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Genesys Rules System Deployment Guide

Deploying GRAT in Genesys Administrator

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Purpose

To configure the GRAT applications and deploy the GRAT installation package using Genesys Administrator.

Prerequisites

To install GRAT on Configuration Servers 8.1.1 or later, Genesys Administrator 8.1.1 or later is required.

Procedure

1. Import the GRAT IP into Genesys Administrator.

Import the GRAT IP into Genesys Administrator

Start

1. Import the installation package into Genesys Administrator:
 2. On the Deployment tab of GA select the **Import** button.
 - a. Select the **Installation CD-ROM** radio button.
 - b. Click **Next**.
 - c. Browse to the **MediaInfo.xml** file on the CD or the CD image location on the network (the path must be in UNC format).
 - d. Click **Next**.
 - e. Select GRAT for your operating system as well as the appropriate type in the list in order to import the installation package.
 - For Management Framework 8.1.1, the type is **Business Rules Application Server**.
 - For Management Framework 8.1 and earlier, the type is **Genesys Generic Server**.
- Select **Next** to start the import.
 - Click **Finish** when the import is complete.

2. Install the GRAT IP.

Install the GRAT IP

1. Select the Deployment tab in Genesys Administrator. The list of installation packages will now show the Genesys Rules Authoring Tool.
2. Right-click and select **Install Package** for the IP for your operating system and type.
3. Click **Next** to start the installation wizard. The following parameters must be defined/selected:
 - a. **Application Name** for the Genesys Authoring Tool server application.
 - b. **Target Host**—The host to which the .war file will be copied during the installation procedure.
 - c. **Working Directory**—The directory in which the .war file will be created.
 - d. **Client Side IP Address** (optional).
 - e. **Client Side Port** (optional).
 - f. **Backup Configuration Server hostname**.
 - g. **Backup Configuration Server port**.
 - h. **Connection delay time in seconds**.
 - i. **Reconnect Attempts**.

Important

After the specified number of attempts to connect to the primary Configuration Server all fail, connection to the backup Configuration Server is attempted. If these attempts to the backup Configuration Server fail, then once again connection to the Primary Configuration Server is attempted. If no backup Configuration Server is configured, there is no limit on the number of connection attempts.

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- j. **Client application name**—The name of the GRAT client application.

Important

Items a through i will be written to the `bootstrapconfing.xml` file in the .war file. Any subsequent updates to the parameters will have to be made in that file.

11. On the next screen, enter the Connection ID and Connection Port for the Genesys Rules Authoring Server. Specify the connections for the Rules Authoring Server on the next screen (select the GRE application). You can also add this connection later under the Configuration for the application. Verify the previously-defined installation parameters on the Deployment Summary screen.

3. Configure the GRAT application.

To configure the GRAT server application:

1. On the Tenants tab, add all tenants that should be visible in the GRAT interface.
 - a. In the Server Info section, configure a default listening port.
 - b. On the Connections tab, add a connection to the Rules Engine application.
 - c. On the Connections tab, add a connection to the Database Access Point.
 - d. On the Options tab, configure log options.

log

Description	Valid values	Default value	Takes effect
all			
Specifies the outputs to which an application sends all log events. The log output types must be separated by a comma when more than one output is configured. For example: all = stdout, logfile	<ul style="list-style-type: none"> • stdout—Log events are sent to the Standard output (stdout). • stderr—Log events are sent to the Standard error output (stderr). • network—Log events are sent to Message Server, which can reside anywhere on the network. Message Server stores the log events in the Log Database. Setting the all log level option to the network output enables an application to send log events of the Standard, Interaction, and 	stdout	After restart

Description	Valid values	Default value	Takes effect
	<p>Trace levels to Message Server. Debug-level log events are neither sent to Message Server nor stored in the Log Database.</p> <ul style="list-style-type: none"> memory—Log events are sent to the memory output on the local disk. This is the safest output in terms of the application performance. [filename]—Log events are stored in a file with the specified name. If a path is not specified, the file is created in the application's working directory. 		
expire			
Determines how many log files will be kept on disk. If set, expire specifies the maximum number of log files kept on disk.	Any number	(blank)	After restart
segment			
Determines whether a log	Any number that represents the	(blank)	After restart

