



Informiam
Product Line

Release Notes

Informiam Proactive Business Management Suite™

Informiam Cisco Adapter v3.3

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Overview

The main purpose for release 3.3 of the Cisco Adapter is to provide data source connectivity to the Cisco ICM enabling the use of a common Genesys Frontline Advisor client.

Prerequisite Software

Please ensure the following software is installed prior to installing the Cisco Adapter 3.3:

- Java 6 SDK (JDK1.6)
- An SQL Server 2005 has been installed and an admin account has been created.
- A Frontline Advisor (FA) database has been created, and the user account created (See *FrontlineAdvisor_InstallationGuideWindows_3.3GA.pdf*)

Third-Party Software Versions

Third-party software versions used to support Cisco Adapter 3.3:

- Javassist 3.6.ga - Javassist is distributed under terms of the Mozilla Public License 1.1
- JSR-250 - Java Common Annotations 1.0 - This product contains JSR 250 RI distributed under the Common Development and Distribution License
- This product includes software developed by the Apache Software Foundation (<http://www.apache.org>)
 - Ant 1.5.1
 - Xerces-J 1 1.2.3
 - Xerces-J 2 2.6.2
 - xml-apis 1.0.b2
- This product includes software developed by the OpenSymphony Group (<http://www.opensymphony.com>):
 - Jdom b9
 - OSCache 2.4

The contents of the release include:

- release notes
- installation for Windows

Known Issues

No known issues.