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Genesys Administrator Extension Migration Guide

Changes in GAX 8.5.x

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This section describes major changes in Genesys Administrator Extension 8.5.x functionality and architecture and in configuration options.

Component Changes

The following table summarizes all high-level component differences for GAX in release 8.5.x, with the most recent changes listed first. For detailed information about new features and functions that are available in GAX 8.5.x, refer to the Genesys Administrator Extension Deployment Guide.

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Type of Change	Change Occurred in Release	Details
Configuration Object Management	8.5.2	<ul style="list-style-type: none">• GAX can be put into Read Only or Emergency Mode to prevent any changes to the Configuration Database by anyone except a member of the Super Administrators Group.• You can now perform Global Searches for configuration objects in Configuration Manager based on type, name, tenant, and state.• Provisioning improvements:<ul style="list-style-type: none">• You can now modify and edit options of multiple configuration objects simultaneously.• You can now bulk provision Agent Logins for agents.• Bulk Change Set (BCS) functionality is now hidden by default and not recommended for use. BCS will not be enhanced in the future and will be deprecated over time. Users are encouraged to use the Bulk Provisioning functions from the Configuration Manager menu instead. However,

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		<p>BCS capability can still be enabled using the option enable_bulk_change_sets if required.</p> <ul style="list-style-type: none">• You can now provision new and existing objects of selected object types (Agent Groups, Persons (Users), DNs and DN Groups, and Places and Place Groups) in bulk by preparing a CSV (comma-separated values) file outside of GAX, and then importing it into GAX. You can also export data for selected objects from GAX into a CSV file, modify it as required, and import it back into GAX.• You can now provision new and existing options in bulk by preparing a CSV (comma-separated values) or CFG (configuration) file outside of GAX, and then importing it into GAX. You can also export options from GAX into a CSV or CFG file, modify it as required, and import it back into GAX.• When cloning an object, you can now specify particular configuration option sections not be copied to the new object.• Applications and Solutions can now be started and stopped directly from the Application or Solution object list views in Configuration Manager, respectively.• Parameter Group Templates can now be deployed to Folders of type Transaction within the Tenant. The resulting Parameter Group has the same access permissions as the Folder.• In single-tenant configurations, the number of available Audio Resource IDs

Type of Change	Change Occurred in Release	Details
		<p>is increased from 1000 to 9000, with the range increasing from 9000-9999 to 1000-9999.</p> <ul style="list-style-type: none">• You can now provision new and existing agents in bulk by preparing a CSV (comma-separated values) file outside of GAX, and then importing it into GAX. You can also export data for selected (or all) agents from GAX into a CSV file, modify it as required, and import back into GAX. GAX can also generate template CSV files, which you can save and use to prepare import CSV files.• You can now assign Skills and associated ratings to multiple Agents with one click. You can also create and assign a new Skill within a single view.
Audio Resource Management	8.5.2	<ul style="list-style-type: none">• You can now determine who added, modified, or removed Audio Resources and Personalities, and who reprocessed, downloaded, or deleted Audio Resources by viewing Audit logs in Centralized Logs.• Useability Enhancements<ul style="list-style-type: none">• Personalities are now displayed in name order. Specific columns can also be configured to be shown/hidden in the view.• In single-tenant configurations, the number of personalities available to Audio Resource has been increased from 100 to 1000, with the range increasing from 0-99 to 0-999. Note: Genesys strongly recommends that you use this functionality

Type of Change	Change Occurred in Release	Details
		only if you need more than 100 personalities. In this case, proceed with extreme caution.
Enhanced Database Connections	8.5.2	<ul style="list-style-type: none">• GAX now uses Microsoft JDBC Driver for MS SQL Server connections.• You can now use a customized JDBC URL when configuring a Database Access Point (DAP) for the GAX Database instead of using a connection based on the DAP object itself.
Logs and Alarms	8.5.2	<ul style="list-style-type: none">• You can now use GAX to view logs stored in the Centralized Log Database. You can also sort and filter the list to find specific logs.
Solution Deployment	8.5.2	<ul style="list-style-type: none">• You can now configure Mutual TLS on connections between Genesys Deployment Agent and GAX Server.• You can now specify a list of preferred hosts (called whitelisted hosts) to and from which Installation Packages are sent and retrieved.• You can now configure Mutual TLS on connections between Genesys Deployment Agent and Configuration Server.
Security Enhancements	8.5.2	<ul style="list-style-type: none">• GAX now supports the cipher suites used by Jetty to be configured based on your security requirements.• Token-based authentication for user connections: You can configure GAX to use token-based authentication on user connections with Configuration Server. This enables GAX users to be

