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Framework Deployment Guide

Configuration Server

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Configuration Server

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If you want Configuration Server to operate with the Configuration Database, you must install Configuration Server in *Master* mode. This Configuration Server must be configured through a local configuration file.

Important

- The procedures given in this section are for deploying a primary Configuration Server. To deploy a Configuration Server Proxy, refer to [Configuration Server Proxy](#) for relevant installation instructions. To install a backup Configuration Server, refer to [Redundant Configuration Servers](#).
- Refer to the [Framework 8.5 External Authentication Reference Manual](#) for information about Configuration Server's External Authentication feature and for relevant deployment instructions.

Deploying Configuration Server

For more information about the Configuration Server configuration file, see [Configuration Server Configuration File](#). For information about Configuration Server configuration options and their values, refer to the [Framework Configuration Options Reference Manual](#).

1. Install Configuration Server. **[+] Show steps**

Installing on UNIX

Installing Configuration Server on UNIX

1. On the Management Framework 8.5 product CD, locate and open the installation directory appropriate for your environment:
 - For an enterprise (single-tenant) environment, the installation directory is `configuration_layer/configserver/single/<operating_system>`.
 - For a multi-tenant environment, the installation directory is `configuration_layer/configserver/multi/<operating_system>`.

The installation script, called `install.sh`, is located in the appropriate directory.

2. Type the file name at the command prompt, and press Enter.
3. For the installation type, type 1 to select Configuration Server Master Primary, and press Enter.
4. For the external authentication option, type the number corresponding to the type of external authentication that will be used (LDAP, Radius, both, or neither), and press Enter.

Tip

If you select LDAP, be prepared with the URL to access the LDAP Server. For more information about LDAP configuration, see the [Framework 8.5 External Authentication Reference Manual](#).

5. Specify the full path of the destination directory, and press Enter.
6. If the target installation directory has files in it, do one of the following:
 - Type 1 to back up all the files in the directory, and press Enter. Specify the path to where you want the files backed up, and press Enter.
 - Type 2 to overwrite only the files in this installation package, and press Enter. Then type y to confirm your selection, and press Enter. Use this option only if the application already installed operates properly.
 - Type 3 to erase all files in this directory before continuing with the installation, and press Enter. Then type y to confirm your selection, and press Enter.

The list of file names will appear on the screen as the files are copied to the destination directory.

7. For the product version to install, do one of the following:
 - Type 32 to select the 32-bit version, and press Enter.
 - Type 64 to select the 64-bit version, and press Enter.
8. To configure the Configuration Server during, or after, installation, do one of the following:
 - Type y to configure Configuration Server during installation (now), and press Enter. Go to Step 9 to specify values for the configuration file. For information about the Configuration Server configuration options and their values, refer to the [Framework Configuration Options Reference Manual](#).
 - Type n to not configure Configuration Server during installation. In this case, you have finished installing Configuration Server-do not continue to the next step in this procedure. Before you can start Configuration Server, however, you must create a **configuration file** and set the configuration options in it.
9. For the [confserv] section:
 - a. Specify a value for the Configuration Server port, and press Enter.
 - b. Specify a value for the Configuration Server management port, and press Enter.
10. For the [dbserver] section:
 - a. Type the number corresponding to the database engine that this Configuration Server uses (dbengine), and press Enter.
 - b. Specify the name or alias of the DBMS that handles the Configuration Database (dbserver), and press Enter.
 - c. To specify the name of the Configuration Database (dbname), do one of the following:
 - If you are using an Oracle database engine (that is, you typed 3 in Step c), press Enter. This value is not required for Oracle.

- If you are using any other database engine, specify the name of the Configuration Database, and press Enter.

{NoteFormat|If you are using DB Server to access the Configuration Database, you must also specify values for host and port fields. Refer to Framework 8.1 documentation in this case.

- d. Specify the Configuration Database username, and press Enter.
- e. To specify the Configuration Database password, do one of the following:
 - Specify the password, and press Enter.
 - Press Enter if there is no password; that is, the password is empty, with no spaces.

When the installation process is finished, a message indicates that installation was successful. The process places Configuration Server in the directory specified during the installation process. The installation script also writes a sample configuration file, `confserv.sample`, in the directory in which Configuration Server is installed.

