Business Edition Premise Guide

System maintenance

12/22/2025

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Hardware

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.

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Software

The Genesys component software in Business Edition Premise requires limited maintenance; however, you are responsible for the following:

- Completing a backup of the system after installation.

- Updating Business Edition Premise credentials after installation.

- Installing anti-virus software consistent with corporate guidelines (Genesys does not recommend anti-virus software running on hosts with SIP RTP messaging as it can affect voice quality).

- Enabling security policies/firewall per corporate guidelines.

- Installing updates.

- For the content, maintenance, and upkeep of the built-in MS SQL or Postgre SQL (configuration) databases. The user IDs and passwords are provided in the database section on this page.

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Log files

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.

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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

Database backups

To configure the database backup for MS SQL server, use the MS SQL server Maintenance Plan Wizard to create and schedule three Maintenance Plans, as follows:

Maintenance Task	Full	Differential	Transaction Log
Schedule	weekly	daily	30 mins
Expire	14 days	14 days	14 days
Compress	true	true	true
Verify	true	true	true

[+] Show the steps.

WATCH: To view a short demonstration of the MS SQL database backup configuration, click the

Genesys icon below:

Step 1: Open MS SQL Server Management Studio and connect to the database server

1. Open Microsoft SQL Server Management Studio by clicking **Start** > **All Programs** > **Microsoft SQL Server 2008 R2** > **SQL Server Management Studio**.

2. Connect to the database server:

- Server type: `Database Engine`

- Server name: <VM> (for multi-VM use the db VM)

- Authentication: `SQL Server Authentication`

- Login: sa

- Password: `G3n35y5!`

Step 2: Create the maintenance plans

1. Go to **Management** > **Maintenance Plans**, and launch the wizard by right-clicking on **Maintenance Plans**.

2. Follow the wizard steps and make the following changes:

   - Name: `<choose a name for the backup>` (for example: Weekly Full)

   - Description: `<provide a brief description>` (for example: Weekly Full DB backup)

   - Separate schedules for each task: `True`

   When you are done, click **Next**.

3. For the maintenance tasks to be performed, select **Full**, and click **Next**.

4. Define the Backup Database task, as follows:

   - Database(s): `All user databases`

   - Backup set will expire: `After (in days) 14 days`

   - Back up to: `Disk`

   - Create a backup file for every database: `Create a sub-directory for each database`

   - Folder: Choose a destination for the DB backup. (for example: D:/Backup)

   - Set backup compression: `Compress backup`

   - Verify backup integrity: `True`

   - Schedule: Adjust according to the backup type in the table above (for example: `weekly` for full).

5. Select the Report options. The wizard allows you to either *save* or *distribute* the report:

   - Write Report to text file (specify the save location)

   - Email Report (enter names of recipients)

   When you are finished, click **Next**.

6. Check your settings and click **Finish**.

7. Repeat these steps to create maintenance plans for the **Differential** and **Transaction** backups, using the settings shown in the table above.

Step 3: Verify the scheduled jobs

After the Maintenance plan for each backup is created, a scheduled job is added. Each job resides under **SQL Server Agent** > **Jobs**. You can force the generation of the backup by right clicking the

job.

Once the jobs complete, you can verify the backups have been created by browsing to the directories specified during the job creation (for example: D:/Backup).

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Recommendations and options

External system interfaces:

- Media Gateway/SBC: add network bandwidth and provision the network infrastructure.
- Agent phones: add network bandwidth and provision the network and phones.
- Organization email (if the customer selects the email option): provision the network.
- Organization backend servers (optional): provision the network and security information.
- Organization Network Management System (optional): provision the network and security information.
- For the optional email package, set up an account for the ESJ server to connect with the corporate email server to pick up incoming email.

Network voice requirements:

- 50ms between particular endpoints
- MOS > 4
- R factor > 70
- network jitter < 40ms
- RTP packet loss 0

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