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Genesys Security Deployment Guide

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Use this guide to introduce you to security features offered by Genesys software, and how to install, configure, and run them.

This Guide applies to all releases of Genesys software, and is updated regularly.

Introduction

- Overview
- New in This Release
- Document Change History

Authentication and Authorization

- User Authentication and Authorization
- Passwords
- Access Control
- No Default Access for New Users
- Inactivity Timeout
- Security Banner

Protection of Data at Rest

- Encryption of Configuration Database Password
- Encryption of Data in Databases
- Encryption of Call Records
- Hiding (Masking) Data

Service Availability

- Application Redundancy
- Proxy and Parallel Servers
- Client-side Port Definition

Protection of Data in Transit

- Secure Connections using TLS
- Federal Information Processing Standards

Web Application Security

- Open Web Application Security Project
- RESTful Web Services

(FIPS)

Secure HTTP (HTTPS)

Secure Real-Time Transport Protocol
(SRTP)

Lightweight Directory Access Protocol
Secure (LDAPS)

Data Privacy

Overview

General Data Protection Regulation
(GDPR)

Genesys Engage cloud Support for GDPR

Genesys Engage Premise Support for
GDPR