

GENESYS

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Deployment Guide

Prepare for Configuration Server

Prepare for Configuration Server

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Importing the Application Templates for the Web Engagement Servers

Purpose: Import the templates you will use to create the configuration for the Web Engagement servers in Configuration Server.

Start

- 1. Open Genesys Administrator and navigate to PROVISIONING > Environment> Application Templates.
- 2. In the Create menu of the Tasks panel, click the Upload Template link.



Upload Template link in the Tasks panel

- 3. Click the Add button of the Click 'Add' and choose application template (APD) file to import dialog box.
- 4. Browse to the Web_Engagement_Backend_Generic_811.apd file or, if your Configuration Server supports Web Engagement specific types, select Web_Engagement_Backend_811.apd, available in the templates directory of your installation CD. The New Application Template panel opens.

MONITORING PROVISIONING	DEPLOYMENT OPERATIONS				
PROVISIONING > Environment > Application Templates > New Application Template					
Navigation 🔍	🔲 Web_Engagement_Back	cend_Server - \Application Templates\			
😝 Search 🛛 🛨	🗙 Cancel 🛃 Save & Close	🛃 Save 🛃 Save & New 📴 Reload 🍒 Import Metadata			
🕞 Environment 📃	Configuration Optic	ons Permissions Dependencies			
🕞 Alarm Conditions					
📑 Scripts	* Name:	Web_Engagement_Backend_Server			
📑 Application Templates	* Туре:	Genesys Generic Server			
🕞 Applications	* Version:	8.1.1			
📪 Hosts	Metadata:				
📑 Solutions	Metadata Description:				
🗔 Time Zones	Metadata Version:				
📑 Business Units/Sites	State:				
📪 Tenants	State.				
🕞 Table Access Points					
📑 Formats					
Rev Application Template panel.					

- 5. Click the Save & Close button.
- Repeat steps 2 to 5 to import the Web_Engagement_Frontend_Generic_811.apd file, or, if your Configuration Server supports Web Engagement specific types, select Web_Engagement_Frontend_811.apd file.

End

Next Step

Creating the Configuration Application for the Backend Server

Creating the Configuration Application for the Backend Server

Purpose: Create the configuration application which contains all the configuring information related to the Backend Server.

Start

1. Open Genesys Administrator and navigate to PROVISIONING > Environment > Application.

2. In the Create menu of the Tasks panel, click the Create New Application link.



- Create New Application link.
- 3. In the Select Application Template panel, click Browse for Template and select the Backend Server template that you imported previously. Click OK.
- 4. The template is added to the Select Application Template panel. Click Next.

General Application General Ge			
Steps 🔍	Instructions: Review Application T	emplate and click Next	
Select Application Template	Select Application Template		
Select Metadata file			
Specify Application parameters	Use Existing Application	Browse for Template	
Results	Template		
	Import New Application Template	Browse for File	
	Review existing Application Template		
	Template Name:	Web_Engagement_Backend_Server	
	Template Version:	8.1.1	
	Туре:	Genesys Generic Server	
		Cancel Previous	
Keady			

Select Application Template and click Next.

- 5. In Select Metadata file, click Next;
- 6. In Specify Application parameters:
 - Enter a Name for your application—for instance, Web_Engagement_Backend_Server.
 - Enable the State.
 - Click the Host lookup button to select the application's host.

• (Click the Create button.			
	Create New Application	enesys Admin	IST Tenant: Environment 🖉 New Win	
	Steps	 Instructions: Please 	e enter the Application parameters. Mandatory parameters are	
	Select Application Template	Specify Application parameters		
	🗹 Select Metadata file			
	Specify Application parameters	* Name:	Web Engagement Backend Server	
	Results	* Application Prototype:	Web_Engagement_Backend_Server	
		State:	Enabled	
		* Host:	<u>bsgendemosophie</u>	
		* Startup Timeout:	90	
		* Shutdown Timeout:	90	
		* Redundancy Type:	Not Specified	
	n //ocalbect/www.default.acay?maaacatD-	10	Cancel Previous	

Specify Application.

7. The Results panel opens. Click Finish.



The New application is created.

8. If you enabled Opens the Application details form after clicking 'Finish', the Web Engagement Backend Server application form opens and you can start configuring the Backend Server application. See Configure the Backend Server

Genesys	Genesys Ac Tenant: Environment P New Window Log out				
PROVISIONING > Environment > Applications > Web_Engagement_Backend_Server					
Navigation	B Web_Engagement_Backend_Server Stopped - Exited - \Applications\				
潯 Search 🤇	🛨 🔀 Cancel 🛃 Save & Close	😼 Save 🛃 Save & New 🛛 🔀 Reload 🛛 🙀 Uninstall 🛛 🛸 Start			
😝 Environment	Configuration Options	Permissions Dependencies Alarms Lo			
Alarm Conditions	▲ * General	General Server Info N			
Application Templates	* Name:	Web_Engagement_Backend_Server			
Switching	* Application Template:	Web Engagement Backend			
Routing/eServices	+) * Type:	Web Engagement Backend Server			
Cap Desktop	+ Version:	8.1.2			
🕞 Accounts	+ Server:	True			
😝 Voice Platform	+ State:	Enabled			
Contact	• Connections:	📰 Add 🎲 Edit 🙀 Remove			
🔅 Ready					

Application opened in Genesys Administrator.

End Next Steps

- If the Configuration form is opened for the Backend Server, you can start the configuration as described in Configuring the Web Engagement Backend Server. **Note:** You will have to add additional connections after creating the configuration application for the Frontend Server.
- You can save and close to create the configuration application for the Frontend Server. In this case, you will be able to perform all the configurations steps later, at once.

Creating the Configuration Application for the Frontend Server

Purpose: Create the configuration application of the Web Engagement Frontend Server in Configuration Server.

Start

- 1. Open Genesys Administrator and navigate to PROVISIONING > Environment > Application.
- 2. In the Create menu of the Tasks panel, click the Create New Application link.
- 3. In the Select Application Template panel, click Browse for Template and select the Frontend Server template that you imported previously. Click OK.
- 4. The template is added to the Select Application Template panel. Click Next.
- 5. In Select Metadata file, click Next;
- 6. In Specify Application parameters:
 - Enter a name for your application—for instance, Web_Engagement_Frontend_Server.
 - Enable the State.
 - Click the Host lookup button to select the application's host.
 - Click the Create button.
- 7. The Results panel opens. Click Finish.
- 8. If you enabled Opens the Application details form after clicking 'Finish', the Web Engagement Frontend Server application form opens and you can start configuring the Frontend Server application. See Configure the Frontend Server

End

Next Steps

Configure the Frontend Server or Configure the Backend Server