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Genesys Administrator Extension Help

[Preferences](#)

Preferences


Genesys Administrator Extension enables you to customize the interface to suit your personal preferences. These preferences take effect each time that you, or anyone using your login credentials, logs in to Genesys Administrator from any browser.

To open the Preferences menu, click Preferences (gear icon) in the Header Bar of the main Genesys Administrator Extension screen. The menu displays the last time that this user account was logged into Genesys Administrator Extension.

 **Note:** The date and time of the local computer and the Management Framework computer must be synchronized for the last login time to be accurate.

The Preferences menu contains three options:


- [User Preferences](#)
- [System Preferences](#)
- [Genesys Administrator](#)

 **Note:** Settings in the User Preferences menu take precedence over settings in the System Preferences menu. For example, if the System Preferences language setting is English (US) and the User Preferences language setting is different, Genesys Administrator Extension will use the User Preferences language setting.

User Preferences

Locale Window

In the Locale window, you can set the following preferences by selecting the appropriate radio button:

Preference (field name)	Description
Language	The language to use in the GAX user interface. The default is English (US). You can add more language options by installing localization kit plug-ins.  Note: A browser refresh is required for the changes to take effect.
Date Format	The format in which dates are to be displayed in Genesys Administrator Extension.
Start of Week	The day on which you consider the week to start, either Sunday or Monday.
Number Format	The format in which numbers are to be displayed.

Preference (field name)	Description
Time Zone	The time zone in which times are displayed in GAX.

Notes

- The Time Zone setting in the User Preferences menu applies for this user account only. To set the time zone that is used by the system, see Locale in the System Preferences menu.
- If no time zone is set in User Preferences, the time zone is determined by the system setting (see Locale in the System Preferences menu). If no system setting exists for time zone, the local client's time-zone setting is used.


Reporting Window

In the Reporting window, you specify how Genesys Administrator Extension paginates License Usage Reports, in terms of the number of lines of data that are displayed per page. You can use the Prev and Next buttons to page through a report if the report length is greater than the value set in Page Size. You can change this value at any time, and it will apply to the next report that you generate.

Advanced Window

In the Advanced window, you can specify the logging level for Genesys Administrator Extension JavaScript logging. You need to set this only if instructed to do so by support personnel. Use the drop-down list to set the level to one of the following:

- Debug—All (error, warning, info, and debug) logs are generated.
- Info—Error, warning, and info logs are generated.
- Warning—Only error and warning logs are generated.
- Error—Only error logs are generated.
- Off—Logging is disabled.


 **Note:** These logs can be viewed in the browser console, and should not be confused with Tomcat logs.

System Preferences

Throttling

Genesys Administrator Extension enables you to throttle how many simultaneous changes are sent to Configuration Server. You can optimize these settings to help ensure consistent performance across your Genesys environment.



Change the Bulk Update Batch Size field to specify how many bulk updates for configuration objects can be executed simultaneously. The default value is 300. A value of 0 indicates that there will be no throttling of changes for configuration objects (all requested operations will be sent to Configuration Server without delay). You can enter 0 or any positive integer in this field.

 **Note:** The maximum Bulk Update Batch Size for users who are entering from Genesys Administrator is 300.

Change the Bulk Update Batch Timeout field to specify how long (in seconds) Genesys Administrator Extension should wait between the execution of bulk-update operations. The default value is 1. A value of 0 indicates that there will be no delay between bulk-update operations. You can enter any value between 0 and 300 in this field.

Locale

In the Locale window, you can set the following preferences by selecting the appropriate radio button:

Preference (field name)	Description
Language	The language to use in the GAX user interface. The default is English (US). You can add more language options by installing localization kit plug-ins.  Note: A browser refresh is required for the changes to take effect.
Date Format	The format in which dates are to be displayed in Genesys Administrator Extension.
Start of Week	The day on which you consider the week to start, either Sunday or Monday.
Number Format	The format in which numbers are to be displayed.
Time Zone	The time zone in which times are displayed in GAX.  Note: This setting is applied for the system.

Genesys Administrator

Click this link to launch the Genesys Administrator application. This link is displayed if you are configured to log in to Genesys Administrator, when you log in to Genesys Administrator Extension.