayed Media	no
DHCP	no
Dial Plan Capabilities	
Dial Plan Routing	no
Dial Plan Termination	no
Do Not Disturb button	no
DTMF	
Inband	no
RFC 2833	no
Expansion Module(s) / Sidecar(s)	no
Headset Jack	no
Hold	no
Inline Power	
802.3af	no

Cisco Inline Power	no
Interaction Center Integration	
Call Park	no
Group Pickup	no
Shared Line Appearances / BLA	no
Latency	
Always in	no
Dynamic	no
Missed Call Indication	no
Mute	no
MWI	no
NAT Support	no
Network Interface	no
Proxy Capabilities	
Backup Proxy	no
Outbound Proxy	no
RFC 3263	no
QoS	
DSCP	no
Re-Invite Support	no
Redial Button	no
Ringer Selection	no
RJ45 Jack for PC	yes
Signal / Audio	
SRTCP	no
TCP	no
TLS	no
UDP	no
Speakerphone	no
Speed Dial Buttons	no
Supported Ports	
USB	no
Termination Character	no
TFTP/FTP configuration	yes
Voicemail button	yes
Volume Control	yes
Web server Configuration	no

ASR Engines

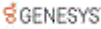





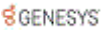






	<p>ASR Engines ASR engine software is not supported on the TAPI Platform.</p>												
<p>CIC 2023 R(x)</p>	<table border="0"> <tr> <td data-bbox="381 716 516 751">  </td> <td data-bbox="532 716 667 751">Genesys</td> <td data-bbox="683 716 980 751">Interactive Speech Recognition</td> <td data-bbox="1040 768 1382 884">Packaged in Nuance Speech Suite 11.0.4 bundle; Compatible with Nuance Recognizer 10 Languages (unless otherwise specified) Vendor Documentation</td> </tr> <tr> <td data-bbox="381 789 516 863">  </td> <td data-bbox="532 810 667 846">Nuance</td> <td data-bbox="683 810 857 846">Recognizer 11.0.3</td> <td></td> </tr> <tr> <td data-bbox="381 905 516 978">  </td> <td data-bbox="532 926 667 961">Nuance</td> <td data-bbox="683 926 932 961">Recognizer 10.2.4 (MRCP)</td> <td data-bbox="1040 905 1382 978">Tested with Nuance Speech Server 6.2.4. Tested on a physical machine and on VMware vSphere 5.0.</td> </tr> </table>		Genesys	Interactive Speech Recognition	Packaged in Nuance Speech Suite 11.0.4 bundle; Compatible with Nuance Recognizer 10 Languages (unless otherwise specified) Vendor Documentation		Nuance	Recognizer 11.0.3			Nuance	Recognizer 10.2.4 (MRCP)	Tested with Nuance Speech Server 6.2.4. Tested on a physical machine and on VMware vSphere 5.0.
	Genesys	Interactive Speech Recognition	Packaged in Nuance Speech Suite 11.0.4 bundle; Compatible with Nuance Recognizer 10 Languages (unless otherwise specified) Vendor Documentation										
	Nuance	Recognizer 11.0.3											
	Nuance	Recognizer 10.2.4 (MRCP)	Tested with Nuance Speech Server 6.2.4. Tested on a physical machine and on VMware vSphere 5.0.										
<p>CIC 2022R(x)</p>	<table border="0"> <tr> <td data-bbox="381 1041 516 1077">  </td> <td data-bbox="532 1041 667 1077">Genesys</td> <td data-bbox="683 1041 980 1077">Interactive Speech Recognition</td> <td data-bbox="1040 1098 1382 1213">Packaged in Nuance Speech Suite 11.0.4 bundle; Compatible with Nuance Recognizer 10 Languages (unless otherwise specified) Vendor Documentation</td> </tr> <tr> <td data-bbox="381 1119 516 1192">  </td> <td data-bbox="532 1140 667 1176">Nuance</td> <td data-bbox="683 1140 857 1176">Recognizer 11.0.3</td> <td></td> </tr> <tr> <td data-bbox="381 1234 516 1308">  </td> <td data-bbox="532 1255 667 1291">Nuance</td> <td data-bbox="683 1255 932 1291">Recognizer 10.2.4 (MRCP)</td> <td data-bbox="1040 1234 1382 1308">Tested with Nuance Speech Server 6.2.4. Tested on a physical machine and on VMware vSphere 5.0.</td> </tr> </table>		Genesys	Interactive Speech Recognition	Packaged in Nuance Speech Suite 11.0.4 bundle; Compatible with Nuance Recognizer 10 Languages (unless otherwise specified) Vendor Documentation		Nuance	Recognizer 11.0.3			Nuance	Recognizer 10.2.4 (MRCP)	Tested with Nuance Speech Server 6.2.4. Tested on a physical machine and on VMware vSphere 5.0.
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	Nuance	Recognizer 10.2.4 (MRCP)	Tested with Nuance Speech Server 6.2.4. Tested on a physical machine and on VMware vSphere 5.0.										

