Genesys

DVD

Framework

Management Framework

Release 8.1

- About This Software
- Directories on this DVD
- Documentation
- Technical Support
- Legal Notices

Genesys Telecommunications Laboratories, Inc.
2001 Junipero Serra Blvd., Suite 700, Daly City, CA 94014
www.genesys.com

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 8.1.x

The following new features were introduced in the 8.1.3 release:

Configuration Layer

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

- Support for multi-language environments:
    - Ability to convert existing Configuration Database to a multi-language Configuration Database using UTF-8 encoding.
    - New scripts to initialize a new multi-language Configuration Database.
    - Support of UTF-8 encoding for most objects.
- Ability to convert an existing Configuration Database from single-tenant (enterprise) to multi-tenant.

High capacity connections for SIP Server are now available on all platforms, including Linux.
- Client connections are now restored automatically by the backup Configuration Server Proxy after a switchover of the proxy servers.
- Changes to Wrap-up Time made in the Agent Login now appear in the configuration of the Agent.
- New application types.

Management Layer

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

- New scripts to initialize a new multi-language Log Database.
- Applications on a Host now connect to the LCA on that Host using a loopback interface. This enables the connection to remain stable regardless of the status of the Network Interface Card.
- If Message Server is unable to enter a log into the Log Database, a log event is generated and can be used to trigger an alarm.
- The mlcmd utility now uses Application names or DBIDs as parameters.

Some of the primary new features added in release 8.1.2 are:

Configuration Layer

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

- Support for multi-language environments:
    - New multi-language startup mode that enables storage of data in UTF-8 format in some fields.
    - Support of UTF-8 encoding for Business Attribute and value objects.
- Ability to extend list of supported application types without migrating to new versions of Configuration Database and Configuration Server.
- Enhanced security for user authentication:
    - Restricted number of concurrent connections to Configuration Server.
    - Expiration of inactive accounts.
- Enhanced security for linked configuration objects:
    - Changes to linked objects restricted.
    - Applications configured in HA pairs must be started from the same account.
- Support of LDAP full referrals returned by Microsoft Active Directory.
- Configuration Server Proxy now supports Client-Side Port Definition on all of its connections.
- New application types.

Management Layer

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

- LCA now monitors the state of NTP services.
- All Management Framework server components now support Client-Side Port Definition on connections to Message Server for logging purposes.
- SCS supports Client-Side Port Definition on connections in distributed environments.
- SCS utilities can now be installed separately from SCS.
- The mlcmd utility can now report CPU usage for each thread of a given application.

Some of the primary new features added in release 8.1.1 are:

General Features

- Support for new operating system
- Support for new virtual platform
- Support for new DBMS

Configuration Layer

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

- Enhanced support for external authentication:
    - Configuration Server Proxy support for LDAP external authentication without sending requests to master Configuration Server
    - Configuration of external authentication parameters using configuration options instead of configuration files.
- Enhanced password and authentication rules:
    - Change user password at first login
    - Configurable password requirements, such as mixed case, punctuation, character type, and number of repeats
    - Password expiration and account lockout
- New Application and Switch types.

Management Layer

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

- Configuration Server and Solution Control Server now support heartbeat detection functionality used by Local Control Agent (LCA) to detect unresponsive Genesys applications.
- Alarm Detection and Alarm Reaction scripts now identify the affected configuration object by name or by the DBID.
- Enhanced ability to hide sensitive data in logs.
- Enhanced audit logs contain additional parameters.
- Support of TLS on connections to Message Server, Local Control Agent, and Genesys Deployment Agent.
- Support of IPv6 on connection between DB Server and database.

Some of the primary new features added in release 8.1.0 are:

General Features

- Support for new operating systems
- Support for new DBMS versions
- Support for FlexLM 11.9
- Support of IPv6

Configuration Layer

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

- Users can now configure a writable Configuration Server running in Proxy Mode to allow its clients to add, delete, and modify configuration objects and their permissions.
- New Application, Switch, and Script types.

