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Genesys Administrator Extension Deployment Guide

Managing Plug-ins

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The **Plug-in Management** screen displays all installed plug-ins in your GAX environment. To access the screen, navigate to **Administration > Plug-in Management**.

You can click the name of a plug-in to view additional details, such as which server hosts the plug-in. Click **Plug-ins** to display more information, which displays in a new panel to the right:

- **Name**—The name of the plug-in
- **Version**—The version number of the plug-in.
- **Language**—The language used by the interface of the plug-in
- **Provider**—The name of the user or company that provided the plug-in
- **State**—This field can be set to **Enabled** or **Disabled**, depending on the status of the plug-in. See [Enabling or disabling a plug-in in GAX](#) for more information.

The following actions can be performed in the **Plug-in Management** area:

- Plug-ins can be installed.
 - If your GAX instance uses Jetty, see [Installing Plug-ins with the Software Installation Wizard](#).
 - If your GAX instance uses Tomcat, or the plug-in is designed for GAX 8.1.3 or earlier, see [Installing Legacy Plug-ins](#).
- Language packs can be installed. See [Installing Language Packs](#) for more information.
- Plug-in options can be modified. See [Modifying plug-in settings](#) for more information.
- Plug-ins can be enabled or disabled. See [Enabling or disabling a plug-in in GAX](#) for more information.
- Plug-ins can be removed. See [Removing a plug-in from GAX](#) for more information.

Installing Plug-ins with the Software Installation Wizard

Important

- The plug-in install profile automatically fetches GAX Application objects for selected Host objects.
- Plug-in options are merged into the affected GAX Application objects. See the [Deployment Wizard tab in the Genesys Administrator Extension Help](#) for detailed information.

[+] Click here to show procedure

Procedure: Installing Plug-ins with the Software Installation Wizard

Purpose: To install plug-ins that are designed for GAX instances that use Jetty.

Prerequisites

- GAX is installed and deployed, as described in [Deploying Genesys Administrator Extension](#).
- GAX has been started at least once.
- GDA is installed and running on the target machine.

Important

Starting from Local Control Agent 8.5.100.31, Genesys Deployment Agent (GDA) is no longer installed and supported as part of Management Framework and therefore all functionality using GDA including the installation of IPs [and Plug-ins \(with the Software Installation Wizard\)](#) is deprecated.

Steps

1. In the **Installation Packages** panel, click **+**. A new panel called **Software Installation Wizard** opens to the right.
2. In the **Software Installation Wizard** panel, select a method for importing the plug-in:

Important

If your installation package contains two or more templates, you must use the **Installation Package Upload (includes templates)** procedure.

- **Installation Package Upload (includes templates)**—Upload a ZIP file that contains an installation package and its associated templates. These files are typically provided by Genesys Technical Support.
 - i. In the **Software Installation Wizard** panel, select **Installation Package Upload (includes templates)** and click **Next**.
 - ii. The panel updates. Click **Choose File** to select the file to upload.
 - iii. Click **Finish**.

- **Installation Package Upload (template uploaded separately)**—Upload an installation package and its associated template.
 - i. In the **Software Installation Wizard** panel, select **Installation Package Upload (template uploaded separately)** and click **Next**.
 - ii. The panel updates and displays three boxes—**Upload a package**, **Upload an XML template**, and **Upload an APD template**. Click **Choose File** in each field to select the file to upload.
- **Upload a package**—A ZIP file that contains the installation package.
- **Upload an XML template**—The XML template file for this installation package. This is the template that is referenced by the installation package description file. This file must not be modified from the version in the template directory.
- **Upload an APD template**—The APD template file for this installation package. This is the template that is referenced by the installation package description file. This file must not be modified from the version in the template directory.
- Click **Finish**.
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 - **UNC Path to Mounted CD or Directory**—Upload an installation package that is stored on a mounted CD or network directory.
 - i. In the **Software Installation Wizard** panel, select **UNC Path to Mounted CD or Directory** and click **Next**.
 - ii. In the text field, enter the path for where the installation package is stored.
 - iii. Click **Next** to open the path.
 - iv. The panel updates to display the installation package(s) that is found at the specified location. Click the check box(es) that is beside the installation package(s) to upload.
 - v. Click **Finish**.
 -
 - **UNC Path to an Existing Administrator Repository**—Upload an installation package from an existing Genesys Administrator repository.
 - i. In the **Software Installation Wizard** panel, select **UNC Path to an Existing Administrator Repository** and click **Next**.
 - ii. In the text field, enter the path for the existing Genesys Administrator repository.
 - iii. Click **Next** to open the path.
 - iv. The panel updates to display the installation package(s) that is found at the specified location. Click the check box(es) that is beside the installation package(s) to upload.
 - v. Click **Finish**.
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- **UNC Path to Zipped IPs through Support**—Upload a .zip file provided by Genesys Customer Care that is stored on a mounted CD or network directory. This file contains an installation package and its associated templates.
 - i. In the **Software Installation Wizard** panel, select **UNC Path to Zipped IPs through Support** and click **Next**.
 - ii. In the text field, enter the path for where the IP is stored.
 - iii. Click **Next** to open the path.
 - iv. The panel updates to display the installation package(s) that is found at the specified location. Click the check box(es) that is beside the installation package(s) to upload.
 - v. Click **Finish**.

