GVP Deployment Guide

Prerequisites and Planning

12/20/2025

Prerequisites and Planning

This chapter describes the prerequisites and planning considerations for the deployment of Genesys Voice Platform (GVP) 8.5 on Windows and Linux operating systems and includes information about the required software. It contains the following sections:

- GVP Installation DVDs
- Prerequisites
- Dialogic Telephony Cards
- Antivirus Software
- Host Setup
- PSTN Connector and GVPi Support in 8.1.5
- Voice Platform Solution Components
- HMT Permissions and Access Rights

GVP Installation DVDs

Genesys Voice Platform 8.1.3 and above components are shipped on two DVDs one containing the Genesys Voice Platform components and one containing the Genesys Media Server components. The 8.1.2 and earlier components are shipped on one DVD. The components on each DVD are listed in the table below:

Table: Contents of Release DVDs

Component	8.5.1	8.5.0	8.1.7	8.1.6	8.1.5	8.1.4	8.1.3	8.1.2
Genesys Voice Platform (DVD #1)								
Resource Manager (RM)								✔
Media Control Platform (MCP)								✔
Call Control Platform (CCP)	✔	✔	✔	✔	✔	✔	✔	✔
Reporting Server (RS)					✔	✔	✔	✔
Squid	✔	✔	✔	✔	✔	✔	✔	✔

Component	8.5.1	8.5.0	8.1.7	8.1.6	8.1.5	8.1.4	8.1.3	8.1.2
Caching Proxy								
Supplementary Services Gateway (SSG)	✔	✔	✔	✔	✔	✔	✔	✔
Computer Telephony Integration (CTI) Connector	✔	✔	✔	✔	✔	✔	✔	✔
Public Switched Telephone Network (PSTN) Connector						✔	✔	✔
Policy Server (PS)	✔	✔	✔	✔	✔	✔		
Media Resource Control Protocol (MRCP) Proxy	✔	✔	✔	✔	✔	✔		
Genesys Media Server (DVD #2)								
Resource Manager (RM)	✔	✔	✔	✔	✔	✔	✔	NO DVD
Reporting Server (RS)	✔	✔	✔	✔				NO DVD
Media Control Platform (MCP)	✔	✔	✔	✔	✔	✔	✔	NO DVD
GVP Reporting Plugin for GAX	✔	✔	✔	✔				NO DVD
Management Information Bases (MIB)	✔	✔	✔	✔	✔	✔	✔	NO DVD

Important

The Fetching Module is integrated with the Media Control and Call Control Platforms and is included in those Installation Packages (IP). The Squid Caching Proxy, and CTI Connector are included for Windows only. The PSTN Connector is for Windows and Linux. The Genesys Composer installation software ships on a separate DVD. The PSTN Connector and GVPi are not included in the releases above 8.1.4, but they are still supported. For more information about how these components are supported, see PSTN Connector and GVPi Support in 8.1.5.

Tip

GVP is installed, provisioned, and managed by using Genesys Administrator. Ensure that you have Genesys Administrator installed as part of your deployment. For information about Genesys Administrator, see the Framework Deployment Guide.

Prerequisites

Important

Genesys recommends that you review Preparing the Hosts for GVP and Task Summary: Preparing Your Environment for GVP, Task Summary: Preparing Your Environment for GVP (Windows), or Task Summary: Preparing Your Environment for GVP (Linux) before you install any software.

Software Requirements for Windows

The table below summarizes the software requirements for GVP 8.5 deployments on Windows.

Table: Software Requirements for Windows

Category	Requirements and comments
Operating system on GVP servers	
Genesys Voice Platform 8.5 (Mandatory)	Microsoft Windows Server 2003, SP2 and 2008: • 64-bit binaries running on 64-bit OS (optimal performance) • 32-bit binaries running on 64-bit OS • 32-bit binaries running on 32-bit OS

