Genesys Administrator Extension Deployment Guide

Solution Deployment

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Solution Deployment

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Solution Deployment enables you to fully deploy Solution Definitions and Installation Packages (IPs) to remote locations. This includes installation and configuration of all of the necessary Applications and updates to existing multi-tenant Applications, where appropriate.

Note: Genesys Deployment Agent (GDA) does not support multiple concurrent deployments on the same host. Therefore, multiple users cannot deploy a solution by using GAX on the same host at the same time that GDA is deploying. This limitation has always existed for GDA.

A Solution Definition consists of none, one, or multiple IPs for Genesys components. For Hosted Provider Edition, the IPs to be deployed must be primarily related to Tenant objects, and should contain object definitions, access permissions, and role privileges.

A Solution Definition consists of an XML file that defines the steps to install, upgrade, or configure IPs and system configurations to successfully deploy a solution. For information about authoring Solution Definition files, see the Authoring Solution Definitions page.

Solution Deployment can make changes to tenant objects in Configuration Server, perform installations of IPs, or execute external scripts, such as database scripts.

For each Deployed Solution, from the Deployed Solutions window you can export a file that contains the properties, summary, and actions for auditing purposes.

Note: Not all browsers enable you to use filenames that are not US-ASCII compatible; therefore, Genesys recommends that you use only filenames that are US-ASCII compatible.

Defined Privileges

Roles and their privileges define what you can do in a given application. In Genesys Administrator Extension, roles and their privileges are controlled by the use of Role objects, which are assigned to Users (including Agents) and Access Groups.

Privileges are imported into GAX during the upload of an Installation Package (IP). All privileges that are defined in the metadata of the IP are imported into the GAX database. Privileges are defined as "task" elements in the metadata XML of the IP.

Note: This functionality is only available in releases 8.1.3 and higher.

Solution Package Definition File Version Tracking

During normal use, Solution Package Definition files (also called SPDs or just Solution Definitions) are added, upgraded, revised, and removed. Solution Deployment supports versioning, auditing, and tracking of changes of SPDs from within the GAX interface. The tracking report can be exported to a CSV file for use outside of GAX.

Solution Deployment enables you to view and access past versions of SPDs. You can also add custom comments and notes to any version.

You can filter and sort the SPD history by one or more of the following criteria:

- Solution—Group results by deployed solutions.
- Tenant—Group results by tenant and select a subset of a tenant or tenants by Solution and version.
- Date—Group results by date range.
- Result—Group by successful and failed deployments.

You can generate reports for both individual Solutions as well as for individual tenants.

You can configure the reports by specific criteria, including the following parameters:

- Solution Definition name
- Solution Definition version
- Tenant name
- Profile
- Date deployed
- Deployed by (name of the individual who performed the deployment)
- Result of deployment (Success, Fail, Unknown)
- Latest (true or false)
- Application name (IP Xref)

External Script Support

Solution Deployment passes arguments to external scripts when executing them, and can receive back results from the execution of a script. For example, if you have a script to create a new virtual host by using the VMware API, you can specify a name or naming convention from within an SPD. You will then receive confirmation that the creation was successful and the name of the new host that was created.