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Manage your Contact Center in Agent Setup

Public and private keys

7/27/2024

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- Administrator

The Genesys Voice Platform (GVP) recording solution requires proper management of public and private keys used to encrypt voice recordings. This topic shows you how to upload the recording certificates that contain these keys within Agent Setup. The public and private keys are stored in a certificate file and are used to encrypt a unique session key that is then used to encrypt each media file. These keys must be provisioned for voice recordings.

Related documentation:

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Important

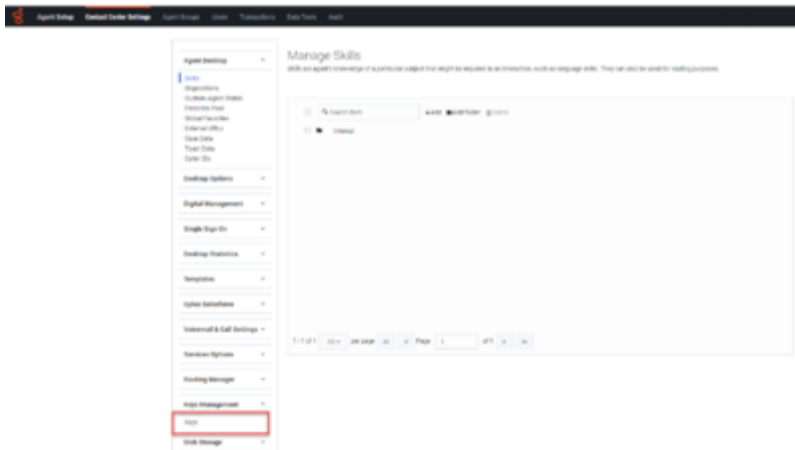
Some features described here may not apply to your organization's setup. If you need features that aren't available to you, contact your administrator or Genesys representative.

Manage GVP certificate when Genesys Interaction Recording is available

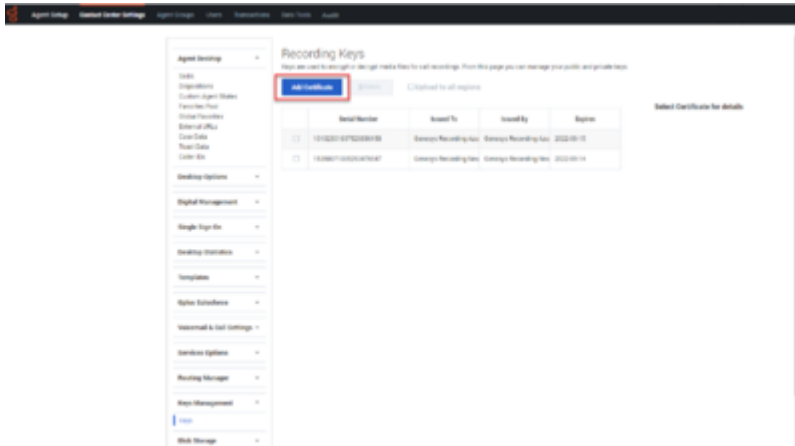
Important

The following steps should only be performed by an administrator or your Genesys representative.

1. Log in to **Agent Setup**.
2. Select **Contact Center Settings > Keys Management > Keys**.



3. Click **Add Certificate**.



4. In the **Upload Certificate** window, click  to locate the public certificate file on your local machine.

Important

Certificate files must be in Privacy Enhanced Mail (PEM) format.

5. The **Subject Name**, **Serial Number**, **Subject DN**, and **Issuer DN** fields are updated with the public key details.

Upload Certificate

Public Certificate file

test.pem

Subject Name
GTE CyberTrust Global Root

Serial Number
421


Subject DN
C=US,O=GTE Corporation,OU=GTE CyberTrust Solutions\, Inc.,CN=GTE CyberTrust Glc

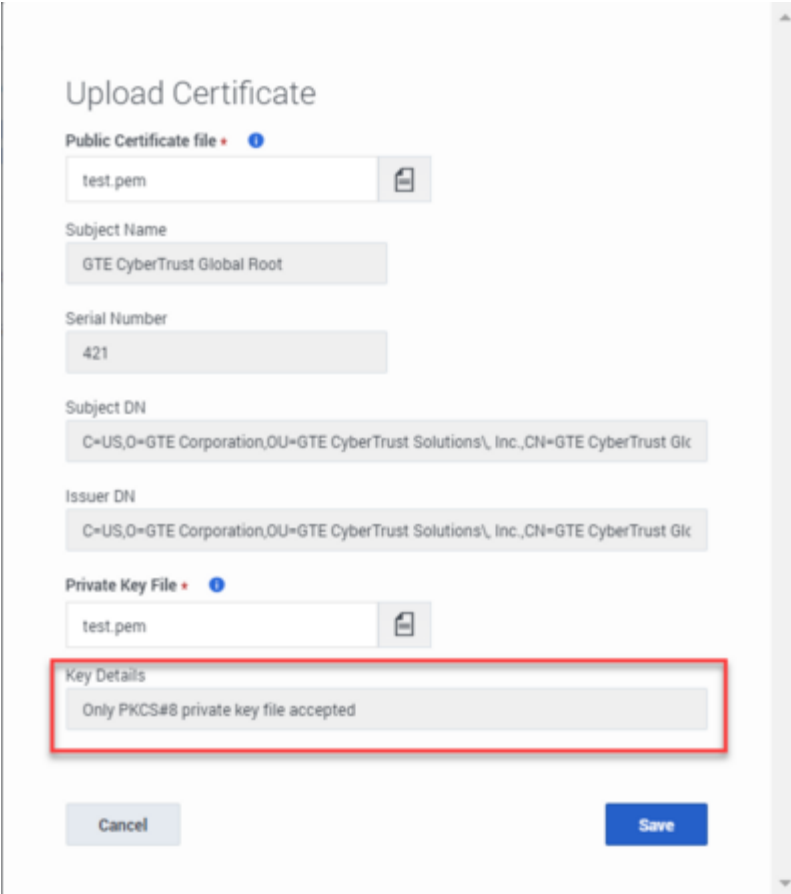
Issuer DN
C=US,O=GTE Corporation,OU=GTE CyberTrust Solutions\, Inc.,CN=GTE CyberTrust Glc

