GENESYS

Gplus Adapter for Siebel CRM Deployment Guide

5/20/2026

Table of Contents

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New in this Release

Contents

Lists new features and feature enhancements in the Adapter releases and deployment impact.

8.5.0

The following new features or functionality are included in this 8.5.0 release:

Feature	Affected Adapter Components
Siebel IP 2017, 2018, 2019, 2020, 2021 Support	All; on 12/16/21, Genesys confirms support for IP 2020 and IP 2021.
Selective Protection of Sensitive Data in Logs	Gplus Adapter for Siebel CRM Voice Component, Gplus Communication Server for Siebel CRM
After call work (ACW) Timer	Gplus Adapter for Siebel CRM Voice Component

New Features Deployment

Table notes:

- Articles of the "New" type can be read and applied as independent section. All procedures in this section are complete sufficient and should not be integrated into any other procedures. Just follow the procedure as provided.

- Articles of the "Updated" type should be read and applied in parallel with corresponding PDF chapters. Procedures in these chapters may refer to legacy procedures and contain additional steps to them. Steps like "Doing step X of procedure Y do action Z" or "After the step X of procedure Y do sub-step Z" are possible there.

Released in Version	Feature Name	Article Type	Date Released
8.5	After Call Work Timer	New	April 30, 2020
	Selective Protection of Sensitive Data in Logs	Updated	
	Siebel IP 2017 through IP 2021 support	Updated	
	Innovations in customization within Siebel IP 2017 and higher	New	
	Common Changes, Chapter 6: Deploying the Voice Component, QueryAddress	Updated	

Common Changes

Contents

Supplements or replaces information currently in the Gplus Adapter for Siebel CRM 8.0 Deployment Guide and the Supplement to Gplus Adapter for Siebel CRM 8.0 Deployment Guide.

Multiple chapters, Siebel IP 2017 and higher support

In this release, Siebel IP 2017 and higher are supported. For a detailed list of procedure changes and additions, see Siebel IP 2017 through IP 2021 support.

Chapter 3, Deploying the Communication Server

Planning > Deployment Scenarios

This section clarifies Scenario 3 on page 48/49 of the Gplus Adapter for Siebel CRM 8.0 Deployment Guide PDF.

1. Create a Configuration Layer application (or 2, for primary and backup) that corresponds to a dedicated host for running Genesys Communication Server.

2. Install the Gplus Communication Server for Siebel CRM component on that dedicated host. You can remove or ignore the "driver" folder with the Gplus Communication Driver files.

3. Create a temporary Configuration Layer application that points to any host running the same operating system as the Siebel host runs. It can be the Siebel host or a dedicated one.

4. Install the Gplus Communication Server for Siebel CRM component on that host.

5. Copy or move files from the "driver" folder to the appropriate place under Siebel server directory structure (See the *Installing the Communications Server* section on page 63 of the 8.0 PDF; in particular, see Step 4).

6. Remove or ignore the temporary installation and Configuration Layer application that you created in Step 3.

Setting the Genesys Configuration Options for the Communication Server

This section falls under section: Setting the Genesys Configuration Options for the Communication Server > Configuring Genesys on page 57 of the Gplus Adapter for Siebel CRM 8.0 Deployment Guide PDF.

See Selective Protection of Sensitive Data in Logs for details.

Chapter 6, Deploying the Voice Component, QueryAddress

Table 28: The Basic Voice Feature Device Commands/QueryAddress

The following QueryAddress section of the table is duplicated from page 330, per the 8.0 Deployment Guide, but includes an updated QueryAddress device command paragraph at the end of the QueryAddress table section.

QueryAddress		
Description	Sends a query to T-Server to return the information about the DN specified by the command parameters, **ThisDN** and **ACDQueue.** If the **ThisDN** parameter is not defined in the configuration, the default configured DN is used instead. The type of information requested is defined by the command parameters, **AddressType** and **AddressInfoType**.	
stringParam	Not Used	
datasetParam	ThisDN	Optional	T-Server inquires about the telephony object specified by the **ThisDN** parameter. If not present, the default configured DN (Teleset of type S) is used instead.
	ACDQueue	Optional	The list of ACD Queue numbers, separated by commas.
	AddressType (AddressType Position)	Optional	The type of telephony object in question. The default value is 2.
	AddressInfo Type	Optional	The type of the requested information. The default value is 17.
	Attribute Extensions	Optional	The Extensions attribute is sent with a request to T-Server as described in the following sections: "The AttributeExtensions Parameter" on page 243 and "Sending Extensions Attributes with String and/or Integer Value Types (Method 1)" on page 244. of the 8.0 Deployment Guide.

*The `QueryAddress` device command is used to synchronize the Adapter's state and the state of the agent on the switch/T-Server. This is almost an internal command and it is not recommended that you use it without a special suggestion from Genesys. The `EventAddressInfo`, which the Adapter receives from T-Server in response to the QueryAddress command, is processed internally and not populated in Siebel.

After Call Work Timer

Contents

For the OpenUI mode only, the After Call Work (ACW) timer enables agents to see their remaining after call work time.
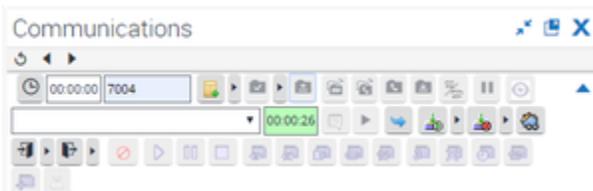
ACW Timer description

The standard Siebel solution provides only one timer in the CTI toolbar, which shows a work item's (a call, for example) duration. When using the OpenUI mode, this additional ACW timer enables agents to see the remaining after call work time that the agent has to complete after call work. The ACW timer appears in CTI toolbar near the Work Item List's drop-down menu.

> ### Important
>
> Be aware of the following:
>
> - The remaining time shown in the timer is approximate. It's usually a little greater than the actual time remaining, but it depends on the overall performance of the Adapter and Siebel.
>
> - If you are not implementing the ACW Timer, this page and the procedure do not apply. However, if you are not implementing it, you will need to remove the following event handlers from your CTI configuration: `UntimedWrapupMode`, `StartWrapupMode`, `StopWrapupMode`, `StopWrapupMode2`, and `StopWrapupMode3`.

When you, as the administrator, configure this ACW Timer, when an agent switches to the corresponding After Call Work, the Timer appears with a light green background in the CTI toolbar to the right of the Work Item List's drop-down menu.
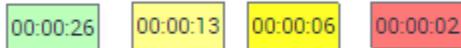

ACW Timer (CTI Toolbar)

The ACW Timer counts down the remaining after call work time, as you configured in your after call work timeout. When the After Call Work mode ends, the timer disappears.

You can configure the Timer to change the background color and the countdown thresholds that display to the agent as the agent approaches the end of the after call work period.

By default, there are four thresholds configured: 0%, 50%, 70% and 90%. When the spent time is greater than the threshold, the background color changes

progressively in this order: light green, light yellow, yellow, red.

Default ACW Timer Threshold Colors

> **Tip**
>
> If the after call work time extends until the agent makes ready himself/herself), the ACW Timer counts the time in seconds, starting from zero (0), independently of the configured ACW timeout. It also displays with a white background (the color for the CTI toolbar timers), as defined in the Siebel theme.

Configuring the ACW Timer

> **Important**
>
> This new procedure is associated with the following section in the 8.0 Deployment Guide: Chapter 6, Deploying the Voice Component > Configuring Siebel > Configuring Siebel Using the Siebel Web Client., that starts on page 220, per the PDF.

To implement this ACW Timer:

1. Copy all of the script files to the Siebel Server Open UI customization folder (**siebsrvr\WEBMASTER\ siebel_build\scripts\siebel\custom**, for example).

    - For 8.1.1.11/8.2.2.4 (IP2013) or IP 2014, the source directory is:
        * **//SCRIPTS/OUI**, where is 8.1_8.2_OUI or IP 2014.