Description	Valid values	Default value	Takes effect
output written to file is split in multiple segments. If it is, segment specifies the maximum size of each segment file.	log size in megabyte		
standard			
Specifies the outputs to which an application sends the log events of the Standard level. The log output types must be separated by a comma when more than one output is configured. For example: standard = stderr, network	<ul style="list-style-type: none"> • stdout—Log events are sent to the Standard output (stdout). • stderr—Log events are sent to the Standard error output (stderr). • network— Log events are sent to Message Server, which can reside anywhere on the network. Message Server stores the log events in the Log Database. • memory—Log events are sent to the memory output on the local disk. This is the safest output in terms of the application performance. • [filename]—Log events are stored in a file with the specified name. If a path is not specified, the file 	stdout	After restart

Description	Valid values	Default value	Takes effect
	is created in the application's working directory.		
trace (not in application template by default)			
Specifies the outputs to which an application sends the log events of the Trace level and higher (that is, log events of the Standard, Interaction, and Trace levels). The log outputs must be separated by a comma when more than one output is configured. For example: trace = stderr, network	<ul style="list-style-type: none"> • stdout—Log events are sent to the Standard output (stdout). • stderr—Log events are sent to the Standard error output (stderr). • network—Log events are sent to Message Server, which can reside anywhere on the network. Message Server stores the log events in the Log Database. • memory—Log events are sent to the memory output on the local disk. This is the safest output in terms of the application performance. • [filename]—Log events are stored in a file with the specified name. If a path is not specified, the file is created in the application's working directory. 	stdout	After restart
verbose			
Determines whether a log output is created. If it is,	<ul style="list-style-type: none"> • all—All log events (that is, log events of the Standard, Trace, Interaction, and Debug levels) are 	standard	After restart

Description	Valid values	Default value	Takes effect
specifies the minimum level of log events generated. The log events levels, starting with the highest priority level, are Standard, Interaction, Trace, and Debug.	<p>generated.</p> <ul style="list-style-type: none"> • debug—The same as all. • trace—Log events of the Trace level and higher (that is, log events of the Standard, Interaction, and Trace levels) are generated, but log events of the Debug level are not generated. • interaction—Log events of the Interaction level and higher (that is, log events of the Standard and Interaction levels) are generated, but log events of the Trace and Debug levels are not generated. • standard Log events of the Standard level are generated, but log events of the Interaction, Trace, and Debug levels are not generated. • none—No output is produced. 		

In addition to the standard logging options that you can configure, you can configure an option named `fileEncoding` in the logging section.

`fileEncoding` specifies the encoding to be used when creating the log file. For example, UTF-8. This value is optional. If you do not specify this option, the server's locale information will determine the log file encoding.

This option is available for both the GRE and the Genesys Rules Authoring Tool. Also, the `log4j.properties` file that is included in both components supports a similar option, `log4j.appender.runtime.Encoding`. The `log4j.properties` file is used for initial log configuration prior to the reading of the log configuration from the Configuration Server database.

5. In the settings section, the following options can be configured:

Settings in GRAT

Description	Valid values	Default value	Takes effect
group-by-level (group rules by business level)			
<p>There are three levels of rules: global, department, and process.</p> <p>With value <code>true</code>, rules are grouped by business level:</p> <ul style="list-style-type: none">• All global rules belong to agenda group <code>level0</code>.• Department rules belong to agenda group <code>level1</code>.• Process rules belong to agenda group <code>level2</code>. <p>When a rule package is executed, <code>level0</code> rules are executed first. Updates from this first pass then influence the department (<code>level1</code>) rules which are executed in the</p>	<code>true/false</code>	<code>true</code>	Immediately

Description	Valid values	Default value	Takes effect
<p>second pass. Updates from this second pass then influence any process rules (level2), which are executed in a third pass.</p> <p>Note: The GRE option sequential-mode must be false when group-by-level is set to true.</p> <p>When group-by-level is set to false, all rules are executed in a single pass. Changes made by a rule do not influence which other rules are executed (unless a Drools “update” or “insert” command is used).</p> <p><i>CEP functionality</i></p> <ul style="list-style-type: none">• Genesys Web Engagement's CEP functionality strips out the rule attribute that indicates which level a rule is			