CRM Software
















CRM Software Integrations




















Find out the most recent versions of CRM software that have been tested with Interactive Intelligence's integrations

		Genesys	PureConnect Integration with Workforce Management	Please refer to CIC System Software Requirements for supported protocols. Install & Configuration Doc
		Microsoft	Lync/Skype for Business 2019	Supports only 'presence sync', an on-premise based installation
		Oracle	Oracle Service Cloud	Oracle Service Cloud - OSC 19D with 2020 R1
		Oracle	Siebel CRM	
		Salesforce	PureConnect for Salesforce	Refer to support page for further information
		SAP	SAP	CRM 7.0 EP1. Refer to support page for further information
CIC 2022R(x)		Genesys	PureConnect Integration with Workforce Management	Please refer to CIC System Software Requirements for supported protocols. Install & Configuration Doc
		Microsoft	Lync/Skype for Business 2019	Supports only 'presence sync', an on-premises based installation
		Microsoft	Lync/Skype for Business 2015	
		Oracle	Oracle Service Cloud	Oracle Service Cloud - OSC 19D with 2020 R1
		Oracle	Siebel CRM	
		Salesforce	PureConnect for Salesforce	Refer to support page for further information
		SAP	SAP	CRM 7.0 EP1. Refer to support page for further information

Data and System Protection

	<p>Data & System Protection</p> <p>This Genesys Test Lab data is intended to serve as a guideline. We provide common conservative scenarios we have tested in our lab. Interpretation of this information as 'the only option that works' is not our intent.</p>								
<p>CIC 2023 R(x)</p>	<table border="0"> <tr> <td data-bbox="422 556 527 661">  </td> <td data-bbox="560 598 641 619">McAfee</td> <td data-bbox="706 598 1031 619">Endpoint Threat Protection 10.5</td> <td></td> </tr> <tr> <td data-bbox="422 693 527 798">  </td> <td data-bbox="560 724 673 745">Symantec</td> <td data-bbox="706 724 933 745">Endpoint Protection 14</td> <td data-bbox="1031 724 1323 745">Basic Server Protection only</td> </tr> </table>		McAfee	Endpoint Threat Protection 10.5			Symantec	Endpoint Protection 14	Basic Server Protection only
	McAfee	Endpoint Threat Protection 10.5							
	Symantec	Endpoint Protection 14	Basic Server Protection only						
<p>CIC 2022R(x)</p>	<table border="0"> <tr> <td data-bbox="422 840 527 945">  </td> <td data-bbox="560 882 641 903">McAfee</td> <td data-bbox="706 882 1031 903">Endpoint Threat Protection 10.5</td> <td></td> </tr> <tr> <td data-bbox="422 976 527 1081">  </td> <td data-bbox="560 1008 673 1029">Symantec</td> <td data-bbox="706 1008 933 1029">Endpoint Protection 14</td> <td data-bbox="1031 1008 1323 1029">Basic Server Protection only</td> </tr> </table>		McAfee	Endpoint Threat Protection 10.5			Symantec	Endpoint Protection 14	Basic Server Protection only
	McAfee	Endpoint Threat Protection 10.5							
	Symantec	Endpoint Protection 14	Basic Server Protection only						




