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Deployment Guide

Prepare for Configuration Server

Prepare for Configuration Server

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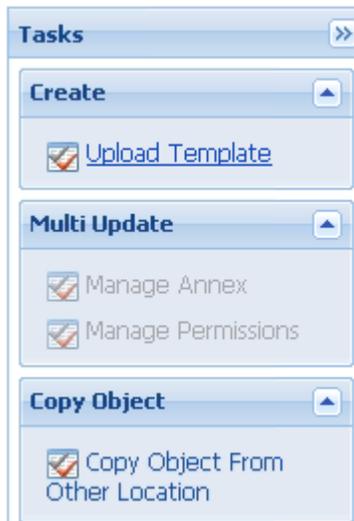
Importing the Application Templates for the Web Engagement Servers



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

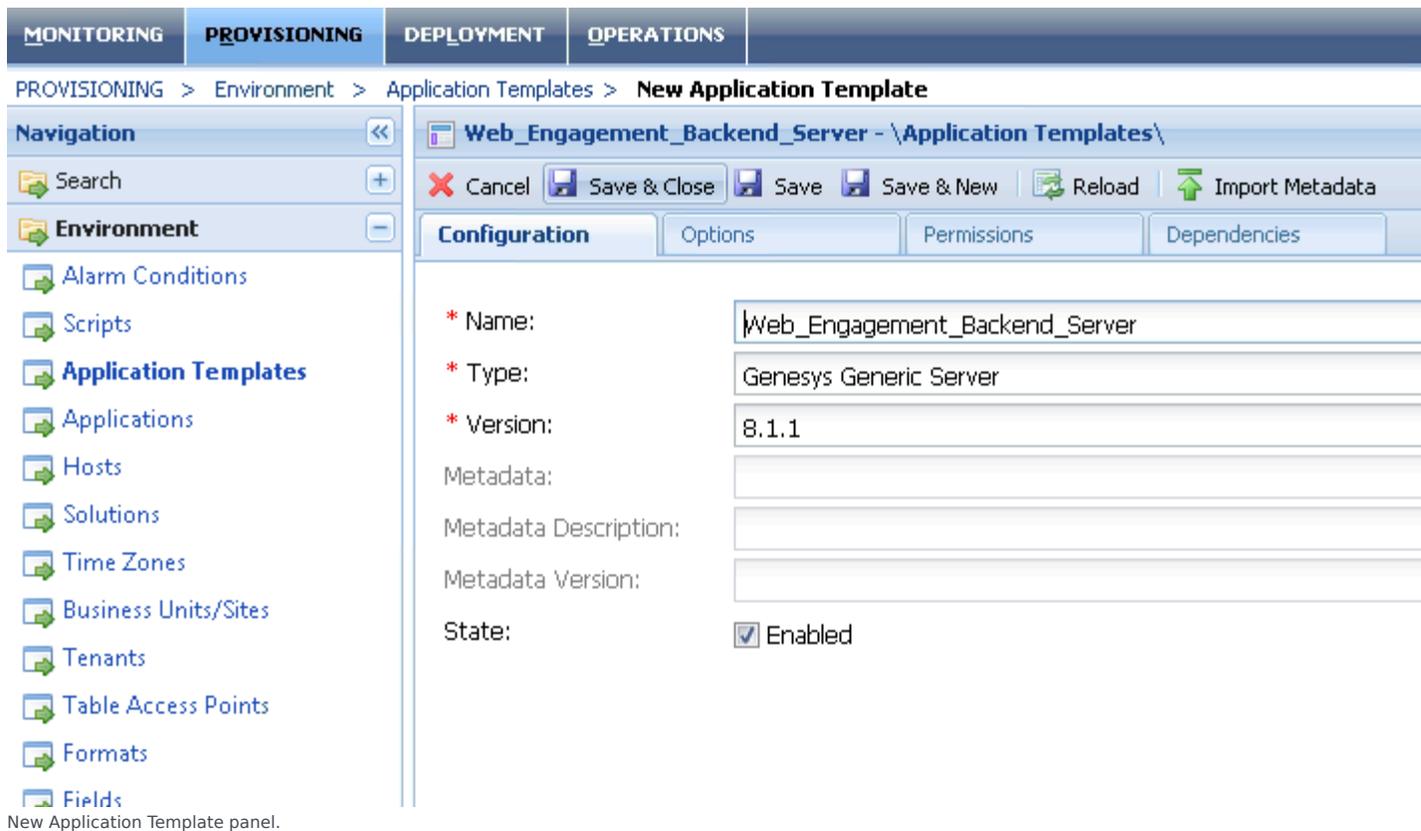
Start

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.



