# Spotlight Release Management User Guide v6.42

**Blackchair Spotlight**
**Genesys Core Audit**
**Release Management User Guide**

**Version 6.42**

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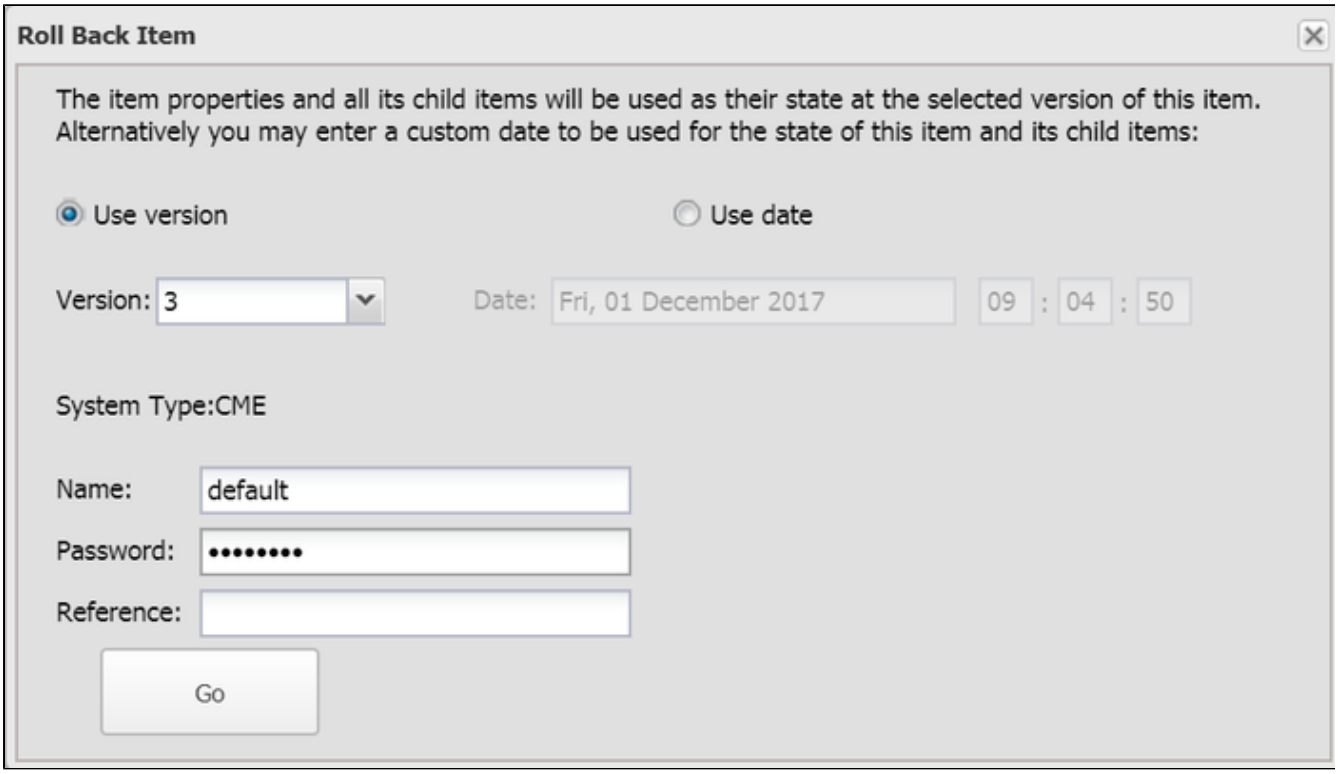
# Introduction

The **Release Management** features in Spotlight  can be used by Spotlight Users to make changes directly to objects within Genesys using the **Genesys SDK**.

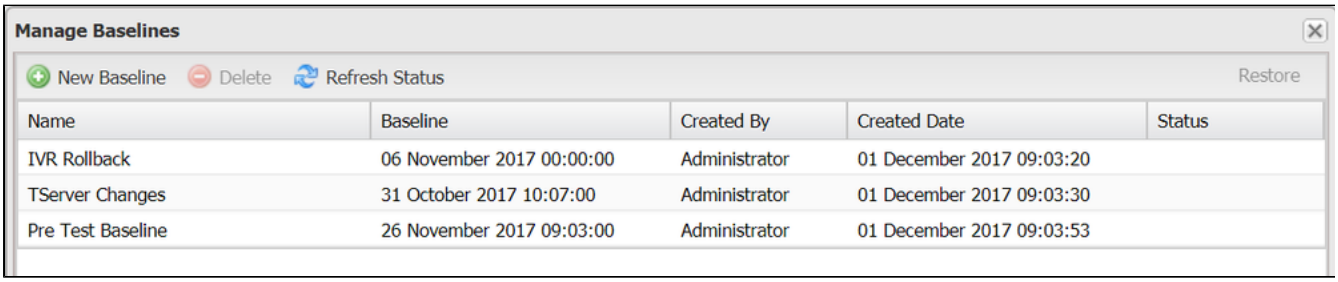
There are three separate Release Management features:

- Roll Back
- Baselines
- Configuration Packages

**Roll Back** allows a user to set an individual Genesys item back to its previous values.

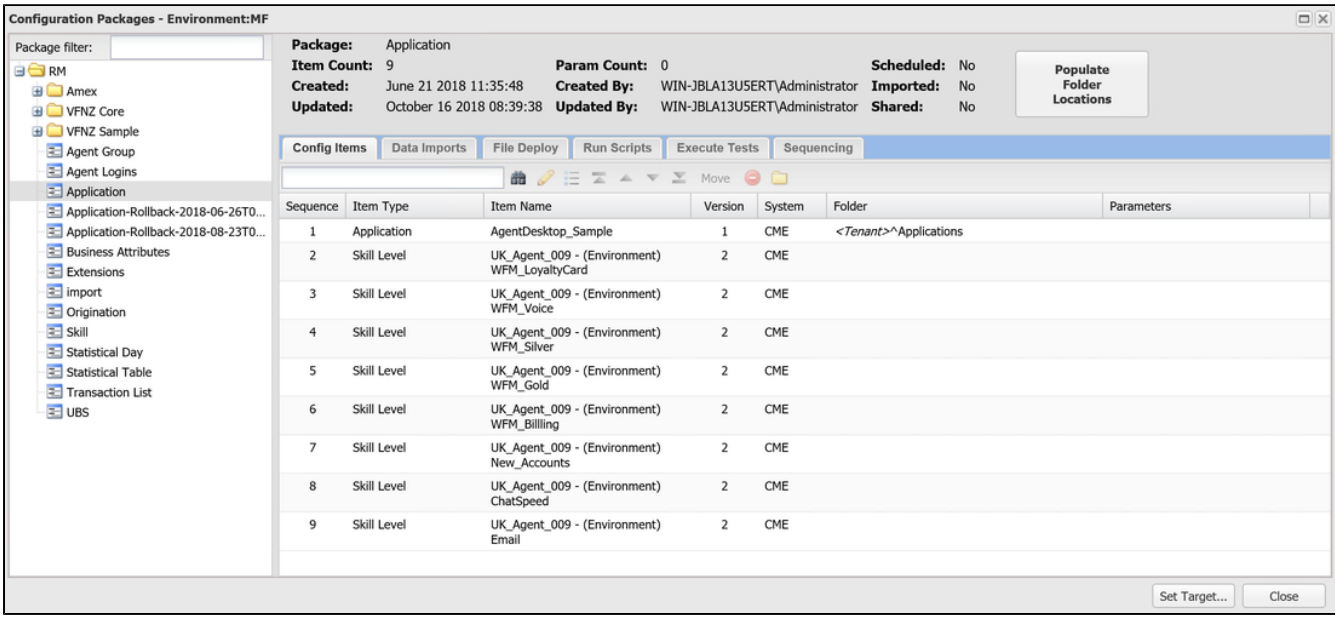


**Baselines** can be used to restore a full system to a previous point in time




**Configuration Packages** allow a user to collect different parts of the Genesys configuration in a given Spotlight Environment into a Configuration Package, to be copied to the same or another Spotlight Environment. The elements of the package can be any object at any level in a parent – child – child.... structure, subject to the restrictions of Genesys SDK.

