



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Framework Deployment Guide

Deploying Management Layer

5/5/2025

Deploying Management Layer

Contents

- **1 Deploying Management Layer**
 - 1.1 Deployment Summary
 - 1.2 Remote Deployment
 - 1.3 Next Steps

The Management Layer controls the startup and status of solutions, logging of maintenance events, generation and processing of alarms, and management of application failures.

Deployment Summary

Deploy Management Layer in this order:

1. **Local Control Agent (LCA)**—LCA must be installed to enable the Management Layer's solution-control and fault-management capabilities. You must install one LCA on each host running a Genesys server application.

Important

An application started by LCA inherits the environment variables from LCA. Therefore, when an application requires that particular environment variables be set, the same environment variables must be set for the account that runs LCA.

2. **Database Access Point (DAP)** for the Log Database
3. **Message Server**—You must configure a connection to Message Server for each Genesys server application to enable the Management Layer's centralized-logging and alarm-signaling capabilities.
4. Initialize the **Log Database**
5. **Solution Control Server**
6. **SNMP Master Agent** (optional)

Starting in 8.5, Genesys Administrator replaces Configuration Manager and Solution Control Interface (SCI) as the preferred interface for Management Framework. If you still want to use SCI, deploy it using the deployment instructions in the *Framework 8.1 Deployment Guide*.

Remote Deployment

You can deploy the Management Layer servers (Message Server, Solution Control Server, and Genesys SNMP Master Agent) to any host on your network using Genesys Administrator Extension. Refer to [Genesys Administrator Extension documentation](#) for more information and instructions.

Next Steps

After you have successfully installed and configured the Management Layer components, consider whether you would like to configure the following:

- Force logged-in users to log in again after a period of inactivity. See [Forced Re-Login for Inactivity](#).
- Redundant Message Servers, Solution Control Servers, or SNMP Master Agents. See [Redundant Configurations](#).
- [Distributed Solution Control Servers](#).

Continuing the Installation of Your System

Once the Management Layer is set up, you can then deploy the rest of the Framework components, the contact center environment, and other Genesys Voice and Data applications.