Genesys Rules System Deployment Guide

Installing GRAT

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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 do the following:

1. 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"/>
   ```

2. Start Tomcat with the environment variable:

   ```
   -Dcom.genesyslab.platform.defaultcharset=UTF-8
   ```