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Genesys Administrator Extension Deployment Guide

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Welcome to the Framework 8.1 Genesys Administrator Extension Deployment Guide. This document describes the deployment, starting and stopping, and troubleshooting procedures that are relevant to Genesys Administrator Extension.

About Genesys Administrator Extension

Genesys Administrator Extension (GAX), part of the Genesys Framework, is a web-based graphical user interface (GUI) that provides advanced administrative and operational functionality that is targeted to Hosted Service Providers as well as Enterprise customers. In brief, you will find the following information in this guide:

- How to deploy Genesys Administrator Extension.
- How to access Genesys Administrator Extension.
- Suggestions for troubleshooting your Genesys Administrator Extension installation.

Intended Audience

This document is intended primarily for system integrators, system administrators, contact center managers, and operations personnel. It has been written with the assumption that you have a basic understanding of:

- Computer-telephony integration (CTI) concepts, processes, terminology, and applications
- Network design and operation
- Your own network configurations

You should also be familiar with Genesys Framework architecture and functions, as described in the Framework Deployment Guide.

Contacting Genesys Technical Support

If you have purchased support directly from Genesys, please contact [Genesys Technical Support](#).

Before contacting technical support, please refer to the [Genesys Care Program Guide](#) for complete contact information and procedures.

About This Book

The following list explains different features of GAX:

Overview

This chapter introduces you to the **core features** of GAX and its **architecture**.

Setting up GAX

This chapter explains how to **deploy** GAX.

[Solution Deployment](#)
[Account Management](#)
[Database Size Requirements](#)

[Deployment Task Summary](#)
[Managing Plug-ins](#)
[Upgrading GAX](#)

Accessing GAX

This chapter explains how to [access](#) GAX.

[Logging In](#)
[Logging in to Genesys Administrator from GAX](#)
[Set Preferences](#)

Troubleshooting

This chapter explains how to [troubleshoot](#) GAX.

[Required Permissions](#)
[Tomcat Issues](#)
[Browser Issues](#)

Role Privileges

This chapter explains all of the [role privileges](#) used by GAX.

[Operational Parameter Management](#)
[Solution Deployment](#)
[Account Management](#)

Configuration Options

This chapter explains all of the [configuration options](#) used by GAX.

[general Section](#)
[arm Section](#)
[log Section](#)