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Genesys Administrator Extension Deployment Guide

Configuring System Security

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Configuring System Security

GAX has many features that enhance your system security. This section discusses GAX security features and describes how to configure and/or use them.

Default Account Support

Genesys uses a default user account. This is a special account that always has full privileges to all objects and can perform any action. This account ensures that there is always at least one account that enables the administrator to correct permissions and access issues if other administrative accounts are deleted, disabled, or otherwise compromised.

GAX supports the default user account. The default user account always has full access to all the functions that are specified for the GAX role, even if this account does not have any role privileges or explicit permissions specified. When the default account is created during the installation of Configuration Server, it has full control over all configuration objects; however, this account might be deleted or its permissions on objects might be revoked. If this happens, GAX cannot work around the permissions. The default account must have the permissions set to write objects in the Configuration Server.

Use the **default_account_dbid** option to configure the actual account to be used, and that has all privileges assigned, in case the original default user account is disabled for security reasons or has been deleted.

Transport Layer Security (TLS)

GAX employs Transport Layer Security (TLS), a cryptographic protocol that provides security and data integrity for communications over networks such as the Internet. TLS encrypts the segments of network connections at the transport layer from end to end.

GAX supports TLS-enabled connections to the following Genesys servers:

- Configuration Server
- Solution Control Server
- Message Server
- Genesys Deployment Agent

GAX also supports TLS-enabled connections to the GAX database and the LRM database.

For the GAX database connection (either Oracle, Microsoft SQL Server, or PostgreSQL), the database driver and database must also support TLS. For information about configuring your GAX database, refer to the documentation that is specific to the database that you are using:

- Oracle: *Oracle Database Advanced Security Administrator's Guide*
- Microsoft SQL Server: Use the documentation that came with your database application.
- PostgreSQL: Use the documentation that came with your database application.

For information about TLS and detailed instructions about configuring secure connections, and creating and managing certificates, refer to the TLS section of the *Genesys Security Deployment Guide*.

Follow the instructions to create a certificate, assign that certificate to a Host object (which is required for Genesys Server to run in TLS mode), and configure the use of a secured port for the GAX application.

Next, import the server certificate to the trust storage for GAX to enable authentication for TLS connections.

Cipher Lists

Starting in GAX release 8.5.25x, you can customize Jetty SSL configuration to meet customer security requirements by setting supported ciphers for HTTPS. This is done by specifying either the cipher lists used or not used in the **gax.properties** file, adding new parameters to the file as necessary.

You must configure the parameters in the **gax.properties** file before startup of the GAX server. During the GAX startup, all these configurations are read from **gax.properties** and set in the embedded Jetty configuration. If they are not configured, default values will be passed to the Jetty server.

The new parameters are described in the following table:

Parameter	Description
setIncludeProtocols	Specifies one or more protocols to be supported. Valid values are TLSv1, TLSv1.1, and TLSv1.2. Note that JDK1.8 supports only TLSv1.2 protocol.
setIncludeCipherSuites	Specifies one or more cipher suites to be used for encoding data.
setExcludeProtocols	Specifies one or more protocols that are not to be supported. Valid values are TLSv1, TLSv1.1, and TLSv1.2. Note that JDK1.8 supports only TLSv1.2 protocol.
setExcludeCipherSuites	Specifies one or more cipher suites that are not to be used for encoding data.
addExcludeProtocols	Specifies additional protocols that are not to be supported.
addExcludeCipherSuites	Specifies additional cipher suites that are not to be used for encoding data.

Each parameter is a comma-separated list of values, using the same syntax conventions as the Jetty XML descriptor.

For example, the **gax.properties** file might contain something like this::

```
port=2020
host=ca-to-dove
app=GAX_Rob
...
addExcludeCipherSuites=SSL_RSA_WITH_NULL_MD5,SSL_RSA_EXPORT_WITH_RC4_40_MD5
...
```

Note: Regular expressions for ciphers and protocols are not currently supported because OpenSSL accepts only an exact match.

