



Framework 8.0

Genesys Administrator

Deployment Guide

The information contained herein is proprietary and confidential and cannot be disclosed or duplicated without the prior written consent of Genesys Telecommunications Laboratories, Inc.

Copyright © 2009 – 2010 Genesys Telecommunications Laboratories, Inc. All rights reserved.

About Genesys

Genesys Telecommunications Laboratories, Inc., a subsidiary of Alcatel-Lucent, is 100% focused on software for contact centers. Genesys recognizes that better interactions drive better business and build company reputations. Customer service solutions from Genesys deliver on this promise for Global 2000 enterprises, government organizations, and telecommunications service providers across 80 countries, directing more than 100 million customer interactions every day. Sophisticated routing and reporting across voice, e-mail, and Web channels ensure that customers are quickly connected to the best available resource—the first time. Genesys offers solutions for customer service, help desks, order desks, collections, outbound telesales and service, and workforce management. Visit www.genesyslab.com for more information.

Each product has its own documentation for online viewing at the Genesys Technical Support website or on the Documentation Library DVD, which is available from Genesys upon request. For more information, contact your sales representative.

Notice

Although reasonable effort is made to ensure that the information in this document is complete and accurate at the time of release, Genesys Telecommunications Laboratories, Inc., cannot assume responsibility for any existing errors. Changes and/or corrections to the information contained in this document may be incorporated in future versions.

Your Responsibility for Your System's Security

You are responsible for the security of your system. Product administration to prevent unauthorized use is your responsibility. Your system administrator should read all documents provided with this product to fully understand the features available that reduce your risk of incurring charges for unlicensed use of Genesys products.

Trademarks

Genesys, the Genesys logo, and T-Server are registered trademarks of Genesys Telecommunications Laboratories, Inc. All other trademarks and trade names referred to in this document are the property of other companies. The Crystal monospace font is used by permission of Software Renovation Corporation, www.SoftwareRenovation.com.

Technical Support from VARs

If you have purchased support from a value-added reseller (VAR), please contact the VAR for technical support.

Technical Support from Genesys

If you have purchased support directly from Genesys, please contact Genesys Technical Support at the regional numbers provided on [page 8](#). For complete contact information and procedures, refer to the [Genesys Technical Support Guide](#).

Ordering and Licensing Information

Complete information on ordering and licensing Genesys products can be found in the [Genesys Licensing Guide](#).

Released by

Genesys Telecommunications Laboratories, Inc. www.genesyslab.com

Document Version: 80fr_ga-dep_03-2010_v8.0.301.00



Table of Contents

List of Procedures	5
Preface	7
	About Genesys Administrator	7
	Intended Audience.....	7
	Making Comments on This Document	8
	Contacting Genesys Technical Support.....	8
Chapter 1	Genesys Administrator Overview	9
	Genesys Administrator	9
	Architecture	9
	Functions	10
	Architecture.....	10
Chapter 2	Setting Up Genesys Administrator	13
	Overview.....	13
	Genesys Administrator	13
	Deploying Genesys Administrator	14
	Enabling Genesys Administrator to Control The System	21
	Enabling Deployment Using Genesys Administrator.....	22
	Required Permissions.....	22
	Port Used for Deployment	23
Chapter 3	Accessing Genesys Administrator	25
	Logging In.....	25
	Logging Out.....	27
Chapter 4	Troubleshooting Genesys Administrator.....	29
	Required Permissions	29
	Error After Entering Genesys Administrator URL	30
	Statistical Information Missing on Dashboard.....	31

	500 Error.....	31
Supplements	Related Documentation Resources	33
	Document Conventions	35
Index	37



List of Procedures

Installing Genesys Administrator	15
Verifying the configuration of IIS in Windows 2008	16
Verifying the configuration of IIS in Windows 2003	17
Securing the connection between a web browser and the Windows 2008 server on which Genesys Administrator is installed	19
Securing the connection between a web browser and the Windows 2003 server on which Genesys Administrator is installed	20
Setting up Microsoft IIS application pools.	23
Changing the port used by the Genesys Deployment Agent	24
Logging in to Genesys Administrator	25
Logging out of Genesys Administrator	27
Troubleshooting Windows error after starting Genesys Administrator . .	30



Preface

Welcome to the *Framework 8.0 Genesys Administrator Deployment Guide*. This document describes the deployment, starting and stopping, and troubleshooting procedures relevant to Genesys Administrator.

This document is valid only for the 8.0 releases of this product.

This preface contains the following sections:

- [About Genesys Administrator, page 7](#)
- [Intended Audience, page 7](#)
- [Making Comments on This Document, page 8](#)
- [Contacting Genesys Technical Support, page 8](#)

For information about related resources and about the conventions that are used in this document, see the supplementary material starting on [page 33](#).

About Genesys Administrator

Genesys Administrator, part of the Genesys Framework, provides a web-based graphical user interface for managing Genesys components.

In brief, you will find the following information in this manual:

- How to deploy Genesys Administrator.
- How to access Genesys Administrator.
- Suggestions for troubleshooting your Genesys Administrator installation.

Intended Audience

This document is intended primarily for system integrators, system administrators, contact center managers, and operations personnel. It has been written with the assumption that you have a basic understanding of:

- Computer-telephony integration (CTI) concepts, processes, terminology, and applications
- Network design and operation
- Your own network configurations

You should also be familiar with Genesys Framework architecture and functions, as described in the Framework 8.0 Deployment Guide.

