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Privacy Manager Plug-in for GAX

Deploying Privacy Manager

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Deploying Privacy Manager

Prerequisites

- Genesys Administrator Extension (GAX) 9.0.100.xx or later.
- UCS 8.5.200.19 or later
- UCS Proxy 8.5.100.04 or later.
- Classification Server 8.5.200.05 or later
- If a previous version of Privacy Manager was installed on the current host, **uninstall that version**.

Important

One UCS instance can support multiple tenants in Privacy Manager, and each tenant's data is stored separately from other tenants. The graphic below shows two tenants (*Environment* and *Tenant_extra*) using one UCS instance (*ContactServer_852_2*). The *Environment* tenant has data that is not accessible in the *Tenant_extra* tenant.



Create a Zip File

1. Create a temporary folder on your desktop.
2. Copy the IP folder from the original location (typically, the product CD) into the temporary folder.
3. Copy the templates folder from the original location into the temporary folder.
4. Zip the temporary folder.

Alternatively, contact Genesys Customer Care to obtain the required Zip file containing the installation package and associated templates.

Installing the plugin

Local Control Agent 8.5.100.31 or higher

1. Upload the Privacy Manager installation package (IP) to GAX. Refer to the [GAX documentation](#) for more information.
2. Extract the IP to any folder.
3. Navigate to the **ip** folder in the extracted folder.
4. Do one of the following:
 - On Windows, run **setup.exe**.
 - On Linux, run **install.sh**.
5. Restart GAX.

Local Control Agent 8.5.100.29 or lower

1. Add the following option to the **Application Options** tab of the Genesys Administrator Extension (GAX) Application object on the host:
 - Section name: **[asd]**
 - Option name: **plugin_ip_list**
 - Option value: PrivacyMng64 (for the Windows host) or PrivacyMng (for the Linux host)

Tip

This option is also used by [eServices Manager Plug-in for GAX](#) and [Content Analyzer Plug-in for GAX](#). If you are running both eServices Manager and Content Analyzer with Privacy Manager, the value can be a comma-separated list; for example, eSMngrPlgnAdm,PrivacyMng,CntAnlzPlgnAdm.

2. Restart GAX.
3. [Upload the Privacy Manager installation package \(IP\)](#). If you previously uploaded the IP, do so again.
4. Carry out the [plug-in installation process](#). To uninstall Privacy Manager, use the general procedure for [removing a plug-in](#).
5. Restart GAX.

Uninstalling the plugin

On Linux

1. Stop GAX.
2. Go to **<GAX_HOME>/webapp/WEB-INF/lib** on the file system (where **<GAX_HOME>** is your home folder for the GAX application).
3. Delete the **gax-privacy-manager-<\$version\$>.jar** file (where **<\$version\$>** is the version of the plugin).
4. Go to **<GAX_HOME>/plug-ins** on the file system.
5. Delete the **gax-privacy-manager-<\$version\$>.jar** file.
6. Go to **<GAX_HOME>/webapp/plugins** on the file system.
7. Delete the **gax-privacy-manager** folder.
8. Start GAX.

On Windows

1. Stop GAX.
2. Go to **Programs and Features**.
3. Find and run **Genesys Privacy Manager Plug-in for GAX <\$version\$>** (where **<\$version\$>** is the version of the plugin).
4. Select the **Remove** check box.
5. Click **Next**.
6. Click **Yes** in **Confirm Windows**.
7. Click **Finish**.
8. Go to **<GAX_HOME>/webapp/plugins** on the file system (where **<GAX_HOME>** is your home folder for the GAX application).
9. Delete the **gax-privacy-manager** folder.
10. Go to **<GAX_HOME>/plug-ins** on the file system.
11. Delete the **gax-privacy-manager-<\$version\$>.jar** file.
12. Start GAX.