Category	Requirements and comments
	Microsoft Windows Server 2008 R2: • 64-bit binaries running on 64-bit OS (optimal performance) • 32-bit binaries running on 64-bit OS **Notes:** • Microsoft Visual C++ is installed automatically with the GVP IPs.
Operating system supporting components	
Reporting Server and Policy Server	Sun Java Runtime Environment (JRE) 7.0 or later **Notes:** • Download the Sun JRE platform software from the Sun Microsystems website. • If using Windows 2008 64-bit, download the 64-bit Sun JRE platform. • If using Oracle Database, use JRE 1.8.
Microsoft Internet Information Services (IIS) 6.0 components (Mandatory for GVP 8.1.1 and earlier 8.x releases)	Common files: • IIS Manager Snap-In for Microsoft Management Console • World Wide Web server Install these component from the Windows 2003 CD either by using Add/Remove Programs or downloading them from the Microsoft website. **Notes:** • In GVP 8.1.1 and earlier releases, IIS was required to host inline and universal hotkey grammar files that were fetched by ASR. • In GVP 8.1.2 and later releases, IIS is not required, unless you are using GVPi. • If GVPi is used, IIS MUST be installed before installing the MCP.
Reporting Server Database requirements	Required only on GVP servers that have Reporting Server DB installed: • Microsoft SQL Server 2008 (clustered and/or replicated), or 2005 SP2 (Standard and Enterprise editions), or Oracle 10g, 10g Real Application Cluster (RAC), or 11g RAC Database Server (Standard and Enterprise editions), or Oracle 12c, 12c RAC.

Category	Requirements and comments
	Notes: • For additional information about supported operating systems for the Reporting Server Database, see Host Setup on page 193. • Download the SQL Server or the Oracle Database Server software from the vendor's website. It is your responsibility to obtain the appropriate licenses for this software.
Management and monitoring tools (Optional)	• Genesys Simple Network Management Protocol (SNMP) Master Agent • SNMP Network Management Software (NMS)(Optional) **Notes:** • The Genesys SNMP Master Agent is installed on the same host(s) as the VP Resource Manager, VP Media Control Platform, VP Call Control Platform, and VP Fetching Module components. • Install the Genesys SNMP Master Agent software from the Genesys Management Framework Installation CD. You can use any type of SNMP NMS for example, HP OpenView, BMC Software Patrol, or Ipswitch WhatsUpGold.
Specific services and settings (Mandatory)	You must configure certain specific services and settings on each host before you install GVP. For more information, see Windows Services and Settings
Web browser (for administration)(Mandatory)	Used only from the administrator's desktop: • Microsoft Internet Explorer (IE) 6.0, SP1, up to and including 8.0. • Firefox 2.x, up to and including 3.6.
Third-party supporting components	
Third-party TDM interface (Mandatory for PSTN Connector only)	If you are installing the PSTN Connector: • Dialogic v6.0 • Dialogic Service Update 241 for Windows • Dialogic Service Update 327 for Linux
Automatic speech recognition (ASR) (Optional)	Genesys recommends that the ASR servers are installed and operational before you install the Genesys Voice Platform. Genesys has validated the following third-party ASR software:

Category	Requirements and comments
	• Nuance Recognizer 10.2.3 with Nuance Speech Server (NSS) 6.2.4 • Nuance Recognizer 9.0.18 with Nuance Speech Server (NSS) 5.1.7 • Telisma Telispeech ASR 2.0 SP1. • IBM WebSphere Voice Server (WVS) 6.1.1 ASR or higher. **Notes:** • It is your responsibility to obtain the software and the appropriate licenses. Media Resource Control Protocol version *(MRCPv1) and MRCP version 2 (MRCPv2) are supported. • For more speech information, see the Genesys Supported Media Interfaces Reference Manual.
Text-to-speech (TTS) (Optional)	Genesys recommends that the TTS servers are installed and operational before you install the Genesys Voice Platform. Genesys has validated the following third-party TTS software: • Nuance Vocalizer 6.0.2 with Nuance Speech Server (NSS) 6.2.5 • Nuance Vocalizer 5.7.3 with Nuance Speech Server (NSS) 6.2.4 • IBM WebSphere Voice Server (WVS) 6.1.1 TTS or later, with IBM TTS connector **Notes:** • It is your responsibility to obtain the software and the appropriate licenses. • MRCPv1 and MRCPv2 are supported. • For more speech information, see the Genesys Supported Media Interfaces Reference Manual.