In building the package, the user declares whether an object should be created, modified or deleted in the target environment, whether it must or must not already exist, the sequence of execution of the copy and the timing of the execution.




***NB: Release Management is installed as standard, however requires an additional licence. Each feature can be restricted to specific users, and each user requires Genesys credentials also.***

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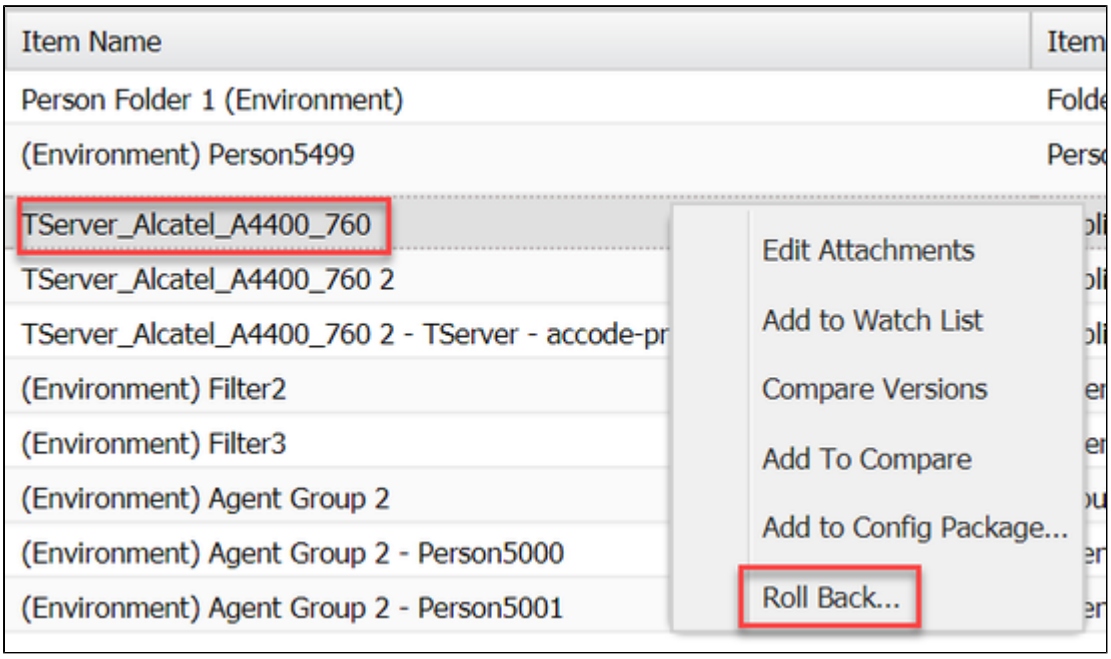
# Roll Back

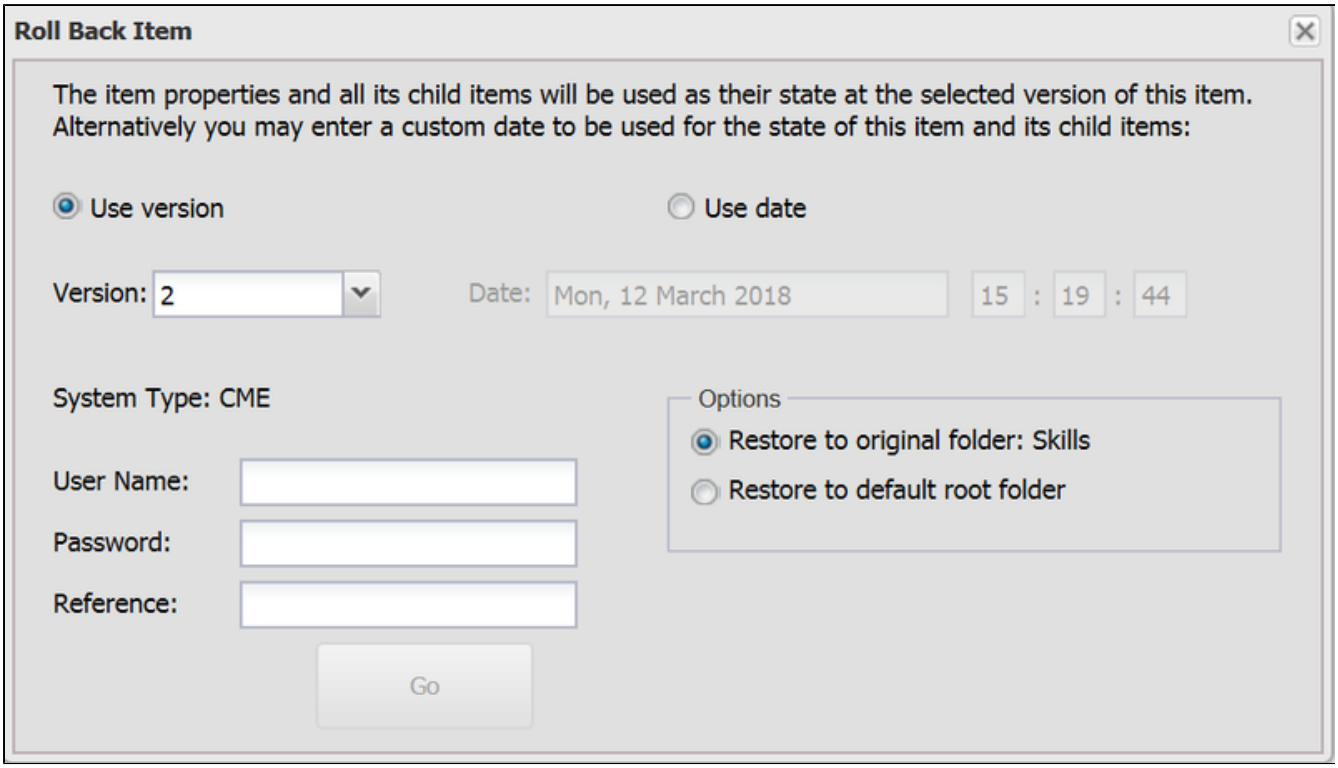
The roll back feature in Spotlight Release Management is a quick way to revert a configuration item back to a previous version, without the need to create a configuration package.

To roll back an item:

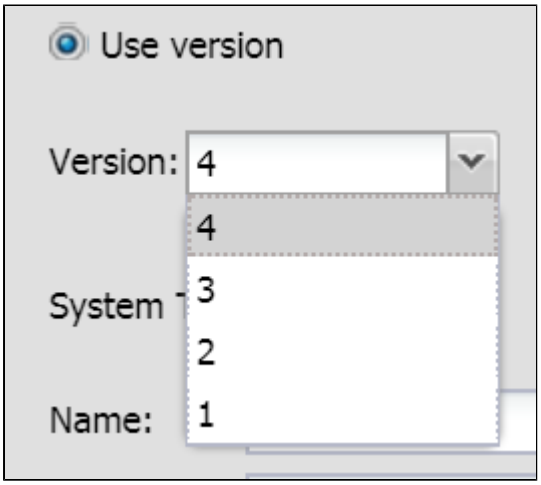
- Locate it by either browsing the spotlight environment or performing a standard/custom search.
- Right click the item
- Select **Roll Back**. This command will only be available where the item is at a version greater than 1.



