

GENESYS

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.

Genesys Administrator Extension Deployment Guide Upgrading to the latest Genesys Administrator Extension for Management Framework

8.1.0 or lower

5/8/2025

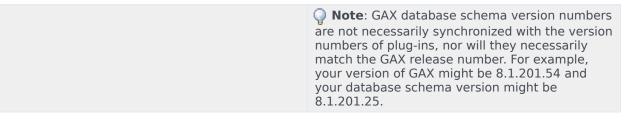
Upgrading to the latest Genesys Administrator Extension for Management Framework 8.1.0 or lower

Purpose

• To upgrade from an earlier release of GAX to the latest release of GAX for Management Framework 8.1.0 or lower.

Start

- 1. Stop the instance of GAX that you intend to upgrade.
- On the target machine, run the GAX installer for the release to which you want to upgrade. The installer copies the binary file to the Tomcat instance that was defined during installation, and also copies all of the required files to the target directory.
- 3. Perform one of the following actions, depending on your server installation:



- (Oracle only) Run all of the database upgrade scripts from the previous version. To determine if you have to apply any database scripts, check the resources/sql_scripts folder in the target directory of the installation.
 - For example, if you have release 8.1.201.25 running and you intend to upgrade to release 8.1.300.XX, you must execute the following SQL scripts:
 - gax_core_upgrade_db_8.1.201.25_to_8.1.300.XX_ora.sql
 - (For Solution Deployment only) gax_asd_upgrade_db_8.1.201.15_to_8.1.300.XX_ora.sql
 - (For Operational Parameter Management only) gax_opm_upgrade_db_8.1.201.15_to_8.1.300.XX_ora.sql
- (Microsoft SQL only) Run all of the database upgrade scripts from the previous version. To determine if you have to apply any database scripts, check the resources/sql_scripts folder in the target directory of the installation.

For example, if you have release 8.1.201.25 running and you intend to upgrade to release 8.1.300.XX, you must execute the following SQL scripts:

- gax_core_upgrade_db_8.1.201.25_to_8.1.300.XX_mssql.sql
- (For Solution Deployment only) gax_asd_upgrade_db_8.1.201.15_to_8.1.300.XX_mssql.sql
- (For Operational Parameter Management only)

gax_opm_upgrade_db_8.1.201.15_to_8.1.300.XX_mssql.sql

Operation
 Role privileges must be renewed if the application type is changed. Genesys stores role privileges that are associated with the application type to which they apply, but since GAX is associated with Genesys Administrator Server in 8.1.1 releases of Management Framework (for GAX 8.1.2 and higher), not Genesys Generic Server, the role privileges must be set using the correct type.
 Files that have version numbers prior to the ones from which you upgraded do not have to be executed. You must log in to the database schema as a GAX user and run the commands inside the SQL scripts as commands for the database.
 If you are installing GAX for the first time or upgrading from release 8.1.x to 8.1.2, when you execute the SQL upgrade scripts, make sure that the scripts are properly committed. If your client application has auto-commit switched off, you might have to add the following line(s) to the scripts:
• For Oracle: commit;
 For MS SQL: BEGIN TRANSACTION; COMMIT TRANSACTION;

(Optional) You can delete the previous GAX Application object after you have verified that the new release is working correctly; however, you can choose to maintain both versions simultaneously.

End

•

Install GAX

Refer to the Installing Genesys Administrator Extension server on a Linux host or the Installing Genesys Administrator Extension server on a Windows Server 2008 host.