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Gplus Adapter 8.0 for Siebel CRM Deployment Guide

Transport Layer Security Support

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Transport Layer Security Support

Secured connections are supported by the following components:

- Gplus Media Routing for Siebel CRM (GenOpenMediaServer)
- Gplus Communication Server for Siebel CRM (GenCommServer, GenCommDrv)
- Gplus Adapter for Siebel CRM Configuration Synchronization (GplusConfSynch)
- Gplus Adapter for Siebel CRM Campaign Synchronization (GplusCampSynch)
- Gplus UCS Gateway for Siebel CRM

Note the following:

- UCS Gateway for Siebel CRM only supports one listening port per server, and specified as the default port in the Adapter application object.
- UCS Gateway for Siebel CRM supports a limited number of security settings. Those that are supported are listed in the *Configuring HTTPS for the Gplus UCS Gateway for Siebel CRM* section below.
- Secured connection configuration for GenOpenMediaServer, GenCommServer, GplusConfSynch, GplusCampSynch servers is performed according to common rules described in the [Genesys Security Deployment Guide](#).
- Secured connection configuration for GenCommDrv is described in the [Gplus Adapter 8.0 for Siebel CRM Deployment Guide](#): Chapter 3, Deploying the Communication Server for Siebel CRM, Configuring the GenCommDrv.ini File section.
- Secured connection configuration on Siebel side is described in Siebel Documentation.
- Secured connections for Gplus UCS Gateway for Siebel CRM are supported starting with 8.0.300 release and described in the next section.

Note: Genesys Security Pack 8.5.100.07 is the minimal required version to support TLS v1.1 and TLS v1.2.

Configuring HTTPS for the Gplus UCS Gateway for Siebel CRM

1. In Configuration Manager, right-click the corresponding Adapter's Application object on the Options tab, and select the HTTP section.
2. Configure the following options:
 1. Set the **ssl-enabled** option to true.
 2. Set the **ssl-protocol** option to the name of the requested SSL protocol.
 3. Set the **key-store-file** and **key-store-pass** options.
3. Set the **trust-store-file** and **trust-store-pass** options (if needed)

4. Set the **client-auth** option (if needed)

For more detailed information about security options see Chapter 7. Deploying the UCS Gateway Server, Setting the Genesys Configuration Options for the UCS Gateway Server for Siebel CRM in [Common Changes](#).

Note: Java SE 7 is the minimum required version to support TLS v1.1 and TLS v1.2.

Configuring HTTPS for the *Gplus* Communication Server for Siebel CRM

Three new options have been added to the **GenCommDrv.ini**. In addition to the options described in Chapter 3, Deploying the Communication Server for Siebel CRM, Configuring the **GenCommDrv.ini** file section of the [Gplus Adapter 8.0 for Siebel CRM Deployment Guide](#).

- **SecProtocol**
- **CRL**
- **TlsTargetNameCheck**

These options correspond to the **sec-protocol**, **crl**, and **tls-target-name-check** options described in the [Genesys Security Deployment Guide](#). See that guide for details.

Configuring HTTPS for the *Gplus* Adapter for Siebel CRM Configuration Synchronization

Three new options have been added to the **[HTTP]** section in application object in Configuration Manager.

- **sec-protocol**
- **crl**
- **tls-target-name-check**

These options correspond to the **sec-protocol**, **crl**, and **tls-target-name-check** options described in the [Genesys Security Deployment Guide](#). See that guide for details.