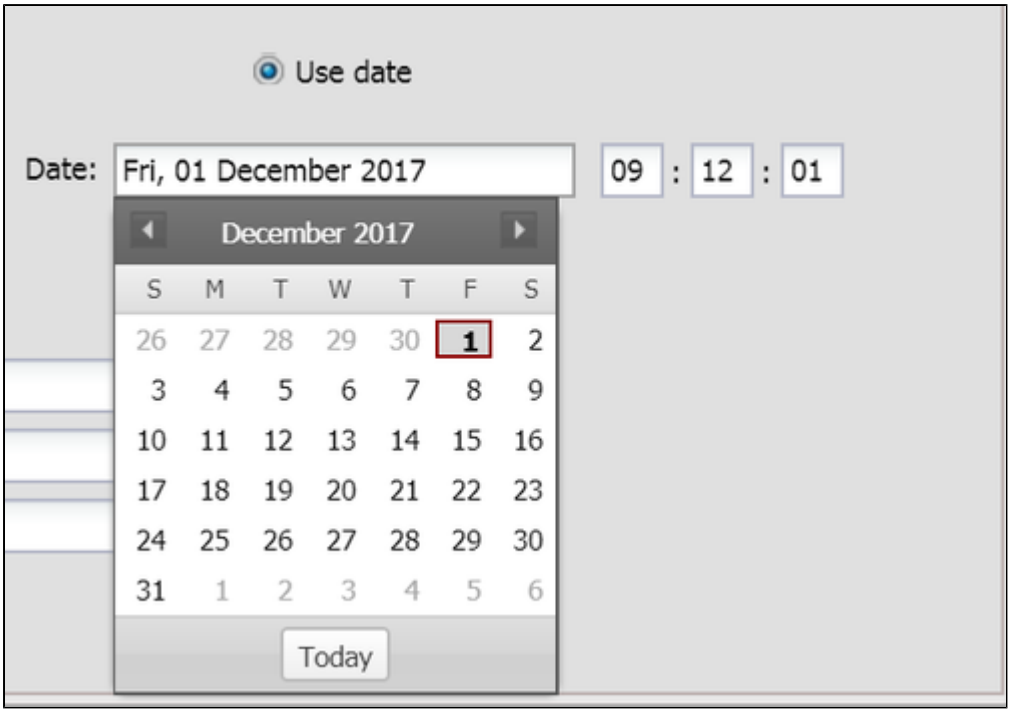

- A new window opens allowing the user to define what to roll back and to set genesys credentials.



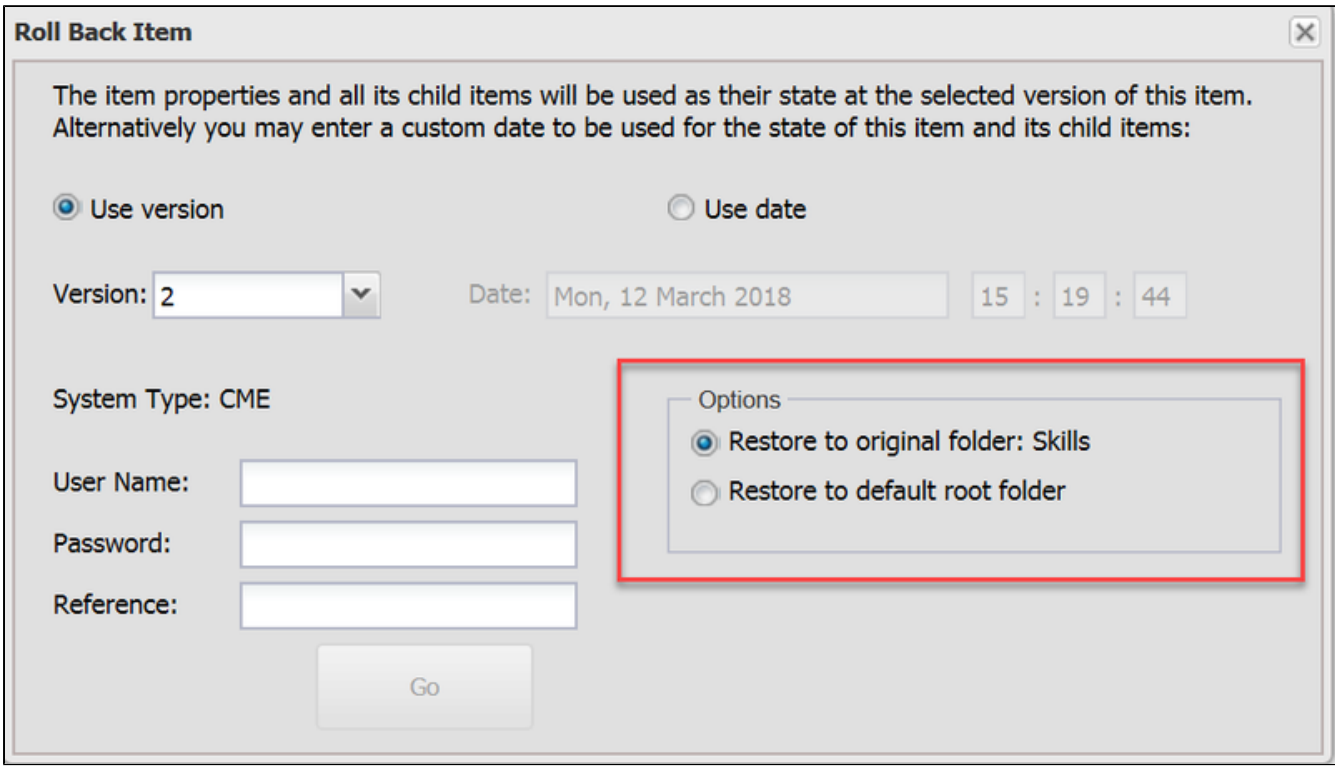

- Use the **Version** drop down to select which version to restore the item to.




- Alternatively, select the **Use Date** radio button, and enter a specific date and time. This can be used when you do not know the exact version number.
- The **Date** radio button will not allow a date to be selected that is before the date of version 1 of the item or a future date

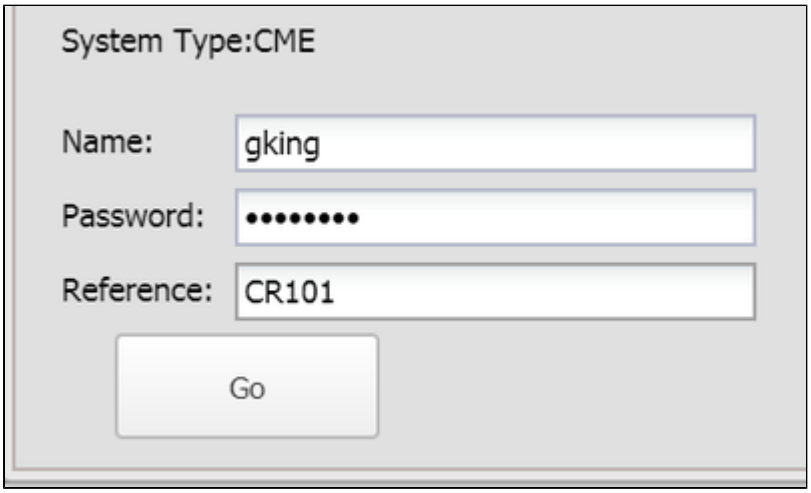



- When an item to be restored is deleted in Genesys, users can choose to restore the item to its original folder, or to the default root folder

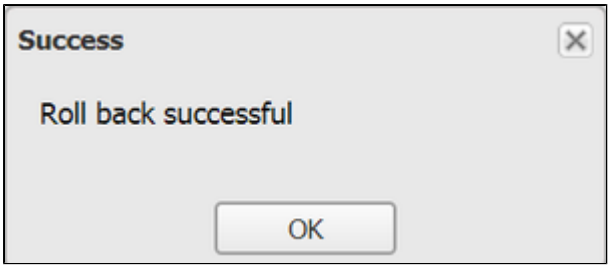



- Next enter your Genesys username and password, which must have the correct Genesys permissions to change the item.
- Optionally enter a reference number for the change

- Select **GO**.




- The item will be rolled back, and you will receive a confirmation message.




When Spotlight rolls back the item, it creates a new version of the item using the settings of the version\Date & Time that was selected.

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# Baselines

**Baselines** is a feature of **Release Management** that allows users to create system restore points which can restore a full CME system to a previous point in time. These restore points can be created for any date/time after Spotlight has been installed.

