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About This Software

Each Web-based application (such as Dashboards, System Administration Module, and Workforce Web Service) requires the installation of the Advisors Platform. The Advisors Platform installs the following base services:

- Geronimo
- Base Web
- Navigation Service
- Mail-Delivery Service
- Security Realm (optionally, LDAP)
- The data source
- Cluster Manager

New Features in 8.0.x

The primary new features added in release 8.0.001 are:

- This release is available in German. Multi-byte languages are not supported.

The primary new features added in release 8.0 are:

- The Platform's Installer Support library is now extended to handle JDK verification. This ensures that the installed applications use acceptable JDK versions.

- This release of Advisors Platform uses standard Genesys branding elements and styles.

- Platforms' Installer Support library is now extended to support TCP connection tests.

- The installer is now enhanced to perform database confirmation.

Directories on This CD

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

/platform/windows
Contains the installation files for the software.

templates
Contains the application templates used for configuration.

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.

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 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, Australia, India, and Japan. 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 Contact Center Advisor/Workforce Advisor 8.0 customer. For a list of the software versions that are on this CD, click [here](#).

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Supported Operating Environment Information

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

- *[Genesys Supported Operating Environment Reference Manual](#)*
- *[Genesys Supported Media Interfaces Reference Manual](#)*

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- The following software developed by the Apache Software Foundation:
    - commons-cli
    - commons-primitives
    - ECS
    - Jakarta Regexp
    - Xalan-J
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    - xml-apis
- XPP3 software developed by the Indiana University Extreme! Lab
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