Type of Change	Change Occurred in Release	Details
		authenticated externally using SAML with the customer's IDP without the need for Configuration Server to go through LDAP connections.
Useability	8.5.2	<ul style="list-style-type: none">• The Applications tab in System Dashboard now includes a column that shows the folder path for each Application, starting with the Tenant name, making it easier to find specific Applications.• On configuration screens, the Delete button now reads Delete <object type>, to prevent the unintentional deletion of the whole object when the intent is to delete only a property.• Before completing configuration changes, especially those involving deletion of data or objects, the user must explicitly acknowledge the impact of the changes, before submitting the changes.• The configuration options table now includes two additional columns, one showing the name including the section, and the other showing the section name only. The sections can still be collapsed, as before.• Object list views in Configuration Manager now display the total number of objects in the current Folder, the number selected by a filter (if any) applied to that list, and the number of agents selected (if any).• The Agents View now displays the total number of agents associated with the Tenant

Type of Change	Change Occurred in Release	Details
		<p>and available for display, the number of agents (if any) selected by a filter applied to that list, and the number of agents (if any) selected for editing.</p> <ul style="list-style-type: none">• After editing an agent or an Audio Resource, GAX now retains the sort order and filter results of the list from which the object was selected for editing. The modified record is displayed in its proper place in the sorted list, so no scrolling is needed to view it.• Support for new versions of web server and web browsers. Refer to the Genesys Supported Operating Environment Reference Guide for details.• Instructions for setting up the Audio Resource Management Runtime Server on Windows are now provided in the GAX Deployment Guide.
Core Enhancements	8.5.0	<ul style="list-style-type: none">• Online Help—The context-sensitive Online Help system delivers the latest information about GAX and its features.• Command Line Console—Use the command line to add, delete, and query solution definitions (SPDs) and installation packages (IPs), and to execute SPDs.• System Monitoring—Dashboards help you to easily monitor and manage Alarms, Hosts, Solutions, Applications, and processes that you have deployed for your contact center. You can also use plug-ins to expand dashboard functionality to monitor statistics and other reporting

Type of Change	Change Occurred in Release	Details
		data.
Feature Enhancements	8.5.0	<ul style="list-style-type: none"> Log Configuration—Use GAX's simplified interface to configure logs to monitor Applications, Hosts, and Solutions. Consolidated Agent Management—The Agents window consolidates all aspects of agent management into a streamlined interface. From one window, you can: <ul style="list-style-type: none"> Create agents and their associated objects such as Agent Logins, DNs, and Places. Edit agent information. Copy, delete, and enable/disable agents. Audio Resource Management—The Audio Resource Management interface has been overhauled to enable you to quickly upload and manage audio resources and personalities.

Configuration Options Changes

This section lists all configuration option changes in GAX in release 8.5.x. Detailed descriptions of GAX configuration options are available in the Genesys Administrator Extension Deployment Guide.

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Option Name	Configuration Option Section Name	Type of Change	Change Occurred in Release	Additional Information
confserv_trusted	general	New	8.5.2	
enable_bulk_change_	general	New	8.5.2	
token_life_in_minutes	general	New	8.5.2	

Option Name	Configuration Option Section Name	Type of Change	Change Occurred in Release	Additional Information
exclude_clone	com	New	8.5.2	New section
new_arf_name_format	tarm	New	8.5.2	Warning: Use this option with extreme caution.
maxlogs	clog	New	8.5.2	New section
minlogs	clog	New	8.5.2	
host_whitelist	security	New	8.5.2	New section
host_whitelist_enabled	security	New	8.5.2	
help_external_url	general	New	8.5.0	
max_upload_audio_file_size	general	New	8.5.0	
verbose	log	Updated	8.5.0	New default value