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About This Software

Genesys Framework is the foundation for all Genesys-based interaction management systems. Management Framework provides you with the following administration functions:

Configuration — centralizes processing and storage of all data required for Genesys solutions to work within a particular environment.

Access Control — sets and verifies user's permissions for access to solution functions and data.

Solution Control — starts solutions, stops solutions and monitors the status of solutions.

Alarm Processing — defines and manages conditions critical to the operation of solutions.

Troubleshooting — hosts a user-oriented, unified logging system with advanced storage, sorting, and viewing capabilities.

Fault Management — automatically detects and corrects situations that might cause problems in operating solutions.

New Features in Release 8.0.x

Management Framework 8.0.3 contains these new features:

General Features

- New database support: PostgreSQL 8.4
- New OS support for GUI applications: Windows 7
- New OS support for server components: RHEL 5.4 32-bit and 64-bit (compatibility mode), Windows Server 2008 R2 64-bit (compatibility mode)

Configuration Layer

The following improvements have been made to the Configuration Layer to enable improved

operation and functionality of a Genesys system:

- Rule setting for password minimum length in the Configuration environment
- Significant improvement in Configuration Server startup time

Management Layer

The following improvements have been made to the Management Layer to enable enhanced management of Genesys systems:

- Unresponsive/hanging process detection support for SNMP Master Agent, Message Server and DBServer

Management Framework 8.0.2 contains these new features:

General Features

- Last-login information display in Management Framework GUIs.
- Undo functionality for changes in text fields and the ability to return to the last saved values in Solution Control Interface.

Configuration Layer

The following improvements have been made to the Configuration Layer to enable improved operation and functionality of a Genesys system:

- Configuration for External Authentication empty-password control.

Management Layer

The following improvements have been made to the Management Layer to enable enhanced management of Genesys systems:

- Read-only access to the alarm interface in Solution Control Interface.
- Optimized connection between Solution Control Interface and DBServer.

Management Framework 8.0.1 contains these new features:

General Features

- Support for new operating systems and databases.

Configuration Layer

The following improvements have been made to the Configuration Layer to enable improved

operation and functionality of a Genesys system:

- Hierarchical Multi-Tenant (HMT) Support.
- Login access restrictions for users with `disable` status.
- Enhanced search functionality and results display in Configuration Manager.
- Network traffic between Configuration Server and clients optimized.
- Oracle LDAP Proxy support for external authentication.
- Enhanced monitoring of LDAP/Radius access and availability.

Management Layer

The following improvements have been made to the Management Layer to enable enhanced management of Genesys systems:

- Enhanced monitoring capabilities in Distributed Solution Control Server environments.
- T-Server link statistics available through SNMP Master Agent.

Management Framework 8.0.0 contains these new features:

General Features

- Starting from Release 8.0, Genesys Voice Platform (GVP) has been integrated with Management Framework. GVP configuration objects are now stored in the Configuration Database.
- The Management Framework Deployment Manager has been discontinued.

Management Layer

The following improvements have been made to the Management Layer to enable enhanced management of Genesys systems:

- Users can now shut down Applications and Solutions gracefully.
- A new command line utility enables users to stop and start Applications and Solutions; retrieve the status of Applications, Solutions, and Hosts; and send custom commands and custom data to Applications.

Configuration Layer

The following improvements have been made to the Configuration Layer to enable improved operation and functionality of a Genesys system:

- Wizard Manager now supports the user inactivity timeout feature introduced in 7.6 for Configuration Manager and Solution Control Interface.
- Using the new command line utility in Configuration Import Wizard, you can now enter configuration-change data in an XML file and apply those changes to the configuration data.

Directories on This CD

configuration_layer

Contains the Configuration Server/Proxy, Configuration Conversion Wizard, Database Initialization Wizard, and Configuration Import Wizard.

configuration_layer_interfaces

Contains the Configuration Manager application.

configuration_wizard

Contains the Management Framework Configuration Wizard.

documentation

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

licensing

Contains the GLOBEtrotter License Manager, which is required to run licensed application.

management_layer

Contains applications that provide Management Layer capabilities for Genesys 8.0 software.

services_layer

Contains the DB Server.

templates

Contains the application configuration templates.

Documentation

Product documentation and release notes are available on the Genesys [Technical Support website](#) and on a separate documentation library DVD shipped 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](#).

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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.

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 Management Framework 8.0 customer. For a list of the software versions that are on this CD, click [here](#).

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Licensing

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Configuration Support

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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This product includes software developed by OpenLDAP (www.openldap.org).

This product includes software developed by the OpenSSL Project for use in the OpenSSL Toolkit (www.openssl.org).

This product includes cryptographic software written by Eric Young (eay@cryptsoft.com, eay@mincom.oz.au).

This product includes software written by Tim Hudson (tjh@cryptsoft.com).

MD5 implementation is provided by RSA Data Security.

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