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Genesys Administrator Extension Help

[Application Templates](#)

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Application Templates

An Application Template is the model you use for registering a new application in the Configuration Database. An Application Template describes the set of options that applies to an application of a particular type and version.

Before installing a new Genesys application, an Application Template must be available for that application. You can import the generic Application Template that is supplied with every Genesys application, or you can create a new Application Template.

Important

When upgrading previously installed releases of Genesys applications, you must register new Application Templates for the new releases, if the Release Notes indicate that these releases contain new configuration options that are essential for your environment.

Viewing Application Templates

The **Application Templates** list shows the Application Templates that are in your environment. It is sorted in a hierarchy by Tenants, configuration units, sites, and folders. To view objects by a particular hierarchy, select the hierarchy type in the drop-down menu above the list.

Important

Application Templates that are disabled appear grayed out in the list.

Configuration Manager respects tenancy permission settings. You can access only those objects that you have been granted permissions and privileges to access.

You can filter the contents of this list in two ways:

- Type the name or partial name of an object in the **Quick Filter** field.
- Click the cube icon to open the **Tenant Directory** filter panel. In this panel, click the Tenant that you want to select. Use the **Quick Filter** field in this panel to filter the Tenant list.

You can sort the items in the list by clicking a column head. Clicking a column head a second time reverses the sort order. You can add or remove columns by clicking **Select Columns**.

To select or de-select multiple objects at once, click **Select**.

Working with Application Templates

To create a new Application Template object, click **New**. To view or edit details of an existing object, click the name of the object, or click the check-box beside an object and click **Edit**.

To delete one or more objects, click the check-box beside the object(s) in the list and click **Delete**. You can also delete individual objects by clicking on the object and then clicking **Delete**.

Important

You cannot delete an Application Template, if it has already been used to create an Application.

Otherwise, click **More** to perform the following tasks:

- **Clone**—Copy an Application Template
- **Move To**—Move an Application Template to another [hierarchical structure](#).
- Enable or disable Application Templates
- Create a folder, configuration unit, or site. See [Object Hierarchy](#) for more information.
- **Import Application Template**—[Import an Application Template](#).

Click the name of an Application Template to view additional information about the object. You can also set [permissions](#), [options and application options](#), and view [dependencies](#).

Important

If you change an application template for any existing application object, GAX displays a warning that the existing configuration options for the application will be replaced with options from the new template. You can choose to do one of the following:

- Click **Yes** to replace all current configuration options with the new template.
- Click **No** to open another dialog where you can choose whether to keep or replace any *matching* configuration options. (New options will automatically be appended.)
- Click **Cancel** to close the dialog without making any changes.

Procedure: Creating Application Template Objects

Steps

1. Click **New**.
2. Enter the following information. For some fields, you can either enter the name of a value or click **Browse** to select a value from a list:
 - **Name**—The name of the Application Template. You must specify a value for this property, and that value must be unique within the Configuration Database. Once you set the value, you cannot change it.
 - **Type**—The type of application to which the Application Template relates. Once you set the value, you cannot change it.
 - **Version**—The version of the application to which the Application Template relates. You must specify a value for this property. Once you set the value, you cannot change it. Genesys recommends that you specify the first three digits of the application version.
 - **Tenant**—In a multi-tenant environment, the Tenant to which this object belongs. This value is automatically set to the Tenant that was specified in the **Tenant Directory** field in the object list.
 - **State Enabled**—If selected, indicates that the object is in regular operating condition and can be used without any restrictions.
3. Click **Save**.

Procedure: Importing Application Templates

Genesys provides generic templates for all Genesys applications. You can find the .apd files for Application Templates, which come with every version of Genesys software, in the **Templates** folder on a product CD. To import an Application Template from the .apd file, perform the following procedure:

Steps

1. Click **More**, then select **Import Application Template**.
2. A new window displays. Click **Browse** to select an Application Template .apd file to import.
3. Click **OK** to upload the Application Template.

4. Refer to [Creating Application Template Objects](#) to finish creating the Application Template object.

Procedure: Importing Application Metadata

You can import an application metadata XML file into an existing or a new Application Template for Application objects. You can perform the following functions by importing application metadata:

- Define and describe Options which are available for end users to set up in an application.
- View the available Options within the Application Template object, even before an application object is created, by using the template.
- Edit or delete the user entered values of Options using the built-in editor. However, you cannot edit or delete the default template values.

Important

- The values entered by users in the Application objects are validated against the values defined in the metadata XML file.
- If the metadata for DB Server application is imported, the configuration option **[dbserver].stored_proc_result_table** may have an empty value. If the option is not filled in with a valid value, DB Server may not start correctly. The workaround is to enter a valid value for this configuration option, or delete it from the application object (recommended).

To import application metadata from an XML file, perform the following procedure:

Steps

1. Click **Import Metadata**. The **Import Metadata** window displays.
2. Click **Choose File**, then browse and select an Application Metadata XML file to import.
3. Click **Upload** to upload the Application Metadata.

4. Click **Save**. If the metadata is imported successfully, a green banner is displayed along with a confirmation message. If it is not imported, a red banner is displayed with an error message.
5. Refer to [Creating Application Template Objects](#) to finish creating the Application Template object.
6. Refresh the **Options** list to view the Options defined through the imported metadata in the Application Template object.