    - For IP 2017, the source directory is:
        * **//SCRIPTS/**, where is IP 2017.

2. To register the custom scripts, do the following:

    1. Log into Siebel Server as a Siebel administrator.

    2. Navigate to Site Map > Administration - Application > Manifest Files.

    3. Add the following new record into the Files applet: `siebel/custom/GplusCommToolbarUpdate2.js`

    4. Navigate to Site Map > Administration - Application > Manifest Administration.

    5. Add a new record into the UI Objects and subordinate applets, as shown in the following tables:

UI Objects applet row

Parameter name	Value
Inactive Flag	N

Parameter name	Value
Type	Application
Usage Type	Common
Name	PLATFORM INDEPENDENT

Object Expression applet row

Parameter name	Value
Inactive Flag	N
Group Name	
Expression	Desktop
Level	1
Operator	
Web Template Name	

Files applet row

Parameter name	Value
Inactive Flag	N
Name	siebel/custom/GplusCommToolbarUpdate2.js

Change the ACW Thresholds and colors

You can change the countdown percentage and the background colors associated with the thresholds in the the `GplusCommToolbarUpdate2.js` file. The default values have the following data structure:

```
// Wrap-up timer background colors map
var gplusWrapupTimerBgColors = [
    { "percent":0,   "color":"#bbffbb" },
    { "percent":50, "color":"#ffff8c" },
    { "percent":70, "color":"#ffff28" },
    { "percent":90, "color":"#ff7878" },
    ];
```

You can modify these rows, delete them, or add new rows.

Selective Protection of Sensitive Data in Logs

Contents

Selective protection of sensitive data is improved with the ability to hide DTMF-related information (for example, digits) in Logs, via Communication Server options.

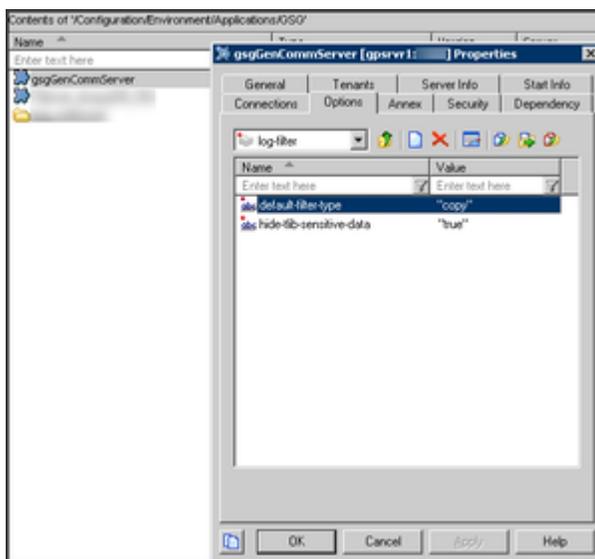## Setting the Genesys Configuration Options for the Communication Server

This section falls under Chapter 3, Deploying the Communication Server for Siebel CRM > Setting the Genesys Configuration Options for the Communication Server > Configuring Genesys on page 57 of the Gplus Adapter for Siebel CRM 8.0 Deployment Guide PDF.

To prevent the display of private parameters included in UserData, Extensions, Reasons, and others in the Adapter's log, you configure options in the Options section of the Gplus Communication Server Application object in Configuration Manager.

1. Configure two options in the `log-filter` section:

    - **default-filter-type**: This option supports valid values like `copy, hide, skip`, and others, that specify the default method for presenting KVList information (including UserData, Extensions, and Reasons) in the log.

    - **hide-tlib-sensitive-data**: This option supports valid values of `true` and `false`, that specify whether DTMF-related data is hidden in the log.
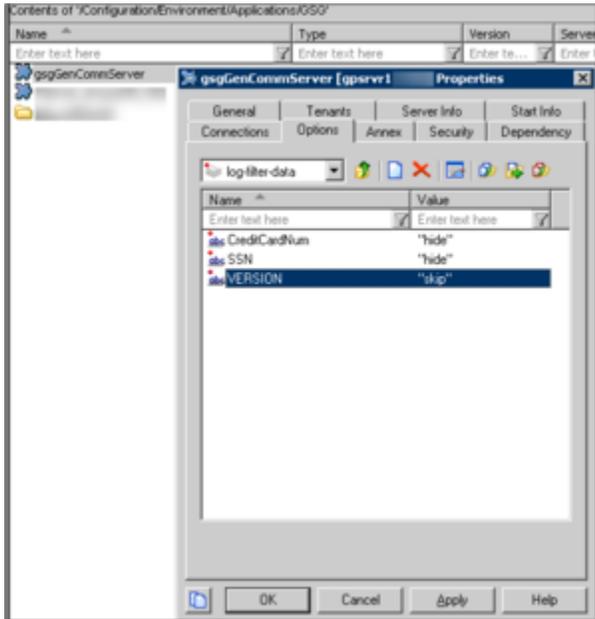
        For example, the **log-filter** section might look like the following:

log-filter section in Configuration Manager

2. Use the **log-filter-data** section to define a list of key-value pairs that specify how each individual KVList pair is presented in the log. The key is option name. For the value, specify `copy, hide`, or `skip`.

For example, the **log-filter-data** section might look like the following:

log-filter-data section in Configuration Manager

For more information, see the **log-filter** and **log-filter-data** sections in Common Security Options of the *Framework Configuration Options Reference Manual*.

Configuring the GenCommDrv.ini file (optional)

This ability is supported by a new property, **LogFilterHideTLibSensitiveData**.

Table 5, on page 64 of the PDF

Property name	Values	Description
General section		
LogFilterHideTLibSensitiveData	Default Value: `false` Valid Values: `false, true`	(Optional) Enables or disables filtering of DTMF data in the log. It is an analog of the hide-tlib-sensitive-data option for Communication Server. Refer to Common Security Options of the *Framework Configuration Options Reference Manual* for details.

The Contents of the GenCommDrv.ini file

The following code snippet shows the contents of the GenCommDrv.ini file:

```
// ============================
// General
```

```
// ============================
SiebelAPI                 = 2
ProcessingThreadPoolSize  = 30
ClientConnectionsPerServer = 1
RequestTimeout            = 30000
OnReconnectDelay          = 4000


// ============================
// Log subsystem properties
// ============================

LogFile            = GenCommDrv
LogDir             = ./
LogExt             = log
MaxLogKB           = 10240
LogFilesCount      = 10
LogLevel           = 2


// ============================
// Log filtering properties
// ============================

//Enables or disables log filtering
//Values: true|false, default value - false
LogFiltering = false

//Defines the treatment for all KV pairs by default
//Values: copy|hide|skip|..., default value - copy, refer to Genesys documentation for more
details
LogFilterType = copy

//The treatment for specific keys, overrides the default treatment specified by LogFilterType
//Values: ;;..., default value - empty string
//      where  = :
//         where , are any string excepting special symbols like ':', '\', ';'
// Example: LogFilterData = "key1:skip;key2:hide-first,3;key3:hide"
LogFilterData = ""

//the analog of [log-filter]::[hide-tlib-sensitive-data]
//see 'Common Security Options' in 'Genesys Framework 8.5. Configuration Options'
LogFilterHideTLibSensitiveData = false

// ============================
// HTTP Client connection properties
// ============================
ServerReconnectDelay = 10000
ClientPortRangeStart = 0
ServerConnectTimeout = 0


// ============================
// Security properties of HTTP connection
// (used when https is configured in PrimaryGenCommServerURL/BackupGenCommServerURL URLs)
// ============================
Certificate          = ""
CertificateKey       = ""
TrustedCA            = ""
SecProtocol          = ""
CRL                  = ""
TlsTargetNameCheck   = "no"
```

Siebel IP 2017 through IP 2021 support

Contents

Siebel IP2017, IP2018, IP2019, IP2020, IP2021 are supported.

