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Framework Deployment Guide

Generic Configuration Procedures

5/11/2025

Contents

- 1 Generic Configuration Procedures
 - 1.1 Application Templates
 - 1.2 Server Applications
 - 1.3 Graphical User Interface Applications

Generic Configuration Procedures

This section provides generic instructions for using Genesys Administrator to configure a Genesys Framework Application object. Refer to instructions for a particular application for any application-specific deviations from the standard configuration procedure.

Application Templates

An *Application template* provides a majority of the configuration options for server applications and the default values of those options. Using one application template, you can create as many Application objects of the same type as you need.

Before you configure an Application object, import a template for this Application. If a suitable predefined template is not available, create a new template.

Tip

Before you continue, make sure you have selected **Show Advanced views** in **User Preferences**. Refer to [Genesys Administrator 8.1 Help](#) for more information about setting User Preferences.

Import an Application Template

Start of procedure

1. In Genesys Administrator, go to **Provisioning > Environment > Application Templates**, and select **Import template**, located in the slide-out **Tasks** panel on the right.

Important

If **Application Templates** is not listed under **Environment**, open **User Preferences**, and select Show advanced views on the **General** tab. Refer to [Genesys Administrator 8.1 Help](#), if necessary.

2. In the window that appears, click **Add**.
3. In the **Choose file** dialog box, locate the installation CD for your product and open the **Templates** folder.
4. Select the template file for your application.

5. Click **Open** to import the template file. The **Configuration** tab for this template is displayed.
6. Make any changes that you require, then click **Save** to save your changes and return to the list of available templates.
7. If there is metadata associated with this template, **import** the metadata file.

End of procedure

Create an Application Template

Start of procedure

1. In Genesys Administrator, go to **Provisioning > Environment > Application Templates**, and click **New** in the toolbar.

Important

If **Application Templates** is not listed under **Environment**, open **User Preferences**, and select Show advanced views on the **General** tab. Refer to [Genesys Administrator 8.1 Help](#), if necessary.

2. Specify the template **Name**, select a template **Type**, and specify a **Version**.
3. If required, define default configuration options on the **Options** tab.
4. Click **Save** to save the changes and return to the list of available templates.

The new template is stored in the **Environment > Application Templates** folder, and can be used to create a new Application object; you do not have to import it.

End of procedure

Application Metadata

Starting with release 8.0, application templates for some Genesys components come with additional XML files called *Application Metadata* files. These files are used by only Genesys Administrator, and provide a user-friendly way to further configure an object. The metadata file contains all of the configuration options that can be used for the particular application, including those that are already in the template.

The metadata file is located in the same folder with the corresponding application template, and has the same filename with the extension **.xml**. To enable the metadata, you must import the metadata file and associate it with the application template.

Prerequisites

- The application template to be associated with the metadata is available.

- You are logged in to Genesys Administrator.

Start of procedure

1. Go to **Provisioning > Environment > Application Templates**, and select the application template to which the metadata is to be imported. The **Configuration** tab for this template is displayed.
2. Click **Import Metadata** in the toolbar.
3. In the window that appears, click **Add**.
4. In the **Choose file** dialog box, locate the installation CD for your particular product and open the **Templates** folder.
5. Select the metadata file for the application.
6. Click **Open** to import the metadata file and associate the metadata with the application template.

End of procedure

After the metadata is imported for a template, a new tab, **Settings**, appears in the details pane for each Application object created from that template. In that new tab, Genesys Administrator displays additional detailed information about configuration options that can be used with that application.

For more information about metadata, refer to [Genesys Administrator 8.1 Help](#).

Server Applications

This section contains the procedures necessary to create and configure Server applications.

Creating and Configuring a Server Application

Prerequisites

- The Configuration Layer is installed and running.
- You are logged in to Genesys Administrator.

Start of procedure

1. Go to **Provisioning > Environment > Applications**, and select **New** in the toolbar.
2. From the list of available application templates in the **Browse** dialog box, choose the template for this application. (See [Application Templates](#) for information about templates.)
3. In the **General** section of the **Configuration** tab:
 - Enter a name for this application in the text box. The application template provides information for the application type and version.
 - If you have more than one tenant, add the tenants who will be using this application.

- In the **Connections** field, do any of the following as required:
 - Add a connection to any server application to which this application should be a client. To enable Advanced Disconnect Detection Protocol (ADDP) for this connection, see [Configuring ADDP](#).
 - To enable ADDP between this server and Configuration Server, add the Configuration Server Application object (named **confserv**) to the connections and specify the values for the connection protocol, in seconds (see [Configuring ADDP](#).) For more information, refer to [Genesys Administrator 8.1 Help](#).
 - Add a connection to Message Server to provide alarm-signaling and centralized-logging capabilities.

