



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Genesys Administrator Extension Help

Plug-In Management

12/20/2025

Plug-In Management

Contents

- 1 Plug-In Management
 - 1.1 Installing Plug-ins
 - 1.2 Viewing Installed Plug-ins
 - 1.3 Changing the State of a Plug-in
 - 1.4 Modifying the Options of a Plug-in

This panel enables you to view information about the plug-ins that are installed in your environment. It also enables you to modify the settings of those plug-ins.

Important

Plug-ins can be managed on the local node only when the GAX Application object is of type:

- **Generic Genesys Server** (when using Management Framework releases 8.1.0 or lower).
- **Generic Administrator Server** (when using Management Framework releases 8.1.1 or higher).

Installing Plug-ins

Install plug-ins using the same process as for installing installation packages. For more information, see [Uploading Installation Packages](#).

Viewing Installed Plug-ins

To see what Plug-ins are installed in your environment, select **Plug-In Management** from the **Administration** menu in the GAX Header. The **Administrator Applications** panel lists the applications that are installed in your environment and the host upon which the applications are stored. Use the **Quick Filter** field to filter the list.

In the **Administrator Applications** panel, click the name of an application to view plugins related to that application. The **Plug-in Info** panel shows the following information about each plugin:

- **Name**—The name of the plug-in
- **Version**—The version number of the plug-in
- **Language**—The language used by the user interface of the plug-in
- **Provider**—The name of the company or user that provided the plug-in
- **State**—Indicates whether the plug-in is **Enabled** or **Disabled**

To view additional information about a plug-in, click the name of a plug-in. In the <plug-in name> panel, you can also [enable or disable](#) the plug-in or [modify the settings](#) of the plug-in.

Changing the State of a Plug-in

Procedure: Enabling or Disabling a Plug-In

Steps

1. Select an application in the **Administrator Applications** panel.
2. In the Plug-in Info panel, select a plug-in in the **Plug-in Info** list.
3. In the <plug-in name> panel, click **Enable** or **Disable** (as appropriate) to enable or disable the plug-in.

Modifying the Options of a Plug-in

Important

You can modify only existing options for each plug-in from the **Plug-in Management** panels. You cannot create new options for the plug-ins.

Procedure: Modifying the Options of a Plug-In

Steps

1. Select an application in the **Administrator Applications** list.
2. In the Plug-in Info panel, select a plug-in in the **Plug-in Info** list.
3. In the <plug-in name> panel, click the gear wheel and select **Plug-in Options** to display the configuration options for this plug-in.
4. In the **Plug-in Options** panel, click a **Key** name to view details about the option, and modify its value, if necessary.

5. When you are finished making any changes, click **Save** to save any changes, or click **Cancel** to discard any changes.