Software Requirements for Linux

The table below summarizes the software requirements for GVP 8.5 deployments on Linux:

Table: Software Requirements Linux

Category	Requirements and comments
Operating System on GVP Servers	
For Genesys Voice Platform 8.5 (Mandatory)	Red Hat Enterprise Linux 5.x Advanced Platform

Category	Requirements and comments
	• 64-bit binaries running on 64-bit OS (optimal performance) • 32-bit binaries running on 64-bit OS • 32-bit binaries running on 32-bit OS • Red Hat Enterprise Linux 4 Advanced Server • 32-bit binaries running on 32-bit OS
Reporting Server and Policy Server	Sun Java Runtime Environment (JRE) 7.0 or later. **Notes:** • Download the Sun JRE platform software from the Sun Microsystems website. • If using Oracle Database, use JRE 1.8.
Operating System Supporting Components	
Reporting Server Database	Required only on GVP servers that have Reporting Server DB installed: • Oracle 10g, 10g , 11g Real Application Cluster (RAC) Database Server (Standard or Enterprise editions), 12c or 12c RAC. **Notes:** • For additional information about supported operating systems for the Reporting Server Database, see Host Setup on page 193. • Download the Oracle Database Server software from the Oracle website. It is your responsibility to obtain the appropriate licenses for this software.
Apache HTTP Server (Mandatory for GVP 8.1.1 and earlier 8.x releases)	httpd-2.0 or later. **Notes:** • Install Apache on the Media Control Platform and Call Control Platform host(s) before you install the GVP components. • In GVP 8.1.1 and earlier releases, Apache HTTP Server was required to host inline and universal hotkey grammar files that were fetched by ASR. • In GVP 8.1.2, Apache is no longer required. The Media Control Platform now transmits these grammars by default in the MRCP requests.

Category	Requirements and comments
Management and monitoring tools (Optional)	• Genesys Simple Network Management Protocol Master Agent. • SNMP Network Management Software (optional). **Notes:** • The Genesys SNMP Master Agent is installed on the same host(s) as the VP Resource Manager, VP Media Control Platform, VP Call Control Platform, and VP Fetching Module components. • Install the Genesys SNMP Master Agent software from the Genesys Management Framework Installation CD. See . You can use any type of SNMP NMS for example, HP OpenView, BMC Software Patrol, or Ipswitch WhatsUpGold.
Specific services and settings (Mandatory)	**Notes:** • You must configure certain specific services and settings on each host before you install GVP. • For more information, see the Task Summary: Preparing Your Environment for GVP (Linux), on page 339.
Web browser (for administration) (Mandatory)	Used only from the administrator's desktop: • Microsoft Internet Explorer 6.0, SP1 or 7.0
Third-party Supporting Components	
Automatic speech recognition (Optional)	Genesys recommends that the ASR servers are installed and operational before you install the Genesys Voice Platform. Genesys has validated the following third-party ASR software: • Nuance Recognizer 10.2.3 with Nuance Speech Server (NSS) 6.2.4 • Nuance Recognizer 9.0.18 with Nuance Speech Server (NSS) 5.1.7 • Nuance Recognizer 9.0.16 with Nuance Speech Server (NSS) 5.0.10 • Telisma Telispeech ASR 2.0 SP1. • IBM WebSphere Voice Server (WVS) 6.1.1 ASR or higher. **Notes:** • It is your responsibility to obtain the software

Category	Requirements and comments
	and the appropriate licenses. MRCPv1 and MRCPv2 are supported. • For more speech information, see the Genesys Supported Media Interfaces Reference Manual.
Text-to-speech (Optional)	Genesys recommends that the TTS servers are installed and operational before you install the Genesys Voice Platform. Genesys has validated the following third-party TTS software: • Nuance Vocalizer 6.0.2 with Nuance Speech Server (NSS) 6.2.5 • Nuance Vocalizer 5.7.3 with Nuance Speech Server (NSS) 6.2.4 • IBM WebSphere Voice Server (WVS) 6.1.1 TTS or later, with IBM TTS connector **Notes:** • It is your responsibility to obtain the software and the appropriate licenses. • MRCPv1 and MRCPv2 are supported. • For more speech information, see the Genesys Supported Media Interfaces Reference Manual.

Dialogic Telephony Cards

The PSTN Connector relies on Dialogic hardware and software to provide a gateway solution for customers with existing TDM-based networks to simplify the integration and migration to the GVP IP-based solution.

