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Genesys Rules System Deployment Guide

Genesys Rules System 8.5.1

12/29/2021

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Genesys Rules System Deployment

Welcome to the Genesys Rules System 8.5.x deployment pages. This document describes how to install and configure Genesys Rules System 8.5.0, 8.5.001 and 8.5.1.

Genesys Rules System provides the ability to develop, author, and evaluate business rules. A business rule is a piece of logic defined by a business analyst. These rules are evaluated in a Rules Engine based on requests received from client applications.

Overview

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Preparing for Installation

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Role-Based Access Control
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User Logins
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Role Task Permissions
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REST API

Rule Execution
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DROOLS 5 Keywords

DROOLS 5 Keywords

Overview

Genesys Rules System (GRS) provides the ability to develop, author, and evaluate business rules. A business rule is a piece of logic defined by a business analyst. These rules are evaluated in a Rules Engine based on requests received from client applications.

For a comprehensive overview of GRS, including lifecycle and architecture information, please see the [Genesys Rules System Overview](#).

New Features by Release

New in Hot Fix 8.5.100.15

GRE Memory Monitor

The Memory Monitor is a new feature built in to GRE itself. It is designed to periodically check GRE's memory usage, and set its operational state to "over threshold" if memory usage exceeds the configured threshold. The state is reset to back to "normal" if memory usage comes back below the threshold. It also provides an option ("adaptive" strategy) to automatically adjust the configured threshold if an out-of-memory error occurs before threshold is reached (for example, if the configured threshold was set too high).

The memory monitor sets this state in two places:

- `status.jsp`—This `.jsp` provides a "health check" URL for load balancers to use. If the memory usage is above the configured threshold, `status.jsp` returns `SYSTEM_STATUS_MEMORY_USAGE_ABOVE_THRESHOLD` (HTTP 503 status). Load balancers should be configured to route requests only to GRE nodes whose `status.jsp` returns `SYSTEM_STATUS_OK` (HTTP 200 status).
- Genesys Management Layer—The Memory Monitor will also notify Genesys Management Layer if the memory is in an overloaded state by setting the status to `SERVICE_UNAVAILABLE`.

CONFIGURATION OPTIONS

New in Release 8.5.100.21

Automatic Protocol Detection Override

You can use the `deploy-method` configuration option to override the automatic detection of the protocol that is used to construct the "callback" URL used by GRE to fetch the DRL. Previously, when deploying from GRAT to GRE, GRAT automatically detected whether it was running `http` or `https`, and used that protocol to construct the "callback" URL used by GRE to fetch the DRL. However, when running through an ELB, GRAT could sometimes wrongly think it was running over `https`, when the link between the ELB and GRAT server is `http`. This might cause issues in deployment. The default value of the new configuration option is `auto`. GRE will use the selected method to connect with the GRAT server during deployment.

CONFIGURATION OPTION

Enable/Disable Nested Solutions

In GRS 8.5.1, a new feature was added called '**Nested Solutions Business Hierarchy**', which enables an authorized user to create a new rule package anywhere in the business hierarchy. Because some customers might want to restrict their users to creating rule packages under the Solution node only, in release 8.5.100.21 a new configuration option—`enable-nested-solutions`—has been implemented that allows users to enable or disable this feature. Disabling this feature is recommended for iWD users.

CONFIGURATION OPTION

Support for the French Canadian (FRC) language

Support for the French Canadian (FRC) language is implemented in this release.

Setting Department from Process Properties

Based on properties of the Process GRE can determine the relevant Department. Configuration option `iwd-set-department-from-process` with value `true` enables GRE make this determination and so to run rules created for Department and Process, if the Department is not specified elsewhere. If the option is set to `true` then the Engine will set the Department from the Process for ESP server requests. The setting of the Department from the Process will only occur if the Department is not specified and the business context level 1 is not specified.

CONFIGURATION OPTION

New in Release 8.5.1

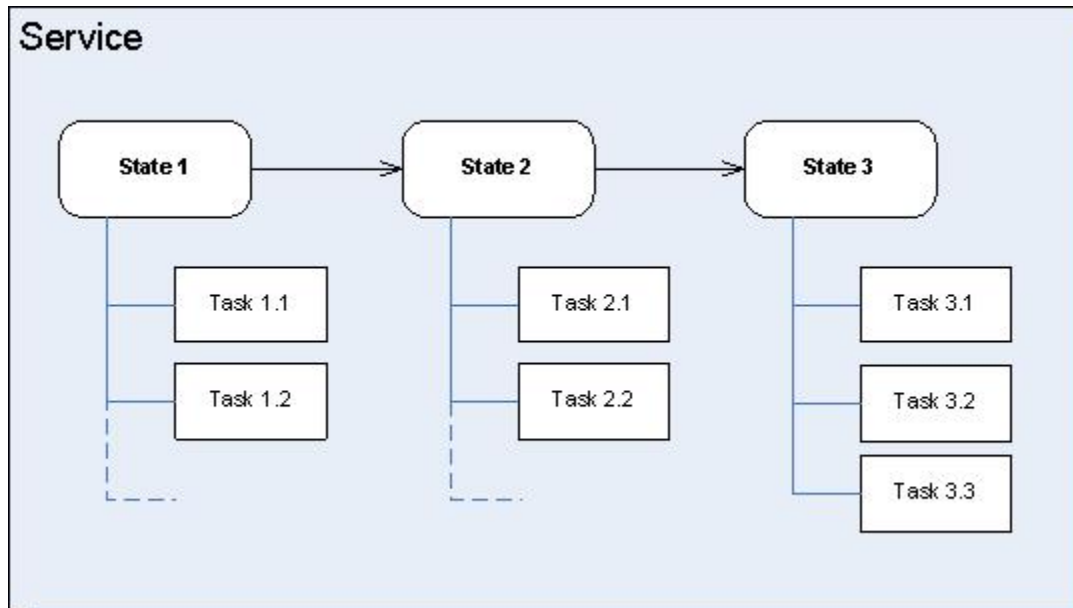
Support for Test Scenarios in Conversation Manager

In the initial 8.5.001 release of GRS, the Test Scenario feature did not support rules that were created using the Conversation Manager (CM) template. This is because the Test Scenario feature in release 8.5.001 works by taking the input data (a set of one or more facts with different fields) that is configured by the user and building the appropriate Fact model, then running the rules under GRAT using that set of data. In release 8.5.1, the Test Scenario feature now supports rules based on the CM template.

Data Structure in CM

With Conversation Manager, the data is in a hierarchical JSON format of **Customer -> Service -> State -> Task**. Any given **Customer** may have one or more **Services**. Each **Service** may be in at most one **State** at a time. Each **State** may have one or more **Tasks**. **Tasks** may also be associated

directly with **Services**.



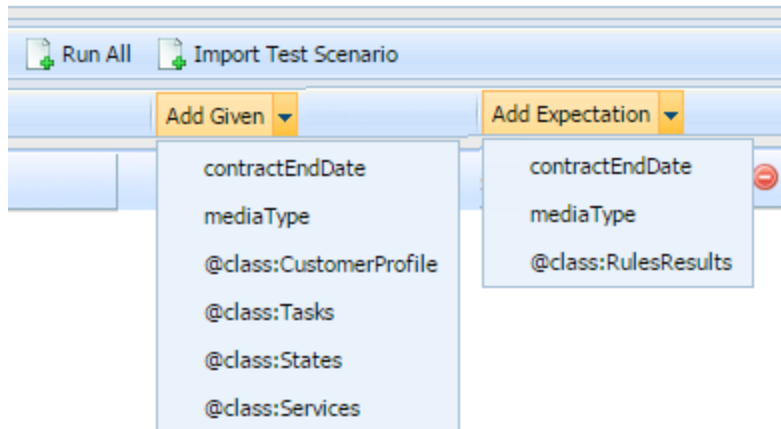
So the Customer, Services, States and Tasks Facts have now been added the lists of Facts that can be defined as **Given** fields, and the RulesResults Fact has been added to the list of Facts that can be defined as an **Expectation**.

Important

The current CM Template is only interested in the Type, Start Time, and Completion Time (if any) of Services, States, and Tasks.

Each of the new values is represented by a JSON string which will be the value for that field.

Now, when the type of rule for which you want to create a test scenario is a Conversation Manager rule (based on the Conversation Manager template), a series of different values for the **Given** and **Expectation** elements that reflect these more complex data structures are available. In the example below you can see the **Customer > Service > State > Task** structure is reflected by the four **@class** entries in the drop-down list of Givens and the **@class:RulesResults** entry in the drop-down list of Expectations.



When you select an **@class** entry, a new column is added. Click on a grid cell under the new column to bring up the edit dialog for that entry. The additional data listed below can be selected as either a **Given** or an **Expectation**.

Additional CM Template Objects

Givens

The list below shows the additional provided data.

- Available by selecting one of the **@class** entries:
 - Add Customer Attribute
 - Add Service
 - Add Service Type
 - Add Service Start Time
 - Add Service Completion Time
 - Add State
 - Add State Type
 - Add State Start Time
 - Add State Completion Time
 - Add Task
 - Add Task Type
 - Add Task Start Time
 - Add Task Completion Time
- Available for direct selection from **Givens**:

- Add Interaction Media Type
- Add Contract End Date

Expectations

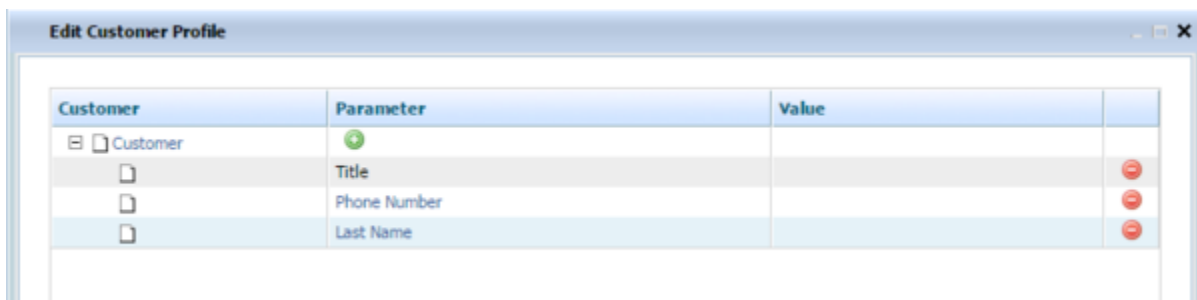
The list below shows the additional expected results:

- Update Customer Attribute
- Request Specific Agent
- Request Agent Group
- Request Place Group
- Request Skill
- Send Communication to Customer
- Block Communication to Customer
- Offer Service Resumption
- Offer Survey to Customer

Edit Dialogs

To create entries for the **Givens** and Expectations of your Conversation Manager test scenario, select the relevant **@class** item and use the sample additional edit dialogs shown below.

Givens



Edit Services

Service	Parameter	Value	
[-] [Enter service Id]	+		+
[-]	Type		-
[-]	Completion Time		-
[-]	Start Time		-
[-]	Custom - String [Enter parameter name]		-
[-]	Custom - Integer [Enter parameter name]		-

Edit States

State	Parameter	Value	
[-] [Enter state Id]	+		+
[-]	Type		-
[-]	Completion Time		-
[-]	Start Time		-
[-]	Custom - String [Enter parameter name]		-
[-]	Custom - Integer [Enter parameter name]		-

Edit Tasks

Task	Parameter	Value	
[-] [Enter task Id]	+		+
[-]	Type		-
[-]	Completion Time		-
[-]	Start Time		-
[-]	Custom - String [Enter parameter name]		-
[-]	Custom - Integer [Enter parameter name]		-

Expectations

Edit Rules Results

Rules Results	Parameter	Value	
[-] Updated Fields	+		
[-]	Title		-
[-]	Phone Number		-
[-]	Last Name		-
[-] Results	+		
[-]	Send Communication	"{mediaType}"	-

Test Scenario Enhancement

Test scenario results can now show disqualified rules and details of how individual rule conditions were evaluated, enabling much more detailed debugging during rule development. Before the 8.5.1 release, only the result of rules that fired were returned to the REST client that made the rule evaluation request. Now, details of the rule execution log can be displayed when the GRE include-rule-evaluation-detail-in-response option (introduced in 8.5.001) is set to value true. Details include rules that were disqualified and why, as well as rules that fired, and other log-level data.

[+] SHOW RULE EXECUTION LOG

The screenshot shows a 'Test Scenario Results' window with the following content:

Results: SUCCESS
Number of rules fired: 1

Rule Execution Trace

Rule Fired	Navigate	mediaType
Expected Results		test1
Row 1 DT-100 dt1		test1

Rule Evaluation Detail

Rule	Navigate	Condition	Value	Result
Row 1 DT-100 dt1		getStringValue("LastName", \$CustomerProfile.getJSONObject()).equals("Williams")		true

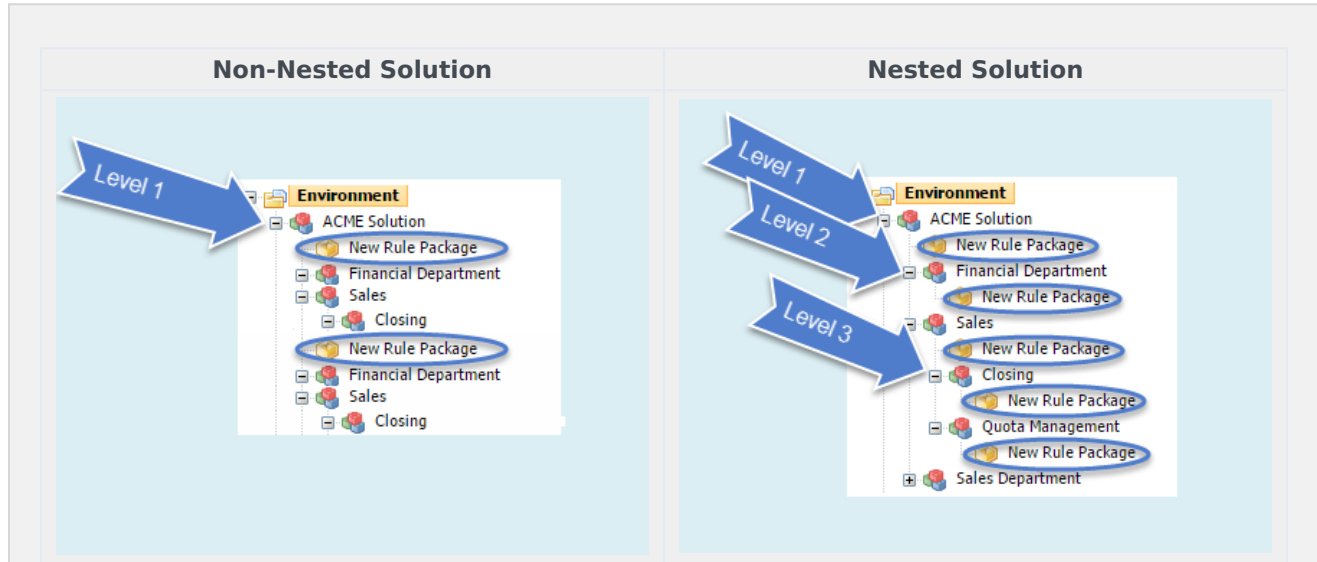
[Hide Execution Log...](#)

Event	Detail
1	OBJECT ASSERTED value:{"LastName":"Williams"} factId: 1
1	OBJECT ASSERTED value: GRS_Environment(phase=-none-, businessContext_Level1=null, businessContext_Level2=null, businessCalendarId=null) factId: 2
1	OBJECT ASSERTED value: Interaction(mediaType=null) factId: 3
6	FIRING rule: [Row 1 DT-100 dt1] activationId:Row 1 DT-100 dt1 [3, 1] declarations: \$Interaction=Interaction(mediaType=null)(3); \$CustomerProfile={"LastName":"Williams"}(1)
7	AFTER ACTIVATION FIRED rule:Row 1 DT-100 dt1 activationId:Row 1 DT-100 dt1 [3, 1] declarations: \$Interaction=Interaction(mediaType=test1)(3); \$CustomerProfile={"LastName":"Williams"}(1)

Nested Solution Business Hierarchy

In release 8.5.1 of Genesys Rules Authoring tool, if you have permission to create a new rule (Rule Package - Create) you can now add a new Rule Package at any node in the business hierarchy (a *nested* solution), rather than just at the first level.

[+] FULL DESCRIPTION

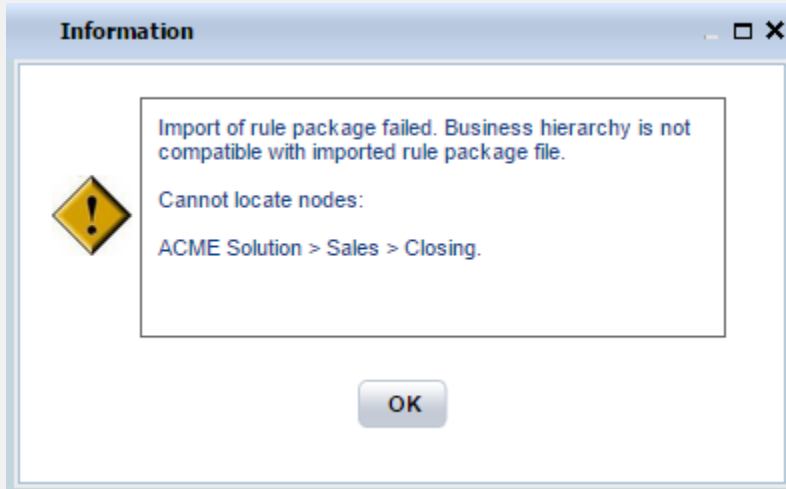


This means that:

- Your business hierarchy can be more easily organized.
- The need for lots of duplication and repetition at the Solution level in more complex business hierarchies is now removed.
- Individual users can be restricted using Role-Based Access Control to specific sub-nodes (for example, Departments and Processes).

Importing Rule Packages

Because rules can be associated with sub-nodes in a nested hierarchy, when a rule package is imported, GRAT ensures that the business structure is compatible, and prevents an import if it is not. If GRAT finds an incompatibility, an error such as the following is displayed:

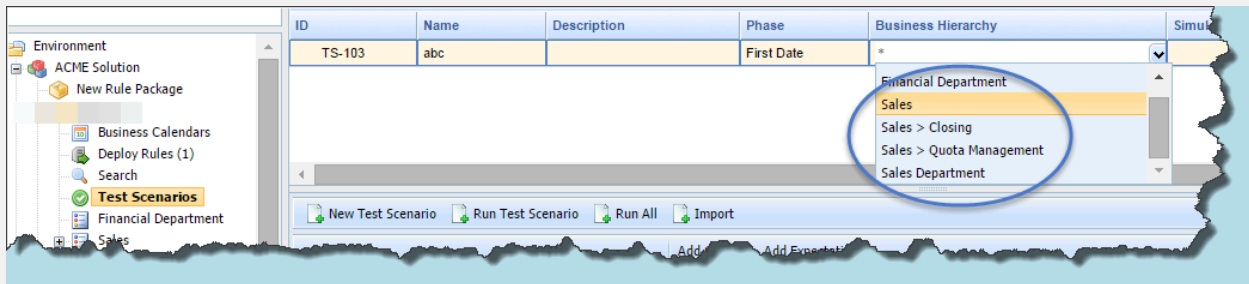


Important

Even if the **Auto-create business hierarchy during import** button is selected, GRAT prevents the same node name from being created anywhere in the hierarchy—uniqueness of business node names across the entire hierarchy is still enforced.

Test Scenarios

For Test Scenarios, the Business Hierarchy drop-down displays the relative path underneath the selected rule package:



Deleting Business Nodes

Be careful never to delete any business structure nodes that contain active rule packages or rules, without first backing up the rule packages as XML files. While it is OK to add new nodes, or to "rename" nodes, proper permissions should be set up to prevent a GA/GAX user from accidentally deleting nodes which could cause rule packages / rules to become unreachable.

Enabling and Disabling the Feature

Because some customers might want to restrict their users to creating rule packages only under the **Solution** node, in release 8.5.100.21 a new configuration option—`enable-nested-solutions`—has been implemented to allow users to enable or disable this feature. Disabling this feature is recommended for iWD users.

- Option name—`enable-nested-solutions`
- Valid values—`true/false`
- Default value—`true`
- Description—Controls whether users can create new rule packages under any node in the hierarchy. For iWD, it is recommended to set this option to `false`.

Unloading from Memory of Unused Rule Packages

If a rule package is not used for a defined period of time, it can now be automatically unloaded from memory. A new configuration option controls this behavior:

- `unload-inactive-package-timeout`
- Value—The time (in minutes) for an inactive package to remain loaded before it is automatically unloaded.
- Default—No timeout.

If the option is not specified, then packages are loaded in GRE with no timeout. If a request for a rule package is received after the package has been unloaded, it is automatically loaded into memory again and the timer is restarted.

Enhanced cross-browser security features

Browser security has been improved to eliminate cross-site request forgery.

Platform/Database Support Changes

- **Additional Platform Support**
 - Java 7
 - Windows 2012
 - Red Hat Enterprise Linux 7 64-bit native
 - **Discontinued Platform Support**
 - Java 6
 - Windows 2003
 - **Additional database support**
 - Oracle 12c
 - MS SQL Server 2012
 - PostgreSQL 9.4
-

New in 8.5.0

New Features in 8.5.0 ([new document](#))

Migration

8.5.303

Migration is as for 8.5.3 from 8.5.2 subject to the following important points:

Important

- Business node access is required to view entries in package history generated after this release. The **Rule Package History - Admin View** privilege is required in order to override the new access check mechanism to view the previous package history.
- The **Changed By** column in Package History was previously accessible without a role privilege, but in release 8.5.303, users require a new role privilege—**Rule Package History - View Changed By**—to view this column.

Migration to 8.5.3 from 8.5.2

1. Undeploy the 8.5.2 .war file from your application server.

Important

Do not just copy the 8.5.3 .war file over the 8.5.2 .war file in your application server directory. Genesys recommends undeploying the previous file first and letting the application server clean up its files, then deploying the new .war file.

2. Upgrade your application server to use Java 8—see below.
3. Deploy the 8.5.3 .war file to your application server.
4. Set the values of any of the new **configuration options**.
5. Log into 8.5.3 Genesys Rules Authoring Server.

8.5.302.04 Requirements

8.5.302.04 requires Genesys Administrator 8.1.305.04 (minimum) to support GRAT's new RBAC features.

Java 8 Support

GRS 8.5.3 is now on the Java 8 platform. Java 8 gives improved performance and security over Java 7. GRS takes advantage of some of the new features in Java 8 to give you a more robust platform.

Since GRS 8.5.3 has been built on Java 8, it will no longer execute on the Java 7 platform. Therefore, your application servers will have to be reconfigured to use Java 8.

For Tomcat users

1. Download and install the **Java SE Runtime Environment 8** from Oracle.
2. Download and install the latest Tomcat 8 or 8.5 distribution (GRS does not currently support Tomcat 9).
3. During the installation, choose the Java 8 SDK location when prompted.
4. Set the appropriate memory settings. You can find recommendations for performance tuning [here](#). You may need to adjust these depending upon your deployment.

Important

There is no longer a `permgcn` setting for Java 8.

5. Deploy the 8.5.3 GRAT or GRE `.war` file.

For WebSphere Users

Currently, IBM only supports Java 8 on the WebSphere Liberty distribution. For configuration information for WebSphere Liberty click [here](#).

A/B/C Split Testing Feature Template

A new template ships with GRS 8.5.3—`GRSSplitTest_template.xml`—and this provides some basic Facts (Conditions and Actions) for the Split Testing feature. To implement the feature, GRAT users must import this template (from the **Samples** folder) and attach it to all rules packages for which the Split Test functionality is required.

Important

The new template—`GRSSplitTest_template.xml`—is shipped with type **samples**. This means it can only be added to rule packages of type **samples**, because GRAT only shows templates in the list with compatible types. To use this template with other rule package types, you can import the template from GRAT into GRDT, change the name (for example, `GRSSplitTestForMyType`) and the type (to match your rule package type) and publish it to GRAT. Then you can use it with another package type.

Migration to 8.5.2 from 8.5.1

Warning

During migration, the format of DRL files in GRE's `deployed-rules-directory` will be changed from `.drl` to `.di`, so Genesys recommends backup of `.drl` files before migrating GRE to 8.5.2

1. Undeploy the 8.5.1 `.war` file from your application server.

Important

Do not just copy the 8.5.2 `.war` file over the 8.5.1 `.war` file in your application server directory. Genesys recommends undeploying the previous file first and letting the application server clean up its files, then deploying the new `.war` file.

2. Deploy the 8.5.2 `.war` file to your application server.
3. Set the values of any of the [configuration options](#).
4. Log into 8.5.2 Genesys Rules Authoring Server.

Using the 8.5.2 Clustering Improvements

If you want to take advantage of the clustering improvements in release 8.5.2, you must import the "smart application" template, as follows;

From Genesys Administrator

1. Navigate to **Application Templates**.
2. Click **Upload Templates** (upper right corner).
3. Choose the `.apd` file `Genesys_Rules_Engine_Application_Cluster_852.apd`.
4. Click **Save** and **Close**.
5. Go to **Applications**.
6. Create a **New** application.
7. For the template, choose the application template that you just created in steps 1-4.
8. Fill in the mandatory fields, including the host (which is not used, but GA requires you to complete this field).
9. In the **Connections** section, add each GRE in the cluster.
10. On the **Options** tab, configure the three auto-synch options (see [GRE Configuration options](#)):
 - auto-synch-rules

- auto-synch-rules-interval
- auto-synch-rules-at-startup

See also [Cluster Improvements for Cloud](#).

Migration to 8.5.1 from 8.5.001

1. Undeploy the 8.5.001 .war file from your application server.

Important

Do not just copy the 8.5.1 .war file over the 8.5.001 .war file in your application server directory. Genesys recommends undeploying the previous file first and letting the application server clean up its files, then deploying the new .war file.

2. Deploy the 8.5.1 .war file to your application server.
3. Set the values of any of the new [configuration options](#).
4. Log into 8.5.1 Genesys Rules Authoring Server.

Migration to 8.5.001 from 8.5.0

1. Undeploy the 8.5.0 .war file from your application server.

Important

Do not just copy the 8.5.0001 .war file over the 8.5.0 .war file in your application server directory. Genesys recommends undeploying the previous file first and letting the application server clean up its files, then deploying the new .war file.

2. Deploy the 8.5.0001 .war file to your application server.
3. Set the values of any of the new [configuration options](#).
4. Log into 8.5.0001 Genesys Rules Authoring Server.

Migration to 8.5.0/8.5.001

From 8.1.4

1. Undeploy the 8.1.4 .war file from your application server.

Important

Do not just copy the 8.5.0 .war file over the 8.1.4 .war file in your application server directory. Genesys recommends undeploying the previous file first and letting the application server clean up its files, then deploying the new .war file.

2. Deploy the 8.5.0 .war file to your application server.

Important

If you have a very large repository database, it may take several minutes the first time you deploy the 8.5.0 .war file, as GRAT must rebuild the index cache. Once this process is complete, the user will be able to log in to the system.

3. Log into 8.5.0 Genesys Rules Authoring Server.

From 8.1.3

1. In 8.1.4, the repository database configuration was moved to a Database Access Point (DAP). Create and configure a DAP and add it as a connection to the GRAT application object. You will no longer be prompted for database configuration information during the installation process.

See the following procedures for details of how to create a DAP:

- **Creating the Rules Repository Database using Configuration Server**
 - **Creating the Rules Repository Database using Genesys Administrator**
- Undeploy the 8.1.3 .war file from your application server.

Important

Do not just copy the 8.5.0 .war file over the 8.1.3 .war file in your application server directory. Genesys recommends undeploying the previous file first and letting the

application server clean up its files, then deploying the new .war file.

- Deploy the 8.5.0 .war file to your application server.

Important

If you have a very large repository database, it may take several minutes the first time you deploy the 8.5.0 .war file, as GRAT must rebuild the index cache. Once this process is complete, the user will be able to log in to the system.

- Log into 8.5.0 Genesys Rules Authoring Server.

From 8.1.2 and 8.1.1

1. From the 8.1.1 or 8.1.2 Genesys Rules Authoring Server:
 - a. Click on each tenant and export the templates associated with that tenant as an XML file.
 - b. Click on each rule package that you wish to migrate and export as an XML file.
3. Create a new database for GRAT 8.5.0 (leaving the old one in place).
4. Install 8.5.0 Genesys Rules System.
5. Start 8.5.0 Genesys Rules Authoring Server. This creates the tables inside the new database.
6. Log into 8.5.0 Genesys Rules Authoring Server.
7. For each tenant, import the template XML file (from step 1a).
8. For each tenant, and under each solution, click on New Rule Package and import the corresponding rule package XML file (click the Auto-save option).
9. Redeploy each rule package to the corresponding 8.5.0 Genesys Rules Engine(s).
10. Optionally, from the Genesys Rules Deployment Tool, you may import the templates from the 8.5.0 Genesys Rules Authoring Server.

See the GRAT online Help for explicit steps for **importing** and **exporting** templates, and **importing** and **exporting** rules packages.

Important

Running an 8.5.0 Rules Authoring Server against an 8.1.2 repository will result in a corrupted repository that will no longer be useable by any version of the Rules Authoring Server.

Repository Performance Enhancement for Oracle 11 users

For Oracle users, a performance enhancement is available that is enabled only when you create a new database repository when either initially installing, or migrating to, 8.5.x. For a new installation with a new Oracle database repository, no additional steps are required. If you are migrating to GRS release 8.5.x from an earlier release, to take advantage of the enhancement, do the following:

1. Click on each tenant and export the templates associated with that tenant as an XML file.
2. Click on each rule package that you wish to migrate and export as an XML file.
3. Create a new database for GRAT 8.5.x.
4. Start 8.5.x Genesys Rules Authoring Server.

With the enhancement, when GRAT initializes, it creates new database tables based on a new optimized schema, and database performance is improved.

Important

If you re-use your existing 8.1.3/8.1.4 repositories, GRAT does not re-create the tables with the new schema. In this scenario, there is no performance enhancement.

Upgrading within the Same Release Family

Purpose

To apply correctly to GRAT and GRE a hot fix or maintenance release within the same release family (for example, from 8.5.000.xx to 8.5.100.xx).

Procedure

1. Install the new installation package.
2. Undeploy the original .war file from your application server.

Important

Do not just copy the new .war file over the old .war file in your application server directory. Genesys recommends undeploying first and letting the application server clean up its files, then deploying the new .war file.

3. Deploy the new .war file to your application server.

Important

If you have a very large repository database, it may take several minutes the first time you deploy the new .war file, as GRAT must re-build the index cache. Once this process is complete the user will be able to log in to the system.

4. If installing GRAT, log into the Genesys Rules Authoring Server. If installing GRE, navigate to the home page to ensure it is operating successfully (for example; <http://myserver:8080/genesys-rules-engine>).

Preparing for Installation

The topics in this section enable you to prepare for installing the GRS software distribution artifacts.

- **Summary of Installation Steps**
- **Creating the Rules Repository Database with Configuration Manager**
- **Creating the Rules Repository Database with Genesys Administrator**

Installing Genesys Rules System Task Summary

The following table outlines the task flow for installation of GRS 8.5.0. The procedures in this table provide instructions about installing GRS components on Microsoft Windows. For information about how to install on UNIX-based operating systems, refer to **Installing Genesys Rules System on UNIX Platforms**.

Objective	Related Procedures and Actions
1. Prepare for installation and review prerequisites.	<ul style="list-style-type: none"> • Ensure that your environment meets the prerequisites that are outlined in Preparing for installation. • Ensure that the required CD is available.
2. Create the database for the Rules Repository.	<ul style="list-style-type: none"> • Configuring the Rules Repository database using Configuration Manager • Configuring the Rules Repository database using Genesys Administrator
3. Install the Genesys Rules Engine	<ul style="list-style-type: none"> • Genesys Administrator: Deploying the Genesys Rules Engine in Genesys Administrator • Configuration Manager: Creating the Genesys Rules Engine Application object in Configuration Manager • Installing the Genesys Rules Engine
4. Install the Genesys Rules Authoring Tool	<ul style="list-style-type: none"> • Genesys Administrator: <ul style="list-style-type: none"> • Deploying the Genesys Rules Authoring Tool in Genesys Administrator • Creating an Application Cluster in Genesys Administrator • Configuration Manager: <ul style="list-style-type: none"> • Creating the Genesys Rules Authoring Tool Application objects in Configuration Manager

Objective	Related Procedures and Actions
	<ul style="list-style-type: none"> • Creating an Application Cluster in Configuration Manager • Installing the Genesys Rules Authoring Tool
<p>5. Deploy the <code>genesys-rules-authoring.war</code> and <code>genesys-rules-engine.war</code> files to your application server.</p>	<p>Deploying the .war files</p>
<p>6. Install the Genesys Rules Development Tool</p>	<p>Installing the Genesys Rules Development Tool</p>
<p>7. Define your business structure</p>	<p>See About Business Structure.</p>
<p>8. Test the installation</p>	<p>Testing the Installation</p>
<p>9. Review the Troubleshooting section for configuration tips and considerations</p>	<p>See Troubleshooting.</p>
<p>10. Redeploy all standard rule packages that have been previously deployed only to 8.1.2 (or earlier) Genesys Rules Engines. This step is not necessary for standard rule packages that have been deployed to 8.1.3 or later Genesys Rules Engines.</p>	<p>In release 8.1.3, the rules engine was updated from Drools 5.1 to 5.5. The rules engine (up to and including release 8.1.2) writes serialized objects to file. These serialized objects are no longer loadable due to the Drools upgrade. To avoid future upgrade issues, rules engines later than 8.1.3 will maintain the rules package in its DRL form.</p>

Configuring the Rules Repository Database using Configuration Manager

This procedure creates and configures the database that will be used as the Rules Repository by using Configuration Manager.

