![Genesys logo]

Genesys Administrator Extension Deployment Guide

Change History

12/19/2025

Change History

Contents

This section lists all the changes between the 8.1.4 and 8.5.0 versions of this document.

New Pages

- New page Starting and Stopping GAX
- New page Agent Management (Role Privileges)

Deleted Pages

The following pages were moved to the Prerequisites for Genesys Administrator Extension Modules page.

- Solution Deployment
- Operational Parameter Management
- Audio Resource Management

The following pages were moved to the Configuring System Security page.

- Default Account Support
- Transport Layer Security (TLS)
- TLS: Preparing Genesys Management Framework
- TLS: Configuring the GAX Database
- Cross-site Scripting and Cookies
- Inactivity Timeout

The following pages were moved to the Upgrading GAX page.

- Upgrading GAX (Management Framework 8.1.1 or Higher)
- Upgrading GAX (Management Framework 8.1.0 or Lower)

Updated Pages

Page Configuration Object Management

- The Configuration Manager and Agents Window sections were added. The section Account Management was removed, as this described the **Accounts** menu in GAX, which was removed in the 8.5.0 version.

Page Deployment

- Updated section
  - Browser Requirements
    - Added Internet Explorer 11.x.

Page Deploying Genesys Administrator Extension

- New section
  - Add SCS Connection

- Updated sections
  - Set up the host
    - Added the following variable for the Linux **/etc/profile** file: export PATH = $PATH: /usr/lib/ java/jre-<version of Java downloaded>/jre/bin
    - Added the following value for the Windows **Path** variable: C:\Programs\Java\jre1.6.0_23\bin

Page Managing GAX Plugins

- Updated section
  - Installing Language Packs

Page Upgrading GAX

- Updated procedures for GAX 8.5.0.

Page Logging In To Genesys Administrator from GAX

- Deleted sections
  - Corporate Login to Genesys Administrator and GAX

Page Preferences

- New sections
  - Configuration Manager
  - Agent Management
  - Change Password

Page Browser Issues

- New section
  - Audio Resource File Playback Issue in Safari

Page General (Role Privileges)

- Added role privileges for dashboards.

Page Configuration Object Management (Role Privileges)

- Page has been divided into sections for easier reading.

- Added the following role privileges:

  - **Access Configmanager**

  - **Access to the Application Log Configuration Wizard**

  - **Access Hosts Checkports**

- Added System Dashboard section.

Page General (Configuration Options)

- New section
  - help_external_url

Page Audio Resource Management (Configuration Options)

- New section
  - max_upload_audio_file_size