Overview

In this release Siebel IP 2017, IP 2018, IP 2019, IP 2020, and IP 2021 versions (Open UI mode only) are supported by these Gplus Adapter for Siebel CRM 8.5 components:

- Configuration Synchronization Component
- Campaign Synchronization Component
- Voice Component
- UCS Gateway Server
- Multimedia Component
- Media Routing Component
- iWD Routing Component

Important

On 12/16/21, Genesys confirms support for IP 2020 and IP 2021.

The next sections explain the impact of this support on existing Adapter procedures, as documented in the Gplus Adapter for Siebel CRM 8.0 Deployment Guide.

System Requirements: Supported Siebel Versions

This section revision applies to Chapter 1, System Requirements > Supported Siebel Versions.

The 8.5.0 version of the Gplus Adapter also supports Siebel CRM IP 2017, IP 2018, IP 2019, IP 2020, and IP 2021. All Gplus Adapter components use Siebel-side resources from the new IP2017 installation package directory. These Siebel versions support the OpenUI mode only. As a result, the directory structure under the IP2017 folder is simplified.

Deploying the Configuration Synchronization Component

The following sections in Chapter 4, Deploying the Configuration Synchronization Component >

Configuring Siebel

Setting the Genesys Configuration Options for the Configuration Synchronization Component > Genesys Section

The following option is revised from what appears on the page 91 of the 8.0 Deployment Guide PDF.

ServerURL

Default Value: `none`
Valid Value: `none`

Specifies the URL of the web server on which the Siebel Web Engine is installed.

Out-of-the box, this option contains the following template string which is suitable for Siebel versions prior to the IP2017: `ServerURL=/eai_enu/start.swe`, where you would have substituted with the first part of the URL that you use to access your Siebel Server through the Siebel Web Client (protocol, host and port).

For Siebel IP 2017 and higher, use the following template for this option: `ServerURL=/siebel/app/eai/enu`

Edit this URL template string according to your Siebel Web Extension configuration, for example, `http://www.myserver.com/eai_enu/start.swe` or `http://www.myserver.com/siebel/app/eai/enu`.

> ### Important
> If you are using a non-English locale, replace `enu` with the appropriate language code.

Configuring Siebel Using Siebel Tools

The following procedures are revised from what appears on the pages mentioned.

Procedure: Configuration Synchronization Component: Importing the GenesysConfigSynchronization.sif archive file for the Configuration Synchronization

The following procedure is revised from what appears on page 104 of PDF.

1. In Siebel Tools, select Tools > Import from Archive...

2. In the Select Archive to Import window, navigate to the **GenesysConfigSynchronization.sif** archive file. This file was created by the installation program in: **/objects/** where is the subfolder name (7.7, /8.0, /8.1, /8.1_8.2_OUI, IP2014 or IP2017), depending on the Siebel version that you use.

3. Click Open. The Import Wizard–Preview window displays.

4. In the Import Wizard–Preview window, in the Conflict Resolution section, select Overwrite the object definition in the repository.

5. Click Next. The Import Wizard–Review Conflicts and Actions window displays.

6. Click Next. The Do you wish to proceed? window displays.

7. Click Yes. The objects from the archive are imported into the Siebel repository.

8. Click Finish to complete the Import Wizard.

Important

It is possible for **siebel_assert_xxx.txt** file(s) to be generated by the Siebel environment after importing the archive. This does not affect the functionality of the Configuration Synchronization Component.

Procedure: Configuration Synchronization Component: Importing the PersonalizationActionSet.sif archive file into the Siebel Repository

The following procedure is revised from what appears on page 107 of PDF.

1. In Siebel Tools, select Tools > Import from Archive... .

2. In the Select Archive to Import window, navigate to the **PersonalizationActionSet.sif** archive file. This file was created by the installation program in: **/objects/** where is the subfolder name (7.7, /8.0, /8.1, /8.1_8.2_OUI, IP2014 or IP2017), depending on the Siebel version that you use.

3. Click Open. The Import Wizard–Preview window displays.

4. In the Import Wizard–Preview window, in the Conflict resolution section, select Merge the object definition from the archive file with the definition in the repository.

5. Click Next. The Do you wish to proceed? window displays.

6. Click Yes. The objects from the archive are imported into the Siebel repository.

7. Click Finish to complete the Import Wizard.

Important

It is possible for **siebel_assert_xxx.txt** file(s) to be generated by the Siebel environment after importing the archive. This does not affect the functionality of the Component.

Deploying the Campaign Synchronization Component

The following sections in Chapter 5, Deploying the Campaign Synchronization Component, are revised from what they are on the mentioned pages.

For Configuring Siebel > Configuring Siebel Using the Siebel Tools

Procedure: Campaign Synchronization Component: Importing the Campaign.sif Archive File

The following procedure is revised from what appears on page 147 of the PDF.

1. In Siebel Tools, select Tools > Import from Archive...

2. In the Select Archive to Import window, navigate to the **Campaign.sif** archive file. This file is located at: **/objects/**, where is the subfolder name (7.7, /8.0, /8.1, /8.1_8.2_OUI, IP2014 or IP2017, depending on the Siebel version being used).

3. Click Open. The Import Wizard–Preview window displays.

4. In the Import Wizard–Preview window, in the Conflict resolution section, select Merge the object definition from the archive file with the definition in the repository.

5. Click Next. The Import Wizard–Review Conflicts and Actions window displays.

6. In the Conflicting Objects pane, select the Business Component category.

7. In the Object differences pane, select Campaign List Contact. If there are any attributes in the Attribute differences pane, make sure that the Resolution column for each attribute is set to Repository. To do this: right-click on an attribute and select Repository from the drop-down menu.

8. Click Next. The "Do you wish to proceed?" window displays.

9. Click Yes. The objects from the archive are imported into the Siebel repository.

10. Click Finish to complete the import.

> ### Important
> It is possible for **siebel_assert_xxx.txt** file(s) to be generated by the Siebel environment after importing the archive. This does not affect the functionality of the Component.

Procedure: Campaign Synchronization Component: Importing the GenesysCampaignSynchronization.sif archive file

The following procedure is revised from what appears on page 148 of the PDF.

1. In Siebel Tools, select Tools > Import from Archive...

2. In the Select Archive to Import window, navigate to the **GenesysCampaignSynchronization.sif** archive file. This file is located at: **/objects/**, where is the subfolder name (7.7, /8.0, /8.1, /8.1_8.2_OUI, IP2014 or IP2017, depending on the Siebel version being used).

3. Click Open. The Import Wizard–Preview window displays.

4. In the Import Wizard–Preview window, in the Conflict resolution section, select Overwrite the object definition in the repository.

5. Click Next. The Import Wizard–Review Conflicts and Actions window displays.

6. Click Next. The "Do you wish to proceed?" window displays.

7. Click Yes. The objects from the archive are imported into the Siebel repository.

8. Click Finish to complete the import.

> **Important**
>
> It is possible for **siebel_assert_xxx.txt** files to be generated by the Siebel environment after importing the archive. This does not affect the functionality of the component.

Configuring Siebel Using the Siebel Web Client > Procedure, Campaign Synchronization Component: Deploying workflow processes on the Siebel Server

The following procedure is revised from what appears on page 170 of the PDF.

1. Select Site Map > Administration > Business Process, Workflow Deployment.

2. In the Active Workflow Processes applet, choose the Import Processes menu option. The Workflow Process Import pop-up window displays.

3. In the Workflow Process Import window, select the **Genesys_CaS_Campaign_WF.xml** file. This file is located at: **/ objects/**, where is the subfolder name (7.7, /8.0, /8.1, /8.1_8.2_OUI, IP2014 or IP2017, depending on the Siebel version being used).

4. Click Import. The Genesys CaS Campaign WF process appears in the applet when the import is finished.

5. Repeat steps 3 and 4 for the Genesys_CaS_CR_WF.xml file. The Genesys CaS CR WF process appears when the import is finished.

