Genesys Administrator Extension Migration Guide

Related Procedures

5/5/2025

Related Procedures

The procedures in this section are not required to upgrade Genesys Administrator Extension but might contain useful reference information.

Install Genesys Administration Extension Server

Prerequisite

- The environment variable **JRE_HOME** has been configured (see the Genesys Administrator Extension Deployment Guide).

Steps

1. Copy the GAX IP to the host machine.

2. If you are installing on Linux, navigate to the folder to which you copied the IP, and change the permissions of the installation file by entering the following command: `chmod 755 install.sh`

3. Run the installation file to extract and copy the necessary files by entering `./install.sh` (on Linux), or `./setup.exe` (on Windows Server).

   > ## Important
   >
   > When you install GAX on a Linux host, you might receive the following error message indicating installation was unsuccessful:
   >
   > ```
   > Unable to find configuration information. Either you have not used configuration wizards and the GCTISetup.ini file
   >  was not created or the file is corrupted.
   > ```
   >
   > Ignore this message; Genesys Administrator Extension has been installed successfully.

4. Navigate to the folder in which you installed GAX, and run the **gax_startup.sh** file (on Linux), or the **gax_startup.bat** file (on Windows Server).

Add a Connection to Solution Control Server from GAX

Use this procedure If you want the System Dashboard feature in GAX to function.

1. In GAX, go to Configuration Manager.

2. Hover over the **Environment** icon and select **Applications** in the pop-up list.

3. From the list of Applications, open the Application object for GAX.

4. In the GAX Application object details window, open the **Connections** tab and click **Add**.

5. In the **Connection Properties** window, enter information about the connection to SCS. Refer to GAX Help for more information about how to configure a connection.

6. Click **OK**.

7. Click **Save**.

8. Restart GAX.