Most database distributions include the JDBC connector that is needed; if this is not the case, you must download it from the vendor's site. Genesys does not provide the JDBC connector.

Genesys Rules System 8.5.1 can use only Java 7. Java 6 is no longer supported in release 8.5.1.

Once the configuration below is complete, the same database configuration will be used whenever GRAT is installed or updated. There will be no need to specify it again. Also, if any of the database information changes (for example, DB Server location, DB name, DB user or DB password), users can simply update the DAP and restart GRAT.

Prerequisites

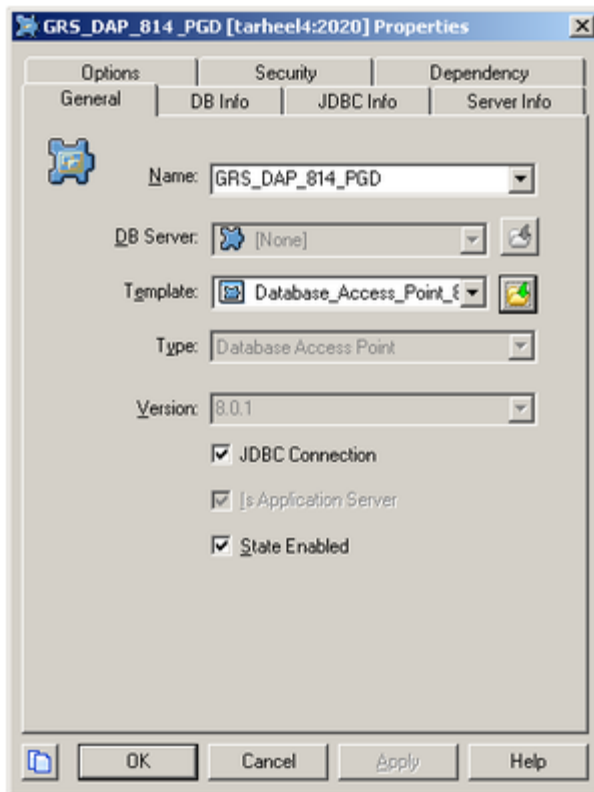
Either Oracle 11g or 12c or Microsoft SQL or DB2, or PostGRE SQL 9.x

Important

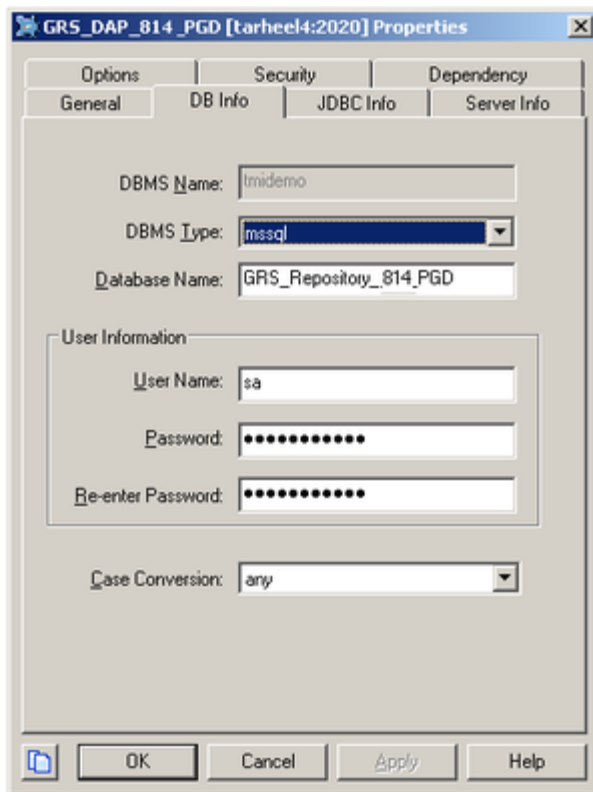
Support for Oracle 10g is discontinued in GRS 8.5.

Procedure

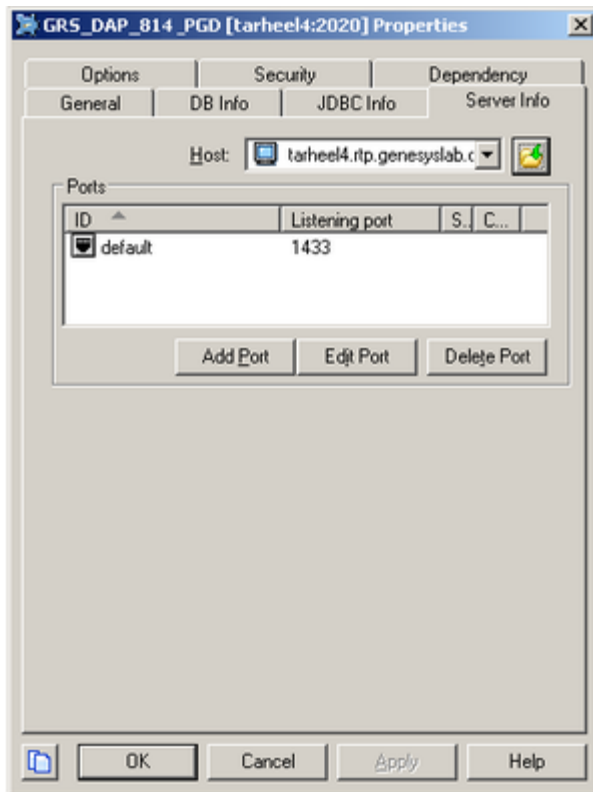
1. Create a new database using the normal DBMS procedures for the database type you are working with. This is the database that will be populated by GRAT.
2. In Configuration Manager, right-click the **Environment > Applications** folder and select **New > Application**. This opens the **Browse** dialog box that lists the available application templates.
3. In the **Browse** dialog box, select the DAP template file, and click OK. This opens the **Properties** dialog box for the new DAP Application object.
4. On the **General** tab:



- a. Enter a name for the DAP. A DAP can have the same name as the database itself. However, it is recommended that you make their names unique if you are using multiple access points for the same database.
 - b. Do not enter anything in the **DB Server** field.
 - c. Select the **JDBC Connection** check box. This will disable the **DBMS Name** field on the **DB Info** tab.
 - d. Ensure that the **State Enabled** check box is checked.
5. On the **DB Info** tab:



- a. Enter the DBMS type, database name, username, and password.
 - b. Set Case Conversion to any, and leave the **DBMS Name** field clear.
6. On the **JDBC Info** tab, set the following values:
- a. **Role** field—Main
 - b. **Debug** field—Unknown
 - c. **Query Timeout** field—0 (zero)
4. On the **Server Info** tab, enter the host name and port number.



5. Add this newly created DAP to the **Connections** tab of the GRAT Application object.

Configuring the Rules Repository Database using Genesys Administrator

This procedure creates and configures the GRAT Rules Repository database using Genesys Administrator.

Most database distributions include the JDBC connector that is needed. If this is not the case, you must download it from the vendor's site. Genesys does not provide the JDBC connector.

Genesys Rules System 8.5.1 can use only Java 7. Java 6 is no longer supported in release 8.5.1.

Once the configuration below is complete, the same database configuration will be used whenever GRAT is installed or updated. There will be no need to specify it again. Also, if any of the database information changes (for example, DB Server location, DB name, DB user or DB password), users can simply update the DAP and restart GRAT.

Prerequisites

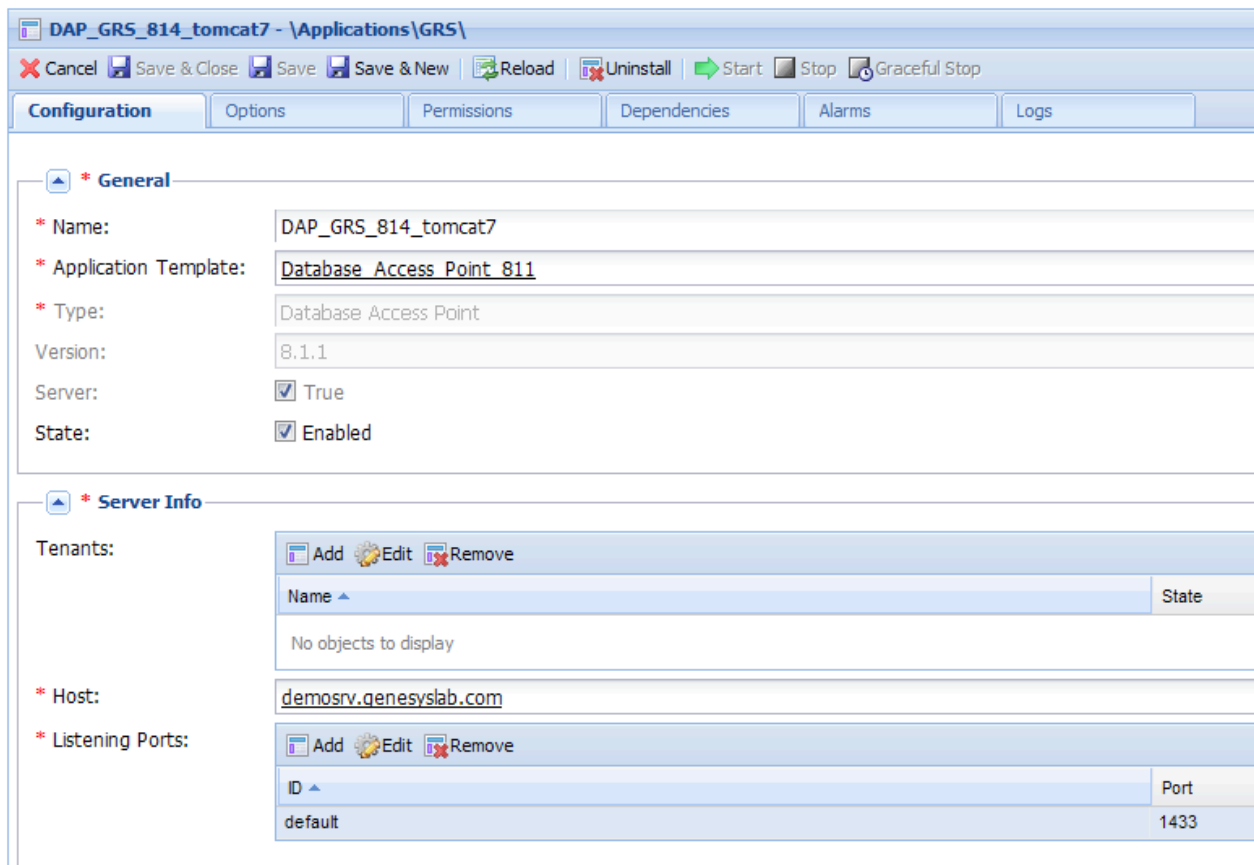
Either Oracle 11g or 12c or Microsoft SQL or DB2 or PostGRE SQL 9.4

Important

Support for Oracle 10g is discontinued in GRS 8.5.

Procedure

1. Create a new database using the normal DBMS procedures for the type you are working with. This is the database that will be populated by GRAT. Create a DB user/password that will have full access to this new database.
2. In Genesys Administrator, navigate to the **Environment > Applications > GRS** folder.
3. Create a new application to be the new Database Access Point.



4. Select the Application Template type **Database_Access_Point_811** (or later).
5. Ensure that the **State: Enabled** check box is checked.
6. In the **Server Info** panel, enter values for the **Host** and the **Listening Ports** of the DBMS server.
7. In the **DB Info** panel, enter JDBC as the **Connection Type**. This will disable the **DBMS Name** field.

Connection Type:	JDBC
* Role:	Main
* Debug:	
* JDBC Query Timeout:	0
DB Server:	[Unknown DB Server]
* DBMS Name:	
* DBMS Type:	mssql
Database Name:	grsdb814tomcat7
* User Name:	sa
User Password:	●●●●●●●●
* Case Conversion:	any
* Query Timeout:	0

8. Set the **Role** field to value Main.
9. Set the **Debug** field to value 0 (zero).
10. Set the **Query Timeout** field to value 0 (zero).
11. Select the value in the **DBMS Type** field (MSSQL, DB2, Oracle or PostGRE SQL).
12. Enter the name of the database created in Step 1. For Oracle, this is the "service name".
13. Enter the database username and password created in Step 1.
14. Ensure that the **Case Conversion** field has the value any.
15. Save your changes.
16. Add this newly created DAP as a Connection on the GRAT Application object. When GRAT initializes, it will use the information in this DAP to connect to the repository database.

Values for DAP Connection Parameters

During the installation of the GRAT, you will be prompted to enter various connection parameters for the database you are using as the Rules Repository (created in **Creating the Rules Repository Database**).

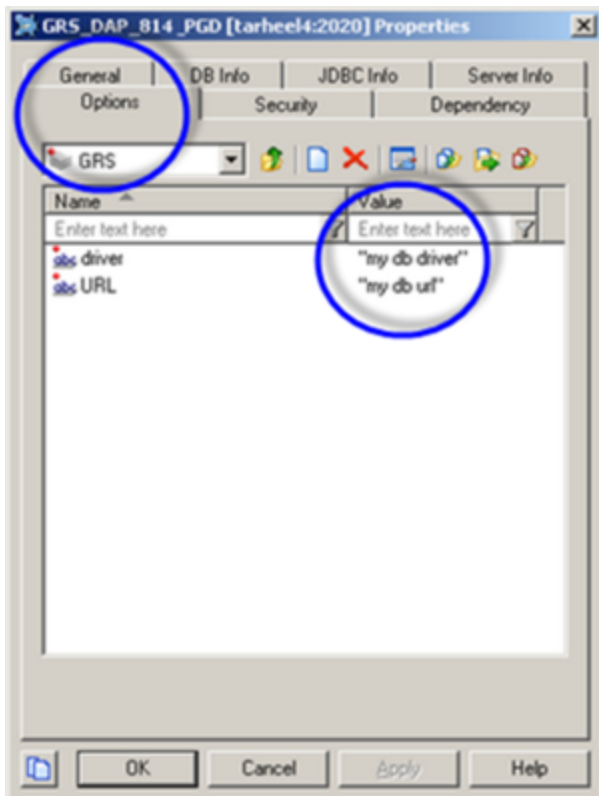
Default Values

The table below provides default values for the three supported database types (MSSQL, Oracle, and DB2). You should consult your database vendor’s documentation for specific information. The last column in the table lists the JDBC drivers that you must copy to the **lib** directory of your application server.

Database Type	Example Connector Class	Default Database URL	JDBC Driver to be Copied
MSSQL	com.microsoft.sqlserver.jdbc.SQLServerDriver	jdbc:sqlserver://{host}:{port};databaseName={database_name}	sqljdbc4.jar
Oracle	oracle.jdbc.driver.OracleDriver	jdbc:oracle:thin:@://{host}:{port}/{SID}	ojdbc4.jar
DB2	com.ibm.db2.jcc.DB2Driver	jdbc:db2://{host}:{port}/{database_name}	db2jcc.jar db2jcc_license_cu.jar
PostGRE SQL	org.postgresql.Driver	"jdbc:postgresql://{host}:{port}/DatabaseName"	postgresql-9.4.1201.jar

Overriding Default Values on the Options Tab

More advanced users can use the DAP's Options tab to override the default values mentioned above; for example, if a database vendor makes changes to the JDBC driver class, or if additional options need to be specified on the DB URL.



If the **GRS** section is present, the value of any options specified here overrides the defaults generated by GRAT.

Procedure

1. On the **Options** tab, create a section called GRS.
2. Use the **URL** field to override the URL value generated by GRAT.
3. Use the **Driver** field to override the default driver value generated by GRAT.

Installing GRE

GRE can be configured by using either Genesys Administrator or Configuration Manager.

If you use Genesys Administrator, you can **deploy the installation package from within Genesys Administrator**.

If you use Configuration Manager, you will have to:

1. **Create the application.**
2. **Run the installation package manually.**

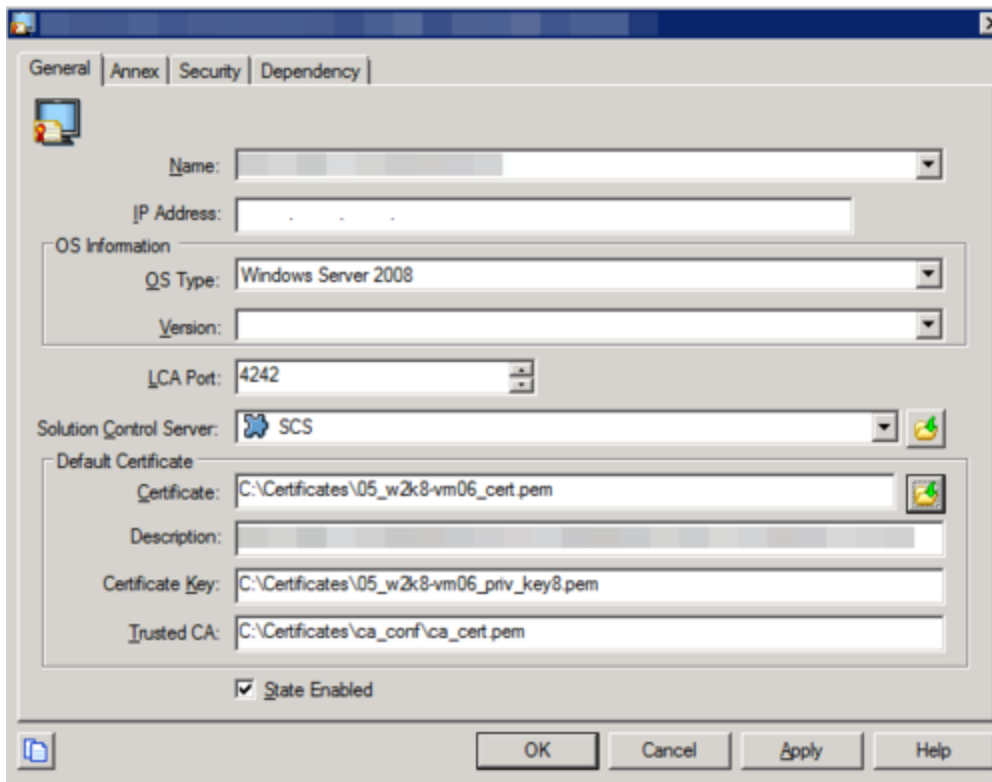
Security Certificates in Initial Release of 8.5.1

GRE and GRAT applications are unable to understand thumbprint certificates from the Windows Microsoft Certificate Store while connecting to Configuration Server or Message Server. Consequently they cannot establish a TLS connection to either Configuration Server or Message Server, and a security error is generated, such as this:

```
15:14:31.445 Alarm 21363 [ServerConnectionMonitor][Thread-2]: connect(): caught exception
while
opening connection to server '<GRAT/GREServerVersion>'. Nested exception: Could not configure
TLS.
```

Workaround

Create certificates in .PEM format and private-keys in PKCS#8 format—see the example below.



Paths to the physical certificates can be configured either on the Application or the Connection level, but not on the Host level (despite this being a general Genesys recommendation). For Host level certificates, if GRAT and GRE are located on the same host as Configuration Server or Message Server or other C++ applications, the secured connection will not be established because C++ based applications do not accept PKCS#8 format.

You can convert private-key from PEM to PKCS#8 format using the following OpenSSL command:

```
openssl pkcs8 -topk8 -nocrypt -in tradfile.pem -out p8file.pem
```


Deploying GRE in Genesys Administrator

Prerequisites

To install GRE on Configuration Servers 8.1.0 or later, Genesys Administrator 8.1.0 or later is required.

Procedure

1. Import the installation package into Genesys Administrator.

1. On the Deployment tab of Genesys Administrator, select Import.
2. Select Installation CD-ROM.
3. Click Next.
4. Browse to the MediaInfo.xml file on the CD or the CD image location on the network (the path must be in UNC format).
5. Click Next.
6. To import the installation package, select GRE for your operating system as well as the appropriate type in the list:
 - For Management Framework 8.1, the type is Business Rules Execution Server.
 - For Management Framework 8.0 and earlier, the type is Genesys Generic Server.
7. Select Next to start the import.
8. Click Finish when the import is complete.

2. Install the GRE IP.

1. Select the Deployment tab in Genesys Administrator. The list of installation packages will now display GRE.
2. Right-click and select Install Package for the IP for your operating system and type.
3. Click Next to start the installation wizard. The following parameters must be defined/selected:
 - a. Application Name for the GRE application
 - b. Target Host—The host to which the .war file will be copied during the installation procedure
 - c. Working Directory—The directory in which the .war file will be created

- d. Client Side IP Address (optional)
- e. Client Side Port (optional)
- f. Configuration Server hostname
- g. Configuration Server port

Important

For a secure connection, the Configuration Server port should be of type Auto Detect (Upgrade).

- h. Connection delay time in seconds
- i. Reconnect Attempts.

3. Configure the Rules Engine application.

1. In the `Server Info` section, verify the default listening port, as well as the connector port on which the Rules Engine Servlet receives requests:

- The `ID` value is the name of the Rules Engine web application. The default name of this application is `genesys-rules-engine`.
 - The `Listening port` is the connector port of the servlet container. For example, on Tomcat the default listening port is 8080.
 - The `Connection Protocol` must be `http`.
- On the `Tenants` tab, add the Tenants that will be available to the Rules Engine.
 - On the `Connections` tab, add a connection to `Message Server` if you want to use network logging.
 - On the `Options` tab, configure options. In addition to the standard logging options that you can configure, you can configure an option named `fileEncoding` in the `logging` section.

`fileEncoding` specifies the encoding that is to be used during creation of the log file, for example, UTF-8. This value is optional. If you do not specify this option, the server's locale information will determine the log file encoding. This option is available for both GRE and GRAT. Also, the `log4j.properties` file that is included in both components supports a similar option, `log4j.appender.runtime.Encoding`. The `log4j.properties` file is used for initial log configuration prior to the reading of the log configuration from the Configuration Server database.

- There are several optional configuration options in the `settings` section:

Settings in GRE

Description	Valid values	Default value	Takes effect
deployed-rules-directory			
<p>Specifies the directory in which to keep the working copy of deployed rule packages. When a package is deployed, a copy of the deployed package is placed here. When the rules engine is restarted, all packages defined in this directory are loaded and made available for execution. Specifying a deployed-rules-directory is recommended. If a value is not assigned to the deployed-rules-directory, the rule packages are placed in the WEB-INF\config sub-directory within the genesys-rules-engine web application directory. At this location the deployed rule</p>		/GCTI/logs/GRS_Engine	After restart

Description	Valid values	Default value	Takes effect
<p>packages may be deleted when an updated .war file is deployed.</p> <p>If you choose to change the default value, ensure that the path exists and that the application server can write to the specified directory.</p>			
max-number-rule-executions			
<p>The maximum number of rules to be executed during a request. This is used to detect unwanted recursion when <code>sequential-mode</code> is false. If this maximum is reached an error is reported.</p> <p>May be set to -1 to denote no maximum.</p>	Any positive integer or -1	10,000	Next rules execution
sequential-mode			
Indicates whether to run the rules	true/false	false	On rules deployment

Description	Valid values	Default value	Takes effect
<p>engine in sequential mode. In sequential mode, after the initial data set, no more data can be inserted or modified. This allows for the rules engine to operate in a simplified way.</p>			
verify-deployer-address			
<p>Indicates whether to verify the TCP address of the application deploying rules to be that of an associated Genesys Rules Authoring Tool.</p>	true/false	true	Immediately
esp-worker-threads			
<p>Specifies the maximum number of worker threads available when using the ESP interface to execute rules.</p>	Any positive integer	5	Immediately
load-packages-on-start			
<p>Indicates whether</p>	true/false	true	Immediately

Description	Valid values	Default value	Takes effect
<p>to load deployed rule packages at application start up. If packages are not loaded at startup (value=false), then a package is loaded on its first execution request.</p>			
json-hierarchical-driver			
<p>With value true, the <code>JsonHierarchicalStreamDriver</code> class is used to serialize JSON responses. With value false, the <code>JettisonMappedXmlDriver</code> class is used. The Jettison driver is unaware of the original data type and will try to detect numerical values and omit the quotes, whereas the <code>JsonHierarchicalStreamDriver</code> will maintain the data type.</p>	true/false	false	Immediately
cache-operational-parameters (new in 8.5.0)			
Operational parameters are	true/false	true	Immediately

Description	Valid values	Default value	Takes effect
<p>rule parameters whose value is obtained at rule execution time. They are configured in GAX as Parameter Groups, and stored in the Configuration Server database. Prior to 8.5, whenever an operational parameter was referenced during the execution of a rule, GRE would fetch the current value from Configuration Server. In high-volume environments, this could put unnecessary stress on Configuration Server.</p> <p>In GRS 8.5, the value of the operational parameters can be cached inside GRE, to make fetching faster. Instead of fetching the value with each</p>			

Description	Valid values	Default value	Takes effect
<p>reference, GRE will set up a listener to Configuration server and maintain the value in a local cache. When the administrator changes the value of the parameter using GAX, GRE will receive an event and update its local cache.</p> <p>If cache-operational-parameters is set to true (default), this new caching mechanism will be enabled.</p> <p>If cache-operational-parameters is set to false, no caching will be used and each reference will fetch the current value from Configuration Server (as was done prior to 8.5).</p>			
<p>parameter-cache-timeout (new in 8.5.0)</p>			

Description	Valid values	Default value	Takes effect
<p>When cache-operational-parameters is set to true, parameter-cache-timeout defines how long (in hours) an operational “parameter group” will remain in the cache. After the timeout expires, the transaction will be removed from the cache until the next time the value is requested. This is used to clean up old subscriptions to parameter groups which are no longer being referenced. The default value for this will be 168 (168 hours = 1 week).</p>	Integer	168	Immediately
clear-cache-on-disconnect (new in 8.5.0)			
<p>When cache-operational-parameter is set to true, the clear-cache-on-disconnect</p>	true/false	false	Immediately

Description	Valid values	Default value	Takes effect
<p>parameter defines what the behavior should be if GRE loses connection with the Configuration Server. If clear-cache-on-disconnect is set to false, GRE will continue to use the cached value for any rule evaluations, until such time as the Configuration Server is restored. With this option, there is a risk that GRE could use “stale” values for rule evaluation during the time the connection to Configuration Server is down. If clear-cache-on-disconnect is set to true, the cache will be cleared and a null (“”) value will be used in the rules. With this option, there is potential that rules will fail evaluation during the period that the Configuration Server connection</p>			

Description	Valid values	Default value	Takes effect
is down.			
include-rule-evaluation-detail-in-response (new in 8.5.001)			
<p>Returns rules that did not fire, conditions that evaluated false and rule evaluation time back to the REST client invoking the rule evaluation request. Prior to 8.5.001, only the results of rules that fired were returned.</p> <p>Note: Currently, the <code>rulesDisqualified</code> and <code>executionTime</code> is not returned via ESP to iWD.</p>	true/false	false	Immediately
unload-inactive-package-timeout (new in 8.5.1)			
Specifies the interval (in minutes) after which, if a rule package remains unused by GRE, it is unloaded from memory. If the option is not	Integer	No default	At GRE start/restart

Description	Valid values	Default value	Takes effect
<p>specified, then packages are loaded in GRE with no timeout. If a request for a rule package is received after the package has been unloaded, it is automatically loaded into memory again and the timer is restarted.</p>			
iwid-set-department-from-process (new in 8.5.100.21)			
<p>Enables (value = true), GRE to determine the Department from the properties of its Process, for ESP server requests. The setting of the Department from the Process properties will only occur if the Department is not specified and the business context level 1 is not specified.</p>	true/false	false	At GRE start/restart
enable-memory-monitor (implemented in HF 8.5.100.15)			
Enables or	true/false:	false	At GRE start/restart

Description	Valid values	Default value	Takes effect
disables the Memory Monitor feature.	Absence of this property or invalid value results in false		
memory-monitor-interval (implemented in HF 8.5.100.15)			
The interval in seconds between periodic memory usage checks.	integer: min 1	60	At GRE start/restart
memory-monitor-threshold (implemented in HF 8.5.100.15)			
The memory usage threshold expressed as a percentage. If memory usage goes above the threshold, GRE's status.jsp returns HTTP 503 status with a message SYSTEM_STATUS_MEMORY_USAGE_ABOVE_THRESHOLD. Genesys Management layer is also notified about GRE's unavailability via status set in LCA Connection. When memory usage is back below the threshold, GRE's status.jsp returns HTTP 200	integer: min 40, max 80	70	Immediately

Description	Valid values	Default value	Takes effect
<p>status and Genesys Management Layer is notified that GRE is available.</p>			
memory-monitor-threshold-strategy (implemented in HF 8.5.100.15)			
<p>Allows you to change the out of memory error handling behavior of memory monitor.</p> <ul style="list-style-type: none"> adaptive—At out-of-memory error, a new threshold is calculated and it is obtained by reducing the configured memory-monitor-adaptive-threshold-safety-margin amount from the percentage memory usage at the time Memory Monitor receives the out-of-memory notification. The threshold is reset only if the new calculated value is less than the configured threshold (or less than current override)—for example, if the configured threshold is 80 %, the safety margin is 10 % and if an out-of-memory error notification is retrieved when memory usage is 70 %, the new 	adaptive/forced	adaptive	Immediately

Description	Valid values	Default value	Takes effect
<p>override threshold will be 70 - 10 = 60 %. In this scenario, Memory Monitor learned that out-of-memory error can happen at 70 % memory usage, so it adjusts the threshold to be 60 %.</p> <p>The override threshold that the "adaptive" strategy sets can be removed by temporarily setting the strategy to "forced". It must be kept as "forced" for at least the <code>memory-monitor-interval</code> time. The override can also be removed by reducing the configured threshold value so that the new configured value is equal to, or lower than, the override threshold.</p> <p>The override is removed if GRE is restarted, so it is recommended to change the configured threshold to match the override threshold before restarting the GRE.</p> <ul style="list-style-type: none"> forced—At out-of-memory error, it does nothing except logging the current memory usage. It forces Memory Monitor to raise an alarm only when 			

Description	Valid values	Default value	Takes effect
<p>memory usage is above the threshold. If using this approach, the threshold must be set low enough so that no out-of-memory errors occur. Temporarily setting this strategy allows the removal of the override threshold set by the "adaptive" strategy.</p>			
<p>memory-monitor-adaptive-threshold-safety-margin (implemented in HF 8.5.100.15)</p>			
<p>The safety margin percentage used by the "adaptive" strategy, when set. The new threshold, set when application memory is exhausted, is obtained by reducing this percentage amount from the percentage memory usage at the time of memory exhaustion.</p>	<p>integer: min 10, max 30</p>	<p>10</p>	<p>Immediately</p>

- Save your changes.

Next Steps

- Deploy the `genesys-rules-engine.war` file to your application server. See [Deploying the .WAR files](#).

Creating the GRE Application Object in Configuration Manager

Procedure

To create the application object for GRE in Configuration Manager, do the following:

1. Import the GRE application template into Configuration Manager.

1. In Configuration Manager, navigate to the `Application Templates` folder.
2. Right-click the `Application Templates` folder, and select `Import Application Template`.
3. Browse to the `templates` folder of the installation CD, and select the appropriate template for your version of Management Framework.
 - For Management Framework 8.1.1, select `Genesys_Rules_Engine.apd..`
 - For Management Framework 8.1 and earlier, select `Genesys_Rules_Engine_Generic_Server.apd..`
- Click `OK` to save the template.

2. Configure the Rules Engine application.

1. Right-click the `Applications` folder and select `New > Application`.
2. Select the template that you imported in the previous procedure.
3. On the `General` tab, enter a name for the application, such as `Rules_Engine`.
4. On the `Tenants` tab, add the Tenants that will be available to the Rules Engine.
5. On the `Server Info` tab, select the Host on which the application will be installed.
6. Add a default listening port.
7. Add an additional port. This port is the connector port on which the Rules Engine Servlet receives requests:
 - The `ID` value is the name of the Rules Engine web application. The default name of this application is `genesys-rules-engine`.
 - The `Listening Port` is the connector port of the Servlet Container. For example, on Tomcat the

default listening port is 8080.

- The Connection Protocol must be http.

