



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Genesys Administrator Extension Deployment Guide

[Logging In](#)

5/4/2025

Logging In

The Genesys Administrator Extension web-based interface runs on a web application server. It is loaded into your browser each time that you open the website where you installed Genesys Administrator Extension. You then log in.

Important

Genesys Administrator Extension supports the use of blank passwords only if Configuration Server is configured to allow blank passwords. Refer to the [Genesys Security Deployment Guide](#) for information about using blank passwords.

Procedure: Logging in to Genesys Administrator Extension

Prerequisites

- Configuration DB Server and Configuration Server are installed and running.
- An instance of a Genesys Administrator Extension Application object is connected to Configuration Server and running.
- Your browser and its windows are set to a resolution of 1024x768 or greater. If you are working in 1024x768, maximize the browser.
- The user logging in must have Read permission to their own User object and Read and Execute permissions on the Genesys Administrator Extension client object. Refer to the [Genesys Security Deployment Guide](#) for information about permissions. Genesys Administrator Extension respects read-write permissions that are set for Environments and Tenants. You can only access those objects that you have permission to see.

Steps

1. [Start GAX](#).
2. Open a web browser.
3. Enter the following URL in the address bar of the browser:

`http://<Host name>:8080/gax/`

where <Host name> is the name of the computer on which you installed Genesys Administrator Extension. The port number is the port that was defined when setting up GAX in [Deploying Genesys Administrator Extension](#).

4. Log in to Genesys Administrator Extension with your assigned user name and password, and click **Log in**.

Important

Each instance of Genesys Administrator Extension is associated with a single instance of Management Framework; Configuration Server and Port selection is not required during login, nor is it possible to select it.

If you get a permissions error, refer to [Required Permissions](#) for instructions.

Your login name is displayed in the Header Bar of the Genesys Administrator Extension window. Select **About** in the [Profile](#) menu to see when you last logged in.

Important

The date and time of the local machine and the Management Framework machine must be synchronized for the last login time to be accurate.

5. Your account might be configured to set a new password the first time that you log in, or after a system administrator has reset your password. The **Change Password** dialog box is displayed:
 - a. Enter a new password in the **New Password** field.
 - b. Enter the same password in the **Confirm Password** field.
 - c. Click **OK**.

Important

Please see the [Genesys Security Deployment Guide](#) for more information about resetting passwords.