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Business Edition Premise Guide

Business Edition Premise 8.5.0

1/6/2022

Table of Contents

Business Edition Premise Guide	3
Accounts	4
Assigning an agent to an access group	5
Assigning an agent group for routing	6
Voice routing	7
Email routing	12
Chat routing	16
Outbound routing	17
DN configuration	19
System maintenance	21
Frequently Asked Questions	25

Business Edition Premise Guide

The Business Edition Premise Guide documents the procedures needed to maintain and configure an existing Business Edition Premise environment.

Administrators perform four types of tasks:

- [Account provisioning](#)
- [Voice routing configuration](#)
- [Email routing configuration](#)
- [System maintenance](#)

If you are new to Genesys software...

Business Edition Premise enables you to use the Genesys Administrator Extension interface to set options (parameters) that tailor routing operations.

Some of these options, such as declaring an emergency or changing open hours, are easily set even if you have no prior experience configuring Genesys software.

Other options, such as auto-attendant (IVR) menus and business targets, are tied to more complex features that must be synchronized with settings in other Genesys applications.

We suggest that you rely on your Business Edition Premise provider to set up these features for you. They can then show you what options they have customized, such as business reporting categories (Service, Segment, and Department, for example) and announcements.

If you are a supervisor or agent...

This guide is primarily for contact center administrators, though your enterprise can grant anyone the ability to perform administrative tasks such as adding agents and setting open hours.

Agents and supervisors use **Workspace Desktop Edition** to handle contact-center interactions, monitor contact-center and personal KPIs, and consult with colleagues. For instructions, see [Workspace Desktop Edition Help](#).

Supervisors also use two applications to view reports:

- **Pulse** enables at-a-glance views of real-time contact center statistics. For instructions, see [Pulse Help](#).
- **Genesys Interactive Insights (GI2)** provides historical reports that enable supervisors to fine-tune operations to improve productivity. For instructions, see [Genesys Interactive Insights Universe Guide](#).

Accounts

Use Genesys Administrator (GA) to create and modify:

- *Users*: including agents, administrators, and supervisors
Important: In addition to the standard agent configuration, you must **assign each agent to an access group**.
- *Agent groups*: assigned as targets in your voice and email parameter groups
Important: In addition to the standard agent group configuration, you must **assign each agent group** to the BEP (Genesys One) voice agent group and, if you are using email, the email agent group.
- *Extensions*: in GA, an extension is a type of DN (directory number) assigned to a communication device

See **Provisioning Your Environment > Core Object Types** in the **Genesys Administrator 8.1 Help** for more information about these features.
See download tips

GA login

To log in to Genesys Administrator, open a browser to `http://VM host name or IP address/wcm/` and enter these credentials:

- User Name: default
- Password: password
- Application: default
- Host Name: *VM host name*
- Port: 8888

To use Internet Explorer 10 to access Genesys Administrator or Genesys Administrator Extension, you must add the following to the IE Trusted Sites:

- `http://VM domain`
- `about:blank`

Assigning an agent to an access group

To allow the agent access to Business Edition Premise features, you must assign each agent to an access group.

To assign an agent to a BEP access group:

1. Log in to Genesys Administrator at `http://VM host name or IP address/wcm/`.
 - User Name: default
 - Password: password
 - Application: default
 - Host Name: *VM host name*
 - Port: 8888
2. Go to **Configuration > Accounts > Access Groups > Users**.
3. Add the agent.
4. Return to **Configuration > Accounts > Access Groups** and add the agent to one of two access groups:
 - If the agent uses a SIP phone, add the agent under the **Users** tab of the **Agents** access group.
 - If the agent uses a soft phone such as SJPhone or a physical soft phone such as AudioCodes, add the agent under the **Users** tab of the **Agents3rdParty** access group.

Assigning an agent group for routing

To enable an agent group to serve as a routing target:

1. Log in to Genesys Administrator at `http://VM host address/wcm/LoginEJS.aspx`:
 - User Name: default
 - Password: password
 - Application: default
 - Host Name: *VM host name*
 - Port: 8888
2. For voice routing, go to **Accounts > Agent Groups > Genesys One Voice > Agents** and add the agent group.
3. For email routing, go to **Accounts > Agent Groups > Genesys One Email > Agents** and add the agent group.