Trust Store

By default, trust storage is in the JRE folder at the following location:

C:\Program Files\Java\jre6\lib\security\cacerts

Important

Support for JDK 1.6 is withdrawn starting from release 8.5.260.11 and JDK 1.7 is mandatory to install GAX 8.5.260.11. However, JDK 1.6 is still supported for releases prior to GAX 8.5.260.11.

The default password is "changeit".

Genesys recommends that you create a separate trust store for GAX.

[+] Create a trust store and import the certificates

Genesys recommends that you do not use the default keystores that are shipped with Java. To ensure a clean separation, you should create a separate storage. If you use a standard **cacert** file, you must re-import the certificates after each Java Virtual Machine (JVM) update.

The trust store should contain the CA certificates that GAX should trust (note that trust store may also contain a certificate used by GAX for HTTPS). If a server sends GAX its certificate during a TLS handshake, GAX will search in its keystore for a matching CA certificate (root and/or intermediate) that was used to sign the remote server certificate. If the CA certificate is found and the remote server certificate is validated, the connection is accepted; otherwise, the connection is rejected.

Prerequisites

- Your Keytool must be configured to your path.
- You have JRE or JDK installed.

Steps

To create a trust and key store that is separate from the default keystores that come with Java, do the following:

1. To create an empty keystore, execute the following command lines on your shell:

```
keytool -genkey -alias initKey -keystore trusted.keystore -storetype jks
```

```
keytool -delete -alias initKey -keystore trusted.keystore
```

2. Make the **trusted.keystore** file readable for the user that owns the GAX process.
3. Set a strong password on your keystore.
4. Add a certificate to the trust store by executing the following command line:

```
keytool -import -alias mssql -keystore trusted.keystore -file "cert/demosrc.cer"
```

Note: It is recommended to use **-importcert** instead of **-import** if you are using Java 8 or above.

Where:

- **-alias** corresponds to the certificate being imported; it can be an address within the trust store.
 - **-keystore** specifies the keystore file.
 - **-file** specifies the certificate to be imported. It must be a PEM encoded certificate and the extension can be **.cer** or **.pem**.
5. To display the whole content of a keystore, execute the following command line:

```
keytool -list -keystore trusted.keystore
```
 6. To display a specific certificate, execute the following command line:

```
keytool -list -v -alias mssql -keystore trusted.keystore
```
 7. To delete a certificate from the keystore, execute the following command line:

```
keytool -delete -alias mssql -keystore trusted.keystore
```

Important

Most systems have multiple trusted stores. You must always use the same store for GAX.

The following options must be set to configure the trust store location for GAX. The options also enable authentication on a global level for all connections that use a secured port. On Linux or Windows, set these options by adding the following lines to the `setenv.sh` or `setenv.bat` script, respectively.

On Linux

```
export JAVA_OPTS=%JAVA_OPTS% -Djavax.net.ssl.trustStore="D:\certificates\trusted.keystore"  
export JAVA_OPTS=%JAVA_OPTS% -Djavax.net.ssl.trustStorePassword=changeit
```

On Windows

```
set JAVA_OPTS=%JAVA_OPTS% -Djavax.net.ssl.trustStore="D:\certificates\trusted.keystore"  
set JAVA_OPTS=%JAVA_OPTS% -Djavax.net.ssl.trustStorePassword=changeit
```

If you have configured GAX to start as a service, add the following arguments in the **JavaServerStarter.ini** file:

```
-Djavax.net.ssl.trustStore="D:\certificates\trusted.keystore"
```

```
-Djavax.net.ssl.trustStorePassword=changeit
```

Important

GAX does not support Client Authentication. GAX will not authenticate itself by sending a certificate to the server.

Secure Use of the Auto Detect Port

When GAX connects to the Auto Detect (Upgrade) port, the **trustStore** set by the **setenv.sh** or **setenv.bat** script is ignored. You must configure the trust store based on the settings of the Auto Detect port. In addition, you usually must import the GAX certificate into the trust store.

