

Product Advisory

June 1, 2010

A potentially critical issue has been identified, which is likely to affect multiple customers. Please review the article recently added to Genesys Solution Search for additional details including resolution steps.

Affected Products VoiceGenie

Environment Details

- VoiceGenie 7.1.x and 7.2.x
- Non-English Windows OS

Problem Summary The Installation Guides for VoiceGenie 7.1.x and 7.2.x include a section describing installation on non-English Windows. However installation is only supported on English Windows.

Solution Search ID 23722

Solution Search URL <http://solutionsearch.genesyslab.com/selfservice/documentLink.do?externalID=23722>
