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Setting up Genesys Multicloud CX Private Edition

Downloading your Genesys Multicloud CX containers

7/25/2025

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Genesys Multicloud CX containers are accessible through JFrog. You can also automate downloads to set up a Continuous Delivery (CD) pipeline.

Related documentation:

-
-

RSS:

- [For private edition](#)

Overview

Important

Use the information on this page to set up and manage your own repository. You can replicate the Genesys repository at your end. Do not pull images directly to your production environment. Refer to [Setting up a CD pipeline](#) for more information on managing your own repository.

Genesys uses JFrog to deliver and distribute its release containers. JFrog is a hybrid, universal, end-to-end devops platform. It is a fully automated platform for distributing software releases from code to production. You can pull new releases from the JFrog Artifactory Edge repository.

Warning

Genesys Engage will deprecate the JFrog Edge on June 15, 2024. Please contact your Genesys Account Representative if your organization requires access to the new utility.

Use the information in this topic to set up your Continuous Delivery (CD) pipeline.

Important

Your CD pipeline must accommodate any necessary steps to meet your corporate requirements such as, performing security scans and validation testing.

The Engage private edition release containers can be accessed through either of the following:

- Artifactory Edge Portal
- Artifactory Edge API
- Command Line Interfaces (CLI) for Docker, Helm, or cURL.

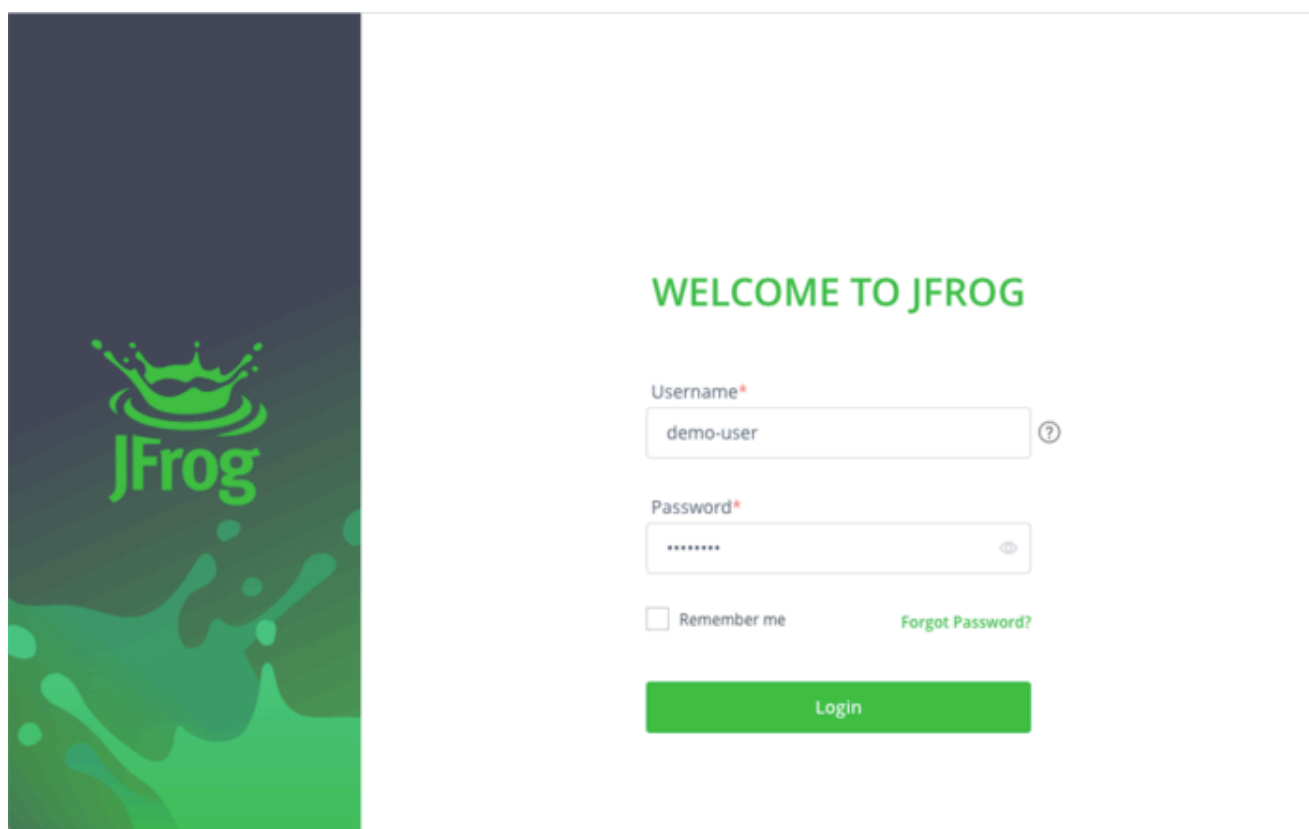
You can set up automated downloads for any of the available repositories using the **Set Me Up** screen for the corresponding repository.