[+] Set up secure connection to Auto Detect port on Windows

On the GAX host:

1. Import the certificate into the Windows certificate store in Microsoft Management Console (MMC), under the same user that starts the GAX processes. If GAX runs under a local system account, there are several ways to import certificates to this local account. This is the most common:
 - Enter `psexec.exe -i -s mmc.exe` on the command line, and then import the certificate for the local system account user.
 - Enter `psexec.exe -i -s certutil -f -user -p [password] -importpfx [path to the certificate]`

Important

- `psexec.exe` with the `-s` flag executes the specified program under the system account.
- **psexec** is part of PStools that you can download from <http://technet.microsoft.com/en-US/sysinternals>.

2. On the **Options** tab of the GAX application object, in the **[security]** section, create a new option **certificate** and set its value to the thumbprint of the certificate that you imported in step 1.
3. Try to connect to the Configuration Server Auto Detect port and see if it works.

Secure Socket Layer (SSL) Security

Genesys Administrator Extension supports Secure Socket Layer (SSL) communications between the GAX server and client-side connections using the web browser interface.

GAX can support connections through HTTP or HTTPS simultaneously. This is defined through configuration of the **supported_protocol** parameter in the **gax.properties** file, which can be found in the **conf** directory of your GAX installation.

GAX is HTTP Strict Transport Security (HSTS) compliant starting from the release 8.5.260.11. HSTS is disabled by default and you can enable it by configuring `enable_hsts=true` in the **gax.properties** file. This is a static change. Once HSTS is enabled, GAX prevents downgrading of encrypted HTTPS connection to unencrypted HTTP. It is implemented by sending a response header record from the server indicating that compliant Web browsers or other HTTP client programs must use HTTPS and they must display the appropriate confirmation message or error message in the browser console.

[+] Set up HTTPS for use with GAX

To set up HTTPS for use with GAX, do the following:

1. Create a keystore file to store the private key and certificate for the GAX server.
 - To create a self-signed certificate, execute the following command:
`keytool -keystore keystore -alias gax -genkey -keyalg RSA -ext SAN=dns:domain_name`
As prompted, enter the information required. Note that it is mandatory to specify the value of **-alias** as **gax**.
2. Rename **gax.properties** to **gax.properties.tmp**. A new **gax.properties** file will be created. At the end of the procedure, when https is set up successfully, the other values in **gax.properties.tmp** must be copied again to **gax.properties**.

Warning

- If you are trying to configure GAX with plug-ins installed, remove the **webapp** and **plug-ins** folders from the GAX installation directory. When GAX configuration is complete, you can rollback all the changes and use the keystore password in your environment.
- Make sure that GAX **gax_startup.bat** does not contain `GAX_CMD_LINE_ARGS`. Otherwise, GAX cannot enter setup mode.

3. As a local user (whether in person or via a remote desktop connection), log in to GAX as the local user `root`.
4. Call the webservice API by entering the following in the address bar of your web browser (for example: `http://localhost:8080/gax/api/system/setkeystorepassword?password={password}`). The password is stored in an obscured fashion in the **gax.properties** file. The password specified must be the same as the password specified for the keystore (see Step 1, above).
Alternately, use the following commands without a web browser:

```
curl -i --cookie-jar "./cookie.txt" -H "Content-Type: application/json" -d "{ \"username\": \"root\", \"password\": \"\", \"isPasswordEncrypted\": \"false\" }" http://localhost:8080/gax/api/session/login
curl --cookie "./cookie.txt" http://localhost:8080/gax/api/system/setkeystorepassword?password=password
```

5. Define the parameter `https_port` in **gax.properties** with the secured port number according to your

setup. The default HTTPS port for Tomcat is 8443. See [Configuring GAX Properties](#) for more information.

- `https_port=8443`
- `supported_protocol=https` or `both`.
- `keystore_path=full path of the location of keystore`

6. Restart GAX in HTTPS mode.

For example `gax.properties` in `conf` folder contains the following:

```
keystore_password=***/SGo*****moXg\=\=  
backup_port=2020  
port=2020  
backup_host=  
https_port=8443  
supported_protocol=https  
keystore_path=C:\\OpenSSL-Win32\\bin  
keystore  
host=xxx.xx.xxx.xx  
app=gax_https1
```

TLS: Preparing Genesys Management Framework

To enable GAX to connect securely to Genesys servers, you must configure the Genesys Framework as described in the [Genesys Security Deployment Guide](#). Follow the instructions in this guide to create and manage certificates and make them usable within Genesys Framework.