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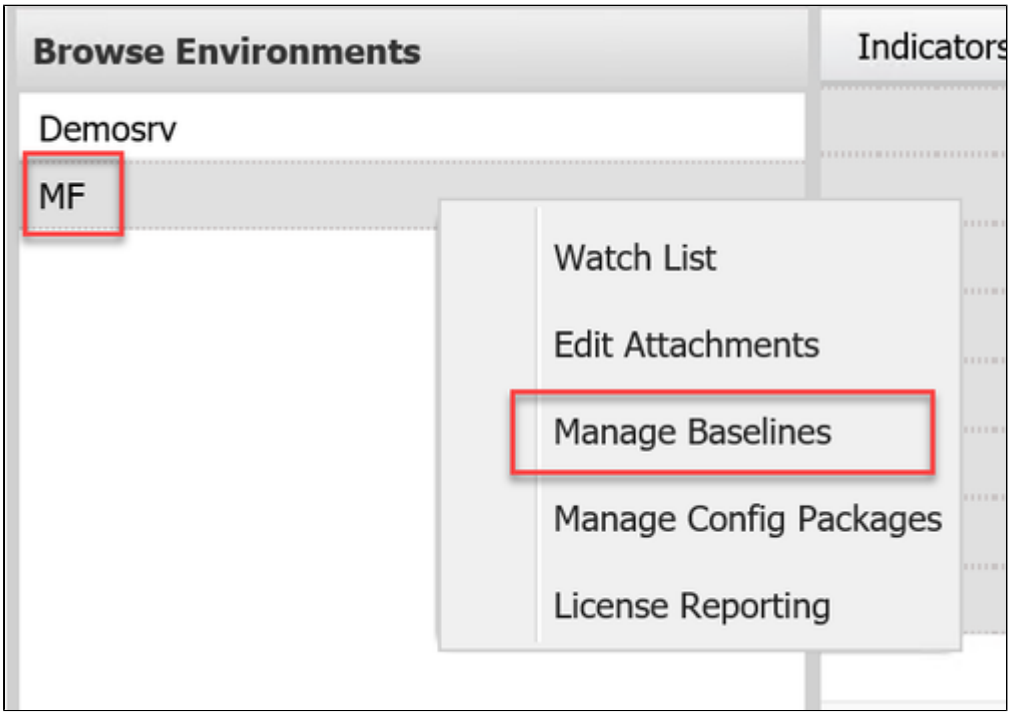
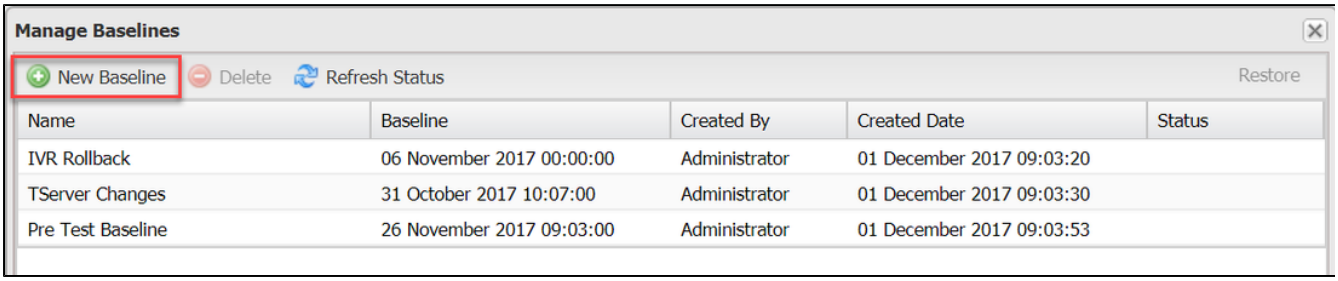
## Create

To create a baseline:

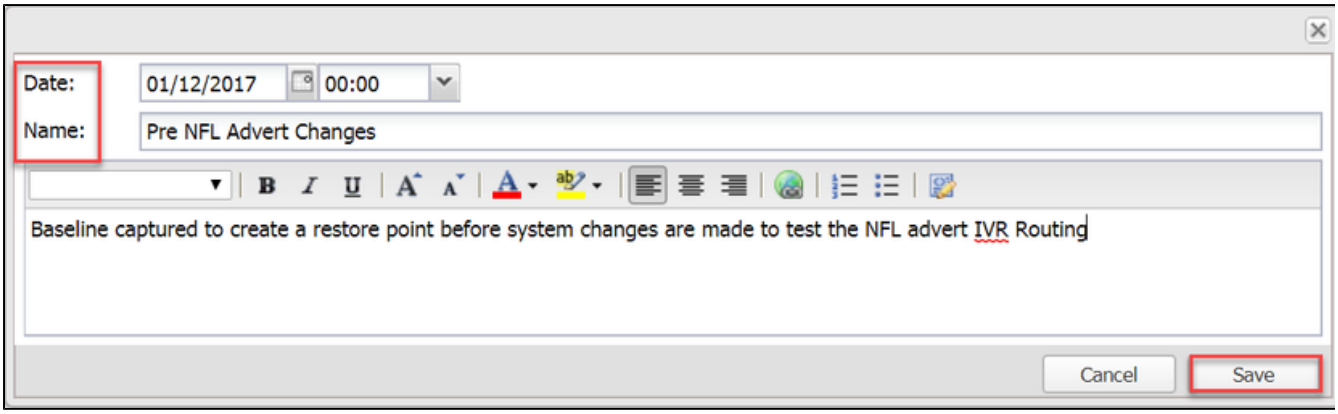
- Right Click an environment
- Select **Manage Baselines**




- Select **New Baseline**




- Select the Date/Time of the restore point
- Enter a name
- Enter comments - optional




- Select **Save**

***NB: By default, the baseline is created using the current date/time, however it can also be created using past dates/times using the appropriate dropdown.***

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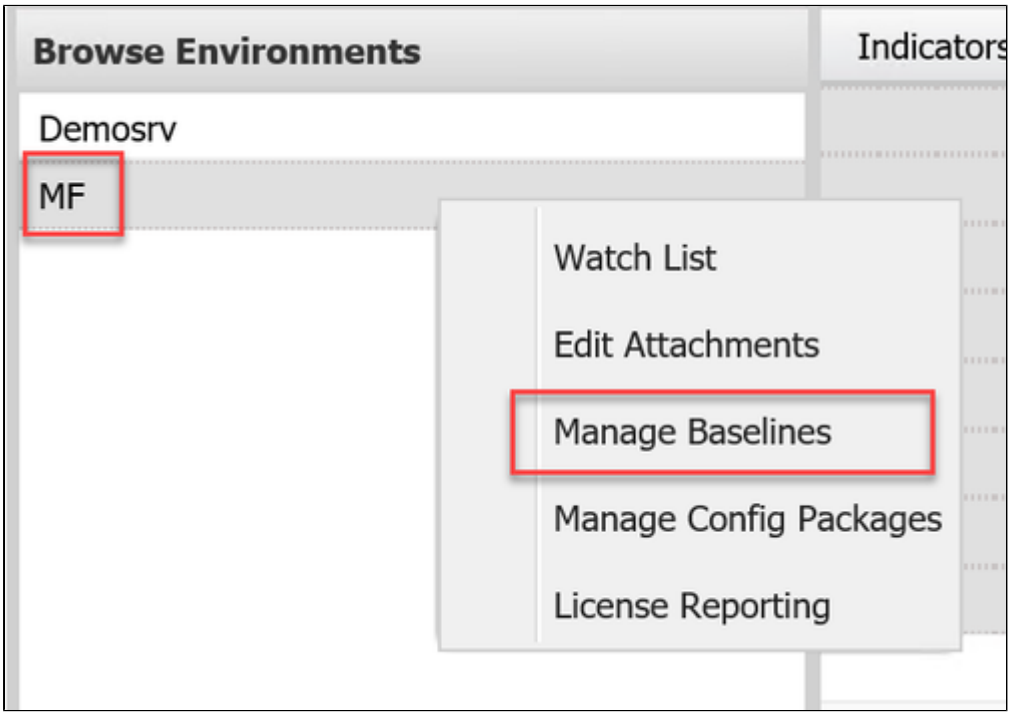
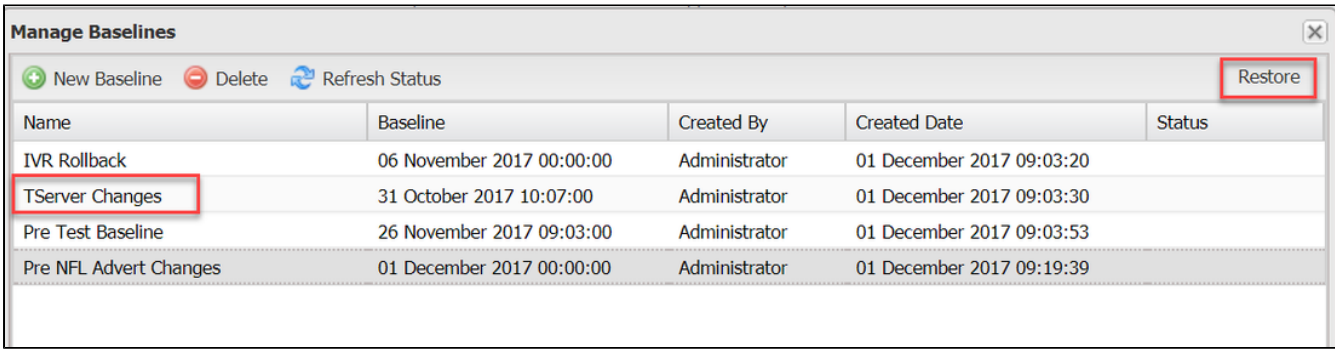
## Restore

