Platform SDK Deployment Guide

Planning Your Platform SDK Deployment

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Planning Your Platform SDK Deployment

Introduction

Platform SDK 8.1.x allows you to write .NET and Java applications that communicate with Genesys servers in their native protocols. You can think of the APIs in Platform SDK as "Server APIs," since each one unlocks the capabilities of the server it connects to. In contrast to the abstraction found in other Genesys SDKs, Platform SDK was designed to offer low-level components and fine-grained, message-driven interfaces which are also XML friendly.

Every Genesys product also includes a Release Note that provides any late-breaking product information that can often be important. Direct links to the latest Release Notes for this product are provided under the Release Information section of the product page.

What You Should Know

This document is primarily intended for application developers who are familiar with Java or .NET technologies and who are planning to develop customer applications for the Genesys Framework environment.

It has been written with the assumption that you have a basic understanding of:

- The underlying concepts and terminology for the type of application you plan to develop. For instance, an understanding of CTI technology is important for developing an application with Voice Platform SDK
- Network design and operation
- Your own network configurations

You should also be familiar with messaging-compliant programming, Java- and .NET-related development tools, and how client and server applications work.

Deployment Prerequisites

To work with Genesys Platform SDK, you must ensure that your system meets the requirements established by the Genesys System-Level Guides—in particular the *Genesys Supported Operating Environment Reference Guide* and the *Genesys Interoperability Guide*.

- Supported Operating Environment: Platform SDK
- 8.1 Interoperability with Configuration Layer Environment

In addition to system-level requirements, the following prerequisites must be met:

.NET Prerequisites

- All underlying servers which your custom applications will connect to must be release 7.2 or higher.

- .NET Framework 3.5 or later is installed on the computer where you plan to run your Platform SDK application. The .NET Framework can be downloaded free of charge from Microsoft (http://www.microsoft.com/net/download).

Java Prerequisites

- All underlying servers which your custom applications will connect to must be release 7.2 or higher.

- Refer to the Genesys Supported Operating Environment Reference Manual for supported versions of JDK. Note that application blocks may require a different version of JDK.

- Configuration Platform SDK for Java, and all application blocks or code samples that make use of this SDK, require JAXB 2.1 (Java Architecture for XML Binding). The JAXB 2.1 libraries are available with your installation of the Platform SDK under the thirdparty folder.

- Switch Policy Library for Java requires the following third party components to be downloaded separately from installation:

Component Name	Version	Vendor	Type
Spring Beans			
Spring Context	3.0.5 or later	Spring Framework	Dynamically Linked
Spring Core			

Platform SDK and AES Cryptography

Platform SDK uses AES cryptography as part of the Configuration Platform SDK API. AES encryption uses a 128-bit encryption key, which is considered too strong for some countries and thus subject to export restrictions. Please check the documentation provided for your Java environment for more details.

- http://docs.oracle.com/javase/7/docs/technotes/guides/security/overview/jsoverview.html

- http://docs.oracle.com/javase/7/docs/technotes/guides/security/crypto/CryptoSpec.html