Configuration Server

You must meet the following conditions to create a secure connection to Configuration Server:

1. Create a an Auto Detect listening port for your Configuration Server with a certificate configured.
2. Configure the GAX Server to connect when it starts up to the Configuration Server Auto Detect port by setting the GAX Server `-port` property. In the **Start Info** tab of the `GAX_Server` Properties dialog box, enter the following settings:
 - Working Directory: `/path/gax`
 - Command Line: `./startup.sh`
 - Command Line Arguments: `-host <host name> -port <auto detect port number> -app GAX_Server`

Message Server and Solution Control Server

Both Message Server and Solution Control Server are configured the same way.

1. Create a Secured port for Message Server and Solution Control Server.
2. Configure the GAX Server to connect to Message Server and Solution Control Server by using the *specific* Secured ports that you have created. In the Properties dialog box for the server and in the Connections tab of the `GAX_Server` dialog box, secured ports are displayed with a key symbol icon.

3. Restart GAX Server to connect over an encrypted session by using the secure ports.

Genesys Deployment Agent

Important

Genesys Deployment Agent (GDA) is no longer installed and supported as part of Management Framework 8.5.1 (starting from Local Control Agent [08.5.100.31](#)), and therefore all functionality using GDA (including the installation of IPs) is deprecated.

Genesys Deployment Agent (GDA) does not read its configuration from Configuration Server. TLS for GDA is activated by accessing the **[security]** section of the local **gda.cfg** file and setting the **gda-tls** option to a value of 1.

The **Application Options** tab of the related Host must also have a corresponding **[security]** section that contains the **gda-tls** option with the same value. The **gda-tls** option is not relevant for GDA runtime; it is read during the installation of LCA and GDA only. GAX reads the value of **gda-tls** to determine in what mode GDA is running, and to determine whether it should connect using TLS or not.

Therefore, these values must be kept synchronized. If the system administrator changes one of the values in the local file or in the Host **Application Options** tab, the other option must also be changed to enable GAX to connect correctly.

Warning

Genesys strongly recommends that you use GDA version 8.5.x or higher. Earlier versions are not able to handle certificates that do not have CPD information.

Configuring mutual TLS between GAX and GDA

In mutual TLS, GAX and GDA each have a Certificate Authority (CA) configured, and exchange certificates which are authenticated by the other CA. The authentication occurs when a connection between GAX and GDA is established.

To support mutual TLS connection between GAX and GDA, you must do the following:

1. Configure the GDA Application object with mutual TLS enabled, by adding the **certificate**, **certificate-key**, and **trusted-ca** parameters to the **[security]** section of the **gda.cfg** file. Refer to the following documents for additional information:
 - The "Configuring Secure Connections Between Genesys Deployment Agent and its Clients" section of the [Genesys Security Deployment Guide](#) for information about configuring TLS for GDA and an example of a **gda.cfg** file.
 - The TLS sections of the [Genesys Security Deployment Guide](#) for information about installing certificates on Windows and UNIX hosts.

2. Enable TLS on the Host object on which GDA is running, by setting **gda-tls** to 1 in the **[security]** section in the Annex of the Host object. GAX reads this option to determine if GDA is running in mutual-TLS mode.
3. Configure GAX to support TLS, as described in Transport Layer Security (TLS), [above](#).
4. Configure a certificate and its private key for GAX in the GAX trusted store to add GAX authentication to GDA. Store these files in PKCS#12 format. This format defines an archive name, and is commonly used to bundle a private key with its certificate. GAX should store its Certificate Authority, certificate, and certificate key in the same trusted store as configured in [step 3](#).
 - a. Create an archived file of the GAX certificate and its private key in the GAX keystore. For example:

```
openssl pkcs12 -inkey 04_test_priv_key.pem -in 04_test_cert.pem -export -out  
gaxcert.pfx
```

- b. Import the archived file into the GAX keystore. For example:

```
keytool -importkeystore -destkeystore gax.keystore -srckeystore "C:\GAX\TLS\  
Certificates\test.us.genesyslab.com-HOST\repository\gaxcert.pfx" -deststoretype  
JKS -srcstoretype pkcs12
```