Deploying the Voice Component

The following sections in Chapter 6, Deploying the Voice Component > Installation are revised from what appears on the mentioned pages.

Installation > Target Directory Structure and File Locations

This section is revised from what appears on page 178, per the PDF, with the addition of the bullet about Siebel IP 2017, IP 2018, IP 2019, IP 2020, and IP 2021.

The following generic directory and host names are used in the description of the directories structure:

- is the Gplus Communication Server installation directory.
- is the destination directory for installation used by the installation script to copy the Adapter for Siebel CRM Voice files.
- Files in subdirectory **/7.7 /7.7** are related to Siebel versions 7.7 /7.8.
- Files in subdirectory **/8.0 /8.0** are related to Siebel version 8.0.
- Files in subdirectory **/8.1 /8.1** are related to Siebel version 8.1.

- Files in subdirectory **/8.1_8.2_OUI /8.1_8.2_OUI** are related to Siebel 8.1.1.11/8.2.2.4 (IP2013).

- Files in subdirectory **/IP2014 /IP2014** are related to Siebel 8.1.1.14/8.2.2.14 (IP2014).

- Files in subdirectory **/IP2017 /IP2017** are related to Siebel IP 2017, IP 2018, IP 2019, IP 2020, and IP 2021.

- is the Web Server host name where the Siebel Web Server extension was installed.

- is the Siebel Web Server extension icon images directory.

Installing the Voice Component in a Windows Environment > Procedure Voice Component: Installing the Voice Component in a Windows environment

This section is revised from what appears on page 179, per the PDF.

1. Run the **setup.exe** file from the installation package (**windows\setup.exe**).

2. When prompted with the following message, Genesys Installation Wizard will install the Gplus Adapter for Siebel CRM Voice in the following Destination Folder, choose the location of this destination folder. For example: **C:\Program Files\GCTI\Gplus Adapter for Siebel CRM Voice**

3. When prompted with the following message, Genesys Installation Wizard has collected all required information and is ready to install Gplus Adapter for Siebel CRM Voice on your computer, click Install.

4. When the Genesys Installation Wizard completes its execution, copy the files representing the Siebel icon images from the destination directory, **//images/**, where is 7.7, /8.0, /8.1, /8.1_8.2_OUI, IP2014 or IP2017, depending on your version of Siebel Server, to the appropriate icon images directory on Siebel Server.

Important

The installation package contains new complementary pairs of icons for Ready/Not Ready buttons. During the installation process, standard Siebel icons for the Not Ready button are overwritten with new ones from the installation package. To preserve the standard Siebel icons, Genesys recommends that you back up image files **icon_notready_enabled.gif** and **icon_notready_disabled.gif** in a safe location. These files should be restored manually if the Gplus Adapter is uninstalled.

Configuring Siebel > Configuring Siebel Using Siebel Tools > Overview of the Siebel Repository File Preparation

The following item is an addition to the note that appears on page 196, per the PDF.

- For Siebel IP 2017, IP 2018, IP 2019, IP 2020, and IP 2021: **/IP2017**.

Deploying the Multimedia Component

The following sections in Chapter 8, Deploying the Multimedia Component > Installing the Multimedia

Component, are revised from what appears on the mentioned pages.

Installing the Multimedia Component > Installation > Procedure: Multimedia Component: Installing the Multimedia Component

The note under Step 3 of following procedure is revised from the note that appears on page 393, per the PDF.

1. To start the installation process, run the **setup.exe** file (for Windows) or run the **install.sh** file (for UNIX) from the Gplus Adapter for Siebel CRM Multimedia Component installation package on the host where Gplus Communication Server is installed.
   Note: For the Windows installation, skip to step 3.

2. (Linux) Enter the correct path to the Gplus Communication Server, so that the installation file has the correct folder location to place the files necessary for running the Open Media Communication Driver (**itx_scdrv**).

3. Enter the path to the main installation directory, so that the installation program has the correct folder location to place the Siebel archive (*.sif) files, the Siebel SmartScripts, the Siebel image files, and the general product information.

Important

If the Voice Component is not installed, copy the files representing the Siebel icon images from the destination directory, **//images/**, where is 7.7, /8.0, /8.1, /8.1_8.2_OUI, IP2014 or IP2017, depending on your version of the Siebel Server, to the appropriate icon images directory on Siebel Server.

Configuring Siebel > Configuring Siebel Using the Siebel Tools

Procedure: Multimedia Component: Updating the Siebel repository file

Steps 2, 17, and 29 in this procedure should now be the following, instead of what appears on pages 395, 397, 401 respectively, per the PDF.

Step 2

2. If you did not previously import the *.sif archive files for the Voice Component, then import the following archive files:

- **GenSymbolicStrings.sif** (for Siebel 7.8 and higher)
- **GenComm.sif**
- **GenesysTools.sif**

These files are located at: **/**, where equals 7.7, /8.0, /8.1, /8.1_8.2_OUI, IP2014 or IP2017, depending on your version of Siebel Server.

Step 17

17. (Importing the **GplusMCR_Email_Chat_nested.sif** Archive File) In the Select Archive to Import window, navigate to the **GplusMCR_Email_Chat_nested.sif** archive file from the following directory: **//**, where equals 7.7, /8.0, /8.1, /8.1_8.2_OUI, IP2014 or IP2017, depending on your version of Siebel Server. This file updates the business components that you just created.

Step 29

29. (Importing the **GplusMCR_Email_Chat_nested.sif Archive File**) Import the **GplusMCR_Email_Chat.sif** archive file from the following directory: **//**, where is 7.7, /8.0, /8.1, /8.1_8.2_OUI, IP2014 or IP2017.

Configuring Siebel > Configuring the Siebel Server > Procedure: Multimedia Component: Deploying the Siebel repository file, browser scripts, web templates, and changing the Siebel Server configuration

Steps 5, 6, and 7 in this procedure should now be the following, instead of what appears on page 406, per the PDF.

Step 5

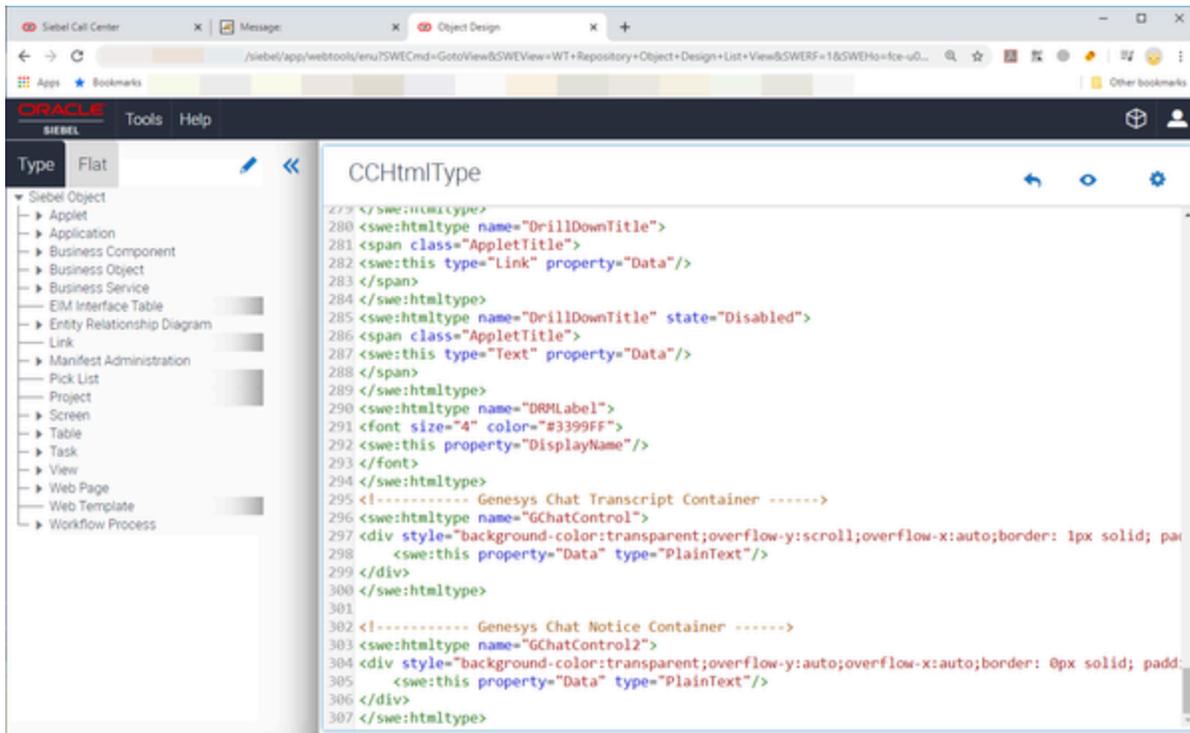5. Deploy (copy) the content for Siebel Servers, according to the following:

- For Siebel Servers prior to 8.1.1.11, deploy (copy) the content of the **//WEBTEMPL** folder to the Siebel Server WEBTEMPL directory (siebsrvr/WEBTEMPL), where is 7.7, 8.0, or 8.1.

- For Siebel Servers 8.1.1.11/8.2.2.4, IP2015, IP2016 that support High Interactivity mode, deploy (copy) the content of the **//WEBTEMPL** folder into the Siebel Server WEBTEMPL directory (**siebsrvr/WEBTEMPL/custom**), where is 8.1_8.2_OUI or IP2014.

- For Siebel Servers 8.1.1.11/8.2.2.4, IP2015, IP2016 that support Open UI mode, deploy (copy) the content of the **//WEBTEMPL/OUIWEBTEMPL** folder into the Siebel Server OUI WEBTEMPL directory (**siebsrvr/WEBTEMPL/OUIWEBTEMPL/custom**), where is 8.1_8.2_OUI or IP2014.

- For Siebel Servers IP 2017, IP 2018, IP 2019, IP 2020, IP 2021 or higher, you don't need to copy Web Template files because they are integrated into database.

Step 6

6. Add the content, according to the following:

- For Siebel Servers prior to IP 2017, add the content of the **//WEBTEMPL/ToMerge/ GenesysHtmlType.swf** file to the **CCHtmlType.swf** file from the Siebel Server WEBTEMPL directory (**siebsrvr/WEBTEMPL** for High Interactivity mode and **siebsrvr/WEBTEMPL/OUIWEBTEMPL** for Open UI mode, when applicable).

- For Siebel Servers IP 2017 and higher, add the content of the **//WEBTEMPL/ToMerge/ GenesysHtmlType** file into the **CCHtmlType** Web Template using Siebel Web Tools.

See the example in the graphic here.

CCHtmlType Web Template view in Siebel Web Tool

> **Important**
>
> After making this change, the administrator must make these Web Template changes in an open Workspace, as explained in Innovations in customization within Siebel IP 2017 and higher.

Step 7

7. Do the following:

- For Siebel Servers that support High Interactivity mode, update the **commToolbar_shared.js** file located in the corresponding Siebel Web Server extension folder (**/public/language_code/latest** system browser folder (the folder with the name = largest number)/scripts) using instructions from the **//SCRIPTS/commToolbar_shared.js** file, where is 7.7, 8.0, 8.1, /8.1_8.2_OUI or IP2014.

- For Siebel Servers that support the Open UI mode, copy all script files to the Siebel Server Open UI customization folder (**siebsrvr\WEBMASTER\siebel_build\scripts\siebel\custom**, for example). The source directory is:
  - **//SCRIPTS/OUI**, where is 8.1_8.2_OUI or IP2014
  - **//SCRIPTS/** where is IP2017

Deploying the Media Routing Component

Installing the Open Media Server > The Target Directory Structure and File Locations

This section is revised from what appears in Chapter 9, page 469, per the PDF, with the addition of the bullet about Siebel IP 2017, IP 2018, IP 2019, IP 2020, and IP 2021.

The following generic directory names are used in the description of the directories structure:

- is the destination directory for installation used by the installation script to copy the Adapter component files.
- is the subdirectory in the where all files copied by installation are placed. It is the name of the Application object of the Gplus Open Media Server for Siebel CRM.
- Files in subdirectories **//7.7** are related to Siebel versions 7.7/7.8.
- Files in subdirectories **//8.0** are related to Siebel version 8.0.
- Files in subdirectories **//8.1** are related to Siebel version 8.1.
- Files in subdirectories **//8.1_8.2_OUI** are related to Siebel version 8.1.1.11/8.2.2.4 (IP2013).
- Files in subdirectory **//IP2014** are related to Siebel 8.1.1.14/8.2.2.14 (IP2014).
- Files in subdirectory **//IP2017** are related to Siebel IP 2017, IP 2018, IP 2019, IP 2020, and IP 2021.

Configuring Siebel > Configuring Siebel Using the Siebel Tools > Procedure: Media Routing Component: Importing the GplusMediaRouting.sif archive file

Step 4 in the following section is revised from what appears in Chapter 9, page 471, per the PDF, with the addition of the bullet about Siebel IP 2017, IP 2018, IP 2019, IP 2020, and IP 2021.

1. Start Siebel Tools.

2. Lock the Genesys Multimedia project and lock the GplusMediaRouting project, if it already exists.

3. In Siebel Tools, select Tools > Import from Archive... .

4. In the Select Archive to Import window, browse to one of the following paths, depending on your version of Siebel:
   - **/7.7** for Siebel Server versions 7.7/7.8
   - **/8.0** for Siebel Server version 8.0
   - **/8.1** for Siebel Server version 8.1
   - **/8.1_8.2_OUI** for Siebel Server version 8.1.1.11/8.2.2.4 (IP2013)
   - **/IP2014** for Siebel Server version 8.1.1.14/8.2.2.14 (IP2014)
   - **/IP2017** for Siebel Server versions IP 2017, IP 2018, IP 2019, IP 2020, and IP 2021.

5. Select the **GplusMediaRouting.sif** archive file.

6. Click Open. The Import Wizard–Preview window displays.

7. In the Import Wizard–Preview window, in the Conflict resolution section, select Merge the object definition from the archive file with the definition in the repository.

8. Click Next. The Import Wizard–Review Conflicts and Actions window displays.

9. Click Next. The "Do you wish to proceed?" window displays.

10. Merge any conflicts, if they correspond to your needs.

11. Click Yes. The objects from the archive are imported into the Siebel repository.

12. Click Finish to complete the import.

Deploying the iWD Routing Component

Installing the iWD Routing for Siebel CRM Component > The Target Directory Structure and File Locations

This section is revised from what appears in Chapter 10, page 506, per the PDF, with the addition of the bullet about Siebel IP 2017, IP 2018, IP 2019, IP 2020, and IP 2021.

The following generic directory and host names are used in the description of the directories structure:

- is the destination directory for installation used by the installation script to copy the Adapter for Siebel CRM iWD Routing files.

- Files in subdirectories **/7.7** are related to Siebel versions 7.7 /7.8.

- Files in subdirectories **/8.0** are related to Siebel version 8.0.

- Files in subdirectories **/8.1** are related to Siebel version 8.1.

- Files in subdirectories **//8.1_8.2_OUI** are related to Siebel version 8.1.1.11/8.2.2.4 (IP2013).

- Files in subdirectory **//IP2014** are related to Siebel 8.1.1.14/8.2.2.14 (IP2014).

- Files in subdirectory **//IP2017** are related to Siebel IP 2017, IP 2018, IP 2019, IP 2020, and IP 2021.

Innovations in customization within Siebel IP 2017 and higher

Contents

Starting with Siebel IP 2017, take into account significant changes to customization techniques.