Voice routing

Your Business Edition Premise system comes pre-configured with the tools and data needed to route inbound calls to your agents, typically including:

- Auto-attendant (IVR) menus
- Audio resources
- Reporting categories

Administrators can perform many voice routing tasks without prior knowledge of Genesys software. To learn more about voice routing, see [Voice routing overview](#).

How Business Edition Premise uses GAX parameter groups

All of the routing tasks use Genesys Administrator Extension (GAX) parameter groups. Each voice routing parameter group is associated with a Voice Inbound template or a Voice Distribution template. Your provider will identify the role of each parameter group they supply, but generally:

- *Inbound* parameter groups correspond to a number, such as 6000, that is the software equivalent of a telephone extension; one Inbound group sits at the top of the auto-attendant menu hierarchy.
- *Distribution* parameter groups correspond to choices in the auto-attendant menus, such as Sales or Technical Support. Distribution groups lack their own associated hours and announcements.

To learn more about parameters and parameter groups, click **help** in the upper-right corner of the GAX window.

Routing tasks

To perform any of the following tasks, open GAX by going to `http://<ui VM name or IP address>:8080/gax`.

Go to **Routing Parameters > Parameter groups**, select the appropriate parameter group, and complete the task.

To use Internet Explorer 10 to access Genesys Administrator Extension, you must add the following to the IE Trusted Sites:

- `http://your ui VM domain`
- `about:blank`

Hours

Hours

Declare an emergency

Declaring an emergency plays the Emergency announcement.

Change the value of **Emergency declared** to True.

Change open hours or set special days

The parameter **Open hours** sets the standard hours that your office is open and accepting calls.

Use the **Special day** parameter to set:

- The dates or days of the week on which your office is closed for the entire day.
- The dates or days of the week on which your office is closed for only part of the day. In these cases, you use the **Time Ranges** field in GAX to set the hours that you will be open on that date.

Specific dates set in **Open hours** are treated as special days. Hours set for the same date in **Special day** override those set in **Open hours**; for example, if **Open hours** specifies that you are open from 9AM to noon on December 31, and **Special day** sets the hours of 11AM-2PM for the same date, callers who call at 10AM on that date hear the Closed announcement. Similarly, in both parameters, date patterns higher in the list take precedence over those lower in the list.

In **Open Hours**, select a day of the week or a date. **Important:** To specify open hours on specific dates, you must place the date above all day-of-week entries.

In **Special Day**, add or select a date. To close for the entire date, leave the **Time Ranges** field empty.

Audio and announcements

Audio and announcements

Activate greetings

Greeting 2 plays after **Announcement-Greeting 1** if **Greetings activated** is True and an **Announcement-Greeting 2** file is uploaded.

To activate greetings, change the value of **Greetings activated** to True.

Change announcements

Select a different audio resource for any of the parameters below.

Parameter	Description
Announcement-Auto attendant menu	Played if the auto-attendant menu is activated; Important: if you change this menu announcement, you must also change the corresponding targets for the touch tone parameters.
Announcement-Closed	Played if the service is closed
Announcement-Emergency	Played if Emergency declared is activated
Announcement-Greeting 1	Played if Greetings activated is True
Announcement-Greeting 2	Played after Announcement-Greeting 1 if Greetings activated is True and an Announcement-Greeting 2 file is uploaded
Announcement-Special day	Played for a special day
Music File	Music played while the caller is in the queue

Change personality

You can switch among personalities defined by your provider, possibly to accommodate another language or speaker.

Change the value of **Personality** to another personality.

Auto-attendant menus

Auto-attendant menus

Activate the auto-attendant menu

Change the value of **Auto attendant menu activated** to True.

Change target for touch tones

Change the value of any of the **Touch tone** parameters to a new target agent group.

Important

If you change the target for any of the touch tone parameters, you must also change the corresponding menu announcement.