Making Comments on This Document

If you especially like or dislike anything about this document, feel free to e-mail your comments to Techpubs.webadmin@genesyslab.com.

You can comment on what you regard as specific errors or omissions, and on the accuracy, organization, subject matter, or completeness of this document. Please limit your comments to the scope of this document only and to the way in which the information is presented. Contact your Genesys Account Representative or Genesys Technical Support if you have suggestions about the product itself.

When you send us comments, you grant Genesys a nonexclusive right to use or distribute your comments in any way it believes appropriate, without incurring any obligation to you.

Contacting Genesys Technical Support

If you have purchased support directly from Genesys, contact Genesys Technical Support at the following regional numbers:

Region	Telephone	E-Mail
North America and Latin America	+888-369-5555 (toll-free) +506-674-6767	support@genesyslab.com
Europe, Middle East, and Africa	+44-(0)-1276-45-7002	support@genesyslab.co.uk
Asia Pacific	+61-7-3368-6868	support@genesyslab.com.au
Malaysia	1-800-814-472 (toll-free) +61-7-3368-6868	support@genesyslab.com.au
India	000-800-100-7136 (toll-free) +91-(022)-3918-0537	support@genesyslab.com.au
Japan	+81-3-6361-8950	support@genesyslab.co.jp
Before contacting technical support, refer to the <i>Genesys Technical Support Guide</i> for complete contact information and procedures.		



Chapter

1

Genesys Administrator Overview

This chapter provides a brief description of Genesys Administrator and its architecture.

This chapter contains the following sections:

- [Genesys Administrator, page 9](#)
- [Architecture, page 9](#)

Genesys Administrator

Genesys Administrator is a new web-based Graphical User Interface (GUI) that combines the functionality of Configuration Manager, Solution Control Interface, and other Genesys GUIs. It also includes functionality for deploying Genesys Installation Packages on local and remote hosts.

Genesys Administrator provides a comprehensive user interface to:

- Configure, monitor, and control your Genesys environment.
- Deploy applications and solutions to remote hosts.
- Manage user access to your Genesys environment, particularly as it pertains to access permissions and Role-Based Access Control.

Architecture

Genesys Administrator resides in the User Interaction Layer of the Genesys Framework. This Layer provides a comprehensive user interface to configure, monitor, and control the management environment.

Figure 1 on [page 10](#) illustrates how the User Interaction Layer is positioned within the Framework architecture.

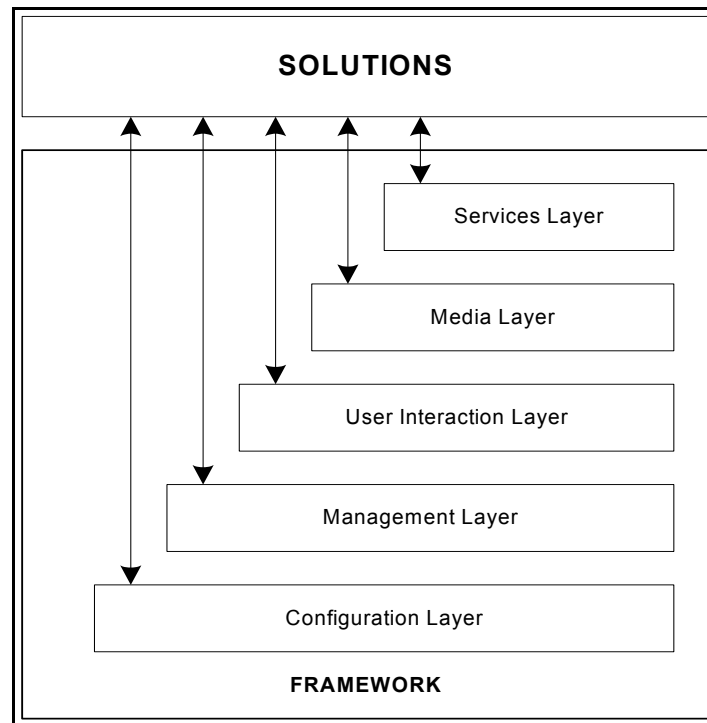


Figure 1: Framework Architecture

Refer to the *Framework 8.0 Deployment Guide* or *Framework 8.0 Architecture Help* for more information about Framework architecture as a whole.

Functions

The User Interaction Layer provides centralized web-based functionality and interfaces for the following:

- Remote deployment of Genesys components using the Genesys Deployment Agent (a Management Layer component).
- Configuration, monitoring, and control of applications and solutions.

Architecture

Figure 2 on [page 11](#) shows the structure of the User Interaction Layer, and with what elements of your system it interacts.