Overview

If you are using Siebel IP 2017 or higher, pay special attention to the changes that occurred to the Siebel customization approaches introduced by Oracle. The changes directly or indirectly affect almost all procedures in the 8.0 Deployment Guide.

Important

Smartly apply these new rules even though these they are not mentioned in the 8.0 Deployment Guide. Refer to Oracle documentation for detailed information.

Using Workspaces

Siebel CRM versions IP 2017 and higher use Workspaces to manage application changes instead of the previously used technology of local databases. If you are using these Siebel versions, you must use Workspaces to perform almost all deployment steps (applying .sifs, LOV, and so on).

General practice requires that you make all changes in an open Workspace. After you complete all of the changes, you must deliver the Workspace into the MAIN database. It's your choice whether to perform all of the required Adapter's deployment steps using the mentioned Siebel tools, in a single Workspace or multiple Workspaces.
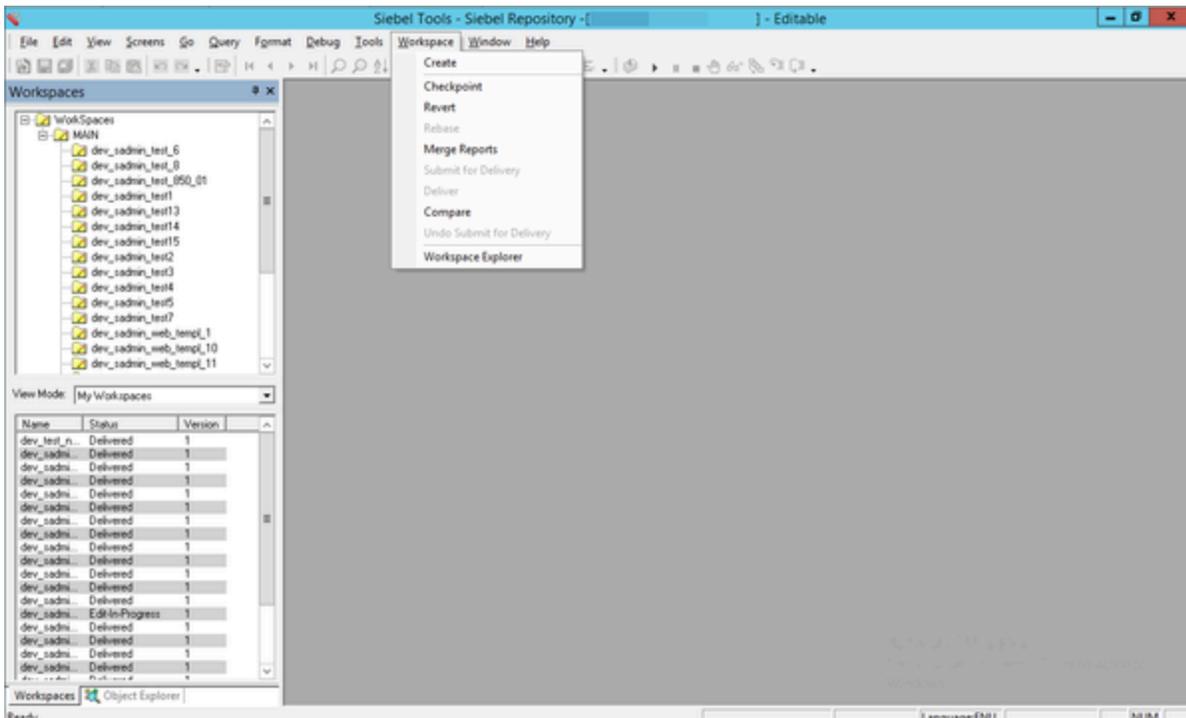
Tip

You can create one Workspace and use it from all tools. You can also create different Workspaces on different tools. Since you create all Workspaces in one database, all of them are visible from any of the Siebel tools.

For these deployment steps, you can use various tools, for example, Siebel Tools, or Siebel Web Tools/Client.

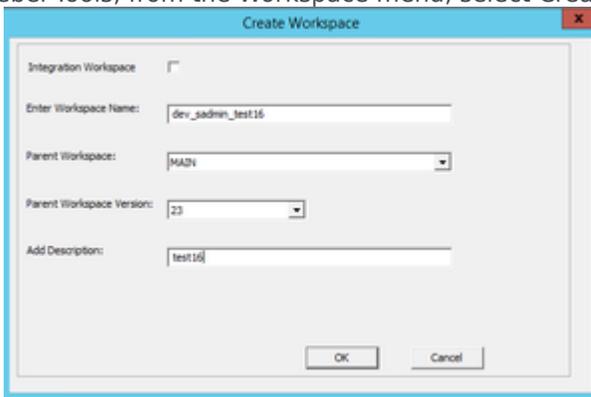### Setting up a Workspace using Siebel Tools

In Siebel Tools, use the Workspace menu and Workspace Explorer to work with Workspaces.

Workspace menu and explorer in Siebel Tools

To make Siebel changes to the configuration, you must first create a Workspace.

1. In Siebel Tools, from the Workspace menu, select Create.

Create Workspace dialog box in Siebel Tools

2. Complete the fields and click OK. Refer to Oracle documentation for detailed information.

> **Tip**
>
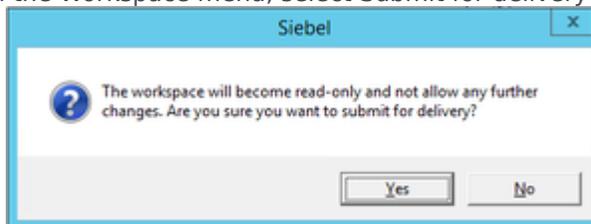> After you create the Workspace, you can open it from anywhere.

3. To make configuration changes, open the Workspace using the right-click menu.

4. Make your required changes, for example, import .sif files, edit Siebel objects, import LOV, and so on.

5. From the Workspace menu, select Checkpoint to indicate your changes by tagging or adding version information into the field and click OK.

Enter Comments (checkpoint) dialog box in Siebel Tools

6. From the Workspace menu, select Submit for delivery and click Yes in the Siebel dialog box.

Siebel (submit for delivery) dialog box in Siebel Tools

7. From the Workspace menu, click Deliver, enter comments in the dialog box, and click OK.
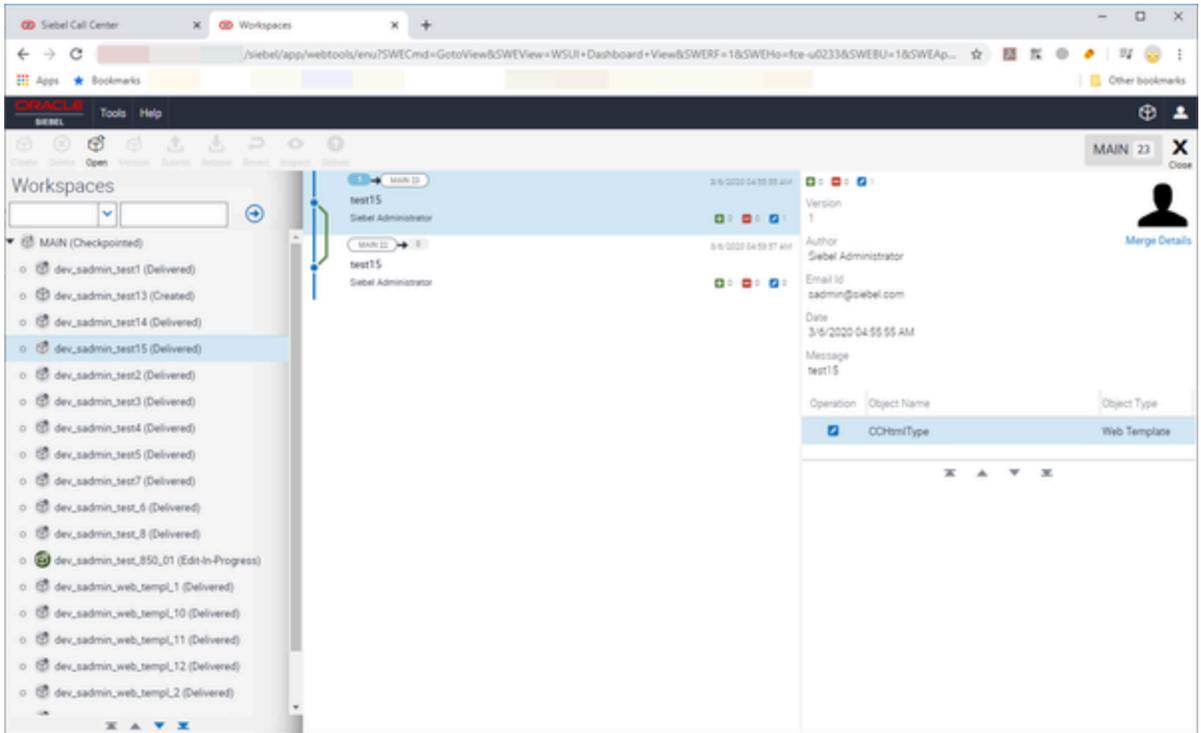