Distribution

Distribution

Set target agent groups

Targets 1-4 are the four agent groups, in sequence, to which calls are routed. You can skip a target as needed; calls are routed from Target 1 to Target 3 if Target 2 is empty.

Set target timeouts

Change the timeout for each group as needed. The default for Target 1 timeout is 300 seconds, or 5 minutes; the others are set to 1 second.

Set a target overflow number

Optionally, you can assign a **Target overflow** telephone number, which serves as the "last resort" number to which a call is transferred when none of the other target agent groups answers within their timeout (or if no target agent group is specified). **Important:** this value cannot be a routing point (such as 6000).

Priority

Priority

Tune priorities

You can adjust the priority of calls using the four priority tuning options. Over time, unanswered calls receive higher and higher priority, ensuring that calls do not remain in the queue for excessive lengths of time.

- **Priority start** sets the initial call priority; you typically have little reason to change the default of 1.
- **Priority interval** sets the number of seconds between priority increments. If you set the priority interval to 60 seconds, for example, and the priority increment is 1, then after 5 minutes of wait time, the call would have a priority level of 6, pushing it ahead of calls with priority values of 1-5.
- **Priority Increment** sets the number to add to the priority value each time the priority interval is exceeded. As the priority levels are relative, a setting of 1 typically works.
- **Priority limit** sets the upper limit for priority increments; all calls at the maximum priority level receive equal treatment.

Reporting

Reporting

Assign reporting categories

The five default business parameters (Service, Segment, Product, Department, and Flow) represent reporting categories and are completely customizable to your business model. You can assign different combinations of these parameters to each of your Inbound and Distribution parameter groups, to distinguish them in reporting and enable you to identify the unique properties of the parameter group.

Change the value of any of the five reporting categories (business attributes) to adjust to changes in your Inbound or Distribution parameter groups.

Email routing

Your Business Edition Premise system comes pre-configured with the tools and data needed to route emails to your agents and send replies, typically including:

- Screening rules
- Acknowledgement emails

Administrators can perform many email routing tasks without prior knowledge of Genesys software. To learn more about email routing, see [Email routing overview](#).

How Business Edition Premise uses GAX parameter groups

All of the routing tasks use Genesys Administrator Extension (GAX) parameter groups. Each email routing parameter group is associated with one of four group templates. Your provider will specify the role of each parameter group they supply, but generally:

- *Email Initial Parameters* parameter groups enable screening and specify a supervisor agent group, a DoNotReply address, and a virtual queue for reporting.
- *Email Calendar* parameter groups set open hours and special days.
- *Email Acknowledgement* parameter groups supply content for the automated acknowledgement emails.
- *Email Category* parameter groups handle email distribution, including target agent groups, supervisor review, and priority tuning.

To learn more about parameters and parameter groups, click **help** in the upper-right corner of the GAX window.

Routing tasks

To perform any of the following tasks, open GAX by going to `http://<ui VM name or IP address>:8080/gax`

Go to **Routing Parameters > Parameter groups**, select the appropriate parameter group, and complete the task.

To use Internet Explorer 10 to access Genesys Administrator Extension, you must add the following to the IE Trusted Sites:

- `http://your ui VM domain`
- `about:blank`

<tabber> Initial parameters=

Initial parameters

Enable or disable screening

By default, the application screens email subject lines for key terms, and routes the emails to the agent group specified in the corresponding Category parameter group. Ask your provider for a list of the Category parameter groups and the key terms associated with each.

To enable screening, ensure that **Email screening** is set to True.

Set a supervisor agent group

To select an agent group to act as supervisors for the contact center, set **Email supervisor agent group** to one of the listed agent groups.

Set a DoNotReply email address

To set an email address (typically DoNotReply@company_name) used in sending email responses to customers, change the value in **Email from**.

Change the default virtual queue

If your provider has set up multiple virtual queues for email, you can switch from one to another by selecting a new value for **Email default virtual queue**.

| - | Hours =

Hours

Change open hours or set special days

Use the parameter **Email open hours** to set the standard hours that your office is open and responding to emails.