These Dialogic telephony cards are supported on Windows:

- Dialogic DM/V480A
- Dialogic DM/V1200BTEP
- Dialogic DM/V960A
- Dialogic D240JCT
- Dialogic DM/V600A
- Dialogic D480JCT
- Dialogic DM/V1200A
- Dialogic D300JCT

- Dialogic DM/V600BTEP
- Dialogic D600JCT

The PSTN Connector does not impose a limit on the number of cards it can support. Limitation arises from the number of PCI slot in the machine and the load on the PCI bus.

Dialogic Software

GVP supports Dialogic v6.0 with Service Update 241 for Windows, and Service Update 327 with RHEL Linux.

For information about how to install and configure the PSTN Connector, see Installing GVP with the Deployment Wizard and Provisioning the PSTN Connector.

Antivirus Software

Antivirus software can affect system performance and call response time. In an ideal deployment, antivirus software is disabled on GVP systems. However, Genesys understands the need to have antivirus protection on servers and, therefore recommends, at a minimum, that you exclude the GVP directory from virus scanning, and that you schedule system scans to occur at times when traffic is low.

Also, be aware that antivirus software may interfere with the installation of GVP during initial deployment. Make sure that the server is not running antivirus software, or any other third-party software, during installation.

Host Setup

GVP provides some flexibility in combining various components on one host; however, the following restrictions apply:

- If you are installing Genesys Administrator and (a single instance of) the Media Control Platform on the same host, you must install GVP by using the manual procedures and ensure that Genesys Administrator is shut down during the installation. Genesys does not recommend that you install Genesys Administrator on a host that has multiple instances of the Media Control Platform.
- If the Resource Manager is in active standby High Availability (HA) mode, Genesys recommends that other SIP components that communicate with the Resource Managers are installed on different servers, unless they support static routing and do not interfere with the Resource Manager's HA mechanism. When the Resource Manager is in active backup mode, it uses Network Load Balancing (NLB) (on Windows) or Virtual IP takeover (on Linux or Windows). Other SIP HA components (for example, SIP Server) that use the same HA mechanism as the Resource Manager can interfere if deployed on the same servers within the cluster. In addition, when a Virtual IP address is used, Windows NLB has a limitation, where the Virtual IP always resolves to localhost on servers within the NLB cluster.
- If you are installing the Media Control Platform and the PSTN Connector on the same host, ensure the value of the `rtpthreadlevel` option in the `mpc` section of the Media Control Platform to TIME_CRITICAL.

The following are some additional restrictions or requirements:

- In GVP 8.1.2 and Genesys Administrator 8.0.3, multiple instances of the Media Control Platform on a single server are supported. See Deploying Multiple Media Control Platforms.
- In GVP 8.1.2 and above, the Fetching Module is integrated with the Media and Call Control Platforms and the Squid proxy is optional.
- The Reporting Server can be deployed with one Resource Manager instances only, unless the Resource Manager is deployed in HA mode. When the Resource Manager is in HA mode, the Reporting Server recognizes the HA pair as a single instance.
- The Reporting Server Database (DB) is supported in the following ways:
  - The Reporting Server DB does not have to reside on the server where Reporting Server is installed.
  - The Reporting Server DB can be installed on Windows or Linux.
- The Reporting Server DB and the Reporting Server can be installed on different operating systems. (For example, the Reporting Server can be on Windows and the DB on Linux).

> **Tip**
>
> There are additional restrictions for the Reporting Server host if it is configured for High Availability, see Reporting Server High Availability.

- You can mix GVP components that are installed on different operating systems within a deployment.

PSTN Connector and GVPi Support in 8.1.5

The PSTN Connector and Legacy GVP VoiceXML interpreter (GVPi) are not included in the 8.1.5 and above releases, but they are still supported and can be deployed in 8.1.5 environments. However, at least one instance of the 8.1.4 Media Control Platform is required to provide capability-based routing of PSTN Connector and GVPi requests for media services.

In other words, the 8.1.4 Media Control Platform can interoperate with all GVP 8.1.5 components, but the 8.1.4 PSTN Connector and GVPi can not.

For example, your 8.1.5 environment might be deployed in the following way:

- A pool of 8.1.5 Media Control Platform instances is deployed to enable new media capabilities like video.
- A pool of 8.1.4 Media Control Platform instances is deployed to support GVPi and/or the PSTN Connector (together in the same environment).

To do this, you must provision two separate MCP Logical Resource Groups (LRGs), each with different capabilities. For example:

- The 8.1.5 MCP LRG must have video and other media capabilities configured.
- The 8.1.4 MCP LRG must have the GVPi and PSTN Connector.