Accessing repositories on JFrog

1. Navigate to the following URL using your browser:
<https://pureengageuse1.jfrog.io/ui/login/>
2. Use your JFrog credentials from Genesys to log in.

Important

Credentials to access the Genesys repository on JFrog are automatically emailed to new accounts. Please contact your Genesys Account Representative if you have not received your credentials.



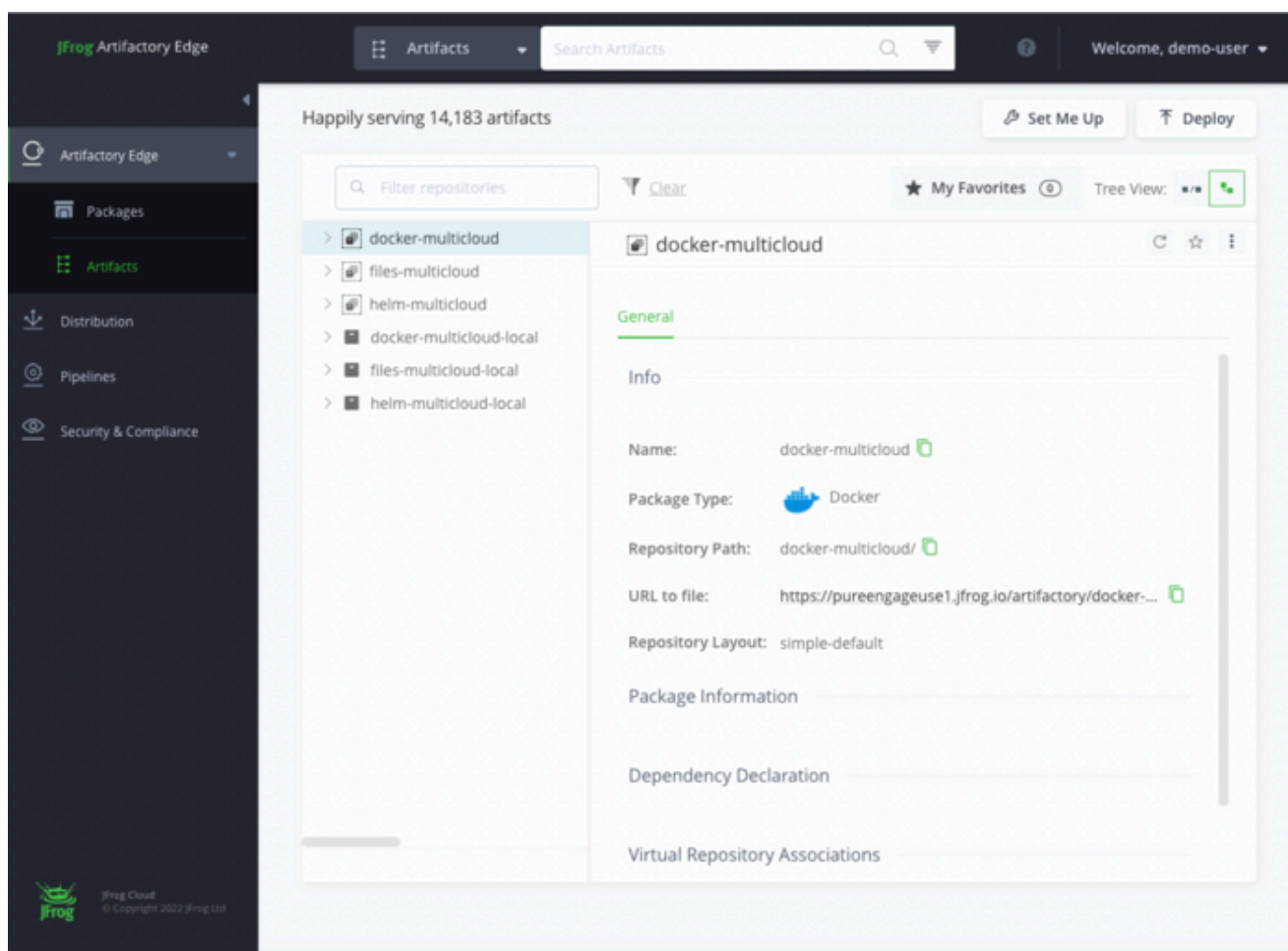
Artifactory Edge contains the following six Genesys repositories:

Important

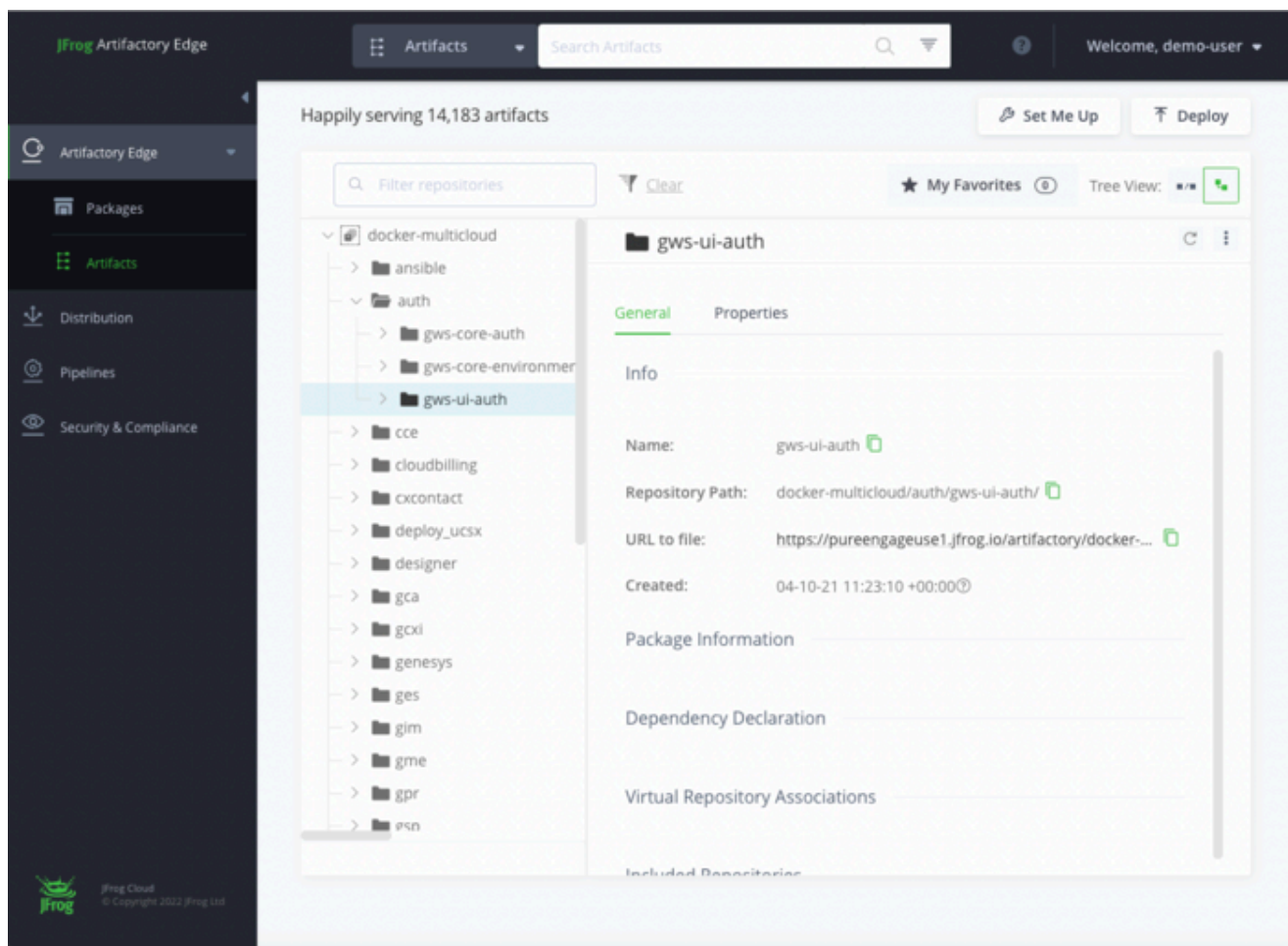
A virtual repository aggregates several repositories with the same package type under a common URL.

Name of repository	Type of artifacts
helm-multicloud-local	Helm charts local repository
files-multicloud-local	Configuration files local repository
docker-multicloud-local	Docker local repository
helm-multicloud	Helm virtual repository
files-multicloud	Files virtual repository
docker-multicloud	Docker virtual repository