5. Click the Save & Close button.
6. 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

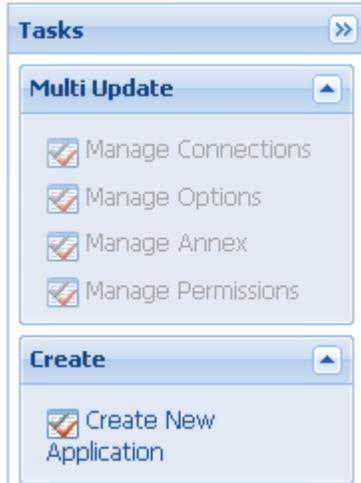


Purpose: Create the configuration application which contains all the configuring information related to the Backend Server.

Start

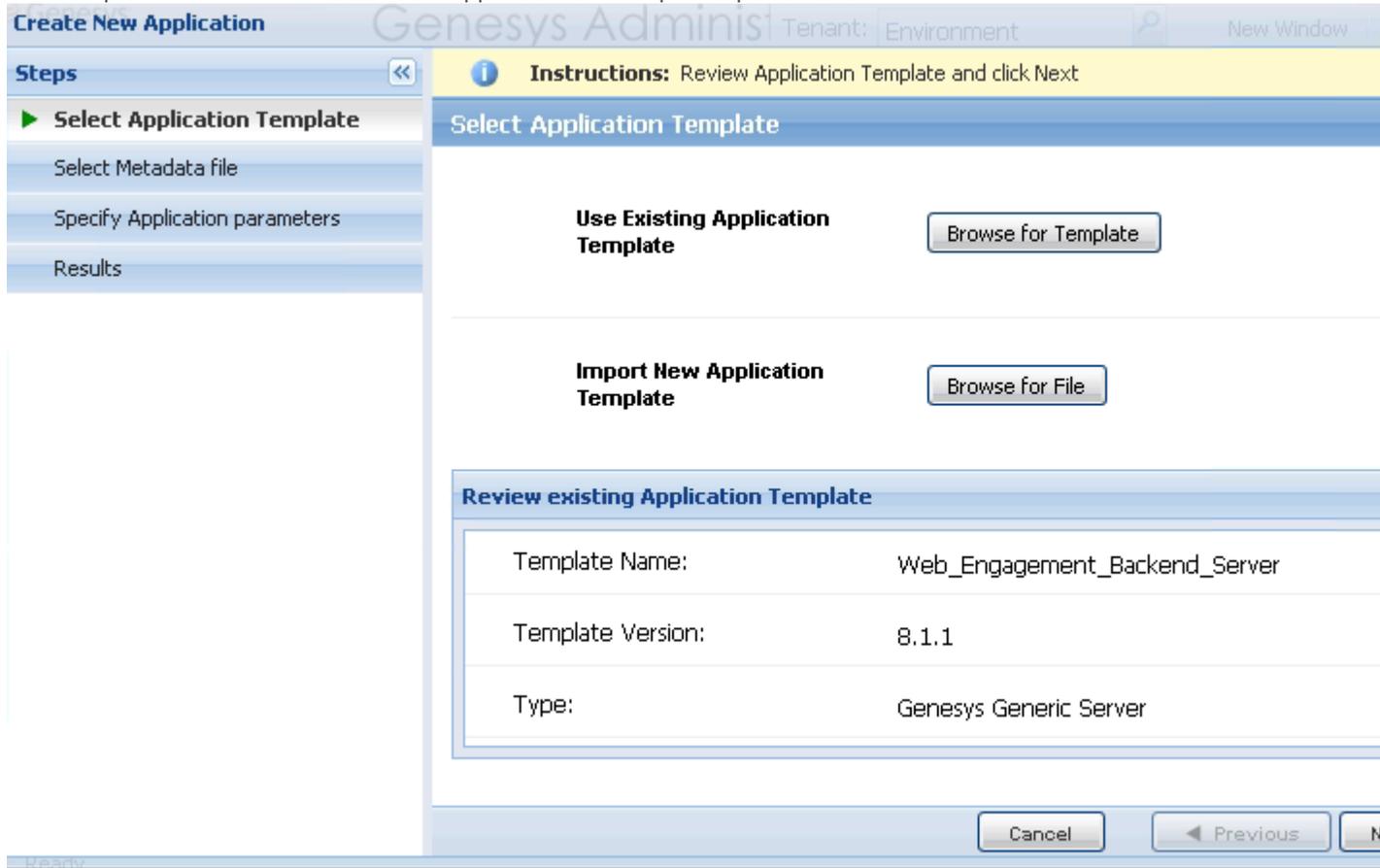
1. Open Genesys Administrator and navigate to PROVISIONING > Environment > Application.

