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Content Analyzer Plug-in for GAX

Installing Content Analyzer Plug-in for GAX

12/15/2025

Contents

- 1 Installing Content Analyzer Plug-in for GAX
 - 1.1 Prerequisites
 - 1.2 Creating a Zip File
 - 1.3 Installing the plugin
 - 1.4 Configuring the plugin
 - 1.5 Role-Based Access
 - 1.6 Uninstalling the plugin

Installing Content Analyzer Plug-in for GAX

Prerequisites

- Genesys Administrator Extension (GAX) must be a GAX release between 8.5.290.09 and 9.0.001.xx.
- UCS 8.5.200.17 or later
- Classification Server 8.5.200.05 or later
- If the a previous version of Content Analyzer Plug-in for GAX was installed on the current host, **uninstall that version**.

Creating a Zip File

1. Create a temporary folder on your desktop.
2. Copy the IP folder from the original location (typically, the product CD) into the temporary folder.
3. Copy the templates folder from the original location into the temporary folder.
4. Zip the temporary folder.

Alternatively, contact Genesys Customer Care to obtain the required Zip file containing the installation package and associated templates.

Installing the plugin

Local Control Agent 8.5.100.31 or higher

1. Upload the Content Analyzer installation package (IP) to GAX. Refer to the **GAX documentation** for more information.
2. Extract the IP to any folder.
3. Navigate to the **ip** folder in the extracted folder.
4. Do one of the following:
 - On Windows, run **setup.exe**.
 - On Linux, run **install.sh**.
5. Restart GAX.

Local Control Agent 8.5.100.29 or lower

1. Add the following option to the **Application Options** tab of the Genesys Administrator Extension (GAX) Application object:
 - Section name: **[asd]**
 - Option name: **plugin_ip_list**
 - Option value: CntAnlzPlgnAdm64 (for the Windows host) or CntAnlzPlgnAdm (for the Linux host)

Tip

This option is also used by **eServices Manager Plug-in for GAX** and **Privacy Manager Plug-in for GAX**. If you are running both Privacy Manager and eServices Manager with Content Analyzer, the value can be a comma-separated list; for example, eSMngrPlgnAdm, PrivacyMng, CntAnlzPlgnAdm.

2. Restart GAX.
3. **Upload the Content Analyzer installation package (IP)**. If you previously uploaded the IP, you must do so again now.
4. Carry out the **plug-in installation process**.
5. Restart GAX.

Configuring the plugin

Local Control Agent 8.5.100.31 or higher

1. Create an Application for Content Analyzer with the type Application Cluster.
2. Add tenants to the Content Analyzer Application.
3. Specify the Host and Port. The Application Cluster application object and the GAX application must be configured with the same host in order to enable mutual TLS connections.
4. Connect the Content Analyzer Application to UCS, UCS Proxy, and Classification Server. In addition, Training Server must be connected and run with the same UCS.
5. Configure these connections: TLS, ADDP, and so on.
6. Navigate to the GAX Application Options for the Content Analyzer Application.
7. Create a section with the name **[gax-content-analyzer]**.
8. Create the following options in the **[gax-content-analyzer]** section:
 - **app-name** = Content Analyzer Application name
 - **interactions-per-request** = 1000
 - **connection-timeout** = 3

9. If you need multi-language support, set the UTF-8 JVM parameter for all Java components (UCS, GAX Server, Browser) in the corresponding .ini file (or the .bat file if you start the component from the command line):
ini file: [JavaArgs] -Dfile.encoding=UTF-8 ...
bat file: set JAVA_OPTS=%JAVA_OPTS% -Dfile.encoding=UTF-8 ...
10. Restart GAX.

Tip

On multi-language support: In the GAX **User Preference** window (under the Preferences menu), **Use system settings** refers to using the settings in the **System Preferences** window. It does not refer to the Region and Language setting of the host machine.

If **Use system settings** is selected in the **Language** field of GAX's **Locale User Preferences**, it refers to the language that is selected in the **Language** field of **System Preferences**. Note that if you want to have any language other than English available in these fields, you must install the relevant language pack plug-in.

Local Control Agent 8.5.100.29 or lower

1. Create an Application for Content Analyzer with the type Application Cluster.
2. Add tenants to the Content Analyzer Application.
3. Specify the Host and Port. The Application Cluster application object and the GAX application must be configured with the same host in order to enable mutual TLS connections.
4. Connect the Content Analyzer Application to UCS, UCS Proxy, and Classification Server. In addition, Training Server must be connected and run with the same UCS.
5. Configure these connections: TLS, ADDP, and so on.
6. Navigate to the GAX Application and specify the Content Analyzer Application name as the value of the **app-name** option in the **[gax-content-analyzer]** section.
7. If you need multi-language support, set the UTF-8 JVM parameter for all Java components (UCS, GAX Server, Browser) in the corresponding .ini file (or the .bat file if you start the component from the command line):
ini file: [JavaArgs] -Dfile.encoding=UTF-8 ...
bat file: set JAVA_OPTS=%JAVA_OPTS% -Dfile.encoding=UTF-8 ...
8. Restart GAX.

Tip

On multi-language support: In the GAX **User Preference** window (under the Preferences menu), **Use system settings** refers to using the settings in the **System Preferences** window. It does not refer to the Region and Language setting of the host

machine.

If **Use system settings** is selected in the **Language** field of GAX's **Locale User Preferences**, it refers to the language that is selected in the **Language** field of **System Preferences**. Note that if you want to have any language other than English available in these fields, you must install the relevant language pack plug-in.

Role-Based Access

To grant a user access to the GAX menu and Content Analyzer Plug-in for GAX, assign the following privileges to the users in GAX:

- **COM/Access Configmanager**
- **content-analyzer/Content Analyzer Plug-in for GAX Access**

Uninstalling the plugin

On Linux

1. Stop GAX.
2. Go to **<GAX_HOME>/webapp/WEB-INF/lib** on the file system (where **<GAX_HOME>** is your home folder for the GAX application).
3. Delete the **gax-content-analyzer-<\$version\$>.jar** file (where **<\$version\$>** is the version of the plugin).
4. Go to **<GAX_HOME>/plug-ins** on the file system.
5. Delete the **gax-content-analyzer-<\$version\$>.jar** file.
6. Go to **<GAX_HOME>/webapp/plugins** on the file system.
7. Delete the **gax-content-analyzer** folder.
8. Start GAX.

On Windows

1. Stop GAX.
2. Go to **Programs and Features**.
3. Find and run **Genesys Content Analyzer Plug-in for GAX <\$version\$>** (where **<\$version\$>** is the

version of the plugin).

4. Select the **Remote** check box.
5. Click **Next**.
6. Click **Yes** in **Confirm Windows**.
7. Click **Finish**.
8. Go to **<GAX_HOME>/webapp/plugins** on the file system (where **<GAX_HOME>** is your home folder for the GAX application).
9. Delete the **gax-content-analyzer** folder.
10. Go to **<GAX_HOME>/plug-ins** on the file system.
11. Delete the **gax-content-analyzer-<\$version\$>.jar** file.
12. Start GAX.