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Genesys Administrator Extension Help

Uploading Installation Packages

Uploading Installation Packages

To upload an IP to the repository, perform the following steps:

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

Important

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

- **Installation Package Upload (includes templates)**—Upload a file containing an installation package and its associated templates. These files are typically provided by Genesys Customer Care.
 - **Installation Package Upload (template uploaded separately)**—Upload an installation package and its associated template.
 - **UNC Path to Mounted CD or Directory**—Upload an IP stored on a mounted CD or network directory.
 - **UNC Path to an Existing Administrator Repository**—Upload an IP from an existing Genesys Administrator repository.
 - **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.
4. 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

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 overwritten.

Installation Package Upload (includes templates)

1. In the Software Installation Wizard panel, select Installation Package Upload (includes
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templates) and click the Next button.

2. The panel updates. Click the Choose File button to select the file to upload.
3. Click the Finish button.
4. The file begins uploading from your file system to Genesys Administrator Extension. When the upload is complete, the IP will be displayed in the Installation Packages list.

Installation Package Upload (template uploaded separately)

1. In the Software Installation Wizard panel, select Installation Package Upload (template uploaded separately) and click the Next button.
2. The panel updates and displays three boxes: Upload a package, Upload an XML template, and Upload an APD template. Click the Choose File button in each field to select the file to upload.
 - Upload a package—A 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 should 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 should not be modified from the version in the template directory.

The panel updates.

3. Click the Finish button.
4. The file begins uploading from your file system to Genesys Administrator Extension. When the upload is complete, the IP will be displayed in the Installation Packages list.

UNC Path to Mounted CD or Directory

1. In the Software Installation Wizard panel, select UNC Path to Mounted CD or Directory.
2. In the text field, type the path for where the IP is stored.
3. Click the Next button to open the path.
4. The panel updates to display the IP(s) found at the specified location. Click the check box(es) beside the IP(s) to upload.
5. Click the Finish button.
6. The panel updates to display a progress bar for the upload process. You can click the Close button at any time to close the panel without interrupting the upload procedure. The status of the IP upload will be displayed in the Installation Packages list.

UNC Path to an Existing Administrator Repository

1. In the Software Installation Wizard panel, select UNC Path to an Existing Administrator Repository.
2. In the text field, type the path for the existing Genesys Administrator repository.
3. Click the Next button to open the path.
4. The panel updates to display the IP(s) found at the specified location. Click the check box(es) beside the IP(s) to upload.
5. Click the Finish button.
6. The panel updates to display a progress bar for the upload process. You can click the Close button at any time to close the panel without interrupting the upload procedure. The status of the IP upload will be displayed in the Installation Packages list.

UNC Path to Zipped IPs through Support

1. In the Software Installation Wizard panel, select UNC Path to Zipped IPs through Support.
2. In the text field, type the path for where the IP is stored.
3. Click the Next button to open the path.
4. The panel updates to display the IP(s) found at the specified location. Click the check box(es) beside the IP(s) to upload.
5. Click the Finish button.
6. The panel updates to display a progress bar for the upload process. You can click the Close button at any time to close the panel without interrupting the upload procedure. The status of the IP upload will be displayed in the Installation Packages list.

Important

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