Management Layer

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

- Log filtering can be enabled and disabled for individual applications.

Directories on This DVD

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 applications.

management_layer
Contains applications that provide Management Layer capabilities for Genesys 8.1.1 software.

services_layer
Contains DB Server.

templates
Contains the application templates used for configuration.

Documentation

Product documentation is provided on the [Genesys Documentation website](#), and the Documentation Library DVD.

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 Customer Care website also contains product advisories that describe recently discovered
[Return to Top](#)   issues related to Genesys products.

Technical Support

Contacting

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

For complete information on how and when to contact Customer Care, read the *[Genesys Care Support Guide for On-Premises](#)*. Please tell the Customer Care representative that you are a Management Framework 8.1 customer.

Licensing

Along with its software, Genesys supplies its customers with software licenses. Licenses manifest the customers' legal rights to use the features that Genesys software provides. To obtain the necessary product licenses, you will need to complete an order form, which has detailed information to assist you in placing an order. For complete information on obtaining licenses, refer to the *Genesys Licensing Guide* on the Genesys Documentation website and the licensing section of the *Genesys Migration Guide*.

Supported Operating Environment Information

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

- *Genesys Supported Operating Environment Reference Guide*
- *Genesys Supported Media Interfaces Reference Manual*

Return to Top

Legal Notices

Copyright

This DVD and all its contents © Copyright 2016, Genesys Telecommunications Laboratories, Inc. All rights reserved.

Trademarks

Genesys and the Genesys logo are registered trademarks of Genesys Telecommunications Laboratories, Inc. All other company names and logos may be trademarks or registered trademarks of their respective holders.

Third-Party Software

Genesys follows applicable third-party redistribution policies to the extent that Genesys solutions utilize third-party functionality. Please contact your technical support representative if you have any questions.

This software includes SNMP++ 3.2.16 from Hewlett Packard:
Copyright © 1999
Hewlett-Packard Company
ATTENTION: USE OF THIS SOFTWARE IS SUBJECT TO THE FOLLOWING TERMS.
Permission to use, copy, modify, distribute and/or sell this software and/or its documentation is hereby granted without fee. User agrees to display the above copyright notice and this license notice in all copies of the software and any documentation of the software. User agrees to assume all liability for the use of the software; Hewlett-Packard and Jochen Katz make no representations about the suitability of this software for any purpose. It is provided "AS-IS" without warranty of any kind, either express or implied. User hereby grants a royalty-free license to any and all derivatives based upon this software code base. Stuttgart, Germany, Sun Feb 27 11:34:17 CET 2005

This product includes software developed by the Apache Software Foundation (http://www.apache.org/).

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

This product includes software developed by the OpenSSL Project for use in the OpenSSL Toolkit (http://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.

NOTICE OF RESTRICTED RIGHTS FOR ORACLE PRODUCTS LICENSED TO THE US GOVERNMENT Oracle Programs delivered to the United States government subject to the DOD FAR Supplement are 'commercial computer software' and use, duplication, and disclosure of the programs, including documentation, shall be subject to the licensing restrictions set forth in the applicable license agreement therefor. Otherwise, Oracle programs delivered subject to the Federal Acquisition Regulations are 'restricted computer software' and use, duplication, and disclosure of the programs, including documentation, shall be subject to the restrictions in FAR 52.227-19, Commercial Computer Software-Restricted Rights (June 1987). Oracle USA, Inc., 500 Oracle Parkway, Redwood City, CA 94065.

Your Responsibility for Your System

You are responsible for product administration and system security. Please prevent unauthorized access. Your system administrator should read all documents provided with this product to fully understand the features available that can reduce the risk of system damage. System damage or loss caused by unauthorized access is not covered by maintenance and support or a Genesys warranty. In addition, Genesys software is proprietary. Unauthorized access may lead to violations of your confidentiality obligations under your contract with Genesys.

81fr_mgmt_03-2016_v8.1.304.00