Enter Comments (deliver) dialog box in Siebel Tools

For more information refer to Oracle documentation, see Workspaces Overview, Using Workspaces in Siebel Tools, and others.

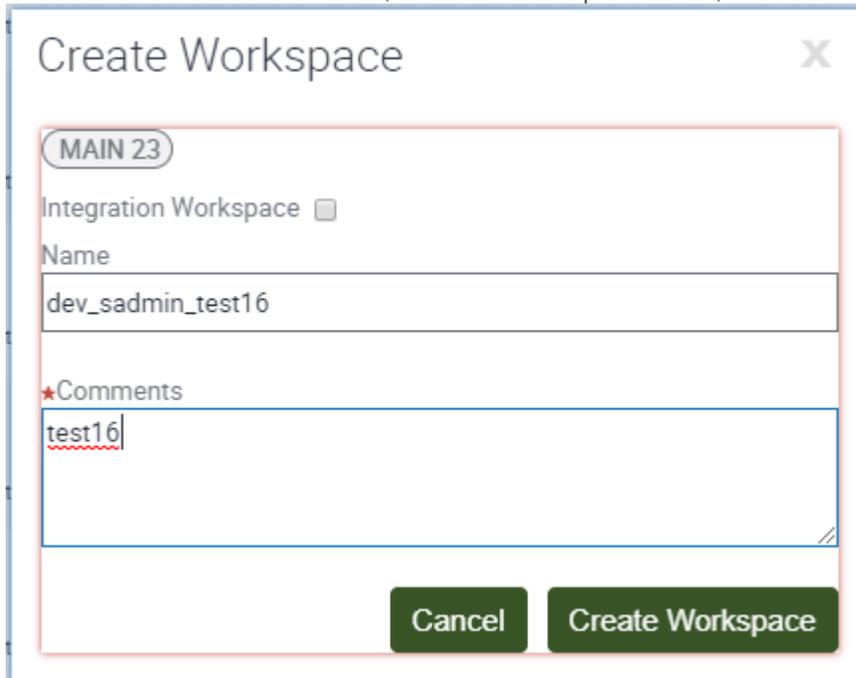## Setting up a Workspace using Siebel Web Tools/Client

In Siebel Web Tools and Siebel Web Client, use the the Workspace panel to work with Workspaces.

Workspace panel in Siebel Web Tools and Siebel Client

To make Siebel changes to the configuration, you must first create a Workspace.

1. In Siebel Web Tools and Siebel Client, from the Workspace menu, select the Create menu option.
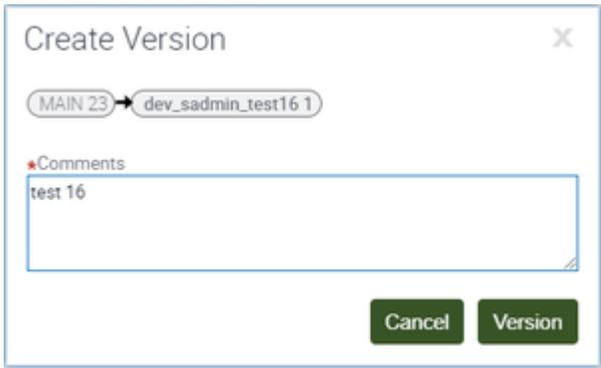

Create Workspace dialog box in Siebel Web Tools/Client

2. Complete the fields and click Create Workspace. Refer to Oracle documentation for detailed information.

> **Tip**
> After you create the Workspace, you can open it from anywhere.

3. To make configuration changes, use the toolbar button to open the Workspace.

4. Make your required changes, for example, import .sif files, edit Siebel objects, import LOV, and so on.

5. From the toolbar, select Version to indicate your changes by tagging or adding version information into the field and click Version.
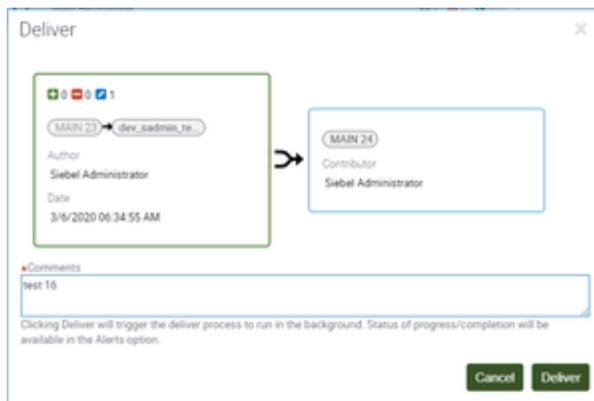

Create Version (checkpoint) dialog box in Siebel Web Tools/Client

6. From the toolbar, click Submit and then click Submit in the Deliver Workspace dialog box.

Deliver Workspace (submit) dialog box in Siebel Web Tools/Client

7. From the toolbar, click Deliver, enter comments in the dialog box, and click Deliver.

Deliver (comments) dialog box dialog box in Siebel Web Tools/Client

Non-SRF approach

Starting with Siebel IP 2017, Siebel no longer supports the Siebel Repository File (SRF). As such, when working with Siebel Tools, you no longer compile a repository. Also, you do not need to lock projects before changing them, despite it still being possible.

Siebel Tools now connect to a server database only. No local databases are supported. So, when you make changes in Siebel objects, they are applied to the MAIN branch during the Workspace delivery.

As a consequence, note the following changes, distinct from what is documented in the Gplus Adapter for Siebel CRM 8.0 Deployment Guide.

- References to steps that mention the local database or running Siebel Tools against the local database no longer apply. Starting with Siebel IP 2017, you must always connect to the server database.

- Skip any steps that mention locking or unlocking a project.

- Skip all procedures that mention compiling the Siebel Repository file.

- Deliver workspace(s) according to the strategy you chose (whether single or multiple workspaces), as described in this article.

Browser scripts generation

Prior to Siebel IP 2017, browser scripts were generated during project compilation in Siebel Tools. After the compilation, you were required to copy the generated scripts into proper place in Siebel directory tree.