Use the **Email special day** parameter to set:

- The dates or days of the week on which your office is closed for the entire day.
- The dates or days of the week on which your office is closed for only part of the day. In these cases, you use the **Time Ranges** field in GAX to set the hours that you will be open on that date.

Specific dates set in **Email open hours** are treated as special days. Hours set for the same date or day of the week in **Email special day** override those set in **Email open hours**; for example, if **Email open hours** specifies that you are open from 9AM to noon on December 31, and **Email special day** sets the hours of 11AM-2PM for the same date, people who send an email at 10AM on that date receive the special day acknowledgement. Similarly, in both parameters, date patterns higher in the list take precedence over those lower in the list.

In **Email open hours**, select a day of the week or a date. **Important:** To specify open hours on specific dates, you must place the date above all day-of-week entries.

In **Email special day**, add or select a date. To close for the entire date, leave the **Time Ranges** field empty.

| - | Acknowledgement =

Acknowledgement

The acknowledgement parameters specify only the static part of the text for the acknowledgement emails. To create the complete email, the eServices Knowledge Manager application retrieves these parameter values and variable data such as the name of the customer and the open hours of the center.

Change any of these email text parameters:

Parameter	Description	Default text
Email acknowledgement opening	The greeting to the customer at the beginning of the acknowledgement	<i>Dear Customer</i>
Email acknowledgement body open hours	The body text used for acknowledgements sent during regular hours	Thank you for your email. We will get back to you as soon as possible.
Email acknowledgement body closed hours	The body text used for acknowledgements sent during closed hours	Thank you for your email. We are currently closed and will get back to you as soon as possible. Our office hours are:
Email acknowledgement body special days	The body text used for acknowledgements sent during special days	Thank you for your email. We are currently closed and will get back to you as soon as possible. Our office reopens on <i>date</i> at <i>time</i> .
Email acknowledgement time zone	The time zone text that you want to include in your email acknowledgements (use free-form text such as "Central Time" or "GMT")	[none]
Email acknowledgement closing	The closing term to the customer at the end of the acknowledgement	Regards

| - | Distribution =

Distribution

Set a target agent group

Select the agent group that first receives all emails (**Email target**).

Select an overflow target agent group

Select the agent that receives all emails that exceed the overflow target timeout (**Email overflow target**).

Set a target timeout

Set the length of time (in seconds) that an email can go unattended before being passed to the overflow agent group. The default is 3600 seconds (one hour).

Set an overflow target timeout

Set the length of time (in seconds) that an email can go unattended before being passed to the first available agent group (either target or overflow). The default is 86400 seconds (one day).

Enable supervisor review

To enable a supervisor in the supervisor agent group to review emails prior to agent response, set **Email supervisor review** to True.

Set supervisor review percentage

To set the percentage of emails to be routed to a supervisor for review, set **Email supervisor review percentage** to a value between 0 and 100. A value of 50 means that a supervisor will review half of the emails that are routed to this Category parameter group.

Set email priority

You can adjust the priority of emails using the two priority tuning parameters:

- **Email priority** sets the initial email priority; you typically have little reason to change the default of 100.
- **Email overflow priority** sets the priority of emails that exceed the **Email target timeout**. The default value is also 100, which means that emails that have already passed the overflow timeout will be re-queued based solely on their age, ensuring that the oldest emails will appear in the queue first.

Chat routing

Your Business Edition Premise system comes pre-configured with the tools and data needed for chat routing. The Business Edition Premise chat routing application delivers chat interactions to the AG_Voice_Sample Agent Group.

Important

You cannot install chat as a standalone application. Chat can only be activated if the email routing application is active.

Acknowledgements

The Chat application sends acknowledgements informing customers that:

- They are queuing.
- Their chat interaction has been delivered, along with the name of the receiving agent.

The AG_Voice_Sample Agent Group is a system-defined destination and cannot be changed. To configure a different destination for Chat interactions, you must modify the Chat strategy in Composer. For more information about configuring the chat strategy, refer to the [Composer](#) documentation.

Outbound routing

Your Business Edition Premise system comes pre-configured for outbound routing, with default values for:

- Voice target
- Voice target timeout

Administrators can perform many routing tasks without prior knowledge of Genesys software. To learn more about outbound routing, see [Outbound routing](#).

