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Business Edition Premise Provider's Guide

Pre-installed software components

Pre-installed software components

The table below lists the pre-installed software components (or included IP Packages) that contribute to the Business Edition Premise solution.

Important

To view the supported version numbers (available after the virtual machine is deployed and tuned up), open a browser to <http://VM name or IP address>.

Component Name	Release Note
Composer	Composer 8.1.x Release Note
Configuration Conversion Wizard	Framework 8.1.x Wizard Advisory Release Note
Configuration Import Wizard	Framework 8.1.x Wizard Advisory Release Note
Configuration Manager	Configuration Manager 8.1.x Release Note
Configuration Server ST	Configuration Server 8.1.x Release Note
DB Server	DB Server 8.1.x Release Note Release Note
Genesys Pulse	Genesys Pulse 8.1.x Release Note Release Note
Genesys Pulse Collector	Genesys Pulse Collector 8.1.x Release Note
eServices Chat Server	Chat Server 8.1.x Release Note
eServices Classification Server	Classification Server 8.1.x Release Note
eServices E-Mail Server Java	E-mail Server 8.1.x Release Note
eServices Interaction Concentrator	eServices Interaction Concentrator 8.1.x Release Note
eServices Interaction Server	Interaction Server 8.1.x Release Note
eServices Knowledge Manager	Knowledge Manager 8.1.x Release Note
eServices Universal Contact Server	Universal Contact Server 8.1.x Release Note
eServices Universal Contact Server Manager	Universal Contact Server Manager 8.1.x Release Note
eServices Web API Server	eServices Web API Server 8.1.x Release Note
eServices GAX Deployment SPD	Restricted release; the release documentation is available from the installation package or through FTP.
Flex LM (License Manager)	-
Genesys Administrator	Genesys Administrator 8.1.x Release Note
Genesys Administrator Extension	Genesys Administrator Extension 8.1.x Release Note
Genesys Deployment Agent	Genesys Administrator Extension 8.1.x Release Note

Pre-installed software components

Genesys Info Mart	Genesys Info Mart 8.1.x Release Note
Genesys Info Mart Administration Console	Genesys Info Mart Administration Console 8.1.x Release Note
Genesys Interactive Insights	Genesys Interactive Insights 8.1.x Release Note
Genesys Voice Platform Media Control Platform	Voice Platform Media Control Platform 8.1.x Release Note
Genesys Voice Platform Resource Manager	Voice Platform Resource Manager 8.1.x Release Note
Genesys Web Services	Genesys WebRTC Gateway 8.5.x Release Note
Interaction Concentrator	Interaction Concentrator 8.1.x Release Note
Interaction Workspace	Interaction Workspace 8.1.x Release Note
Interaction Workspace SIP Endpoint	Interaction Workspace SIP Endpoint 8.0.x Release Note
Local Control Agent	Local Control Agent 8.1.x Release Note
Message Server	Message Server 8.1.x Release Note
Orchestration Server	Orchestration Server 8.1.x Release Note
Outbound Contact Server	Outbound Contact Server 8.1.x Release Note
Reporting and Analytics Aggregates	Release Note Data Mart 8.1.x Release Note
SIP Server	SIP Server 8.1.x Release Note
SNMP Master Agent	SNMP Master Agent 8.1.x Release Note
Solution Control Server	Solution Control Server 8.1.x Release Note
Stat Server	Stat Server 8.1.x Release Note
Universal Routing Server	Universal Routing Server 8.1.x Release Note

Business Edition Premise and its components use these third-party components:

- Apache Tomcat
- Apache Cassandra
- Apache HTTPD
- Apache Tomcat Commons Daemon
- Eclipse Jetty Web Server
- MS SQL Server 2008
- MS SQL Server JDBC Driver
- Business Objects
- SoX
- Postgre SQL
- VMware vSphere

For information about updating components, see the [Genesys Migration Guide](#).