Starting with Siebel IP 2017, since you no longer compile projects in Siebel Tools, you need to generate browser scripts separately using the detailed instructions in the following Oracle article: How To Generate/Deploy To AI (Web Client) Browser Scripts / Dedicated Client Browser Scripts (Doc ID 2358341.1). Note that you need an Oracle account to access the article.
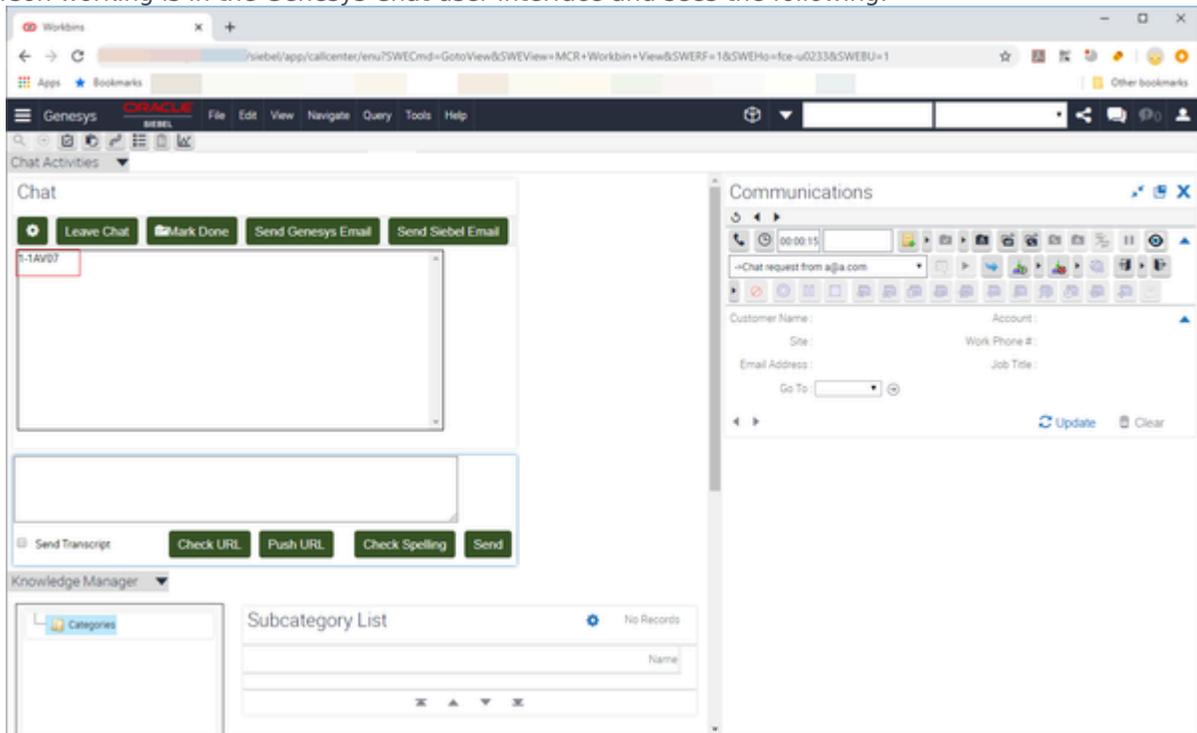
> **Important**
>
> In this same Oracle article, pay particular attention to the note, that starts with "It's an expected behavior that the browser script folder name srfxxxxxxxxxx_xxx referenced in the Siebel Application changes every time..."

You usually generate browser scripts under the MAIN workspace. This means that a working workspace should be delivered to the MAIN workspace prior to scripts generation. If you need to generate browser scripts under another workspace, refer to the article, Generate All Browser Scripts Under A Specific Integration Workspace (Doc ID 2522362.1). Note that you need an Oracle account to access the article.

Here's one scenario that is impacted by this:

1. A person working is in the Genesys Chat user interface and sees the following:
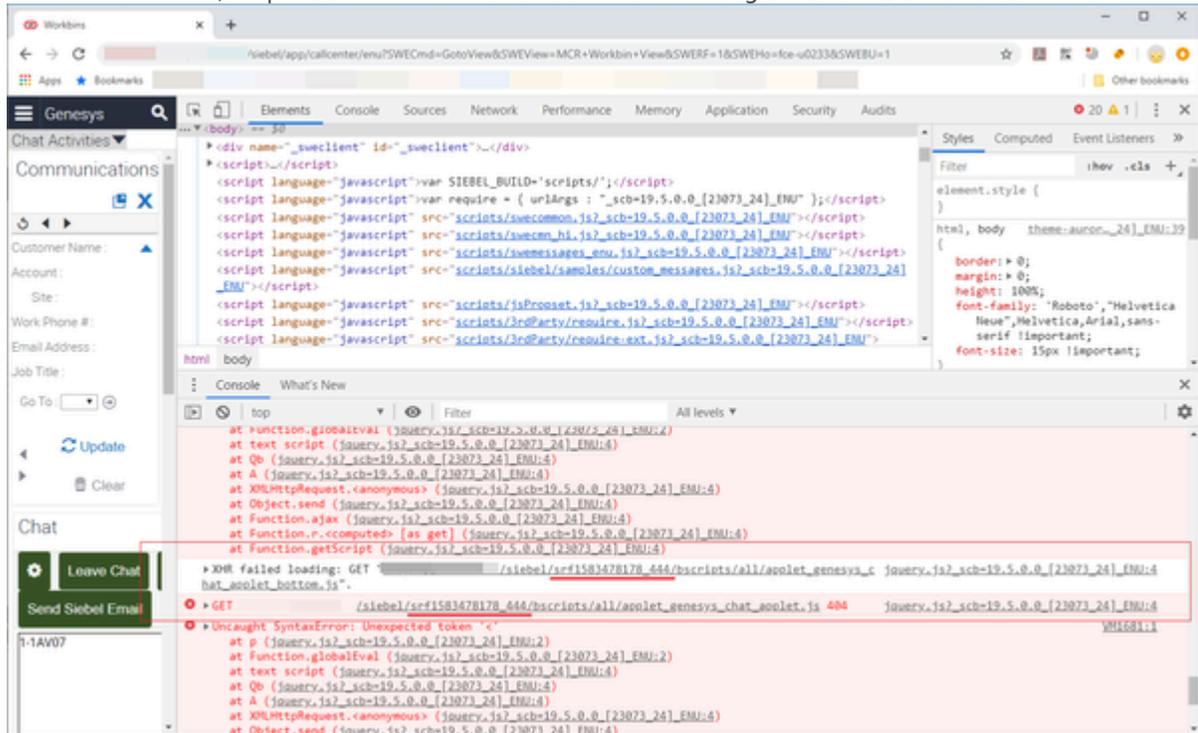

Chat UI - browser script issue

2. The person clicks Send and receives the following:

Send error

3. In the browser window, inspect the source for a 404 error indicating that a URL that can't be found.

Browser script error

In the graphic, notice that the srf1583478178_444 directory is expected to host browser scripts.

4. To resolve this, you must either (re)generate the scripts or rename the previous srfXXXXXX_XXX directory to srf1583478178_444.

> **Important**
>
> The Adapter currently only uses browser scripts in the Gplus Adapter for Siebel CRM Multimedia component.

Applying database changes

With Workspaces, the procedure to make Siebel database changes is more brief. Starting with Siebel IP 2017, Siebel Tools always works with a server database. So you don't need to reconnect to and/or copy any data to the server database.

When performing procedures like "Applying changes to the Siebel database tables," you only need to do the steps that directly relate to applying tables (that is, pressing the Apply button).

In addition, you can apply changes to the database regardless your workspace status, open or delivered.

Operating with workflows

When deployment procedures ask you to remove certain Siebel Workflow steps, just disconnect the step rather than remove it. Once workspaces were introduced in Siebel, it became impossible to remove workflow elements that do not belong to a current open workspace.

See *Siebel Open UI - Delete A Record When Using Workspaces (Doc ID 2189629.1)* (https://support.oracle.com/knowledge/Siebel/2189629_1.html) for details. Note that you need an Oracle account to access the article.

Importing LOV

In order to perform the LOV import procedure using Siebel Web Client (or simply modify the LOV), you must have an open workspace. However, changes made to LOV data are not visible in the object list as the workspace's modified objects.

So, if you created a special separate workspace for importing LOV only with no other changes, when you open that workspace, you will not see any changes in the object list. As such, immediately after you import the LOC, you just need remove that workspace (without delivering it).