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# Business Edition Premise Guide

System maintenance and troubleshooting

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# System maintenance and troubleshooting

The Genesys component software in Business Edition Premise requires limited maintenance.

You need to maintain your Dell server as you would any server with a critical-path RAID array. See the Dell Owner's Manual for your [R720](#) or [R420](#).

## Warning

**Failure to monitor the health of your RAID array can result in loss of data.**

Ensure that Dell hardware monitoring with email notification is set up and includes active email addresses. See [Setting up Dell hardware monitoring](#).

If you are experiencing hardware issues, contact your BEP provider for diagnostics and replacement of failed components.

## Database access

### Important

To aid security, Genesys instructs your BEP provider to change the default passwords below when they configure your system. In that case, you must ask your provider for the revised passwords.

To access the built-in MS SQL or Postgre SQL (configuration database) databases, use these credentials:

Database and role	User name	Password
Postgre SQL administrator	postgres	Postgre\$0
MS SQL administrator	sa	G3n35y5!
MS SQL user	genesys	Genesy\$_0

## Log file maintenance

FTC regulations may require that Outbound Contact Server (OCS) audit logs be stored for up to 24 months. Due to storage limitations, the log zip utility on the Core VM is configured to only retain these logs for a maximum of 60 days. It is your responsibility to move the logs to external storage before the 60-day expiration.