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Genesys Administrator Extension Help

Scripts

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Scripts

Scripts identify processing scenarios or treatments that can be applied to customer interactions. For example, an Alarm Reaction Script specifies how to react when an Alarm Condition is triggered.

Important

Depending on the application type, a scenario or treatment itself might be part of the Script object, in which case it is listed in the **Options** tab of the Script object.

For more information about Scripts, refer to the [Management Layer User's Guide](#) or to the documentation specific to your product.

Viewing Scripts

The **Scripts** list shows the Scripts 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

Scripts that are disabled will 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 Scripts

To create a new Script 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**. When you delete a Script, it is removed from the Configuration Database and from the **Alarm Condition** with which it is associated. Otherwise, click **More** to perform the following tasks:

- **Clone**—Copy a Script.
- **Move To**—Move a Script to another **hierarchical structure**.
- Enable or disable Scripts.
- Create a folder, configuration unit, or site. See **Object Hierarchy** for more information.

Click the name of a Script to view additional information about the object. You can also set **options** and **permissions**, and view **dependencies**.

Creating Script Objects

Procedure: Creating Script Objects

Purpose: To create Script objects.

Prerequisites

You are in the **Scripts** window of Configuration Manager.

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 Script. You must specify a value for this property, and that value must be unique within the Configuration Database (in an enterprise environment) or within the Tenant (in a multi-tenant environment).
 - **Script Type**—The type of the Script. You must specify a type. Once you set the type, you cannot change it.
 - **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: Creating Alarm Condition Script Objects

Purpose: To create Script objects for Alarm Conditions.

Prerequisites

You are in the **Detection/Reaction Scripts** window of Configuration Manager.

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 Script. You must specify a value for this property, and that value must be unique within the Configuration Database (in an enterprise environment) or within the Tenant (in a multi-tenant environment).
 - **Script Type**—The type of the Script. You must specify a type. Once you set the type, you cannot change it.
 - **Alarm Reaction**—See the Alarm Scripts tab, above, for more information about Alarm Reaction scripts.
 - **Alarm Reaction Types**—Select what action to take when this Script is triggered. The available text fields change to show information applicable to your selection.
 - **Alarm Detection**—See the Alarm Scripts tab, above, for more information about options you can set for Alarm Detection scripts.
 - **Detection Types**—Select what action to take when this Script is triggered. The available text fields change to show information applicable to your selection.
 - **State Enabled**—If selected, indicates that the object is in regular operating condition and can be used without any restrictions.
3. Click **Save**.

Alarm Scripts

Choose one of the following script types to learn more:

- [Alarm Detection Scripts](#)
- [Alarm Reaction Scripts](#)

Alarm Detection Scripts

Alarm Detection Scripts identify what system variables the Management Layer must monitor to trigger an alarm.

The system variables that the Management Layer can monitor (also called advanced alarm detection parameters) include:

- **Host System Variable Threshold**—Enables you to specify the value for an irregular change that might occur over a certain interval, in either CPU or memory use, on a given host.
- **Application System Variable Threshold**—Enables you to specify the value for an irregular change that might occur over a certain interval in either an application's CPU or memory use.
- **Local SNMP Variable Threshold**—Enables you to specify the value for an irregular change that might occur over a certain interval in any SNMP variable retrieved from the Genesys MIB file.
- **Remote SNMP Variable Threshold**—Enables you to specify the value for an irregular change that might occur over a certain interval in any SNMP variable retrieved from a non-Genesys MIB file.

Warning

The SNMP-related alarm detection capabilities require that you have a Genesys SNMP license for Solution Control Server.

Important

The Rising Threshold, which triggers an alarm when crossed only if the value is rising, must be a higher number than the Falling Threshold, which clears the alarm when crossed only if the value is falling. For example, if the Rising Threshold is 300, the Falling Threshold must be less than 300.

Alarm Reaction Scripts

Alarm Reaction Scripts identify what the Management Layer must do when alarms occur in, or are cleared from, the system.

The Management Layer supports the following types of Alarm Reaction Scripts:

- Shutdown of a specified application.

- Startup of a specified application.
- Restart of the application that reported the alarm.
- Startup of a specified solution.
- Sending an email message with information about the alarm to specified Internet addresses. You can customize the email with specific details about the alarm.
- Switchover of operations from the application that reported the alarm to its backup application, for applications running in primary mode, backup mode, or regardless of the mode.
- Sending an SNMP trap with detailed information about the alarm to a general-purpose network management system.
- Execution of an operating system command.

Important

For a description of the OS commands you can specify in an Alarm Reaction Script, refer to the [Management Layer User's Guide](#).

- Changing a configuration option value for the specified application or for the application that reported the alarm.