Database Servers

	<p>Database Servers</p> <p>The following applications have passed interoperability testing with PureConnect. Once Genesys validates an application release, Genesys considers the application compatible with future PureConnect releases through the vendor's stated mainstream end-of-life date. Genesys supports all minor version updates, cumulative updates, and security updates for these applications. We recommend application of minor version updates, cumulative updates, and security updates to keep your software secure.</p>										
<p>CIC 2023 R(x)</p>	<table border="0"> <tr> <td data-bbox="402 569 493 667"></td> <td data-bbox="542 600 639 625">Microsoft</td> <td data-bbox="683 600 857 625">SQL Server 2019</td> <td data-bbox="1016 821 1341 926" rowspan="3">64 Bit 12.2.0.3 Client side requires 32-bit 12.1.0.2.11 with the 'Administrator' tools install type</td> </tr> <tr> <td data-bbox="402 695 493 793"></td> <td data-bbox="542 726 639 751">Microsoft</td> <td data-bbox="683 726 857 751">SQL Server 2016</td> </tr> <tr> <td data-bbox="402 856 493 884"></td> <td data-bbox="542 863 607 888">Oracle</td> <td data-bbox="683 863 971 888">Oracle 19c (64 Bit) 12.2.0.3</td> </tr> </table>		Microsoft	SQL Server 2019	64 Bit 12.2.0.3 Client side requires 32-bit 12.1.0.2.11 with the 'Administrator' tools install type		Microsoft	SQL Server 2016		Oracle	Oracle 19c (64 Bit) 12.2.0.3
	Microsoft	SQL Server 2019	64 Bit 12.2.0.3 Client side requires 32-bit 12.1.0.2.11 with the 'Administrator' tools install type								
	Microsoft	SQL Server 2016									
	Oracle	Oracle 19c (64 Bit) 12.2.0.3									
<p>CIC 2022R(x)</p>	<table border="0"> <tr> <td data-bbox="402 1020 493 1119"></td> <td data-bbox="542 1052 639 1077">Microsoft</td> <td data-bbox="683 1052 857 1077">SQL Server 2016</td> <td data-bbox="1016 1272 1341 1356" rowspan="3">Client side requires 32-bit 12.1.0.2.11 with the 'Administrator' tools install type</td> </tr> <tr> <td data-bbox="402 1146 493 1245"></td> <td data-bbox="542 1178 639 1203">Microsoft</td> <td data-bbox="683 1178 857 1203">SQL Server 2019</td> </tr> <tr> <td data-bbox="402 1297 493 1325"></td> <td data-bbox="542 1304 607 1329">Oracle</td> <td data-bbox="683 1304 932 1329">12c (64-bit) 12.1.0.2.11</td> </tr> </table>		Microsoft	SQL Server 2016	Client side requires 32-bit 12.1.0.2.11 with the 'Administrator' tools install type		Microsoft	SQL Server 2019		Oracle	12c (64-bit) 12.1.0.2.11
	Microsoft	SQL Server 2016	Client side requires 32-bit 12.1.0.2.11 with the 'Administrator' tools install type								
	Microsoft	SQL Server 2019									
	Oracle	12c (64-bit) 12.1.0.2.11									

HMP Releases








	<p>HMP Releases</p> <p>Supported HMP Software Releases</p>
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Mail Clients

	<p>Mail Clients</p> <p>Mail Clients approved for Desktop and Server use.</p>			
<p>CIC 2017 R(x)</p>		<p>IBM</p>	<p>Notes 9.00.x</p>	<p>Client and server supported.</p>
		<p>Microsoft</p>	<p>Outlook 2013</p>	<p>Outlook Anywhere not supported. No MAPI support on Server. IC User Apps Outlook plugin not supported.</p>

		Novell	GroupWise 2012	Client only.
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Mail Platforms

	<p>Mail Platforms</p> <p>The following applications have passed interoperability testing with PureConnect. Once Genesys validates an application release, Genesys considers the application compatible with future PureConnect releases through the vendor’s stated mainstream end-of-life date. Genesys supports all minor version updates, cumulative updates, and security updates for these applications. We recommend the application of minor version updates, cumulative updates, and security updates to keep your software secure.</p>			
<p>CIC 2023 R(x)</p>	  	<p>Google</p> <p>Microsoft</p> <p>Microsoft</p>	<p>Gmail for Business</p> <p>Exchange 2016 CU2</p> <p>Office 365</p>	<p>Please refer to CIC System Software Requirements for supported protocols.</p> <p>Please refer to CIC System Software Requirements for supported protocols.</p>
<p>CIC 2022R(x)</p>	  	<p>Google</p> <p>Microsoft</p> <p>Microsoft</p>	<p>Gmail for Business</p> <p>Exchange 2016 CU2</p> <p>Office 365</p>	<p>Please refer to CIC System Software Requirements for supported protocols.</p> <p>Please refer to CIC System Software Requirements for supported protocols.</p>

Tested Microsoft Patches

Genesys Testlab makes a best-effort pass of validating all released updates for supported Microsoft operating systems. Any issues found within specific patches will be noted in the table below. Microsoft's release process has proven reliable, and there is low risk in applying generally available updates. Our recommended best practice is to apply all current patches into a test environment for validation before deploying in production. This allows customers to align with any required security or patch management schedules, while protecting the production environment from any unknown impacts.

Testlab cannot guarantee complete compatibility and will not identify the impact of Microsoft updates on out-of-support products, or supported versions that are not updated to the most recent CIC patches/updates. We do not validate Limited Distribution Release updates, generally labeled 'hotfixes'.