To restore your system using a baseline:

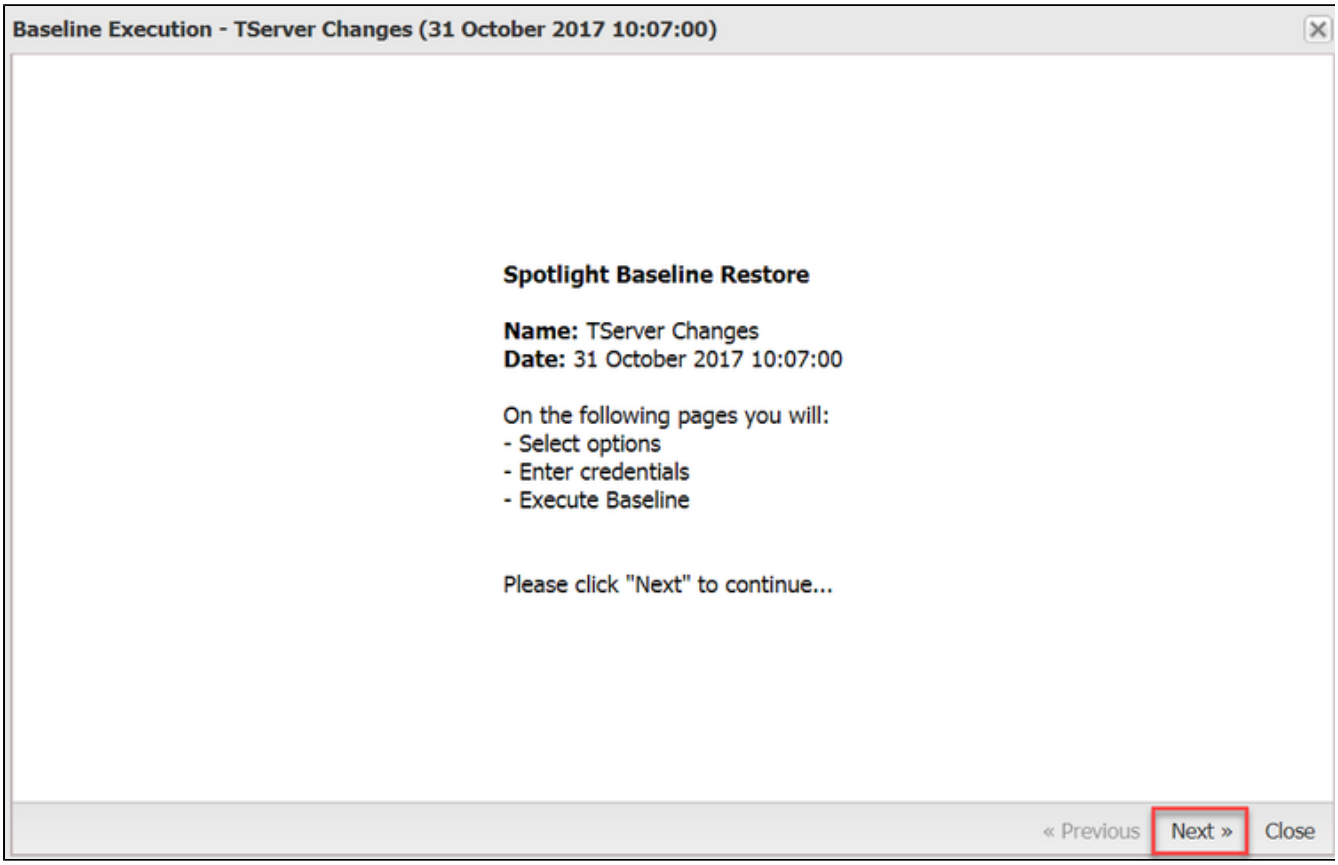
- Right Click an environment
- Select **Manage Baselines**



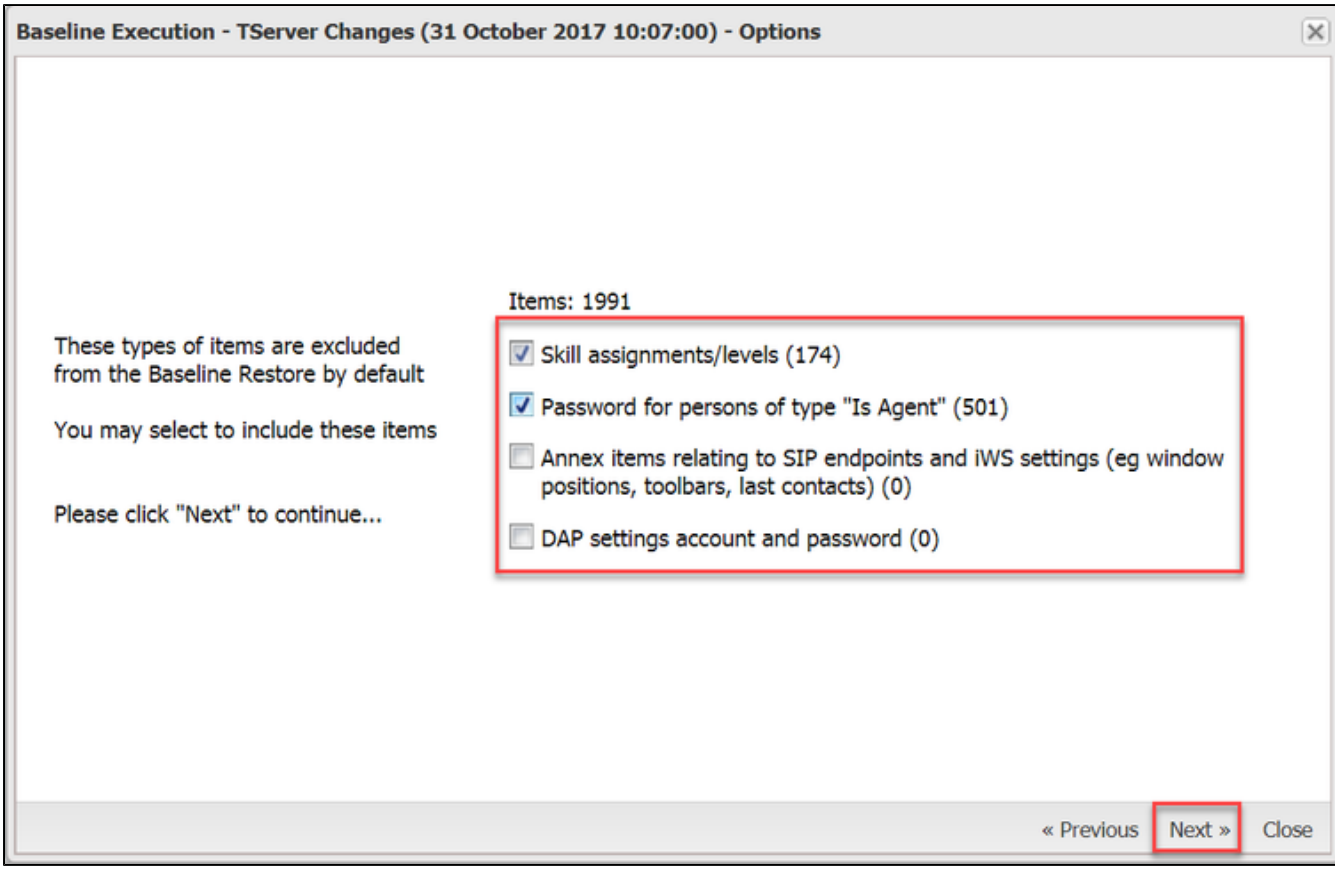
- Select the name of the baseline
- Select **Restore Baseline**