Description	Valid values	Default value	Takes effect
associated with. So, the setting of the group-by-level has no influence on rule execution.			
max-connections			
Specifies the maximum number of different users that may be connected to the server. Multiple connections from the same user ID are only counted once.	Any positive integer	99	After GRAT (re-)start
session-timeout			
Specifies the amount of time (in minutes) a client session can have no communication with the Rules Authoring Server before timing out. If no value is specified, the timeout (if any) defined by the application server applies. If the value is less than or equal to 0, the session	Any positive integer	30	Immediately

Description	Valid values	Default value	Takes effect
will not time out.			
session-timeout-alert-interval			
The amount of time (in minutes), prior to an expected timeout, for a user to be warned of a pending timeout. If no value is specified, or if the value is less than or equal to 0, the default warning period of 1 minute will be used. For example, if you set the value of this option to 3, the user will be warned 3 minutes prior to an expected timeout. This warning dialog box will prompt the user to extend the session. If the session is not extended, the user will be logged out and the login dialog box will be	Any positive integer	1	Immediately

Description	Valid values	Default value	Takes effect
displayed. Any unsaved changes that the user made during their session will be lost.			
strict-mode			
This option controls whether or not the rules authoring tool enables <i>strict</i> mode in the DROOLS rule compiler. Strict mode will cause the compiler to catch common mistakes when the rule author attempts to validate or save a rule.	true/false	true	Immediately
verify-deployer-address			
Indicates whether to verify the TCP address of the application deploying rules to be that of an associated Genesys Rules Engine.	true/false	true	Immediately
display-n-template-versions			
Specifies the maximum number of versions to display for any published template.	Minimum value 1	3	Immediately
deploy-response-timeout (not in application template by default)			

Description	Valid values	Default value	Takes effect
Specifies the timeout (in seconds) applied to the deployment of a rule package.	Any positive integer	300	Immediately
require-checkin-comment			
Specifies whether users must add a check-in comment when committing changes to rules. These comments show up when viewing package history. If the value is set to false (default), users can save changes to rules without specifying a comment.	true/false	false	Immediately
force-snapshot-on-deployment			
Specifies whether users can deploy only a package snapshot. If the value is true, users can only deploy a package snapshot. If false (default), users can deploy either the LATEST package or a snapshot.	true/false	false	Immediately
encoding (not in application template by default)			
Activates Unicode support for the conversion of data between the local			After GRAT restart

Description	Valid values	Default value	Takes effect
character set that is used by Configuration Manager and the UTF-8 encoding that is used by the Rules Authoring Server. By default, code page conversion is disabled. To activate this functionality, set this option to the name of a converter that can translate the local character set to UTF format. The converter that is suitable for a particular deployment can be found by using the ICU Converter Explorer. There is no default value for this option. For valid values, see the ICU Home > Converter Explorer pages (http://demo.icu-project.org/icu-bin/convexp).			
clear-repository-cache			
The GRAT server builds and maintains a cache of the rules repository database (for example, index files, and so on), and stores this on the file system under WEB-INF/classes/repository. The cache improves performance when accessing	true/false	false	After GRAT (re-)start

Description	Valid values	Default value	Takes effect
<p>frequently used rules, calendars, and so on. However, this cache must stay synchronized with the rules repository database.</p> <p>Normally, if GRAT is restarted, it re-uses the existing cache, which is synchronized with the rules repository database. In this case, the clear-repository-option should be set to false (default).</p> <p>However, if you are configuring a second GRAT for warm standby (see High Availability Support), this option should be set to true for both the primary and the standby instances of GRAT. Since either GRAT could be brought online in the</p>			

Description	Valid values	Default value	Takes effect
event of a failure, this option forces GRAT always to rebuild the cache and re-synchronize it with the rules repository database. Setting this option to true can delay the startup of GRAT, since the cache must be rebuilt, but it ensures that it is properly synchronized with the rules repository database.			
evaluate-decision-table-rows-top-down (new in 8.5.0)			
Determines the order that the Decision Table rows are written out to the DRL. The default value is false, meaning that the rows are executed from the bottom up. If you change this default option, the behavior of GRAT's Test	true/false	false	Immediately

