

GENESYS

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Setting up Genesys Multicloud CX Private Edition

Downloading your Genesys Multicloud CX containers

8/18/2025

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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-toend 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.

JFrog Artifactory Edge	🗄 Artifacts 👻 Sear	rch Artifacts 🔍 🔻 🔞 Welcome, demo-user 🗸
4 H	appily serving 14,183 artifacts	参 Set Me Up 不 Deploy
Packages	Q Filter repositories	♥ Clear ★ My Favorites Tree View: •/•
E Artifacts	> docker-multicloud) files-multicloud	Ø docker-multicloud C ☆ :
1/2 Distribution	 i helm-multicloud docker-multicloud-local 	General
D Pipelines	files-multicloud-local helm-multicloud-local	Info
Security & Compliance		Name: docker-multicloud
		Package Type: 📥 Docker
		Repository Path: docker-multicloud/ 🖺
		URL to file: https://pureengageuse1.jfrog.io/artifactory/docker
		Repository Layout: simple-default
		Package Information
		Dependency Declaration
		Virtual Repository Associations
Freg Cloud © Copyright 2022 (Freg Ltd		

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.

Frog Artifactory Edge	🗄 Artifacts 👻 Search	Artifacts	0, 🔻	Welcome, demo-u
4	Happily serving 14,183 artifacts			
krtifactory Edge 🛛 👻	Q Filter repositories	T Clear	🔹 My Favo	rites (0) Tree View:
a Packages				
Artifacts	✓ Ø docker-multicloud	gws-ui-auth	1	C
Distribution	- ~ 🖿 auth	General Prope	ties	
Pipelines	-> gws-core-auth	Info		
iecurity & Compliance	-> m gws-ui-auth	Name:	gws-ul-auth 🚺	
	-> Cocontact	Repository Path:	docker-multicloud/auth/gws-u	i-auth/ 🗋
	-> deploy_ucsx	URL to file:	https://pureengageuse1.jfrog.	io/artifactory/docker 🗋
	-> gca	Created:	04-10-21 11:23:10 +00:00	
	> b gcxi	Package Informa	tion	
	> 🖿 ges > 🖿 gim	Dependency Dec	laration	
	> 🖿 gme > 🖿 gpr	Virtual Repositor	v Associations	
			,	
		Included Depect	arias	

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

Frog Artifactory Edge	Packages Search packages with wild	cards. E.g.: To fir Q, ▼	Welcome, demo-u
	Release Bundles		
Artifactory Edge 🕨			
Distribution	Nama o	Latest Version	Created
Pipelines		0.5.001.00.10	07 00 00 00 10 10 00 00
Security & Compliance	IP_BECRCS_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_CldIWDEmlCnctr_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
Freg Cloud Copyright 2022 (Freg Ltd			

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.

	Release Bundles		🖉 Set Me Up
rtifactory Edge 🔹 🕨			Edit Profile
istribution			් Logout
ipelines	Name ~	Latest Version	Created
ecurity & Compliance	IP_BECRCS_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_CldiWDEmlCnctr_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

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

* Password		
Authentication Settings		
API Key	0	
Generate API Key		
Encrypted Password		
	0	
Identity Token	0	
Generate an Identity Token		

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

Personal Settings		
* Email Address		
******.****@genesys.com		
Change Password		
* New Password		
Password Strength		
* Retype Password		
Authentication Settings		
API Key ⑦		
····· · · · · · · · · · · · · · · · ·		
× 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.

Q Filter repositories	Y <u>Clear</u>	🖈 My Favorites (0)	Tree View:
> 🖉 docker-multicloud	docker-multicloud-local		С ф :
> 💣 files-multicloud		-	
> 💣 helm-multicloud	General Properties	C	68 Follow
> docker-multicloud-local			P Native Browser
> iles-multicloud-local	Info		
> helm-multicloud-local			
	Name: docker-multic	cloud-local	
	Package Type:	Ir	
	Repository Path: docker-multic	cloud-local/ 🖸	
	LIRI to file: https://puree	angageuse1 ifrog io/artifacto	nv/docker-
	one to me. https://puree	ingageuse i jir og ioval triacto	Iyrdocker
	Repository Layout: simple-defau	ılt	
	Artifact Count / Siz Show		
	Created: 21-03-22 19:2	29:24 +00:00⑦	
	Package Information		
	Dependency Declaration		

A confirmation message is displayed.

