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# Genesys Administrator Extension Deployment Guide

Managing Plug-ins

# Managing Plug-ins

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The Plug-in Management screen displays all installed plug-ins in your GAX environment. To access the screen, navigate to Configuration > Administrator > Plug-in Management.

You can click on the name of a plug-in to view details about the plug-in, such as which server hosts the plug-in. Click Plug-ins to display more information, which displays in a new panel to the right:

- Name—The name of the plug-in
- Version—The version number of the plug-in.
- Language—The language used by the interface of the plug-in
- Provider—The name of the user or company that provided the plug-in
- State—This field can be set to Enabled or Disabled, depending on the status of the plug-in. See [Enabling or disabling a plug-in in GAX](#) for more information.

The following actions can be performed in the Plug-in Management area:

- Plug-ins can be installed.
  - If your GAX instance uses Jetty, see [Installing Plug-ins with the Software Installation Wizard](#).
  - If your GAX instance uses Tomcat, or the plug-in is designed for GAX 8.1.3 or earlier, see [Installing Legacy Plug-ins](#).
- Language packs can be installed. See [Installing Language Packs](#) for more information.
- Plug-in options can be modified. See [Modifying plug-in settings](#) for more information.
- Plug-ins can be enabled or disabled. See [Enabling or disabling a plug-in in GAX](#) for more information.
- Plug-ins can be removed. See [Removing a plug-in from GAX](#) for more information.

## Installing Plug-ins with the Software Installation Wizard

### Important

- The plug-in install profile automatically fetches GAX Application objects for selected Host objects.
- Plug-in options are merged into the affected GAX Application objects. See the [Genesys Administrator Extension Help Wiki](#) for detailed information.

### Purpose

- To install plug-ins that are designed for GAX 8.1.4 instances that use Jetty.

### Prerequisites

- GAX is installed and deployed, as described in [Deploying Genesys Administrator Extension](#).
- GAX has been started at least once.
- GDA is installed and running on the target machine.

### Start

1. In the header, go to Configuration > Solution Deployment > Installation Packages.
2. In the Installation Packages panel, click New. A new panel called Software Installation Wizard opens to the right.
3. In the Software Installation Wizard panel, select a method for importing the plug-in:

#### Important

If your installation package contains two or more templates, you must use the **Installation Package Upload (includes templates)** procedure.

- - i. In the Software Installation Wizard panel, select Installation Package Upload (includes templates) and click Next.
  - ii. The panel updates. Click Choose File to select the file to upload.
  - iii. Click Finish.
- - i. In the Software Installation Wizard panel, select Installation Package Upload (template uploaded separately) and click Next.
  - ii. The panel updates and displays three boxes—Upload a package, Upload an XML template, and Upload an APD template. Click Choose File in each field to select the file to upload.
- Upload a package—A ZIP file that contains the installation package.
- Upload an XML template—The XML template file for this installation package. This is the template that is referenced by the installation package description file. This file must not be modified from the version in the template directory.
- Upload an APD template—The APD template file for this installation package. This is the template that is referenced by the installation package description file. This file must not be modified from the version in the template directory.
- Click Finish.
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- **UNC Path to Mounted CD or Directory**—Upload an installation package that is stored on a mounted CD or network directory.
  - i. In the Software Installation Wizard panel, select UNC Path to Mounted CD or Directory and click Next.
  - ii. In the text field, enter the path for where the installation package is stored.
  - iii. Click Next to open the path.
  - iv. The panel updates to display the installation package(s) that is found at the specified location. Click the check box(es) that is beside the installation package(s) to upload.
  - v. Click Finish.
- **UNC Path to an Existing Administrator Repository**—Upload an installation package from an existing Genesys Administrator repository.
  - i. In the Software Installation Wizard panel, select UNC Path to an Existing Administrator Repository and click Next.
  - ii. In the text field, enter the path for the existing Genesys Administrator repository.
  - iii. Click Next to open the path.
  - iv. The panel updates to display the installation package(s) that is found at the specified location. Click the check box(es) that is beside the installation package(s) to upload.
  - v. Click Finish.
- **UNC Path to Zipped IPs through Support**—Upload a .zip file provided by Genesys Customer Care that is stored on a mounted CD or network directory. This file contains an installation package and its associated templates.
  - i. In the Software Installation Wizard panel, select UNC Path to Zipped IPs through Support and click Next.
  - ii. In the text field, enter the path for where the IP is stored.
  - iii. Click Next to open the path.
  - iv. The panel updates to display the installation package(s) that is found at the specified location. Click the check box(es) that is beside the installation package(s) to upload.
  - v. Click Finish.