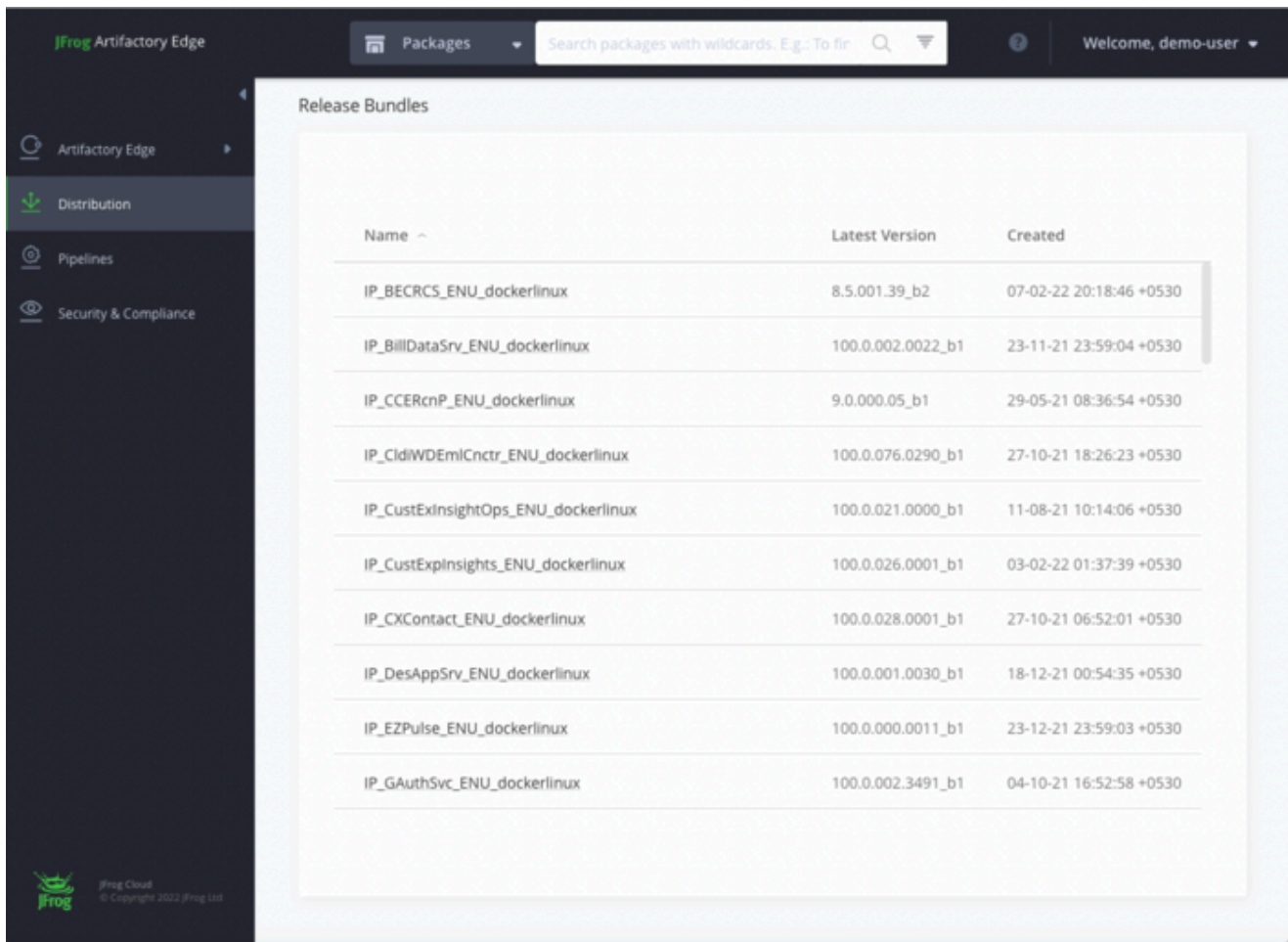
Once you log in, select **Artifacts** from the **Artifactory Edge** menu from the left pane. All repositories available for download from Genesys are listed.



You can expand each repository and navigate to any of the files within a folder to view its properties on the left pane. Note that as all available files are listed, you must navigate to the one you require based on the date and version number.



The **Distribution** view lists all files IPs and the files within each IP.



You can set up automated downloads for any repository using the **Set Me Up** screen for the corresponding repository.

Signing up for update notifications

When you log in for the first time, sign up for email notifications on any updates to the packages in the repository. Note that you can set this up later too. But we recommend you set this up in order to receive regular notifications on any updates to the packages.

1. Click on your username at the top right corner of the screen.
2. Select the **Edit Profile** option from the drop-down.

The screenshot shows the JFrog Artifactory Edge web interface. On the left is a dark sidebar with navigation links: 'Artifactory Edge', 'Distribution' (highlighted with a green icon), 'Pipelines', and 'Security & Compliance'. The top header includes the 'JFrog Artifactory Edge' logo, a 'Packages' dropdown, a search bar with the placeholder 'Search packages with wildcards. E.g.: To find', and a user profile section for 'demo-user' with links for 'Set Me Up', 'Edit Profile' (circled in red), and 'Logout'. The main content area is titled 'Release Bundles' and contains a table with the following data:

Name	Latest Version	Created
IP_BECCRS_ENU_dockerlinux	8.5.001.39_b2	07-02-22 20:18:46 +0530
IP_BillDataSrv_ENU_dockerlinux	100.0.002.0022_b1	23-11-21 23:59:04 +0530
IP_CCERcnP_ENU_dockerlinux	9.0.000.05_b1	29-05-21 08:36:54 +0530
IP_CldiWDEmCntr_ENU_dockerlinux	100.0.076.0290_b1	27-10-21 18:26:23 +0530
IP_CustExInsightOps_ENU_dockerlinux	100.0.021.0000_b1	11-08-21 10:14:06 +0530
IP_CustExpInsights_ENU_dockerlinux	100.0.026.0001_b1	03-02-22 01:37:39 +0530
IP_CXContact_ENU_dockerlinux	100.0.028.0001_b1	27-10-21 06:52:01 +0530
IP_DesAppSrv_ENU_dockerlinux	100.0.001.0030_b1	18-12-21 00:54:35 +0530
IP_EZPulse_ENU_dockerlinux	100.0.000.0011_b1	23-12-21 23:59:03 +0530
IP_GAuthSvc_ENU_dockerlinux	100.0.002.3491_b1	04-10-21 16:52:58 +0530


At the bottom left, there is a JFrog logo and the text 'JFrog Cloud © Copyright 2022 JFrog Ltd'. The browser address bar at the bottom shows the URL: https://pureengageuse1.jfrog.io/ui/admin/artifactory/user_profile.

3. Enter your password and click **Unlock**.

User Profile: demo-user


To edit your user profile, please enter your password.

* Password




Unlock


Authentication Settings

API Key 

Generate API Key

Encrypted Password



Identity Token 

Generate an Identity Token

4. Verify your email address. Update if required and click **Save**.

User Profile: demo-user

Personal Settings

* Email Address

*****.*****@genesys.com

Change Password

* New Password

Password Strength

* Retype Password

Authentication Settings

API Key

.....

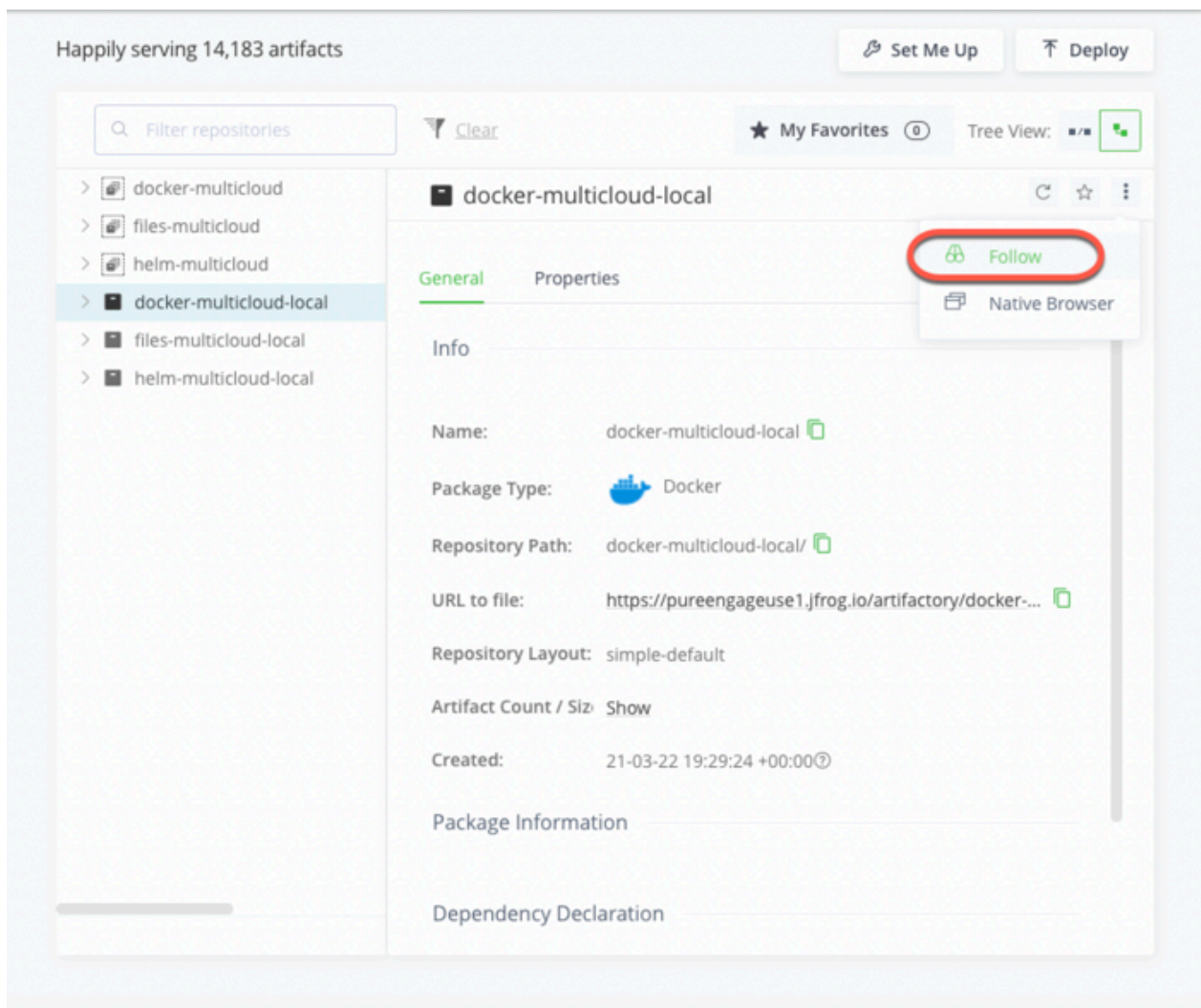
?