- The Resource Manager s capability-based routing feature must be configured to ensure that the PSTN Connector (using GVPi) calls are handled by the 8.1.4 MCP Resource Group only.
- To ensure the correct LRG processes the calls, create an IVR profile that requests the PSTN Connector/ GVPi capability-based routing features (they must match the ones that are defined in the LRG).

To configure the Resource Groups and IVR Profiles to support this configuration, see the sections Using Resource Groupsand Creating IVR Profiles and DID Groups, and "IVR Profile Configuration for GVPi" in the Genesys Voice Platform 8.5 User's Guide.

Voice Platform Solution Components

This section describes the recommended, required and optional components, and the dependencies present in a successful deployment of a Voice Platform Solution.

Important

The table below lists the versions of Management Framework components and SIP Server that are recommended for each GVP release. However, the newest GVP version may still be compatible with a previous version of SIP Server, Genesys Administrator or Configuration Server. Please verify with Genesys Customer Care if you wish to keep a previous version of any of these components.

Table: Versions Compatible With GVP

GVP	Management Framework		SIP Server
	Genesys Administrator	Configuration Server	
8.5.1	8.1.3	8.1.3	8.1.1
8.5.0	8.1.3	8.1.3	8.1.1
8.1.7	8.1.3	8.1.3	8.1.1
8.1.6	8.1.3	8.1.2	8.1.0
8.1.5	8.1.2	8.1.1	8.1.0
8.1.4	8.1.0	8.1.0	8.0.4
8.1.3	8.0.3	8.02	8.0.3
8.1.2	8.0.3	8.02	8.0.3
8.1.1	8.0.11	8.0.1	8.0.2
8.1.0	8.0.1	8.0.1	8.0.2

Tip

> If you plan to install the MRCP Proxy and Policy Server, you must upgrade to Genesys Administrator 8.1.0 and Configuration Server 8.1.1. If not, the 8.0.2 versions are acceptable and compatible with all other GVP 8.1.4 components.

Voice Platform Solution and Dependencies

The following is an overview of a VPS and the associated dependencies:

- A centralized instance of Genesys Management Framework that includes the following components:
  - Configuration Database
  - Log DB Server
  - Microsoft SQL Server or Oracle Database Server
  - Configuration Server
  - Genesys Administrator
  - Solution Control Server
  - Solution Control Interface (optional)
  - Message Server
  - Local Control Agent required on all GVP 8.5.0 hosts
  - Required: one Genesys SNMP Master Agent for each GVP component (See Table: Versions Compatible With GVP for Management Framework versions that are compatible with each GVP release.)
- Session Initiation Protocol (SIP) Server
- IVR Server 8.0
- Stat Server
- Universal Routing Server
- T-Server (switch-specific)
- Voice Platform (VP) Resource Manager:
  - Mandatory component one or more per deployment
  - Can be deployed as an active active or active standby pair for high availability
  - Prerequisite: Local Control Agent
  - Required: one Genesys SNMP Master Agent for each GVP component
- VP Media Control Platform:
  - Mandatory component one or more per deployment
  - Prerequisite: Local Control Agent
  - Required: one Genesys SNMP Master Agent for each GVP component

- VP Call Control Platform:
  - Optional component one or more per deployment
  - Prerequisite: Local Control Agent
  - Required: one Genesys SNMP Master Agent for each GVP component
- VP Reporting Server:
  - Optional component one or more per deployment
  - Prerequisite: Local Control Agent
  - Prerequisite: Database Server (Microsoft SQL Server 2005, 2008 or Oracle 10 g, 11g)
  - Prerequisite: Sun Java Runtime Environment (JRE) 6.0, Update 19 or later; Sun JRE 7.0 or later recommended
  - Required: one Genesys SNMP Master Agent for each GVP component
- VP CTI Connector:
  - Optional component one per deployment
  - Prerequisite: Local Control Agent
  - Prerequisite: IVR Server or Cisco Intelligent Contact Management (ICM) (based on the deployment)
  - Required: one Genesys SNMP Master Agent for each GVP component
- VP PSTN Connector:
  - Mandatory component for TDM integration many per deployment
  - Prerequisite: Local Control Agent
  - Prerequisite: Dialogic v6.0 with Service Update 241
  - Required: one Genesys SNMP Master Agent for each GVP component
- VP Supplementary Services Gateway:
  - Optional component many per deployment
  - Prerequisite: Local Control Agent
  - Required: one Genesys SNMP Master Agent for each GVP component
- VP Policy Server
  - Optional component many per deployment
  - Prerequisite: Local Control Agent
  - Required: one Genesys SNMP Master Agent for each GVP component
- VP MRCP Proxy
  - Optional component many per deployment
  - Prerequisite: Local Control Agent
  - Optional: SNMP Master Agent