Important

When you upload a plug-in, GAX uses the template file (.tpl) to create an Application Template and extracts the default options for the plug-in. GAX stores these options in the database and merges them with the core GAX Application object upon deployment. During this merge, only new options are added—existing key value pairs are not overridden.

- The file(s) upload from your file system to Genesys Administrator Extension and a progress bar displays to show the upload progress. The progress of the upload also displays in the Status column in the **Installation Packages** panel.
- Deploy the plug-in by using the **Automated Deployment Wizard** (this method is also used to deploy installation packages). For more information, refer to [Deploy Installation Packages](#) in the Genesys Administrator Extension Help.

Important

- A green progress bar represents a successful upload for the installation package. A red progress bar represents a failed upload for the installation package. You can review which step failed in the **Status** field in the **Installation Packages** list.
- You cannot upload a plug-in to the repository if a version of the plug-in already exists in the repository. You must have the **Replace IPs and SPDs** privilege enabled to overwrite a plug-in in the repository.
- If you install a plug-in through GAX on Windows, the deployment wizard prompts you to specify only the plug-in installation path.

If you install a plug-in through GAX on Linux, then the deployment wizard

prompts you to specify both the GAX directory path and the plug-in installation path. If the path where GAX is installed is provided incorrectly, then the deployment wizard installs the plug-in but it will not copy the plug-in files to the GAX directory. In this case, you must manually copy the plug-in files from the plug-in installed path to the GAX installed path.

Installing Legacy Plug-ins

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Procedure: Installing Legacy Plug-ins

Purpose: To install plug-ins that are designed for GAX 8.1.3 releases or earlier, or to install plug-ins for GAX instances that use Tomcat.

Prerequisites

- The **CATALINA_HOME** variable exists.
- The path **<CATALINA_HOME>/webapps/gax/WEB-INF/lib/** exists.
- GDA is installed and running on the target machine.

Important

Starting from Local Control Agent 8.5.100.31, Genesys Deployment Agent (GDA) is no longer installed and supported as part of Management Framework and therefore all functionality using GDA including the installation of IPs **and Plug-ins (with the Software Installation Wizard)** is deprecated.

Steps

1. Install the plug-in as indicated in the procedure [Installing Plug-ins with the Software Installation Wizard](#).
2. The installation process copies .jar files to the following folder: **<CATALINA_HOME>/webapps/gax/WEB-INF/lib/**.
3. (Optional) If you are using GAX with Jetty, you must copy the plug-in's .jar files to **<GAX_FOLDER>/webapp/WEB-INF/lib**.
4. Restart GAX.

Installing Language Packs

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Procedure: Installing Language Packs

Steps

1. Copy the Language Pack IP to the host machine.
2. Stop GAX (if it is running).
3. Run the **setup.exe** (Windows) or **install.sh** (Linux) installation file.
4. Follow the prompts in the installer to install the Language Pack.
5. Restart GAX.

Important

Product translation is limited to contents of this product only. Display data coming from other products might appear in English.

See the [Genesys Administrator Extension Help](#) for more information on how to select an installed Language Pack to use with GAX.

Modifying plug-in settings

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Procedure: Modifying plug-in settings

Steps

1. Select an application in the **Administrator Applications** list. A new panel opens to the right.
2. Click **Plug-ins** to view which plug-ins are associated with the application. A new panel opens to the right.
3. Select a plug-in in the **Plug-in Info** list. A new panel opens to the right.
4. Click **Plug-in Options**. A new panel opens to the right. The panel displays the options that are associated with the plug-in.
5. Click an option to view more information about the option in a separate panel that opens to the right.
6. When you have finished modifying the option(s), perform one of the following actions:
 - Click **Save** to save your changes.
 - Click **Cancel** to discard your changes.

Enabling or disabling a plug-in in GAX

Important

- It is not possible to disable the **gax-core** plug-in.
- The option to enable or disable a plug-in is available only for the application or node to which the user is currently connected. Other GAX applications or nodes will provide a link to manually log in to that instance.

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Procedure: Enabling or disabling a plug-in in GAX

Steps

1. Select an item in the **Administrator Applications** list. More information about the item displays in a new panel to the right.
2. Click **Plug-ins**. More information about the plug-ins for the item display in a panel to the right.
3. Select a plug-in from the list.
4. Do one of the following:
 - If the plug-in is currently enabled, the **Disable** button is displayed. Click **Disable** to disable the plug-in.
 - If the plug-in is currently disabled, the **Enable** button is displayed. Click **Enable** to enable the plug-in.

Important

To see the changes to the plug-in, refresh the display in your browser.

Removing a plug-in from GAX

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Procedure: Removing a plug-in from GAX

Steps

1. Stop GAX.
2. Go to **<GAX_HOME>/webapp/WEB-INF/lib** on the file system (where **<GAX_HOME>** is your home folder for the GAX application).

3. Delete the .jar files for the plug-ins that you want to remove.
4. Go to **<GAX_HOME>/webapp/plugins** on the file system (where **<GAX_HOME>** is your home folder for the GAX application).
5. Delete the folder for the plug-ins that you want to remove.
6. Start GAX.