Genesys Administrator Extension Deployment Guide

Upgrading to the latest Genesys Administrator Extension for Management Framework 8.1.0 or lower

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> ## Important
> Genesys Administrator Extension uses an embedded instance of Jetty for web-server functions, whereas previous releases have used Tomcat. The following upgrade procedure explains how to upgrade GAX to use Jetty. To continue using Tomcat, you must remove the old <Tomcat Home>/webapps/gax folder and copy the new `gax.war` file from the GAX installation folder to the <Tomcat Home>/webapps folder. Start GAX by using the same command-line command that was used for GAX 8.1.3.

Purpose

- To upgrade from an earlier release of GAX to the latest release of GAX for Management Framework 8.1.0 or lower.

Start

1. Stop the instance of GAX that you intend to upgrade.

2. On the target machine, run the GAX installer for the release to which you want to upgrade. The installer copies the binary file to the target directory that was defined during installation, and also copies all of the required files to the target directory.

3. Execute all of the applicable database upgrade scripts, if necessary. To determine if you have to apply any database scripts, check the `resources/sql_scripts` folder in the target directory of the installation.

> ## Important
> GAX database schema version numbers are not necessarily synchronized with the version numbers of plug-ins, nor will they necessarily match the GAX release number. For example, your version of GAX might be 8.1.310.36 and your database schema version might be 8.1.301.01.

Perform one of the following steps, depending on your database configuration:

- (Oracle only) Run all of the database upgrade scripts from the previous version. To determine if you have to apply any database scripts, check the `resources/sql_scripts` folder in the target directory of the installation.

For example, if you intend to upgrade to the latest database version, you must execute the following SQL scripts:

- `gax_core_upgrade_db_8.1.201.15_to_8.1.301.01_ora.sql`

- (For Solution Deployment only) `gax_asd_upgrade_db_8.1.301.01_to_8.1.401.01_ora.sql`

- (For Operational Parameter Management only) `gax_opm_upgrade_db_8.1.201.15_to_8.1.301.01_ora.sql`

- (Microsoft SQL only) Run all of the database upgrade scripts from the previous version. To determine if you have to apply any database scripts, check the `resources/sql_scripts` folder in the target directory of the installation.

  For example, if you intend to upgrade to the latest database version, you must execute the following SQL scripts:

  - `gax_core_upgrade_db_8.1.201.15_to_8.1.301.01_mssql.sql`

  - (For Solution Deployment only) `gax_asd_upgrade_db_8.1.301.01_to_8.1.401.01_mssql.sql`

  - (For Operational Parameter Management only) `gax_opm_upgrade_db_8.1.201.15_to_8.1.301.01_mssql.sql`

- (PostgreSQL only) Run all of the database upgrade scripts from the previous version. To determine if you have to apply any database scripts, check the `resources/sql_scripts` folder in the target directory of the installation.

  For example, if you intend to upgrade to the latest database version, you must execute the following SQL script:

  - `gax_asd_upgrade_db_8.1.301.01_to_8.1.401.01_postgres.sql`

- As a local user on the host machine, whether in person or via a remote desktop connection, launch GAX and run Setup Mode. Follow the instructions in the procedure Deploying Genesys Administrator Extension (Configuration Server Present).

- (Optional) You can delete the previous GAX `Application` object after you have verified that the new release is working correctly; however, you can choose to maintain both versions simultaneously.

- Re-install plug-ins that were previously used with GAX. These plug-ins will not function unless they are re-installed after you upgrade to GAX 8.1.4. To re-install these plug-ins:

  i. Use GAX to upload and re-install the plug-in. Refer to Managing Plug-ins for more information.

  ii. Copy the plug-in's `.jar` file from the GAX 8.1.3 folder to the GAX 8.1.4 folder.

> ## Important
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> - You must upload the plug-in installation package into GAX if the plug-in contains new privileges.
>
> - If you are migrating from Tomcat to Jetty, you might need to update the paths used in the asd configuration options if they refer to the `{CATALINA_HOME}` variable that was previously used by Tomcat.

End

Important

- Role privileges must be renewed if the application type is changed. Genesys stores role privileges that are associated with the application type to which they apply, but since GAX is associated with `Genesys Administrator Server` in 8.1.1 releases of Management Framework (for GAX 8.1.2 and higher), not `Genesys Generic Server`, the role privileges must be set using the correct type.

- Files that have version numbers prior to the ones from which you upgraded do not have to be executed. You must log in to the database schema as a GAX user and run the commands inside the SQL scripts as commands for the database.

- If you are installing GAX for the first time or upgrading from release 8.1.x to 8.1.4, when you execute the SQL upgrade scripts, make sure that the scripts are properly committed. If your client application has auto-commit switched off, you might have to add the following line(s) to the scripts:

  - For Oracle: `commit;`

  - For MS SQL: `BEGIN TRANSACTION;COMMIT TRANSACTION;`

  - For PostgreSQL: `commit;`

- If you perform the upgrade and GAX does not function properly, delete the webapp folder in the GAX directory of the host machine.