Known issues with MS Patches
MS April 2016 Windows 10 Cumulative updates and ALL subsequent Microsoft updates include changes causing Interaction Desktop logins to fail. fixed: 2016r2 Patch 7 , 2016r3 Patch 2
MS May 10, 2016 security update and ALL subsequent MS updates contain changes which cause Interaction Desktop logins to fail. Fixed 2015r2P24 , 2015r3P22 , 2015r4p18 , 2016r1p16 , 2016r2p7 , 2016r3p2 and newer releases.
MS June 2016 cumulative security update and ALL subsequent MS updates and rollups contain changes that cause logins to fail on CIC releases prior to 2016r3. Refer to linked ININ KB doc for a workaround.
Windows 10 version 1607 + all subsequent cumulative updates: QoS driver installation fails. fixed: 2016r2p19 , 2016r3p15 , 2016r4p8 , 2017r1p3 , 2017r2 and later
MS March 2020 LDAP based directories fail to load. fixed: in patches released in March 2020, 2018R5P33 , 2019R1P27 , 2019R2P21 , 2019R3P14 , 2019R4P08 , 2020R1P02
Audio quality issues are experienced on IC servers with Microsoft Patch KB941838 when the audio path is through the IC server
MS KB3085581 causes Interaction Desktop to Crash when Skype for Business is used.
MS KB3102429 unable to export reports to PDF.
Microsoft Windows certificates causes issues for Windows 2008 R2 and Windows 7 systems 2015R3P19 , 2015R4P13 , 2016R1P7 , 2016R2P0 and later
.Net Framework 4.7.1 and Windows 10 build 1709 performance issue. Recommend miniumum of '2018-01 Cumulative Update for Windows 10 Version 1709'

Search for the status of a Microsoft Update




The search engine for looking up testing status of Microsoft patches has been deprecated.

- Customers should consider all Microsoft patches as tested and supported as soon as they are released.
- The PureConnect team continues to internally validate Microsoft Patches as soon as they are available.
- Any problems with a patch will be posted on this site.








TTS Engines

	TTS Engines Text-to-speech Processing Engines			
CIC 2023 R(x)		Microsoft	Microsoft SAPI 5.0	Microsoft Text-to-Speech Engine
		Nuance	Vocalizer 7.2.7	Packaged in Nuance Speech Suite 11.0.4 bundle; Compatible with Nuance Vocalizer 6 Voices (unless otherwise specified) Vendor Documentation
		Nuance	Vocalizer 6.0	Tested with Nuance Speech Server 6.2
CIC 2022R(x)		Microsoft	Microsoft SAPI 5.0	Microsoft Text to Speech Engine Microsoft Text to Speech Engine Adding to testlab as per the customer request
		Nuance	Vocalizer 7.2.7	Packaged in Nuance Speech Suite 11.0.4 bundle; Compatible with Nuance Vocalizer 6 Voices (unless otherwise specified) Vendor Documentation
		Nuance	Vocalizer 6.0	Tested with Nuance Speech Server 6.2







Virtual Applications

	<p>Virtual Applications</p> <p>TestLab provides common conservative scenarios tested in our lab. Interpretation of this information as ‘the only option that works’ is not our intent.</p> <p>Testlab shows what was tested against the specified release. There are additional versions of the tested products that work. We view minor version revisions of tested 3rd party products as low risk.</p>		
<p><u>CIC 2023 R(x)</u></p>	 Hyper-V	<p>CIC</p>	<p>Install & Configuration Doc</p>
<p><u>CIC 2022R(x)</u></p>	 Hyper-V	<p>CIC</p>	<p>Install & Configuration Doc</p>


Virtualization Products






















	<p>Virtualization Products</p> <p>The following applications have passed interoperability testing with PureConnect.</p> <p>Genesys considers the application compatible with future PureConnect releases through the vendor's stated mainstream end-of-life date. Genesys supports all minor version updates, cumulative updates, and security updates for these applications.</p> <p>Interpretation of this information as 'the only option that works' is not our intent.</p>			
<p>CIC 2023 R(x)</p>		<p>Microsoft</p>	<p>Windows Server 2016 Remote Desktop Services</p>	<p>** Note: SIP Soft Phone not supported</p>
		<p>Microsoft</p>	<p>Windows Server 2019 Remote Desktop Services</p>	<p>** Note: SIP Soft Phone not supported</p>
<p>CIC 2022R(x)</p>		<p>Citrix</p>	<p>XenDesktop 7.16</p>	<p>** NOTE version 7.16 is a 2017 release of Xen / XenDesktop</p>
		<p>Citrix</p>	<p>XenApp 7.16</p>	<p>** NOTE version 7.16 is a 2017 release of Xen / XenDesktop Install & Configuration Doc</p>
		<p>Microsoft</p>	<p>Windows Server 2016 Remote Desktop Services</p>	<p>** Note: SIP Soft Phone not supported</p>
		<p>Microsoft</p>	<p>Windows Server 2019 Remote Desktop Services</p>	<p>** Note: SIP Soft Phone not supported</p>