If you chose to configure the Configuration Server during installation, the sample configuration file, `confserv.sample`, is renamed `confserv.conf`, and the parameters specified in Steps 9 through 11 are written to this file.

If you chose to configure the Configuration Server after installation, you must manually rename the sample file `confserv.conf` and modify the configuration options before you start Configuration Server. Go to the next step.

Installing on Windows

Installing Configuration Server on Windows

Warning

Genesys does not recommend installation of its components via a Microsoft Remote Desktop connection. The installation should be performed locally.

1. On the Management Framework 8.5 product CD, locate and open the installation directory appropriate for your environment:
 - For an enterprise (single-tenant) environment, the installation directory is `configuration_layer/configserver/single/windows`.
 - For a multi-tenant environment, the installation directory is `configuration_layer/configserver/multi/windows`.
2. Locate and double-click `setup.exe` to start the Genesys Installation Wizard.
3. Click About on the wizard's Welcome page to review the `read_me` file. The file also contains a link to the server's Release Notes file.
4. On the Welcome page, click Next.
5. On the Configuration Server Run Mode page, select Configuration Server Master Primary.
6. On the Configuration Server Parameters page:
 - a. Specify the Server Port and Management Port for Configuration Server.

- b. Click Next.
7. On the Database Engine Option page, select the database engine that the Configuration Server uses, and click Next.
8. On the DB Server Parameters page:
 - a. Specify the Database Server Name and Database Name.
 - b. Specify the Database User Name and Password.
9. On the Configuration Server External Authentication page, select the type of external authentication that the Configuration Server uses, or select None if Configuration Server is not using external authentication.
10. On the Choose Destination Location page, the wizard displays the destination directory specified in the Working Directory property of the server's Application object. If the path configured as Working Directory is invalid, the wizard generates a path to C:\Program Files\GCTI\<Singletenant or Multitenant> Configuration Server.

If necessary, click one of the following:
 - Browse to select another destination folder. In this case, the wizard will update the Application object's Working Directory in the Configuration Database.
 - Default to reinstate the path specified in Working Directory. Click Next to proceed.
11. On the Ready to Install information page, click one of the following:
 - Back to update any installation information.
 - Install to proceed with the installation.
12. On the Installation Complete page, click Finish.

As a result of the installation, the wizard adds Application icons to the:

- Windows Start menu, under Programs > Genesys Solutions > Framework.
- Windows Add or Remove Programs window, as a Genesys server.
- Windows Services list, as a Genesys service, with Automatic startup type.

2. Configure Configuration Server. If you manually installed Configuration Server on Windows, it was configured automatically during the installation process. You can skip this step. If you manually installed Configuration Server on UNIX and chose not to configure it during the installation process, you must configure it now. **[+] Show steps**

Prerequisites

- You manually installed Configuration Server on UNIX.
- You chose not to configure Configuration Server during the installation process.
- The Configuration Database has been initialized.

Procedure

1. From the directory in which Configuration Server is installed, open the sample configuration file

(`confserv.sample`) in a text editor.

2. Set the configuration options to work with the Configuration Database and DB Server. Consult the relevant chapters in the *Framework Configuration Options Reference Manual* for option descriptions and values. Refer also to *Configuration Server Configuration File* for a description of the configuration file.
3. Save the configuration file as `confserv.conf`.

End of procedure

3. If required, configure Configuration Server for multi-language environment support. **[+] Show steps**

Enable Configuration Server to Support UTF-8 Encoding in Multi-language Environments

Add the following options to the `confserv` (for Configuration Server) or `csproxy` (for Configuration Server Proxy) section of the configuration file:

- Set the `locale` option to the value corresponding to English (US). The database against which a UTF-8 enabled Configuration Server or Configuration Server Proxy is launched must be initialized using English locale scripts.
- Set the `encoding` option to `utf-8`.
- Set the `multi-languages` option to `true`. You must set this option after initializing the database and before you start Configuration Server against the UTF-8 enabled database.

For more information about these options, refer to the *Framework Configuration Options Reference Manual*.

4. Start Configuration Server. **[+] Show steps**

Parameters

For descriptions of command-line parameters specific to Configuration Server, refer to *Configuration Server*.

