Deployment Guide

Configure Genesys Rules Authoring Tool

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	Purpose: To enable the Genesys Rules Authoring Tool to work with Genesys Web Engagement servers.

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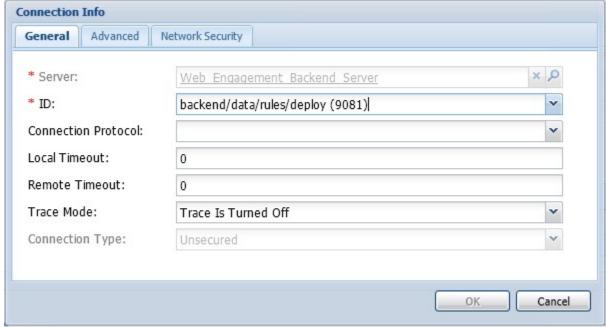
Configuring Genesys Rules Authoring Tool

Purpose: To enable the Genesys Rules Authoring Tool to work with Genesys Web Engagement servers.

Prerequisites

- If your version of Genesys Rules Authoring Tool is older than 8.1.300.13, you must first Replace the GRAT JAR files.
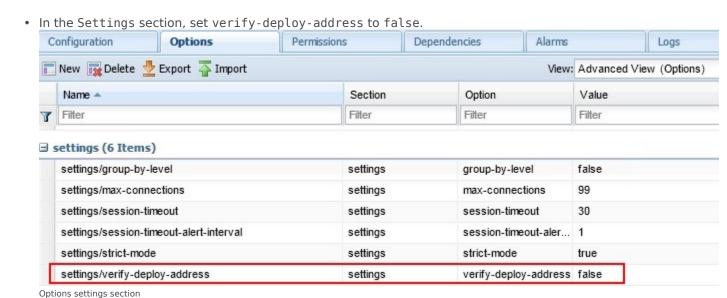
Start

1. Add the Genesys Web Engagement Backend Server to the Connections of the Genesys Rules Authoring Tool.

   - In Genesys Administrator, navigate to PROVISIONING > Environment > Applications. Select the application of the Genesys Rules Authoring Tool and click Edit....

   - In the Connections section, click Add.... Select the Genesys Web Engagement Backend Server, and click OK.

   - Select the Genesys Web Engagement Backend Server connection that was just added and click Edit. In the Connection Info window, select backend/data/rules/deploy for the ID field. Click OK.

Connection Info window

2. Configure Genesys Rules Authoring Tool. Select the Options tab and edit the Settings section:

- In the Settings section, set verify-deploy-address to false.

Options settings section

3. In the Security tab, set a user who has "Read", "Create", "Change" rights for the Scripts folder in Log On As. This user should also have: "Read" access to all tenants which are supposed to be used; "Role" with sufficient permissions (as detailed in Genesys Rules System Deployment Guide), "Read" access to Business Structure folder and associated nodes that are supposed to be used; "Read" access to Scripts folder and Scripts objects (which are representations of the rule templates).

End

Next Steps
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Replace the GRAT JAR files

 Purpose: Replace the cepspi-<version>.jar and droolsspi-<version>.jar files in the Genesys Rules Authoring Tool installation with similar JAR files from the Genesys Web Engagement installation.

Start

1. Prepare genesys-rules-authoring.war.

   - Extract genesys-rules-authoring.war to the C:\temp\genesys-rules-authoring folder.

2. Delete cepspi-8.1.100.xx.jar and droolsspi-8.1.100.xx.jar in the C:\temp\genesys-rules-authoring\WEB-INF\lib folder.

3. Copy C:\<GWE installation directory>\tools\maven\repository\com\genesyslab\wme\cepspi\<version>\cepspi-<version>.jar to C:\temp\genesys-rules-authoring\WEB-INF\lib.

4. Copy C:\<GWE installation directory>\tools\maven\repository\com\genesyslab\wme\droolsspi\<version>\droolsspi-<version>.jar to C:\temp\genesys-rules-authoring\WEB-INF\lib.

> **Note:** The JAR files you copy over in steps 3 and 4 should be version 8.1.100.27 or later.

5. Select the files in the `C:\temp\genesys-rules-authoring` folder and pack them as a zip archive called `genesys-rules-authoring.war`.

6. Deploy the `genesys-rules-authoring.war` file to the application server where GRAT will run.

End

Next Steps

⏩ Configuring Genesys Rules Authoring Tool