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Genesys Administrator Extension Help

Installation Packages

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Installation Packages

This panel enables you to manage installation packages (IPs) by uploading IPs to a repository in GAX and deploying the IPs to hosts.

The **Installation Packages** panel on the left of the screen displays a list of IPs that you have permission to see in your environment. The list is sorted by groups. You can expand a group to see its list of IPs.

Important

Installation packages are stored in the database and not on the local file system.

Solution Deployment respects tenancy permission settings. You can access only those objects that you have been granted permission to access.

You can filter the contents of this list in two ways:

- Type the name or partial name of an object in the **Quick Filter** field.
- Click the cube icon to open the **Tenant Directory** filter panel. In this panel, click the Tenant that you want to select. Use the **Quick Filter** field in this panel to filter the Tenant list.

You can sort the items in the list by clicking a column head. Clicking a column head a second time reverses the sort order.

Viewing IPs

The **Installation Packages** panel list displays the following information:

- **Name**—The name of the IP.
- **Version**—The version number of the IP.
- **Locale ID**—Indicates the language used by the plug-in.
- **Operating System**—The operating system and bit version that are required by the IP.
- **Status**—Indicates the current status of the IP. For example, a status of **Complete** indicates that the IP deployed successfully.
- **Update Time**—A timestamp that indicates when the IP was last updated.

Click an IP to reveal more details in a panel that opens to the right. This panel displays the following information about the IP:

- **Name**—The name of the IP.

- **Nickname**—The nickname for the IP.
- **Description**—An optional description of the IP; this can be modified, as required.
- **Version**—The version number of the IP.
- **Locale ID**—Indicates the language used by the plug-in.
- **Operating System**—The operating system that is required by the IP.
- **Status**—Indicates the current status of the IP. For example, a status of **Complete** indicates that the IP deployed successfully.
- **Update Time**—A timestamp that indicates when the IP was last updated.
- **Group**—The group to which this IP belongs. If you change the group name, the IP is relocated to that group. If the group name you enter does not exist, it will be created. These actions take effect immediately in the **Installation Packages** list.

Working with IPs

You can perform the following actions from this panel:

- **Upload Installation Packages**—Upload an IP to the repository.
- **Copy to Tenants**—Copy the IP to tenant(s).
- **Deploy**—Deploy the IP to host(s).
- **Download**—Download a copy of the IP.
- **Delete**—Delete the IP.

Upload Installation Packages

[+] Click to show procedure

1. In the **Installation Packages** panel, click +. A new panel called **Software Installation Wizard** opens to the right.
2. In the **Software Installation Wizard** panel, select a method for importing the IP:

Important

If your installation package contains two or more templates, you must use the **Installation Package Upload (includes templates)** procedure.

- **Installation Package Upload (includes templates)**—Upload a file containing an installation package and its associated templates. These files are typically provided by Genesys Customer Care.
- **Installation Package Upload (template uploaded separately)**—Upload an installation package and its associated template.
- **UNC Path to Mounted CD or Directory**—Upload an IP stored on a mounted CD or network directory.

- **UNC Path to an Existing Administrator Repository**—Upload an IP from an existing Genesys Administrator repository.
 - **UNC Path to Zipped IPs through Support**—Upload a .zip file provided by Genesys Customer Care that is stored on a mounted CD or network directory. This file contains an installation package and its associated templates.
3. The file(s) upload from your file system to Genesys Administrator Extension, and a progress bar displays to show the upload progress. The progress of the upload also displays in the Status column in the **Installation Packages** panel.

Important

When you upload a plug-in, GAX uses the template file (.tpl) to create an Application Template and extracts the default options for the plug-in. GAX stores these options in the database and merges them with the core GAX Application object upon deployment. During this merge, only new options are added—existing key value pairs are not overwritten.

Installation Package Upload (includes templates)

1. In the **Software Installation Wizard** panel, select **Installation Package Upload (includes templates)** and click **Next**.
2. The panel updates. Click **Choose File** to select the file to upload.
3. Click **Finish**.
4. The file begins uploading from your file system to Genesys Administrator Extension. When the upload is complete, the IP will be displayed in the **Installation Packages** list.