Web Browser





	<p>Web Browser</p> <p>PureConnect interoperability was validated with the following web browser versions. Genesys regularly validates and supports the latest versions of Edge, Chrome, and Firefox. We recommend the application of version updates, cumulative updates, and security updates to keep your software secure.</p>		
<p>Dialer 2023 R(x)</p>	  	<p>Google Chrome 126</p> <p>Microsoft Edge 90</p> <p>Mozilla Firefox 85.0.1</p>	<p>Interaction Connect Only</p> <p>Interaction Connect Only</p> <p>Interaction Connect Only</p>
<p>CIC 2023 R(x)</p>		<p>Google Chrome 126</p>	<p>Interaction Connect Only</p>
<p>Dialer 2022 R (x)</p>		<p>Google Chrome 126</p>	<p>Interaction Connect Only</p>















Web Servers




	<p>Web Servers</p> <p>Refer to 3rd party vendor documentation for Operating Systems supported by these web servers.</p> <p>This data is intended to serve as a guideline. We provide data on what we have validated in our lab. Interpretation of this information as 'the only option that works' is not our desire</p>		

<p>CIC 2023 R(x)</p>	<table border="0"> <tr> <td></td> <td>ASF</td> <td>Apache 2.4</td> <td></td> </tr> <tr> <td></td> <td>Microsoft</td> <td>IIS 10</td> <td>Verified with Windows Server 2016</td> </tr> <tr> <td></td> <td>NGINX</td> <td>Server 1.16</td> <td></td> </tr> </table>		ASF	Apache 2.4			Microsoft	IIS 10	Verified with Windows Server 2016		NGINX	Server 1.16					
	ASF	Apache 2.4															
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	ASF	Apache 2.4															
	Microsoft	IIS 8.5	Verified with Windows Server 2012 R2.														
	Microsoft	IIS 10	Verified with Windows Server 2016														
	NGINX	Server 1.16															

Windows OS

	<p>Windows OS</p> <p>This page shows the operating systems that each product has been tested on. Unless otherwise stated each product's subcomponents have been tested on the same OS as their parent. For example, the media server has been tested on the same operating systems as CIC.</p> <p>Genesys supports all minor version updates, cumulative updates, and security updates for these applications. We recommend the application of minor version updates, cumulative updates, and security updates to keep your software secure.</p>			
<p>Dialer 2023 R(x)</p>	<table border="0"> <tr> <td></td> <td>Microsoft</td> <td>Windows 10 (64-bit only)</td> </tr> </table>		Microsoft	Windows 10 (64-bit only)
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	 Microsoft Windows Server 2019 IWP and IA Web are not supported due to Silverlight dependency  Microsoft Windows Server 2016  Microsoft Windows Server 2012 R2 With KB2919355 update. With KB2919355 update.  Microsoft Windows11 (64-Bit only) PureConnect Client WorkStation supports Microsoft windows 11 operating system in CIC 2023 R3. Note: Ensure the CIC server and Client are on the same version.
<p>CIC 2023 R(x)</p>	 Microsoft Windows 10 (64-bit only)  Microsoft Windows Server 2019 IWP and IA Web not supported due to silverlight dependency  Microsoft Windows Server 2016  Microsoft Windows Server 2012 R2 With KB2919355 update.  Microsoft Windows11 (64-Bit only) PureConnect Client WorkStation supports Microsoft windows 11 operating system in CIC 2023 R3. Note: Ensure the CIC server and Client are on the same version.
<p>Dialer 2022 R (x)</p>	 Microsoft Windows 10 (64-bit only)  Microsoft Windows Server 2019 IWP and IA Web not supported due to silverlight dependency  Microsoft Windows Server 2016  Microsoft Windows Server 2012 R2 With KB2919355 update.
<p>CIC 2022R(x)</p>	 Microsoft Windows 10 (64-bit only)

		Microsoft	Windows Server 2019	IWP and IA Web not supported due to silverlight dependency
		Microsoft	Windows Server 2016	
		Microsoft	Windows Server 2012 R2	With KB2919355 update.