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# Genesys Administrator Extension Deployment Guide

Using GAX to Manage Plug-ins

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# Using GAX to Manage Plug-ins

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The Plug-in Management screen displays all installed plug-ins in your GAX environment. To access the screen, navigate to Configuration > Administrator > Plug-in Management.

You can click on the name of a plug-in to view details about the plug-in, such as which server hosts the plug-in. Click Plug-ins to display more information, which displays in a new panel to the right:

- Name—The name of the plug-in
- Version—The version number of the plug-in.
- Language—The language used by the interface of the plug-in
- Provider—The name of the user or company that provided the plug-in
- State—This field can be set to Enabled or Disabled, depending on the status of the plug-in. See [Enabling or disabling a plug-in in GAX](#) for more information.

The following actions can be performed in the Plug-in Management area:

- GAX plug-ins can be installed by using the standard IP installation mechanism. See [Installing a GAX compatible plug-in by using the Software Import Wizard](#) for more information.
- Plug-ins can also be installed manually by using the command line. See [Installing a GAX compatible plug-in by using the command line](#) for more information.
- Plug-in options can be modified. See [Modifying plug-in settings](#) for more information.
- Plug-ins can be enabled or disabled. See [Enabling or disabling a plug-in in GAX](#) for more information.
- Plug-ins can be removed. See [Removing a plug-in from GAX](#) for more information.

## Installing a GAX compatible plug-in by using the Software Import Wizard

### Start

1. In the header, go to Configuration > Solution Deployment > Installation Packages.
2. In the Installation Packages panel, click New. A new panel called Software Import Wizard opens to the right.
3. In the Software Import Wizard panel, select a method for importing the plug-in:
  - - Installation Package Upload (includes templates)—Upload a ZIP file that contains an installation package and its associated templates. These files are typically provided by Genesys Technical Support.
  - i. In the Software Import Wizard panel, select Installation Package Upload (includes templates) and click Next.
  - ii. The panel updates. Click Choose File to select the file to upload.
  - iii. Click Finish.
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- Installation Package Upload (template uploaded separately)—Upload an installation package and its associated templates.
  - i. In the Software Import Wizard panel, select Installation Package Upload (template uploaded separately) and click Next.
  - ii. The panel updates and displays three boxes—Upload a package, Upload an XML template, and Upload an APD template. Click Choose File in each field to select the file to upload.
    - Upload a package—A ZIP file that contains the installation package.
    - Upload an XML template—The XML template file for this installation package. This is the template that is referenced by the installation package description file. This file must not be modified from the version in the template directory.
    - Upload an APD template—The APD template file for this installation package. This is the template that is referenced by the installation package description file. This file must not be modified from the version in the template directory.
- Click Finish.
  - - UNC Path to Mounted CD or Directory—Upload an installation package that is stored on a mounted CD or network directory.
      - i. In the Software Import Wizard panel, select UNC Path to Mounted CD or Directory and click Next.
      - ii. In the text field, enter the path for where the installation package is stored.
      - iii. Click Next to open the path.
      - iv. The panel updates to display the installation package(s) that is found at the specified location. Click the check box(es) that is beside the installation package(s) to upload.
      - v. Click Finish.
      - - UNC Path to an Existing Administrator Repository—Upload an installation package from an existing Genesys Administrator repository.
          - i. In the Software Import Wizard panel, select UNC Path to an Existing Administrator Repository and click Next.
          - ii. In the text field, enter the path for the existing Genesys Administrator repository.
          - iii. Click Next to open the path.
          - iv. The panel updates to display the installation package(s) that is found at the specified location. Click the check box(es) that is beside the installation package(s) to upload.
          - v. Click Finish.

The file(s) upload from your file system to Genesys Administrator Extension and a progress bar displays to show the upload progress. The progress of the upload also displays in the Status column in the Installation Packages panel.