8. On the Start Info tab, enter x for each field. These fields are not used, but you must enter some text there in order to save the configuration.
9. On the Options tab, configure options. Logging options are as follows:

log

Description	Valid values	Default value	Takes effect
<p>all</p> <p>Specifies the outputs to which an application sends all log events. The log output types must be separated by a comma when more than one output is configured. For example: all = stdout, logfile</p>	<ul style="list-style-type: none"> • stdout—Log events are sent to the Standard output (stdout). • stderr—Log events are sent to the Standard error output (stderr). • network—Log events are sent to Message Server, which can reside anywhere on the network. Message Server stores the log events in the Log Database. Setting the all log level option to the network output enables an application to send log events of the Standard, Interaction, and Trace levels to Message Server. Debug-level log events are neither sent to Message Server nor stored in the Log Database. • memory—Log events are sent to the memory output on the local disk. This is the safest output in terms of the 	<p>stdout</p>	<p>After restart</p>

Description	Valid values	Default value	Takes effect
	application performance. <ul style="list-style-type: none"> [filename]—Log events are stored in a file with the specified name. If a path is not specified, the file is created in the application's working directory. 		
expire			
Determines how many log files will be kept on disk. If set, expire specifies the maximum number of log files kept on disk.	Any number	(blank)	After restart
segment			
Determines whether a log output written to file is split in multiple segments. If it is, segment specifies the maximum size of each segment file.	Any number that represents the log size in megabyte	(blank)	After restart
standard			

Description	Valid values	Default value	Takes effect
<p>Specifies the outputs to which an application sends the log events of the Standard level. The log output types must be separated by a comma when more than one output is configured. For example:</p> <pre>standard = stderr, network</pre>	<ul style="list-style-type: none"> • <code>stdout</code>—Log events are sent to the Standard output (<code>stdout</code>). • <code>stderr</code>—Log events are sent to the Standard error output (<code>stderr</code>). • <code>network</code>— Log events are sent to Message Server, which can reside anywhere on the network. Message Server stores the log events in the Log Database. • <code>memory</code>—Log events are sent to the memory output on the local disk. This is the safest output in terms of the application performance. • <code>[filename]</code>—Log events are stored in a file with the specified name. If a path is not specified, the file is created in the application's working directory. 	<p><code>stdout</code></p>	<p>After restart</p>
trace (not in application template by default)			
<p>Specifies the outputs to which an application sends the log events of the Trace level and higher (that is, log events of the Standard, Interaction, and</p>	<ul style="list-style-type: none"> • <code>stdout</code>—Log events are sent to the Standard output (<code>stdout</code>). • <code>stderr</code>—Log events are sent to the Standard error output (<code>stderr</code>). • <code>network</code>—Log events are sent to Message Server, which can reside anywhere on the 	<p><code>stdout</code></p>	<p>After restart</p>

Description	Valid values	Default value	Takes effect
<p>Trace levels). The log outputs must be separated by a comma when more than one output is configured. For example: <code>trace = stderr, network</code></p>	<p>network. Message Server stores the log events in the Log Database.</p> <ul style="list-style-type: none"> memory—Log events are sent to the memory output on the local disk. This is the safest output in terms of the application performance. [filename]—Log events are stored in a file with the specified name. If a path is not specified, the file is created in the application's working directory. 		
verbose			
<p>Determines whether a log output is created. If it is, specifies the minimum level of log events generated. The log events levels, starting with the highest priority level, are Standard, Interaction, Trace, and Debug.</p>	<ul style="list-style-type: none"> all—All log events (that is, log events of the Standard, Trace, Interaction, and Debug levels) are generated. debug—The same as all. trace—Log events of the Trace level and higher (that is, log events of the Standard, Interaction, and Trace levels) are generated, but log events of the Debug level are not generated. interaction—Log events of the Interaction level and higher (that is, log events of the Standard and Interaction levels) 	<p>standard</p>	<p>After restart</p>

Description	Valid values	Default value	Takes effect
	<p>are generated, but log events of the Trace and Debug levels are not generated.</p> <ul style="list-style-type: none"> • standard Log events of the Standard level are generated, but log events of the Interaction, Trace, and Debug levels are not generated. • none—No output is produced. 		

10. Configure the options on the Settings tab as follows:

Settings in GRE

Description	Valid values	Default value	Takes effect
deployed-rules-directory			
<p>Specifies the directory in which to keep the working copy of deployed rule packages. When a package is deployed, a copy of the deployed package is placed here. When the rules engine is restarted, all packages defined in this directory are loaded and made</p>		/GCTI/logs/GRS_Engine	After restart

Description	Valid values	Default value	Takes effect
<p>available for execution. Specifying a deployed-rules-directory is recommended. If a value is not assigned to the deployed-rules-directory, the rule packages are placed in the WEB-INF\config sub-directory within the genesys-rules-engine web application directory. At this location the deployed rule packages may be deleted when an updated .war file is deployed.</p> <p>If you choose to change the default value, ensure that the path exists and that the application server can write to the specified directory.</p>			
max-number-rule-executions			

Description	Valid values	Default value	Takes effect
<p>The maximum number of rules to be executed during a request. This is used to detect unwanted recursion when <code>sequential-mode</code> is false. If this maximum is reached an error is reported.</p> <p>May be set to -1 to denote no maximum.</p>	Any positive integer or -1	10,000	Next rules execution
sequential-mode			
<p>Indicates whether to run the rules engine in sequential mode. In sequential mode, after the initial data set, no more data can be inserted or modified. This allows for the rules engine to operate in a simplified way.</p>	true/false	false	On rules deployment
verify-deployer-address			
<p>Indicates whether to verify the TCP address of the</p>	true/false	true	Immediately

Description	Valid values	Default value	Takes effect
application deploying rules to be that of an associated Genesys Rules Authoring Tool.			
esp-worker-threads			
Specifies the maximum number of worker threads available when using the ESP interface to execute rules.	Any positive integer	5	Immediately
load-packages-on-start			
Indicates whether to load deployed rule packages at application start up. If packages are not loaded at startup (value= false), then a package is loaded on its first execution request.	true/false	true	Immediately
json-hierarchical-driver			
With value true, the JsonHierarchic	true/false	false	Immediately

Description	Valid values	Default value	Takes effect
<p>alStreamDriver class is used to serialize JSON responses. With value false, the JettisonMappedXmlDriver class is used. The Jettison driver is unaware of the original data type and will try to detect numerical values and omit the quotes, whereas the JsonHierarchicalStreamDriver will maintain the data type.</p>			
cache-operational-parameters (new in 8.5.0)			
<p>Operational parameters are rule parameters whose value is obtained at rule execution time. They are configured in GAX as Parameter Groups, and stored in the Configuration Server database. Prior to 8.5,</p>	true/false	true	Immediately

Description	Valid values	Default value	Takes effect
<p>whenever an operational parameter was referenced during the execution of a rule, GRE would fetch the current value from Configuration Server. In high-volume environments, this could put unnecessary stress on Configuration Server.</p> <p>In GRS 8.5, the value of the operational parameters can be cached inside GRE, to make fetching faster. Instead of fetching the value with each reference, GRE will set up a listener to Configuration server and maintain the value in a local cache. When the administrator changes the value of the</p>			

Description	Valid values	Default value	Takes effect
<p>parameter using GAX, GRE will receive an event and update its local cache.</p> <p>If cache-operational-parameters is set to true (default), this new caching mechanism will be enabled.</p> <p>If cache-operational-parameters is set to false, no caching will be used and each reference will fetch the current value from Configuration Server (as was done prior to 8.5).</p>			
<p>parameter-cache-timeout (new in 8.5.0)</p>			
<p>When cache-operational-parameters is set to true, parameter-cache-timeout defines how long (in hours) an</p>	<p>Integer</p>	<p>168</p>	<p>Immediately</p>

Description	Valid values	Default value	Takes effect
<p>operational “parameter group” will remain in the cache. After the timeout expires, the transaction will be removed from the cache until the next time the value is requested. This is used to clean up old subscriptions to parameter groups which are no longer being referenced. The default value for this will be 168 (168 hours = 1 week).</p>			
clear-cache-on-disconnect (new in 8.5.0)			
<p>When cache-operational-parameter is set to true, the clear-cache-on-disconnect parameter defines what the behavior should be if GRE loses connection with the Configuration Server. If clear-</p>	true/false	false	Immediately

Description	Valid values	Default value	Takes effect
<p>cache-on-disconnect is set to false, GRE will continue to use the cached value for any rule evaluations, until such time as the Configuration Server is restored. With this option, there is a risk that GRE could use “stale” values for rule evaluation during the time the connection to Configuration Server is down. If clear-cache-on-disconnect is set to true, the cache will be cleared and a null (“”) value will be used in the rules. With this option, there is potential that rules will fail evaluation during the period that the Configuration Server connection is down.</p>			
include-rule-evaluation-detail-in-response (new in 8.5.001)			

Description	Valid values	Default value	Takes effect
<p>Returns rules that did not fire, conditions that evaluated false and rule evaluation time back to the REST client invoking the rule evaluation request. Prior to 8.5.001, only the results of rules that fired were returned.</p> <p>Note: Currently, the <code>rulesDisqualified</code> and <code>executionTime</code> is not returned via ESP to iWD.</p>	true/false	false	Immediately
unload-inactive-package-timeout (new in 8.5.1)			
<p>Specifies the interval (in minutes) after which, if a rule package remains unused by GRE, it is unloaded from memory. If the option is not specified, then packages are loaded in GRE with no timeout.</p>	Integer	No default	At GRE start/restart

Description	Valid values	Default value	Takes effect
<p>If a request for a rule package is received after the package has been unloaded, it is automatically loaded into memory again and the timer is restarted.</p>			
iwid-set-department-from-process (new in 8.5.100.21)			
<p>Enables (value = true), GRE to determine the Department from the properties of its Process, for ESP server requests. The setting of the Department from the Process properties will only occur if the Department is not specified and the business context level 1 is not specified.</p>	true/false	false	At GRE start/restart
enable-memory-monitor (implemented in HF 8.5.100.15)			
<p>Enables or disables the Memory Monitor feature.</p>	true/false: Absence of this property or invalid value results in false	false	At GRE start/restart

Description	Valid values	Default value	Takes effect
memory-monitor-interval (implemented in HF 8.5.100.15)			
The interval in seconds between periodic memory usage checks.	integer: min 1	60	At GRE start/restart
memory-monitor-threshold (implemented in HF 8.5.100.15)			
The memory usage threshold expressed as a percentage. If memory usage goes above the threshold, GRE's status.jsp returns HTTP 503 status with a message SYSTEM_STATUS_MEMORY_USAGE_ABOVE_THRESHOLD. Genesys Management layer is also notified about GRE's unavailability via status set in LCA Connection. When memory usage is back below the threshold, GRE's status.jsp returns HTTP 200 status and Genesys Management	integer: min 40, max 80	70	Immediately

Description	Valid values	Default value	Takes effect
Layer is notified that GRE is available.			
memory-monitor-threshold-strategy (implemented in HF 8.5.100.15)			
<p>Allows you to change the out of memory error handling behavior of memory monitor.</p> <ul style="list-style-type: none"> adaptive—At out-of-memory error, a new threshold is calculated and it is obtained by reducing the configured memory-monitor-adaptive-threshold-safety-margin amount from the percentage memory usage at the time Memory Monitor receives the out-of-memory notification. The threshold is reset only if the new calculated value is less than the configured threshold (or less than current override)—for example, if the configured threshold is 80 %, the safety margin is 10 % and if an out-of-memory error notification is retrieved when memory usage is 70 %, the new 	adaptive/forced	adaptive	Immediately

Description	Valid values	Default value	Takes effect
<p>override threshold will be 70 - 10 = 60 %. In this scenario, Memory Monitor learned that out-of-memory error can happen at 70 % memory usage, so it adjusts the threshold to be 60 %.</p> <p>The override threshold that the "adaptive" strategy sets can be removed by temporarily setting the strategy to "forced". It must be kept as "forced" for at least the memory-monitor-interval time. The override can also be removed by reducing the configured threshold value so that the new configured value is equal to, or lower than, the override threshold.</p> <p>The override is removed if GRE is restarted, so it is recommended to change the configured threshold to match the override threshold before restarting the GRE.</p> <ul style="list-style-type: none"> forced—At out-of-memory error, it does nothing except logging the current memory 			

Description	Valid values	Default value	Takes effect
<p>usage. It forces Memory Monitor to raise an alarm only when memory usage is above the threshold. If using this approach, the threshold must be set low enough so that no out-of-memory errors occur. Temporarily setting this strategy allows the removal of the override threshold set by the "adaptive" strategy.</p>			
memory-monitor-adaptive-threshold-safety-margin (implemented in HF 8.5.100.15)			
<p>The safety margin percentage used by the "adaptive" strategy, when set. The new threshold, set when application memory is exhausted, is obtained by reducing this percentage amount from the percentage memory usage at the time of memory exhaustion.</p>	<p>integer: min 10, max 30</p>	<p>10</p>	<p>Immediately</p>

11. Save your changes.

Installing the GRE Component

Purpose

- To run the installation package for the GRE, after the application has been created in Configuration Manager.

Prerequisites

- **Creating the GRE Application Object in Configuration Manager**

Start

1. From the host on which the GRE is to be installed, locate and double-click Setup.exe in the **rulesengine** folder of the Genesys Rules System CD.
2. Click **Next** on the **Welcome** screen of the installation wizard.
3. Enter the connection parameters to connect to Configuration Server (**Host**, **Port**, **User name**, and **Password**).
4. On the **Client Side Port Configuration** screen, if you do not want to configure client-side port parameters, leave the checkbox empty and click **Next**. If you do want to configure these settings, select the checkbox to display to additional options: **Port** and **IP Address**. Enter values for these options and click **Next**.
5. Select the Rules Engine application that you created in **Creating the GRE Application Object in Configuration Manager**. Click **Next**.
6. Specify the destination directory for the installation, or accept the default location, and click **Next**.
7. Enter the host and port of the optional backup Configuration Server and click **Next**.
8. Enter the number of times that the Rules Engine application should attempt to reconnect to Configuration Server (**Attempts**) before switching to the backup Configuration Server, and the amount of time (**Delay**) between attempts. Click **Next**.

Important

After the specified number of attempts to connect to the primary Configuration Server all fail, then connection to the backup Configuration Server is attempted. If these attempts to the backup Configuration Server fail, then once again connection to the Primary Configuration Server is attempted. If no backup Configuration Server is configured, there is no limit on the number of connection attempts.

9. Enter Application Name and click **Install**.
10. Click **Finish**.

End**Next Steps**

- Deploy the **genesys-rules-engine.war** file to your application server. See **Deploying the .WAR files**.

Installing GRAT

Genesys Administrator

Genesys recommends that you configure the GRAT by using Genesys Administrator. If you use Genesys Administrator, you can deploy the installation package from within Genesys Administrator.

Configuration Manager

You can configure the GRAT by using Configuration Manager if you are using an older version of Configuration Server, prior to 8.0.2, where Roles are not supported. If you use Configuration Manager, you will have to:

1. **Create the applications.**
2. **Run the setup program manually.**

Non-English Environments

When operating the GRAT in a non-English environment, you will need to configure the **URIEncoding** option to properly operate and integrate with the Genesys Framework environment. By default, Tomcat uses ISO-8859-1 character encoding when decoding URLs received from a browser. If you wish to use characters not included in this character set, you will need to set the **URIEncoding** option to UTF-8 in the **server.xml** file on the Connector that is used for the Genesys Rules Authoring Tool.

For example:

```
<Connector connectionTimeout="20000" port="8080" protocol="HTTP/1.1" redirectPort="8443"
URIEncoding="UTF-8" useBodyEncodingForURI="true"/>
```

Security Certificates in Initial Release of 8.5.1

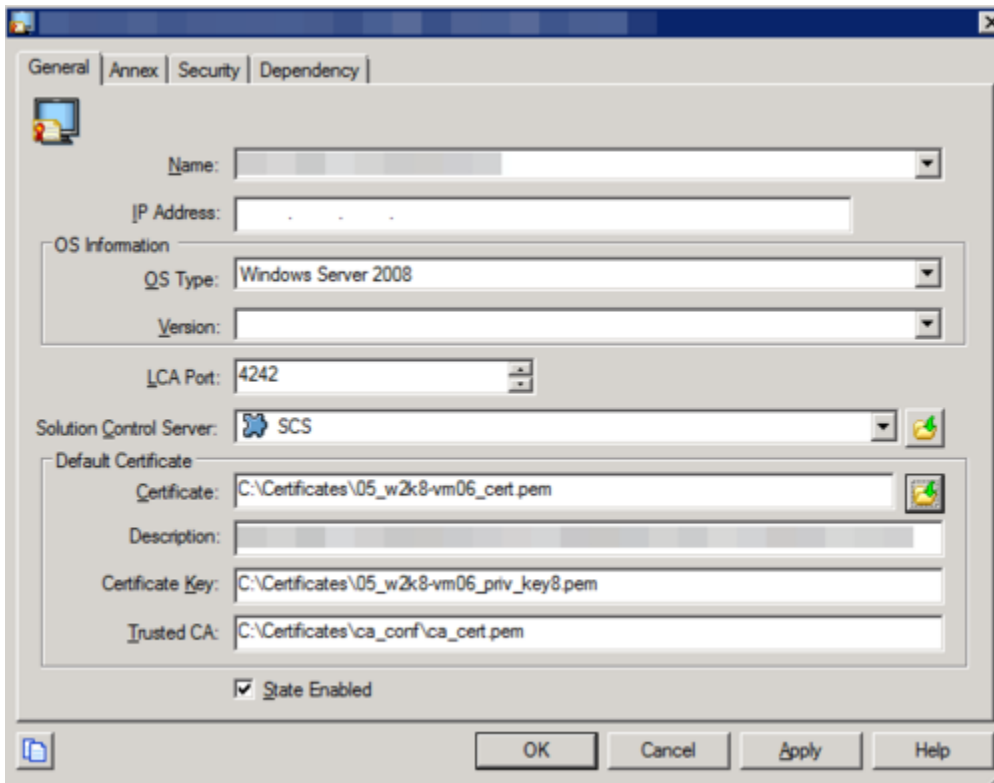
GRE and GRAT applications are unable to understand thumbprint certificates from the Windows Microsoft Certificate Store while connecting to Configuration Server or Message Server. Consequently they cannot establish a TLS connection to either Configuration Server or Message Server, and a security error is generated, such as this:

```
15:14:31.445 Alarm 21363 [ServerConnectionMonitor][Thread-2]: connect(): caught exception
while
opening connection to server '<GRAT/GREServerVersion>'. Nested exception: Could not configure
```

TLS.

Workaround

Create certificates in .PEM format and private-keys in PKCS#8 format—see the example below.



Paths to the physical certificates can be configured either on the Application or the Connection level, but not on the Host level (despite this being a general Genesys recommendation). For Host level certificates, if GRAT and GRE are located on the same host as Configuration Server or Message Server or other C++ applications, the secured connection will not be established because C++ based applications do not accept PKCS#8 format.

You can convert private-key from PEM to PKCS#8 format using the following OpenSSL command:

```
openssl pkcs8 -topk8 -nocrypt -in tradfile.pem -out p8file.pem
```


Deploying GRAT in Genesys Administrator

Purpose

To configure the GRAT applications and deploy the GRAT installation package using Genesys Administrator.

Prerequisites

To install GRAT on Configuration Servers 8.1.1 or later, Genesys Administrator 8.1.1 or later is required.

Procedure

1. Import the GRAT IP into Genesys Administrator.

Start

1. Import the installation package into Genesys Administrator:
 2. On the Deployment tab of GA select the Import button.
 - a. Select the Installation CD-ROM radio button.
 - b. Click Next.
 - c. Browse to the MediaInfo.xml file on the CD or the CD image location on the network (the path must be in UNC format).
 - d. Click Next.
 - e. Select GRAT for your operating system as well as the appropriate type in the list in order to import the installation package.
 - For Management Framework 8.1.1, the type is Business Rules Application Server.
 - For Management Framework 8.1 and earlier, the type is Genesys Generic Server.
- Select Next to start the import.
 - Click Finish when the import is complete.

2. Install the GRAT IP.

1. Select the Deployment tab in Genesys Administrator. The list of installation packages will now show the Genesys Rules Authoring Tool.
2. Right-click and select Install Package for the IP for your operating system and type.
3. Click Next to start the installation wizard. The following parameters must be defined/selected:
 - a. Application Name for the Genesys Authoring Tool server application.
 - b. Target Host—The host to which the .war file will be copied during the installation procedure.
 - c. Working Directory—The directory in which the .war file will be created.
 - d. Client Side IP Address (optional).
 - e. Client Side Port (optional).
 - f. Backup Configuration Server hostname.
 - g. Backup Configuration Server port.
 - h. Connection delay time in seconds.
 - i. Reconnect Attempts.

Important

After the specified number of attempts to connect to the primary Configuration Server all fail, connection to the backup Configuration Server is attempted. If these attempts to the backup Configuration Server fail, then once again connection to the Primary Configuration Server is attempted. If no backup Configuration Server is configured, there is no limit on the number of connection attempts.

- j. Client application name—The name of the GRAT client application.

Important

Items a through i will be written to the `bootstrapconfing.xml` file in the .war file. Any subsequent updates to the parameters will have to be made in that file.

11. On the next screen, enter the Connection ID and Connection Port for the Genesys Rules Authoring Server. Specify the connections for the Rules Authoring Server on the next screen (select the GRE application). You can also add this connection later under the Configuration for the application. Verify the previously-defined installation parameters on the Deployment Summary screen.

3. Configure the GRAT application.

To configure the GRAT server application:

1. On the Tenants tab, add all tenants that should be visible in the GRAT interface.
 - a. In the Server Info section, configure a default listening port.
 - b. On the Connections tab, add a connection to the Rules Engine application.
 - c. On the Connections tab, add a connection to the Database Access Point.
 - d. On the Options tab, configure log options.

log

Description	Valid values	Default value	Takes effect
<p>all</p> <p>Specifies the outputs to which an application sends all log events. The log output types must be separated by a comma when more than one output is configured. For example: all = stdout, logfile</p>	<ul style="list-style-type: none"> • stdout—Log events are sent to the Standard output (stdout). • stderr—Log events are sent to the Standard error output (stderr). • network—Log events are sent to Message Server, which can reside anywhere on the network. Message Server stores the log events in the Log Database. Setting the all log level option to the network output enables an application to send log events of the Standard, Interaction, and Trace levels to Message Server. Debug-level log events are neither sent to Message Server nor stored in the Log 	<p>stdout</p>	<p>After restart</p>

Description	Valid values	Default value	Takes effect
	<p>Database.</p> <ul style="list-style-type: none"> memory—Log events are sent to the memory output on the local disk. This is the safest output in terms of the application performance. [filename]—Log events are stored in a file with the specified name. If a path is not specified, the file is created in the application's working directory. 		
expire			
<p>Determines how many log files will be kept on disk. If set, expire specifies the maximum number of log files kept on disk.</p>	Any number	(blank)	After restart
segment			
<p>Determines whether a log output written to file is split in multiple segments. If it is, segment</p>	Any number that represents the log size in megabyte	(blank)	After restart

Description	Valid values	Default value	Takes effect
<p>specifies the maximum size of each segment file.</p>			
standard			
<p>Specifies the outputs to which an application sends the log events of the Standard level. The log output types must be separated by a comma when more than one output is configured. For example:</p> <p><code>standard = stderr, network</code></p>	<ul style="list-style-type: none"> • <code>stdout</code>—Log events are sent to the Standard output (<code>stdout</code>). • <code>stderr</code>—Log events are sent to the Standard error output (<code>stderr</code>). • <code>network</code>— Log events are sent to Message Server, which can reside anywhere on the network. Message Server stores the log events in the Log Database. • <code>memory</code>—Log events are sent to the memory output on the local disk. This is the safest output in terms of the application performance. • <code>[filename]</code>—Log events are stored in a file with the specified name. If a path is not specified, the file is created in the application's working directory. 	<p><code>stdout</code></p>	<p>After restart</p>
trace (not in application template by default)			

Description	Valid values	Default value	Takes effect
<p>Specifies the outputs to which an application sends the log events of the Trace level and higher (that is, log events of the Standard, Interaction, and Trace levels). The log outputs must be separated by a comma when more than one output is configured. For example: <code>trace = stderr, network</code></p>	<ul style="list-style-type: none"> • <code>stdout</code>—Log events are sent to the Standard output (<code>stdout</code>). • <code>stderr</code>—Log events are sent to the Standard error output (<code>stderr</code>). • <code>network</code>—Log events are sent to Message Server, which can reside anywhere on the network. Message Server stores the log events in the Log Database. • <code>memory</code>—Log events are sent to the memory output on the local disk. This is the safest output in terms of the application performance. • <code>[filename]</code>—Log events are stored in a file with the specified name. If a path is not specified, the file is created in the application's working directory. 	<p><code>stdout</code></p>	<p>After restart</p>
verbose			
<p>Determines whether a log output is created. If it is, specifies the minimum level of log events generated. The log events</p>	<ul style="list-style-type: none"> • <code>all</code>—All log events (that is, log events of the Standard, Trace, Interaction, and Debug levels) are generated. • <code>debug</code>—The same as <code>all</code>. • <code>trace</code>—Log events of the Trace level 	<p><code>standard</code></p>	<p>After restart</p>

Description	Valid values	Default value	Takes effect
<p>levels, starting with the highest priority level, are Standard, Interaction, Trace, and Debug.</p>	<p>and higher (that is, log events of the Standard, Interaction, and Trace levels) are generated, but log events of the Debug level are not generated.</p> <ul style="list-style-type: none"> • interaction—Log events of the Interaction level and higher (that is, log events of the Standard and Interaction levels) are generated, but log events of the Trace and Debug levels are not generated. • standard Log events of the Standard level are generated, but log events of the Interaction, Trace, and Debug levels are not generated. • none—No output is produced. 		

In addition to the standard logging options that you can configure, you can configure an option named `fileEncoding` in the logging section.

`fileEncoding` specifies the encoding to be used when creating the log file. For example, UTF-8. This value is optional. If you do not specify this option, the server's locale information will determine the log file encoding.

This option is available for both the GRE and the Genesys Rules Authoring Tool. Also, the `log4j.properties` file that is included in both components supports a similar option, `log4j.appender.runtime.Encoding`. The `log4j.properties` file is used for initial log configuration prior to the reading of the log configuration from the Configuration Server database.

5. In the settings section, the following options can be configured:

Settings in GRAT

Description	Valid values	Default value	Takes effect
group-by-level (group rules by business level)			
<p>There are three levels of rules: global, department, and process.</p> <p>With value true, rules are grouped by business level:</p> <ul style="list-style-type: none"> • All global rules belong to agenda group level0. • Department rules belong to agenda group level1. • Process rules belong to agenda group level2. <p>When a rule package is executed, level0 rules are executed first. Updates from this first pass then influence the department (level1) rules which are executed in the second pass. Updates from this second pass then influence any process rules</p>	true/false	true	Immediately

Description	Valid values	Default value	Takes effect
<p>(level2), which are executed in a third pass.</p> <p>Note: The GRE option sequential-mode must be false when group-by-level is set to true.</p> <p>When group-by-level is set to false, all rules are executed in a single pass. Changes made by a rule do not influence which other rules are executed (unless a Drools “update” or “insert” command is used).</p> <p><i>CEP functionality</i></p> <ul style="list-style-type: none"> Genesys Web Engagement's CEP functionality strips out the rule attribute that indicates which level a rule is associated with. So, the setting of the group-by-level has no influence on rule execution. 			

Description	Valid values	Default value	Takes effect
max-connections			
Specifies the maximum number of different users that may be connected to the server. Multiple connections from the same user ID are only counted once.	Any positive integer	99	After GRAT (re-)start
session-timeout			
Specifies the amount of time (in minutes) a client session can have no communication with the Rules Authoring Server before timing out. If no value is specified, the timeout (if any) defined by the application server applies. If the value is less than or equal to 0, the session will not time out.	Any positive integer	30	Immediately
session-timeout-alert-interval			
The amount of time (in	Any positive integer	1	Immediately

Description	Valid values	Default value	Takes effect
<p>minutes), prior to an expected timeout, for a user to be warned of a pending timeout. If no value is specified, or if the value is less than or equal to 0, the default warning period of 1 minute will be used. For example, if you set the value of this option to 3, the user will be warned 3 minutes prior to an expected timeout. This warning dialog box will prompt the user to extend the session. If the session is not extended, the user will be logged out and the login dialog box will be displayed. Any unsaved changes that the user made during their session will be lost.</p>			
strict-mode			

Description	Valid values	Default value	Takes effect
This option controls whether or not the rules authoring tool enables <i>strict</i> mode in the DROOLS rule compiler. Strict mode will cause the compiler to catch common mistakes when the rule author attempts to validate or save a rule.	true/false	true	Immediately
verify-deployer-address			
Indicates whether to verify the TCP address of the application deploying rules to be that of an associated Genesys Rules Engine.	true/false	true	Immediately
display-n-template-versions			
Specifies the maximum number of versions to display for any published template.	Minimum value 1	3	Immediately
deploy-response-timeout (not in application template by default)			
Specifies the timeout (in seconds) applied to the deployment of a rule package.	Any positive integer	300	Immediately
require-checkin-comment			

Description	Valid values	Default value	Takes effect
<p>Specifies whether users must add a check-in comment when committing changes to rules. These comments show up when viewing package history. If the value is set to false (default), users can save changes to rules without specifying a comment.</p>	true/false	false	Immediately
force-snapshot-on-deployment			
<p>Specifies whether users can deploy only a package snapshot. If the value is true, users can only deploy a package snapshot. If false (default), users can deploy either the LATEST package or a snapshot.</p>	true/false	false	Immediately
encoding (not in application template by default)			
<p>Activates Unicode support for the conversion of data between the local character set that is used by Configuration Manager and the UTF-8 encoding that is used by the Rules Authoring Server. By default, code page conversion is disabled. To activate this functionality, set this option to the name of a converter that can</p>			After GRAT restart

Description	Valid values	Default value	Takes effect
<p>translate the local character set to UTF format. The converter that is suitable for a particular deployment can be found by using the ICU Converter Explorer. There is no default value for this option. For valid values, see the ICU Home > Converter Explorer pages (http://demo.icu-project.org/icu-bin/convexp).</p>			
clear-repository-cache			
<p>The GRAT server builds and maintains a cache of the rules repository database (for example, index files, and so on), and stores this on the file system under WEB-INF/classes/repository. The cache improves performance when accessing frequently used rules, calendars, and so on. However, this cache must stay synchronized with the rules repository database.</p>	true/false	false	After GRAT (re-)start

Description	Valid values	Default value	Takes effect
<p>Normally, if GRAT is restarted, it reuses the existing cache, which is synchronized with the rules repository database. In this case, the <code>clear-repository-option</code> should be set to <code>false</code> (default).</p> <p>However, if you are configuring a second GRAT for cold standby (see High Availability Support), this option should be set to <code>true</code> for both the primary and the standby instances of GRAT. Since either GRAT could be brought online in the event of a failure, this option forces GRAT always to rebuild the cache and re-synchronize it with the rules repository database.</p>			

Description	Valid values	Default value	Takes effect
<p>Setting this option to true can delay the startup of GRAT, since the cache must be rebuilt, but it ensures that it is properly synchronized with the rules repository database.</p>			
evaluate-decision-table-rows-top-down (new in 8.5.0)			
<p>Determines the order that the Decision Table rows are written out to the DRL. The default value is false, meaning that the rows are executed from the bottom up. If you change this default option, the behavior of GRAT's Test Scenario feature changes immediately, but you will need to re-deploy the rule package in order for the change to be observed in GRE.</p>	true/false	false	Immediately
single-sign-on (new in 8.5.0)			

Description	Valid values	Default value	Takes effect
<p>Note: This configuration option should only be used when deploying in a Genesys Engage cloud single-sign on environment, and does not apply for Genesys on-premise customers deploying GRS.</p> <p>Indicates the login method: either single sign-on, or legacy login. With value false, the /index.jsp page will redirect to /login.jsp for legacy user login. With value true, then /index.jsp will redirect to /singlesignon.</p>	true/false	false	After GRAT (re-)start
link-to-hub (new in 8.5.0)			
<p>Note: This configuration option should only be used</p>	string	No default value	After GRAT (re-)start

Description	Valid values	Default value	Takes effect
<p>when deploying in a Genesys Engage cloud single-sign on environment, and does not apply for Genesys on-premise customers deploying GRS.</p> <p>This option specifies the URL to which GRAT should redirect once the GRAT SSO session completes. This URL is used in two situations:</p> <ul style="list-style-type: none"> • First, when the user clicks the log out button in GRAT, the browser will be redirected to this URL. • Second, if an SSO login is successful but the subsequent login to Configuration Server fails, then an error box is displayed to the user. Once the error box is dismissed, the browser will be redirected to the specified URL. <p>Note: The user</p>			

Description	Valid values	Default value	Takes effect
must have logged in via SSO for this to occur.			
decision-table-enable-wildcards (new in 8.5.001)			
Controls whether the wild card feature is enabled in decision tables.	true/false	true	After GRAT (re-)start
help-file-url (new in 8.5.001)			
Specifies the base URL location of online help for GRAT. You can specify a local protected URL to install the wiki Help files if your organization prefers.	String	http://docs.genesys.com/Special:GRATHelp	After GRAT (re-)start
use-legacy-language-pack-webhelp (introduced in 8.5.001 and removed in release 8.5.1)			
With value <code>true</code> , when the GRAT user clicks the Help button in non-English environments, GRAT will use the legacy WebHelp files shipped with the various language packs. These legacy files may not reflect the full set of current functionality. With value <code>false</code> (default), GRAT will retrieve online Help from the docs.genesys.com website in the desired	true/false	false	After GRAT (re-)start

Description	Valid values	Default value	Takes effect
language (if available). In release 8.5.1, translated online Help is available, so this option is not required.			
context-services-rest-api-protocol (new in 8.5.001)			
The protocol that GRAT uses for the Context Services metadata REST API. Valid values are: <ul style="list-style-type: none"> • http • https 	http, https	http	After GRAT (re-)start
context-services-rest-api-host (new in 8.5.001)			
The hostname of the Context Services that GRAT connects to.	String		After GRAT (re-)start
context-services-rest-api-port (new in 8.5.001)			
The port of the Context Services metadata API	String		After GRAT (re-)start
context-services-rest-api-base-path (new in 8.5.001)			
The base path of the Context Services API.		/	After GRAT (re-)start
list-object-use-name (new in 8.5.001.21)			

Description	Valid values	Default value	Takes effect
Enables users to control whether either the name or the display name of a Configuration Server list object is encoded in the DROOLS rule file.	true/false		After GRAT (re-)start
enable-nested-solutions (new in 8.5.100.21)			
Controls whether users can create new rule packages under any node of the hierarchy. For iWD, it is recommended to set this option to false.	true/false	false	After GRAT (re-)start
deploy-method (new in 8.5.100.21)			
Enables users to override the automatic detection of the protocol to construct the "callback" URL used by GRE to fetch the DRL. GRE will use the selected method to connect with the GRAT server during	auto / http / https	auto	After GRAT (re-)start

Description	Valid values	Default value	Takes effect
deployment.			

6. Give the application Read, Create, and Change permissions on the Scripts folder for each Tenant that you add. (One approach is to create a user called `GRAT_Application_Proxy` and add that user to the `SYSTEM` access group. Then, on the Security tab of the application, in the Log On As section, select `This account` and add the `GRAT_Application_Proxy` user. Make sure that the "System" access group has Read, Create, and Change permissions to the Scripts folder, and that you have applied these changes recursively.) The Security tab is available only in Genesys Administrator 8.1.0 and later. Therefore, if you are not using Genesys Administrator 8.1.0 or higher, you must perform this step through Genesys Configuration Manager.
7. Give the application Read permission for all roles, access groups and persons needed for GRS.
8. Create the GRAT client application by first importing the `Genesys_Rules_Authoring_Generic_Client_851.apd` to create the application template. From the application template, create the GRAT client application. The name of this application was specified during the installation of the IP. You just need to create the application and save it. You are not required to fill in any of the configuration properties.