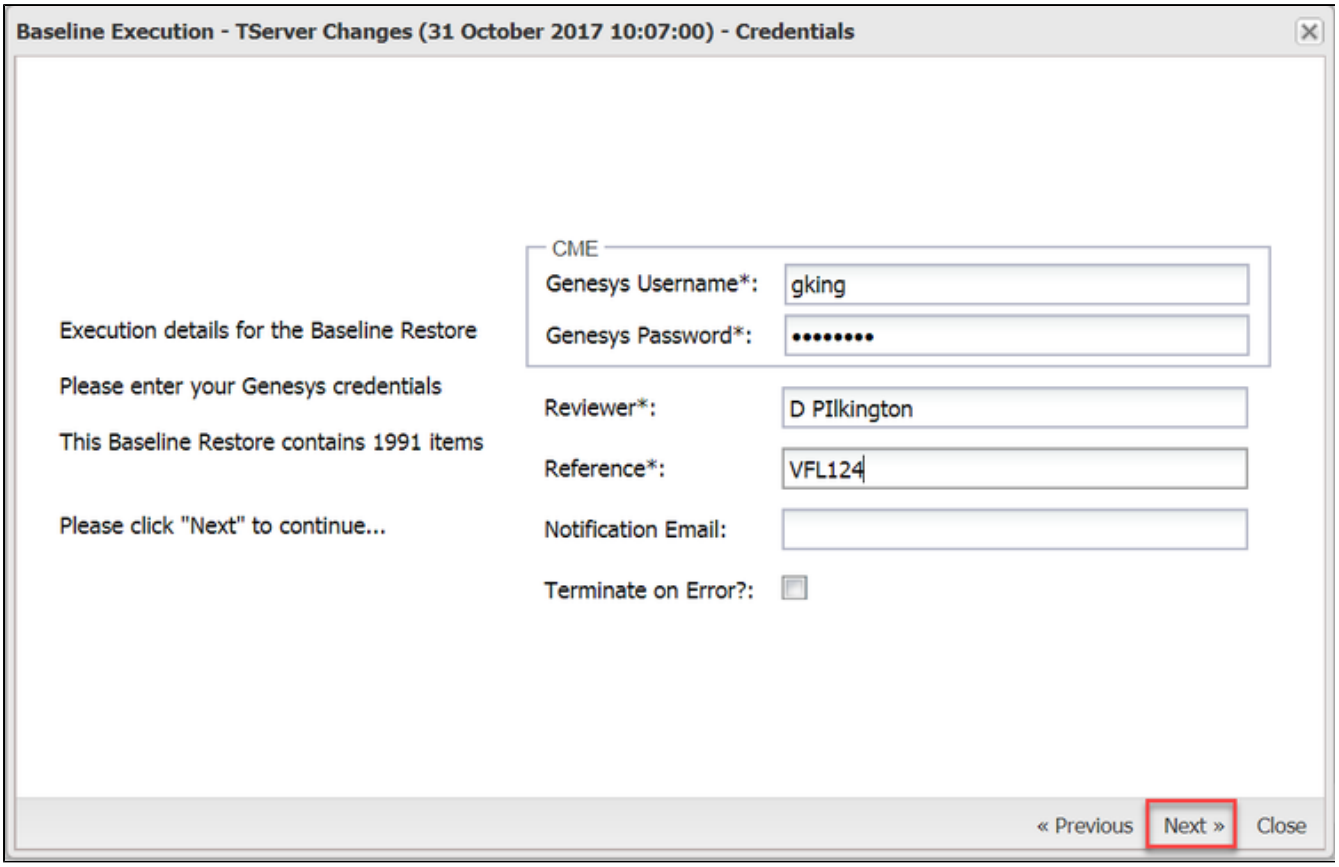

- Select **Next**



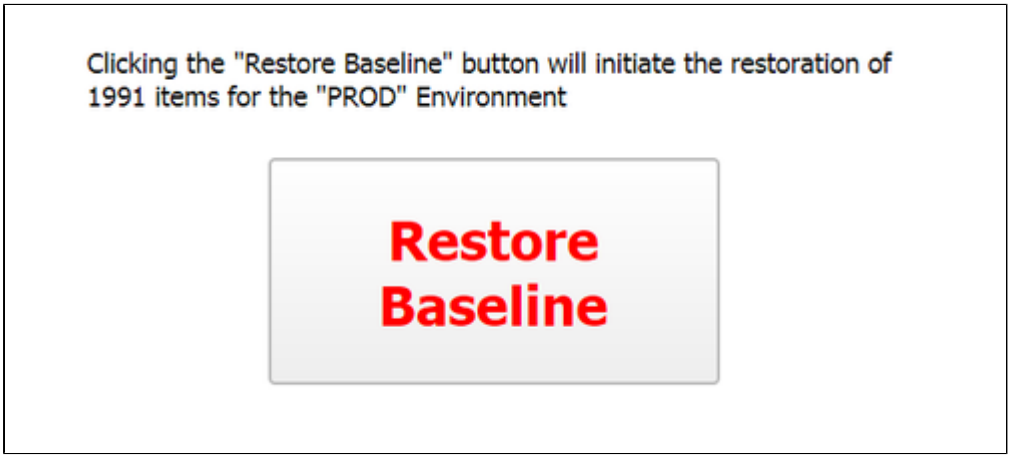

- By default, a baseline will not restore certain not technical items such as user passwords. To include these in the restore select the relevant check boxes and then select **Next**



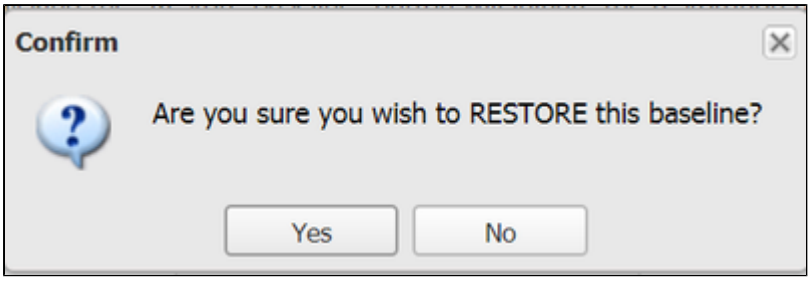

- Enter valid Genesys Credentials
- Enter the name of the person auctioning the restore
- Enter a reference number
- Enter an email address
- Select **Next**