Installation Package Upload (template uploaded separately)

1. In the **Software Installation Wizard** panel, select **Installation Package Upload (template uploaded separately)** and click **Next**.
2. The panel updates and displays three boxes: **Upload a package**, **Upload an XML template**, and **Upload an APD template**. Click **Choose File**.
 - Upload a package—A file that contains the installation package.
 - Upload an XML template—The XML template file for this installation package. This is the template that is referenced by the installation package description file. This file should not be modified from the version in the template directory.
 - Upload an APD template—The APD template file for this installation package. This is the template that is referenced by the installation package description file. This file should not be modified from the version in the template directory.

The panel updates.

3. Click **Finish**.
4. The file begins uploading from your file system to Genesys Administrator Extension. When the upload is complete, the IP will be displayed in the **Installation Packages** list.

UNC Path to Mounted CD or Directory

1. In the **Software Installation Wizard** panel, select **UNC Path to Mounted CD or Directory**.
2. In the text field, type the path for where the IP is stored.
3. Click **Next** to open the path.
4. The panel updates to display the IP(s) found at the specified location. Click the check box(es) beside the IP(s) to upload.
5. Click **Finish**.
6. The panel updates to display a progress bar for the upload process. You can click **Close** at any time to close the panel without interrupting the upload procedure. The status of the IP upload will be displayed in the **Installation Packages** list.

UNC Path to an Existing Administrator Repository

1. In the **Software Installation Wizard** panel, select **UNC Path to an Existing Administrator Repository**.
2. In the text field, type the path for the existing Genesys Administrator repository.
3. Click **Next** to open the path.
4. The panel updates to display the IP(s) found at the specified location. Click the check box(es) beside the IP(s) to upload.
5. Click **Finish**.
6. The panel updates to display a progress bar for the upload process. You can click **Close** at any time to close the panel without interrupting the upload procedure. The status of the IP upload will be displayed in the **Installation Packages** list.

UNC Path to Zipped IPs through Support

1. In the **Software Installation Wizard** panel, select **UNC Path to Zipped IPs through Support**.
2. In the text field, type the path for where the IP is stored.
3. Click **Next**.
4. The panel updates to display the IP(s) found at the specified location. Click the check box(es) beside the IP(s) to upload.
5. Click **Finish**.
6. The panel updates to display a progress bar for the upload process. You can click **Close** at any time to close the panel without interrupting the upload procedure. The status of the IP upload will be displayed in the **Installation Packages** list.

Important

- A green progress bar represents a successful upload of the installation package. A red

progress bar represents a failed upload of the installation package. You can review which step failed in the **Status** field in the **Installation Packages** list.

- You cannot upload an IP to the repository if a version of the IP already exists in the repository. You must have the **Replace IPs and SPDs** privilege enabled to overwrite an IP in the repository.

Copy Installation Packages to Tenants

[+] Click to show procedure

1. Click the name of an installation package to select it. A new panel opens to the right.
2. In the **Installation Package** details panel, click **Related** and select **Copy to Tenants**. A new panel called **Copy to Tenants** opens to the right.
3. In the **Copy to Tenants** panel, type the name of a Tenant in the **Quick Filter** field, or click **Browse** to browse a list of Tenants in your environment. A new panel called **Tenants** opens to the right.
4. Click the check box beside each Tenant that is to receive the IP. The name of the Tenant will appear in the **Copy to Tenants** panel, in the **Targeted Tenants** section.
5. Click **Next** at the bottom of the **Copy to Tenants** panel.
6. Click **Finish** to copy the IP to the Tenant(s).

Deploy Installation Packages

[+] Click to show procedure

1. Click the name of an installation package to select it. A new panel opens to the right.
2. In the Installation Package details panel, click **Related** and select **Install**. A new panel called **IP Deployment Wizard** opens to the right.
3. Follow the steps in the Deployment Wizard. Click the Deployment Wizard tab, above, for more information.

Important

- You cannot upload an IP to the repository if a version of the IP already exists in the repository. You must have the **Replace IPs and SPDs** privilege enabled to overwrite an IP in the repository.
- IP deployment does not require the use of an **SPD** file.
- If you install a plug-in through GAX on Windows, the deployment wizard prompts you to

specify only the plug-in installation path.