> **Tip**
> You can deploy many UCM Connectors in your environment. However, a single UCM Connector can interact with only one Cisco T-Server. Alternatively, a single Cisco T-Server can interact with multiple UCM Connectors.

VPS Components Minimum Deployment

At a minimum, the following components are required to deploy the VPS:

- Management Framework components
- Genesys Administrator
- SIP Server
- GVP components
  - One Resource Manager
  - One Reporting Server (optional)
  - One Media Control Platform
  - Fetching Module
  - Squid Caching Proxy

> **Tip**
> For GVP version 8.1.2 and above, the Fetching Module is integrated with the Media Control and Call Control Platforms and is no longer a separate Installation Package. Also, the Squid caching proxy is optional.

Optional Components

The following components are optional:

- One or more additional Supplementary Services Gateways More than one instance can communicate with the same SIP Server, but each Supplementary Services Gateway instance must have a unique Resource DN.
- Multiple VP Resource Managers For high availability in active standby and active active HA modes.
- Multiple VP Reporting Servers For high availability in Active Standby.
- One or more additional VP Media Control Platforms with VP Fetching Module and VP Squid Depends on sizing.
- One or more VP Call Control Platforms with VP Fetching Module and VP Squid Depends on sizing.
- SNMP Master Agent See Voice Platform Solution and Dependencies.

- CTI Connector See CTI Connector and How the CTI Connector Works.
- PSTN Connector Optional only for customer who do not use traditional TDM technology in their environment, otherwise, it is required. See PSTN Connector and How the PSTN Connector Works.
- Policy Server Optional, but recommended for enterprise environments that include multi-tenant hierarchies. See How the Policy Server Works.
- MRCP Proxy Optional, but recommended in environments where MRCPv1 ASR/TTS usage reporting is required. See How the MRCP Proxy Works.

Options to Deploying VP Reporting Server

Genesys recommends that you deploy at least one VP Reporting Server per deployment. When VP Reporting Server is installed, GVP Reporting data can be viewed on the Monitoring tab in the Genesys Administrator GUI. VP Reporting Server also provides an API, which allows GVP reporting data to be used with third party reporting products.

If you do not require GVP historical reporting in your deployment, you can deploy VP Reporting Server without a Reporting Server database. This deployment option retains support for the GVP dashboard reports. If you do not require the historical or dashboard reports, installation of the VP Reporting Server is not required.

Startup Sequence for the VPS

The table below describes the recommended startup sequence that is used to start the VPS successfully at initial startup, or if any component in the solution is stopped and must be restarted. It includes only those components that are listed in VPS Components Minimum Deployment on page 198.

See the following procedures describe ways to stop and start GVP Application and Solution objects:

- Procedure: Starting and Stopping GVP Solution Objects
- Procedure: Starting and Stopping GVP Application Objects
- Procedure: Configuring Application Objects to Start Automatically

Table: Startup Sequence VPS (Minimum Deployment)

Requirement	VPS component
Components that must be operational before you start the GVP components	• Management Framework components • SIP Server • Database Server prerequisite for the Reporting Server, but optional.
GVP Components	• Reporting Server • Resource Manager

Requirement	VPS component
	• Media Control Platform • Call Control Platform

HMT Permissions and Access Rights

If you are deploying GVP in a multi-tenant environment, you must ensure that the service provider or GVP enterprise manager is the only user assigned to the super-users access group, and therefore, is solely responsible for managing DID Groups and defining tenants. In addition, to maintain numbering and naming uniqueness, which is a GVP requirement, tenants must not be assigned edit permissions for their own configurations. However, tenant users can be assigned read permissions, which enable them to read and modify their configurations and reports.

The tenant that is defined as the parent becomes the reference entry point in the tenant hierarchy. The parent tenant with read permissions can view their child tenants and their configurations and reports, but cannot view the child tenants below them (their grandchild tenants).