



VoiceGenie 7.2.0 Hot Fix 2

Tools

Release Notes

Proprietary / Copyright Information

The information contained herein is proprietary and confidential and cannot be disclosed or duplicated without the prior written consent of Genesys Telecommunications Laboratories, Inc.

Copyright © 2000–2006 Genesys Telecommunications Laboratories, Inc. All rights reserved.

About Genesys

Genesys Telecommunications Laboratories, Inc., a subsidiary of Alcatel, is 100% focused on software for call centers. Genesys recognizes that better interactions drive better business and build company reputations. Customer service solutions from Genesys deliver on this promise for Global 2000 enterprises, government organizations, and telecommunications service providers across 80 countries, directing more than 100 million customer interactions every day. Sophisticated routing and reporting across voice, e-mail, and Web channels ensure that customers are quickly connected to the best available resource—the first time. Genesys offers solutions for customer service, help desks, order desks, collections, outbound telesales and service, and workforce management. Visit www.genesyslab.com for more information.

Each product has its own documentation for online viewing at the Genesys Technical Support website or on the Documentation Library CD, which is available from Genesys upon request. For more information, contact your sales representative.

Notice

Although reasonable effort is made to ensure that the information in this document is complete and accurate at the time of release, Genesys Telecommunications Laboratories, Inc. cannot assume responsibility for any existing errors. Changes and/or corrections to the information contained in this document may be incorporated in future versions.

You are Responsibility for Your System's Security

You are responsible for the security of your system. Product administration to prevent unauthorized use is your responsibility. Your system administrator should read all documents provided with this product to fully understand the features available that reduce your risk of incurring charges for unlicensed use of Genesys products.

Trademarks

Genesys, the Genesys logo, VoiceGenie, and T-Server are registered trademarks of Genesys Telecommunications Laboratories, Inc. All other trademarks and trade names referred to in this document are the property of other companies. The Crystal monospace font is used by permission of Software Renovation Corporation, www.SoftwareRenovation.com.

Released by

Genesys Telecommunications Laboratories, Inc. www.genesyslab.com

Table of Contents

Proprietary / Copyright Information	2
Table of Contents	3
Overview	4
Product Version Identification	5
Installing & Configuring VoiceGenie Hot Fix	6
Fixes	6
Other Notes	6

Overview

This release document includes the following information:

- Product Version Identification for the updated binary
- Hot-Fix Installation Instructions
- Fixes

Please refer to the 7.2.0 GA version of the release notes for the following information which has not changed:

- Resources
- Where to Get Help
- Terminology
- Product Version Identification
- Features
- Known Limitations

Product Version Identification

Product Name	VoiceGenie Tools
Version	7.2.0HF2
Release Date	August 2008

Hot Fix Information	
Tools	tools-logagent-7.2.0-HF2.tar.gz

Installing & Configuring VoiceGenie Hot Fix

To apply the hotfix, it is required to stop the logagent process on the media platform:
Run as pw user:
clc

At the CLC> prompt, type:
stop logagent

Run the following command to verify the process is stopped successfully:
ps -eo cmd| grep logagent

After the process stops, copy and overwrite the following file on the media platform with the hotfix binary:
/usr/local/vg-tools/logagent/bin/logagent

Then, run clc and at the CLC> prompt, type:
start logagent

Fixes

The following issues have been addressed in this release:

ER #	Summary
184777680	Failed to transform object

Other Notes

The Call Analyst Client (Reporting Client) is not compatible with Eclipse 3.4