× Revoke API Key

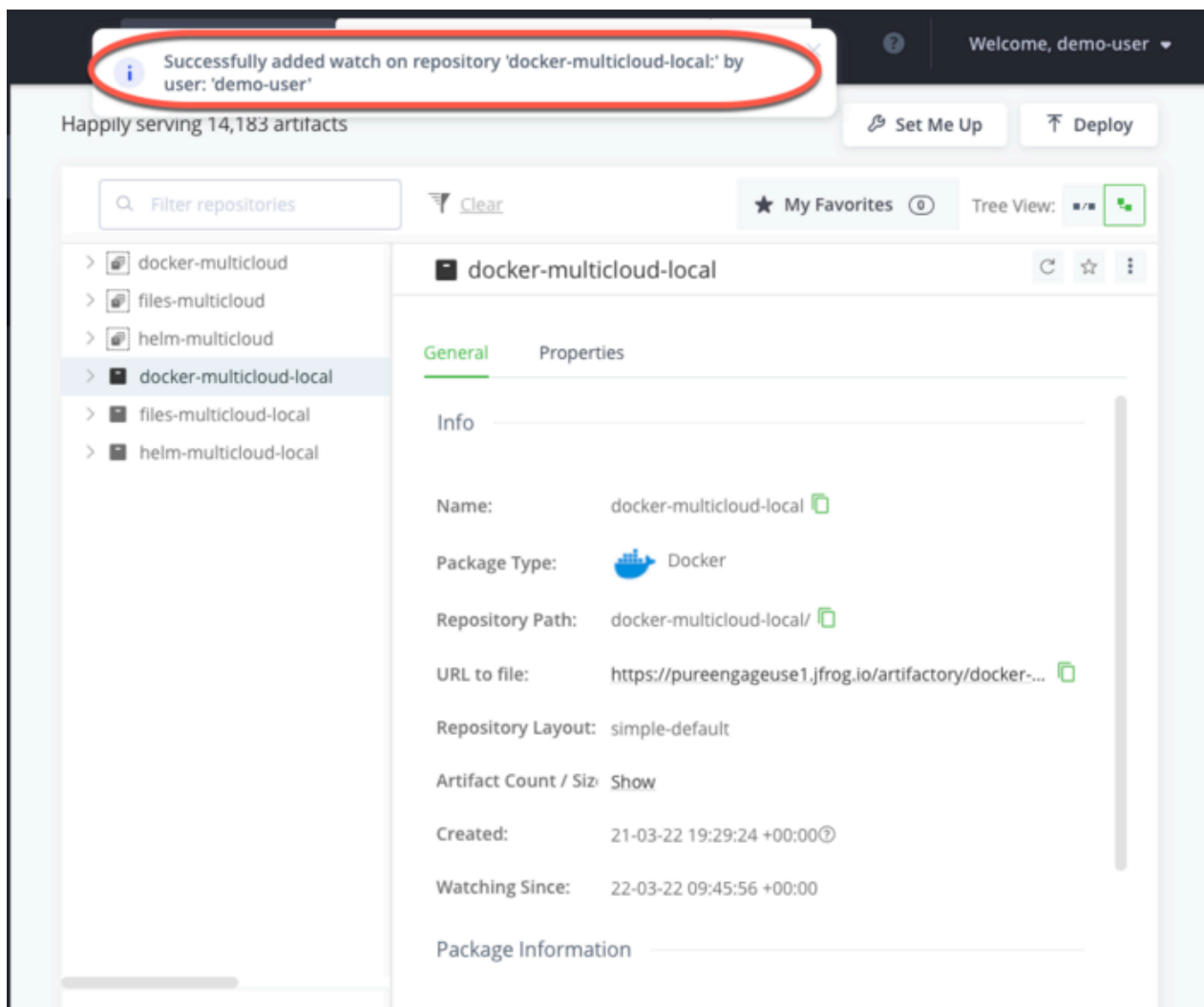
Reset

Save

5. Navigate to the repository for which you want update notifications.
6. Click **Actions** at the top right corner, and then click **Follow** from the drop-down.



