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Genesys Skills Management Knowledge Base Articles

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This manual contains the following knowledge base articles for Genesys Skills Management:

- [Required changes to api.config in order to work through a proxy](#)
- [Crystal Report Default Value Records](#)
- [Updates to Microsoft Framework 4.6 may break Crystal Reports](#)
- [Org Data Setup](#)
- [Lost lead zeros when importing Orgdata](#)
- [Teleopti Orgdata Tips](#)
- [Nice IEX Orgdata Tips](#)
- [Changing Service Account Password](#)
- [DNA error when upgrading to 9.1](#)