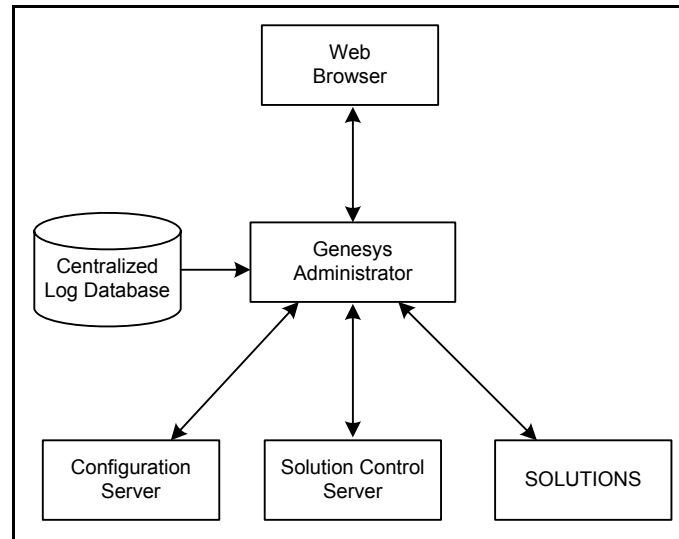


Figure 2: User Interaction Layer Architecture

- The browser-based Genesys Administrator includes a comprehensive user interface to configure, monitor, and control the management environment. Currently, Genesys Administrator is the only component in the User Interaction Layer.
- Genesys Administrator:
 - Communicates with the Configuration Server (a Configuration Layer component) to exchange configuration information.
 - Communicates with the Solution Control Server (a Management Layer component) to exchange status, operations, and control information.
 - Reads logs from the Centralized Log Database (a Management Layer component).
 - Provides the web services for Genesys Administrator.
- Depending on the solutions deployed in the system, Genesys Administrator may also communicate with other back end servers to retrieve solution-specific information.



Chapter

2

Setting Up Genesys Administrator

This chapter describes how to install and configure Genesys Administrator.

This chapter contains the following sections:

- [Overview, page 13](#)
- [Deploying Genesys Administrator, page 14](#)
- [Enabling Genesys Administrator to Control The System, page 21](#)
- [Enabling Deployment Using Genesys Administrator, page 22](#)

Overview

The User Interaction Layer provides a centralized server environment for a Graphical User Interface (GUI), through which all Genesys applications and solutions can be deployed, provisioned, monitored, and otherwise controlled. Genesys Administrator can also manage third-party applications.

Genesys Administrator

The User Interaction Layer consists of one component, Genesys Administrator, that is deployed on a web server and can be accessed using a web browser. At the Framework level, this interface combines most of the functionality of Configuration Manager and Solution Control Interface.

Prerequisites

Before you start to deploy Genesys Administrator, you should review planning information in the *Framework 8.0 Deployment Guide*. This will help you in deploying Genesys Administrator and other components of the Framework in a manner that is most appropriate to your situation.

The web server can be any computer that is running Windows 2003 or 2008, and that is capable of acting as a web server. To support Genesys Administrator, however, you must have the following:

- on Windows 2003:
 - Microsoft Information Internet Services (IIS), version 6
 - .NET Framework 3.5 / ASP .Net 2.0
- on Windows 2008:
 - Microsoft IIS, version 7
 - .NET Framework 3.5 / ASP .Net 2.0

Browser Requirements

Genesys Administrator includes a web-based GUI with which you can manage both Genesys and third-party applications and solutions. It is compatible with Microsoft Internet Explorer 6.x and 7.x and Mozilla Firefox 2.0 and 3.0 browsers.

Genesys Administrator is designed to be viewed at a minimum screen resolution of 1024x768, although higher resolutions are recommended. If you are working in 1024x768 mode, maximize your browser to ensure that you can see all of the interface. In addition, all windows of the browser must also be set to a resolution of 1024x768 or greater.

Deploying Genesys Applications Using Genesys Administrator

The deployment functionality of Genesys Administrator provides a web-based interface to help users deploy Genesys applications to local or remote locations. This functionality replaces the Management Framework Deployment Manager. The deployment functionality is accessed through the Deployment tab of Genesys Administrator.

For information about setting up Genesys Administrator to deploy Genesys applications, refer to “Enabling Deployment Using Genesys Administrator” on [page 22](#).

Deploying Genesys Administrator

The table on the next page summarizes the steps necessary to deploy Genesys Administrator.

Note: Genesys Administrator runs only on servers running the Windows operating system.

Task Summary: Deploying Genesys Administrator

Task	Related Procedures and Information
1. Install Genesys Administrator.	Use the procedure “Installing Genesys Administrator” below.
2. Verify that Microsoft Internet Information Services (IIS) is configured correctly.	Use one of the following procedures, as appropriate: <ul style="list-style-type: none"> • If installing on Windows 2008, use “Verifying the configuration of IIS in Windows 2008” on page 16. • If installing on Windows 2003, use “Verifying the configuration of IIS in Windows 2003” on page 17.
3. (Optional) Secure the connection between a web browser and the server on which Genesys Administrator is installed.	Use one of the following procedures, as appropriate: <ul style="list-style-type: none"> • If using Windows 2008, use “Securing the connection between a web browser and the Windows 2008 server on which Genesys Administrator is installed” on page 19. • If using Windows 2003, use “Securing the connection between a web browser and the Windows 2003 server on which Genesys Administrator is installed” on page 20.

