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About This Software

The Genesys Voice Platform Voice Application Reporter (VAR) is an optional reporting server that compiles application reporting events from Genesys Voice Platform Studio generated applications, and provides reports for accessing this information. The Voice Application Reporter SDK (Software Development Kit) is a Java class with a set of APIs that will enable VoiceXML application developers to interface with the VAR database and generate application reports.

New Features in 7.6.x

The following new feature has been added in the 7.6.5 release:

- PHP support upgraded from 4.3.3 to PHP 5.3.6 for enhanced security.

The following new features have been added in the 7.6.485 release:

- Support for Windows 2008, Standard and Enterprise Editions.
- Support for Windows 2008 R2, Standard and Enterprise Editions.

The following new features have been added in the 7.6.480 release:

- VAR has been enhanced to either run as a single process (which has been the only option until this version, and is still the default), or to split it into three separate processes:
 - Events Loader
 - Events Processor
 - Cleanup

By allowing these processes to run in parallel rather than in sequence when these functions are part of a single process, the capacity of VAR to handle a higher load without getting backlogged is improved.

No new features have been added in the 7.6.460 release.

No new features have been added in the 7.6.430 release.

No new features have been added in the 7.6.420 release. No interim releases were made of this product.

No new features have been added in the 7.6.0 release.

Directories on This CD

documentation

Contains the ReadMe file, the graphics for the ReadMe, and the versions.html file.

solution_specific

Contains the installation files for the software.

Documentation

Product documentation is provided on the [Technical Support website](#), the [Genesys Documentation wiki](#), and the Documentation Library DVD or the Developer Documentation CD that is shipped on request with your software.

Any information regarding this release that was discovered too late to be included in the documentation is available in the [Release Advisory](#).

In addition to an updated library of product documentation, the Genesys Technical Support website also contains product advisories that describe recently discovered issues related to Genesys products.

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Technical Support

Contacting

Genesys provides technical support to customers worldwide with support centers in eastern Canada, the United Kingdom, Australia, India, and Japan. You can contact Genesys Technical Support by telephone, e-mail, or on the World Wide Web.

For complete information on how and when to contact Technical Support, read the [Genesys Technical Support Guide](#). Please tell the Technical Support representative that you are a Genesys Voice Application Reporter 7.6 customer.

Licensing

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Supported Operating Environment Information

Information on supported hardware and third-party software is available on the Genesys Technical Support website in the following documents:

- [Genesys Supported Operating Environment Reference Manual](#)
- [Genesys Supported Media Interfaces Reference Manual](#)

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