Configuring mutual TLS between GAX and Configuration Server

To support mutual TLS connection between GAX and Configuration Server, you must do the following:

1. **Download OpenSSL**
 2. **Add environmental variable**
 1. Set path = C:\OpenSSL-0.9.8\bin\
 2. Set OPENSSL_CONF=C:\openssl-0.9.8\openssl.cnf
 3. **Prepare certificate**
 1. Go to OpenSSL location.
 2. Run `openssl>req -x509 -newkey rsa:4096 -keyout key.pem -out cert.pem -days 5000 -config "c:\openssl-0.9.8\openssl.cnf"`
 3. Set passphrase = changeit (password that will be used later)
 4. `openssl> x509 -outform der -in cert.pem -out cert.der`
 5. Copy cert.der cert.cer in a folder, which will be used later (optional)
 6. Remove password:
`openssl rsa -in key.pem -out keynopass.pem`
 7. Combine certificate and key in 1 file:
`openssl pkcs12 -inkey keynopass.pem -in cert.pem -export -out cert.pfx`
 4. **Configure certificate**
-

1. In the Configuration Server machine, configure Configuration Server certificates by using the mmc utility.
 2. Import your **cert.pfx** from CME-certs directory into **Personal > Certificates**.
 3. Import **cert.der** (or .cer or .pem, as per UI) into **Trusted Root certification > certificates**.
 4. In the GAX machine, create a directory **c:\install\openssl\GAX-certs**.
 5. Copy the **Certificates** folder from the Configuration Server machine to **c:\install\openssl\GAX-certs**.
 6. Type changeit if prompted for password.
 7. Repeat step 1 and 2.
 8. Navigate to the location **c:\install\OpenSSL\GAX-certs** and open OpenSSL.
 9. `openssl>pkcs12 -export -in cert.pem -inkey keynopass.pem -certfile cert.pem -out cert-and-key.p12`.
 10. Open cmd and navigate to **c:\install\openssl\GAX-certs in cmd**.
 11. Run `keytool -importkeystore -srckeystore cert-and-key.p12 -srcstoretype pkcs12 -destkeystore gax.jks -deststoretype JKS`.
 12. Run `keytool -list -v -keystore gax.jks`.
 13. Run `keytool -importcert -alias CMEcert -file c:\install\openssl\CME-certs\cert.der -keystore gax.jks -storepass changeit`.
14. **Configure confserv application in Configuration Server**
1. Select **Confserv** and create port 3040 as auto detect.
 2. Open **Port > Certificate** tab and click **Import Certificate** and then choose self-signed certificate for Configuration Server machine (the machine that you configured and not the existing machine).
 3. Add thumb print copied from mmc.
 4. In the **Advanced** tab of port, add `tls-mutual=1`, so that the output is similar to: `upgrade=1;tls-mutual=1;certificate=01 11 A2 B0 42 D6 99 C8 C7 F8 C6 21 58 DD AF E4 2D FF 51 FD`.
5. **Configure in GAX application**
1. Go to GAX installed path.
 2. Edit gax start up file with the following options:

```
set JAVA_OPTS=-server -XX:MaxPermSize=512m -XX:+CMSClassUnloadingEnabled
-XX:+UseConcMarkSweepGC -XX:+HeapDumpOnOutOfMemoryError
set JAVA_OPTS=%JAVA_OPTS%
-Dcom.genesyslab.platform.commons.log.loggerFactory=com.genesyslab.platform.commons.log.Log4JLoggerF
set JAVA_OPTS=%JAVA_OPTS% -Djavax.net.debug=all
set JAVA_OPTS=%JAVA_OPTS% -Djavax.net.debug=ssl:handshake
set DEBUG_OPTS=-Xdebug
-Xrunjdwp:transport=dt_socket,address=9002,server=y,suspend=n
set SECURITY_OPTS=-Djavax.net.ssl.trustStorePassword=changeit
-Djavax.net.ssl.trustStore=C:\install\openssl\GAX-certs\gax.jks
set JAVA_OPTS=%JAVA_OPTS% %SECURITY_OPTS%
```

```
java %JAVA_OPTS% %DEBUG_OPTS% -jar gax.war
```

3. Add line `mf_tls_mutual=true` in the **gax.properties** file.
4. Change port from 2020 to 3040 in **gax.properties** file.
5. Restart Configuration Server and GAX.