Procedure: Installing Genesys Administrator

Prerequisites

- A computer capable of acting as a web server has been identified, and supports the following:
 - on Windows 2003:
 - Microsoft Information Internet Services (IIS), version 6
 - .NET Framework 3.5 / ASP .Net 2.0
 - on Windows 2008:
 - Microsoft IIS, version 7
 - .NET Framework 3.5 / ASP .Net 2.0

Start of procedure

1. On the Genesys Administrator 8.0 product CD, locate and open the installation directory `/web_configuration_manager/`.
2. Locate and double-click `setup.exe` to start the Genesys Installation Wizard.
3. Use the About button on the wizard’s Welcome page to review the `read_me` file. This file also contains a link to Genesys Administrator’s Release Notes file.

4. On the Choose Destination Location page, the wizard displays the destination directory.
If necessary, click:
 - Browse to select another destination folder.
 - Default to reinstate that selection.Click Next to proceed.
5. On the Ready to Install page, click:
 - Back to update any installation information.
 - Install to proceed with the installation. Installation Status displays the installation progress.
6. On the Installation Complete page, click Finish.
As a result of the installation, the virtual folder wcm is created in IIS under the port 80 website (the Default Web Site in IIS).

End of procedure

Next Steps

- Verify the configuration of IIS, using one of the following procedures, as appropriate:
 - “Verifying the configuration of IIS in Windows 2008” on [page 16](#)
 - “Verifying the configuration of IIS in Windows 2003” on [page 17](#)

Procedure:

Verifying the configuration of IIS in Windows 2008

Purpose: To ensure that IIS 7 is configured properly on Windows 2008, and can support the Genesys Administrator interface.

Prerequisites

- Genesys Administrator is installed, using the procedure “Installing Genesys Administrator” on [page 15](#).

Start of procedure

1. In Windows, select Start > Settings > Control Panel > Administrative Tools > Internet Information Services (IIS) Manager. The Internet Information Services (IIS) Manager dialog box appears.

2. If you are using an Oracle DBMS, set up Application Pools properties in Microsoft IIS:
 - a. In the Connections pane of the IIS Manager dialog box, open the <your computer name> folder, click Application Pools, right-click the Genesys Administrator web application pool wcm, and select Advanced Settings from the menu to open the Advanced Settings dialog box.
 - b. Select Identity in the Process Model section.
 - c. Select Built-In Account, and select Local System from the drop-down list.

Note: Application pools must be run on behalf of a user who has access to both the Oracle DBMS and the remote IP locations. If not, the deployment-type wizards in Genesys Administrator will be unable to access the remote IP locations.

3. In the Connections pane of the IIS Manager dialog box, open the <your computer name> folder, click Application Pools, and right-click the Genesys Administrator web application pool wcm.
4. Open the wcm folder, and verify that ASP <latest version number starting with 2.0> appears in the list and is selected. Ensure that Managed pipeline mode is set to Integrated. Then click OK to close the dialog box.
5. If ASP .Net is not installed, close IIS Manager and install the ASP .Net component located under IIS > World Wide Web Services > Application Development Features. To install ASP .Net:
 - a. Select Start > Server Manager.
 - b. Expand the tree in the left pane of the Server Manager, and select Manage Roles > Web Server (IIS).
 - c. In the right pane, under the Add Role Services option, select ASP . Net.

End of procedure

Next Steps

- (Optional) Secure the connections for Genesys Administrator. Use the procedure “Securing the connection between a web browser and the Windows 2008 server on which Genesys Administrator is installed” on [page 19](#).

Procedure:

Verifying the configuration of IIS in Windows 2003

Purpose: To ensure that IIS 6 is configured properly on Windows 2003, and can support the Genesys Administrator interface.

Prerequisites

- Genesys Administrator is installed, using the procedure “Installing Genesys Administrator” on [page 15](#).

Start of procedure

1. In Windows, select Start > Settings > Control Panel > Administrative Tools > Internet Information Services (IIS) Manager. The Internet Information Services (IIS) Manager dialog box appears.
2. If you are using an Oracle DBMS, set up Application Pools properties in Microsoft IIS:
 - a. In the left pane of the IIS Manager dialog box, open the <your computer name> folder, right-click Application Pools, and select Properties from the menu to open the Properties dialog box.
 - b. Select the Identity tab.
 - c. Select Predefined, and select Local System from the drop-down list.
3. In the left pane of the IIS Manager dialog box, open the <your computer name>> Web Sites > Default Web Site folder.
4. Right-click the wcm folder, and select Properties from the menu. The wcm Properties dialog box appears.
5. In the wcm Properties dialog box, select the ASP.NET tab.
6. On the ASP.Net tab, verify that ASP <latest version number starting with 2.0> appears in the list and is selected. Then click OK to close the dialog box.
7. In the left pane of the IIS Manager dialog box, click Web Services Extensions.
8. In the right pane, select from the Web Service Extension list the item starting with ASP.NET v and ending with the same version number you selected in [Step 6](#), and do one of the following:
 - If the Allow button is enabled, click the button.
 - If the Allow button is disabled, your selection is already allowed and you do not have to click the button.
9. Close the IIS Manager dialog box.

End of procedure

Next Steps

- (Optional) Secure the connections for Genesys Administrator. Use the procedure “Securing the connection between a web browser and the Windows 2003 server on which Genesys Administrator is installed” on [page 20](#).