	<ul style="list-style-type: none"><li>• A green progress bar represents a successful upload for the installation package. A red progress bar represents a failed upload for the installation package. You can review which step failed in the Status field in the Installation Packages list.</li><li>• You cannot upload a plug-in to the repository if a version of the plug-in already exists in the repository. You must have the Replace IPs and SPDs privilege enabled to overwrite a plug-in in the repository.</li></ul>
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**End**

## Installing a GAX compatible plug-in by using the command line

**Start**

1. Deploy the following elements of a GAX plug-in:
  - a. Copy the plug-in Java jar file to the following location:  
`$CATALINA_HOME/webapps/gax/WEB-INF/lib`
  - b. Import the template data in the ADP file into Configuration Server as an application template.
  - c. Import the XML file that contains role and option metadata into the plug-in application template object.
  - d. (Optional) Execute the database schema against the GAX schema.
5. Use Genesys Administrator to prepare Configuration Server by assigning the role privileges that are defined by the plug-in.
6. Prepare the database schema. If the plug-in uses the GAX database or other databases, run the initialization or upgrade script that comes with the plug-in. If the plug-in comes with an SPD file, you can use Solution Deployment to run the script when you install the file.
7. Deploy the IP to the target GAX host.
  - a. Stop GAX.
  - b. Copy the plug-in .jar file to the Tomcat container in the gax/WEB-INF/lib/ folder by using the Genesys installation package (either executed manually as defined in the deployment guide for the plug-in, or by using an SPD file). The file can now be used by GAX when the application is started.
3. If your plug-in uses configuration options, they are merged with the GAX options and can be configured with the GAX options. Use Genesys Administrator to configure the plug-in options.

 **Note:** Option description texts and validity rules that are used by Genesys Administrator are

not applied when editing options for plug-ins.

4. Use Genesys Administrator to review the roles assigned to the plug-in by the imported XML metadata for your plug-in.
5. Start GAX. Installation of the plug-in occurs during startup.

GAX registers all available plug-ins and reads out the `tpl` file that is located in the `/META-INF` folder.

The options for each plug-in might be in the GAX section, or in a section named for the plug-in.

**End**

## Modifying plug-in settings

### Purpose

- To provide a consolidated system settings interface for accessing and managing all system settings in GAX. System settings are managed by node.

### Start

1. In the header, go to Configuration > Administrator > Plug-in Management.
2. Select an application in the Administrator Applications list. A new panel opens to the right.
3. Click Plug-ins to view which plug-ins are associated with the application. A new panel opens to the right.
4. Select a plug-in in the Plug-in Info list. A new panel opens to the right.
5. Click Plug-in Options. A new panel opens to the right. The panel displays the options that are associated with the plug-in.
6. Click an option to view more information about the option in a separate panel that opens to the right.
7. When you have finished modifying the option(s), perform one of the following actions:
  - Click Save to save your changes.
  - Click Cancel to discard your changes.

**End**

## Enabling or disabling a plug-in in GAX

 **Notes:**

- It is not possible to disable the gax-core plug-in.
- The option to enable or disable a plug-in is available only for the application or node to which the user is currently connected. Other GAX applications or nodes will provide a link to manually login to that instance.

### Start

1. In the header, go to Configuration > Administrator > Plug-in Management.
2. Select an item in the Administrator Applications list. More information about the item displays in a new panel to the right.
3. Click Plug-ins. More information about the plug-ins for the item display in a panel to the right.
4. Select a plug-in from the list.
5. Do one of the following:
  - If the plug-in is currently enabled, the Disable button is displayed. Click Disable to disable the plug-in.
  - If the plug-in is currently disabled, the Enable button is displayed. Click Enable to enable the plug-in.

### End

 **Note:** To see the changes to the plug-in, refresh the display in your browser.

## Removing a plug-in from GAX

### Start

1. Stop GAX.
2. Go to \$CATALINA\_HOME/webapps/gax/WEB-INF/lib on the file system (where \$CATALINA\_HOME is your home folder for the Tomcat process).
3. Delete the .jar files for the plug-ins that you wish to disable. For example, to remove the Solution Deployment plug-in, delete gax-asd.jar.
4. Start GAX.

### End