



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Framework Deployment Guide

Genesys SNMP Master Agent

12/24/2025

Genesys SNMP Master Agent

For the Management Layer to communicate with an SNMP Master Agent, provided by either a third-party or Genesys, you must configure an Application object of type SNMP Agent in the Configuration Database, and configure a connection to this Application object in Solution Control Server.

If you do not want to use a redundant configuration or your SNMP Master Agent application does not support redundant configuration, configure your SNMP Master Agent as a stand-alone application. This section provides instructions for deploying a stand-alone SNMP Master Agent application.

Important

Depending on the solutions for which you want to enable SNMP monitoring, you may need to install several instances of SNMP Master Agent, using the same approach given in this section.

Generally, you have to install and configure one instance of Genesys SNMP Master Agent on each computer on which you will be using SNMP functionality.

For more information about Genesys SNMP Master Agent, refer to the ["Framework 8.5 Management Layer User's Guide"](#).

To deploy SNMP Master Agent, do the following:

1. Configure an SNMP Master Agent Application object. **[+] Show steps**

Prerequisites

- You are logged in to Genesys Administrator.

Procedure

1. In Genesys Administrator, go to Provisioning > Environment > Applications, and select New in the toolbar. This opens a Browse dialog box that lists available application templates. If an SNMP Master Agent template file is not listed, do one of the following:
 - **Import** the `SNMP_Master_Agent_<current-version>.apd` file from the Management Framework 8.5 product CD.
 - **Create** a new template and repeat this step.
2. In the Browse dialog box, select the SNMP Master Agent template file. The Configuration tab for the new SNMP Master Agent Application object appears in the Details panel.
3. In the General section, enter a descriptive name in the Name field—for example, `SNMP_MA`.
4. In the Server Info section:

- a. In the Host field, click the magnifying glass icon to select the Host object on which this SNMP Master Agent is running.
 - b. For each listening port that an application must use to connect to SNMP Master Agent:
 - i. In the Listening Ports field, click Add.
 - ii. Enter the port properties in the Port Info dialog box.
 - iii. Click OK.
 - c. For the Working Directory, Command Line, and Command Line Arguments fields, do one of the following:
 - Enter the appropriate information in the three text boxes. For information about command-line parameters, see **SNMP Master Agent**.
 - Type a period (,) in the Working Directory and Command Line text boxes, and leave the Command Line Arguments text box blank. The information will be filled in automatically when you install SNMP Master Agent, but only if the Installation Package can connect to Configuration Server.
5. Click Save or Apply in the toolbar to save the new object. The new object will appear in the list of applications.
6. Add a connection from Solution Control Server to this SNMP Master Agent, as follows:
- a. Open the Solution Control Server Application object's Configuration tab.
 - b. In the General section, add the connection to the SNMP Master Agent object just created. In the Connections field:
 - i. Click Add to open the Connection Info dialog box.
 - ii. Enter the properties of the connection.
 - iii. Click OK.
 - c. Click Save or Apply in the toolbar to save the configuration changes

2. Installing SNMP Master Agent. **[+] Show steps**

On UNIX

Warning

During installation on UNIX, all files are copied into the directory you specify. The install process does not create any subdirectories within this directory, so do not install different products into the same directory.

Prerequisite

- A SNMP Master Agent Application object exists.

Procedure

1. On the Management Framework 8.1 product CD in the appropriate `management_layer/snmp_master_agent/<operating_system>` directory, locate a shell script called `install.sh`.
2. Type the file name at the command prompt, and press Enter.
3. To specify the host name for this SNMP Master Agent, do one of the following:
 - Type the name of the host, and press Enter.
 - Press Enter to select the current host.
4. Enter the Configuration Server host name, and press Enter.
5. Enter the Configuration Server network port, and press Enter.
6. Enter the Configuration Server user name, and press Enter.
7. Enter the Configuration Server password, and press Enter.
8. The installation displays the list of Application objects of the specified type configured on this Host object. Type the number corresponding to the SNMP Master Agent Application object you configured above, and press Enter.
9. To specify the destination directory, do one of the following:
 - Press Enter to accept the default.
 - Enter the full path of the directory, and press Enter.
10. 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 which 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.
11. 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.

On Windows

Warning

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

Prerequisite

- A SNMP Master Agent Application object exists.

Procedure

1. On the Management Framework 8.1 product CD in the appropriate `management_layer\snmp_master_agent\windows` directory, locate and double-click `setup.exe` to start the Genesys Installation Wizard.
2. 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.
3. Click Next to start the installation.
4. On the Connection Parameters to the Genesys Configuration Server page, specify the host name, port, user name, and password of Configuration Server, and then click Next.
5. On the Select Application page, select the name of the SNMP Master Agent Application object that you configured above, and then click Next.
6. On the Choose Destination Location page, the wizard displays the destination directory if specified in the Working Directory property of the server's Application object during configuration. If you entered a period (.) in this field when configuring the object, or if the path specified in this property is invalid, the wizard generates a path to the destination directory in the `C:\Program Files\GCTI\<Product Name>` format.
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 property in the Configuration Database.
 - Default to reinstate the path specified in the Working Directory property.Click Next to proceed.
7. On the Ready to Install page, click:
 - Back to update any installation information.
 - Install to proceed with the installation.
8. 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 > Management Layer.
- Windows Add or Remove Programs window, as a Genesys server.
- Windows Services list, as a Genesys service, with Automatic startup type.