Procedure:**Securing the connection between a web browser and the Windows 2008 server on which Genesys Administrator is installed****Start of procedure**

1. In Windows, select Start > Settings > Control Panel > Administrative Tools > Internet Information Services (IIS) Manager.
2. In the left pane of the Internet Information Services (IIS) Manager dialog box, expand the <your computer name> > Web Sites folder.
3. Install a security certificate on this host server, as follows:
 - a. In the center pane of the Internet Information Services (IIS) Manager dialog box, right-click <your computer name> and select Server Certificates.
 - b. In the Action pane, click Import and do one of the following:
 - Import a security certificate from an existing .pfx file.
 - Follow the instructions in the Create Certificate Request Wizard to create and install a security certificate on this server.
4. In the left pane of the Internet Information Services (IIS) Manager dialog box, expand the Default Web Site folder.
5. Set up the secure channel to this web site, as follows:
 - a. Click Bindings in the Action pane.
 - b. Add https binding for the site, selecting the certificate installed in [Step 3](#).
 - c. For the wcm web application:
 - i. Select Error Pages in the IIS section on the center pane.
 - ii. Select or add error 403,4.
 - iii. Customize this error as follows:
 - Select Execute a URL on this site.
 - Type /wcm/NonSSL/SSLRedirect.aspx in the URL field.
 - iv. Click OK to close the dialog box.
6. In the left pane of the Internet Information Services (IIS) Manager dialog box, open the wcm folder.
7. Modify the secure channel to non-secured web sites, as follows:
 - a. In the left pane of the Internet Information Services (IIS) Manager dialog box, select NonSSL.
 - b. Select SSL Settings in the center pane to open the SSL Settings dialog box.

- c. In the SSL Settings dialog box and select Properties from the menu to open the NonSSL Properties dialog box.
 - d. In the NonSSL Properties dialog box, for NonSSL, clear the Require SSL checkbox.
 - e. Click OK to close the dialog box.
8. Close the Internet Information Services (IIS) Manager dialog box.

End of procedure

Procedure:

Securing the connection between a web browser and the Windows 2003 server on which Genesys Administrator is installed

Start of procedure

1. In Windows, select Start > Settings > Control Panel > Administrative Tools > Internet Information Services (IIS) Manager.
2. In the left pane of the Internet Information Services (IIS) Manager dialog box, expand the <your computer name> > Web Sites folder.
3. Install a security certificate on this host server, as follows:
 - a. In the left pane of the Internet Information Services (IIS) Manager dialog box, right-click Default Web Site and select Properties from the menu to open the Default Web Site Properties dialog box.
 - b. In the Default Web Site Properties dialog box, select the Directory Security tab, and click Server Certificate.
 - c. Follow the instructions in the Web Server Certificate Wizard to create (if necessary) and install a security certificate on this server.
 - d. When you have finished installing the certificate, click OK to close the Default Web Site Properties dialog box.
4. In the left pane of the Internet Information Services (IIS) Manager dialog box, expand the Default Web Site folder.
5. Set up the secure channel to this web site, as follows:
 - a. In the left pane of the Internet Information Services (IIS) Manager dialog box, right-click wcm and select Properties from the menu to open the wcm Properties dialog box.
 - b. In the wcm Properties dialog box, select the Directory Security tab, and click Edit in the Secure communications section to open the Secure Communications dialog box. Select the Require secure channel (SSL) check box, then click OK to close the Secure Communications dialog box.

- c. In the wcm Properties dialog box, select the Custom Errors tab, select error 403; 4 in the list, and click Edit to open the Edit Custom Error Properties dialog box. Customize this error as follows:
 - In the Message type field, select URL from the drop-down list.
 - In the File field, type /wcm/NonSSL/SSLRedirect.aspx.Click OK to close the Edit Custom Error Properties dialog box.
 - d. Click OK to close the wcm Properties dialog box.
6. In the left pane of the Internet Information Services (IIS) Manager dialog box, open the wcm folder.
7. Modify the secure channel to non-secured web sites, as follows:
 - a. In the left pane of the Internet Information Services (IIS) Manager dialog box, right-click NonSSL and select Properties from the menu to open the NonSSL Properties dialog box.
 - b. In the NonSSL Properties dialog box, select the Directory Security tab and click Edit in the Secure communications section to open the Secure Communications dialog box. Clear the Require secure channel (SSL) check box, then click OK to close the Secure Communications dialog box.
8. Close the Internet Information Services (IIS) Manager dialog box.

End of procedure

Enabling Genesys Administrator to Control The System

To enable you to use Genesys Administrator to control your system, you must first associate Genesys Administrator with a non-server configuration object, normally a Configuration Manager Application object. You can use the existing Configuration Manager Application object default or create a new Application object of type Configuration Manager.

To start, stop, and monitor applications and solutions, you must add a connection to the Solution Control Server to the Configuration Manager Application object with which Genesys Administrator is associated.

To monitor the Configuration Layer components (Configuration DB Server and Configuration Server), you must modify those Application objects accordingly. Refer to the section “Enabling Management Layer Control of Configuration Layer” in the *Framework 8.0 Deployment Guide* for detailed instructions.

To access the Centralized Log, you must add a connection to the Database Access Point that provides access to the Log Database to the Configuration Manager Application object with which Genesys Administrator is associated.

If you have not set up the Management Layer or the Centralized Log system, you can come back and do this step after the necessary components have been installed.