### Important

When you upload a plug-in, GAX uses the template file (.tpl) to create an Application Template and extracts the default options for the plug-in. GAX stores these options in the database and merges them with the core GAX Application object upon deployment. During this merge, only new options are added—existing key value pairs are not overridden.

- The file(s) upload from your file system to Genesys Administrator Extension and a progress bar displays to show the upload progress. The progress of the upload also displays in the Status column in the Installation Packages panel.

### Important

- A green progress bar represents a successful upload for the installation package. A red progress bar represents a failed upload for the installation package. You can review which step failed in the Status field in the Installation Packages list.
- You cannot upload a plug-in to the repository if a version of the plug-in already exists in the repository. You must have the Replace IPs and SPDs privilege enabled to overwrite a plug-in in the repository.

**End**

## Installing Legacy Plug-ins

### Purpose

- To install plug-ins that are designed for GAX 8.1.3 releases or earlier, or to install plug-ins for GAX instances that use Tomcat.

### Prerequisites

- The CATALINA\_HOME variable exists.
- The path <CATALINA\_HOME>/webapps/gax/WEB-INF/lib/ exists.
- GDA is installed and running on the target machine.

### Start

1. Install the plug-in as indicated in the procedure [Installing Plug-ins with the Software Installation Wizard](#).
2. The installation process copies .jar files to the following folder: <CATALINA\_HOME>/webapps/gax/WEB-INF/lib/.
3. (Optional) If you are using GAX with Jetty, you must copy the plug-in's .jar files to <GAX\_FOLDER>/webapp/WEB-INF/lib.
4. Restart GAX.

**End**

## Installing Language Packs

### Start

1. Copy the Language Pack IP to the host machine.
2. Run the `setup.exe` (Windows) or `install.sh` (Linux) installation file. The installation process copies the language pack `.jar` file to one of the following folders on the host machine:
  - Windows: The GAX folder.
  - Linux:
    - If the variable `<CATALINA_HOME>` is defined—The installer copies the file to the following folder: `<CATALINA_HOME>/webapps/gax/WEB-INF/lib/`.
    - If the variable `<CATALINA_HOME>` is not defined—The installer requests the location of the Tomcat folder and copies the file to the following folder: `<TOMCAT FOLDER>/webapps/gax/WEB-INF/lib/`.

### Important

The target folder must exist for the installation process to succeed.

3. Stop GAX (if it is running).
4. Copy the language pack `.jar` file to the following directory: `<GAX FOLDER>/webapp/WEB-INF/lib/`.
5. Restart GAX.

### End

See the [Genesys Administrator Extension Help](#) for more information on how to select an installed Language Pack to use with GAX.

## Modifying plug-in settings

### Purpose

- To provide a consolidated system settings interface for accessing and managing all system settings in GAX. System settings are managed by node.

### Start

1. In the header, go to Configuration > Administrator > Plug-in Management.
2. Select an application in the Administrator Applications list. A new panel opens to the right.
3. Click Plug-ins to view which plug-ins are associated with the application. A new panel opens to the right.
4. Select a plug-in in the Plug-in Info list. A new panel opens to the right.

5. Click **Plug-in Options**. A new panel opens to the right. The panel displays the options that are associated with the plug-in.
6. Click an option to view more information about the option in a separate panel that opens to the right.
7. When you have finished modifying the option(s), perform one of the following actions:
  - Click **Save** to save your changes.
  - Click **Cancel** to discard your changes.

### End

## Enabling or disabling a plug-in in GAX

### Important

- It is not possible to disable the `gax-core` plug-in.
- The option to enable or disable a plug-in is available only for the application or node to which the user is currently connected. Other GAX applications or nodes will provide a link to manually log in to that instance.

### Start

1. In the header, go to **Configuration > Administrator > Plug-in Management**.
2. Select an item in the **Administrator Applications** list. More information about the item displays in a new panel to the right.
3. Click **Plug-ins**. More information about the plug-ins for the item display in a panel to the right.
4. Select a plug-in from the list.
5. Do one of the following:
  - If the plug-in is currently enabled, the **Disable** button is displayed. Click **Disable** to disable the plug-in.
  - If the plug-in is currently disabled, the **Enable** button is displayed. Click **Enable** to enable the plug-in.

### End

### Important

To see the changes to the plug-in, refresh the display in your browser.



## Removing a plug-in from GAX

### Start

1. Stop GAX.
2. Go to `$GAX_HOME/webapps/gax/WEB-INF/lib` on the file system (where `$GAX_HOME` is your home folder for the GAX application).
3. Delete the `.jar` files for the plug-ins that you wish to disable. For example, to remove the Solution Deployment plug-in, delete `gax-asd.jar`.
4. Start GAX.

### End