Genesys Administrator Extension Deployment Guide

Plug-in Issues

12/19/2025

Plug-in Issues

Genesys Administrator Extension is built upon the Spring Framework and is deployed as a set of plug-ins. If one of these plug-ins fails to load, the entire GAX instance fails to start.

If you install a plug-in and then GAX fails to start, you can try to fix the problem by removing the plug-in and restarting GAX. If GAX starts correctly after the plug-in is removed, the problem is with the plug-in and not within the rest of the GAX instance.