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Genesys App Automation Platform Deployment Guide

Post-Installation Configuration

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Post-Installation Configuration

After installing or upgrading Genesys App Automation Platform (GAAP), you must configure some of the administration settings to suit your business needs.

Genesys recommends that you print this page (generate a PDF) and sign off on each step.

CTI Data

GAAP has the capability to store some attached-data variables in its reporting database (usually used for custom reports). As the space is limited, GAAP can configure regular-expression patterns to exclude or include data. By default, the patterns are empty, which means all attached data will be saved. If the data to be saved is bigger than the space available in the database, the data is truncated (in no particular order).

Setting Name	Description	Default Value	Your Value
CLIData.Mobiles.Prefix	A value indicating the prefix of a mobile number.	07	
VuiPreferences.Defaults.store_cti_fields_in_reporting_data	A Boolean value to indicate if GAAP interesting CTI fields in reporting data.	true	
CTI.FieldsToStoreInReporting.ExcludePattern	Exclusion pattern. The default value is blank, but you can set a new value that suits your business needs (for example, ^ROUTING.*\$).	None	
CTI.FieldsToStoreInReporting.IncludePattern	Inclusion pattern. The default value is blank, but you can set a new value that suits your business needs (for example, ^(AccountNumber CustomerID)\$).	None	

Database Overnight Jobs

To increase database performance, GAAP performs an overnight (or quiet period) job that consists of the following main tasks:

- Archiving old report data into historical tables. These historical tables are still referenced in reports and database views.
- Delete historical data that is older than the specified number of days.

Setting Name	Description	Default Value	Your Value
DBOvernightJobs.NumDaysHistoricalDataToKeep	The number of days of historical data to keep. If set to -1 , no data is deleted.	90	

Email

GAAP must be able to send emails via an SMTP server (for example, to send password-reset emails).

Setting Name	Description	Default Value	Your Value
Email.SMTP.Host	The SMTP host that GAAP will use to send emails (for example, password-reset emails).	mail.speechstorm.com	
Email.SMTP.Port	The SMTP port of the host.	25	

GraphViz

You must update the default server setting that points to the location of GraphViz, which renders the callflow diagrams.

Setting Name	Description	Default Value	Your Value
GraphViz.DotPath	Path to GraphViz executable.	C:/Program Files/Graphviz2.26/ bin/dot.exe	

SMS

You must configure the SMS gateway to use outbound SMS. The example below is for the Genesys Portico SMS Gateway:

Setting Name	Description	Default Value	Your Value
SMS.Carrier	The Carrier ID as allocated by the SMS gateway provider.	None	
SMS.DefaultFromNumber	The number that appears as the sender on the recipient's phone. This number often requires authorization by the SMS gateway.	None	
SMS.Host	Hostname of the SMS gateway.	None	
SMS.Method	HTTP method for calling the SMS Gateway (for example, POST).	None	
SMS.PlusSymbolBeforeRecipientNumber	Specifies whether to prefix an international + symbol to the recipient number.	None	
SMS.Port	Port of the SMS gateway.	None	
SMS.RequestBody	Body of the HTTP request (if required).	None	
SMS.RequestHeaders	Headers of the HTTP request (if required).	None	
SMS.Timeout	Time, in milliseconds, to wait for a response from the SMS gateway.	None	
SMS.URL	URL to the SMS gateway interface.	None	
SMS.User	Username of the SMS gateway account.	None	
SMS.Password	Password of the SMS gateway account.	None	

SNMP Traps

GAAP can generate SNMP traps. The configurations below are required if you intend to use SNMP traps; otherwise, continue to the next section.

Setting Name	Description	Default Value	Your Value
SNMP.Traps.Enabled	A Boolean value to indicate if SpeechStorm is to store CTI fields in reporting data.	false	
SNMP.Traps.ManagerHostname	The name of the SNMP manager.	localhost	
SNMP.Traps.ManagerPort	The SNMP manager port.	162	
SNMP.Traps.Community	The community name for SNMP traps. This setting is usually unchanged.	public	
SNMP.Traps.ServerHeartbeat.Enabled	A Boolean value to indicate if each GAAP server is to send heartbeat traps. Important The SNMP.Traps.Enabled setting must be set to true to use heartbeat traps.	true	
SNMP.Traps.ServerHeartbeat.FrequencySeconds	The frequency, in seconds, for when each GAAP server will send heartbeat traps.	60	

SYSLOG

SpeechStorm uses the log4j logging mechanism, which can send logs to a centralized logging server. You must complete this configuration only if you wish to use this feature.

Setting Name	Description	Default Value	Your Value
log4j.appender.SYSLOG.syslogHost	Set within the log4j.properties file on each GAAP instance. This value defines the hostname/IP address of the syslog server.	None	

WebIVR

For security purposes, WebIVR uses a default server setting to dictate from where it can be embedded. To launch WebIVR from the GUI for testing, or to use the Theme Preview function, you must add the GUI server(s) to the list of allowed domains.

Setting Name	Description	Default Value	Your Value
VisualIVR.Security.AllowedDomains	Hostname and port of the GUI server(s) from which WebIVR can be launched or embedded. For example: <i>http://FQDN:PORT</i> .	http://localhost:8080	

Configuring email appenders

You can create an log4j email appender that can send emails to a configured address based on certain log information like errors. To create an email appender, declare the following default settings in the **log4j.properties** file. Modify the following settings to your requirements: In the following sample, LicenseEmail is the new appender.

```
log4j.appender.LicenseEmail=org.apache.log4j.net.SMTPAppender
log4j.appender.LicenseEmail.BufferSize=1
log4j.appender.LicenseEmail.To=licensealerts@yourmailserver.com
log4j.appender.LicenseEmail.From=license@speechstorm.com
log4j.appender.LicenseEmail.SMTPHost=yourmailserver.com
log4j.appender.LicenseEmail.Subject=GAAP License Warning
log4j.appender.LicenseEmail.Threshold=INFO
log4j.appender.LicenseEmail.layout=org.apache.log4j.PatternLayout
log4j.appender.LicenseEmail.layout.ConversionPattern=%d %m%n
```

After creating the appender, add the information to the logger declaration, `log4j.logger.license=DEBUG,LicenseFile,LicenseEmail`. This will add the **LicenseEmail** email appender to the list of appenders for the license logger. So now, an email would be sent whenever the specific licensing log above the INFO threshold is logged.