Happily serving 14,183 artifacts			🖉 Set Me Uj	p 不 Deplo
Q Filter repositories	T Clear	🖈 My Favo	rites 💿	Tree View:
> @ docker-multicloud	docker-multic	loud-local		C 🕁
> 💣 files-multicloud > 💣 helm-multicloud	General Propertie	2		
> docker-multicloud-local				
> 🗈 files-multicloud-local	Info			
> helm-multicloud-local				
	Name:	docker-multicloud-local 🗓		
	Package Type:	Docker		
	Repository Path:	docker-multicloud-local/ 🗋		
	URL to file:	https://pureengageuse1.jfrog.	io/artifactory/c	locker 🖸
	Repository Layout:	simple-default		
	Artifact Count / Siz	Show		
	Created:	21-03-22 19:29:24 +00:00③		

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.

каge Туре	Reposi	tory		Client	
 Docker 	 ✓ dock 	er-multicloud	~	Docker	~
	i You do i	not have deploy permissio	ns to this reposito	ory	
onfigure Resolve					
Type password to inser	t your credentials to	the code snippets	Тур	Password	
Type password to inser	t your credentials to	the code snippets	Тур	e Password	
Type password to inser To login use the <i>docker login</i> 1 docker login puree	t your credentials to n command. mgageuse1-docker-mu	the code snippets	Тур	e Password	6
Type password to inser	t your credentials to n command. mgageuse1-docker-mu y username and pass	the code snippets lticloud.jfrog.io word or API key.	Тур	e Password	

Package	Туре		Repository	Client	
👉 Do	ocker		v docker-multicloud	V Docker	
			i You do not have deploy permis:	ions to this repository	
Config	Iro	Pasolya			
Configu To n	ure nanua	Resolve lly set your creden	tials, or if you are using Docker v1, copy t	he following snippet to your ~/.docker/cor	nfig.json file.
Configu To n	nanua	Resolve Ily set your creden	tials, or if you are using Docker v1, copy t	he following snippet to your ~/.docker/cor	nfig.json file.
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Configu To n	nanua	Resolve Ily set your creden "auths": { "https://pu "auth":	tials, or if you are using Docker v1, copy t reengageuse1-docker-multicloud.jfrog " "<username>:<password> (converted to</password></username> 	he following snippet to your ~/.docker/cor <u>io</u> ": { base 64)",	nfig.json file.
Configu To n	nanua	Resolve lly set your creden "auths": { "https://pu "auth": "email"	tials, or if you are using Docker v1, copy t reengageusel-docker-multicloud.jfrog " <username>:<password> (converted to ": "youremail@email.com"</password></username>	he following snippet to your ~/.docker/cor io": { base 64)",	nfig.json file.
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Configu To n	are nanua	Resolve lly set your creden "auths": { "https://pu "auth": "email" }	tials, or if you are using Docker v1, copy t reengageusel-docker-multicloud.jfrog. : " <username>:<password> (converted to : "youremail@email.com"</password></username>	he following snippet to your ~/.docker/cor <u>10</u> ": { base 64)",	nfig.json file.