Configuring mutual TLS between GAX and Solution Control Server

To support mutual TLS connection between GAX and Solution Control Server (SCS), you must do the following:

1. Download OpenSSL

2. Add environmental variable

1. Set path = C:\OpenSSL-0.9.8\bin\
2. Set OPENSSL_CONF=C:\openssl-0.9.8\openssl.cnf

3. Prepare certificate

1. Go to OpenSSL location.
2. Run `openssl>req -x509 -newkey rsa:4096 -keyout key.pem -out cert.pem -days 5000 -config "c:\openssl-0.9.8\openssl.cnf"`
3. Set passphrase = `changeit` (password that will be used later)
4. `openssl> x509 -outform der -in cert.pem -out cert.der`
5. Copy `cert.der` `cert.cer` in a folder, which will be used later (optional)
6. Remove password:
`openssl rsa -in key.pem -out keynopass.pem`
7. Combine cert and key in 1 file:
`openssl pkcs12 -inkey keynopass.pem -in cert.pem -export -out cert.pfx`

4. Configure certificate

1. In SCS machine, configure certificates by using the mmc utility.
2. Import your **cert.pfx** from CME-certs directory into **Personal > Certificates**.
3. Import **cert.der** (or .cer or .pem, as per UI) into **Trusted Root certification > certificates**.
4. In the GAX machine, create a directory **c:\install\openssl\GAX-certs**.
5. Copy the **Certificates** folder from SCS machine to **c:\install\openssl\GAX-certs**.
6. Type `changeit` if prompted for password.
7. Repeat step 1 and 2.
8. Navigate to the location **c:\install\OpenSSL\GAX-certs** and open OpenSSL.
9. Run `openssl>pkcs12 -export -in cert.pem -inkey keynopass.pem -certfile cert.pem`

-out cert-and-key.p12.

10. Open cmd and navigate to **c:\install\openssl\GAX-certs in cmd.**

11. Run `keytool -importkeystore -srckeystore cert-and-key.p12 -srcstoretype pkcs12 -destkeystore gax.jks -deststoretype JKS.`

12. Run `keytool -list -v -keystore gax.jks.`

13. Run `keytool -importcert -alias CMEcert -file c:\install\openssl\CME-certs\cert.der -keystore gax.jks -storepass changeit.`

14. Configure SCS application in Configuration Server

1. Select **Confserv** and create port 3045 as auto.
2. Open **Port > Certificate** tab and click **Import Certificate** and then choose self-signed certificate for SCS machine (the machine that you configured and not the existing machine).
3. Add thumb print copied from mmc.
4. In the **Advanced** tab of port, add `tls-mutual=1`, so that the output is similar to: `upgrade=1;tls-mutual=1;certificate=01 11 A2 B0 42 D6 99 C8 C7 F8 C6 21 58 DD AF E4 2D FF 51 FD.`

5. Configure in GAX application

1. Go to GAX installed path.
2. Edit gax start up file with the following options:

```
set JAVA_OPTS=-server -XX:MaxPermSize=512m -XX:+CMSClassUnloadingEnabled  
-XX:+UseConcMarkSweepGC -XX:+HeapDumpOnOutOfMemoryError  
set JAVA_OPTS=%JAVA_OPTS%  
-Dcom.genesyslab.platform.commons.log.loggerFactory=com.genesyslab.platform.commons.log.Log4JLoggerF  
set JAVA_OPTS=%JAVA_OPTS% -Djavax.net.debug=all  
set JAVA_OPTS=%JAVA_OPTS% -Djavax.net.debug=ssl:handshake  
set DEBUG_OPTS=-Xdebug  
-Xrunjdwp:transport=dt_socket,address=9002,server=y,suspend=n  
set SECURITY_OPTS=-Djavax.net.ssl.trustStorePassword=changeit  
-Djavax.net.ssl.trustStore=C:\install\openssl\GAX-certs\gax.jks  
set JAVA_OPTS=%JAVA_OPTS% %SECURITY_OPTS%  
java %JAVA_OPTS% %DEBUG_OPTS% -jar gax.war
```

3. Add line `mf_tls_mutual=true` in the **gax.properties** file.
4. Go to Configuration Server, select GAX, and then in the **Connections** tab, add SCS.
5. Go to Port and change port to the secured port (auto).
6. Restart SCS and GAX.