Solutions

If you are going to use Genesys Administrator to manage other solutions, you might have to add additional configuration options to its Configuration Manager Application object after installing the solution. Refer to the product documentation for details about any additional configuration required.

Enabling Deployment Using Genesys Administrator

Genesys Administrator deploys the application using a remote deployment agent (called the *Genesys Deployment Agent*) located at the target location. The Genesys Deployment Agent is part of the Local Control Agent (LCA) Installation Package, and is installed when LCA is deployed. The Genesys Deployment Agent must be started on the target machine before Genesys Administrator can deploy applications at that location.

The deployment functionality in Genesys Administrator copies all of the necessary software to the target host, and installs it. If a configuration object of that application type does not already exist on that host, Genesys Administrator creates a new one during the installation.

Genesys Administrator can deploy an application to a local or remote location, provided that the location meets both of the following criteria:

- The target location must have a Host object configured in the Configuration Database.
- The latest version of LCA must be installed on that target computer. The Genesys Deployment Agent, installed with LCA, must be started at that location.

Refer to *Framework 8.0 Genesys Administrator Help* for more information about the remote deployment functionality.

Required Permissions

When you are importing the IP using the Installation Packages Import Wizard, Genesys Administrator must have appropriate access to the target location. In other words, the repository where the IP is to be stored must grant to Genesys Administrator the same permissions as listed for the folder <targetdir> in Table 1 on [page 29](#).

To ensure that Genesys Administrator can reach the IP source location, the default IIS application pool must be configured with a user who has

appropriate access to the required resources. Use the following procedure “[Setting up Microsoft IIS application pools](#)”, making sure to do it on the same computer on which Genesys Administrator is installed.

Procedure: Setting up Microsoft IIS application pools

Purpose: To set up application pools in Microsoft IIS so they can be run on behalf of a user with access to that location, thereby enabling Genesys Administrator to deploy applications at that location.

Start of procedure

1. On the computer on which Genesys Administrator is installed, select Start > Settings > Control Panel > Administrative Tools > Internet Information Services (IIS) Manager. The Internet Information Services (IIS) Manager dialog box appears.
2. In the left pane of the IIS Manager dialog box, open the <your computer name> folder, open the Application Pools folder, right-click on DefaultAppPool, and select Properties from the menu to open the DefaultAppPool Properties dialog box.
3. Select the Identity tab.
4. Select Configurable.
5. Use the Browse button to select the name of a user with access to this computer, and enter their password.

Warning! This user must also be added to the built-in IIS security group IIS_WPG, otherwise, IIS will not run. Refer to IIS documentation for instructions.

6. Click OK.

End of procedure

Port Used for Deployment

When you install LCA, the Installation Wizard configures the port used by the Genesys Deployment Agent as follows:

- On UNIX, you are prompted to provide a port number, in the same way that you are prompted for other parameters during installation.
- On Windows, the port number 5000 is automatically assigned.

If the port number was already specified during a previous installation of LCA on this host, it is not prompted for again or changed during LCA installation.

You can change this value at any time by using the procedure “Changing the port used by the Genesys Deployment Agent” on [page 24](#).

Procedure:

Changing the port used by the Genesys Deployment Agent

Prerequisites

- The target Host object exists in the Configuration Database.
- The latest version of LCA is installed on this target computer. The Genesys Deployment Agent, installed with LCA, must be started.
- You are logged in to Genesys Administrator.

Start of procedure

1. In Genesys Administrator, select the Host object to be configured for remote deployment.
2. Open the Options tab.
3. In the View drop-down list, select Advanced View (Annex).
4. Change the value of the following option:
 - Section: rdm
 - Name: port
 - Value: The value of the port that is assigned to the Genesys Deployment Agent.
5. Save the change.
6. Restart the Genesys Deployment Agent.

End of procedure

For instructions on using the deployment functionality of Genesys Administrator, refer to *Framework 8.0 Genesys Administrator Help*.



Chapter

3

Accessing Genesys Administrator

This chapter describes how to log in to, and log out of, Genesys Administrator.

This chapter contains the following section:

- [Logging In, page 25](#)
- [Logging Out, page 27](#)

Logging In

The Genesys Administrator web-based interface runs on a web server. It is loaded into your browser each time that you open the website where you installed Genesys Administrator. You then log in.

Procedure: Logging in to Genesys Administrator

Prerequisites

- Configuration DB Server and Configuration Server are installed and running.
- Genesys Administrator is configured, and IIS is running.
- Your browser and its windows are set to a resolution of 1024x768 or greater. If you are working in 1024x768, maximize the browser.

Start of procedure

1. Open a web browser.

2. Enter the following URL in the address bar of the browser:

`http://<computer name>/wcm/Default.aspx`

where <computer name> is the name of the computer acting as the web server, and on which you installed Genesys Administrator.

If a Windows error occurs, use the procedure “Troubleshooting Windows error after starting Genesys Administrator” on [page 30](#) to try to fix the problem. Then go back to the computer on which you were logging in to Genesys Administrator and repeat this procedure.

3. Log in to Genesys Administrator as follows:

- a. **User Name:** If you are logging in to the Configuration Layer for the first time, use the Master Account user name, which is `default`. After the appropriate configuration objects of the Person type are added to the configuration, use a customized user name.
- b. **Password:** If you are logging in to the Configuration Layer for the first time, use the Master Account password, which is `password`. After the appropriate configuration objects of the Person type are added to configuration, use a customized password.

