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Genesys Administrator Extension Deployment Guide

Upgrading to the latest Genesys Administrator Extension for Management Framework
8.1.1 or higher

Upgrading to the latest Genesys Administrator Extension for Management Framework 8.1.1 or higher

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 for Management Framework 8.1.1 or higher.

Start

1. Stop the instance of GAX that you want to upgrade.
2. Ensure that Management Framework, Configuration Server, and Genesys Administrator are all upgraded to versions that are compatible with the latest version of GAX before proceeding (refer to [Prerequisites for Genesys Administrator Extension Modules](#)).
3. This step applies only to instances that use GAX Application object of type Genesys Generic Server.

Create and configure the configuration objects that are required for the latest version of GAX by using Genesys Administrator to perform the following steps:

- a. Open your existing GAX Application object of type Genesys Generic Server in edit mode.
- b. Click the Options tab.
- c. Click Export to save your configured GAX options to a file on your local file system of type CONF/CFG.
- d. Create and configure a new Server Application object for Genesys Administrator Extension of type Genesys Administrator Server by following Step 4 of [Creating the necessary configuration objects for Genesys Administrator Extension](#).
 - i. Ensure that you follow the steps that pertain to the use of Management Framework Configuration Server 8.1.1, or higher.
 - ii. Replicate any configuration that you wish to add to your newly created Application object by referring to the GAX Application object of your previous version.

- iii. Click the Options tab.
 - iv. Click Import and specify the CONF/CFG file that you previously created. Select No to not overwrite any existing options.
 - v. (Optional) Create a DAP that points to the Log Database (refer to Step 3 of [Creating the necessary configuration objects for Genesys Administrator Extension](#)). Set the role of the DAP to auditing. Enable auditing by setting the value of the general/auditing option to true. Add the DAP to your GAX connections. On the Options tab of the DAP, in the GAX section, configure the role option with the value auditing.
5. On the target machine, run the GAX installer for the release to which you want to upgrade. The installer copies the binary file and all of the required files to the target directory.
 6. Remove or deactivate all old GAX objects. You can use only one GAX Application object to point to one physical GAX instance. If you want more than one GAX Application object to point to a single machine, you must install separate physical GAX instances on the same machine.
 7. Execute all 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.
- 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

- 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

- 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.