Creating an Application Cluster in Configuration Manager

You can use a Configuration Server or Genesys Administrator application of type **Application Cluster** to define a group of Genesys Rules Engine (GRE) or Genesys Web Engagement engines. Engines in the group must be all of the same type—either all GRE engines or all Genesys Web Engagement engines.

When deploying a package in GRAT, the deployment target list may also contain cluster application names. When deployed to a cluster, the package is deployed to every engine in the cluster.

If deployment to any of the engines fail, details of the failure(s) are shown to the GRAT user and logged in the GRAT log. A deployed package is placed in service only after the deployment to all engines in the cluster is successful.

Procedure

1. Create an application template of type **Application Cluster**, if one does not already exist in your environment.
2. Create a Configuration Server application of type **Application Cluster**.
3. Add as connections to this cluster application the engine applications you wish to treat as a cluster. For each connection be sure to select the Port ID for the Rules Engine Web Application (either GRE or Genesys Web Engagement).
4. Add the cluster application as a connection to the GRAT application.
5. Save the changes.

This cluster application will now appear in the **Location** drop-down list in the **Deploy** window of GRAT and rules authors can select it as a deployment target.

HA Video

See also this video explaining high availability configuration.



Creating an Application Cluster in Genesys Administrator

Purpose

To create an application cluster in Genesys Administrator to which rules packages can be deployed.

Procedure

1. Create an application template of type **Application Cluster**, if one does not already exist in your environment.
2. Create a Genesys Administrator application of type **Application Cluster**.
3. Go to **Provisioning > Environment > Applications**. If required, navigate to the folder in which you want to store the new Application object.
4. Open the **Tasks** panel, if necessary, and click **Create Application** in the **Create** section.
5. Follow the steps in the **Create New Application** wizard.
6. Add as connections to this cluster application the engine applications you wish to treat as a cluster. For each connection be sure to select the Port ID for the Rules Engine Web Application (either GRE or Genesys Web Engagement).
7. Add the cluster application as a connection to the GRAT application.
8. Save the changes.

HA Video

See also this video explaining high availability configuration.



Creating the GRAT Application Object in Configuration Manager

Purpose

To create the Application objects in Configuration Manager that will link the GRAT with Configuration Server. The GRAT requires two applications in Configuration Server: a server application and a client application.

Procedure

1. Import the GRAT application template for the server.

To import the application template that is to be used for the server application:

1. In Configuration Manager, navigate to the `Application Templates` folder.
 2. Right-click the `Application Templates` folder, and select `Import Application Template`.
 3. Browse to the `templates` folder of the installation CD, and select the appropriate template for your version of Management Framework.
 - For Management Framework 8.1.1, select `Genesys_Rules_Authoring_Server_851.apd`.
 - For Management Framework 8.1 and earlier, select `Genesys_Rules_Authoring_Generic_Server_851.apd`.
- Click OK to save the template.

2. Import the GRAT application template for the client.

To import the template that is to be used for the client application:

1. Right-click the `Application Templates` folder.
 2. Select `Import Application Template`.
 3. Browse to the `templates` folder of the installation CD.
 4. Select `Genesys_Rules_Authoring_Generic_Client_851.apd`.
-

5. Click OK to save the template.

3. Configure the server application.

Configuring the server application

To configure the server application:

1. Right-click the Applications folder and select New > Application.
2. Select the Genesys_Rules_Authoring_Generic_Server template.
3. On the General tab, enter a name for the application, such as Rules_Authoring_Server.
4. On the Tenants tab, add the Tenants that will be visible in the GRAT interface.
5. On the Server Info tab, select the Host on which the application will be installed, and configure a default listening port.
6. On the Start Info tab, enter x for each field. This is required in order to save the configuration.
7. On the Connections tab, add a connection to the Rules Engine application (multiple Rules Engine applications can be added).

Tip

The Port ID selected for a Rules Engine connection should be the name of the Rules Engine Web application. Optionally, a connection to an application cluster of Rule Engines may be added.

8. On the Connections tab, add a connection to the Database Access Point (DAP).
9. On the Connections tab, add a connection to the Message Server.
10. Click **Apply**.
11. On the Options tab, configure log options.
12. In the settings section, the following options can be configured:

Settings in GRAT

Description	Valid values	Default value	Takes effect
group-by-level (group rules by business level)			
<p>There are three levels of rules: global, department, and process.</p> <p>With value <code>true</code>, rules are grouped by business level:</p> <ul style="list-style-type: none"> • All global rules belong to agenda group <code>level0</code>. • Department rules belong to agenda group <code>level1</code>. • Process rules belong to agenda group <code>level2</code>. <p>When a rule package is executed, <code>level0</code> rules are executed first. Updates from this first pass then influence the department (<code>level1</code>) rules which are executed in the second pass. Updates from this second pass then influence any process rules</p>	<p><code>true/false</code></p>	<p><code>true</code></p>	<p>Immediately</p>

Description	Valid values	Default value	Takes effect
<p>(level2), which are executed in a third pass.</p> <p>Note: The GRE option sequential-mode must be false when group-by-level is set to true.</p> <p>When group-by-level is set to false, all rules are executed in a single pass. Changes made by a rule do not influence which other rules are executed (unless a Drools “update” or “insert” command is used).</p> <p><i>CEP functionality</i></p> <ul style="list-style-type: none"> Genesys Web Engagement's CEP functionality strips out the rule attribute that indicates which level a rule is associated with. So, the setting of the group-by-level has no influence on rule execution. 			

Description	Valid values	Default value	Takes effect
max-connections			
Specifies the maximum number of different users that may be connected to the server. Multiple connections from the same user ID are only counted once.	Any positive integer	99	After GRAT (re-)start
session-timeout			
Specifies the amount of time (in minutes) a client session can have no communication with the Rules Authoring Server before timing out. If no value is specified, the timeout (if any) defined by the application server applies. If the value is less than or equal to 0, the session will not time out.	Any positive integer	30	Immediately
session-timeout-alert-interval			
The amount of time (in	Any positive integer	1	Immediately

Description	Valid values	Default value	Takes effect
<p>minutes), prior to an expected timeout, for a user to be warned of a pending timeout. If no value is specified, or if the value is less than or equal to 0, the default warning period of 1 minute will be used. For example, if you set the value of this option to 3, the user will be warned 3 minutes prior to an expected timeout. This warning dialog box will prompt the user to extend the session. If the session is not extended, the user will be logged out and the login dialog box will be displayed. Any unsaved changes that the user made during their session will be lost.</p>			
strict-mode			

Description	Valid values	Default value	Takes effect
This option controls whether or not the rules authoring tool enables <i>strict</i> mode in the DROOLS rule compiler. Strict mode will cause the compiler to catch common mistakes when the rule author attempts to validate or save a rule.	true/false	true	Immediately
verify-deployer-address			
Indicates whether to verify the TCP address of the application deploying rules to be that of an associated Genesys Rules Engine.	true/false	true	Immediately
display-n-template-versions			
Specifies the maximum number of versions to display for any published template.	Minimum value 1	3	Immediately
deploy-response-timeout (not in application template by default)			
Specifies the timeout (in seconds) applied to the deployment of a rule package.	Any positive integer	300	Immediately
require-checkin-comment			

Description	Valid values	Default value	Takes effect
<p>Specifies whether users must add a check-in comment when committing changes to rules. These comments show up when viewing package history. If the value is set to false (default), users can save changes to rules without specifying a comment.</p>	true/false	false	Immediately
force-snapshot-on-deployment			
<p>Specifies whether users can deploy only a package snapshot. If the value is true, users can only deploy a package snapshot. If false (default), users can deploy either the LATEST package or a snapshot.</p>	true/false	false	Immediately
encoding (not in application template by default)			
<p>Activates Unicode support for the conversion of data between the local character set that is used by Configuration Manager and the UTF-8 encoding that is used by the Rules Authoring Server. By default, code page conversion is disabled. To activate this functionality, set this option to the name of a converter that can</p>			After GRAT restart

Description	Valid values	Default value	Takes effect
<p>translate the local character set to UTF format. The converter that is suitable for a particular deployment can be found by using the ICU Converter Explorer. There is no default value for this option. For valid values, see the ICU Home > Converter Explorer pages (http://demo.icu-project.org/icu-bin/convexp).</p>			
clear-repository-cache			
<p>The GRAT server builds and maintains a cache of the rules repository database (for example, index files, and so on), and stores this on the file system under WEB-INF/classes/repository. The cache improves performance when accessing frequently used rules, calendars, and so on. However, this cache must stay synchronized with the rules repository database.</p>	true/false	false	After GRAT (re-)start

Description	Valid values	Default value	Takes effect
<p>Normally, if GRAT is restarted, it reuses the existing cache, which is synchronized with the rules repository database. In this case, the <code>clear-repository-option</code> should be set to <code>false</code> (default).</p> <p>However, if you are configuring a second GRAT for cold standby (see High Availability Support), this option should be set to <code>true</code> for both the primary and the standby instances of GRAT. Since either GRAT could be brought online in the event of a failure, this option forces GRAT always to rebuild the cache and re-synchronize it with the rules repository database.</p>			

Description	Valid values	Default value	Takes effect
<p>Setting this option to true can delay the startup of GRAT, since the cache must be rebuilt, but it ensures that it is properly synchronized with the rules repository database.</p>			
evaluate-decision-table-rows-top-down (new in 8.5.0)			
<p>Determines the order that the Decision Table rows are written out to the DRL. The default value is false, meaning that the rows are executed from the bottom up. If you change this default option, the behavior of GRAT's Test Scenario feature changes immediately, but you will need to re-deploy the rule package in order for the change to be observed in GRE.</p>	true/false	false	Immediately
single-sign-on (new in 8.5.0)			

Description	Valid values	Default value	Takes effect
<p>Note: This configuration option should only be used when deploying in a Genesys Engage cloud single-sign on environment, and does not apply for Genesys on-premise customers deploying GRS.</p> <p>Indicates the login method: either single sign-on, or legacy login. With value false, the /index.jsp page will redirect to /login.jsp for legacy user login. With value true, then /index.jsp will redirect to /singlesignon.</p>	true/false	false	After GRAT (re-)start
link-to-hub (new in 8.5.0)			
<p>Note: This configuration option should only be used</p>	string	No default value	After GRAT (re-)start

Description	Valid values	Default value	Takes effect
<p>when deploying in a Genesys Engage cloud single-sign on environment, and does not apply for Genesys on-premise customers deploying GRS.</p> <p>This option specifies the URL to which GRAT should redirect once the GRAT SSO session completes. This URL is used in two situations:</p> <ul style="list-style-type: none">• First, when the user clicks the log out button in GRAT, the browser will be redirected to this URL.• Second, if an SSO login is successful but the subsequent login to Configuration Server fails, then an error box is displayed to the user. Once the error box is dismissed, the browser will be redirected to the specified URL. <p>Note: The user</p>			

Description	Valid values	Default value	Takes effect
must have logged in via SSO for this to occur.			
decision-table-enable-wildcards (new in 8.5.001)			
Controls whether the wild card feature is enabled in decision tables.	true/false	true	After GRAT (re-)start
help-file-url (new in 8.5.001)			
Specifies the base URL location of online help for GRAT. You can specify a local protected URL to install the wiki Help files if your organization prefers.	String	http://docs.genesys.com/Special:GRATHelp	After GRAT (re-)start
use-legacy-language-pack-webhelp (introduced in 8.5.001 and removed in release 8.5.1)			
With value <code>true</code> , when the GRAT user clicks the Help button in non-English environments, GRAT will use the legacy WebHelp files shipped with the various language packs. These legacy files may not reflect the full set of current functionality. With value <code>false</code> (default), GRAT will retrieve online Help from the docs.genesys.com website in the desired	true/false	false	After GRAT (re-)start

Description	Valid values	Default value	Takes effect
language (if available). In release 8.5.1, translated online Help is available, so this option is not required.			
context-services-rest-api-protocol (new in 8.5.001)			
The protocol that GRAT uses for the Context Services metadata REST API. Valid values are: <ul style="list-style-type: none"> • http • https 	http, https	http	After GRAT (re-)start
context-services-rest-api-host (new in 8.5.001)			
The hostname of the Context Services that GRAT connects to.	String		After GRAT (re-)start
context-services-rest-api-port (new in 8.5.001)			
The port of the Context Services metadata API	String		After GRAT (re-)start
context-services-rest-api-base-path (new in 8.5.001)			
The base path of the Context Services API.		/	After GRAT (re-)start
list-object-use-name (new in 8.5.001.21)			

Description	Valid values	Default value	Takes effect
Enables users to control whether either the name or the display name of a Configuration Server list object is encoded in the DROOLS rule file.	true/false		After GRAT (re-)start
enable-nested-solutions (new in 8.5.100.21)			
Controls whether users can create new rule packages under any node of the hierarchy. For iWD, it is recommended to set this option to false.	true/false	false	After GRAT (re-)start
deploy-method (new in 8.5.100.21)			
Enables users to override the automatic detection of the protocol to construct the "callback" URL used by GRE to fetch the DRL. GRE will use the selected method to connect with the GRAT server during	auto / http / https	auto	After GRAT (re-)start

Description	Valid values	Default value	Takes effect
deployment.			

13. Give the application Read, Create, and Change permissions on the Scripts folder for each Tenant that you add. (One approach is to create a user called `GRAT_Application_Proxy` and add that user to the SYSTEM access group. Then, on the Security tab of the application, in the Log On As section, select This account and add the `GRAT_Application_Proxy` user.)
14. Click Save.

4. Configure the client application.

To configure the client application:

1. Right-click the Applications folder.
2. Select New > Application.
3. Select the `Genesys_Rules_Authoring_Generic_Client` template.
4. On the General tab, enter a name for the application, such as `Rules_Authoring_Client`.
5. Click Save.

Next Steps

- **Installing the GRAT Component**

Installing the GRAT Component

Purpose

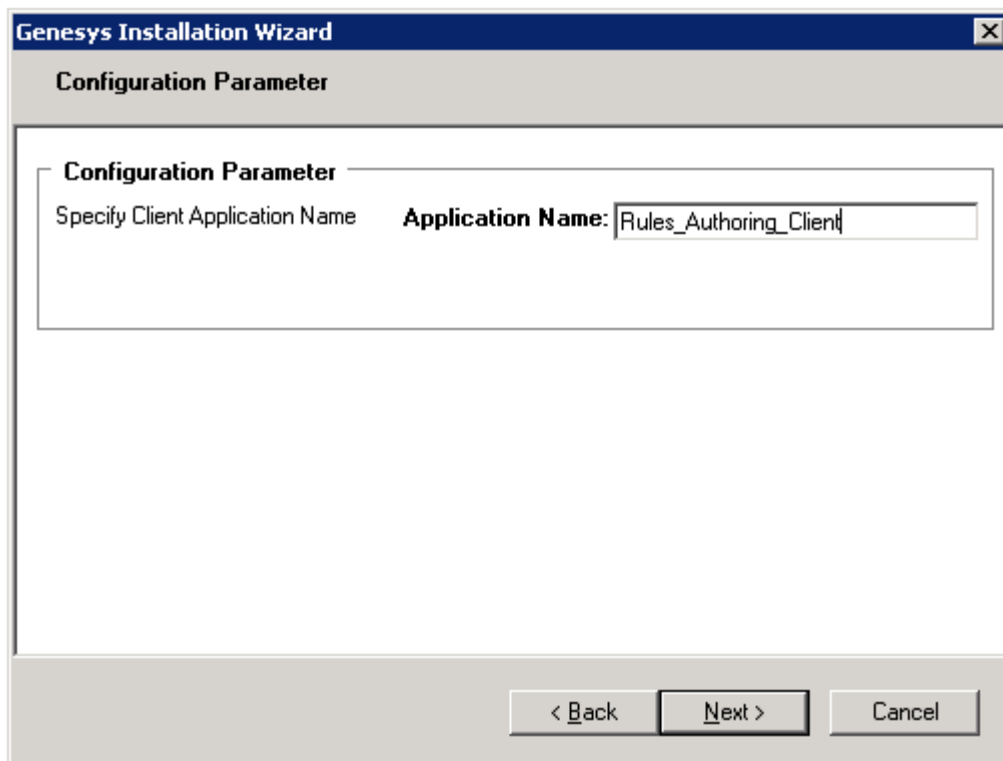
To run the the installation package for the GRAT after the applications are configured in Configuration Manager.

Prerequisites

- **Configuring the Rules Repository Database**
- **Creating the GRAT Application Objects in Configuration Manager**

Procedure

1. From the host on which the GRAT is to be installed, locate and double-click **Setup.exe** in the **rulesauthoring** folder of the Genesys Rules System CD.
2. Click **Next** on the **Welcome** screen of the installation wizard.
3. Enter the connection parameters to connect to Configuration Server (**Host**, **Port**, **User name**, and **Password**).
4. On the **Client Side Port Configuration** screen, if you do not want to configure client-side port parameters, leave the checkbox empty and click **Next**. If you do want to configure these settings, select the checkbox to display to additional options: **Port** and **IP Address**. Enter values for these options and click **Next**.
5. Select the GRAT application that you created in **Creating the GRAT Application Objects in Configuration Manager**. Click **Next**.
6. Specify the destination directory for the installation, or accept the default location, and click **Next**.
7. Enter the host and port of the optional backup Configuration Server and click **Next**.
8. Enter the number of times that the GRAT Server application should attempt to reconnect to Configuration Server (Attempts) and the amount of time (**Delay**) between attempts. Click **Next**.
9. On the screen that is shown in **Creating the GRAT Application Objects in Configuration Manager**, specify the name of the rules authoring *client* application and click **Next**.



Specify the Rules Authoring Client Application Name

10. Select **Application Server Type**. Click **Next**.
11. Click **Install**.
12. Click **Finish**.

Next Steps

- Before using GRAT, you will need to set up users and roles. See **Role Task Permissions** and **Configuring a User** for more information.

Deploying .WAR Files

The **genesys-rules-authoring.war** and **genesys-rules-engine.war** files must be copied or deployed to your web container. When the **.war** files have been deployed, you will be able to launch GRE and GRAT.

The **.war** files can be found in the destination folder that you specified when you installed the IPs.

- If you are using Tomcat, copy the files and paste them into the Tomcat **webapps** folder.
- If you are using WebSphere, deploy the **.war** files by using WebSphere Administrative Console.

Refer to the documentation for your web application server (Tomcat or WebSphere) for specific deployment instructions.

Genesys recommends the following minimum JVM memory settings for your application server to ensure GRS components have enough memory for operation. This may need to be adjusted based on your configuration and depending upon any other applications deployed to your application server.

```
-XX:MaxPermSize=256m  
-Xms256m  
-Xmx1024m
```

Configuring WebSphere 8.5

Prerequisites

From release 8.1.3 of GRS, WebSphere 8.5 requires some once-only additional configuration to enable GRAT to deploy successfully to GRE.

Procedure

1. Extract **httpclient-4.1.1.jar** and **httpcore-4.1.jar** from the **WEB-INF/lib** directory of **genesys-rules-engine.war** and store them in:

```
${WAS_INSTALL_ROOT}\optionalLibraries
```

2. Configure these two JAR files as Isolated Shared Libraries.

- a. From the WS Admin console select Environment->SharedLibraries->New
- b. Set the name to sharedStuff
- c. Set the classpath to:

```
${WAS_INSTALL_ROOT}/optionalLibraries/httpclient-4.1.1.jar
```

and

```
${WAS_INSTALL_ROOT}/optionalLibraries/httpcore-4.1.jar
```

- d. Check the **Use an isolated class loader for this shared library** check box. Click **Apply** and **Save**.
3. Navigate to **Enterprise Applications->genesys-rules-engine->Shared library references** and add the sharedStuff shared library reference to the web module.
 4. Navigate to **Enterprise Applications->genesys-rules-authoring>Shared library references** and add the sharedStuff shared library reference to the web module.

Installing the GRDT Component

Online Installation

Purpose

To install the Genesys Rules Development Tool (GRDT). The GRDT is an Eclipse plug-in that can be installed either into a stand-alone Eclipse instance or into Genesys Composer.

Prerequisites

- Genesys Composer or Eclipse must be installed. If you want to install the GRDT Eclipse plug-in into a stand-alone Eclipse IDE platform (not Composer), and do not already have Eclipse, you can download it from the following location: <http://www.eclipse.org/downloads/>
- Ensure your version of Eclipse is version 3.5.0 or higher. In Eclipse, select **Help > Check for Updates**.
- Before installing GRDT in Composer, enable the Galileo update site in Composer. This is found in **Windows/Preferences**, under the **Install/Updates/Available Software Sites** node. Find or add the entry for <http://download.eclipse.org/releases/galileo> and enable it.

Procedure

1. Locate the GRDT installation zip file on the Genesys Rules CD (in the **rulesdevelopment** folder) and save it locally.
2. Start up Eclipse or Composer.
3. In Eclipse or Composer, select **Help > Install New Software**.
4. Browse to the GRDT installation zip file and drag it onto the **Available Software** dialog box. This action adds the location as a "site". When it has been added, it will appear in the drop-down list. It does not have to be added each time. If you get an error when you drag and drop the file, open the drop-down list to see if the site already exists, and select it from the list.
5. Check **Genesys Rules System** in the list of software and click Next.
6. Check **Template Development Tool**, accept the license terms, and click **Finish**.

Important

If you do not check the checkbox, and click **Next**, you will get an error.

7. Change the perspective so that you can view the GRDT interface. Navigate to **Window > Open Perspective > Other > Template Development**.
8. Click on **Server Preferences**, and edit the following information (you can also access these preferences by directly navigating to **Window/Preferences/Genesys Rules System/Repository Server**):
 - **Name**—The name of the server on which the web container is running that is hosting the GRAT server.
 - **Port**—The listening port for your web container (such as 8080).
 - **servlet-path**:genesys-rules-authoring.
 - In the **Authentication** section, enter the user name and password for a user who is defined in Configuration Server. The user entered here (or an access group to which the user belongs) must have, at a minimum, Read and Execute permissions to the Genesys Rules Authoring client application (in Configuration Server) in order to access the Rules Repository through the GRDT. That is, the user whose name and password is provided here must have Read and Execute permissions or must belong to an access group that has those permissions to the GRAT client Application object. Refer to **Role-Based Access Control** for more information about roles.

Important

Even after configuring the connection parameters to the GRS repository server as described in Step 8, you will not see a connection to the GRS repository in the GRS Server Explorer view of GRDT until you start your application server, so that the GRAT web application is deployed and running.

- While still in the **Preferences** dialog, select **Genesys Rules System/Configuration Server**, and edit the following information:
 - **Name**—The name of the server on which the Genesys Configuration Server is running.
 - **Port**—The listening port for the Genesys Configuration Server (normally 2020).
 - **Application**—The name, as configured in Genesys Configuration Server, of the GRAT client application that you created, as described earlier in **Installing the GRAT Component**.
 - **User name**—The name of a Configuration Server user. Note that this user's access control determines which objects can be accessed from GRDT, such as Business Attributes and Transaction objects.
 - **Password**—The password of the Configuration Server user.
- If you have a sample to import, navigate to **File > Import > General > Existing Projects into Workspace** and click **Next**.

- Browse to the sample, check in the list of projects, and click **Finish**.

Important

If you are working with Genesys Technical Support, you will need to supply the exact version of the GRDT you are using. Refer to **Locating the GRDT Version Number** for information about how to find the version number.

Offline Installation

For environments where internet access is not available, copy the entire Composer directory to a 'sandbox' where internet is available, then install GRDT and the required dependencies. Once GRDT is working as expected copy the entire directory structure back to the production machine.

Next Steps

- Before using the GRDT, you will need to set up users and various script parameters. See **Template Script Objects** and **Configuring a User** for more information.

Testing the Installation

Test the installation by logging in a user to the GRAT.

See **Configuring a User for the GRAT** to verify that the user has the correct permissions.

1. Start your web application container (Tomcat or WebSphere) on the server(s) that are hosting the GRAT and the GRE.
2. Open a web browser and enter the URL for the GRAT—for example **http://<host>:<port>/genesys-rules-authoring/login.jsp** (or **http://<host>:<port>/genesys-rules-authoring/singlesignon.jsp** if this is configured) where <host> is the name of the server on which the web container is running that is hosting the GRAT server, and <port> is the listening port for your web container (such as 8080). These are the same host and port that you entered in **Installing the GRDT Component**. The default name is **genesys-rules-authoring**, but you can override this name during deployment.
3. On the login screen, enter the credentials for a user to login to the GRAT. Users who log into the GRAT must have access to one or more tenants in a multi-tenant environment, with, at minimum, Read permission to the tenant(s). In addition, users or access groups must have, at a minimum, Read and Execute permissions to this GRAT client Application object in Configuration Server, in order to log in to the GRAT.

Installing GRS On Unix Platforms

For the supported UNIX versions, please consult the **Genesys Supported Operating Environment Reference Guide**.

Procedure

To install the GRE or the GRAT on UNIX systems:

1. Create the Application objects in Configuration Manager or Genesys Administrator. Please refer to the following topics:
 - **Creating the Genesys Rules Engine Application Object in Configuration Manager**
 - **Deploying GRE in Genesys Administrator**
2. Locate and run the **install.sh** scripts for each component (found in their respective directories on the CD).

Example of the command terminal from an installation of the GRE on a Linux host

This example includes the script's prompts, as well as the user's input (in bold).

```
bash-3.2$ ./install.sh
-----
Welcome to the Genesys 8.5 Installation Script
-----

Installing Genesys Rules Engine, version 8.5.xxx.xx

Please enter the hostname or press enter for "rh5x64-vm1" => <ENTER> was selected

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.

Please enter the following information about your Configuration Server:

Configuration Server Hostname =>host1
Network port =>2020
User name =>default
Password => the password was entered

Client Side Port Configuration
Select the option below to use a Client Side Port. If you select
this option, the application can use Client Side Port number for initial connection to
Configuration Server.
Do you want to use Client Side Port option (y/n)?y
```

```

Client Side Port port =>8888
Client Side IP Address (optional), the following values can be used
135.xxx.xx.xxx
=><ENTER> was selected
Backup Configuration Server Hostname =>host2
Backup Network port =>2020

Please choose which application to install:
1 : GRE8500004_rh5x64-vm1
=>1

Press ENTER to confirm "0" as
the Number of attempts to reconnect to primary Configuration Server or enter a new one =>6

Press ENTER to confirm "0" as
the Delay in seconds between reconnect attempts or enter a new one =>3

Please enter full path of the destination directory for installation =>/home/GRS/GRE/8500004/
linux

The target install directory /home/GRS/GRE/8.5.xxx.xx/linux
has files in it. Please select an action to perform:
1. Back up all files in the directory
2. Overwrite only the files contained in this package
3. Wipe the directory clean
1, 2, or 3 =>2

Extracting tarfile: data.tar.gz to directory: /home/user/GRS/GRE/8.5.xxx.xx/linux
...

Installation of Genesys Rules Engine, version 8.5.xxx.xx has completed successfully.

```

Example of the command terminal from an installation of the GRAT on a Linux host

This example includes the script's prompts, as well as the user's input (in bold).

```

bash-3.2$ ./install.sh
-----
Welcome to the Genesys 8.5 Installation Script
-----

Installing Genesys Rules Authoring Tool, version 8.5.xxx.xx

Please enter the hostname or press enter for "rh5x64-vm1" =><ENTER> was selected

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.

Please enter the following information about your Configuration Server:

Configuration Server Hostname =>host1
Network port =>2020
User name =>default
Password => the password was entered

Client Side Port Configuration

```

Select the option below to use a Client Side Port. If you select this option, the application can use Client Side Port number for initial connection to Configuration Server.

Do you want to use Client Side Port option (y/n)?y
Client Side Port port =>9999
Client Side IP Address (optional), the following values can be used
135.xxx.xx.xxx
=><ENTER> was selected
Backup Configuration Server Hostname =>host2
Backup Network port =>2020

Please choose which application to install:

1 : GRAT8500010_rh5x64-vm1
2 : GRE8500004_rh5x64-vm1
=>1

Press ENTER to confirm "0" as
the Number of attempts to reconnect to primary Configuration Server or enter a new one =>3

Press ENTER to confirm "0" as
the Delay in seconds between reconnect attempts or enter a new one =>6

Client connection application =>GRSRuleClient

Please enter full path of the destination directory for installation =>/home/GRS/GRAT/
8.5.xxx.xx/linux

The target install directory /home/GRS/GRAT/8.5.xxx.xx/linux

has files in it. Please select an action to perform:

1. Back up all files in the directory
2. Overwrite only the files contained in this package
3. Wipe the directory clean
1, 2, or 3 =>2

Extracting tarfile: data.tar.gz to directory: /home/user/GRS/GRAT/8.5.xxx.xx/linux

...

Installation of Genesys Rules Authoring Tool, version 8.5.xxx.xx has completed successfully.

High Availability Support

GRE

The Genesys Rules Engine (GRE) can be set up in a cluster in order to provide a highly available configuration. GRE is considered a critical path application because the execution of rules depends upon at least one node in the system being available. Since GRE is stateless, each rule execution request can be dispatched to any node in the cluster, and should a node fail, another node could execute the request.

The load balancer can be set up to dispatch requests to each GRE node at random, or in a round-robin fashion. There is no need to configure "session stickiness" as there are no sessions to maintain between rule execution requests.

GRAT

Unlike GRE, only one Genesys Rules Authoring Tool (GRAT) instance can be connected to a particular rules repository database at a time. GRAT is not considered a critical path application because it only handles the creation, editing and deployment of rules. If GRAT should fail, rule execution continues uninterrupted. Only rule editing becomes unavailable.

GRAT can be set up in a cold standby configuration. A standby GRAT can be installed as a mirror image on a separate machine and be configured to use the same configuration management application, same HTTP ports, and so on. Should the primary GRAT fail (hardware failure, network), the standby GRAT could be brought online quickly to restore service. Both the primary and standby GRATs can be connected to the same repository database; however, they should not be connected simultaneously. The rule author would have to log in again and resume their activity.

When configuring a standby GRAT, use option `clear-repository-cache=true` for both the primary and backup GRAT instances. Setting this option to `true` can delay the startup of GRAT, since the cache must be rebuilt each time, but it ensures that it is properly synchronized with the rules repository database.

HA Video

See also this video explaining high availability configuration.



