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Appendices for Third Party Software



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APPENDIX A

URL: <https://www.antlr.org/>

Version: antlr4-runtime-4.9.1.jar

License Type: BSD 3

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URL: <https://www.bouncycastle.org>

Version: bcpkix-jdk18on-1.78.1.jar, bcprov-jdk18on-1.78.1.jar, bcutil-jdk18on-1.78.1.jar

License Type: Bouncy Castle License

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APPENDIX D

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Version: curl-curl-8_10_0

License Type: Curl (<https://curl.se/docs/copyright.html>)

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APPENDIX E

URL: <https://www.openssl.org/>

Version: openssl-OpenSSL_3.3.4

License Type: Apache 2.0

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APPENDIX F

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Version: 17.6-1-x64

License Type: PostgreSQL

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PostgreSQL Database Management System

(formerly known as Postgres, then as Postgres95)

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APPENDIX G

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Version: 42.7.3

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Version: 1.13.2

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APPENDIX I

URL: <http://www.slf4j.org/>

Version: slf4j-api-2.0.17.jar

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APPENDIX J

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Version: 4.1.3

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APPENDIX K

Applicable for CTIConnect for Genesys only!

URL: <https://docs.genesys.com/Documentation/PSDK>

Version: 8.1.2

License Type: Genesys

Genesys Software License Agreement

THIS SOFTWARE DEVELOPMENT KIT AND APPLICATION PROGRAM INTERFACE AGREEMENT ("SDK AGREEMENT") effective on the date of last signature ("Effective Date") is made between Genesys and the "Participant" being the entity named on the signature block below. The provisions of this SDK Agreement shall apply to all Orders issued by Participant for Developer Materials.

1. GENERAL

This SDK Agreement incorporates by reference the Master Partner Network Agreement ("Master Agreement"), and collectively these agreements compose the terms and conditions for development of Developed Works. Any capitalized terms used in this SDK Agreement which are not otherwise defined herein are as defined in the Master Agreement. The terms of this SDK Agreement shall supersede any conflicting terms in the Master Agreement for purposes of the subject matter of this SDK Agreement.

2. DEFINITIONS

a. "**DEVELOPED WORKS**" means the software code (including without limitation the application or integration) developed by Participant by using the Developer Materials, which software code enables Participant Products to access, communicate or interoperate with the latest Genesys-support version of Genesys Products solely through Genesys proprietary interface elements, application program interfaces ("API") and/or software development kits ("SDK"). Developed Works do not include Developer Materials.

b. "**DEVELOPER MATERIALS**" means (i) Genesys tools, in object code (and clear text formats if applicable) only (which may include modifiable script files which shall not be modified by Participant), and Documentation, ordered by Participant pursuant to Schedule B and an Order. Developer Materials excludes (i) any Genesys SDK that is not obtained pursuant to an Order, (ii) any Genesys API that has not been productized for external use by Genesys and (iii) any features or functionality not explicitly set forth in the Documentation

3. GRANT OF LIMITED LICENSE

Genesys grants to Participant a non-exclusive, non-transferable, terminable license, without any right to sublicense, to permit its employees or a Subcontractor to use the Developer Materials described in a valid Order issued by Participant within the Territory, and solely in accordance with the Documentation to create, debug and/or test the Developed Works. For the avoidance of doubt, Genesys reserves the right to amend the Documentation in its sole discretion.

4. DISTRIBUTION RIGHTS

a. Genesys grants to Participant a non-exclusive, non-transferable, terminable license, without any right to sublicense, to distribute the latest compatible version of the Developed Works to its end users within the Territory ("Users") and to permit such Users to use the Developed Works solely for the purpose of enabling such Users' licensed Participant Products to access, communicate or interoperate with Genesys Products, subject to all of the following additional conditions:

(i) Participant shall execute with each User a sublicense agreement that contains terms and conditions that are no less restrictive than all of the following provisions:

- User shall use the Developed Works solely for its own internal business operations;
- User shall license all applicable Genesys Run-Time Licenses in conjunction with deployment of the Developed Works;
- User shall not: (A) use the Developed Works for operation of a service bureau, time-sharing or other similar purpose; (B) resell or retransmit the Developed Works; (C) create a derivative of the Developed Works in any form; (D) decompile, disassemble or reverse engineer the Developed Works or any portion of the Developed Works;

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(ii) Participant shall notify Users in writing of Run-Time License requirements for the Developed Works, and shall direct Users to Genesys and/or a Genesys partner to obtain such license;

(iii) Participant shall provide to Genesys a quarterly report setting forth the following information: (A) identity of and contact information for each User; (B) quantity of Developed Works licensed to that User; (C) name and version of Participant Product(s) that is (are) being integrated to Genesys Products and a brief description of such Participant Product(s) and its intended use (asset application); and (D) the applicable Run-Time Licenses that each User must license from Genesys, ("Quarterly Report"). Participant shall deliver to Genesys Quarterly Reports within fifteen (15) days following the last date of the prior calendar quarter; and;

(iv) Participant shall be solely responsible for all use, installation, function, performance, operation, maintenance and support of the Developed Works; Participant shall not represent in any manner that Genesys has endorsed, warranted or supports the Developed Works.