Private Key File

Key Details

Cancel Save

6. Click  to locate the private certificate file on your local machine.
7. The **Key Details** field are updated with the private key details.



Upload Certificate

Public Certificate file • ⓘ

test.pem

Subject Name

GTE CyberTrust Global Root

Serial Number

421

Subject DN

C=US,O=GTE Corporation,OU=GTE CyberTrust Solutions\, Inc.,CN=GTE CyberTrust Glc

Issuer DN

C=US,O=GTE Corporation,OU=GTE CyberTrust Solutions\, Inc.,CN=GTE CyberTrust Glc

Private Key File • ⓘ

test.pem

Key Details

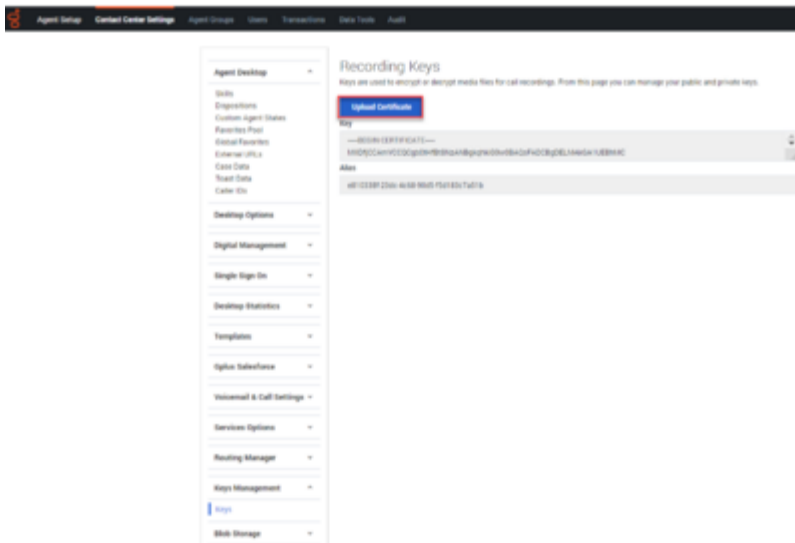
Only PKCS#8 private key file accepted


Cancel Save

8. Click **Save**. Recording Connector Server (RCS) validates the format and after the keys pass the validation, Agent Setup uploads the public and private keys to RCS and to Genesys Voice Platform (GVP) CS. Keys are uploaded into the regions in which Genesys product is deployed for the user. By default, keys are uploaded to multiple regions.

Manage GVP certificate when Genesys Interaction Recording is unavailable

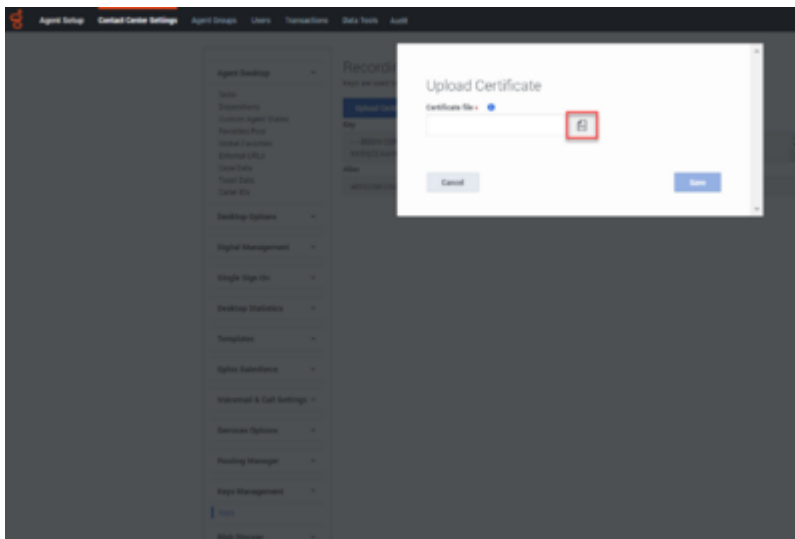
1. Log in to **Agent Setup**.
2. Select **Contact Center Settings > Keys Management > Keys**.
3. Click **Upload Certificate**.



4. In the **Upload Certificate** window, click  to locate the public certificate file on your local machine.

Important

Certificate files must be in Privacy Enhanced Mail (PEM) format.



5. Click **Save**. By default, keys are uploaded to multiple regions in which Genesys product is deployed for the user. When the certificate is uploaded, the UI displays the status of the upload in all the regions. Click **Redeploy certificate to failed region(s)** to redeploy the certificate.



Watch this video to learn how to manage GVP certificate when Genesys Interaction Recording is unavailable

[Link to video](#)