



- About This Software
- Documentation
- Technical Support
- Legal Notices

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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 Management Framework 7.6

Management Framework 7.6 contains these new features:

Security

The following improvements have been made to Management Framework to enable more secure operation of a Genesys system:

- User access control mechanisms have been enhanced. Configuration Server no longer assigns a newly-created user to any Access Group by default.
- Users can now add their own security banner for graphical user interface applications, to be displayed with the Login dialog box.
- A forced re-login after a configurable amount of time is implemented for the following

Management Framework graphical user interface applications: Configuration Manager and Solution Control Interface.

- Some applications now enable users to define the client side port of the client/server connection so that it can be secured through firewalls.

Management Layer

The following improvements have been made to the Management Layer to enable improved management of a Genesys system:

- Users can now customize log levels for particular events, to be used together with default log levels, or disable logging of some events for a particular application to improve the usability of the logging system.

Configuration Layer

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

- To enhance the availability and interoperability with external security servers, Configuration Server now supports failover from primary to backup LDAP servers for external authentication.

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.

deployment_manager

Contains the Management Framework Deployment Manager.

documentation

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

licensing

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

management_layer

Contains applications that provide Management Layer capabilities for Genesys software.

services_layer

Contains the DB Server.

templates

Contains the application configuration templates.

Documentation

Product documents and release notes are available on the Genesys [Technical Support website](#) and on a separate documentation library DVD shipped with your software. We recommend that you read the release notes first followed by the *Framework 7.6 Deployment Guide*.

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

[Return to Top](#)

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, and Australia. 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 7.6 customer. For a list of the software versions that are on this CD, click [here](#).

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 Systems and Databases Reference Manual](#)
- [Genesys Supported Media Interfaces Reference Manual](#)

[Return to Top](#)

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[Return to Top](#)

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5953332; 6175563; 6289094; 5970065; 6011792; 5940497; 6449270; 6480600; 6198739; 6359981; 5991393; 6005931; 5960442; 6104802; 6055308; 6072864; 6128646; 6021428; 6175564; 6373836; 6044146; 5943416; 6002760; 6047060; 6067357; 6456615; 6201804; 6339593; 6078566; 6044368; 5991395; 6263066; 5991723; 6141724; 6118866; 6181692; 6411615; 6230197; 6108711; 6212178; 6389007; 6138139; 6167395; 6370508; 6170011;

6459697; 6215783; 6157655; 6122365; 6381640; 6332154; 6076093; 6445788; 6229888; 6421329; 6421325; 6381222; 6118865; 6389028; 6389133; 6122360; 6259786; 6496702; 6434231; 6178239; 6512763; 6442247; 6408064; 6418146; 6449358; 6346952; 6286033; 6345305; 6259774; 6393018; 6320951; 6298130; 6259692; 6453341; 6470080; 6337904; 6373937; 6473787

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