How Business Edition Premise uses GAX parameter groups

All routing tasks use Genesys Administrator Extension (GAX) parameter groups. The outbound routing parameter group is associated with a template. Your provider will specify the role of each parameter group they supply, but generally:

- *Outbound* parameter group enables you to specify the agent group to which the calls are routed, the timeout before routing to the overflow target, and the overflow voice target.

To learn more about parameters and parameter groups, click **help** in the upper-right corner of the GAX window.

Routing tasks

To perform any of the following tasks, open GAX by going to `http://<ui VM or IP address>:8080/gax`

Go to **Routing Parameters > Parameter groups**, select the appropriate parameter group, and complete the task.

To use Internet Explorer 10 to access Genesys Administrator Extension, you must add the following to the IE Trusted Sites:

- `http://your ui VM domain`
- `about:blank`

Outbound Parameter Group

Parameter	Values (default in bold)	Mandatory?	Description
Voice Target	TestAgentGroup , <i>agent group</i>	Yes	The agent group to which the call is routed.
Voice Target Timeout	2 , <i>integer between 1 and 99999</i>	Yes	The timeout (in seconds) after which the call is routed to the

Parameter	Values (default in bold)	Mandatory?	Description
			overflow target.
Overflow Voice Target	(none)	No	The number to which the call is routed if no target is specified or if the target timeout is exceeded.

DN configuration

This section describes how to create and modify a DN for use with components such as Workspace Desktop Edition (WDE). The options used in these procedures are for illustrative purposes only. You may need to adjust some of the settings based on your specific site requirements.

Creating a DN

1. In GA, go to **Provisioning > Switching > Switches > SIP_Switch > DNs**.
2. Click **New**.
3. On the **Configuration** tab, enter the number of the DN (for example, 8001) and set the **Type** to **Extension**.
4. On the **Options** tab, set the options as follows:

Section	Option	Value
Tserver	contact	*
Tserver	dual-dialog-enabled	false
Tserver	multimedia	true
Tserver	preview-interaction	false
Tserver	refer-enabled	false
Tserver	reuse-sdp-on-reinvite	true
Tserver	sip-cti-control	talk, hold, dtmf
Tserver	sip-signaling-chat	none
Tserver	voice	true

5. Click **Save & Close**.

Creating a Place

1. In GA, go to **Provisioning > Switching > Places**.
2. Click **New**.
3. Give the Place a name (for example, Place_SIP_8001).
4. Click **Add**.
5. Go to **SIP_Switch > DNs** and select the DN you created earlier.
6. Click **OK**.

-
7. Click **Save & Close** to create the Place.

Modifying users

1. In GA, go to **Provisioning > Accounts > Users**.
2. Double-click the User that you want to use for login.
3. Expand **Agent Info**.
4. Click the selection box for **Default Place** and select the place you created earlier.
5. Click **OK**.
6. Click **Save & Close**.

System maintenance

Hardware

You need to maintain your Dell server as you would any server with a critical-path RAID array. For details, see the Dell Owner's Manual for your [R430](#).

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.

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.

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.

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
Business Objects	genesys_bo	Genesy\$_0_bo
Pulse	genesys_pulse	Genesy\$_0_pulse
Genesys Administrator Extension (GAX)	genesys_gax	Genesy\$_0_gax
Genesys Info Mart (GIM)	genesys_gim	Genesy\$_0_gim
Interaction Concentrator (ICON)	genesys_icon	Genesy\$_0_icon
Outbound Contact Server (OCS)	genesys_ocs	Genesy\$_0_ocs
Universal Contact Server (UCS)	genesys_ucs	Genesy\$_0_ucs

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

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 2012 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).

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

Frequently Asked Questions

This page provides answers to common questions that IT personnel might have when planning or considering the addition of a Business Edition Premise system to their site. The information on this page applies to 8.5.x versions of Business Edition Premise.

The questions are grouped by **Hardware**, **Software**, and **Networking**.

Hardware

[+] Can I deploy Business Edition Premise in a High Availability (HA) configuration?