Description	Valid values	Default value	Takes effect
Scenario feature changes immediately, but you will need to re-deploy the rule package in order for the change to be observed in GRE.			
single-sign-on (new in 8.5.0)			
<p>Note: This configuration option should only be used when deploying in a Genesys Engage cloud single-sign on environment, and does not apply for Genesys on-premise customers deploying GRS.</p> <p>Indicates the login method: either single sign-on, or legacy login. With value false, the /index.jsp page will redirect to /login.jsp for legacy user</p>	true/false	false	After GRAT (re-)start

Description	Valid values	Default value	Takes effect
login. With value true, then /index.jsp will redirect to /singlesignon.			
link-to-hub (new in 8.5.0)			
<p>Note: This configuration option should only be used when deploying in a Genesys Engage cloud single-sign on environment, and does not apply for Genesys on-premise customers deploying GRS.</p> <p>This option specifies the URL to which GRAT should redirect once the GRAT SSO session completes. This URL is used in two situations:</p> <ul style="list-style-type: none">• First, when the user clicks the log out button in GRAT, the browser will be redirected to this URL.• Second, if an SSO	string	No default value	After GRAT (re-)start

Description	Valid values	Default value	Takes effect
<p>login is successful but the subsequent login to Configuration Server fails, then an error box is displayed to the user. Once the error box is dismissed, the browser will be redirected to the specified URL.</p> <p>Note: The user must have logged in via SSO for this to occur.</p>			
decision-table-enable-wildcards (new in 8.5.001)			
Controls whether the wild card feature is enabled in decision tables.	true/false	true	After GRAT (re-)start
help-file-url (new in 8.5.001)			
Specifies the base URL location of online help for GRAT. You can specify a local protected URL to install the wiki Help files if your organization prefers.	String	http://docs.genesys.com/Special:GRATHelp	After GRAT (re-)start
use-legacy-language-pack-webhelp (new in 8.5.001)			

Description	Valid values	Default value	Takes effect
With value <code>true</code> , when the GRAT user clicks the Help button in non-English environments, GRAT will use the legacy WebHelp files shipped with the various language packs. These legacy files may not reflect the full set of current functionality. With value <code>false</code> (default), GRAT will retrieve online Help from the docs.genesys.com website in the desired language (if available).	<code>true/false</code>	<code>false</code>	After GRAT (re-)start
context-services-rest-api-protocol (new in 8.5.001)			
The protocol that GRAT uses for the Context Services metadata REST API. Valid values are: <ul style="list-style-type: none"> <code>http</code> <code>https</code> 	<code>http, https</code>	<code>http</code>	After GRAT (re-)start
context-services-rest-api-host (new in 8.5.001)			

Description	Valid values	Default value	Takes effect
The hostname of the Context Services that GRAT connects to.	String		After GRAT (re-)start
context-services-rest-api-port (new in 8.5.001)			
The port of the Context Services metadata API	String		After GRAT (re-)start
context-services-rest-api-base-path (new in 8.5.001)			
The base path of the Context Services API.		//	After GRAT (re-)start
list-object-use-name (new in 8.5.001.21)			
Enables users to control whether either the name or the display name of a Configuration Server list object is encoded in the DROOLS rule file.		true/false	After GRAT (re-)start

6. Give the application Read, Create, and Change permissions on the Scripts folder for each Tenant that you add. (One approach is to create a user called `GRAT_Application_Proxy` and add that user to the `SYSTEM` access group. Then, on the Security tab of the application, in the Log On As section, select This account and add the `GRAT_Application_Proxy` user. Make sure that the "System" access group has Read, Create, and Change permissions to the Scripts folder, and that you have applied these changes recursively.) The Security tab is available only in Genesys Administrator 8.1.0 and later. Therefore, if you are not using Genesys Administrator 8.1.0 or higher, you must perform this step through Genesys Configuration Manager.
7. Give the application Read permission for all roles, access groups and persons needed for GRS.
8. Create the GRAT client application by first importing the `Genesys_Rules_Authoring_Generic_Client_850.apd` to create the application template. From the

application template, create the GRAT client application. The name of this application was specified during the installation of the IP. You just need to create the application and save it. You are not required to fill in any of the configuration properties.