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# Genesys Administrator Extension Help

Applications

# Applications

Applications are the various Genesys software programs that serve the contact center. There are two types of applications: graphical user interface (GUI) applications and daemon applications. Most daemon applications are servers to other applications.

You must register each instance of a daemon application separately. Configuration Server does not allow two daemon applications with the same name to be connected at the same time. By contrast, one object in the Configuration Database can represent any number of GUI applications of the same type and configuration parameters.

## Display Options

## Display Options

The Applications list shows the applications 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

Applications 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

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### Possible Procedures from this Panel

To **create a new Application 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.

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

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

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

### Creating Application Objects

To create an Application object, perform the following actions:

1. Go to Configuration > System > Configuration Manager.
2. Click Applications. The Applications 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. You must specify a value for this property, and that value must be unique within the Configuration Database. Genesys does not recommend that you use symbols (including single and double quotation marks) in Application names; doing so may cause Applications to malfunction.
  - **Template**—The Application Template on which this Application is based. This value is set automatically when you select the Application Template.
  - Type—The type of the Application. This value is set automatically, based on the selected Application Template.
  - Version—The version of the Application. This value is set automatically, based on the selected Application Template version.
  - Is Application Server—This field is checked for all daemon Applications and not checked for all GUI Applications. It is set automatically, based on the Type field.
  - 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.

The following fields apply only to daemon Applications, not to GUI Applications:

- **Working Directory**—The full path to the directory where this Application is installed. This field is mandatory. When creating a new Application, Genesys recommends inserting a period (.). The path will be filled in automatically when the new Application is installed and connects to Configuration Server.
- **Command Line**—The command line that is used to start this Application, specifying the name of the Application's executable file. This field is mandatory. When creating a new Application, Genesys recommends inserting a period (.). The command line will be filled in automatically when the new Application is installed and connects to Configuration Server.
- **Command Line Arguments**—Additional command-line parameters that are used to start this Application. When creating a new Application, Genesys recommends leaving this field blank. Any arguments will be filled in automatically when the new Application is installed and connects to Configuration Server.
- **Startup Timeout**—The time interval, in seconds, during which the Management Layer expects this Application to start. If the Application has been configured with the autostart configuration option set to true, this is also the amount of time that Solution Control Server should wait to start this Application after initialization or after a system reboot. This field is mandatory.
- **Shutdown Timeout**—The time interval, in seconds, during which the Management Layer expects this Application to shut down. This field is mandatory.
- **Auto-Restart**—Indicates whether the Management Layer automatically restarts the Application after it shuts down unexpectedly.
- **Host**—The host computer on which the Application is running.

### Important

To support specific HA configurations, more than one server can be registered on the same port within the same host.

Otherwise, do not assign the port number to any other server on the same host.

- **Backup Server**—The server that Client Applications contact if the connection to the primary server fails. You cannot associate one backup server with more than one primary server. You must use the same Application Template for the backup server that you use for the primary server, and you must associate the servers with the same user account.

### Important

When you designate an Application as a backup server for another server, the Application's Connections, Tenants, and Switch (for T-Server Applications) are automatically changed to match the corresponding values for the primary server. As long as this Application is associated with the primary server, its Connections are treated as read-only, and they are changed only when you apply changes to the Connections of the primary server.

- **Redundancy Type**—The type of redundancy with which this Application is running.
- **Timeout**—The amount of time, in seconds, that the client Application waits between reconnection attempts after a connection failure with the server.

- **Attempts**—The number of attempts to reconnect to this server before trying to connect to the backup server. This value must be 1 or higher. This property is used only if you specify a Backup Server for this server.

### Important

Setting this parameter to any value other than 1 may not take effect for some types of Applications.

- **Login as SYSTEM**—If checked, indicates that this Application logs into Configuration Server on behalf of the SYSTEM account.
- **Login As Account**—Identifies the account that applications must use to log in to Configuration Server. If **Login as SYSTEM** is checked, this field is disabled. For Configuration Server type applications, this field defaults to `Environment\default`.

### Important

If you are configuring Configuration Server Proxy, Genesys strongly recommends that you use the default value (`Environment\default`).

- **Certificate**—The security certificate value. In Windows, select the certificate value from the list of installed certificates. In UNIX, enter the full path to the `<serial_#>_<host_name>_cert.pem` file.
- **Certificate Description**—An optional description of the Certificate.
- **Certificate Key**—The full path to the `<serial_#>_<host_name>_priv_key.pem` file of the security certificate key. This field is used only if Genesys Security is deployed on UNIX; otherwise this field is empty.
- **Trusted CA**—The full path to the `ca_cert.pem` file of the CA that issued the default security certificate. This field is used only if Genesys Security is deployed on UNIX; otherwise this field is empty.