Downloading using Docker CLI

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

ckage I	Гуре			Repository		Client	
👉 Doc	ker			docker-multicloud	~	Docker	
				i You do not have deploy perr	issions to this reposi	tory	
Configui	re	Resolve					
Configur	re	Resolve	erodoptiale o	rifueu are using Deckeruft, ca	u the following and		config icon filo
Configur To ma	re anual	Resolve lly set your	credentials, o	r if you are using Docker v1, cop	y the following sn	ppet to your ~/.docker/	config.json file.
To ma	re anual {	Resolve lly set your	credentials, o	r if you are using Docker v1, cop	y the following sn	ppet to your ~/.docker/	config.json file.
To ma	re anual {	Resolve	credentials, o	r if you are using Docker v1, cop	y the following sn	ppet to your ~/.docker/	config.json file.
To ma	re anual {	Resolve Ily set your "auths": "http://www.com/integration/files/fi	credentials, o { <u>{</u> ps://pureenga	r if you are using Docker v1, cop ageuse1-docker-multicloud.jfr	y the following sn 29.10": {	ppet to your ~/.docker/	config.json file.
To ma	re anual {	Resolve	credentials, o { ps://pureenga "auth": " <use< td=""><td>r if you are using Docker v1, cop ageuse1-docker-multicloud.jfr SRNAME>:<password> (converted</password></td><td>y the following sn 2g.io": { to base 64)",</td><td>ppet to your ~/.docker/</td><td>config.json file.</td></use<>	r if you are using Docker v1, cop ageuse1-docker-multicloud.jfr SRNAME>: <password> (converted</password>	y the following sn 2g.io": { to base 64)",	ppet to your ~/.docker/	config.json file.
To ma	re anual {	Resolve	<pre>credentials, o { ps://pureenga "auth": "<use "email":="" "you<="" pre=""></use></pre>	r if you are using Docker v1, cop ageusel-docker-multicloud.jfr SRNAME>: <password> (converted uremail@email.com"</password>	y the following sn 2g.io": { to base 64)",	ppet to your ~/.docker/	config.json file.
To ma 1 2 3 4 5 6	re anual {	Resolve	<pre>credentials, o { ps://pureenga "auth": "<use "email":="" "you<="" pre=""></use></pre>	r if you are using Docker v1, cop ageuse1-docker-multicloud.jfr RNAME>: <password> (converted uremail@email.com"</password>	y the following sn 2g.io": { to base 64)",	ppet to your ~/.docker/	config.json file.
To m.	re anual {	Resolve	<pre>credentials, o { compare the second second</pre>	r if you are using Docker v1, cop ageuse1-docker-multicloud.jfr SRNAME>: <password> (converted uremail@email.com"</password>	y the following sn 2g.io": { to base 64)",	ppet to your ~/.docker/	config.json file.

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

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

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

Importan Tagging allows y	t ou to group rel	ated container	images tog	gether.		

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:



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

ickage Type	Repository		
🖗 Helm	helm-multicloud		
Configure Resolve			
Type password to insert your credentials to the code snip	Type Password		
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 au	thentication against Artifactory.		
Contraction of a family Autobio state with a loss wave a site of the state with the state of	ollowing command:		

 In the General section, set up your default Artifactory Helm repository/registry with the following command: helm repo add helm-multicloud https://pureengageusel.jfrog.io/artifactory/helmmulticloud --username --password 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: -0 "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.

	T class			
C Filter repositories	T <u>Clear</u>	*	My Favorites (0)	Tree View:
巅 dcu-100.0.000+0005.tgz	廢 designer-10	0.0.122+1403.tgz	2	
蝾 dcu-100.0.000+0006.tgz				
巅 dcu-100.0.000+0011.tgz	General Chart	Info Properties		
巅 dcu-9.0.100+10.tgz		into rioperties		
👾 designer-100.0.122+1401	Info			
👾 designer-100.0.122+1403	inito			
👾 designer-9.0.118.tgz			6	
👾 designer-das-100.0.111+C	Name:	designer-100.0.122	+1403.tgz 🔟	
👾 designer-das-9.0.111.tgz	Repository Path: helm-multicloud/designer-100.0.122+1403.tgz 🗋		3.tgz 🗖	
— 👾 gauth-0.1.85.tgz	URL to file:	https://pureengage	use1.ifrog.io/artifactor	v/helm-m 🗖
🛱 gauth-100.0.002+0108.tgz			, , , , , , , , , , , , , , , , , , , ,	
巅 gca-100.0.100+0400.tgz	Source Path:	helm-multicloud-lo	cal/designer-100.0.122	+1403.tgz 🗋
∰ gca-100.0.100+1200.tgz	Size:	13.51 KB		
🛱 gca-100.0.100+2300.tgz				
🛱 gca-monitoring-100.0.100	Created:	17-12-21 19:43:49 +	•00:00	
🔅 gca-monitoring-100.0.100	Last Modified:	17-12-21 19:43:49 +	-00:00@	
🛱 gca-monitoring-100.0.100				
巅 gcxi-100.0.020+0000.tgz	Package Informa	ition		
隣 gcxi-100.0.021+0000.tgz				
	Dependency Dec	laration		

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.