

Avaya Call Management System Connectors Compatibility Matrix

Updated: May 20, 2021

Guidelines:

- The minimum tested and recommended versions are listed below. Avaya has verified this version and newer ones on the specified release of CMS.
- CMS backwards compatibility is supported. For Example, Release 6.3.15 of rta_bp can be installed on an R18 CMS.
- For earlier releases of CMS, please contact Avaya Professional Services to verify compatibility.
- When troubleshooting connector issues, read the release notes. Upgrading the connector to the latest version will most likely solve your issue.
- The connector versions can be found in the software menu, home directory, or cmsinv CMS Investigation script.
- Connectors that are not orderable via Avaya One Source and downloadable via PLDS require a quote from ProServices Now.
- Best Practice is to use the latest version available when upgrading or troubleshooting issues.

	Name	Description	Ordered via		CMS Release	
			A1S / PLDS	18.x	19.x	19.2
REAL-TIME	rta_bp	Blue Pumpkin / Verint Real-Time Adherence	YES	6.1.6	6.3.5	6.3.15
	rta_cala	Calabrio Real-Time Adherence	YES	1.0.0	1.1.4	1.1.13
	rta_gen	Generic Real-Time Adherence	YES	6.1.6	6.3.5	6.3.14
	rta_geo	Geotel Real-Time Adherence ^[1]	YES	6.0 pl 14f	6.0 pl 16f	6.0 pl 16o
	rta_gmt	GMT Real-Time Adherence	YES	1.0.0	1.1.4	N/A ^[2]
	rta_iex	IEX / Nice Real-time Adherence	YES	6.1.6	6.3.4	6.3.13
	rta_pip	Pipkins Real-Time Adherence	YES	1.0.0	1.1.4	1.1.15
	rta_tcs	TCS / Aspect Real-Time Adherence	YES	4.3.12	4.5.5	4.5.14
	rta_wfo	Avaya WFO Real-Time Adherence	YES	1.0.0	1.1.5	1.1.14
	rta_pty	Avaya Proprietary Real-Time Adherence	YES	1.0.0	1.0.1	1.0.10
	rt_socket	Real-Time Socket	YES	4.3.2	4.5.7	4.5.17
	rt_pty	Real-Time Proprietary	YES	1.0.0	1.0.1	1.0.11
	rt_dsi	Avaya Desktop Wallboard Real-Time	YES	1.8.15	1.11.5	1.11.14
HISTORICAL	iex6	IEX / Nice Historical	YES	6.2.5	6.3.9	6.3.16
	tcs6	TCS / Aspect Historical	YES	6.2.10	6.3.11	6.3.16
	bp6	Blue Pumpkin /Verint Historical	YES	6.2.6	6.3.12	6.3.19
	gmt6	GMT Historical	YES	6.2.3	6.3.9	6.3.12
	pip6	Pipkins Historical	YES	6.2.4	6.3.8	6.3.12
	cala6	Calabrio Historical	YES	6.2.8	6.3.9	6.3.15
	wfo	Avaya WFO Historical	YES	6.2.6	6.3.10	6.3.17
	payroll	Payroll	YES	6.3.7	6.4.7	6.4.14
	unload	Unload	YES	6.2.6	6.3.13	6.3.20
	hist_dsi	Avaya Desktop Wallboard Historical	YES	6.2.6	6.3.10	6.4.6
	inova	Inova Historical	NO	6.2.14	6.2.18	6.2.20
	centerbridge	Centerbridge Historical	NO	6.2.10	6.2.12	6.2.15
	voran	Voran Historical	NO	6.2.10	6.2.12	6.2.16
	agentskills	AgentSkills Historical	NO	6.2.14	6.2.16	6.2.18
	intradiem	Intradiem Historical	NO	1.0.11	1.0.16	1.0.16
	aux_merge	Merge AUX Logging and Login/Logout Punches	NO	2.0.9	2.0.10	2.0.10
OTHER	ech	ECH Handler	YES	1.7.12 ^[3]	1.10.0	1.10.6
	aux_logger	AUX Logging	YES	4.3.1	4.4.10	4.5.1
	HAcms	Admin Sync	YES	6.2.7	6.5.16	6.5.19 ^[5]
	weblm	Web License Manager ^[4]	YES	1.0.5	1.0.23	1.3.3
	ech_filter	External Call History Filter	NO	1.0.18	1.0.21	1.0.27
	combo	Combined Real-time and Historical	YES	1.0.5	1.1.0	1.1.4
	supr_paging	Supervisor Paging	YES	3.5.14	3.6.0	3.6.3
	admin_paging	Administrator Paging	YES	4.6.14	4.7.0	4.7.4
	rpt_emailing	Reports Emailing	NO	1.1.2	1.1.3	1.2.2
	nwp	Network Printers	NO	1.0.0	1.0.5	1.0.5

NOTES:

- [1] The combination of release number and patch levels are used to denote new versions.
- [2] The GMT-RTA interface was deprecated and is only supported through CMS R19.1. Use Generic-RTA instead.
- [3] CMS R18.1 added an optional 18.1 ECD Format. ECH Handler added support for this in version 1.10.0.
- [4] The release of the weblm interface should be updated every time another connector is installed or updated.
- [5] When installing the Web Designer Reports Patch for CMS 19.2, Admin-Sync must be patched to 6.5.20a or upgraded to 6.5.21 or newer.

