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Privacy Manager Plug-in for GAX

Configuring Privacy Manager

12/15/2025

Configuring Privacy Manager

Local Control Agent 8.5.100.31 or higher

In Genesys Administrator Extension,

1. Create a Privacy Manager Application with the type Application Cluster.
2. Add tenants to Privacy Manager 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 Privacy Manager Application to UCS and Classification Server.
5. Configure these connections: TLS, ADDP, and so on.
6. Navigate to the GAX Application Options for the Privacy Manager Application.
7. Create a section with the name `gax-privacy-manager`.
8. Create the following options in the **gax-privacy-manager** section:
 - `app-name` = The Privacy Manager Application name.
 - `file-storage-path` = Full path to the folder in which Privacy Manager creates its temporary file. You must ensure that Privacy Manager has permission to write into that directory.
 - `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 .bat file if you start the component from command line):
 - ini file: `[JavaArgs] -Dfile.encoding=UTF-8 ...`
 - bat file: `set JAVA_OPTS=%JAVA_OPTS% -Dfile.encoding=UTF-8 ...`
10. Restart GAX.

Local Control Agent 8.5.100.29 or lower

In Genesys Administrator Extension,

1. Create a Privacy Manager Application with the type Application Cluster.
2. Add tenants to Privacy Manager 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 Privacy Manager Application to UCS and Classification Server.

5. Configure these connections: TLS, ADDP, and so on.
6. Navigate to the GAX Application object's **gax-privacy-manager** section and configure the following options:
 - **app-name** = Specify the Privacy Manager Application name.
 - **file-storage-path** = Specify the full path to the folder in which Privacy Manager creates its temporary file. You must ensure that Privacy Manager has permission to write into that directory.
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 .bat file if you start the component from command line):
 - ini file: `[JavaArgs] -Dfile.encoding=UTF-8 ...`
 - bat file: `set JAVA_OPTS=%JAVA_OPTS% -Dfile.encoding=UTF-8 ...`
8. Restart GAX.