4. In the **Server Info** section, specify the following:

- The host computer on which this server is to be installed and/or to run.
- Listening ports that applications must use to connect to this server.
- **Working Directory**—The full path to the directory from which the application starts.
- **Command Line properties**—The command line used for starting the application; usually, it is the name of the executable file.
- **Command Line Arguments**—Additional parameters, if any, used for starting the application. Note that the path, command line, and command-line parameters are updated automatically during the application's installation procedure.
- If another server application is used as a backup for this one, specify the **Backup Server** and the **Redundancy Type**.

Warning

You must have a special high-availability (HA) license to use redundant configurations. Otherwise, the Management Layer does not perform a switchover between the primary and backup servers. Refer to the [Genesys Licensing Guide](#) for details.

5. Select the **Options** tab and specify (or change) the values of the configuration options as necessary. Click the option name for its description. For additional information about the options, see:

- The [Framework Configuration Options Reference Manual](#) for Configuration Layer and Management Layer component options.
- The latest version of the [Framework T-Server Deployment Guide](#) for your specific T-Server and/or HA Proxy options.
- The latest version of the [Framework 8.1 Stat Server User's Guide](#) for Stat Server options.

If the application's working directory differs from the directory in which the application was originally installed, configure an option named **messagefile** in the **[log]** section. Specify the full path to the application-specific log messages file (*.lms) as the option value. Otherwise, the application is unable to generate its specific log events.

6. Click **Save** or **Apply** to save your changes. The new application is now listed in the list of applications.

End of procedure

Important

If you configure two applications as a redundant pair (primary and backup), Genesys strongly recommends that you synchronize configuration options and server ports between the two applications. When a port is defined on the primary server application, a compatible port is automatically allocated on the backup server application. If the two server applications are configured as a redundant pair, you cannot remove or change the ports on the backup server. If the two are not linked as a redundant pair, you can delete the ports on the application that had been the backup.

Configuring ADDP

You can enable ADDP (Advanced Disconnect Detection Protocol) for a connection between any two Genesys applications that are configured as client-server pair and that support ADDP.

Important

Some applications do not support ADDP for certain connections. Refer to application-specific documentation or Release Notes to determine if your application supports ADDP.

Prerequisites

- The Configuration Layer is installed and running.
- Application objects for each application in the client-server pair exist.
- You are logged in to Genesys Administrator.

Start of procedure

1. In Genesys Administrator, go to **Provisioning > Environment > Applications**, and select the client application in the client-server pair.
2. Select the **Configuration** tab, and expand the **General** section.
3. In the **Connections** list, click **Add**.
4. In the **CfgConnectionInfo** dialog box that opens:
 - a. From the list of servers, select the application name that represents the connection for which you want to configure ADDP.
 - b. Specify **addp** as the value for the **Connection Protocol** field.
 - c. Specify any integer as the value for the **Local Timeout** field. This indicates how often, in seconds,

the client application sends polling signals to the server application.

Tip

To avoid false disconnect states that might occur because of delays in the data network, Genesys recommends setting the ADDP timeouts to values equal to or greater than ten (10) seconds.

- d. If you also want to enable polling signals from the server application to the client, specify any integer as the value for the **Remote Timeout** field. This timeout is also measured in seconds.
- e. In the **Trace Mode** field, select one of the following:
 - a. Select **Trace On Client Side** to turn on ADDP at the client. The client application will generate ADDP-related messages in its logs.
 - b. Select **Trace On Server Side** to turn on ADDP at the server. The application will generate ADDP-related messages in its logs.
 - c. Select **Trace On Both Sides** to turn on ADDP at both the client and server. The Client and server applications will both generate ADDP-related messages in their logs.
 - d. Select **Trace Is Turned Off** to turn off ADDP tracing altogether. ADDP-related messages will not be generated.
- f. Click **OK**, and then **Save** to save the configuration changes.

End of procedure

For more information about ADDP, refer to [Advanced Disconnect Detection Protocol](#).

Graphical User Interface Applications

To create and configure a GUI Application object:

Prerequisites

- The Configuration Layer is installed and running.
- At least one of the servers to which the GUI connects is installed.
- You are logged in to Genesys Administrator.

Start of procedure

1. In Genesys Administrator, go to **Provisioning > Environment > Applications**, and select **New** in the toolbar.
2. From the available application templates in the **Browse** dialog box, choose the template for this application. See [Application Templates](#) for information about templates.
3. In the **General** section of the **Configuration** tab, enter a name for this application in the text box. The application template provides information for the application type and version.
4. Select the **Connections** tab. If necessary, add connections to any server applications to which this

GUI application must connect.

5. Click **Save** to save your changes. The new GUI application is now listed in the list of applications.

End of procedure