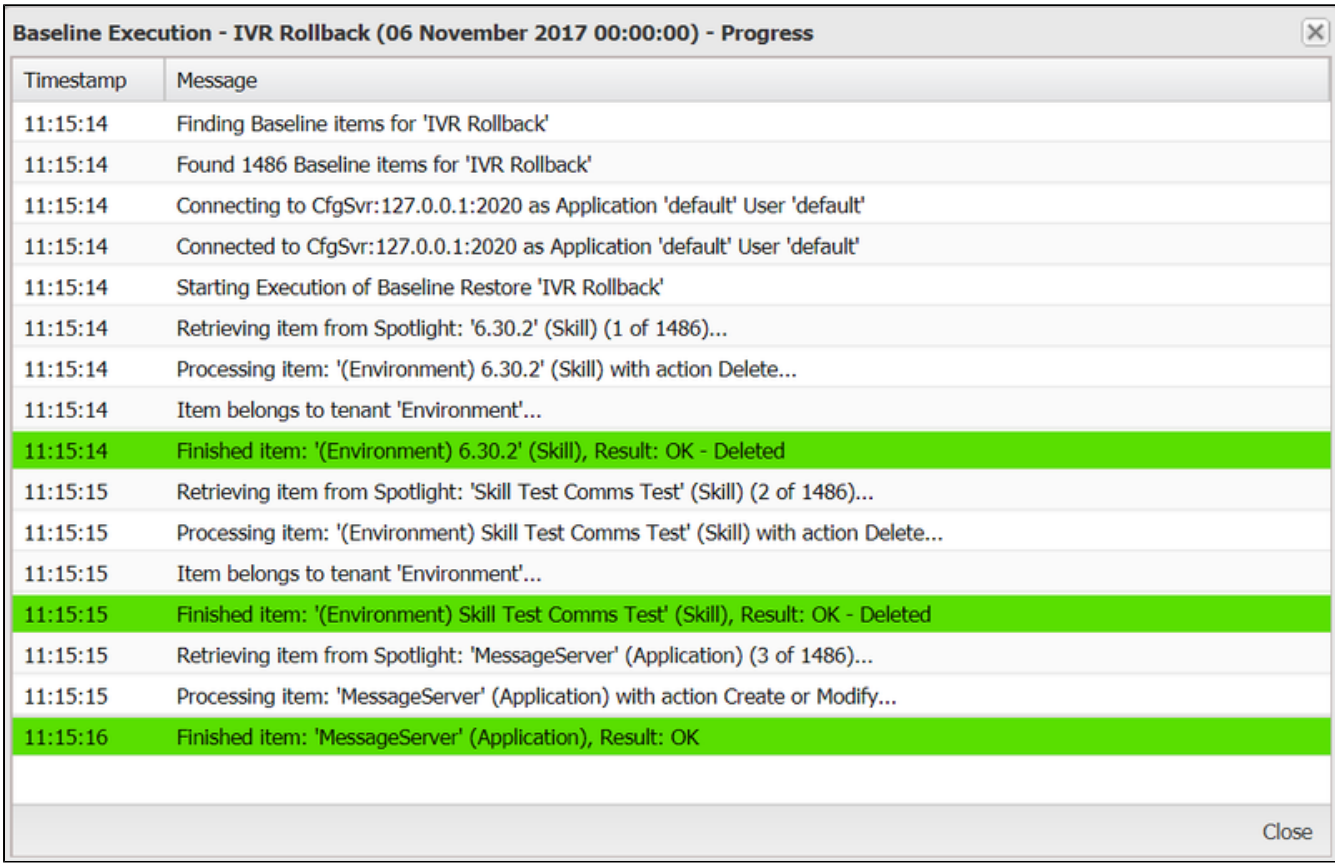

- Select **Restore Baseline**



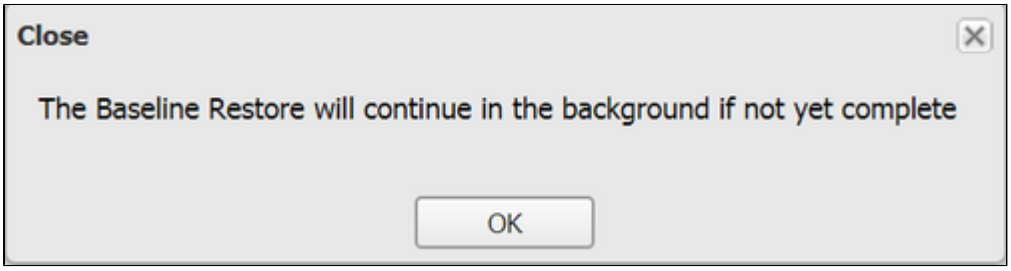

- Select **Yes** at the confirmation message



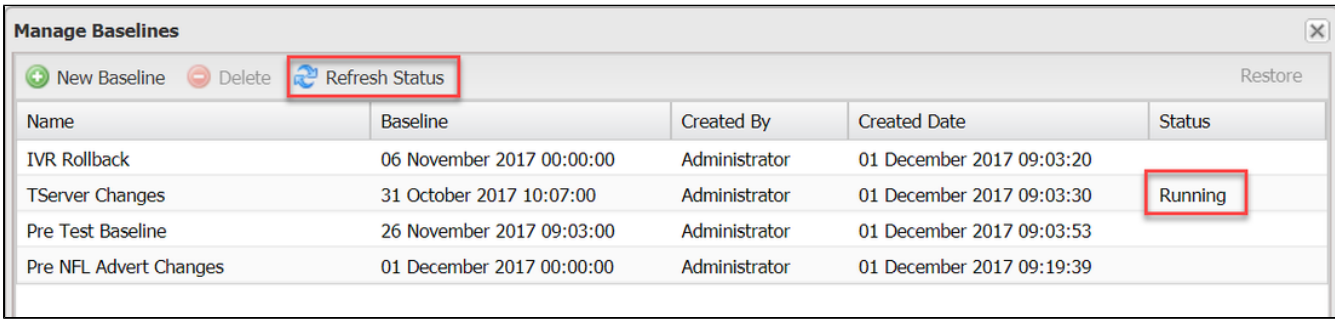

- A new screen will open displaying the progress of the baseline. This baseline may take a while to run depending on the number of changes it is making. Selecting **Close** will allow you to continue working in Spotlight.




- Select **OK** at the confirmation message



- The baseline will run in the background and will show a complete message on the **Manage Baseline** screen when complete




- The **Refresh Status** button can be used at any time to update the status column

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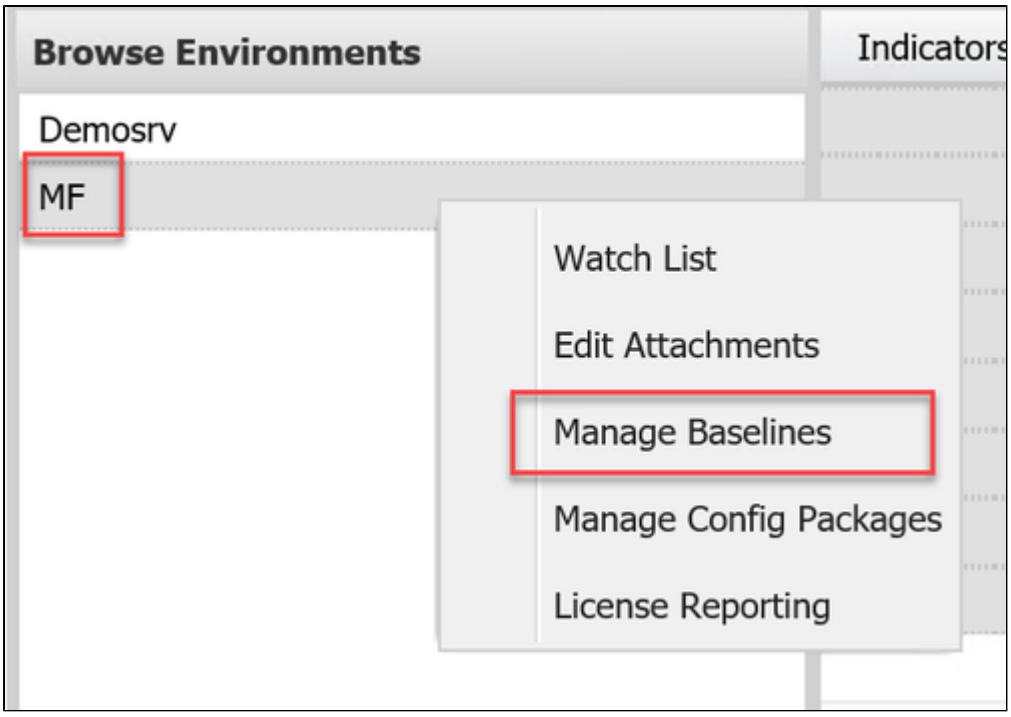
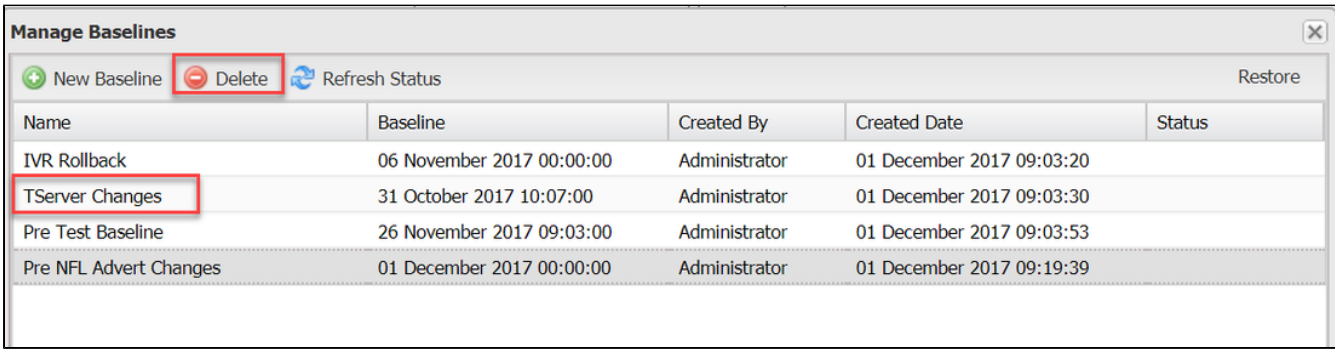
## Delete

