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Genesys Administrator Extension Deployment Guide

Setting Up Genesys Administrator Extension

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Setting Up Genesys Administrator Extension

This chapter describes how to install and configure Genesys Administrator Extension. It also describes the prerequisites and other information for setting up Genesys Administrator Extension to perform the tasks that are described in [the Overview chapter](#).

This chapter contains the following sections:

- [Overview](#)
- [Deploying Genesys Administrator Extension](#)
- [Configuring GAX Properties](#)
- [Configuring ADDP Connections](#)
- [Prerequisites for Genesys Administrator Extension Modules](#)
- [Configuring System Security](#)
- [Configuring the Auditing Feature](#)
- [Plug-ins](#)
- [Upgrading GAX](#)
- [Customizing the GAX Homepage](#)
- [Cleaning the GAX Database After a Tenant is Deleted](#)

Overview

Genesys Administrator Extension is deployed with a web application server and can be accessed by using a web browser. It does not have to be deployed in the same environment with Genesys Administrator and nothing needs to be installed on client machines.

Important

GAX is normally deployed in a multiple tenant environment; however, single-tenant environment deployment is supported as of version 8.1.2. If you deploy GAX in a single-tenant environment, the Tenant Management features and filtering are not applicable.

Prerequisites

Before you deploy Genesys Administrator Extension, you should review the planning information in

the [Framework 8.1 Deployment Guide](#). This will help you to deploy Genesys Administrator and other components of the Framework in a manner that is most appropriate to your situation.

Genesys Administrator Extension uses Management Framework. To use the Role-based Access Control feature, Configuration Server 8.1.x is required.

Important

A new application type, Genesys Administrator Server, was introduced in Genesys Framework release 8.1.1 for use with Genesys Administrator Extension release 8.1.2 or higher. Previous versions of GAX do not support this new application type and must use the Genesys Generic Server application type.

Important

To avoid issues with role assignments, you should upgrade the application, metadata, and the roles to the new type when you migrate to the latest version of GAX or perform a fresh install (see [Upgrading to the latest Genesys Administrator Extension for Management Framework 8.1.1 or higher](#)).

The computer on which you install Genesys Administrator Extension must be capable of acting as a web application server, and must be running one of the following:

- Red Hat Enterprise Linux 5.5 (64-bit) - Enterprise Edition, with Updates from RHN enabled
- Red Hat Enterprise Linux 6.0 (64-bit) - Enterprise Edition, with Updates from RHN enabled

Or,

- Windows Server 2008 R2, with 64-bit applications running natively on a 64-bit OS.
- Windows Server 2012, with 64-bit applications running natively on a 64-bit OS.

The computer must also run the following:

- Java 6 or Java 7 Runtime (JRE) from Oracle. See the [Setting up the host for Genesys Administrator Extension server](#) for information about obtaining and installing Java, if necessary.

GAX 8.1.4 uses an embedded Jetty instance as the web application server; as a result, Tomcat is no longer a prerequisite to use GAX. For those who choose to use Tomcat instead of Jetty, GAX requires Tomcat 6.0.37 from Apache. Refer to the [Upgrading GAX](#) page for additional information.

In addition, each module of Genesys Administrator Extension might have additional prerequisites. Refer to [Prerequisites for Genesys Administrator Extension Modules](#) for more information.

Tip

Refer to the [Genesys Supported Operating Environment Reference Guide](#) for a complete list of the operating systems and databases that are supported by GAX.

Browser Requirements

Genesys Administrator Extension includes a web-based GUI with which you can manage Genesys applications and solutions. It is compatible with the following browsers:

- Microsoft Internet Explorer 8.x, 9.x, 10.x
- Mozilla Firefox 17 or higher
- Safari 6 on Macintosh systems
- Chrome

Important

Genesys Administrator Extension supports all major browsers, but it is optimized for Chrome.

Genesys Administrator Extension is designed to be viewed at a minimum screen resolution of 1024x768, although higher resolutions are recommended. If you are working in 1024x768 mode, maximize your browser to ensure that you can see all of the interface. In addition, all windows of the browser must be set to a resolution of 1024x768 or greater.

Important

If the download of Audio Resource Files, Encoded Files, and other GAX downloads are blocked by the Microsoft Internet Explorer 8 or 9 information bar and, after you confirm the download, you are redirected to the main page and you must repeat the download request, you can adjust your browser settings to prevent this scenario ([Browser Issues](#)).

Required Permissions and Role Privileges

Genesys Administrator Extension uses a permission-based mechanism and a role-based access control system to protect your data. Before installing and using Genesys Administrator Extension, ensure that all users have the necessary access permissions and role privileges to do their work. The following are examples of scenarios that require permissions:

- A user must have Update permission on his or her User object to set and save his or her user preferences in Genesys Administrator Extension.

- To log in to Genesys Administrator Extension, a user must have Read permission on his or her User object, Read and Execute permissions on his or her Tenant object, and Read and Execute permissions on the Genesys Administrator Extension client Application object. These permissions are usually assigned by adding the users to access groups.

There are no role privileges required to log in to GAX. However, GAX-specific functions might require additional role privileges to be enabled. Refer to [Role Privileges](#) for more information about role privileges.

Deploying Multiple Instances of GAX with Shared Resources

You can install multiple instances of GAX to support both High Availability (HA) and load balancing. You can also install multiple instances of GAX to take advantage of the GAX plug-in architecture. Each instance of GAX can be deployed with a different combination of plug-ins.

In either scenario, the multiple instances of GAX share the same data resources, such as Configuration Server, the GAX database, and audio resources, but are executed independently by different users on different hosts.

Minimum Required Firewall Permissions and Settings for GAX Deployment

Your firewall must allow incoming connections on the http and https ports. (for example 8080, 80, 433, and so on, based on your setup). The application server can listen on more than one port at once.

You must allow outgoing connections to allow GAX to establish connections; however, you can restrict the connections to networks that contain the following components:

- GDA hosts
- Databases
- Genesys configuration layer servers: Configuration Server, Message Server, and Solution Control Server

Minimum Required File System Permissions and Settings for GAX Deployment

The GAX operating system user is the user that runs the GAX process. The GAX operating system user must be the owner of the folder where it is deployed and must have the following permissions:

- Write permission on the log file folder
- Read/write access to the folder configured for ARM