Disabling Authentication for Certain Connections

The configuring steps outlined above engage authentication for Configuration Server, Message Server, and Solution Control Server. If GAX uses the secure ports to connect to Message Server and

Solution Control Server, both server-side certificates will automatically be validated against the trust storage.

In certain rare cases you might want to disable authentication for one of the connections. To do this, add the following line to the **Advanced** tab of the **Properties** dialog box for the connections:

```
"disableAuthentication=1"
```

Do not use white spaces. To separate this option from other options, use a semi-colon.

To disable TLS authentication for Configuration Server, add the following line to the following files:

- (Linux) `setenv.sh`:

```
JAVA_OPTS="$JAVA_OPTS -Dgax.configserver.validate.cert=off"
```

- (Windows) `setenv.bat`:

```
set JAVA_OPTS=%JAVA_OPTS% -Dgax.configserver.validate.cert=off
```

Important

- Connections to Message Server and Solution Control Server fail if GAX does not find the received certificate in the trust store, or if Message Server and Solution Control Server do not send a certificate.
- Connections also fail to Configuration Server and databases if they are configured for authentication and the certificate is not in the trust store.

TLS: Configuring the GAX Database

You must configure your Oracle, Microsoft SQL, or PostgreSQL server to use TLS. In addition to the appropriate procedure below, refer to the documentation that came with your database for information on how to use TLS security.

[+] Configuring the GAX Oracle Database for TLS

Prerequisite:

- [Setting up the Genesys Administrator database \(for Oracle\)](#)

Steps

1. Configure Oracle as described in the related database guides, and configure a TCPS listener.
2. Set the level of TLS control on the DAP.
 - In the GAX section of the DAP, create an option that is named `tls_mode`.

- Specify one of the following values for the `tls_mode` option:
 - `off`—No TLS will be used.
 - `required`—If a server does not support TLS, revoke the connection.
 - `authentication`—GAX will validate the server send-certificate with the local trust store.
 - `<option not set>`—Same as `off`.

[+] Configuring the GAX MS SQL Database for TLS

Procedure: Configuring the GAX Database for TLS (Microsoft SQL Server)

Prerequisites

- [Set up the Genesys Administrator database for Microsoft SQL Server.](#)
- Ensure that you are using the latest JTDS driver (1.2.5 or later).

Steps

1. Configure Microsoft SQL Server as described in the related database guides.
2. Set the level of TLS control on the DAP.
 - In the GAX section of the DAP, create an option that is named `tls_mode`.
 - Specify one of the following values for the `tls_mode` option:
 - `off`—Do not use TLS.
 - `request`—If the server supports TLS, it is used.
 - `required`—If the server does not support TLS, the connection is revoked.
 - `authentication`—GAX validates the server-send certificate against the local trust store.
 - `<option not set>`—Same as `off`.
3. Verify that the configured port is identical to the TLS listener port of Microsoft SQL Server
4. Due to an incompatibility between newer versions of Java and the Microsoft SQL Server driver, disable CBC Protection to enable GAX to connect to a Microsoft SQL Server database.
 - For Windows, add the following line to the **setenv.bat** file:
`set JAVA_OPTS=%JAVA_OPTS% -Djsse.enableCBCProtection=false`
 - For Linux, add the following line to the **setenv.sh** file:
`JAVA_OPTS="$JAVA_OPTS -Djsse.enableCBCProtection=false"`

[+] Configuring the GAX PostgreSQL Database for TLS

Procedure: Configuring the GAX Database for TLS (PostgreSQL)

Prerequisites

- Set up the Genesys Administrator database for PostgreSQL.