Yes, please contact Genesys Professional Services for more information.

[+] What type of disk configuration is used?

Business Edition Premise uses a RAID-5 disk configuration.

[+] Is the storage disk or data encrypted?

No, the storage disk or data is not encrypted, although some of the logs do have masking ability.

[+] Which system components do I need to monitor (for example, uptime, disks, ports)?

The Dell iDRAC system management tool is built-into the system board and can be configured to provide all required hardware and system monitoring.

[+] How do I get replacement parts? What is the warranty and service arrangement?

This depends on your agreed maintenance contract. If you are experiencing hardware issues, contact your BEP provider for diagnostics and replacement of failed components.

[+] My servers are utilizing the iDRAC7 controller, but I am unable to

access or login after several days of continuous use.

For best performance, make sure the iDRAC firmware is version 1.57.57 or higher. For workarounds and additional information, visit [Dell support](#).

[+] What are the memory requirements for Business Edition Premise 8.5.x?

The Business Edition Premise 8.5.x VM image is assigned with 32 GB memory. In addition, the ESXi 6.0 operating system requires a minimum of 4 GB memory (8 GB is required for full functionality). The Business Edition Premise server (Dell PowerEdge) has dual CPUs, which use dual memory banks that must contain the same amount of memory in each bank.

To ensure maximum system performance, a total of 48 GB memory is recommended.

Software

[+] Which operating systems does BEP use?

Business Edition Premise uses the following operating systems:

- ESXi 6.0
- Microsoft Windows 2012 Server R2 Standard

[+] Does the system include a database?

Yes, Business Edition Premise uses the following database types:

- Postgre SQL (Configuration Server)
- MS SQL Server 2012 R2 (all other Genesys servers)
- Apache Cassandra (ORS) (BEP 8.5.000 only)

[+] Can MS SQL Server be used instead of Postgre SQL?

Yes, if you prefer to use MS SQL Server, you can remove Postgre SQL. After your Business Edition Premise solution is fully tuned-up, contact Professional Services and ask them to migrate your Configuration Manager database from Postgre SQL to MS SQL Server.

[+] Does the system have a built-in antivirus or anti-malware package?

No, customers are responsible for their own antivirus and anti-malware monitoring.

[+] Which types of authentication methods are used (for example, Kerberos, RADIUS, or LDAP)? Will it work with Active Directory?

For details on the authentication methods used and for Active Directory compatibility, refer to the following VMware document: [vsphere-esxi-vcenter-server-60-security-guide.pdf](#).

[+] Does the system store any personally-identifiable information (PII) or protocol-control information (PCI)?

Yes, during the course of normal operations the Universal Contact Server (UCS) database does store some caller information.

[+] How do I back up the critical system files and configuration files?

The VM Snapshots utility (included as part of the VMware server software) allows you to capture the VM images in their present state and, if required, instantly restore the system to a known good earlier state.

Genesys recommends that you create snapshots of each VM before performing the tune-up procedures, as well as when performing important deployments and configuration modifications. Note that the VM Snapshots are stored on the ESXi server, so you will need to monitor the hard disk space being used for the backups.

For more information, refer to the following document: [Best practices for virtual machine snapshots in the VMware environment \(1025279\)](#).

[+] What kind of routine maintenance procedures are required?

The Genesys component software in Business Edition Premise requires limited maintenance. Any required maintenance is described in the documentation for each component.

[+] How do I update the operating systems for security and critical fixes?

You can update the operating systems using the following methods:

- For Windows, use the **Windows 2012 Server Download and Install Updates** function on the VM. (If your Business Edition Premise installation does not have internet access, you can update Windows offline. Contact Genesys Professional Services for more information.)

-
- For VMware, use the [VMware vSphere Update Manager](#).

[+] For a multi-VM deployment, is there a specific order in which the Virtual Machines must be powered-on or off?

Yes, the VMs must be powered-on in the following order:

1. core
2. db
3. ui

There is no specific order in which the VMs must be powered-off.

[+] Are any routing applications deployed automatically during BEP installation?

Yes, the voice routing application is deployed automatically during BEP installation.