If you have configured Configuration Server to allow access with a blank password, you can optionally leave the Password field empty. Refer to the *Framework 8.0 Configuration Options Reference Manual* for information about configuring this functionality.

- c. If they are not already displayed, click **More** to display these additional input login fields:
 - i. **Application:** The name of the Configuration Manager Application object with which it is associated, usually `default`. See “Enabling Genesys Administrator to Control The System” on [page 21](#) for more information.
 - ii. **Host name:** The name of the computer on which Configuration Server runs.
 - iii. **Port:** The number of the communication port that client applications use to connect to Configuration Server.
- d. Click **Log in**.

If you get a permissions error, refer to “Required Permissions” on [page 29](#) for instructions.

End of procedure

Logging Out

Procedure: **Logging out of Genesys Administrator**

Start of procedure

To log out of Genesys Administrator, click Log out in the top right corner of Genesys Administrator.

End of procedure



Chapter

4

Troubleshooting Genesys Administrator

Follow the suggestions in this chapter if your Genesys Administrator installation does not seem to work correctly.

This chapter contains the following sections:

- [Required Permissions, page 29](#)
- [Error After Entering Genesys Administrator URL, page 30](#)
- [Statistical Information Missing on Dashboard, page 31](#)
- [500 Error, page 31](#)

Required Permissions

The Genesys Installation Wizard for Genesys Administrator automatically sets up the required permissions. If you get permission errors when you try to log in to Genesys Administrator, verify that users ASPNET and NETWORK SERVICE have been granted the required permissions described in Table 1 on [page 29](#).

Table 1: Required Permissions for ASPNET and NETWORK SERVICE

Folder	Required permissions
<windows install path>\Microsoft.NET\Framework\<.NET version>	Read
<windows install path>\Microsoft.NET\Framework\<.NET version>\Temporary ASP.NET Files	Full Control
<windows install path>\temp	Read/Write/Delete
<windows install path>\system32	Read

Table 1: Required Permissions for ASPNET and NETWORK SERVICE (Continued)

Folder	Required permissions
<targetdir>	Read/Write/List
<targetdir>\tmp	Read/Write
<targetdir>\resources\metadata	Read/Write
<targetdir>\resources\deployment	Read/Write
<targetdir>\resources\deployment\repository_ip	Read/Write
<targetdir>\resources\deployment\scenarios	Read/Write
Microsoft IIS: <targetdir>/Web Sites/Default Web Site/wcm/resources	Any except Read

Error After Entering Genesys Administrator URL

If you get a Windows error after entering the URL of Genesys Administrator in your browser, follow the steps in the following procedure.

Procedure: Troubleshooting Windows error after starting Genesys Administrator

Purpose: To try to diagnose and repair the scenario in which a Windows error is displayed after entering the Genesys Administrator URL in a browser.

Start of procedure

1. Log on to the host computer on which Genesys Administrator is installed.
2. Open Microsoft Internet Information Services (IIS) Manager from the Windows Start menu.
 - a. In the left pane, open the <your computer name>> Web Sites folder.
 - b. If (Stopped) appears after Default Web Site, do the following:
 - i. Stop all other web servers on that computer.
 - ii. Right-click Default Web Site and select Start from the menu.

- iii. Go back to the computer on which you were logging in to Genesys Administrator and log in again.

End of procedure

Statistical Information Missing on Dashboard

If you are using remote Solution Control Servers, statistical information (such as the number and status of hosts and alarms) might be missing or not updated on the Dashboard. This problem likely occurs for one of the following reasons:

- Network latency caused by the distance between Genesys Administrator and Solution Control Server.

To solve this problem, reconfigure your system architecture with Distributed Solution Control Servers, which are designed specifically to address the problem of network latency. Refer to the *Framework 8.0 Deployment Guide* for information about setting up Distributed Solution Control Servers.

- Using Solution Control Servers of release 7.6 or earlier with Genesys Administrator.

Note: Genesys strongly recommends that you use release 8.0 Solution Control Servers with Genesys Administrator.

500 Error

You might see a 500 Error after you have successfully logged in to Genesys Administrator, while the Dashboard is loading. The error will be something like `Server indicated error: 500. Object reference not set to an instance of an object.`

If you encounter this error, check the following:

- In the Configuration Manager Application object with which Genesys Administrator was bound, there is a connection to the Log Database DAP.
- In the Log Database DAP, the DBMS Name property in the DB Info section contains a full name or IP address of the host on which the database is installed, and not `localhost`.



Supplements

Related Documentation Resources

The following resources provide additional information that is relevant to this software. Consult these additional resources as necessary.

Genesys Framework

- *Framework 8.0 Architecture Help*, which helps you view the place of a particular component in the Framework architecture and learn about Framework functionality that is new to release 8.0.
- The *Framework 8.0 Deployment Guide*, which will help you configure, install, start, and stop Framework components.
- *Framework 8.0 Configuration Options Reference Manual*, which provides descriptions of configuration options for Framework components.
- *Framework 8.0 Genesys Administrator Help*, which helps you use Genesys Administrator.

