Genesys Administrator Extension Help

Solution Definitions

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Solution Definitions

A solution definition is an XML file that describes what is being deployed, how the deployment is to be executed, as well as any necessary pre- and post-installation procedures.

> **Tip**
>
> The Hosted Provider Edition software CD includes four Service Package Definitions for use by Genesys Administrator Extension. They are for the basic deployment of four services: eServices, Inbound Voice, Outbound Voice, and Workforce Management. These files are located in the following folder: **\service\asd\spdFiles**

This screen displays a list of all solution definition files for which you have the required role privileges to view. To refresh the list at any time, click **Refresh**. Click a solution definition in the list, and the **Details** panel is displayed to the right of the list. Actions that are available for each solution definition are applied from the **Details** panel.

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

- Type the name or partial name of an object in the **Quick Filter** field.

- Click **Tenant Filter** to open the **Tenant Filter** panel. In this panel, click the check box(es) beside the tenants that you want to select. Use the **Quick Filter** field in this panel to filter the tenant list.

- You can sort the solution definitions in the list by clicking on a column head. Clicking a column head a second time reverses the sort order.

Viewing Solution Definitions

A solution definition file defines the Genesys component installation packages (IPs) that are required to provide the service, and how they are to be deployed and configured. The IPs that are deployed as part of the solution are the actual software that provide the solution. When you select a solution definition, a new panel is displayed to the right an displays additional information:

- **Name**—The name of the solution definition.

- **Version**—The version of the solution definition

- **Description**—An optional description of the solution definition; this can be modified, as required.

- **Notes**—An optional field for notes about the solution definition; this can be modified, as required.

- **Deployable**—Indicates whether the solution definition can be deployed.

> ## Important
>
> When you are creating a solution definition file, you must give it a unique name and version number. Genesys Administrator Extension will not allow you to import a solution definition if its name or version number is the same as an existing one. Likewise, if you modify a solution definition that is already uploaded, you must increment the version number.

The **IP Availability** area is where you verify that the IPs have been uploaded into the IP repository.

Prerequisites

Before you start deploying a Solution Package by using Genesys Administrator Extension, make sure that you have performed the following tasks:

- Install the latest version of Local Control Agent (LCA) on the target hosts. This also installs and configures the Genesys Deployment Agent on each host. Refer to the *Framework Deployment Guide* for instructions.
- Install Java SDK on the target hosts to enable them to process the deployment instructions.
- Upload the necessary IPs into the IP Repository.

Refer to the *Genesys Administrator Extension Deployment Guide* for a complete list of prerequisites required for Genesys Administrator Extension and Solution Deployment.

Working with Solution Definitions

You can perform the following actions:

- Create Solution Definitions
- Modify Solution Definitions
- Copy Solution Definitions to Tenants
- Deploy Solution Definitions
- Download Solution Definitions
- Delete Solution Definitions
- View the History of Solution Definitions

Create Solution Definitions

[+] Click to show procedure

Procedure: Creating Solution Definitions

Prerequisites

Before you create a solution definition file by using Genesys Administrator Extension, you must perform the following tasks:

- Prepare the solution definition file.
- Upload all of the Genesys-component installation packages (IPs) that are required to provide the solutions into an IP repository to which Genesys Administrator Extension has access.

> ### Important
> When you create a solution definition file, you must give it a unique name and version number. Genesys Administrator Extension will not allow you to a import a solution definition if its name or version number is the same as the name or version number of an existing one. Likewise, if you modify a solution definition that is already uploaded, you must increment the version number.

Steps

1. In the **Solution Definitions List** screen, click **+**.

2. In the **Upload Solution Definition** area that is displayed to the right of the **Solution Definition List**, click **Browse** to browse to and select the solution definition for this solution definition file.

3. Click **Upload**. The name of the solution definition file, as defined in the solution definition, is displayed in the list.

4. To verify that the solution definition file can be deployed, perform the following steps:

    a. In the list of solution definition files, click the solution definition file that you imported in the previous steps.

    b. Verify that the solution definition file can be deployed by selecting **Check IP Availability** from the **Related** menu.

    c. The required IPs that were found in the IP repository and those that are missing are displayed in the **IP Availability** area that is displayed. Missing IPs must be uploaded to the IP repository before this solution definition file can be deployed. When all IPs are found, the solution definition file is complete and can be marked as **Deployable**.

5. If there are no missing IPs, in the **Properties** area of the **Details** panel, check the **Deployable** check box.

6. Click **Save** to save your changes or **Cancel** to leave the solution definition file unchanged.

Modify Solution Definitions

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Procedure: Modifying Solution Definitions

Steps

1. In the **Solution Definition List** screen, select the solution definition that you want to modify.

2. In the **Properties** area that is displayed to the right of the **Solution Definition List**, modify the following fields, as required:

   - **Description**
   - **Notes**
   - **Deployable**

3. Click **Save** to save your changes or **Cancel** to leave the solution definition unchanged.

Copy Solution Definitions to Tenants

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Procedure: Copying Solution Definitions to Tenants

Steps

1. Click the name of a solution definition to select it. A new panel opens to the right.

2. In the new 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 solution definition. The name of the Tenant appears 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 solution definition to the tenant(s).

Deploy Solution Definitions

Deploying a solution installs and configures the solution at a local or remote location, as directed by the solution definition.

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Procedure: Deploying Solution Definitions

Steps

1. In the **Solution Definition List** screen, select the solution definition file that you want to deploy.

2. In the **Properties** area that is displayed to the right of the **Solution Definition List**, click **Related** and select **Install** or **Deploy Profile**.

3. Follow the steps in the Deployment Wizard.

> ### Important
> The **Deploy Profile** type varies, depending on the profile specified in the solution definition file. For example, **profile name="upgrade"** would produce a

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> **Deploy Profile: upgrade** button.

Download Solution Definitions

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Procedure: Downloading Solution Definitions

Steps

1. Select the solution package for which you want to export the solution definition. A new panel opens to the right.

2. Click **Download**. Genesys Administrator Extension initiates the download procedure in your browser.

Delete Solution Definitions

When you delete a solution definition file, the solution definition file is not deleted from the database, nor are the IPs deleted from the IP repository.

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Procedure: Deleting Solution Definitions

Steps

1. In the **Solution Definition List** screen, select the solution definition file that you want to delete.

2. In the **Properties** area that is displayed to the right of the **Solution Definition List**, click **Delete**.

3. In the Confirm Deletion dialog box, do one of the following:

    -   To remove the solution definition file from the database, click **OK**.

    -   To keep the solution definition file and not remove it from the database, click **Cancel**.

View the History of Solution Definitions

Solution packages might change over time. They might be upgraded (up-versioned) to include both minor and major changes in the solution definition. New solutions might be added, removed, or retired. Genesys Administrator Extension enables you to generate reports to track these changes.

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Procedure: View the History of Solution Definitions

Steps

1. Select a solution from the **Deployed Solution List**.

2. Click **Related** and select **History**. The **History** panel is displayed to the right of the **Deployed Solutions List**. You can filter reports by one or more of the following criteria: **Time**, **User**, **Tenant**, and **Change**.