### Important

Refer to the [Genesys 8.1 Security Deployment Guide](#) for more information about deploying Genesys TLS Security.

5. The **Connections** tab lists the connections that this Application has to other Applications. Click the **Add** button to add a connection.
6. Enter the following information in the pop-up window that displays on your screen:
  - **Server**—The server application that this application connects to as a client when it starts.
  - **Port ID**—The port of the server to which the application connects. If you want to use a secure connection, be sure to select a secure port.
  - **Connection Protocol**—The name of the connection control protocol.

### Important

Set the ADDP protocol between Local Control Agent and Solution Control Server in the Options tab of the Host object.

- **Local Timeout**—This value is required only if you specified addp in Connection Protocol. This value specifies the heartbeat polling interval, measured in seconds, on a client side. This indicates how often the client application sends polling signals to the server application. To enable this functionality, specify any integer as the value.

### Warning

To avoid false disconnect states that might occur because of delays in the data network, Genesys recommends that you set the ADDP timeouts to values greater than 10 seconds.

- **Remote Timeout**—This value is required only if you specified addp in Connection Protocol. This value specifies the heartbeat polling interval measured, in seconds, on a server side. This indicates how often the server application sends polling signals to the client application. To enable this functionality, specify any integer as the value.

### Warning

To avoid false disconnect states that might occur because of delays in the data network, Genesys recommends that you set the ADDP timeouts to values greater than 10 seconds.

- **Trace Mode**—The connection trace mode used between a server and its client.
  - **Trace Is Turned Off**—Select if you do not want either the client or the server application to print ADDP-related messages in its log.
  - **Trace On Client Side**—Select if you want the client application to print ADDP-related messages in its log.
  - **Trace On Server Side**—Select if you want the server application to print ADDP-related messages in its log.
  - **Trace On Both Sides**—Select if you want both the client and server applications to print ADDP-related messages in their log.
- **Connection Mode**—Specifies whether this port is secured or not by Genesys Security using the TLS protocol. This field is disabled if the client does not use Genesys Security.
- **Transport Protocol Parameters**—Any text, usually key=value pairs, separated by a semicolon (;). This property is application-specific. Refer to the documentation for the particular application to determine the appropriate values for this field, if any.
- **Application Parameters**—Any text, usually key=value pairs, separated by a semicolon (;). This property is application-specific. Refer to the documentation for the particular application to determine the appropriate values for this field, if any.

7. Click the Apply button to save the information in the Connections tab.

8. The Ports tab lists communication ports used by the clients of an application to connect to a server. To support specific high-availability configurations, more than one server can be registered on the same port within the same host. Otherwise, do not assign the port number to any other server on the same host. Click the Add button to add a connection.
9. Enter the following information in the pop-up window that displays on your screen:
  - Port ID—The identifier of the port.
  - Communication Port—The port associated with the specified port ID.
  - Connection Protocol—The protocol used for the connection.
  - HA Sync—If selected, an HA backup server will use this port to establish a connection to the primary server.
  - Listening Mode—The listening mode configured for this port
  - Certificate—The security certificate value. In Windows, select the certificate value from the list of installed certificates. In UNIX, enter the full path to the <serial\_#>\_<host\_name>\_cert.pem file.
  - Description—An optional description of the Certificate.
  - Certificate Key—The full path to the <serial\_#>\_<host\_name>\_priv\_key.pem file of the security certificate key. This field is used only if Genesys Security is deployed on UNIX; otherwise this field is empty.
  - Trusted CA—The full path to the ca\_cert.pem file of the CA that issued the default security certificate. This field is used only if Genesys Security is deployed on UNIX; otherwise this field is empty.

### Important

Refer to the [Genesys 8.1 Security Deployment Guide](#) for more information about deploying Genesys TLS Security.

- Transport Parameters—Any text, usually key=value pairs, separated by a semicolon (;). This property is application-specific. Refer to the documentation for the particular application to determine the appropriate values for this field, if any.
  - Application Parameters—Any text, usually key=value pairs, separated by a semicolon (;). This property is application-specific. Refer to the documentation for the particular application to determine the appropriate values for this field, if any.
10. Click the Apply button to save the information in the Ports tab.
  11. The Tenants tab functional meaning only in a multi-Tenant environment. It specifies a list of Tenants that this application serves. The information specified in this list does not restrict the access privileges of the daemon applications with respect to the configuration data. Click the Add button to add a Tenant to this Application object.

### Important

T-Server and High Availability (HA) Proxy applications do not display the Tenant property. A T-Server can serve only one Tenant, which is specified in the T-Server's

General properties. An HA Proxy can serve only the same Tenant as the corresponding T-Server, and this Tenant is also specified in the HA Proxy's General properties.

12. Click the Save button.