(v) Participant may not sublicense or transfer any rights granted to it under this section.

5. RESTRICTIONS

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b. Without limiting Section 5(a) above, Participant's development activities during the Term of the Master Agreement shall be subject to all of the following additional conditions:

(i) Participant shall use the Developer Materials to create Developed Works, which, running in conjunction with Genesys Products and applicable Run-Time licenses (collectively, "Integrated Solution"), shall conform to design and implementation guidelines and restrictions set forth in the Documentation and the Genesys Products documentation. Notwithstanding the generality of the foregoing, the Integrated Solution shall:

- Use only Genesys supported SDKs and Genesys Products to access Genesys data;
- Not modify data/database schema in Genesys database tables directly using SQL;
- Not introduce database triggers or stored procedures that operate on Genesys database tables;
- Not compromise data or application security, access or visibility restrictions enforced by either Genesys Products or Developed Works;
- Not impede the accurate or effective operation of Genesys Products;
- Not compromise data integrity of Genesys Products (e.g., if both Genesys Products and Developed Works can modify the same data, then modifications by Developed Works must not circumvent data integrity rules of Genesys Products); and
- Not cause duplicate copies of data to exist in both Integrated Solution and Genesys databases.

(ii) Unless otherwise approved in writing by Genesys, Participant shall not use the Developer Materials to enable Genesys Products to access, communicate or interoperate with products of competitors of Genesys in the contact center industry, which products have substantially similar or the same functionality as Genesys Products as documented in the applicable documentation, and vice versa;

(iii) Participant shall not use the Developer Materials to create a product which has substantially similar or the same functionality as Genesys Products as documented in the applicable documentation;

(iv) Participant shall update the Developed Works to access, communicate or interoperate with the latest release of the Developer Materials and/or Genesys Products; and

(v) Participant shall provide to Genesys a description of Developed Work and its finalized design, enabling Genesys to reasonably confirm that the proposed Developed Work conforms to the terms of this SDK Agreement.

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7. DELIVERY AND ACCEPTANCE

Genesys shall deliver the Developer Materials and Documentation to Participant after execution of this SDK Agreement. In the case of physical shipment, delivery shall be deemed to occur at the Genesys shipping point. In the case of electronic delivery, delivery shall occur when Developer Materials have been uploaded onto the FTP site and Participant is provided all necessary passwords for download from such site. Acceptance shall be deemed to occur upon delivery of the Developer Materials.

8. MAINTENANCE AND SUPPORT

For purposes of this SDK Agreement, any Maintenance and Support for Developer Materials must be contracted separately. Genesys shall not provide Maintenance and Support for Developed Works or general development support.

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 - (iii) **Device connections.** You may allow up to 20 other devices to access the software installed on the licensed device solely to use the following software features for personal or internal purposes: file services, print services, Internet information services, and Internet connection

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- (vii) **Cloud Computing Devices.** If your device uses Internet browsing functionality to connect to and access cloud hosted applications: (i) no desktop functions may run locally on the device, and (ii) any files that result from the use of the desktop functions may not be permanently stored on the system. “Desktop functions,” as used in this agreement, means a consumer or business task or process performed by a computer or computing device. This includes but is not limited to email, word processing, spreadsheets, database, scheduling, network or internet browsing and personal finance.
- (viii) **Desktop Functions.** If your system performs desktop functions, then you must ensure that they: (i) are only used to support the application, and (ii) operate only when used with the application.

e. Windows IoT Enterprise Features for Development and Testing Only.

(1) Device Health Attestation. You may only implement Device Health Attestation in a commercial use if you execute a Microsoft Windows IoT Core Services Agreement at: <https://azure.microsoft.com/en-us/services/windows-10-iot-core/>.

f. Specific Use.

The manufacturer designed the licensed device for a specific use. You may only use the software for that use.

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- d. **Other regions.** See <https://go.microsoft.com/fwlink/?LinkId=534978> for a current list of regional variations

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APPENDIX M

URL: <https://javaee.github.io/metro-jax-ws/>

Version: 2.3.5

License Type: CDDL 1.1

JAX WS Java API for XML Web Services Software License Agreement

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APPENDIX N

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