A confirmation message is displayed.



Important

Update notifications are accumulated across 1-minute intervals and sent in a single email.

Setting up automated downloads

You can integrate with external tools to automate your downloads from JFrog. The **Set Me Up** screen provides quick access to information on how to configure your different clients to work with the corresponding repositories you have created.

- Select a repository and click **Set Me Up** on the top right corner to view its **Set Me Up** screen.

Set Me Up

Package Type

Docker

Repository

docker-multicloud

Client

Docker

You do not have deploy permissions to this repository

Configure

Resolve

Type password to insert your credentials to the code snippets



Type Password

To login use the *docker login* command.



1 docker login pureengageuse1-docker-multicloud.jfrog.io

And provide your Artifactory username and password or API key.
If anonymous access is enabled you do not need to login.


To manually set your credentials, or if you are using Docker v1, copy the following snippet to your `~/.docker/config.json` file.

 **Set Me Up** 


Package Type


 Docker 

Repository

docker-multicloud 

Client

Docker 


 You do not have deploy permissions to this repository

Configure

Resolve

To manually set your credentials, or if you are using Docker v1, copy the following snippet to your `~/.docker/config.json` file.

```
1 {
2   "auths": {
3     "https://pureengageuse1-docker-multicloud.jfrog.io": {
4       "auth": "<USERNAME>:<PASSWORD> (converted to base 64)",
5       "email": "youremail@email.com"
6     }
7   }
8 }
```



To enter multiple registries see the [following example](#).

Downloading using Docker CLI

1. On the **Set Me Up** screen, select **Docker** from the **Package Type** drop-down.

Set Me Up

Package Type

Docker

Repository

docker-multicloud

Client

Docker

You do not have deploy permissions to this repository

Configure

Resolve

To manually set your credentials, or if you are using Docker v1, copy the following snippet to your `~/.docker/config.json` file.

```

1 {
2   "auths": {
3     "https://pureengageuse1-docker-multicloud.jfrog.io": {
4       "auth": "<USERNAME>:<PASSWORD> (converted to base 64)",
5       "email": "youremail@email.com"
6     }
7   }
8 }

```

To enter multiple registries see the [following example](#).

- Provide the following docker login command in the **General** section as shown below:
`docker login pureengageuse1-docker-multicloud.jfrog.io`
- Provide your Artifactory username and password or the API key in the provided input field.

Important

You can set up your API key from the **Edit Profile** option.

- To manually set your credentials, or if you are using Docker v1, copy the following snippet to your `~/.docker/config.json` file:

```

{
  "auths": {
    "https://pureengageuse1-docker-multicloud.jfrog.io" : {
      "auth": " (converted to base 64)", "email": "youremail@email.com"
    }
  }
}

```

- To pull an image use the docker pull command specifying the docker image and tag names:
`docker pull pureengageuse1-docker-multicloud.jfrog.io/:`

Important

Tagging allows you to group related container images together.

Downloading using the Helm CLI

To work with Helm repositories, you must have a Helm client installed and configured before you perform the following steps:


Important

You must use Helm version 2.9.0 or a higher version that supports authentication against Artifactory.


1. On the **SET ME UP** screen, select **Helm** from the **Package Type** drop-down.

Set Me Up ×

Package Type **Repository**

 Helm helm-multicloud ▼

Configure **Resolve**

Type password to insert your credentials to the code snippets 

To work with Helm repositories, first install and configure your Helm client.
You need to use Helm version 2.9.0 or above that supports authentication against Artifactory.
Set your default Artifactory Helm repository/registry with the following command:

```
1 helm repo add helm-multicloud https://pureengageuse1.jfrog.io/artifactory/api/helm/helm-multicloud --  
username <USERNAME> --password <PASSWORD>
```

2. In the **General** section, set up your default Artifactory Helm repository/registry with the following command:
`helm repo add helm-multicloud https://pureengageuse1.jfrog.io/artifactory/helm-multicloud --username --password`

-
3. In the **Resolve** section, provide the following commands to install a Helm Chart from the selected repository using your Helm command line client:

```
helm repo update  
helm install helm-multicloud/[chartName]
```

Downloading using cURL

You can also download a package from the Edge Artifactory by accessing its API through a cURL command.