GRS Configuration Options

The following tables list GRS configuration options.

log

Description	Valid values	Default value	Takes effect
<p>all</p> <p>Specifies the outputs to which an application sends all log events. The log output types must be separated by a comma when more than one output is configured. For example: all = stdout, logfile</p>	<ul style="list-style-type: none"> • stdout—Log events are sent to the Standard output (stdout). • stderr—Log events are sent to the Standard error output (stderr). • network—Log events are sent to Message Server, which can reside anywhere on the network. Message Server stores the log events in the Log Database. Setting the all log level option to the network output enables an application to send log events of the Standard, Interaction, and Trace levels to Message Server. Debug-level log events are neither sent to Message Server nor stored in the Log Database. • memory—Log events are sent to the memory output on the local disk. This is the safest output in terms of the application 	<p>stdout</p>	<p>After restart</p>

Description	Valid values	Default value	Takes effect
	<p>performance.</p> <ul style="list-style-type: none"> [filename]—Log events are stored in a file with the specified name. If a path is not specified, the file is created in the application's working directory. 		
expire			
<p>Determines how many log files will be kept on disk. If set, expire specifies the maximum number of log files kept on disk.</p>	Any number	(blank)	After restart
segment			
<p>Determines whether a log output written to file is split in multiple segments. If it is, segment specifies the maximum size of each segment file.</p>	Any number that represents the log size in megabyte	(blank)	After restart
standard			
<p>Specifies the outputs to which an application sends the log events of the Standard level. The log output types must be separated by a comma when more than one output is configured. For example:</p> <pre>standard = stderr, network</pre>	<ul style="list-style-type: none"> stdout—Log events are sent to the Standard output (stdout). stderr—Log events are sent to the Standard error output (stderr). network— Log events are sent to Message Server, which can reside anywhere on the network. Message Server stores the log events in the Log Database. memory—Log events are sent to the 	stdout	After restart

Description	Valid values	Default value	Takes effect
	<p>memory output on the local disk. This is the safest output in terms of the application performance.</p> <ul style="list-style-type: none"> • [filename]—Log events are stored in a file with the specified name. If a path is not specified, the file is created in the application's working directory. 		
trace (not in application template by default)			
<p>Specifies the outputs to which an application sends the log events of the Trace level and higher (that is, log events of the Standard, Interaction, and Trace levels). The log outputs must be separated by a comma when more than one output is configured. For example: trace = stderr, network</p>	<ul style="list-style-type: none"> • stdout—Log events are sent to the Standard output (stdout). • stderr—Log events are sent to the Standard error output (stderr). • network—Log events are sent to Message Server, which can reside anywhere on the network. Message Server stores the log events in the Log Database. • memory—Log events are sent to the memory output on the local disk. This is the safest output in terms of the application performance. • [filename]—Log events are stored in a file with the specified name. If a path is not specified, the file is created in the application's working directory. 	<p>stdout</p>	<p>After restart</p>

Description	Valid values	Default value	Takes effect
<p>verbose</p> <p>Determines whether a log output is created. If it is, specifies the minimum level of log events generated. The log events levels, starting with the highest priority level, are Standard, Interaction, Trace, and Debug.</p>	<ul style="list-style-type: none"> • all—All log events (that is, log events of the Standard, Trace, Interaction, and Debug levels) are generated. • debug—The same as all. • trace—Log events of the Trace level and higher (that is, log events of the Standard, Interaction, and Trace levels) are generated, but log events of the Debug level are not generated. • interaction—Log events of the Interaction level and higher (that is, log events of the Standard and Interaction levels) are generated, but log events of the Trace and Debug levels are not generated. • standard Log events of the Standard level are generated, but log events of the Interaction, Trace, and Debug levels are not generated. • none—No output is produced. 	<p>standard</p>	<p>After restart</p>

Settings in GRAT

Description	Valid values	Default value	Takes effect
group-by-level (group rules by business level)			
<p>There are three levels of rules: global, department, and process.</p> <p>With value <code>true</code>, rules are grouped by business level:</p> <ul style="list-style-type: none"> • All global rules belong to agenda group <code>level0</code>. • Department rules belong to agenda group <code>level1</code>. • Process rules belong to agenda group <code>level2</code>. <p>When a rule package is executed, <code>level0</code> rules are executed first. Updates from this first pass then influence the department (<code>level1</code>) rules which are executed in the second pass. Updates from this second pass then influence any process rules (<code>level2</code>), which are executed in a third pass.</p> <p>Note: The GRE option <code>sequential-mode</code> must be <code>false</code> when <code>group-by-level</code> is set to <code>true</code>.</p> <p>When <code>group-by-level</code> is set to <code>false</code>, all rules are executed in a single pass. Changes made by a rule do not influence which other rules are executed (unless a Drools “update” or “insert” command is used).</p> <p><i>CEP functionality</i></p> <ul style="list-style-type: none"> • Genesys Web Engagement's CEP functionality strips out the rule attribute that indicates which level a rule is associated with. So, the setting of the <code>group-by-level</code> has no influence on rule 	<p><code>true/false</code></p>	<p><code>true</code></p>	<p>Immediately</p>

Description	Valid values	Default value	Takes effect
execution.			
max-connections			
Specifies the maximum number of different users that may be connected to the server. Multiple connections from the same user ID are only counted once.	Any positive integer	99	After GRAT (re-)start
session-timeout			
Specifies the amount of time (in minutes) a client session can have no communication with the Rules Authoring Server before timing out. If no value is specified, the timeout (if any) defined by the application server applies. If the value is less than or equal to 0, the session will not time out.	Any positive integer	30	Immediately
session-timeout-alert-interval			
The amount of time (in minutes), prior to an expected timeout, for a user to be warned of a pending timeout. If no value is specified, or if the value is less than or equal to 0, the default warning period of 1 minute will be used. For example, if you set the value of this option to 3, the user will be warned 3 minutes prior to an expected timeout. This warning dialog box will prompt the user to extend the session. If the session is not extended, the user will be logged out and the login dialog box will be displayed. Any unsaved changes that the user made during their session will be lost.	Any positive integer	1	Immediately
strict-mode			
This option controls whether or not the rules authoring tool enables <i>strict</i> mode in the DROOLS rule compiler. Strict mode will cause the compiler to catch common mistakes when the rule author	true/false	true	Immediately

Description	Valid values	Default value	Takes effect
attempts to validate or save a rule.			
verify-deployer-address			
Indicates whether to verify the TCP address of the application deploying rules to be that of an associated Genesys Rules Engine.	true/false	true	Immediately
display-n-template-versions			
Specifies the maximum number of versions to display for any published template.	Minimum value 1	3	Immediately
deploy-response-timeout (not in application template by default)			
Specifies the timeout (in seconds) applied to the deployment of a rule package.	Any positive integer	300	Immediately
require-checkin-comment			
Specifies whether users must add a check-in comment when committing changes to rules. These comments show up when viewing package history. If the value is set to false (default), users can save changes to rules without specifying a comment.	true/false	false	Immediately
force-snapshot-on-deployment			
Specifies whether users can deploy only a package snapshot. If the value is true, users can only deploy a package snapshot. If false (default), users can deploy either the LATEST package or a snapshot.	true/false	false	Immediately
encoding (not in application template by default)			
Activates Unicode support for the conversion of data between the local character set that is used by Configuration Manager and the UTF-8 encoding that is used by the Rules Authoring Server. By default, code			After GRAT restart

Description	Valid values	Default value	Takes effect
<p>page conversion is disabled. To activate this functionality, set this option to the name of a converter that can translate the local character set to UTF format. The converter that is suitable for a particular deployment can be found by using the ICU Converter Explorer. There is no default value for this option. For valid values, see the ICU Home > Converter Explorer pages (http://demo.icu-project.org/icu-bin/convexp).</p>			
clear-repository-cache			
<p>The GRAT server builds and maintains a cache of the rules repository database (for example, index files, and so on), and stores this on the file system under WEB-INF/classes/repository. The cache improves performance when accessing frequently used rules, calendars, and so on. However, this cache must stay synchronized with the rules repository database.</p> <p>Normally, if GRAT is restarted, it re-uses the existing cache, which is synchronized with the rules repository database. In this case, the clear-repository-option should be set to false (default).</p> <p>However, if you are configuring a second GRAT for cold standby (see High Availability Support), this option should be set to true for both the primary and the standby instances of GRAT. Since either GRAT could be brought online in the event of a failure, this option forces GRAT always to rebuild the cache and re-synchronize it with the rules repository database. Setting this option to true can delay the startup of GRAT, since the cache must be rebuilt, but it ensures that it is properly synchronized</p>	<p>true/false</p>	<p>false</p>	<p>After GRAT (re-)start</p>

Description	Valid values	Default value	Takes effect
with the rules repository database.			
evaluate-decision-table-rows-top-down (new in 8.5.0)			
Determines the order that the Decision Table rows are written out to the DRL. The default value is false, meaning that the rows are executed from the bottom up. If you change this default option, the behavior of GRAT's Test Scenario feature changes immediately, but you will need to re-deploy the rule package in order for the change to be observed in GRE.	true/false	false	Immediately
single-sign-on (new in 8.5.0)			
<p>Note: This configuration option should only be used when deploying in a Genesys Engage cloud single-sign on environment, and does not apply for Genesys on-premise customers deploying GRS.</p> <p>Indicates the login method: either single sign-on, or legacy login. With value false, the /index.jsp page will redirect to /login.jsp for legacy user login. With value true, then /index.jsp will redirect to /singlesignon.</p>	true/false	false	After GRAT (re-)start
link-to-hub (new in 8.5.0)			
<p>Note: This configuration option should only be used when deploying in a Genesys Engage cloud single-sign on environment, and does not apply for Genesys on-premise customers deploying GRS.</p> <p>This option specifies the URL to which GRAT should redirect once the GRAT SSO session completes. This URL is used in two situations:</p> <ul style="list-style-type: none"> • First, when the user clicks the log out button in GRAT, the browser will be redirected to this URL. • Second, if an SSO 	string	No default value	After GRAT (re-)start

Description	Valid values	Default value	Takes effect
<p>login is successful but the subsequent login to Configuration Server fails, then an error box is displayed to the user. Once the error box is dismissed, the browser will be redirected to the specified URL.</p> <p>Note: The user must have logged in via SSO for this to occur.</p>			
decision-table-enable-wildcards (new in 8.5.001)			
Controls whether the wild card feature is enabled in decision tables.	true/false	true	After GRAT (re-)start
help-file-url (new in 8.5.001)			
Specifies the base URL location of online help for GRAT. You can specify a local protected URL to install the wiki Help files if your organization prefers.	String	http://docs.genesys.com/Special:GRATHelp	After GRAT (re-)start
use-legacy-language-pack-webhelp (introduced in 8.5.001 and removed in release 8.5.1)			
<p>With value <code>true</code>, when the GRAT user clicks the Help button in non-English environments, GRAT will use the legacy WebHelp files shipped with the various language packs. These legacy files may not reflect the full set of current functionality. With value <code>false</code> (default), GRAT will retrieve online Help from the docs.genesys.com website in the desired language (if available). In release 8.5.1, translated online Help is available, so this option is not required.</p>	true/false	false	After GRAT (re-)start

Description	Valid values	Default value	Takes effect
context-services-rest-api-protocol (new in 8.5.001)			
The protocol that GRAT uses for the Context Services metadata REST API. Valid values are: <ul style="list-style-type: none"> • http • https 	http, https	http	After GRAT (re-)start
context-services-rest-api-host (new in 8.5.001)			
The hostname of the Context Services that GRAT connects to.	String		After GRAT (re-)start
context-services-rest-api-port (new in 8.5.001)			
The port of the Context Services metadata API	String		After GRAT (re-)start
context-services-rest-api-base-path (new in 8.5.001)			
The base path of the Context Services API.		/	After GRAT (re-)start
list-object-use-name (new in 8.5.001.21)			
Enables users to control whether either the name or the display name of a Configuration Server list object is encoded in the DROOLS rule file.	true/false		After GRAT (re-)start
enable-nested-solutions (new in 8.5.100.21)			
Controls whether users can create new rule packages under any node of the hierarchy. For iWD, it is recommended to set this option to false.	true/false	false	After GRAT (re-)start
deploy-method (new in 8.5.100.21)			
Enables users to override the automatic detection of the protocol to construct the "callback" URL used by GRE to fetch the DRL. GRE will use the selected method to connect with the GRAT server during deployment.	auto / http / https	auto	After GRAT (re-)start

Settings in GRE

Description	Valid values	Default value	Takes effect
deployed-rules-directory			
<p>Specifies the directory in which to keep the working copy of deployed rule packages. When a package is deployed, a copy of the deployed package is placed here. When the rules engine is restarted, all packages defined in this directory are loaded and made available for execution. Specifying a <code>deployed-rules-directory</code> is recommended. If a value is not assigned to the <code>deployed-rules-directory</code>, the rule packages are placed in the <code>WEB-INF\config</code> sub-directory within the <code>genesys-rules-engine</code> web application directory. At this location the deployed rule packages may be deleted when an updated <code>.war</code> file is deployed.</p> <p>If you choose to change the default value, ensure that the path exists and that the application server can write to the specified directory.</p>		<code>/GCTI/logs/GRS_Engine</code>	After restart
max-number-rule-executions			
<p>The maximum number of rules to be executed during a request. This is used to detect unwanted recursion when <code>sequential-mode</code> is false. If this maximum is reached an error is reported.</p> <p>May be set to <code>-1</code> to denote no maximum.</p>	Any positive integer or <code>-1</code>	10,000	Next rules execution
sequential-mode			
<p>Indicates whether to run the rules engine in sequential mode. In sequential mode, after the initial data set, no more data can be inserted or modified. This allows for the rules engine to operate in a simplified way.</p>	<code>true/false</code>	<code>false</code>	On rules deployment
verify-deployer-address			
<p>Indicates whether to verify the TCP address of the application</p>	<code>true/false</code>	<code>true</code>	Immediately

Description	Valid values	Default value	Takes effect
deploying rules to be that of an associated Genesys Rules Authoring Tool.			
esp-worker-threads			
Specifies the maximum number of worker threads available when using the ESP interface to execute rules.	Any positive integer	5	Immediately
load-packages-on-start			
Indicates whether to load deployed rule packages at application start up. If packages are not loaded at startup (value=false), then a package is loaded on its first execution request.	true/false	true	Immediately
json-hierarchical-driver			
With value true, the <code>JsonHierarchicalStreamDriver</code> class is used to serialize JSON responses. With value false, the <code>JettisonMappedXmlDriver</code> class is used. The Jettison driver is unaware of the original data type and will try to detect numerical values and omit the quotes, whereas the <code>JsonHierarchicalStreamDriver</code> will maintain the data type.	true/false	false	Immediately
cache-operational-parameters (new in 8.5.0)			
Operational parameters are rule parameters whose value is obtained at rule execution time. They are configured in GAX as Parameter Groups, and stored in the Configuration Server database. Prior to 8.5, whenever an operational parameter was referenced during the execution of a rule, GRE would fetch the current value from Configuration Server. In high-volume environments, this could put unnecessary stress on Configuration Server. In GRS 8.5, the value of the operational parameters can be cached inside GRE, to make fetching faster. Instead	true/false	true	Immediately

Description	Valid values	Default value	Takes effect
<p>of fetching the value with each reference, GRE will set up a listener to Configuration server and maintain the value in a local cache. When the administrator changes the value of the parameter using GAX, GRE will receive an event and update its local cache.</p> <p>If cache-operational-parameters is set to true (default), this new caching mechanism will be enabled.</p> <p>If cache-operational-parameters is set to false, no caching will be used and each reference will fetch the current value from Configuration Server (as was done prior to 8.5).</p>			
parameter-cache-timeout (new in 8.5.0)			
<p>When cache-operational-parameters is set to true, parameter-cache-timeout defines how long (in hours) an operational “parameter group” will remain in the cache. After the timeout expires, the transaction will be removed from the cache until the next time the value is requested. This is used to clean up old subscriptions to parameter groups which are no longer being referenced. The default value for this will be 168 (168 hours = 1 week).</p>	Integer	168	Immediately
clear-cache-on-disconnect (new in 8.5.0)			
<p>When cache-operational-parameter is set to true, the clear-cache-on-disconnect parameter defines what the behavior should be if GRE loses connection with the Configuration Server. If clear-cache-on-disconnect is set to false, GRE will continue to use the cached value for any rule evaluations, until such time as the Configuration Server is restored. With this option, there is a risk that GRE could use “stale” values for rule evaluation during the time the connection to Configuration Server is down. If clear-cache-on-disconnect is set</p>	true/false	false	Immediately

Description	Valid values	Default value	Takes effect
to true, the cache will be cleared and a null ("") value will be used in the rules. With this option, there is potential that rules will fail evaluation during the period that the Configuration Server connection is down.			
include-rule-evaluation-detail-in-response (new in 8.5.001)			
Returns rules that did not fire, conditions that evaluated false and rule evaluation time back to the REST client invoking the rule evaluation request. Prior to 8.5.001, only the results of rules that fired were returned. Note: Currently, the rulesDisqualified and executionTime is not returned via ESP to iWD.	true/false	false	Immediately
unload-inactive-package-timeout (new in 8.5.1)			
Specifies the interval (in minutes) after which, if a rule package remains unused by GRE, it is unloaded from memory. If the option is not specified, then packages are loaded in GRE with no timeout. If a request for a rule package is received after the package has been unloaded, it is automatically loaded into memory again and the timer is restarted.	Integer	No default	At GRE start/restart
iwd-set-department-from-process (new in 8.5.100.21)			
Enables (value = true), GRE to determine the Department from the properties of its Process, for ESP server requests. The setting of the Department from the Process properties will only occur if the Department is not specified and the business context level 1 is not specified.	true/false	false	At GRE start/restart
enable-memory-monitor (implemented in HF 8.5.100.15)			
Enables or disables the Memory Monitor feature.	true/false: Absence of this property or invalid value results in false	false	At GRE start/restart
memory-monitor-interval (implemented in HF 8.5.100.15)			

Description	Valid values	Default value	Takes effect
The interval in seconds between periodic memory usage checks.	integer: min 1	60	At GRE start/restart
memory-monitor-threshold (implemented in HF 8.5.100.15)			
The memory usage threshold expressed as a percentage. If memory usage goes above the threshold, GRE's status.jsp returns HTTP 503 status with a message SYSTEM_STATUS_MEMORY_USAGE_ABOVE_THRESHOLD. Genesys Management layer is also notified about GRE's unavailability via status set in LCA Connection. When memory usage is back below the threshold, GRE's status.jsp returns HTTP 200 status and Genesys Management Layer is notified that GRE is available.	integer: min 40, max 80	70	Immediately
memory-monitor-threshold-strategy (implemented in HF 8.5.100.15)			
Allows you to change the out of memory error handling behavior of memory monitor. <ul style="list-style-type: none"> adaptive—At out-of-memory error, a new threshold is calculated and it is obtained by reducing the configured memory-monitor-adaptive-threshold-safety-margin amount from the percentage memory usage at the time Memory Monitor receives the out-of-memory notification. The threshold is reset only if the new calculated value is less than the configured threshold (or less than current override)—for example, if the configured threshold is 80 %, the safety margin is 10 % and if an out-of-memory 	adaptive/forced	adaptive	Immediately

Description	Valid values	Default value	Takes effect
<p>error notification is retrieved when memory usage is 70 %, the new override threshold will be 70 - 10 = 60 %. In this scenario, Memory Monitor learned that out-of-memory error can happen at 70 % memory usage, so it adjusts the threshold to be 60 %.</p> <p>The override threshold that the "adaptive" strategy sets can be removed by temporarily setting the strategy to "forced". It must be kept as "forced" for at least the memory-monitor-interval time. The override can also be removed by reducing the configured threshold value so that the new configured value is equal to, or lower than, the override threshold.</p> <p>The override is removed if GRE is restarted, so it is recommended to change the configured threshold to match the override threshold before restarting the GRE.</p> <ul style="list-style-type: none"> forced—At out-of-memory error, it does nothing except logging the current 			

Description	Valid values	Default value	Takes effect
<p>memory usage. It forces Memory Monitor to raise an alarm only when memory usage is above the threshold. If using this approach, the threshold must be set low enough so that no out-of-memory errors occur. Temporarily setting this strategy allows the removal of the override threshold set by the "adaptive" strategy.</p>			
memory-monitor-adaptive-threshold-safety-margin (implemented in HF 8.5.100.15)			
<p>The safety margin percentage used by the "adaptive" strategy, when set. The new threshold, set when application memory is exhausted, is obtained by reducing this percentage amount from the percentage memory usage at the time of memory exhaustion.</p>	integer: min 10, max 30	10	Immediately

Troubleshooting

This section contains the following topics:

- **Configuration Considerations**
- **Configuration Diagrams**
- **Locating the GRDT Version Number**
- **The log4j.properties File**
- **GRE Server Status Check**

Configuration Considerations

This section contains some considerations that you should keep in mind when you are configuring your Genesys Rules System environment.

Genesys Rules Authoring Tool (Server)

In a multi-tenant environment, the authorized tenant(s) must be added to the Tenants tab.

- This application must have a connection to at least one GRE application, Genesys Web Engagement Engine application, or application cluster.
- A default listening port must be specified in the configuration.
- On the Security tab, under Log On As, you must provide the username of a user who has Read, Change, and Create permissions to the Scripts folder.

The Security tab is available only in Genesys Administrator 8.1.0 or later. Otherwise, you must perform this part of the configuration through Configuration Manager.

Genesys Rules Authoring Tool (Client)

- Users or access groups must have, at a minimum, Read and Execute permissions to this application, in order to log in to the Genesys Rules Authoring Tool.
- Users or access groups must have, at a minimum, Read and Execute permissions to this application, in order to access the Repository through the Rules Development Tool. That is, on the Repository Server preferences screen in the Genesys Rules Development Tool, the user whose name and password is provided must have Read and Execute permission—or must belong to an access group that has those permissions—to the GRAT client application object.

Genesys Rules Engine

- Tenants that may use this Rules Engine must be specified.
 - When deploying a rule package from the Rules Authoring Tool, if there are no "target" Rules Engines to select from, check that the correct tenants have been specified for both the Rule Authoring Tool and Rules Engines. Only those Rules Engines whose tenants match will be displayed.
- A default listening port must be specified in the configuration.
- A second port must be specified in the configuration:
 - ID: genesys-rules-engine (the name of the Rules Engine web application; can be changed by the installer)

-
- Port: (port being used by Tomcat or WebSphere)
 - Protocol: http
 - Secured: Optionally, select to activate deployment over a secured connection.

Access Groups

No access groups are created out of the box for Genesys Rules System. Suggested access groups to create, at a minimum, are the following:

- Rule Authors
- Rule Developers

Roles

- Requires Configuration Server and Genesys Administrator 8.0.2 or later.
- No roles are created out of the box for Genesys Rules System.
- Suggested roles to create, at a minimum, are the following:
 - Rules Administrator (all privileges)
 - Rules Author (relevant privileges in the Rule Authoring and Business Calendar groups)
 - Rules Developer (all privileges in the Rule Templates group)
- Users may be assigned individually to these roles, and/or access groups to which the users belong may be assigned to these roles.
- Role changes take effect immediately. See [Role-Based Access Control](#) for more information about roles and role-based access control.

Users/Persons

- No users are created out of the box for Genesys Rules System.
- Genesys Rules System users can be agents or non-agents.
- Users who log in to the GRAT must have access to one or more tenants, in a multi-tenant environment, with at least Read permission to the tenant(s).
- The user who is specified in the GRDT preferences must have access to one or more tenants, in a multi-tenant environment, with at least Read permission to the tenant(s).
- In addition to the users for the GRAT and the user(s) for the Rules Development Tool, you must create one non-agent user (for example, GRAT_Application_Proxy) who has Read and Change permissions to the Scripts folder.

Business Structure

- No business structure is created out of the box for Genesys Rules System.
- If you are using the Genesys Rules System with intelligent Workload Distribution, the business structure is created in the iWD GAX Plug-in and is then synchronized with Configuration Server, after which it becomes available for use by the Genesys Rules System.
- A top-level folder must be created, of type Business Unit (called Configuration Unit in Configuration Manager) or Site, with the exact name of Business Structure.
- Within the Business Structure folder, at least one more Business Unit or Site must be created (it does not matter which one).

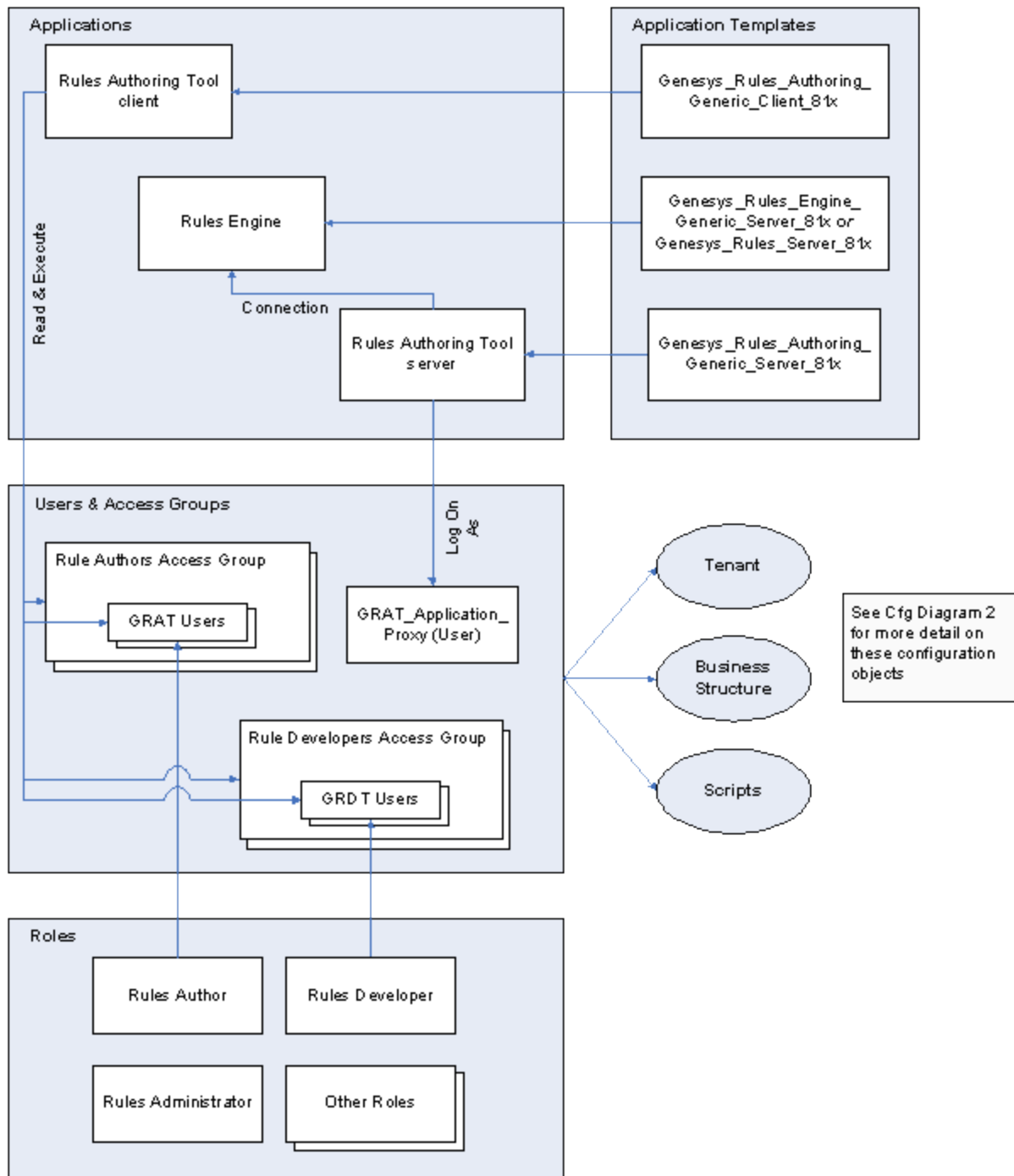
These first level nodes under Business Structure represent the Solution(s). Within each solution, additional levels of hierarchy may be created, as needed, using either Business Units or Sites. Those levels of hierarchy beneath the Solution level will represent the business context.

- Multiple solutions may be created by creating additional Business Units or Sites directly beneath the Business Structure folder.
- Business Structure is created under Resources for single tenant Configuration Server or under a Tenant for a multi-tenant Configuration Server.
- Read permission to the Business Structure folder must be provided to the users and/or access groups that you want to use the Rules Authoring Tool. Normally, if the user or access group has permission to the Tenant object, this will be propagated automatically. If you do not want a user or access group to have permission to see all nodes of the business structure, you can control this by not giving that user or access group(s) Read permission to those folders. See [About Business Structure](#) for more information.

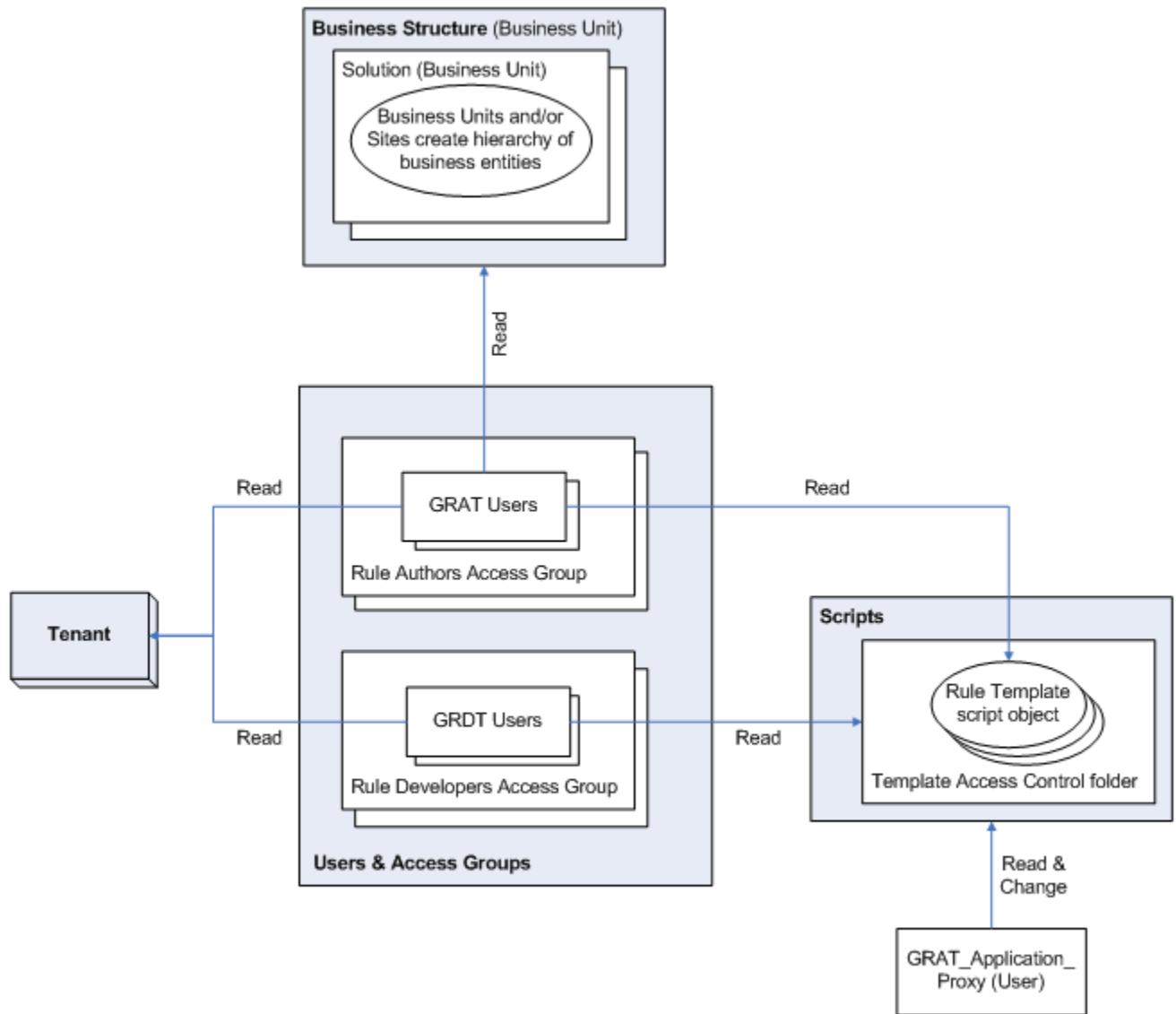
Scripts

- A user (such as GRAT_Application_Proxy) on whose behalf the GRAT server will update the Scripts folder must have Read, Create, and Change permissions to this folder.
- Individual Rules Development Tool users, or one or more access group(s) to which they belong, must have Read permissions to the individual Script objects that represent the rule templates to which they should have access. Alternatively, you might decide to grant permission to the entire Template Access Control scripts folder to individual users or an access group such as Rule Developers, and allow that permission to propagate to all scripts that might be created in the future.
- Individual GRAT users, or one or more access group(s) to which they belong, must have read permissions to individual Script objects that represent the rule templates that rule authors should be able to add to a rule package when creating it.
- Users need Read access to parameter scripts. These scripts are maintained via Genesys Administrator Extension.

Configuration Diagrams



Configuration Diagram 1



Configuration Diagram 2

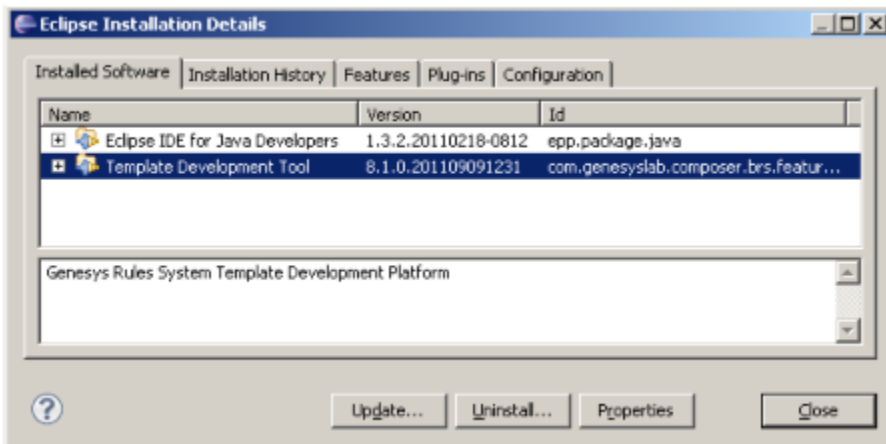
Locating the GRDT Version Number

The GRDT is an Eclipse plug-in with a specific version number format that is not easily located. If you are working with Genesys Technical Support, you will need to supply the exact version of the GRDT you are using.

Procedure

To locate the version number:

1. In Composer, go to Help > About Composer. If you are using Eclipse, go to Help > About Eclipse.
2. Click on Installation Details.
3. On the Installed Software tab, you will see an entry for Template Development Tool. In the column, you will see the version number (in the format 8.1.x.xxxxxxxxxx, as shown in the diagram below).



GRDT Version Number

Important

You will not be able to select this version through the Web form when creating a Service Request, so you will need to select Unspecified. Include the full version number in your Service Request details.

The log4j.properties File

The `log4j.properties` file is used to configure initial logging for the Rules Engine and for the Genesys Rules Authoring Tool. Once the Rules Engine and GRAT are initialized, logging is done through the configured Application options. The `log4j.properties` file contains logging attributes that are used during the startup of the application, before the configured log settings are read by Configuration Server. In general, you should not have to modify this file and you can accept the default values. But should you need to change the defaults, perform the steps in the following procedure:

Procedure

1. Locate the `log4j.properties` file. This file can be found in the `.war` file, which is located in the installation directory.
2. Extract the `.war` file by using WinZip or a similar tool for extraction. (For the Rules Engine and the Rules Authoring Tool, the `.war` files are named `genesys-rules-engine.war` and `genesys-rules-authoring.war`, respectively).
3. Open the file in a text editor, and update any logging parameters.
4. Save the file.
5. Add the modified `log4j.properties` file back into the original `.war` file by using WinZip (or a similar tool). Be very careful to preserve the "path" of that file during this step.

Locating Log Files

Before connecting to Configuration Server, GRAT and GRE will log by default to the relative path:

- `"logs/GRATInit"`
- `"logs/GREInit"`

These logs are useful in debugging start-up issues; for example, if GRAT or GRE are unable to connect to Configuration Server.

- **In UNIX based systems**, these initial logs can be found under your application servers "logs" directory.
- **In Windows based servers**, these initial logs can be found in the `\Windows\SysWOW64\logs` directory.

You can change the initial location of these logs by editing the `log4j.properties` file as described in this section.

