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Genesys Administrator Extension Help

Deployment Wizard

Deployment Wizard

The Service Deployment Wizard deploys an installation package (IP) or solution definition to the specified hosts and installs and configures the service as directed by the Service Package Definition.

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While you are using the Service Deployment Wizard, take note of the following:

- Most of the fields in the Wizard are auto-complete fields. You can enter only part of the value in the field, and then you are presented with a list of all entries that contain the text that you entered; you can then select the appropriate item.
- The Wizard verifies the IPs, based on the operating system of the intended hosts. When you are selecting hosts, make sure that you select those that are running the required operating system.
- If an IP is already installed on a host, by default the Wizard will reinstall the IP. All parameters entered during the previous deployment are saved by Genesys Administrator Extension and automatically prepopulated in the Wizard.
- When upgrading an existing IP, the IP's permissions and connections are updated to the new Application object.

Items that can be merged

For scenarios in which the existing IP and the new IP have conflicting values, the existing IP's values are maintained. If the existing IP does not contain a value, the value of the new IP is used. The following values are available to be merged:

- options
- annex
- connections
- ports
- timeout
- autorestart
- commandlinearguments
- commandline
- state
- shutdowntimeout
- attempts
- redundancytype
- isprimary
- startuptimeout

The following are two possible scenarios that you may perform by using the Service Deployment Wizard:

- [Upgrading an Installation Package](#)
- [Rollback an Installation Package](#)

Upgrading an Installation Package

To upgrade an installation package (IP), perform the following actions:

1. In the Deployed IPs panel, select the IP to use for the upgrade.
2. A new panel with additional information about the IP appears to the right. Click the Deploy Profile:upgrade to (version number) button.
3. The Service Deployment Wizard panel displays to the right. Click the Next button.
4. The panel updates to show the Host set selection list. Select the host to receive the IP. By default, the host that received the previous version of the IP is already selected. Click the Next button.
5. The panel updates to show the Application Parameters list. Values from the previous version of the IP deployment may be displayed in the following fields:
 - Application object for host—This field is generated by Genesys Administrator Extension per host. Generally, there is no need to modify this field.
 - Existing Application Object—This field is automatically generated by Genesys Administrator Extension for each host to which an IP is targeted. This is the Application object in Configuration Server for which Genesys Administrator Extension will update connections.
 - New Application Object Creation Details—Select an option for merging the old IP Application object values into the new IP Application object. Refer to the [list of items to merge](#) for more information.
 - Merge with Precedence to the Old Application Object—This option will merge in values from the old Application object. If there is a conflict with values in the new Application object, this option gives precedence to the values in the old Application object.
 - Merge with Precedence to the New Template—This option will only merge in values from the old Application object that do not exist in the new Application object.
 - No Merging—No values are merged from the old Application object.
 - Tenant Object—This is the tenant that is set on an IP Application object. Click the Browse button to select a tenant from a list.
 - App port—Specify a port number for the Application object to use.
 - Primary Configuration Server—Click the Browse button to select the Primary Configuration Server to use. This field defaults to a Genesys Administrator Extension Application object.
 - Backup Configuration Server—Click the Browse button to select the Backup Configuration Server to use. This field defaults to a Genesys Administrator Extension Application object.
 - Skip IP Re-install—Choose one of the following options:
 - True—Reinstall the IP only if the Application object does not exist in Configuration Server.
 - False—Always reinstall the IP.
6. Click the Next button.
7. The panel updates to display the Silent.ini Parameters list. These values are prepopulated from the previous version of the IP, but the settings can be modified, if necessary.

8. The panel updates to display the Deployment Summary report. Review the settings, and perform one of the following actions:
 - Click the Finish button to upgrade the IP.
 - Click the Previous button to return to a previous panel and modify settings.
9. The panel updates to display a progress bar of the upgrade deployment. This information also displays in the Deployed IPs panel.

Important

If a deployment fails, you can review a log of the deployment by selecting the IP from the Deployed IPs panel. A new panel displays with additional information about the IP. Click the Deployment Action Log.

Rolling Back an Installation Package

To roll back an IP, perform the following actions:

1. In the Deployed IPs panel, select the IP to roll back.
2. A new panel with additional information about the IP appears to the right. Click the Deploy Profile:rollback to (version number) button.
3. The Service Deployment Wizard panel displays to the right. Click the Next button.
4. The panel updates to show the Host set selection list. Select the host to receive the IP. By default, the host that previously received the IP is already selected. Click the Next button.
5. The panel updates to show the Application Parameters list. Values from the previous IP deployment may be displayed in the following fields:
 - Application object for host—This field is generated by Genesys Administrator Extension per host. Generally, there is no need to modify this field.
 - Existing Application Object—This field is automatically generated by Genesys Administrator Extension for each host to which an IP is targeted. This is the Application object in Configuration Server for which Genesys Administrator Extension will update connections.
 - New Application Object Creation Details—Select an option for merging the old IP Application object values into the new IP Application object. Refer to the [list of items to merge](#) for more information.
 - Merge with Precedence to the Old Application Object—This option will merge in values from the old Application object. If there is a conflict with values in the new Application object, this option gives precedence to the values in the old Application object.
 - Merge with Precedence to the New Template—This option will only merge in values from the old Application object that do not exist in the new Application object.
 - No Merging—No values are merged from the old Application object.

- **Tenant Object**—The tenant that is set on an IP Application object. Click the Browse button to select a tenant from a list.
 - **App port**—Specify a port number for the Application object to use.
 - **Primary Configuration Server**—Click the Browse button to select the Primary Configuration Server to use. This field defaults to a Genesys Administrator Extension Application object.
 - **Backup Configuration Server**—Click the Browse button to select the Backup Configuration Server to use. This field defaults to a Genesys Administrator Extension Application object.
 - **Skip IP Re-install**—Choose one of the following options:
 - **True**—Reinstall the IP only if the Application object does not exist in Configuration Server.
 - **False**—Always reinstall the IP.
6. Click the Next button.
 7. The panel updates to display the `Silent.ini` Parameters list. These values are prepopulated from the previous deployment of the IP, but the settings can be modified, if necessary.
 8. The panel updates to display the Deployment Summary report. Review the settings, and perform one of the following actions:
 - Click the Finish button to upgrade the IP.
 - Click the Previous button to return to a previous panel and modify settings.
 9. The panel updates to display a progress bar of the deployment. This information also displays in the Deployed IPs panel.

Important

If a deployment fails, you can review a log of the deployment by selecting the IP from the Deployed IPs panel. A new panel displays with additional information about the IP. Click the Deployment Action Log.