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Genesys Administrator Extension Help

[Application Templates](#)

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Application Templates

An Application Template is the model you use for registering a new application in the Configuration Database. An Application Template describes the set of options that applies to an application of a particular type and version.

Before installing a new Genesys application, an Application Template must be available for that application. You can import the generic Application Template that is supplied with every Genesys application, or you can create a new Application Template.

Important

When upgrading previously installed releases of Genesys applications, you must register new Application Templates for the new releases, if the Release Notes indicate that these releases contain new configuration options that are essential for your environment.

Display Options

Display Options

The Application Templates list shows the Application Templates that are in your environment. It is sorted in a hierarchy by Tenants, configuration units, sites, and folders. To view objects by a particular hierarchy, select the hierarchy type in the drop-down menu above the list.

Important

Application Templates that are disabled appear grayed out in the list.

Configuration Manager respects tenancy permission settings. You can access only those objects that you have been granted permissions and privileges to access.

You can filter the contents of this list in two ways:

- Type the name or partial name of an object in the Quick Filter field.
- Click the magnifying glass button to open the Tenant Directory filter panel. In this panel, click the Tenant that you want to select. Use the Quick Filter field in this panel to filter the Tenant list.

You can sort the items in the list by clicking a column head. Clicking a column head a second time

reverses the sort order. You can add or remove columns by clicking the **Select Columns** button.

To select or de-select multiple objects at once, click the **Select** button.

Procedures

Possible Procedures from this Panel

To **create a new Application Template object**, click the **New** button. To view or edit details of an existing object, click on the name of the object, or click the check-box beside an object and click the **Edit** button.

To delete one or more objects, click the check-box beside the object(s) in the list and click the **Delete** button. You can also delete individual objects by clicking on the object and then clicking the **Delete** button.

Important

You cannot delete an Application Template, if it has already been used to create an Application.

Otherwise, click the **More** button to perform the following tasks:

- **Clone**—Copy an Application Template
- **Move To**—Move an Application Template to another **hierarchical structure**.
- **Enable or disable Application Templates**
- **Create a folder, configuration unit, or site**. See **Object Hierarchy** for more information.
- **Import Application Template**—**Import an Application Template**.

Click on the name of an Application Template to view additional information about the object. You can also set **options** and **permissions**, and view **dependencies**.

Creating Application Template Objects

To create an Application Template object, perform the following actions:

1. Go to **Configuration > System > Configuration Manager**.
2. Click **Application Templates**. The **Application Templates** list displays.
3. Click the **New** button.
4. Enter the following information. For some fields, you can either enter the name of a value or click the **Browse** button to select a value from a list:

- **Name**—The name of the Application Template. You must specify a value for this property, and that value must be unique within the Configuration Database. Once you set the value, you cannot change it.
- **Type**—The type of application to which the Application Template relates. Once you set the value, you cannot change it.
- **Version**—The version of the application to which the Application Template relates. You must specify a value for this property. Once you set the value, you cannot change it. Genesys recommends that you specify the first three digits of the application version.
- **Tenant**—In a multi-tenant environment, the Tenant to which this object belongs. This value is automatically set to the Tenant that was specified in the Tenant Directory field in the object list.
- **State Enabled**—If selected, indicates that the object is in regular operating condition and can be used without any restrictions.

5. Click the Save button.

Importing Application Template Objects

Genesys provides generic templates for all Genesys applications. You can find the .apd files for Application Templates, which come with every version of Genesys software, in the Templates folder on a product CD.

To import an Application Template from the .apd file, perform the following actions:

1. Go to Configuration > System > Configuration Manager.
2. Click Application Templates. The Application Templates list displays.
3. Click the More button, then select Import Application Template.
4. A new window displays. Click the Browse button to select an Application Template .apd file to import.
5. Click the OK button to upload the Application Template.
6. Refer to [Creating Application Template Objects](#) to finish creating the Application Template object.