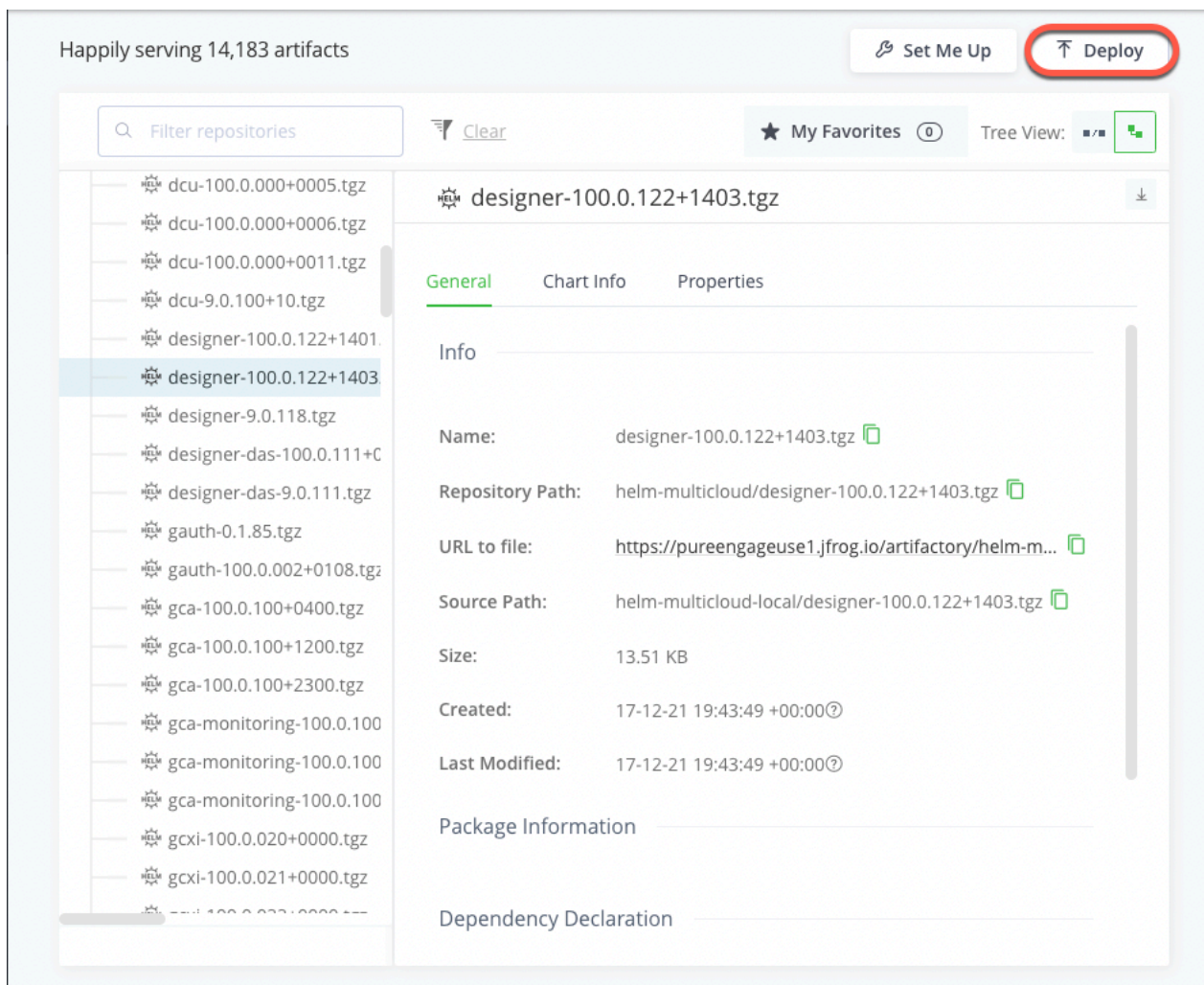
For example,

```
curl -u: -O "https://pureengageuse1.jfrog.io/artifactory/helm-multicloud/  
cxcontact-022.03.121.tgz".
```

Downloading manually

JFrog Artifactory also supports manual downloads if you do not want to set up a CD pipeline.

1. Select the required artifact using the *Tree* browsing method or the *Simple* browsing method.
2. Click the **Deploy** option on the top right corner of the screen.



For more information on browsing through the artifacts in the Artifact Repository Browser, refer to the [Browsing Artifacts](#) topic on the JFrog documentation site.

Additional reading material

- JFrog Artifactory Edge (an *Edge node*) is an edition of JFrog Artifactory with features customized to serve the primary purpose of distributing software to a runtime system such as a data center, a point-of-sale, or even a mobile device.
For more information, refer to the [JFrog Artifactory Edge](#) topic on the JFrog documentation site.
- Local repositories are physical, locally-managed repositories into which you can deploy artifacts. Whereas, a virtual repository (or repository group) aggregates several repositories with the same package type under a common URL.
For more information, refer to the [Repository Management](#) topic on the JFrog documentation site.