

GENESYS[®]

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Genesys Administrator Extension Migration Guide

Related Procedures

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Related Procedures

The procedures in this section are not required to upgrade Genesys Administrator Extension but might contain useful reference information.

Install Genesys Administration Extension Server

Prerequisite

• The environment variable **JRE_HOME** has been configured (see the Genesys Administrator Extension Deployment Guide).

Steps

- 1. Copy the GAX IP to the host machine.
- 2. If you are installing on Linux, navigate to the folder to which you copied the IP, and change the permissions of the installation file by entering the following command: chmod 755 install.sh
- 3. Run the installation file to extract and copy the necessary files by entering ./install.sh (on Linux), or ./setup.exe (on Windows Server).

Important

When you install GAX on a Linux host, you might receive the following error message indicating installation was unsuccessful:

Unable to find configuration information. Either you have not used configuration wizards and the GCTISetup.ini file was not created or the file is corrupted.

Ignore this message; Genesys Administrator Extension has been installed successfully.

4. Navigate to the folder in which you installed GAX, and run the **gax_startup.sh** file (on Linux), or the **gax_startup.bat** file (on Windows Server).

Add a Connection to Solution Control Server from GAX

Use this procedure If you want the System Dashboard feature in GAX to function.

- 1. In GAX, go to Configuration Manager.
- 2. Hover over the Environment icon and select Applications in the pop-up list.
- 3. From the list of Applications, open the Application object for GAX.
- 4. In the GAX Application object details window, open the **Connections** tab and click **Add**.

- 5. In the **Connection Properties** window, enter information about the connection to SCS. Refer to GAX Help for more information about how to configure a connection.
- 6. Click **OK**.
- 7. Click **Save**.
- 8. Restart GAX.