Steps

1. Configure PostgreSQL as described in the related database guides.
2. Set the level of TLS control on the DAP.
 - In the GAX section of the DAP, create an option that is named `tls_mode`.
 - Specify one of the following values for the `tls_mode` option:
 - `off`—Do not use TLS.
 - `required`—If the server does not support TLS, the connection is revoked.
 - `authentication`—GAX validates the server-send certificate with the local trust store.
 - `<option not set>`—Same as `off`.

Cross-site Scripting and Cookies

You can configure your system to improve the protection of Genesys Administrator Extension against Cross-site Scripting (XSS) attacks by configuring the `HttpOnly` and `Secure` flags on your HTTP server to further enhance the existing GAX security. These flags tell browsers how to handle cookies.

Server-side cookies can be tagged with `HttpOnly` and `Secure` flags to tell the browser how to deal with them. To achieve a maximum level of security, administrators must make this configuration on the Application Server.

Securing Server-side Cookies

HttpOnly Flag

Setting the `HttpOnly` flag on cookies forces the browser to prevent (disallow) scripts from accessing the cookies. This prevents JavaScript that might be introduced through an XSS attack into a browser page to access cookie data and send it to a different person. Stolen cookie data can also be used to hijack a browser session.

When GAX is running on an embedded Jetty system, GAX automatically sets the `HttpOnly` flag on the

JSESSIONID session cookie. You can turn off this flag by adding the following line in the **gax.properties** file:

```
session_httponly = false
```

If GAX is using an external Tomcat web server, open and edit the \$CATALINA_HOME/conf/context.xml file.

To set the HttpOnly flag, add the following attribute:

```
useHttpOnly="true"
```

The main tag should be:

```
<Context useHttpOnly="true">
```

Secure Flag

With the Secure flag set, cookies are transmitted only from the browser to the server when the connection is secured by using the HTTPS protocol. This setting is applicable to HTTPS connections only. Therefore, you must configure GAX to use an HTTPS connector, not an HTTP connector.

When GAX is running on an embedded Jetty system and **supported_protocol** is set to https in **gax.properties**, GAX automatically sets the Secure flag on the JSESSIONID session cookie. You can turn off this flag by adding the following line to the **gax.properties** file:

```
session_securecookies = false
```

If GAX is using an external Tomcat web server, open and edit the \$CATALINA_HOME/conf/server.xml file.

To set the Secure flag, add the following attribute to the HTTPS connector:

```
secure="true"
```

The flag must not be applied to any non-HTTPS connectors. If you apply the flag to an HTTP connection, it will become unusable for Genesys Administrator Extension.

The following is an example of a valid connector:

```
<Connector port="8443" protocol="HTTP/1.1" SSLEnabled="true"
maxThreads="150" scheme="https" secure="true"
keystoreFile="/home/gcti/keystore.key" keystorePass="genesys"
clientAuth="false" sslProtocol="TLS" />
```

Content Security Policy

GAX supports Content Security Policy (CSP) starting from the release 8.5.260.11. CSP helps users in mitigating Cross-Site Scripting, man-in-the-middle attacks, and data ex-filtration. You can limit the trusted external resources using your CSP.

You can frame your own CSP and configure the CSP headers for GAX using the `content_security_policy` option in the **gax.properties** file. This is a static change. Once CSP is configured, GAX adds the **Content-Security-Policy** header in the response with the configured policy.

Important

Micorsoft Internet Explorer does not support Content Security Policy.

Inactivity Timeout

For security purposes, GAX can be configured to lock the application if an administrator has not used the keyboard or mouse for a period that you specify. All user input is blocked until the administrator provides login information to unlock the application. This feature ensures that no unauthorized user can access an unattended terminal that is running GAX.

Use the `inactivity_timeout` option to specify the amount of time in minutes of administrator inactivity (no mouse or keyboard usage) that triggers application locking. If the administrator has been inactive longer than the number of minutes that are specified by the `inactivity_timeout` option, the administrator must re-authenticate to be able to use the GAX application. A value of 0 disables this functionality.

GAX employs a keep-alive strategy to prevent *session* timeout; this ensures that GAX maintains your session even if the inactivity timeout feature locks the application and requires you to log in.