If you install a plug-in through GAX on Linux, then the deployment wizard prompts you to specify both the GAX directory path and the plug-in installation path. If the path where GAX is installed is provided incorrectly, then the deployment wizard installs the plug-in but it will not copy the plug-in files to the GAX directory. In this case, you must manually copy the plug-in files from the plug-in installed path to the GAX installed path.

Download Installation Packages

[+] Click to show procedure

1. Click the name of an installation package to select it. A new panel opens to the right.
2. Click **Download**. Genesys Administrator Extension initiates the download procedure in your browser.

Delete Installation Packages

[+] Click to show procedure

1. Click the name of an installation package to select it. A new panel opens to the right.
2. In the **Installation Package** details panel, click **Delete**.
3. A dialog box appears to confirm deletion. Perform one of the following actions:
 - Click **OK** to delete the IP permanently.
 - Click **Cancel** to cancel deletion of the IP.

Important

This action is available only if the user has the **Delete IPs and SPDs** privilege.

Important

- If the component metadata XML file contains questions that must be answered during the installation of an IP, the user is prompted to answer those questions during installation.
- IP deployment does not require the use of an **SPD** file.

Deployment Wizard

The **Automated Deployment Wizard** deploys an installation package (IP) or solution definition to the specified hosts and installs and configures the service as directed by the Service Package Definition.

Before You Begin

While you are using the **Automated Deployment Wizard**, take note of the following:

- Most of the fields in the Wizard are auto-complete fields. You can enter only part of the value in the field, and then you are presented with a list of all entries that contain the text that you entered; you can then select the appropriate item.
- The Wizard verifies the IPs, based on the operating system of the intended hosts. When you are selecting hosts, make sure that you select those that are running the required operating system.
- If an IP is already installed on a host, by default the Wizard will reinstall the IP. All parameters entered during the previous deployment are saved by Genesys Administrator Extension and automatically prepopulated in the Wizard.
- When upgrading an existing IP, the IP's permissions and connections are updated to the new Application object.

Items That Can Be Merged

For scenarios in which the existing IP and the new IP have conflicting values, the existing IP's values are maintained. If the existing IP does not contain a value, the value of the new IP is used. The following values are available to be merged:

- options
- annex
- connections
- ports
- timeout
- autorestart
- commandlinearguments
- commandline
- state
- shutdowntimeout
- attempts
- redundancytype
- isprimary
- startuptimeout

Plug-ins are installed using the same procedures as IPs, but take note of the following:

- The plug-in install profile automatically fetches GAX Application objects for selected Host objects.
- Plug-in options are merged into the affected GAX Application objects.
- Some input fields do not appear, such as those relating to **Application Object**, **App Port**, and **Tenant Object**.

The following are possible scenarios that you may perform by using the **Automated Deployment Wizard**:

- [Installing an Installation Package](#)
- [Upgrading an Installation Package](#)
- [Rollback an Installation Package](#)

Installing an Installation Package

[+] Click to show procedure

1. In the **Installation Packages** panel, select the IP to use for the install.
2. A new panel with additional information about the IP appears to the right. Click **Related** and select **Install**.
3. The **Automated Deployment Wizard** panel displays to the right. Click **Next**.
4. The panel updates to show the **Host set selection** list. Select the host to receive the IP. Click **Next**.
5. The panel updates to show the **Application Parameters** list. In the **GAX Application object for host** field, select the Genesys Administrator Extension Application object.
6. Click **Next**.
7. The panel updates to display the **Installation Parameters (silent.ini)** list. You can set the target installation path in the field.
8. Click **Next**.
9. The panel updates to display the **Deployment** report. Review the settings, and perform one of the following actions:
 - Click **Finish** to install the IP.
 - Click **Previous** to return to a previous panel and modify settings.
10. The panel updates to display a progress bar of the deployment. This information also displays in the **Deployed IPs** panel.

Important

If a deployment fails, you can review a log of the deployment by selecting the IP from the **Deployed IPs** panel. A new panel displays with additional information about the IP. Click **Deployment Action Log**.