Genesys

- *Genesys 8.0 Security Deployment Guide*, which describes the security features provided by Genesys software, including Transport Layer Security (TLS) support, and provides detailed instructions for deploying the features.
- *Genesys Technical Publications Glossary*, which ships on the Genesys Documentation Library DVD and which provides a comprehensive list of the Genesys and computer-telephony integration (CTI) terminology and acronyms used in this document.
- *Genesys Migration Guide*, which ships on the Genesys Documentation Library DVD, and which provides documented migration strategies for Genesys product releases. Contact Genesys Technical Support for more information.

- Release Notes and Product Advisories for this product, which are available on the Genesys Technical Support website at <http://genesyslab.com/support>.

Information about supported hardware and third-party software is available on the Genesys Technical Support website in the following documents:

- *[Genesys Supported Operating Environment Reference Manual](#)*
- *[Genesys Supported Media Interfaces Reference Manual](#)*

For additional system-wide planning tools and information, see the release-specific listings of System Level Documents on the Genesys Technical Support website, accessible from the [system level documents by release](#) tab in the Knowledge Base Browse Documents Section.

Genesys product documentation is available on the:

- Genesys Technical Support website at <http://genesyslab.com/support>.
- Genesys Documentation Library DVD, which you can order by e-mail from Genesys Order Management at orderman@genesyslab.com.

Document Conventions

This document uses certain stylistic and typographical conventions—introduced here—that serve as shorthands for particular kinds of information.

Document Version Number

A version number appears at the bottom of the inside front cover of this document. Version numbers change as new information is added to this document. Here is a sample version number:

80fr_ga-dep_12-2009_v8.0.201.00

You will need this number when you are talking with Genesys Technical Support about this product.

Screen Captures Used in This Document

Screen captures from the product graphical user interface (GUI), as used in this document, may sometimes contain minor spelling, capitalization, or grammatical errors. The text accompanying and explaining the screen captures corrects such errors *except* when such a correction would prevent you from installing, configuring, or successfully using the product. For example, if the name of an option contains a usage error, the name would be presented exactly as it appears in the product GUI; the error would not be corrected in any accompanying text.

Type Styles

[Table 2](#) describes and illustrates the type conventions that are used in this document.

Table 2: Type Styles

Type Style	Used For	Examples
Italic	<ul style="list-style-type: none"> Document titles Emphasis Definitions of (or first references to) unfamiliar terms Mathematical variables <p>Also used to indicate placeholder text within code samples or commands, in the special case where angle brackets are a required part of the syntax (see the note about angle brackets on page 36).</p>	<p>Please consult the <i>Genesys Migration Guide</i> for more information.</p> <p>Do <i>not</i> use this value for this option.</p> <p>A <i>customary and usual</i> practice is one that is widely accepted and used within a particular industry or profession.</p> <p>The formula, $x + 1 = 7$ where x stands for . . .</p>

Table 2: Type Styles (Continued)

Type Style	Used For	Examples
Monospace font (Looks like teletype or typewriter text)	<p>All programming identifiers and GUI elements. This convention includes:</p> <ul style="list-style-type: none"> The <i>names</i> of directories, files, folders, configuration objects, paths, scripts, dialog boxes, options, fields, text and list boxes, operational modes, all buttons (including radio buttons), check boxes, commands, tabs, CTI events, and error messages. The values of options. Logical arguments and command syntax. Code samples. <p>Also used for any text that users must manually enter during a configuration or installation procedure, or on a command line.</p>	<p>Select the Show variables on screen check box.</p> <p>In the Operand text box, enter your formula.</p> <p>Click OK to exit the Properties dialog box.</p> <p>T-Server distributes the error messages in EventError events.</p> <p>If you select true for the inbound-bsns-calls option, all established inbound calls on a local agent are considered business calls.</p> <p>Enter exit on the command line.</p>
Square brackets ([])	A particular parameter or value that is optional within a logical argument, a command, or some programming syntax. That is, the presence of the parameter or value is not required to resolve the argument, command, or block of code. The user decides whether to include this optional information.	smcp_server -host [/flags]
Angle brackets (< >)	<p>A placeholder for a value that the user must specify. This might be a DN or a port number specific to your enterprise.</p> <p>Note: In some cases, angle brackets are required characters in code syntax (for example, in XML schemas). In these cases, italic text is used for placeholder values.</p>	smcp_server -host <confighost>



Index

A

Administrator
See Genesys Administrator

C

Configuration Manager
and Genesys Administrator21

D

document
errors, commenting on 8
intended audience 7
type styles35
version number35

G

Genesys Administrator
500 error31
controlling the system21
defined13
enabling deployment using22
IIS14
installing15
logging in26
logging out26, 27
missing information31
securing connection19, 20
setting up13
starting26
task summary15
using with Solutions22
verifying IIS configuration16, 17
Genesys Deployment Agent10, 22

I

IIS
securing connections19, 20
setting up application pools23
verifying configuration16, 17
with Genesys Administrator14
installing
Genesys Administrator15
Internet Information Services
See IIS

L

logging in26
logging out26, 27

R

remote deployment10, 14
enabling22
port23
required permissions22
remote deployment agent10, 22

S

setting up13
starting26

T

task summaries
deploying Genesys Administrator15

W

Windows
installing Genesys Administrator15

