Genesys Administrator Extension Deployment Guide

Document Change History

5/6/2025

Document Change History

Contents

This section lists topics that are new or that have changed significantly since the previous release of the Framework 8.1 Genesys Administrator Extension Deployment Guide.

Document Version 8.1.302.00

The following topics have been added or have changed significantly since the 8.1.301.00 release:

- Notes have been added throughout this document to indicate that License Usage Reporting functionality is now provided by the License Reporting Manager plug-in for GAX. This change applies to GAX 8.1.310 releases or higher.

- Setting Up Genesys Administrator Extension:

    - Browser Requirements was modified.

    - Required Permissions and Role Privileges was modified.

    - Step 6 of Installing Tomcat was modified to indicate that users of GAX 8.1.3 releases and higher are not required to download ODBC drivers from Oracle. These drivers are now included with the GAX installation package.

    - A warning was added to Setting up the Genesys Administrator database (for Microsoft SQL Server).

    - Setting up the Genesys Administrator database (for PostgreSQL) was added.

    - A note was added to Installing Samba.

    - Configuring the GAX Database for TLS (PostgreSQL) was added.

    - Step 3 of Upgrading to the latest Genesys Administrator Extension for Management Framework 8.1.1 or higher was modified to indicate that this step applies only to instances that use GAX Application object of type Genesys Generic Server.

    - Upgrading to the latest Genesys Administrator Extension for Management Framework 8.1.1 or higher was updated.

    - Upgrading to the latest Genesys Administrator Extension for Management Framework 8.1.0 or lower was updated.

Document Version 8.1.301.00

The following topics have been added or have changed significantly since the 8.1.201.00 release:

- Genesys Administrator Extension Overview:

    - The section Genesys Administrator Extension was modified to include information about language packs.

    - Solution Deployment was modified.

    - Account Management was added.

- Setting Up Genesys Administrator Extension:

- Browser Requirements was modified.

- Installing Tomcat was modified.

- Enabling UTF-8 character encoding (for Oracle) was added.

- Managing GAX Compatible Plug-ins was added.

- Upgrading to the latest Genesys Administrator Extension for Management Framework 8.1.1 or higher was updated.

- Upgrading to the latest Genesys Administrator Extension for Management Framework 8.1.0 or lower was updated.

- Accessing Genesys Administrator Extension:

  - Preferences was added.

- Troubleshooting Genesys Administrator Extension:

  - Tomcat Issues was updated.

  - Browser Issues was updated.

- Appendix A, "Genesys Administrator Extension Role Privileges was updated throughout.

- Appendix B, "Configuration Options:

  - New configuration options were added to the following sections:

    - general Section

    - asd Section

    - log Section

New and Changed Privileges

The following privileges were added or changed in this release (refer to Appendix A, "Genesys Administrator Extension Role Privileges):

Group: Genesys Administrator Extension - General

New privileges

- `Read Plug-ins`—Enables users to read nodes and plug-ins.

- `Write Plug-ins`—Enables users to enable or disable plug-ins, and also enables users to modify plug-in options.

Group: Genesys Administrator Extension - Solution Deployment

Changed privileges

- `Deploy IPs`—Enables the user to deploy an IP or perform any supported profile, such as a rollback or upgrade;.

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Group: Genesys Administrator Extension - Account Management

New privileges

- `Administer Users`—Allows a user to read and update the Force Password Reset on Next Login option in the User Accounts section. It also allows access to the User Options, Access Control, and Accessible Objects panels. Prerequisite: Write Users.

	💡 **Notes** - The Force Password Reset on Next Login option displays only if Genesys Administrator Extension connects to Management Framework version 8.1.1 and higher. - For more information about resetting passwords, please see the Genesys 8.0 Security Deployment Guide.

- `Read Agent Information`—Allows a user to access the Agent Information function and to view agent information in the User Accounts section. Prerequisites: None.

- `Read Users`—Allows a user to access the User Accounts details pane, except for `Force Password Reset on Next Login`, User Options, Access Control, Accessible Objects, and Agent Information. Prerequisites: None.

- `Write Agent Information`—Allows a user to create and update all values on the User Accounts details pane for agents. Prerequisite: `Read Agent Information`.

- `Write Users`—Allows a user to create and update all values on the User Accounts details pane except for `Force Password Reset on Next Login`, User Options, Access Control, Accessible Objects, and Agent Information. Prerequisite: `Read Users`.

- `Administer Roles`—Allows a user to access the `User Options` and `Access Control` buttons. Prerequisite: `Write Roles`.

- `Read Roles`—Allows a user only to read Roles. The `User Options` and `Access Control` buttons are not displayed. Prerequisite: None.

- `Write Roles`—Allows a user to create, update, and delete Roles. The `User Options` and `Access Control` buttons are not displayed. Prerequisite: `Read Roles`.

- `Administer Skills`—Allows a user to access the `User Options` and `Access Control` buttons. Prerequisite: `Write Skills`.

- `Read Skills`—Allows a user only to read Skills. The `User Options` and `Access Control` buttons are not displayed. Prerequisite: None.

- `Write Skills`—Allows a user to create, update, and delete Skills. The `User Options` and `Access Control` buttons are not displayed. Prerequisite: `Read Skills`.

- `Administer Agent Groups`—Allows a user to access the `User Options` and `Access Control` buttons. Prerequisite: `Write Agent Groups`.

- `Read Agent Groups`—Allows a user only to read Agent Groups. The `User Options` and `Access Control` buttons are not displayed. Prerequisite: None.

- `Write Agent Groups`—Allows a user to create, update, and delete Agent Groups. The `User Options` and `Access Control` buttons are not displayed. Prerequisite: `Read Agent Groups`.

- Administer Access Groups—Allows a user to access the User Options and Access Control buttons. Prerequisite: Write Access Groups.

- Read Access Groups—Allows a user only to read Access Groups. The User Options and Access Control buttons are not displayed. Prerequisite: None.

- Write Access Groups—Allows a user to create, update, and delete Access Groups. The User Options and Access Control buttons are not displayed. Prerequisite: Read Access Groups.

- Administer Capacity Rules—Allows a user to access the User Options and Access Control buttons. Prerequisite: Write Capacity Rules.

- Read Capacity Rules—Allows a user only to read Capacity Rules. The User Options and Access Control buttons are not displayed. Prerequisite: None.

- Write Capacity Rules—Allows a user to create, update, and delete Capacity Rules. The User Options and Access Control buttons are not displayed. Prerequisite: Read Capacity Rules.

New and Changed Configuration Options

The following configuration options were added or changed in this release (refer to Appendix B, "Configuration Options):

Section: general

This section contains general options for GAX (refer to general Section).

New option

- confserv_timeout—Specifies the timeout value for connections to Configuration Server.

Section: asd

The following option has been added in the asd section (refer to asd Section).

New option

- local_ip_cache_dir—Specifies the local directory where the IP used for the deployment is cached. Caching the IP reduces deployment time if the IP is reused This option must be set to a UNC path or a local path that points to a directory that can be accessed (with read\write permissions) from the machine that is running the Genesys Administrator Extension server.

Section: log

The following options have been added in the log section (refer to log Section).

New options

- expire—Specifies the maximum number of log files to be kept.

- log—Determines whether a log output is created.

- log-cache-size—Specifies the maximum number of logs in the log message queue.

- segment—Specifies the max log file size in kilobytes.