Upgrading an Installation Package

[+] Click to show procedure

1. In the **Deployed IPs** panel, select the IP to use for the upgrade.
2. A new panel with additional information about the IP appears to the right. Click **Deploy Profile:upgrade to (version number)**.
3. The **Automated Deployment Wizard** panel displays to the right. Click **Next**.
4. The panel updates to show the **Host set selection** list. Select the host to receive the IP. By default, the host that received the previous version of the IP is already selected. Click **Next**.
5. The panel updates to show the **Application Parameters** list. Values from the previous version of the IP deployment may be displayed in the following fields:
 - **Existing Application Object**—This field is automatically generated by Genesys Administrator Extension for each host to which an IP is targeted. This is the Application object in Configuration Server for which Genesys Administrator Extension will update connections.
 - **Tenant Object**—This is the Tenant that is set on an IP Application object. Click **Browse** to select a Tenant from a list.
 - **App port**—Specify a port number for the Application object to use.
 - **Primary Configuration Server**—Click **Browse** to select the Primary Configuration Server to use. This field defaults to a Genesys Administrator Extension Application object.
 - **Backup Configuration Server**—Click **Browse** to select the Backup Configuration Server to use. This field defaults to a Genesys Administrator Extension Application object.
 - **Skip IP Re-install**—Choose one of the following options:
 - **True**—Reinstall the IP only if the Application object does not exist in Configuration Server.
 - **False**—Always reinstall the IP.
6. Click **Next**.
7. The panel updates to display the **Silent.ini Parameters** list. These values are prepopulated from the previous version of the IP, but the settings can be modified, if necessary.
8. The panel updates to display the **Deployment Summary** report. Review the settings, and perform one of the following actions:
 - Click **Finish** to upgrade the IP.
 - Click **Previous** to return to a previous panel and modify settings.
9. The panel updates to display a progress bar of the upgrade deployment. This information also displays in the **Deployed IPs** panel.

Important

If a deployment fails, you can review a log of the deployment by selecting the IP from the **Deployed IPs** panel. A new panel displays with additional information about the IP. Click **Deployment Action Log**.

Rolling Back an Installation Package

[+] Click to show procedure

1. In the **Deployed IPs** panel, select the IP to roll back.
2. A new panel with additional information about the IP appears to the right. Click **Deploy Profile:rollback to (version number)n**.
3. The **Automated Deployment Wizard** panel displays to the right. Click **Next**.
4. The panel updates to show the **Host set selection** list. Select the host to receive the IP. By default, the host that previously received the IP is already selected. Click **Next**.
5. The panel updates to show the **Application Parameters** list. Values from the previous IP deployment may be displayed in the following fields:
 - **Existing Application Object**—This field is automatically generated by Genesys Administrator Extension for each host to which an IP is targeted. This is the Application object in Configuration Server for which Genesys Administrator Extension will update connections.
 - **Tenant Object**—The Tenant that is set on an IP Application object. Click **Browse** to select a Tenant from a list.
 - **App port**—Specify a port number for the Application object to use.
 - **Primary Configuration Server**—Click **Browse** to select the Primary Configuration Server to use. This field defaults to a Genesys Administrator Extension Application object.
 - **Backup Configuration Server**—Click **Browse** to select the Backup Configuration Server to use. This field defaults to a Genesys Administrator Extension Application object.
 - **Skip IP Re-install**—Choose one of the following options:
 - **True**—Reinstall the IP only if the Application object does not exist in Configuration Server.
 - **False**—Always reinstall the IP.
6. Click **Next**.
7. The panel updates to display the **Silent.ini Parameters** list. These values are prepopulated from the previous deployment of the IP, but the settings can be modified, if necessary.
8. The panel updates to display the **Deployment Summary** report. Review the settings, and perform one of the following actions:
 - Click **Finish** to roll back the IP.
 - Click **Previous** to return to a previous panel and modify settings.
9. The panel updates to display a progress bar of the deployment. This information also displays in the **Deployed IPs** panel.

Important

If a deployment fails, you can review a log of the deployment by selecting the IP from the **Deployed IPs** panel. A new panel displays with additional information about the IP. Click **Deployment Action Log**.