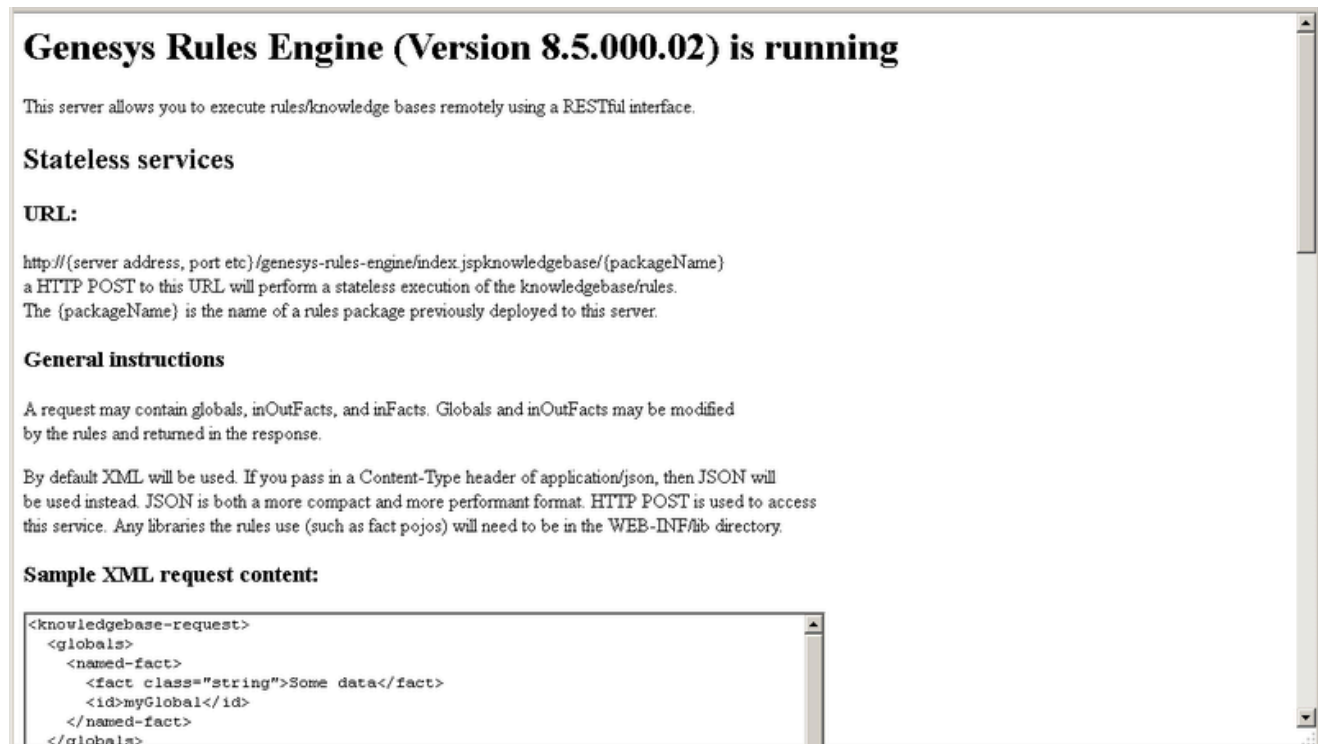
After GRAT or GRE connect to Config Server, the log location is determined by the application's configuration options (log section).

GRE Server Status Check

To test for a GRE server status "heartbeat," use the base GRE URL:

```
http://<hostname>:<port>/genesys-rules-engine/
```

This returns the following:



Genesys Rules Engine (Version 8.5.000.02) is running

This server allows you to execute rules/knowledge bases remotely using a RESTful interface.

Stateless services

URL:

`http://(server address, port etc)/genesys-rules-engine/index.jspknowledgebase/(packageName)`
a HTTP POST to this URL will perform a stateless execution of the knowledgebase/rules.
The (packageName) is the name of a rules package previously deployed to this server.

General instructions

A request may contain globals, inOutFacts, and inFacts. Globals and inOutFacts may be modified by the rules and returned in the response.

By default XML will be used. If you pass in a Content-Type header of application/json, then JSON will be used instead. JSON is both a more compact and more performant format. HTTP POST is used to access this service. Any libraries the rules use (such as fact pojos) will need to be in the WEB-INF/lib directory.

Sample XML request content:

```
<knowledgebase-request>
  <globals>
    <named-fact>
      <fact class="string">Some data</fact>
      <id>myGlobal</id>
    </named-fact>
  </globals>
```

Localization

The Genesys Rules Authoring Tool (GRAT) can be localized by installing one or more Genesys Rules Authoring Tool Language Packs (GRAT LP) on top of the base installation. Every time a Language Pack is installed, the `.war` file that is in the installation directory is modified to insert the localized resources, such as the text strings that appear on the screen, and the online help.

You can install more than one language pack; for example, one for each language that you anticipate your users will use. Each user can select their preferred language in their browser's Options screen (see **Installing Language Packs**).

As each user logs in, GRAT attempts to render the screens in the user's preferred language. If the language is not available, it will default to English.

Installing Language Packs

Installing a language pack on Windows

1. Locate the machine where the base GRAT product is installed.
2. Run setup on the language pack you want to install.
3. When prompted, choose the correct installation of the base GRAT product (if GRAT is installed in more than one location).
4. When you confirm the correct location of the base GRAT product, the installation program updates the .war file.
5. Repeat Steps 2 through 4 for each language pack you want to install.
6. When all required language packs are installed, re-deploy the .war file. See **Deploying the .WAR files**.

Important

If you update your base GRAT product with a newer version, such as a hot fix, you will need to re-install the language packs by using this procedure. You can install a newer version of the GRAT Language Pack, by following this procedure. The newer resource files will overwrite the older ones in the target .war file.

Installing a language pack on UNIX

1. Locate the machine where the base GRAT product is installed.
2. Locate the Language Packs folder.
3. Add the following execute flag to the install.sh:
 - [root@host ip]# chmod +x install.sh
4. Run the install script:
 - [root@host ip]# ./install.sh
5. Provide the full path of the destination directory for installation:
 - /root/GRS/GRAT/
6. Repeat Steps 2 through 5 for each language pack you want to install.
7. When all required language packs are installed, re-deploy the .war file. See **Deploying the .WAR files**.

Important

If you update your base GRAT product with a newer version, such as a hot fix, you will need to re-install the language packs by using this procedure. You can install a newer version of the GRAT Language Pack, by following this procedure. The newer resource files will overwrite the older ones in the target .war file.

Selecting a preferred language in Internet Explorer

Important

Browsers change over time and you may need to consult your browser's documentation for up-to-date information.

1. Locate Tools > Internet Options > Languages.
2. Add the preferred language and move it to the top of the list.
3. Log out or refresh the browser.

Selecting a preferred language in Firefox

Important

Browsers change over time and you may need to consult your browser's documentation for up-to-date information.

1. Locate Tools > Options.
2. Select the Content tab.
3. Add the preferred language and move it to the top of the list.
4. Log out or refresh the browser.

Uninstalling Language Packs

When you uninstall any GRAT Language Pack it is removed from the system. However, the localized resource files are not removed from the target .war file. To remove them, you must re-install the base GRAT product (see **Installing the GRAT Component**).

Rule Templates and Rules

Rule Templates

Releases up to and including 8.1.2

Rule templates are developed in the Genesys Rules Development Tool (GRDT). In releases up to and including 8.1.2, each time a rule template is published, a new version is created in the repository. The rule author will be able to select the latest version of the template when creating a rule package. Once a rule package is created, it will always use the same version of the rule template, even if newer versions are published. The rule author can choose to upgrade to a newer version of the rule template at any time, but this will not happen automatically.

The rule developer should communicate to the rule author if a new version of the Rule Template is available and if they are advised to upgrade.

When you are publishing newer versions of the rule template, be aware that certain changes could affect rules that already have been created using the earlier version of the template. Be careful not to make changes that could void existing rules, unless these changes are communicated to the rule author. For example, if Rule Template version 1 contains a condition that is removed later in version 2, then if a rule were already built using that condition, it will no longer compile if the rule author upgrades to Rule Template version 2.

Release 8.1.3

In release 8.1.3, multiple versions of templates can be created and stored for users to choose from in the Template Selection dialog. This dialog shows the last N versions of a template, where N is a value configured by using configuration option `display-n-template versions` in Genesys Administrator.

For example, if the configuration were set to show the last 3 versions of a template, the currently selected template is GRS Template version 2, and there are 5 versions in the repository, we would show GRS Template versions 5, 4 and 3, as well as GRS Template version 2. Users could choose between versions 3, 4, or 5.

Template

Selected	Name	Version	Version Comment	Modified by	Date Modified
<input type="checkbox"/>	<input type="text"/>		<input type="text"/>	<input type="text"/>	
<input checked="" type="checkbox"/>	GRSTemplate	2	a new version	barney	Jan 21, 2013 11:10 AM
<input type="checkbox"/>	GRSTemplate	1	My first attempt...	barney	Jan 21, 2013 9:47 AM
<input type="checkbox"/>	GRSTemplate	1	Just the facts	barney	Jan 28, 2013 9:07 AM
<input type="checkbox"/>	GRSTemplate	3	No fact model, use GRSTemplateFa	barney	Jan 29, 2013 11:07 AM
<input type="checkbox"/>	GRSTemplate	5	Fact model 2	barney	Jan 29, 2013 11:11 AM
<input type="checkbox"/>	GRSTemplate	4	Fact model 1... use GRSTemplateFa	barney	Jan 29, 2013 11:09 AM

Save Cancel De

Template Selection

Configuration Option

display-n-template-versions

Valid Values: Integer >=1

Default Value: 3

Description: Integer value specifying the maximum number of versions to display for any published template.

See also **Deploying GRAT in Genesys Administrator** for information about this configuration option.

Version Comment

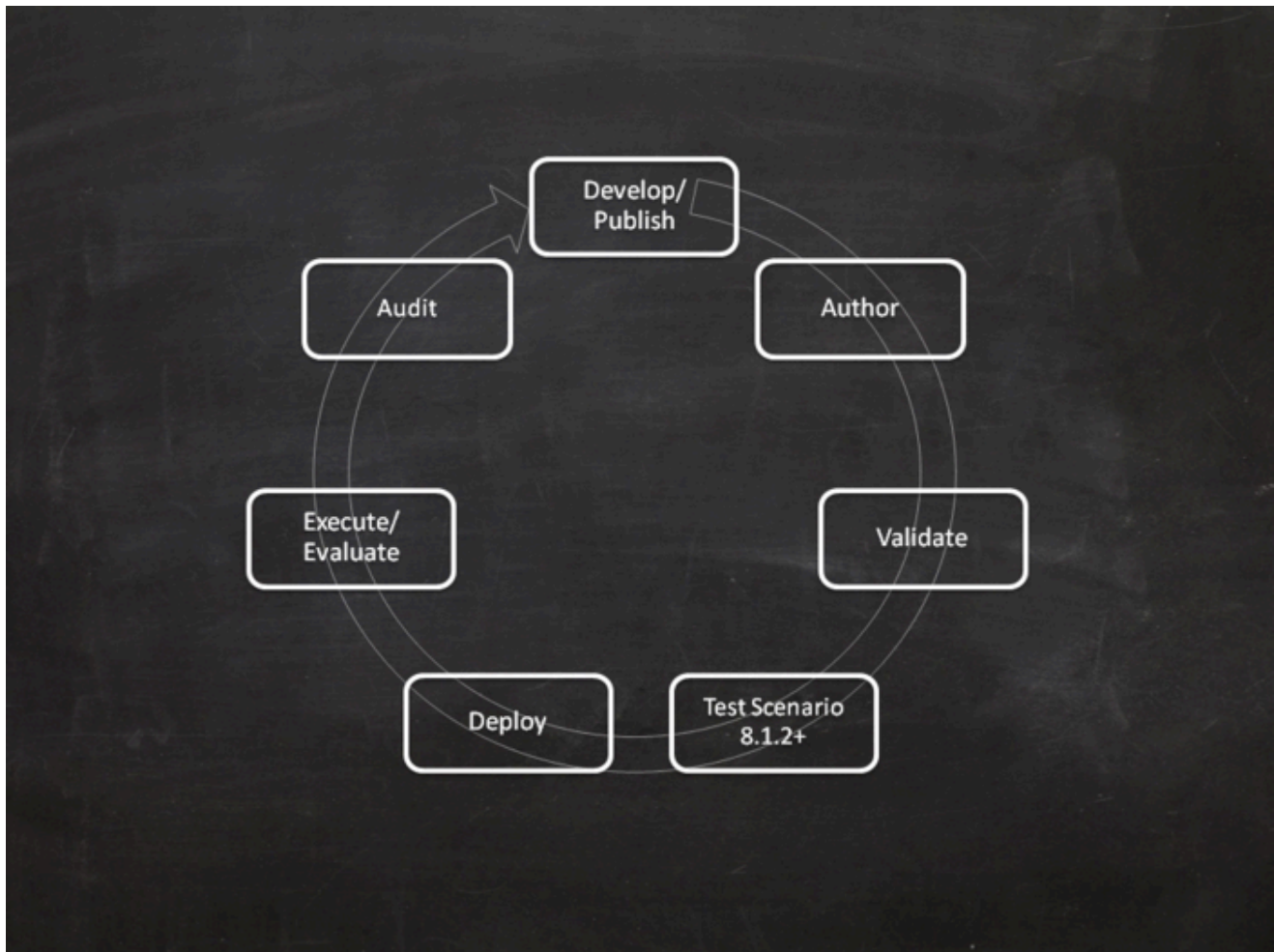
In order to provide details about the differences between template versions, rules template developers in GRDT can now publish a version comment that describes specific changes made to individual template versions. This version comment appears in GRAT in the Template Selection table, and can be edited by the rule author in GRAT.

Refer to the Genesys Rules Development Tool Help for more information about rule templates and how to create them.

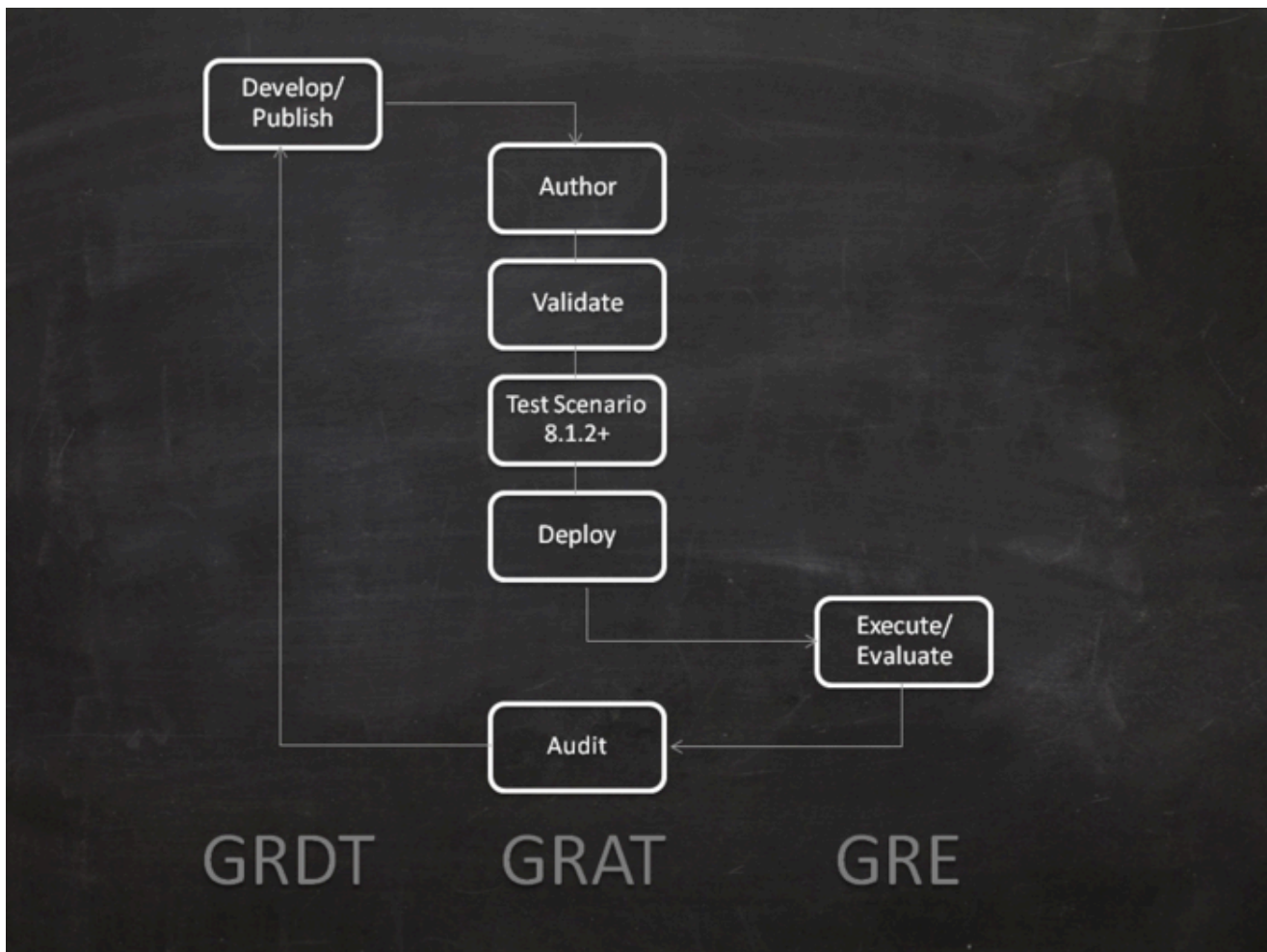
Rules

Business rules are created in the GRAT by business analysts. Rules are created within a rule package. When a rule package is created, one or more rule templates can be selected for inclusion. The templates determine the conditions, actions, and so on that are available to use during creation of business rules. For specific information about how business rules are used with the Genesys intelligent Workload Distribution (iWD) solution, go [here](#).

Rule Life Cycle - Schematics



Rule Life Cycle by Component



Rule Templates

There are a number of components that can be created in a rule template.

Actions and Conditions

Actions and conditions define WHEN/THEN scenarios, such as WHEN a customer is a Gold customer, THEN target the GoldAgentGroup. The WHEN statement is the condition, and the THEN statement is the action. A rule may have zero or more conditions, and one or more actions. This example also includes parameters: the status of the customer (Gold) and the name of the Agent Group (GoldAgentGroup).

Whenever a condition contains a rule language mapping that begins with `eval (. . .)`, you must enclose the entire expression in parenthesis, as follows:

```
( eval( . . . ) )
```

This will ensure it will compile properly when used with the NOT operator.

[|+ DETAIL Actions Editor |](#)

[+ DETAIL Conditions Editor|](#)

Enumerations

Enumerations are used to define lists of possible choices that will be displayed to the business rule author, when the author is creating rules that are based on the rule template. In some cases, the list of possible choices will be selected dynamically from Genesys Configuration Server objects or from external data sources. For WFM Activities and Multi-Site Activities, the list of possible choices is retrieved dynamically from the Genesys WFM Server. Thus, enumerations are used during definition of a discrete list of choices that will not change dynamically.

[|+ DETAIL Enumerations Editor|](#)

Fact Models

A fact model structures basic knowledge about business operations from a business perspective. A fact model focuses on logical connections (called facts) between core concepts of the business. It indicates what you need to know about the business operations in order to support (or actually do) those operations.

A good fact model tells you how to structure your basic thinking (or knowledge) about the business

process based on a standard vocabulary. By using standard, business-focused vocabulary, it ensures that the business rules themselves can be well-understood by key stakeholders such as business analysts. For example, in your business you may have a Fact that represents a Customer, and another Fact that represents an Order.

The Customer could have fields such as name, age, location, credit rating, and preferred language. The Order may have fields such as order amount and order date. A rule could be constructed using these values such as:

When Customer is at least 21 years old and his order is > 100.00 then invite customer to participate in survey. [+ DETAIL Fact Model Editor]

Events

In release 8.1.2, in order to support Complex Event Processing, template developers need to be able to designate certain facts as events, and rules authors need to change the way that the DRL is generated when a fact is designated as an event.

So the fact model was enhanced to include events, and the fact model dialog now includes a Create Event button. An event has the following fields:

- Name
- Description
- An optional list of Properties.
- User-defined expiration metadata for the event

In GRAT, the @role meta-data tag determines whether we are dealing with a fact or an event. The @role meta-data tag can accept two possible values:

- fact—Assigning the fact role declares the type is to be handled as a regular fact. Fact is the default role.
- event—Assigning the event role declares the type is to be handled as an event.

[+ DETAIL Fact Model Editor]

Functions

Functions are used to define elements other than Conditions and Actions. The Functions editor enables you to write specific Java functions for different purposes for use in rule templates. The specified functions may then be used in the rule language mappings (see [Rule Language Mapping](#)).

When the rule templates are created, the rule developer publishes them to the Rule Repository, making them available in the GRAT for business users to create rules.

Actions and conditions can contain parameters. Various types of parameters are supported. Refer to the Genesys Rules Development Tool Help for detailed information about creating parameters in the

Genesys Rules Development Tool, including examples of parameters.

Certain dynamic parameter types that refer to external data sources require a Profile to be selected. The Profile is defined as a Script object of Data Collection type, and it provides connection information that enables the GRAT to retrieve this dynamic data from the external data source. The next sections describe how to configure Profiles for database, Web Service, and Workforce Management parameters. [|+ DETAIL Functions Editor|](#)

Database Parameters

Database Parameter Properties

Property	Mandatory/optional	Description
driver	Mandatory	The name of the jdbc driver to be used. For example, <code>com.mysql.jdbc.Driver</code>
url	Mandatory	The url for the database in the correct format for the jdbc driver to be used.
username	Mandatory	A valid username to connect to the database.
password	Mandatory	The password needed for the user to connect to the database.
initSize	Optional	The initial size of the connection pool. The default is 5.
maxSize	Optional	The maximum size of the connection pool. The default is 30.
waitTime	Optional	The maximum time (in milliseconds) to wait for obtaining a connection. The default is 5000.

In general, the optional values do not need to be set or changed.

In the Genesys Rules Development Tool, you can only configure database parameters with an SQL `SELECT` statement. Any other type of statement will fail when configured. [|+ DETAIL Parameters Editor|](#)

Web Service Parameters

In Configuration Server, Web Service Scripts must have a section called `webservice`. The table below lists the properties that you can specify for web service parameters.

Web Service Parameter Properties

Property	Mandatory/optional	Description
host	Mandatory	The host for the service.
base-path	Mandatory	The base path to access the service.
protocol	Optional	The default is http.
port	Optional	The default is 80.
headers	Optional	Any custom HTTP headers that are needed for the service.
parameters	Optional	Any custom HTTP settings that are needed to tune the connection.

In general, the parameters values do not need to be set or changed. Headers and parameters are lists in the following format:

```
key:value[,key:value]
```

Warning:	<p>You cannot specify headers or parameters that contain ", " in the value.</p> <p>Warning: If you are sending a message to the service, it is expected that Content-Type is specified in the header since it defines the overall message interaction with the server. An optional charset can be included. For example, Content-Type:applicaton/json;charset=UTF-8.</p>
-----------------	--

In the Genesys Rules Development Tool, you have to completely define the message to be sent and it must be constant. No variable substitution is done. The XPath Query is used to pull values out of the response from the server. The response must be in XML or JSON, otherwise this will not work. A valid XPath query for the response must be specified. This depends entirely on the service you interface with.

Note:	The message is sent to the server only once per session. This is done both for performance reasons and because the values in the response are expected to be relatively constant.
--------------	---

In the Genesys Rules Development Tool, the path for the parameter is added to the base_path in the script.

For example:

If the Script contains:

```
host = api.wunderground.com
base_path = /auto/wui/geo/ForecastXML/
```

and the GRDT specifies:

```
query type = List
```



```

XPath Query = //high/fahrenheit/text()
HTTP Method = GET
path = index.xml?query=66062
message (not set)

```

then the message that is sent is:

```
GET /auto/wui/geo/ForecastXML/index.xml?query=66062 HTTP/1.1
```

This will return the week's highs in Fahrenheit:

```

81
77
81
81
83
85

```

[+ DETAIL Parameters Editor]

Workforce Management Parameters

In Configuration Server, Workforce Management Scripts must have a section called wfm. Table 4 lists the properties that you can specify for Workforce Management parameters.

Workforce Management Parameter Properties

Property	Mandatory/optional	Description
wfmCfgServerAppName	Mandatory	Configuration Server application name for the WFM server.
wfmCfgServerUserName	Mandatory	Configuration Server user name.
wfmCfgServerPassword	Mandatory	Configuration Server password.
wfmServerUrl	Mandatory	URL of WFM Server.

When configuring a new parameter of type “Workforce Management” under the Genesys Rules Development Tool, simply name the parameter and choose the WFM profile (script object just created) from the drop-down list. When the author is using this parameter, the GRAT will fetch the current list of WFM Activities from the WFM Server and display them to the rule author. [+ DETAIL Parameters Editor]

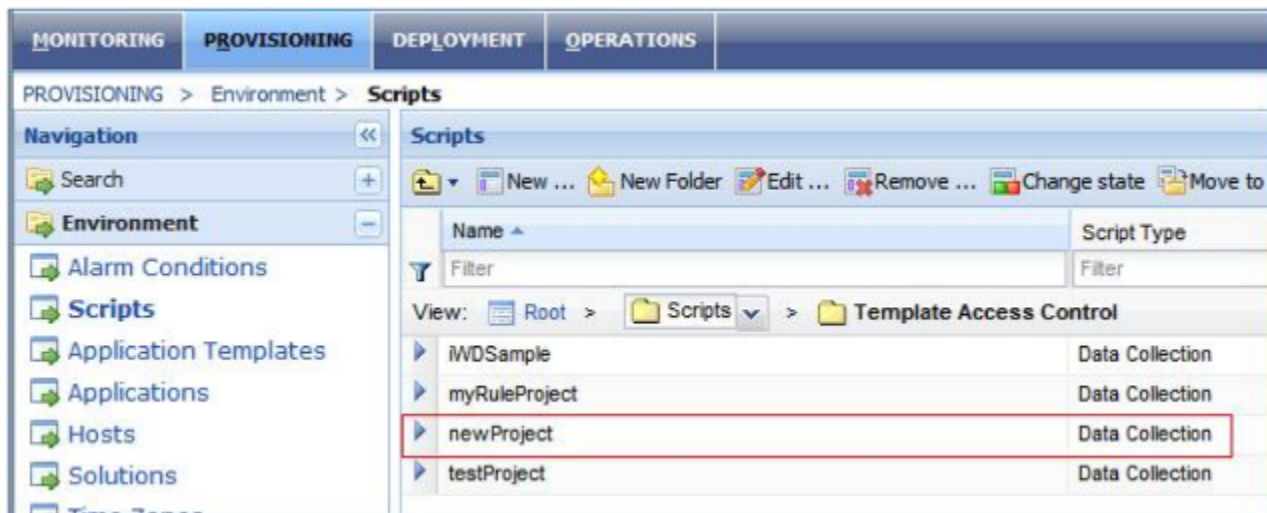
Deleting Rule Templates

Rule templates cannot be deleted through GRDT.

Deleting Templates—Releases Prior to 8.1.2

In releases prior to 8.1.2, to ensure that a template is no longer visible to rule authors when they create a new rule package, you must remove permissions on the Script object in Genesys Administrator or Configuration Manager. In this way the rule template will not be visible to the rule author and cannot be used.

In Genesys Administrator or Configuration Manager, in the Scripts section, there is a folder called Template Access Control. It contains a Script object that corresponds to each rule template in the Rules Repository. (See the Script Objects screenshot below. The Script object newProject corresponds to a rule template of the same name).



Script Objects

You can use permissions to control which users and/or access groups should be able to use this template.

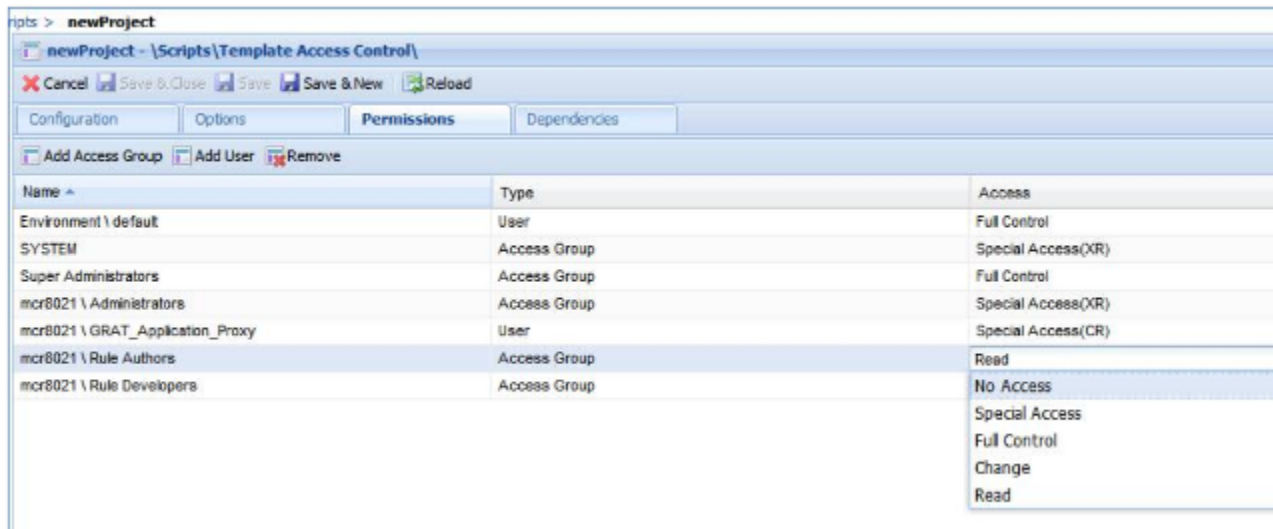
Script Objects

Open the Script object and select the Permissions tab. You can select No Access (as shown in the Access Permissions for Script Objects screenshot below) or, alternatively, select the Access Group or User from the list, and then click the Remove button.

Access Permissions for the Script Object

When the rules author logs into the Rules Authoring Tool, newProject will not be listed as an

available rule template.



Access Permission for Script Objects

Deleting Templates—Release 8.1.2 and Higher

In release 8.1.2, rule templates can be deleted using the GRS Server Explorer in the GRDT, provided that:

- The user has rule template delete permissions, and;
- The rule template is not used in any rule package.

Examples of Rule Template Development

This section provides some examples of what a rule developer might configure in the Rules Development Tool. More detailed information about how to configure rule templates is provided in the Genesys Rules Development Tool Help. For specific information about how rule templates are configured to be used with the Genesys intelligent Workload Distribution (iWD) solution, refer to **iWD and Genesys Rules System**.

Example 1: Condition and Action

Age Range Condition

If a customer's age is within a specific range, a specific Agent Group will be targeted. In this scenario, the Condition is whether the customer's age falls within the range. In the Genesys Rules Development Tool, the conditions would be configured as follows:

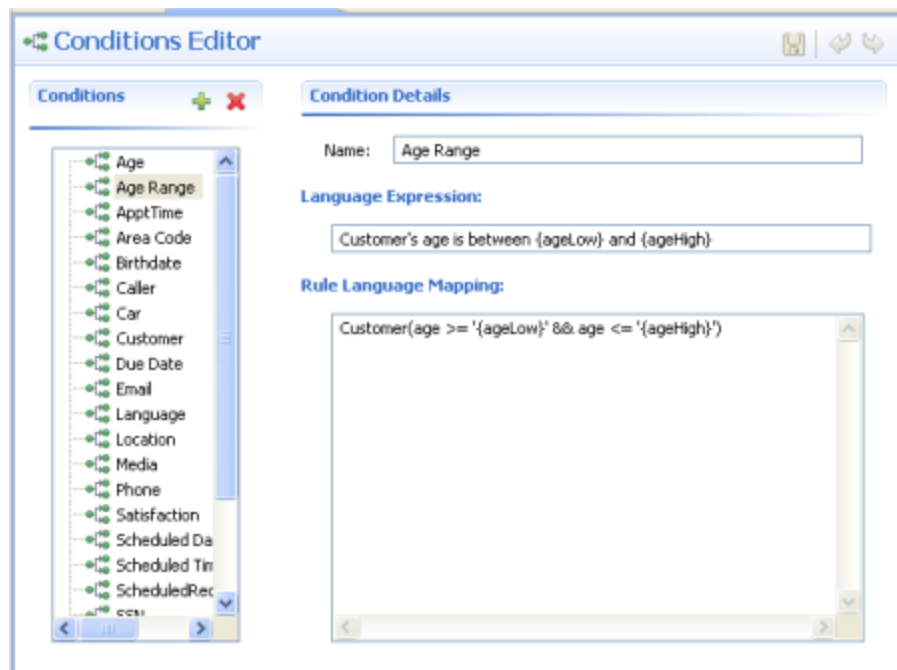
Name: Age Range

Language Expression: Customer's age is between {ageLow} and {ageHigh}

Rule Language Mapping: Customer(age >= '{ageLow}' && age <= '{ageHigh}')

Do not use the word 'end' in rule language expressions. This causes rule parsing errors.

The figure below shows how this condition would appear in the Genesys Rules Development Tool.



Age Range Condition

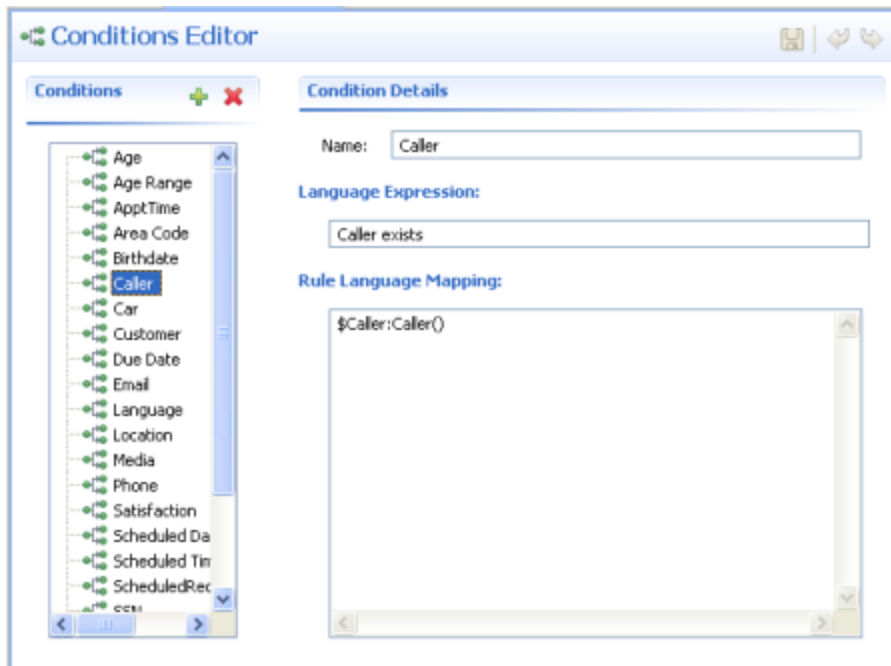
Caller Condition

In addition to testing that the Caller exists, the next condition also creates the `$Caller` variable which is used by actions to modify the Caller fact. The modified Caller will be returned in the results of the evaluation request.