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.



Prepare for Configuration Server

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 Genesys Adminis Tenant: Environment New Window

Steps <<

- ✓ Select Application Template
- ✓ Select Metadata file
- ▶ **Specify Application parameters**
- Results

Instructions: Please enter the Application parameters. Mandatory parameters are

Specify Application parameters

* Name: Web Engagement Backend Server

* Application Prototype: Web_Engagement_Backend_Server

State: Enabled

* Host: bsgendemosophie

* Startup Timeout: 90

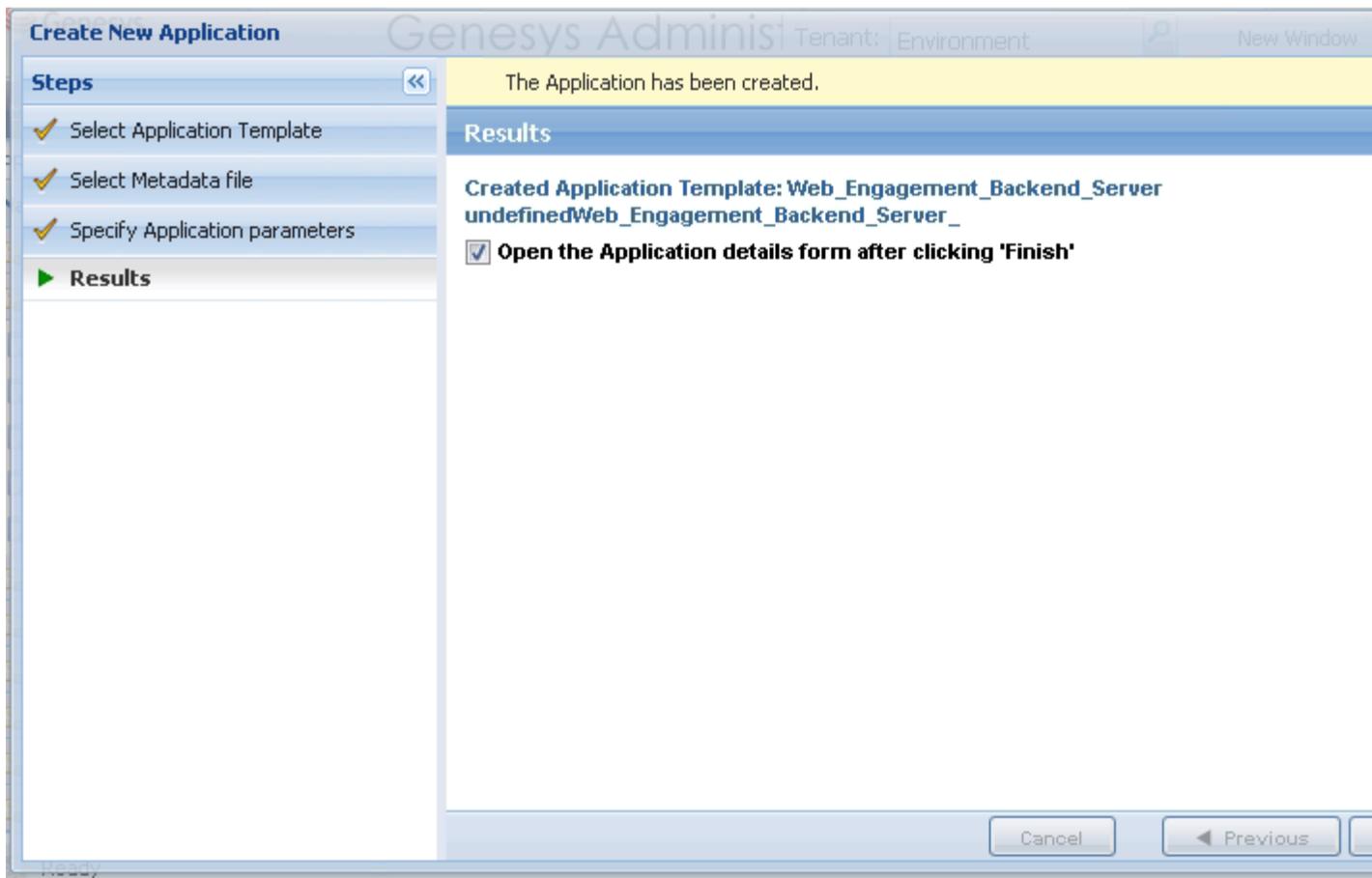
* Shutdown Timeout: 90

* Redundancy Type: Not Specified

Cancel Previous

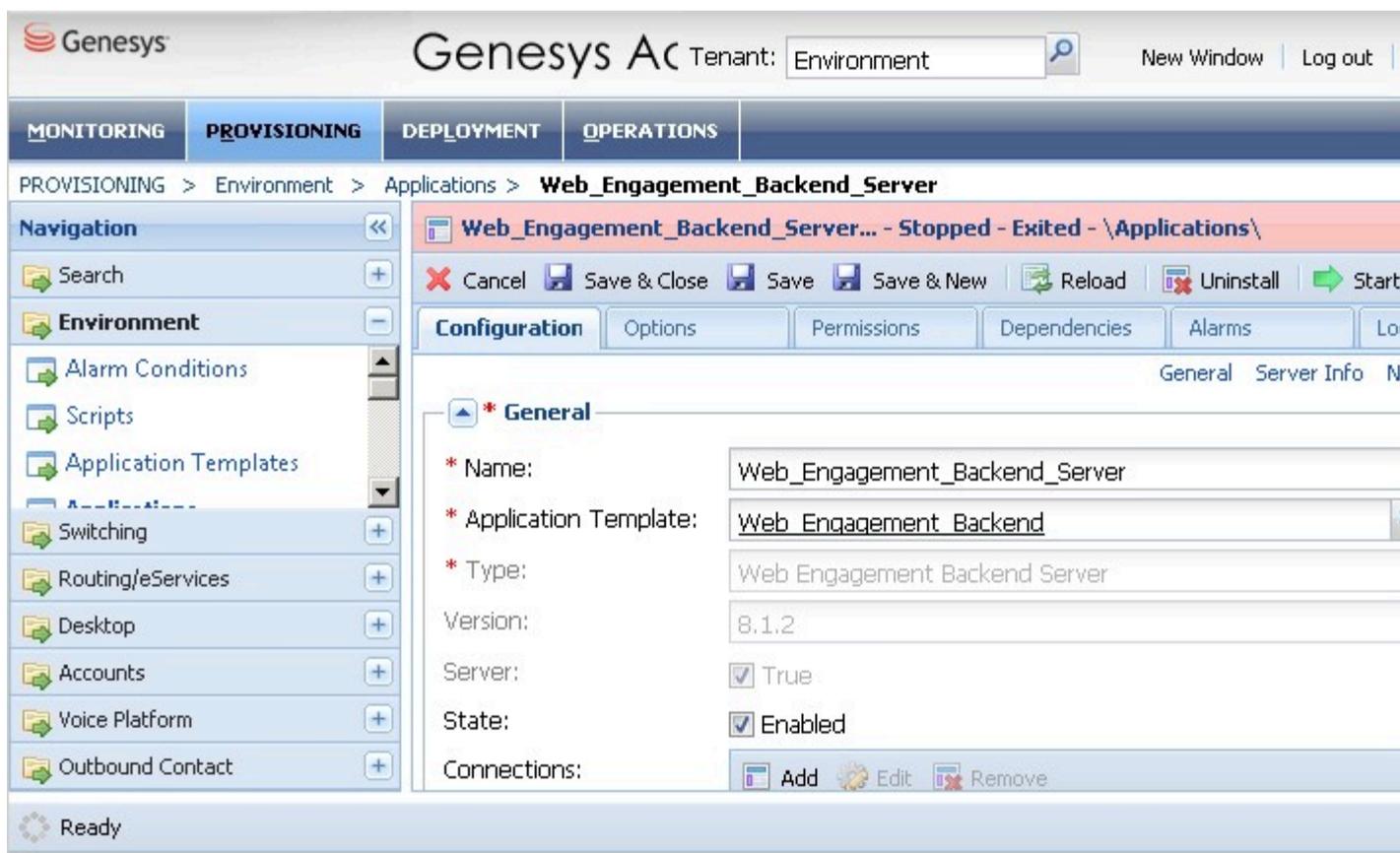
Specify Application.

7. The Results panel opens. Click Finish.



The New application is created.

8. If you enabled 'Open 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](#)



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](#)