[+] Where do I get the required licenses?

For information about requesting licenses, contact your Genesys representative or visit [this page](#).

[+] While executing the tuneup_boe script on the ui VM (for a multi-VM deployment), I received a CMS error. What might be the cause?

The db VM hostname must be resolvable in DNS or the BOE installation will fail. Check the network configuration by performing an nslookup command (both forward and reverse) for all VMs. For example:

```
nslookup <FQDN version of VM hostname>
```

```
nslookup <IP version of VM hostname>
```

Do this for each VM in your system. Each should return a successful result.

[+] During tuneup, I entered incorrect information. What do I do?

If you enter incorrect information during the tuneup script configuration, Genesys recommends that you redeploy the VM and begin the tuneup script configuration again. If you made a snapshot of the VM prior to entering any data for the tuneup configuration script, you can revert to that snapshot. In a multi-VM environment, you would redeploy the core VM or revert to a snapshot. But note that if you redeploy the core VM (or revert to a snapshot), you must also redeploy the other VMs.

[+] I am receiving calls from gateways that are not represented as Trunk DNS in my environment. How do I fix this?

Go to the SIP Server application in Configuration Manager. Under the **T-Server** option, make sure that the value of the **enable-unknown-gateway** option is **false**. This secures the SIP Server so that it only accepts calls from configured Trunk DNS within the configuration environment.

[+] I want to install chat but I am not using the email application. Can I do this?

No, you cannot install chat as a standalone application. It can only be used if the email application is also installed and activated.

[+] I have deployed my email (or chat) strategy but they are not routing. What could be wrong?

After you exported the .war file in Composer, did you copy it to the \\g1-core-p\c\$\GCTI\apache-tomcat\webapps folder? Once copied, the .WAR file will automatically extract itself to a new GensysOne_xx folder and the routing should work correctly. (If this folder is not automatically generated, a restart of the Apache/Tomcat service may be required. To do this, use Genesys Administrator to restart the **apache-tomcat_ors** application.)

[+] How do I optimize my Universal Contact Server database so that it does not use too much disk space?

Genesys recommends that you configure automatic pruning of the Universal Contact Server (UCS) database to prevent it from growing too large in size. You can do this by modifying the main database maintenance settings in Universal Contact Server Manager.

[+] How do I check the software version of the pre-installed components?

To view the supported version numbers (available after the virtual machine(s) are deployed and tuned up), go to <http://core VM name or IP address>.

[+] I'm making changes to the configuration sever settings. What is the [chef] section used for?

This section is used by Genesys during the deployment of your software and can be ignored. It has no impact on Genesys servers or services.

[+] Our installation is in a Middle Eastern time zone. Why do our reports not show the correct local time?

If your system is in a Middle Eastern time zone, you should select **NET** for your local time zone.

Networking

[+] How many IP addresses are required?

Business Edition Premise requires the following IP addresses to prepare the server for delivery and to finalize the server installation and configuration at the Premise site:

- The Dell iDRAC configuration requires one IP address that is within a management control subnet to allow hardware alarms to be sent using email (the email address used to receive alarms must have access to the email server at the site).
- The ESXi server requires one IP address that is within the same subnet and is available on a Windows domain running DNS/DHCP services.
- Each of the virtual machines (VM) requires an IP address that is within a single subnet and is available on the Windows domain running DNS/DHCP services. You will also need to assign hostnames for the VMs for entry into a DNS server.

[+] Do external vendors require remote access?

No.

[+] Does the server need access to the internet?

Internet access is not required; however, if you choose to deploy optional eServices features, such as Chat or Email, the virtual machine(s) will require internet access.

[+] Does the system have a built-in firewall?

The Virtual Machine(s) use the Windows operating system, which has a built-in firewall that is disabled by default. If desired, you can enable and configure this firewall.

[+] What are the network speeds, and can I configure network load balancing or link aggregation?

Business Edition Premise uses 1 GbE (Gigabit Ethernet) networking and is compatible with network load balancing configurations.

You might also be interested in...

- [Installing Business Edition Premise](#)
- [BEP System Maintenance](#)