You cannot create a variable more than once within a rule, and you cannot use variables in actions if the variables have not been defined in the condition.

Name: Caller
 Language Expression: Caller exists
 Rule Language Mapping: `$Caller:Caller`

The figure below shows how this condition would appear in the Genesys Rules Development Tool.



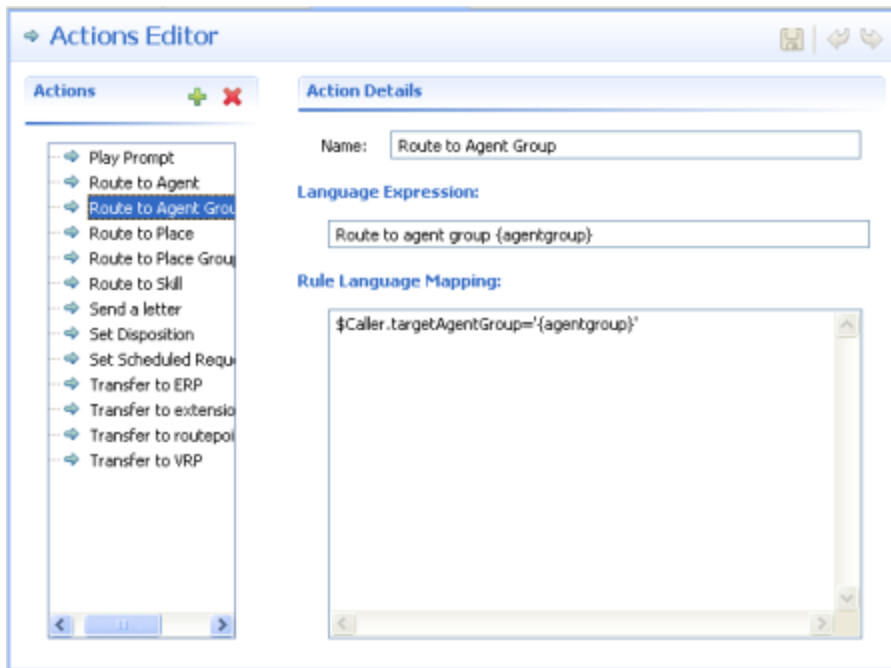
Caller Condition

Target Agent Group Action

The action would be configured as follows:

Name: Route to Agent Group
Language Expression: Route to agent group {agentGroup}
Rule Language Mapping: \$Caller.targetAgentGroup='{agentgroup}'

The figure below shows how this action would appear in the Genesys Rules Development Tool.

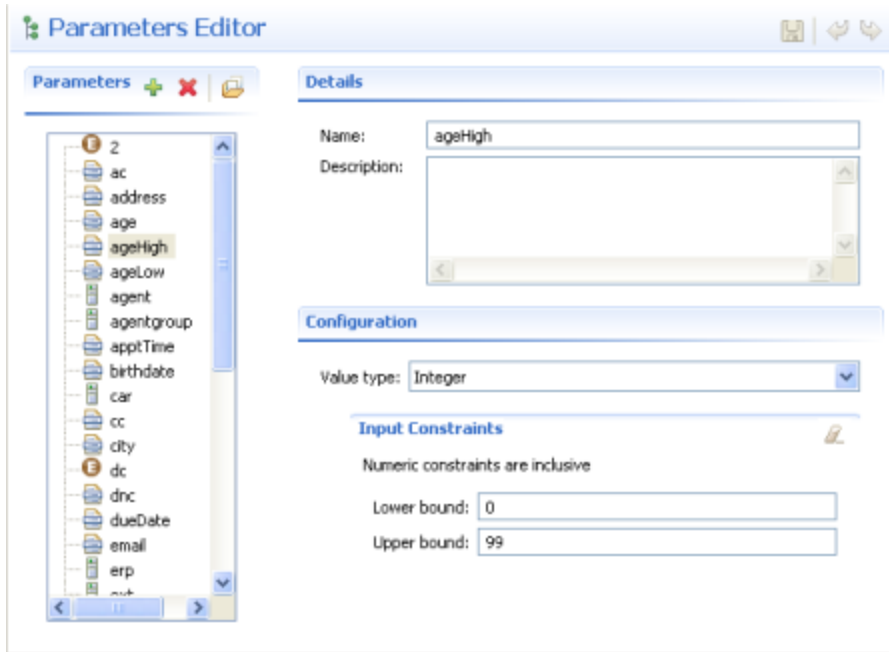


Target Agent Group

The condition in this example has two parameters:

- {ageLow}
- {ageHigh}

The action has the {agentGroup} parameter. Parameters are also configured in the Genesys Rules Development Tool. The Parameters Editor screenshot shows a sample {ageHigh} parameter. Refer to the Genesys Rules Development Tool Help for more details about how to configure parameters.



Parameters Editor Screen

The way the preceding example would work is as follows:

1. The rule developer creates a fact model (or the fact model could be included as part of a rule template that comes out of the box with a particular Genesys solution). The fact model describes the properties of the Customer fact and the Caller fact. In this case we can see that the Customer fact has a property called age (probably an integer) and the Caller fact has a property called targetAgentGroup (most likely a string).
2. The rule developer creates the ageLow and ageHigh parameters, which will become editable fields that the business user will fill in when they are authoring a business rule that uses this rule template (but see [Differences in Release 8.1.2](#)). These parameters would be of type Input Value where the Value Type would likely be integer. The rule developer optionally can constrain the possible values that the business user will be able to enter by entering a Lower Bound and/or an Upper Bound.
3. The rule developer also creates the agentGroup parameter, which will likely be a selectable list whereby the business user would be presented with a drop-down list of values that are pulled from Genesys Configuration Server or from an external data source. The behavior of this parameter depends on the parameter type that is selected by the rule developer.
4. The rule developer creates a rule action and rule condition as previously described. The action and condition include rule language mappings that instruct the Rules Engine as to which facts to use or update based on information that is passed into the Rules Engine as part (of the rule evaluation request coming from a client application such as an SCXML application).
5. The rule developer publishes the rule template to the Rules Repository (but see [Differences in Release 8.1.2](#) for post-8.1.2 releases).
6. The rules author uses this rule template to create one or more business rules that utilize the conditions and actions in the combinations that are required to describe the business logic that the rules author wants to enforce. In this case, the previously described conditions and action above likely would be used together in a single rule, but the conditions and action could also be combined with other available conditions and actions to create different business policies.

7. The rules author deploys the rule package to the Rules Engine application server (but see [Creating an Application Cluster in Configuration Manager](#) for post 8.1.2-releases).
8. A client application such as a VXML or SCXML application invokes the Rules Engine and specifies the rule package to be evaluated. The request to the Rules Engine will include the input and output parameters for the fact model. In this example, it would have to include the age property of the Customer fact. This age might have been collected through GVP or extracted from a customer database prior the Rules Engine being called. Based on the value of the Customer.age fact property that is passed into the Rules Engine as part of the rules evaluation request, the Rules Engine will evaluate a particular set of the rules that have been deployed. In this example, it will evaluate whether Customer.age falls between the lower and upper boundaries that the rules author specified in the rule.
9. If the rule evaluates as true by the Rules Engine, the targetAgentGroup property of the Caller fact will be updated with the name of the Agent Group that was selected by the business rules author when the rule was written. The value of the Caller.targetAgentGroup property will be passed back to the client application for further processing. In this example, perhaps the value of Caller.targetAgentGroup will be mapped to a Composer application variable which will then be passed into the Target block to ask the Genesys Universal Routing Server to target that Agent Group.

Example 2: Function

Functions are used for more complex elements and are written in Java. In this example, the function is used to compare dates. It would be configured as follows:

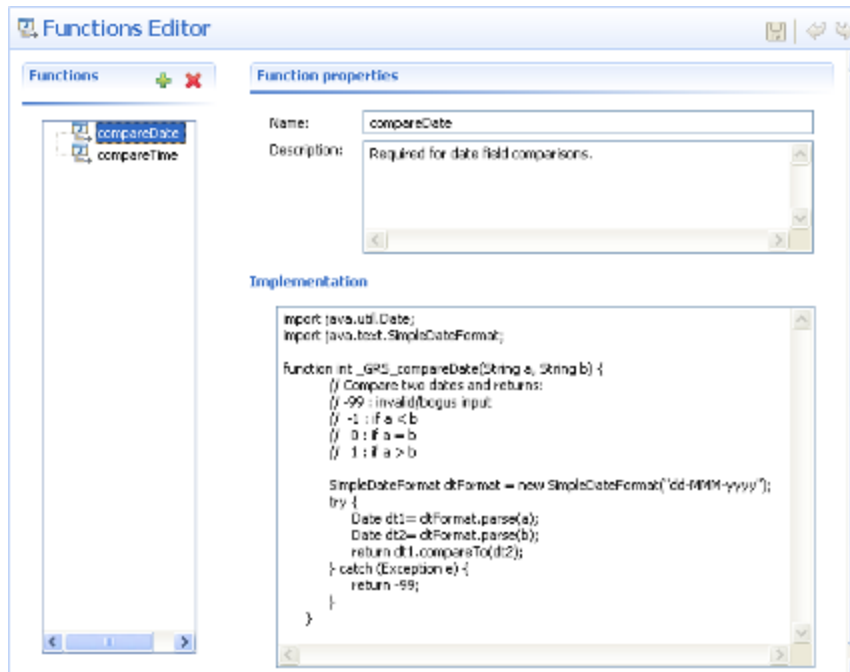
```
Name: compareDates
Description: This function is required to compare dates.
Implementation:
import java.util.Date;
import java.text.SimpleDateFormat;

function int _GRS_compareDate(String a, String b) {
    // Compare two dates and returns:
    // -99 : invalid/bogus input
    // -1 : if a < b
    // 0 : if a = b
    // 1 : if a > b

    SimpleDateFormat dtFormat = new SimpleDateFormat("dd-MMM-yyyy");
    try {
        Date dt1= dtFormat.parse(a);
        Date dt2= dtFormat.parse(b);
        return dt1.compareTo(dt2);
    } catch (Exception e) {
        return -99;
    }
}
```

For user-supplied classes, the .jar file must be in the CLASSPATH for both the GRAT and the GRE.

The figure below shows how this function would appear in the Genesys Rules Development Tool.



compareDate Function

Example 3: Using a JSON Object

Since release 8.1.3, template developers can create templates that enable client applications to pass Facts to GRE as JSON objects without having to map each field to the fact model explicitly.

Important

Rules based on templates that use this functionality do not support the creation of test scenarios at present.

This example shows how to create a template containing a class (called MyJson) for passing a JSON object.

Start

1. Create the following class and import it into a rule template:

```
package simple;
import org.json.JSONObject;
import org.apache.log4j.Logger;

public class MyJson {
    private static final Logger LOG = Logger.getLogger(MyJson.class);
    private JSONObject jsonObject = null;
```

```

    public String getString( String key) {
        try {
            if ( jsonObject != null)
                return jsonObject.getString(
key);
        } catch (Exception e) {
        }
        LOG.debug("Oops, jsonObject null ");
        return null;
    }

    public void put( String key, String value) {
        try {
            if (jsonObject == null) {
                jsonObject = new JSONObject();
            }
            jsonObject.put( key, value);
        } catch (Exception e) {
        }
    }
}

```

2. Create a dummy fact object with the same name (MyJson) in the template.
3. Add the MyJson.class to the class path of both GRAT and GRE.
4. Create the following condition and action:

```

Is JSON string "{key}" equal "{value}"
eval($MyJson.getString("{key}").equals("{value}"))
Set JSON string "{key}" to "{value}"          $MyJson.put("{key}", "{value}");

```

5. Use this condition and action in a rule within the json.test package. The following will be generated:

```

rule "Rule-100 Rule 1"
salience 100000
agenda-group "level0"
dialect "mvel"
when
    $MyJson:MyJson()
    and (
        eval($MyJson.getString("category").equals("test"))
    )
then
    $MyJson.put("newKey", "newValue");
end

```

6. Deploy the json.test package to GRE.
7. Run the following execution request from the RESTClient:

```

{"knowledgebase-request":{
  "inOutFacts":{"anon-fact":{"fact":{"@class":"simple.MyJson", "jsonObject":
  {"map":{"entry":[{"string":["category","test"]}, {"string":["anotherKey","anotherValue"]}]}}}}}}}

```

8. The following response is generated:

```

{"knowledgebase-response":{"inOutFacts":{"anon-
fact":{"fact":{"@class":"simple.MyJson", "jsonObject":
{"map":{"entry":[{"string":["category","test"]}, {"string":["newKey","newValue"]},
{"string":["anotherKey","anotherValue"]}]}}}}},
"executionResult":{"rulesApplied":{"string":["Rule-100 Rule 1"]}}}

```

End

Example 4: Developing Templates to Enable Test Scenarios

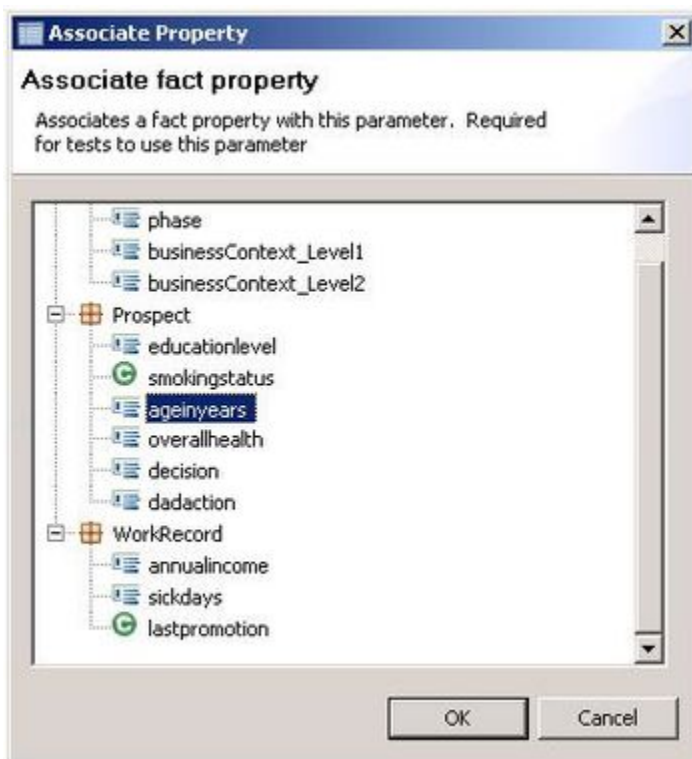
For Test Scenarios for Conversation Manager templates, see the [Best Practice/User Guide](#).

Mapping Parameters to a Fact Model

Rules authors build rule-test scenarios using parameters, in the same way as they define rules. However, when the tests execute, GRAT maps the parameter values to the underlying fact model developed by the template developer, who understands the relationship between the parameters and the fact model. So, for rule testing to operate correctly, template developers must map parameters back to the underlying fact model.

For example, the {age} parameter may be related to the ageinyears field of the Prospect fact. So, if age is set to 25, then, when executing the test, GRAT needs to allocate a Prospect fact and set the ageinyears field to 25. The same is true for the expected results.

The **Associate Property** dialog enables this mapping.



In general, there should be a one-to-one mapping between a parameter and a fact. However, this may be too restrictive for all implementations. GRDT lets you map a single parameter to multiple fact values. For example, the {age} parameter could be defined once, but reused to represent both a customer's age and the age of an order.

So, {age} could map to both:

- Customer.ageinyears
- Order.ageoforder

Where this occurs, GRAT displays the parameter in the **Add Given** or **Add Expect** drop-down list in parentheses, so that the GRAT user can select the correct mapping

Example

In the following example, only {age} has this special designation because of the ambiguity in the definition.

Add Given...

- {age} (Customer.ageinyears)
- {age} (Order.ageoforder)
- {gender}
- {education}

To hide this ambiguity from the rule author, you should declare a different parameter for each usage: for example, {customerAge} and {orderAge}.

Using ESP-type Templates

There are some special considerations in developing templates for ESP-type templates, for products such as iWD.

With ESP templates, instead of building a set of facts and passing them to be executed, you create a KeyValueCollection (KVC) and populate it with key/value pairs of test data. In order to enable this mapping between a parameters and the correct key to use in the KVC collection, you need to create a dummy fact model in GRDT to represent the keys that will be inserted into the KVC.

For example, with iWD, this means modifying the iWD Standard Rules Table to insert a fact and a field for each key that is used in the template.

Fact Name

You will need to define a reserved fact name (for example, `_GRS_ESP_Fact`) that is processed differently. For this fact, the fields are mapped to a KVC instead of the traditional Fact model. The fact name must be used because there is no type associated with a fact. Types are only associated with individual fields.

Field Name

You must develop a convention (such as prefixing all field names with `grs_`) . This is because fact

fields must start with a lower-case letter (a DROOLS restriction) and GRDT enforces this convention, but iWD key names all begin with IWD. Since the existing iWD key names are like "IWD_businessValue", you will need to adopt some naming convention. If the grs_ prefix is present, GRAT will remove it and insert the remaining value into the KVC as the key (for example, grs_IWD_channel is inserted into KVC as IWD_channel)

The rule template developer must then map each parameter name (used in conditions/actions) to the appropriate field within _GRS_ESP_Fact.

The rule author can then use GRAT to create a rule and a test scenario for that rule.

Differences Since Release 8.1.2

Mapping Multiple Instances of a Rule Parameter to a Single Parameter Definition

At the point of creating parameters, instead of create the ageLow and ageHigh parameters (as in pre-8.1.2 releases) the rule template developer can now create a single {age} parameter and use the underscore notation shown in the example below to create indices of it for scenarios in which multiple instances of parameter with the same type (age) are required (most commonly used with ranges). For example: {age_1}, {age_2} . . . {age_n} These will become editable fields. This feature is most typically used for defining ranges more efficiently.

Fact/Condition

Since release 8.1.2, Facts can be referenced in conditions and actions by prefixing the fact name by a \$ sign. For example, the fact Caller can be referenced by the name \$Caller. GRS will implicitly generate a condition that associates the variable \$Caller to the fact Caller (that is, \$Caller:Caller()).

The condition \$Caller:Caller() requires a Caller object as input to rules execution for this condition to evaluate to true.

Rule Language Mapping

When rule developers create the conditions or actions in a rule template, they enter the rule language mapping. Up to and including Genesys Rules System 8.1.2, the 5.1 Drools Rule Language is used. Details of this can be found here:

<http://downloads.jboss.com/drools/docs/5.1.1.34858.FINAL/drools-expert/html/ch04.html>

However, for use in JBOSS environments, you should reference the 5.2 version here:

<http://downloads.jboss.com/drools/docs/5.2.FINAL/drools-expert/html/ch05.html>

For GRS 8.1.3 and higher, use the 5.5 versions, found here:

<http://downloads.jboss.com/drools/docs/5.5.FINAL/drools-expert/html/ch04.html>

Because URLs change frequently, search the Drools web site for the Drools Expert User Guide, and then look at the table of contents of that guide for the information on the Drools Rule Language.

The rule language mapping is not visible to the business user when they are authoring rules in the Genesys Rules Authoring Tool. Instead, the rule authors will see the Language Expression that the rule template developer enters. The language expression is a plain-language description that uses terminology that is relevant to the business user, instead of low-level code. Rule language mapping is provided in the examples in the following section.

Language Expressions

When building a rule template in GRDT, the Language Expression cannot use the open or closed parenthesis character. For example, the expression:

```
More than {parCallLimit} calls within {parDayLimit} day(s)
```

will result in an error when you try to save the rule in GRAT. But if you want the business user to see a parenthesis in GRAT, you can use backslash characters in your Language Expression. For example:

```
More than {parCallLimit} calls within {parDayLimit} day\s).
```

HTML Constructs

For security reasons, GRAT does not allow any HTML commands to be entered as parameters of a rule. For example, if a condition is:

```
Customer requests a callback on {day}
```

and {day} is defined as a string, we would not allow a rule author to enter the string:

```
Customer requests a callback on <b>Tuesday</b>.
```

All HTML constructs will be removed from the string. This applies to string parameters as well as dynamic list parameters such as business attributes, database or web service.

Rules and Rule Packages

As well as creating a rule package, the GRAT enables you to import and export existing rule packages. This ability enables you, for example, to import a rules package from a test environment to a production environment, or to export a rules package for backup prior to upgrading.

You can configure rules for various business contexts (nodes that represent the various elements in your business structure hierarchy) or, for global rules, at the rule package level. In the Explorer Panel of the Rules Authoring Tool, each business context within the configured business structure is represented as a different node level. The order of execution of rules within a rule package depends on the node level; global rules are executed first, followed by rules at node level 1, and so on. Within a given node, you can modify the order of execution by using the up or down arrows on each rule. Rules will be executed from the top down. Refer to the Genesys Rules Authoring Tool Help for more information about how to configure rules and rule packages, and refer to **About Business Structure** for information about how to configure your business structure.

Using the same example that was used in the rule language mapping section (see **Rule Language Mapping**), the following example shows how the action and condition might be used in a linear rule.

Example 1: Linear Rule

If a customer's age is within the range of 30-40 years, the customer's interaction will be routed to Agent Group 1. In the Genesys Rules Authoring Tool, create a new linear rule. Enter the name, phase, and so on, as desired, and then add a condition and an action. The phases from which the rules author can select are dictated by the rule template that the rules author is using.

There is an enumeration called Phases within the `_GRS_Environment` fact, that will be created whenever a new rules template project is created in the Genesys Rules Development Tool. If the Phases enumeration is not present, the rules author will simply see * in the **Phase** dropdown. In this case, Phase will not be considered when evaluating the rule package.

The Add Condition and Add Action drop-down lists are populated with all of the conditions and actions that were created in the rule templates that are included in the rule package. The drop-down lists contain the language expressions that the rule developers used during creation of the components, and not the rule language mapping. This makes it possible to create rules without knowing the rule language mapping or being familiar with Drools. The parameters that are contained in each condition and action are represented by the names that are entered for them. The business rule author must replace this name either by entering a value (such as for an age range) or by selecting an option from the drop-down list (such as for an Agent Group).

So, to create this rule, the rules author would select Age Range as the condition and enter 30 as the `{ageLow}` parameter and 40 as the `{ageHigh}` parameter. The action would be Target Agent Group, and Agent Group 1 would be selected from the `{agentGroup}` drop-down list. The figure below

shows the linear rule in the Genesys Rules Authoring Tool.

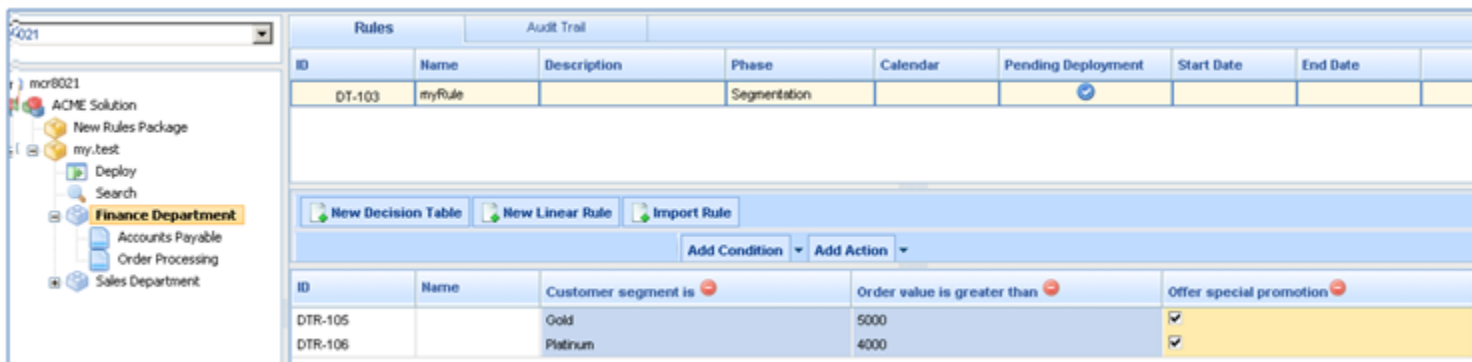


Sample Linear Rule

Example 2: Decision Table

Decision tables allow you to create a number of rules that have the same set of conditions (WHEN) and actions (THEN) that are to be used for a complex (structured) business case. Use decision tables to avoid dozens of linear rules that have an identical structure in the system.

Choices in decision tables must be mutually exclusive to avoid ambiguity. This ensures that there is only one outcome per evaluation. If the choices are not mutually exclusive, multiple rows may be executed in no guaranteed order. The last row that is executed will determine the final result.



Sample Decision

When you are editing rules, be careful not to clear your cookie data, as this might cause the rule to become stuck in a locked state until the session times out (the default is 30 minutes). Consult the documentation for the browser that you are using for more information about how to prevent a user

from clearing cookie data.

About Business Structure

The business structure is a hierarchy of business units. No business structure is created out-of-box for Genesys Rules System; the business structure must be configured in Genesys Administrator or Configuration Manager. For customers who are using the Genesys Rules System with intelligent Workload Distribution, the business structure is created in iWD Manager (iWD pre-8.5.0) or iWD GAX Plug-in (iWD post-8.5.0) and then synchronized with Configuration Server, after which it becomes available for use by the Genesys Rules System.

The business structure that you configure will be visible in the Genesys Rules Authoring Tool. Each rule package will display the business structure for the Tenant. Each Tenant can contain one more Solutions as the first level of the hierarchy, and rules can be defined at each level (node) of the business structure from Solutions down.

Rules that are configured for the Solution, known as global rules, are executed first, followed by rules configured for the first node of the business structure, then rules configured for the second node, and so on. Global rules are only “global” within the defined rule package.

The business structure that you create can vary depending on a number of factors, including whether Genesys Rules System is to be used for iCFD. Sample structures are provided in this chapter. The structure can be product- or business-specific.

Object permissions are used to determine which elements of a business structure are visible to various users. See **Role-Based Access Control** for more information.

Configuring the Business Structure

Your Tenant's business structure is created under Resources for single-tenant Configuration Server, or under a Tenant for a multi-tenant Configuration Server.

Procedure

1. Navigate to the Resources folder for a single-tenant Configuration Server, or to the specific Tenant for a multi-tenant Configuration Server.
2. Open the Business Units/Sites folder (in Genesys Administrator) or Configuration Units (in Configuration Manager) folder.
3. Create a new top-level folder named Business Structure. This folder **must** be named Business Structure.
4. Within the Business Structure folder, click either New Unit or New Site to create at least one more Business Unit or Site (it does not matter whether you create a site or a unit). This new site/unit will represent the Solution.
5. Within the new folder (the Solution), additional levels of hierarchy can be created as needed, using either Business Units or Sites. The levels of hierarchy beneath the Solution level will represent the business context.

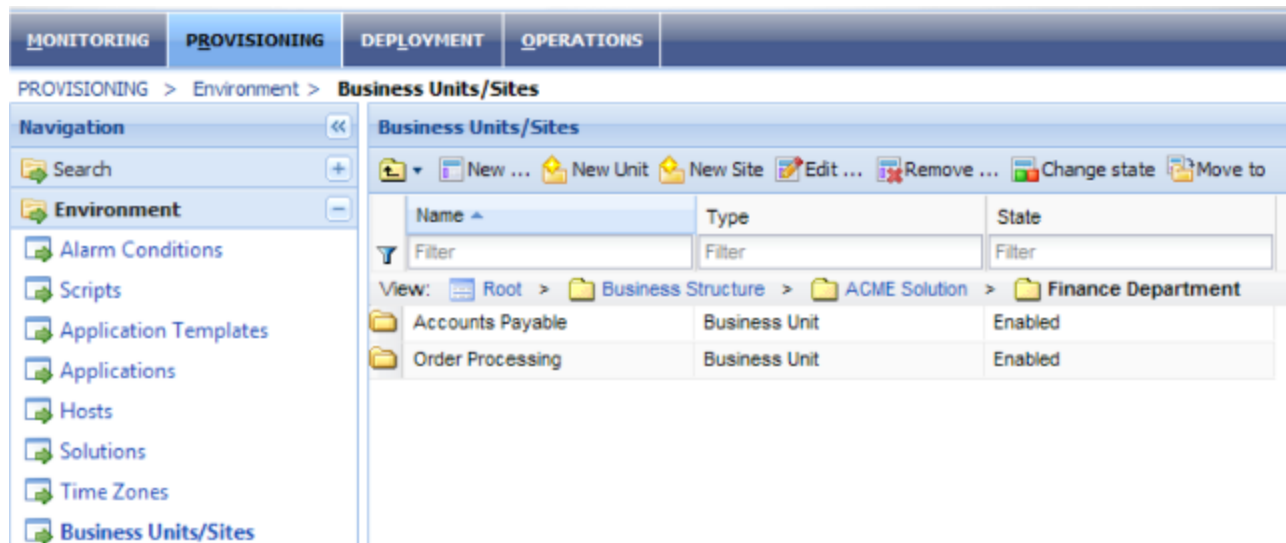
Warning

You cannot have the same node name across different departments in the hierarchy. So, you must either:

- Ensure that all node names within the business structure are unique, or;
- Add a condition to your template (for example, location) and have it passed in as a new Fact field.

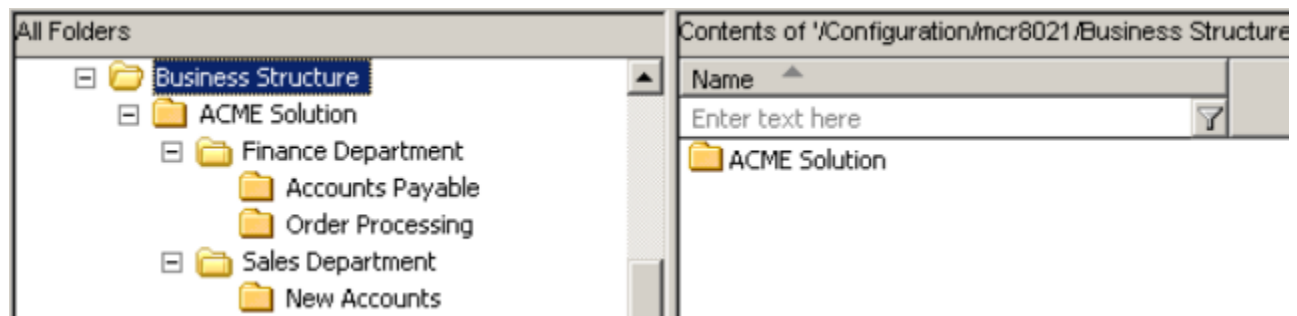
Multiple Solutions can be created by creating additional Business Units or Sites directly beneath the Business Structure folder.

Sample Business Structure in Genesys Administrator



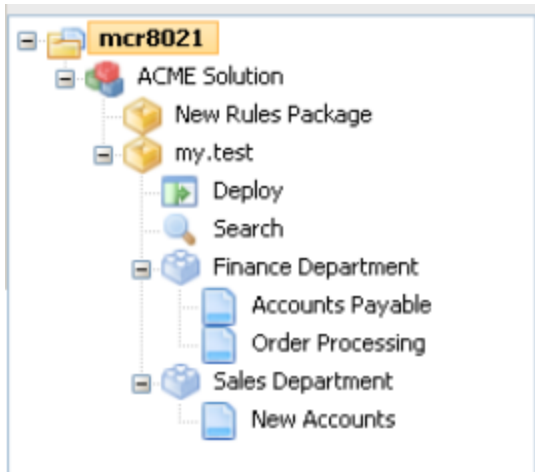
Sample Business Structure in Genesys Administrator

Sample Business Structure in Configuration Manager



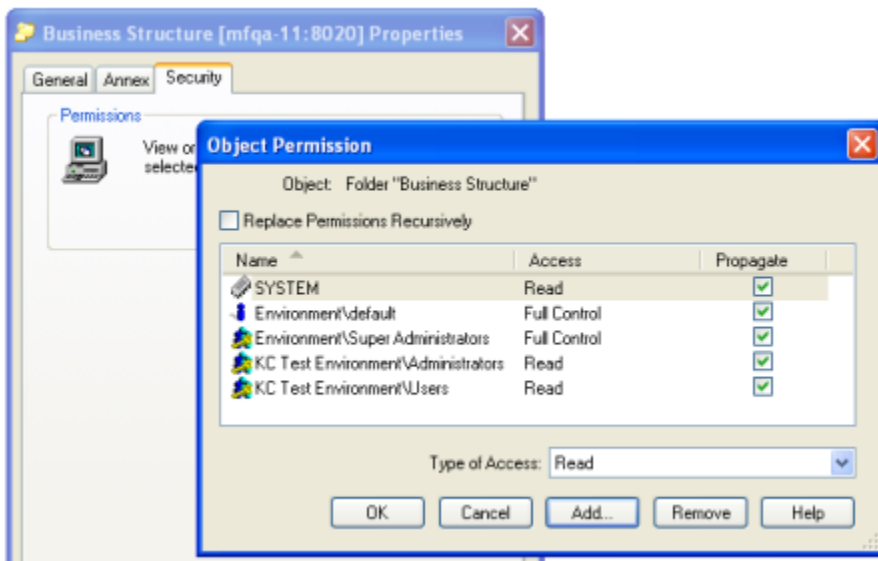
Sample Business Structure in Configuration Manager.