Important

Use the `-c` command line option to point Configuration Server to a configuration file with the name other than the default name (`confserv.conf` on UNIX or `confserv.cfg` on Windows). For example, `confserv -c <configuration file name>`.

Prerequisites

- Configuration Database is initialized.
- DB Server is installed and running.
- Configuration Server is installed.
- The Configuration Server configuration file is configured. Configuration Server uses this file for startup.

Starting on UNIX

Starting Configuration Server on UNIX

Go to the directory in which Configuration Server is installed and do one of the following:

- To use only the required command-line parameters, type the following command line:

```
sh run.sh
```

- To specify the command line yourself, or to use additional command-line parameters, type the following command line:

```
confserv [<additional parameters and arguments as required>]
```

Starting on Windows

Starting Configuration Server on Windows

Do one of the following:

- Use the Start > Programs menu.
- To use only the required command-line parameters, go to the directory in which Configuration Server is installed, and double-click the startServer.bat file.
- To specify the command line yourself, or to use additional command-line parameters, open the MS-DOS window, go to the directory in which Configuration Server is installed, and type the following command line:

```
confserv.exe [<additional parameters and arguments as required>]
```

- Use Windows Services Manager. Refer to [Starting and Stopping with Windows Services Manager](#) for more information.

Configuration Server Configuration File

At a minimum, the configuration file contains the Configuration Server, Configuration Database, and Log sections.

The Configuration Server section contains the configuration options that define Configuration Server. The name of the section corresponds to the name of the Configuration Server Application object. For the initial installation of Configuration Server, it is called confserv by default. You can choose to rename this Configuration Server later. In all other cases, or if you rename the initial Configuration Server, the name of this section will be different. The server configuration option in this section specifies the name of the Configuration Database section.

By default, the Configuration Database section does not have a name. The section name must be the same as the value of the server configuration option that you specified in the Configuration Server section. The Configuration Database section contains information about the Configuration Database.

The name of the Log section is `log`. This section contains configuration information about the logging to be done by Configuration Server.

You can find a sample Configuration Server configuration file in the [Framework Configuration Options Reference Manual](#).

Configuring Configuration Server Logging

If you plan to use the centralized logging and auditing functionality of the Management Layer, specify appropriate log options in the Configuration Server configuration file before you start using Configuration Server. Most importantly, enable the network log output (for example, create a new option called `standard` and set its value to `network`). Refer to the [Framework Configuration Options Reference Manual](#) for more information.

Changing Configuration Server Port Assignments

When you install Configuration Server, you specify values for the listening and management ports in the configuration file. You can change these values at any time.

Changing these port assignments depends on the type of port. To change the value of the management port, you must update the configuration file with the revised information, and restart Configuration Server.

Changing the value of the listening port is more complex. As described in [Multiple Ports on Configuration Server](#), Configuration Server reads its listening port assignment from the configuration file once, at initial startup. For subsequent startups, it reads the port value from the Configuration Database. Therefore, you must change the value in the Configuration Database by modifying the Port property of the Configuration Server Application object.

[+] Show steps

Prerequisites

- You are logged in to Genesys Administrator.

Procedure

1. In Genesys Administrator, select the Provisioning tab, go to Environment > Applications, and double-click the Configuration Server Application object for which you want to change the listening port.
2. On the Configuration tab, open the Server Info section.
3. In the list of Listening Ports, do one of the following:

- Click the port number that you want to change, enter the new port number, and either click outside of the edit box or press Enter.
 - Highlight the port that you want to change and click Edit. On the General tab of the Port Info dialog box, enter the new port number in the Port text box. Then click OK to close the Port Info dialog box.
4. Click Save or Save & Close in the toolbar to save your configuration changes.

Encrypting the Configuration Database Password

You can use Configuration Server to encrypt your password for accessing the Configuration Database so that it does not appear in plain text in the Configuration Server logs. This improves the security of your configuration data.

You can encrypt the password at any time, either during installation, or later. However, keep in mind that Configuration Server must be stopped during the encryption process.

For instructions on encrypting the Configuration Database password, refer to the [Genesys 8.1 Security Deployment Guide](#).