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GVP Troubleshooting Guide

Exporting Configuration Options

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Exporting Configuration Options

Exporting configuration options and providing this information to Genesys Technical Support enables them to see how your platform is configured. You can export configuration options for any application from Genesys Administrator. For information on how to do so, see the Framework 8.1 Genesys Administrator Help.

You can also export IVR Profiles in the same manner, and you can export DN mapping data by exporting options of the Tenant object.

Another way to obtain configuration options is the local .ini file that GVP creates, which contains all of the configuration information read from Framework during startup. The **.ini** file is found in the **<IP installation>\config** directory. The file name is **<application name>.ini** (for example, MCP_jade_DITLoad.ini), and the <application name> is the name of the application as configured in Framework.