Sample Business Structure in the Genesys Rules Authoring Tool



Sample Business Structure in GRAT

Read permission to the Business Structure folder must be provided to the users and/or access groups that you want to use the Rules Authoring Tool. Normally this will be propagated automatically, if the user or access group has permission to the Tenant object. If you do not want a user or access group to have permission to see all of the nodes of the business structure, you can control this by not giving that user or the access group(s) of that use read permission to those folders. The figure below shows that all members of the Users access group have Read permissions to the Business Structure folder.



Business Structure Permissions.

iCFD Business Structures

iCFD business structures can be configured in any way that best suits your business needs. For example, you could have separate Sites/Units for Product Types, Lines of Business, Departments, and so on. Genesys recommends that the business structure be no more than two or three levels deep, to help keep it manageable.

Role-Based Access Control

Genesys Rules System role-based access control utilizes Configuration Server-defined access groups and roles to control visibility and access to rule packages, rule templates, rules, and business calendars. Because these objects are not stored in the Configuration Server database they will not have security permissions associated with them, as Configuration Server objects do. The GRAT server will utilize the access permissions for the container object, and the Genesys Rules System objects will inherit these access permissions.

Role-based access control requires Configuration Server 8.0.2 or higher and Genesys Administrator 8.0.2 or higher.

Rule packages and business calendars inherit their access permissions from the Tenant object with which they are associated and the **Business Structure** folder access permissions. Business rules are associated with a specific node in the business structure. Their access permissions are inherited from the Configuration Server-defined node with which they are associated (the business structure nodes are created by using Configuration Manager or Genesys Administrator).

Rule templates have Script objects created in Configuration Server that are used to hold the individual access permissions of the rule template. Additionally, rule templates inherit the access permissions from the business structure node with which they are associated.

For a full discussion of Role-Based Access Control, please refer to the **Genesys 8.1 Security Deployment Guide**.

Role Permissions

Genesys Rules System 8.5 defines a set of role permissions for governing the tasks that can be performed in the Genesys Rules Authoring Tool.

The combination of the access permissions and the role permissions will determine whether a task can be performed. For example:

- To view a rule a user must have Read permission for the node with which the rule is associated as well as the Business Rule - View role permission.
- To delete a rule, the user must have Read permissions for the node and the Business Rule - Delete role permission. In this example, Read access permission is also needed for the delete task, because the user will not have visibility to any object that is associated with the node without Read access permissions.

Role permissions for importing and exporting templates and rule packages must be set to the following values:

- To import a template, a user must have Create permission for the Rule Template.
- To export a template, a user must have read access to the Template Script Object representing the template. See **Template Script Objects** for more information.
- To import or export rule packages, a user must have full permissions granted. For example, if a user does not have the ability to view business calendars or test scenarios, they won't be exported in the rule package XML. Conversely, if a user doesn't have permission to create calendars or test scenarios on import, they will not be able to create these resources from the imported rule package.

The set of permissions is the following:

8.5.0x

- Business Calendar - Create
- Business Calendar - Delete
- Business Calendar - Modify
- Business Calendar - View
- Business Rule - Create
- Business Rule - Delete
- Business Rule - Modify
- Business Rule - View
- Business Rule - Edit Only - allows a user to edit and save only the parameter values of a rule. No other permissions are granted.
- Rule Template - Create

- Rule Template - Delete
- Rule Template - Modify
- Rule Package - Create
- Rule Package - Delete
- Rule Package - Modify
- Rule Package - Deploy
- Test Scenario - Create
- Test Scenario - Modify
- Test Scenario - Delete
- Test Scenario - View
- Test Scenario - Execute
- Snapshot - Create
- Snapshot - Delete
- Snapshot - View: User can view and export snapshots. If this is not enabled, users will only see LATEST in the list of snapshots, which represents 8.1.2 functionality where users can only deploy the latest version.

Important

Snapshot permissions are active on the Deployment tab of GRAT, so all snapshot permissions also require Rule Package - Deploy permission.

User Logins

GRAT has multiple connections to Configuration Server:

- The server connection that is used by the Rules Authoring server to read application information and perform various server tasks
- The individual client connection of each user who logs on to the GRAT. This is limited based on the configuration of the user's login.

Business Hierarchy

Each Tenant should contain a folder called **Business Structure** (for single-tenant Configuration Servers, the **Business Structure** folder must be created under **Resources**). Under that folder there can be multiple levels (nodes) of sites/business units that represent the business hierarchy for this Tenant.

Each user login should be configured in Configuration Server with:

- Read permissions for only the Tenants that will be visible to this user (if there is more than one Tenant) and;
- Read permissions for only the nodes of the business hierarchy that this user can view.

Users who have Rule View permissions can see all of the rules that are associated with a node that is visible to them. See **About Business Structures** for more information about business structures.

Role Task Permissions

When GRAT has been deployed by using Genesys Administrator, role task permissions can be configured in Genesys Administrator.

A new Role object can be created under **Provisioning > Accounts > Roles**. On the **Role Privileges** tab there is a check box to add the privileges that are associated with the Genesys Rule Authoring Generic Server.

You can grant users a specific set of permissions by adding them as members of a role—either individually or as part of an access group. There are six groups of privileges:

- Rule Authoring—Create, Delete, Modify, and View
- Rule Packages—Create, Modify, Delete, and Deploy
- Rule Templates—Create, Modify, and Delete
- Test Scenarios—Create, Modify, View, Delete and Execute
- Business Calendars—Create, Delete, Modify, and View
- Snapshots—Create, Delete, and View

Template Script Objects

Script objects are used to control visibility to templates. Whenever a template is created, a Script object is created automatically in the **Template Access Control** folder under the **Scripts** folder to represent that template. A user must have read access to that Script object to be able to view that template.

Genesys recommends that you give template developers View permissions to the **Template Access Control** folder and have that permission propagate to all sub-objects. This way, template developers can immediately view any template that they may create. All other users will not be able to see the newly created templates until View permissions are explicitly granted for that template.

Configuring a User

The following procedure provides the basic steps for setting up users for GRAT.

Procedure

1. Give the user Read access to all of the Tenants that they can access.
2. Add the user as a member of a role with the desired permissions, or add the user as a member of an access group which can be part of a role.
3. Give the user Read access to the **Business Structure** folder and all of the desired nodes for that user.
4. Give the user Read access to all of the desired templates through the Script objects.

REST API

The following topics describe features of the REST API that are supported by Genesys Rules System:

- **Rule Execution**
- **Error Handling**

Rule Execution

The Rules Engine accepts REST requests from clients through a configured port. Clients that want to execute a rule package will connect to this port and send an HTTP POST message to:

```
http: //{{server-address:port}}/{{server-id}}/knowledgebase/{{packageName}}
```

This port is configured in the GRE application. See [Installing the GRE Component](#) for more information about how to configure this port.

The `server-id` is a configured value for the server and is not examined for the request. The `packageName` corresponds to the already deployed rule package that is to be evaluated.

The body of the HTTP request contains a knowledgebase request in either XML or JSON format. If JSON is used, the Content-Type HTTP header must be set to `application/json`. A successful response will contain a knowledgebase response message that contains the results of the evaluation.

The following schema defines the body of both the knowledgebase request and knowledgebase response message bodies.

```
<?xml version="1.0" encoding="UTF-8"?>
<xs:schema xmlns:xs="http://www.w3.org/2001/XMLSchema" elementFormDefault="qualified"
attributeFormDefault="unqualified">
  <xs:element name="knowledgebase-request">
    <xs:complexType>
      <xs:sequence>
        <xs:element name="globals" type="globals" minOccurs="0"
maxOccurs="1"/>
        <xs:element name="inFacts" type="inFacts" minOccurs="0"
maxOccurs="1"/>
        <xs:element name="inOutFacts" type="inOutFacts"
minOccurs="0"
maxOccurs="1"/>
      </xs:sequence>
    </xs:complexType>
  </xs:element>
  <xs:element name="knowledgebase-response">
    <xs:complexType>
      <xs:sequence>
        <xs:element name="globals" type="globals" minOccurs="0"
maxOccurs="1"/>
        <xs:element name="outFacts" type="outFacts" minOccurs="0"
maxOccurs="1"/>
        <xs:element name="inOutFacts" type="inOutFacts" minOccurs="0"
maxOccurs="1"/>
      </xs:sequence>
    </xs:complexType>
  </xs:element>
  <xs:complexType name="globals">
    <xs:element name="named-fact" type="named-fact" maxOccurs="unbounded"/>
  </xs:complexType>
</xs:schema>
```

```

</xs:complexType>
<xs:complexType name="inFacts">
  <xs:group ref="factGroup" maxOccurs="unbounded"/>
</xs:complexType>
<xs:complexType name="inOutFacts">
  <xs:group ref="factGroup" maxOccurs="unbounded"/>
</xs:complexType>
<xs:complexType name="outFacts">
  <xs:group ref="factGroup" maxOccurs="unbounded"/>
</xs:complexType>

<xs:group name="factGroup">
  <xs:choice>
    <xs:element name="named-fact"/>
    <xs:element name="anon-fact"/>
  </xs:choice>
</xs:group>

<xs:complexType name="named-fact">
  <xs:sequence>
    <xs:element name="id" type="id"/>
    <xs:element name="fact" type="fact"/>
  </xs:sequence>
</xs:complexType>

<xs:simpleType name="id">
  <xs:annotation>
    <xs:documentation>The identifier for a named fact</xs:documentation>
  </xs:annotation>
  <xs:restriction base="xs:string"/>
</xs:simpleType>

<xs:complexType name="anon-fact">
  <xs:sequence>
    <xs:element name="fact" type="fact"/>
  </xs:sequence>
</xs:complexType>

<xs:complexType name="fact">
  <xs:annotation>
    <xs:documentation>Contained elements are named after the fields of
the class
referred to by the class attribute. Element values are the values of
the fields
</xs:documentation>
  </xs:annotation>
  <xs:attribute name="class" use="required">
    <xs:simpleType>
      <xs:restriction base="xs:string">
        <xs:pattern value="\c+(\.\c+)*"/>
      </xs:restriction>
    </xs:simpleType>
  </xs:attribute>
</xs:complexType>
</xs:schema>

```

In addition to the action resulting from evaluation of the conditions in a rule that executes, the GRE returns to the application a list of the names of each rule executed, and in addition, for decision tables, the name of each row that was executed. For the REST interface, the GRE returns an array of rule names within an `executionResult` block. For example:

```
<executionResult>
  <rulesApplied>
    <string>Rule-110 Dept ABC</string>
    <string>Rule-118 Process XYZ</string>
  </rulesApplied>
</executionResult>
```

For the ESP interface, the GRE returns the following two parameters on the ESP response:

- `NumberOfRulesApplied` - A count of the number of rules or decision tables rows that evaluated to true.
- `RulesApplied` - The names of the rules or decision tables rows that evaluated to true. The names are separated by semicolons. The rules are listed in the order of execution. If a rule is executed multiple times it will appear in the list multiple times.

Error Handling

Error Codes and Responses

HTTP status code	Description	Cause	Body of the error message
400	Bad Request - URI not valid	The received URI does not match the GRE's REST specification.	<error code=610>URI needs to be of the form /knowledgebase/{packageName}</error>
400	Bad Request - Package	The deployment of the package failed, because of compilation errors.	<error code=622>"Deployment of rule package packageName failed due to rule compile errors"</error>
400	Bad Request - Package	The deployment of the package failed, because of an exception.	<error code=623>"Error in deploying rule package packageName. ErrorMsg." </error>
404	Not Found - Package not found	The package for the received evaluation request was not found.	<error code=620>"Rule package pkgName was not found"</error>
406	Not Acceptable - Unable to convert message	The received evaluation request could not be converted to a valid knowledgebase-request message.	<error code=602>"Unable to convert. Error: errorMsg"</error>
406	Not Acceptable - Unable to process request	The received evaluation request could not be evaluated, because of an exception.	<error code=602>"Unable to process request. Error: errorMsg"</error>
500	Internal Server Error - Package deployment failed	The package could not be deployed, because of an internal error.	<error code=621>"Error allocating resources for rule package packageName"</error>

If the content type is application/json, the body of the error message is formatted as follows:

```
{
  error:{
    code:6xx,
    description:"error message"
  }
}
```

DROOLS 5 Keywords

Drools 5 introduces the concept of hard and soft keywords.

Hard Keywords

Hard keywords are reserved—you cannot use any hard keyword when naming domain objects, properties, methods, functions and other elements that are used in the rule text. The following list of hard keywords must be avoided as identifiers when writing rules:

- true
- false
- null

Soft Keywords

Soft keywords are just recognized in their context, enabling you to use these words in any other place if you wish, although Genesys recommends avoiding them if possible to prevent confusion. The list of soft keywords is:

- lock-on-active
- date-effective
- date-expires
- no-loop
- auto-focus
- activation-group
- agenda-group
- ruleflow-group
- entry-point
- duration
- package
- import
- dialect
- salience
- enabled
- attributes
- rule
- extend
- when
- then
- template
- query
- declare
- function
- global
- eval
- not
- in
- or
- and
- exists
- forall
- accumulate
- collect
- from
- action
- reverse
- result
- end
- over
- init

You can use these (hard and soft) words as part of a method name in camel case, for example `notSomething()` or `accumulateSomething()` without any issues.

Escaping Hard Keywords

Although the three hard keywords above are unlikely to be used in your existing domain models, if you absolutely need to use them as identifiers instead of keywords, the DRL language provides the ability to escape hard keywords on rule text. To escape a word, simply enclose it in grave accents, like this:

```
Holiday( `true` == "yes" ) //
```

Please note that Drools will resolve that reference to the method:

```
Holiday.isTrue()
```

Working Example

This section provides an almost complete end-to-end sample use case:

- Rule template
- Test scenarios
- Rule package
- Deploy and execute

Use Case

We want to create a VXML self-service application for our company, ACME Corporation. Within that application, we will collect information from the customer that will allow us to determine the customer's segment (that is, is the customer a Bronze, Silver, Gold, or Platinum customer), as well as the value of an order (in American dollars) that the customer has placed with our company.

Based on the values for the customer segment and the order, we will use predefined business rules to determine whether to play a prompt to the customer that offers them a special promotion. In other words, the logic that will determine whether the special offer should be made to the customer will be defined within the business rules themselves, and not within the VXML application.

This example does not describe how the logic would be created in the VXML application to collect information from the customer, look up related information in a customer database (for example, to establish the value of the customer's order), or play the prompt to the customer. It just demonstrates the use of business rules to supply the necessary information to the client application—in this case the VXML application—to allow the application to take the correct next step.

Business Structure

The business structure of our organization is defined under our tenant in Configuration Server. It consists of a single entity that is called “ACME Solution.”

Under this Solution there are two departments:

- Finance Department
- Sales Department

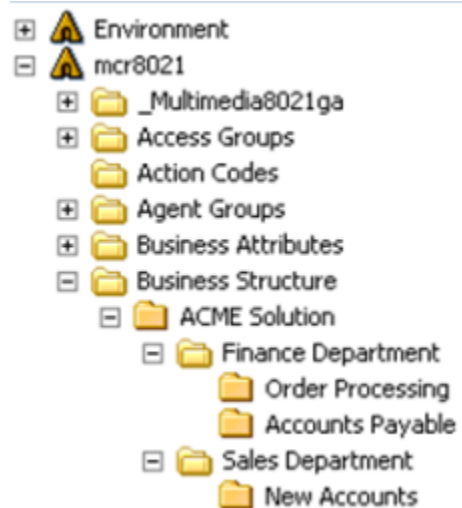
Under the Finance Department there are two processes:

- Order Processing
- Accounts Payable

Under the Sales Department there is a single process:

- New Accounts

The figure below shows the business structure as it appears in Configuration Manager. You can also manage the business structure in Genesys Administrator, although it does not appear as a hierarchical tree on the Administrator GUI.



Business Structure

Rule Template

The rule template that is created for this example consists of two facts:

- `_GRS_Environment`
- `Customer`

The `_GRS_Environment` fact is a mandatory fact for all Genesys Rules Systems rule templates. It is used to establish two important fact properties:

- `businessContext_Level*`—Used in the request to the Rules Engine, to determine the node(s) of the business structure at which to evaluate rules
- `phase`—Used within the request to the Rules Engine, to determine which rules to evaluate.

Each rule that you create in Genesys Rules System must have a rule phase defined. The list of rule phases can be modified by changing the values of the enumeration that is called `Phases`, in the rule template. In this example, the phase that is selected is called `segmentation`, so we can assume that the values for the `Phases` enumeration contains at least one value called `segmentation`, and possibly others.

The `Customer` fact contains three properties that we will use in our business rule:

- `segment`
- `order`
- `offer`

Our rule template contains two conditions and one action, as well as the necessary parameters that are used within these conditions and actions. See the two following tables for details of these parameters.

Rule Language Mapping

Rule Language Mapping Parameters

Name	Language Expression	Rule Language Mapping
Segment	Customer segment is {customerSegment}	Customer(segment== '{customerSegment}')
OrderValue	Order value is greater than {orderValue}	Customer(order>{orderValue})
SpecialOffer	Offer special promotion {specialOffer}	\$Customer.offer='{specialOffer}'

Language Expression Details

Name	Type	Comments
customerSegment	Enumeration	An enumeration must be created in the rule template that contains the values for Customer Segment from which the rules author will be able to select (for example, Bronze, Silver, and so on). Note that there are two properties that you must provide for each value of the enumeration: Name and Label. The Label is what will appear to the business rules author when the business rules author is using a rule condition or action that includes a parameter that references this enumeration. The Name is what is used in the request/response to/from the Rules Engine; therefore, case is important. For example, you may want to use uppercase for the labels of these enumeration values, and lowercase for the names. shows an example of how that might appear in the Genesys Rules Development Tool:
orderValue	Input Value (Numeric)	Optionally, you can supply upper and lower bounds for this parameter. If these are supplied in the template, the rules author will be constrained as to the values the rules author can provide in the rule condition that uses this parameter.
specialOffer	Input Value (Boolean)	Because the parameter type is Boolean, this will present a checkbox to the rules author when this parameter is used in the rule action.

The figure below shows how the enumeration is configured.

Enumeration Details

Name:

Description:

Values

Name	Label
bronze	Bronze
gold	Gold
platinum	Platinum
silver	Silver

Enumeration Details

Note that for this template, because the `orderValue` parameter is numeric, when it is used in a rule condition, there are no single quotation marks (") surrounding it in the rule language mapping, whereas there are single quotation marks surrounding the `customerSegment` string parameter.

With the Drools language you cannot set the value of a Fact property by referring to the Fact's name. In the condition section you must first declare a variable and associate this variable with a Fact object. Once this association has been made within a condition then the variable can be used in actions (and other conditions) to reference fields contained within the fact. A period (".") is used to access the fields on a fact. Use a colon (":") when you want to create a variable in a condition. So, in the preceding example, the "." is used in the rule language mapping for the action (`$Customer:Customer()` in the condition, `$Customer.offer` in the action).

Since the 8.1.2 release, conditions are automatically added to declare variables which are referenced in actions. For a variable to be automatically declared, the variable name must be the name of the fact preceded by a '\$' sign. So in this example, `$Customer` is referenced in an action so the condition `$Customer:Customer()` will automatically be added to the rule.

Before 8.1.2, variables had to be declared by a condition within the template and added to the rule by the rule developer. With this example the following generic rule condition needed to be defined within the template and the rules developer would have added this condition to any rule that referenced the `$Customer` variable.

Important

A variable cannot be declared twice.

Language Expression: `Customer exists`
 Rule Language Mapping: `$Customer:Customer()`

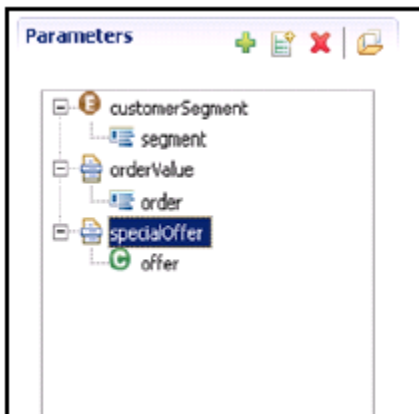
Supporting Building Test Scenarios

To support building test scenarios, the rule developer should provide a mapping between the parameters (which the rule author is familiar with) and the underlying fact model. In this way, when the rule author provides a sample value for say, `orderValue`, GRAT will know how to build the appropriate Fact object to run the test.

In this case, it would create a Customer fact and set the order field to the specified value. For this example, we will map the parameters to the Fact model in the following way:

- `customerSegment` -> `Customer.segment`
- `orderValue` -> `Customer.order`
- `specialOffer` -> `Customer.offer`

In GRDT, right-click on each parameter and choose `Associate Property`. Then choose the appropriate Fact and field from the pop-up window.



Mapping Parameters Popup Window

Mapping Parameters Window

Navigate to the `Test Scenarios` tab and create a test scenario to test our decision table rule at the Finance Department node. Select test values `customerSegment` and `orderValue` from the `Add Given` drop-down. Then select `specialOffer` from the `Add Expectation` drop-down.

Now, insert rows of data. In these rows you can put some test values and also choose what your predicted or expected result should be.

When you click on the `Run Test Scenario` button, these test values will be passed into the rule package and the result will be compared to your expectations. If they match, you will see a green check mark in the `Results` column.

Note that we purposely passed in data that we predicted would return a positive result (for example, the customer gets the special offer) as well as a negative result (for example, the customer does not qualify). These test scenarios are then saved and can be executed in the future when rules are added or modified.

Test Scenarios								
ID	Name	Description	Phase	Business Hierarchy	Simulated Date	Simulated Time	Time Zone	Result
TS-108	Finance	Finance Rules	segmentation	Finance Department			Greenwich Mean Time	

ID	Name	Results	{customerSegment}	{orderValue}	{specialOffer}	
TSR-114			Platinum	4125	<input checked="" type="checkbox"/>	
TSR-109			Gold	5555	<input checked="" type="checkbox"/>	
TSR-110			Silver	5555	<input type="checkbox"/>	
TSR-115			Bronze	9000	<input type="checkbox"/>	

Test Scenario Tab 1

Note, the 4th row of the table, shows our Bronze customer with an order value of 9000 NOT receiving a special offer. This is because the test was run against the Finance Department node of the hierarchy. In our example, we added a linear rule to the Accounts Payable department which addresses the Bronze customer.

We can now create a new test scenario which targets the Accounts Payable department and validates that, in this case, the Bronze customer gets an offer. In our new test scenario (TS-116), we set the Business Hierarchy to the Finance Department > Accounts Payable department. We copy the same test data and when we run it, notice that the Bronze customer shows an unsuccessful result when our expectation is that they do NOT receive an offer.

Test Scenarios							
ID	Name	Description	Phase	Business Hierarchy	Simulated Date	Simulated Time	Time Zone
TS-108	Finance	Finance Rules	segmentation	Finance Department			Greenwich Mean
TS-116	Finance	Finance Rules	segmentation	Finance Department > Accounts Payable			Greenwich Mean

ID	Name	Results	{customerSegment}	{orderValue}	{specialOffer}	
TSR-117		✓	Platinum	4125	<input checked="" type="checkbox"/>	⬆️ ⬆️ ⬆️
TSR-118		✓	Gold	5555	<input checked="" type="checkbox"/>	⬆️ ⬆️ ⬆️
TSR-119		✓	Silver	5555	<input type="checkbox"/>	⬆️ ⬆️ ⬆️
TSR-120		✗	Bronze	9000	<input type="checkbox"/>	⬆️ ⬆️ ⬆️

Test Scenario Tab 2

We simply adjust the test scenario so that we now expect an offer for this customer by checking the specialOffer box. We now get a successful result when running the test.

Test Scenarios							
ID	Name	Description	Phase	Business Hierarchy	Simulated Date	Simulated Time	Time Zone
TS-108	Finance	Finance Rules	segmentation	Finance Department			Greenwich Mean
TS-116	Finance	Finance Rules	segmentation	Finance Department > Accounts Payable			Greenwich Mean

ID	Name	Results	{customerSegment}	{orderValue}	{specialOffer}	
TSR-117		✓	Platinum	4125	<input checked="" type="checkbox"/>	⬆️ ⬆️ ⬆️
TSR-118		✓	Gold	5555	<input checked="" type="checkbox"/>	⬆️ ⬆️ ⬆️
TSR-119		✓	Silver	5555	<input type="checkbox"/>	⬆️ ⬆️ ⬆️
TSR-120		✓	Bronze	9000	<input checked="" type="checkbox"/>	⬆️ ⬆️ ⬆️

Test Scenario Tab 3

Rule Package

The rule package that is created for this example is called `my.test`. Three rules are defined within the package. Two of the rules are defined as two rows of a single Decision Table, which is created at the Finance Department node of the business structure.

The screenshot shows the Rules Management console interface. On the left is a tree view of the business structure with 'Finance Department' selected. The main area displays a 'Rules' table with one row: DT-103, myRule, Segmentation, and Pending Deployment checked. Below this is a 'New Decision Table' button and a table with two rows of conditions and actions.

ID	Name	Description	Phase	Calendar	Pending Deployment	Start Date	End Date
DT-103	myRule		Segmentation		<input checked="" type="checkbox"/>		

ID	Name	Customer segment is	Order value is greater than	Offer special promotion
DTR-105		Gold	5000	<input checked="" type="checkbox"/>
DTR-106		Platinum	4000	<input checked="" type="checkbox"/>

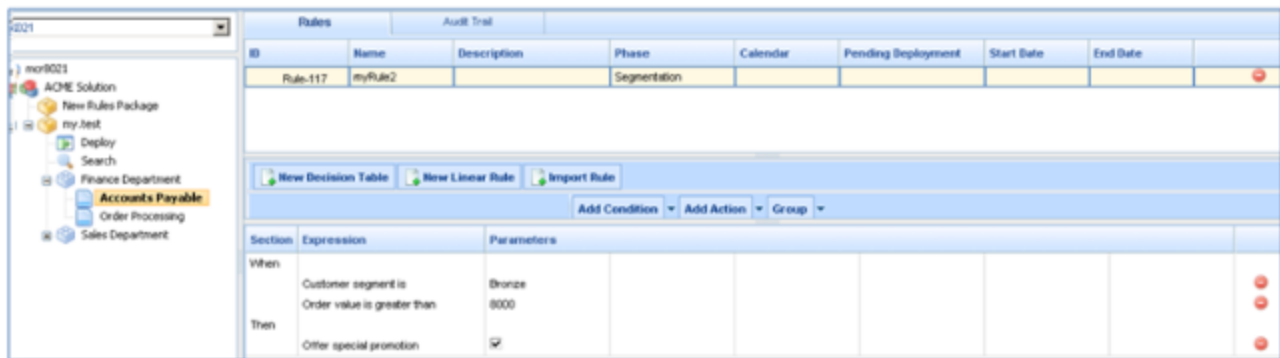
Decision Table

The rule checks two conditions:

- The value of the segment property of the Customer fact
- The value of the order property of the Customer fact

If the conditions are all true, the rule will fire a single action, which is to set the value of the offer property of the Customer fact to 1.

The third rule is defined as a linear rule and has been created at the Accounts Payable node of the business structure.



Linear Rule

This rule checks the same conditions—and has the same action—as the rules that are defined at the Finance Department node. Normally, you might expect this rule to be a third row in the earlier decision table, at the Finance Department node. It is included here only to demonstrate how the rules at different nodes in the business structure can be evaluated.

The my.test rule package is deployed to the Genesys Rules Engine or (since release 8.1.2) an application cluster. When two or more conditions are listed, there is an implied “and” between them. So, this rule is saying that “when the customer segment is bronze and the order value is greater than 8000, then offer special promotion”. The rule author can also choose other logical operators, such as or, not, and not, and so on.

Rule Evaluation

We want to call the GRE from our client (VXML) application. For the rule to be evaluated properly, we will have to populate the fact properties of the `_GRS_Environment` and `Customer` facts correctly.

To test this rule evaluation, you can use a REST client, such as the free Firefox REST Client add-on, or you can test the rule by using Composer's Business Rule Block, which has a built in Test feature that provides sample values to the rule and evaluates the results.

In most cases, you will use Genesys Composer to build applications that will invoke the GRE. However, to simplify rule testing, it might be more convenient to use a REST client in the manner that is described here.

The request to the Rules Engine will be a POST request. The URL we will use to make the POST request will be constructed as follows:

```
http://[server:port]/genesys-rules-engine/knowledgebase/[package]
```

where: `server` is the IP address or host name of the application server on which the rules engine is running `port` is the listening port of the application server. For example, 8080 is the default Tomcat port. `package` is the name of the rule package to evaluate. In this example it is `my.test`.

So, the URL might look like this:

```
http://myserver:8080/genesys-rules-engine/knowledgebase/my.test
```

We have to populate the request body with the request, in XML format. In the request body we specify the two fact classes, both of which are prefixed with the package name; for example, `my.test._GRS_Environment` and `my.test.Customer`, respectively.

For the `_GRS_Environment` fact, we have to provide values for the fact properties `phase` and `businessContext_Level*`. Note that your request can include multiple values for the `businessContext_Level*` fact property, depending on the node(s) of the business structure at which you want the Rules Engine to evaluate rules.

In our case, let us assume that in this request, we want the Rules Engine to evaluate the rules at both the Finance Department level and the Accounts Payable level. In this case, in our request we will populate fact properties that specify both of these levels (`businessContext_Level1` and `businessContext_Level2`). Alternatively, if we omitted `businessContext_Level2` from the request, we could ask the Rules Engine to evaluate only the rules at the Finance Department level, which is

businessContext_Level1.

Note also that if you had any rules configured at the “global” level (which are configured for the rule package itself by selecting the name of the package in the navigation tree, and then selecting the Rules tab), they will always be evaluated for every request, without having to specify anything explicitly in the `_GRS_Environment` fact property.

The other `_GRS_Environment` fact property that we must populate in the request is the phase. In our example, all rules were written for the segmentation phase.

For the Customer fact, we must provide values for the fact properties segment and order. We can provide whatever values we want, in order to test the results of the rule evaluation. Note that the value that you provide for the segment fact property is case-sensitive, as is the value for the phase fact property. See the description of the `customerSegment` enumeration in [Rule Template](#).

The following is an example of the request body:

```
<knowledgebase-request>
  <inOutFacts>

    <named-fact>
      <id>env</id>
      <fact class="my.test._GRS_Environment">
        <phase>segmentation</phase>
        <businessContext_Level1>Finance
Department</businessContext_Level1>
        <businessContext_Level2>Accounts
Payable</businessContext_Level2>
      </fact>
    </named-fact>

    <named-fact>
      <id>customer</id>
      <fact class="my.test.Customer">
        <segment>gold</segment>
        <order>6345.32</order>
      </fact>
    </named-fact>

  </inOutFacts>
</knowledgebase-request>
```

Based on our rule configuration, we would expect that the Rule Engine would return a value of 1 for the offer property of the Caller fact, indicating that under these conditions (customer is Gold and the customer’s order value is greater than \$5,000.00), we want to offer them a special promotion. This is because the parameter (`specialOffer`) that is being used in the rule action is a Boolean type. In this case, the response body will look like the following:

```
<knowledgebase-response>
  <inOutFacts>
```

```

    <named-fact>
      <id>env</id>
      <fact class="my.test._GRS_Environment">
        <businessContext__Level2>Accounts
Payable</businessContext__Level2>
        <businessContext__Level1>Finance
Department</businessContext__Level1>
        <phase>segmentation</phase>
      </fact>
    </named-fact>
    <named-fact>
      <id>customer</id>
      <fact class="my.test.Customer">
        <order>6345.32</order>
        <segment>gold</segment>
        <offer>1</offer>
      </fact>
    </named-fact>
  </inOutFacts>
  <executionResult>
    <rulesApplied>
      <string>Row 1 DT-103 myRule</string>
    </rulesApplied>
  </executionResult>
</knowledgebase-response>

```

If you pass in values in your request that the Rules Engine will not evaluate to true, based on all of the rules that you have deployed, no value for the offer fact property will be returned in the result. For example, if you set the value of order to 2345.32, the response body will look like the following:

```

<knowledgebase-response>
  <inOutFacts>
    <named-fact>
      <id>env</id>
      <fact class="my.test._GRS_Environment">
        <businessContext__Level2>Accounts
Payable</businessContext__Level2>
        <businessContext__Level1>Finance
Department</businessContext__Level1>
        <phase>segmentation</phase>
      </fact>
    </named-fact>
    <named-fact>
      <id>customer</id>
      <fact class="my.test.Customer">
        <order>2345.32</order>
        <segment>gold</segment>
      </fact>
    </named-fact>
  </inOutFacts>
  <executionResult>
    <rulesApplied>
      </rulesApplied>
    </executionResult>
</knowledgebase-response>

```

Note that this is not the same as the value of offer being 0. In this example, because all of the conditions in the rules were not met (evaluated as true by the Rules Engine), the action was not fired. Thus, offer has no value populated in the result. If you wanted the value of offer to be set to 0, you would have to have a rule that included a rule action whereby the value of offer was unchecked

(remember that it is a Boolean parameter so it is either checked or unchecked by the rules author). If all of the conditions of such a rule were evaluated as true by the Rules Engine, the result would set offer to 0.

If you want the response to include the offer fact property, with no value, it must be included in the request (even if no value is provided). In this case the `my.test.Customer` fact class would look like the following in the request:

```
<named-fact>
  <id>customer</id>
  <fact class="my.test.Customer">
    <segment>gold</segment>
    <order>2345.32</order>
    <offer></offer>
  </fact>
</named-fact>
```

And the response body would include the following section:

```
<named-fact>
  <id>customer</id>
  <fact class="my.test.Customer">
    <order>2345.32</order>
    <segment>gold</segment>
    <offer></offer>
  </fact>
</named-fact>
```

You can also try populating the request with values that will be relevant to the rule at the Accounts Payable level of the business structure—for example, `segment = bronze` and `order = 9345.33`. In this case, you should also see the value of `order` set to 1 in the response body.