To delete a baseline:

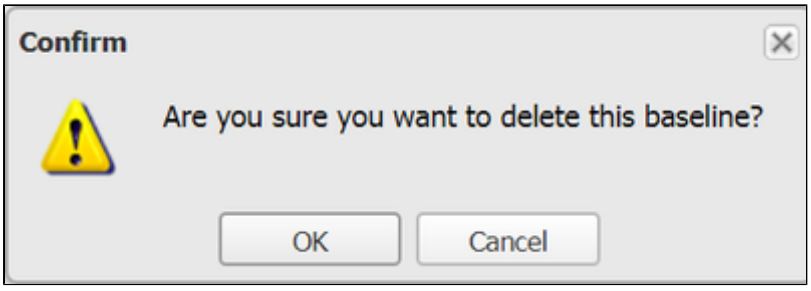
- Right Click an environment
- Select **Manage Baselines**




- Select the Baseline
- Select **Delete**




- Select **Yes** at the confirmation message

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# Configuration Packages - Overview

This section of the user guide provides an overview of **Configuration Packages**. Detailed explanations of each feature and instructions for each feature will be included in later sections of this user guide.

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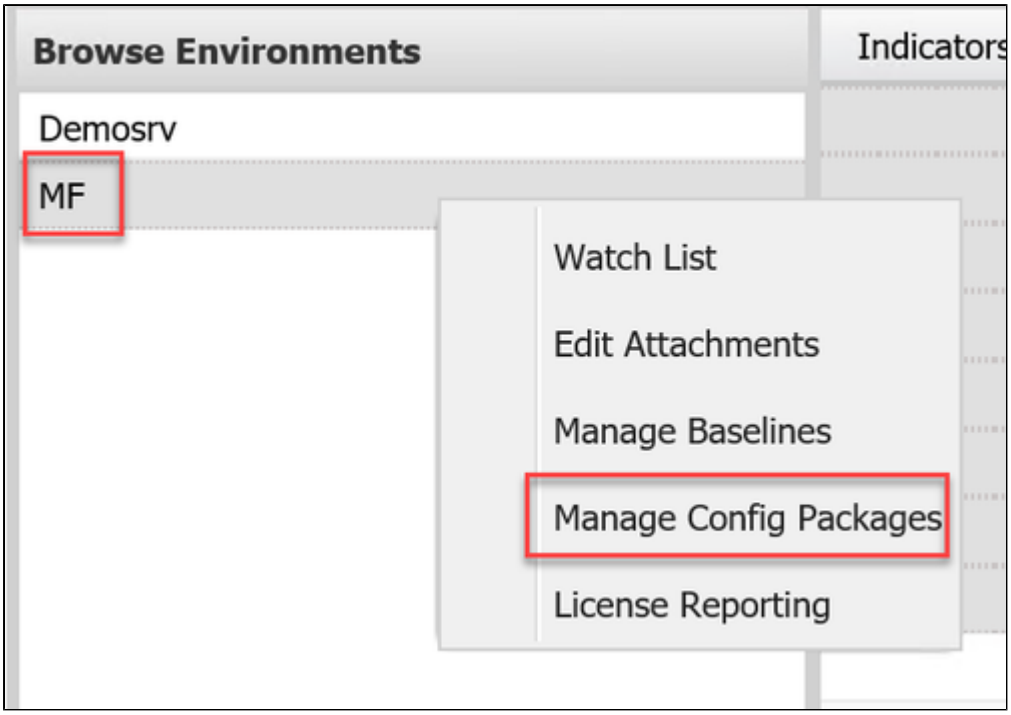
## Accessing Configuration Packages

Existing Configuration Packages can be accessed from within the **Configuration** section of the Spotlight UI.

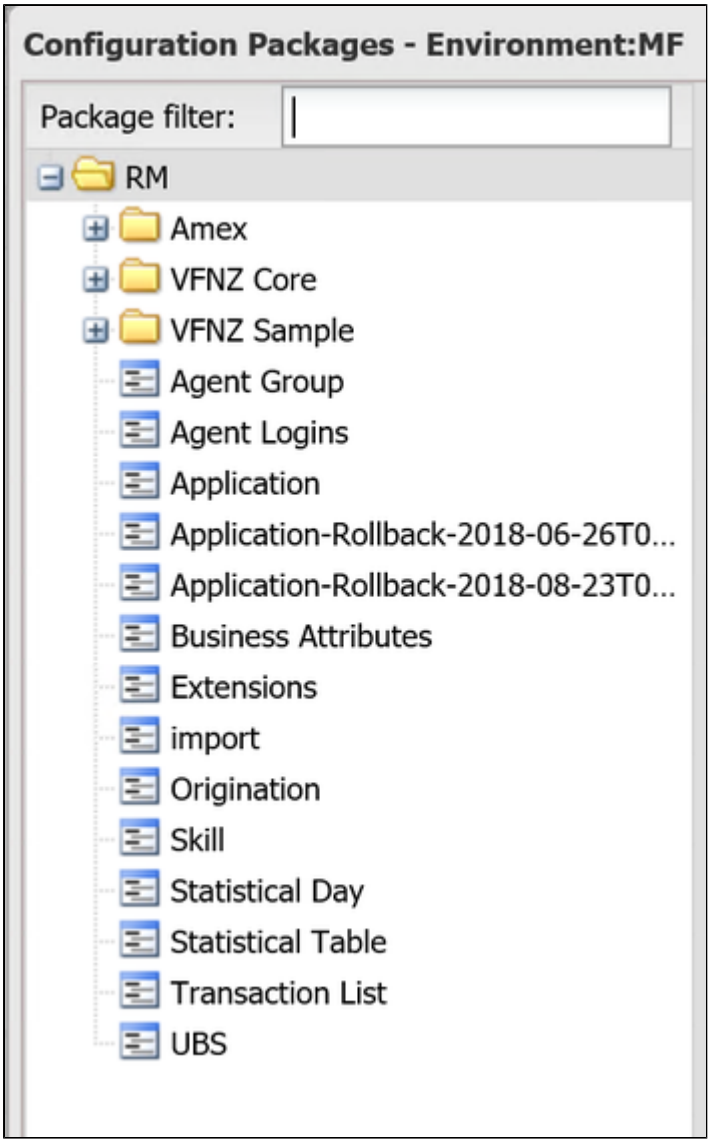
To do so

- Right click an environment under **Browse Environments**
- Select **Manage Config Packages**




## Configuration Package List

The Configuration Packages window displays all the Configuration Packages that have already been created in the Spotlight Environment selected.

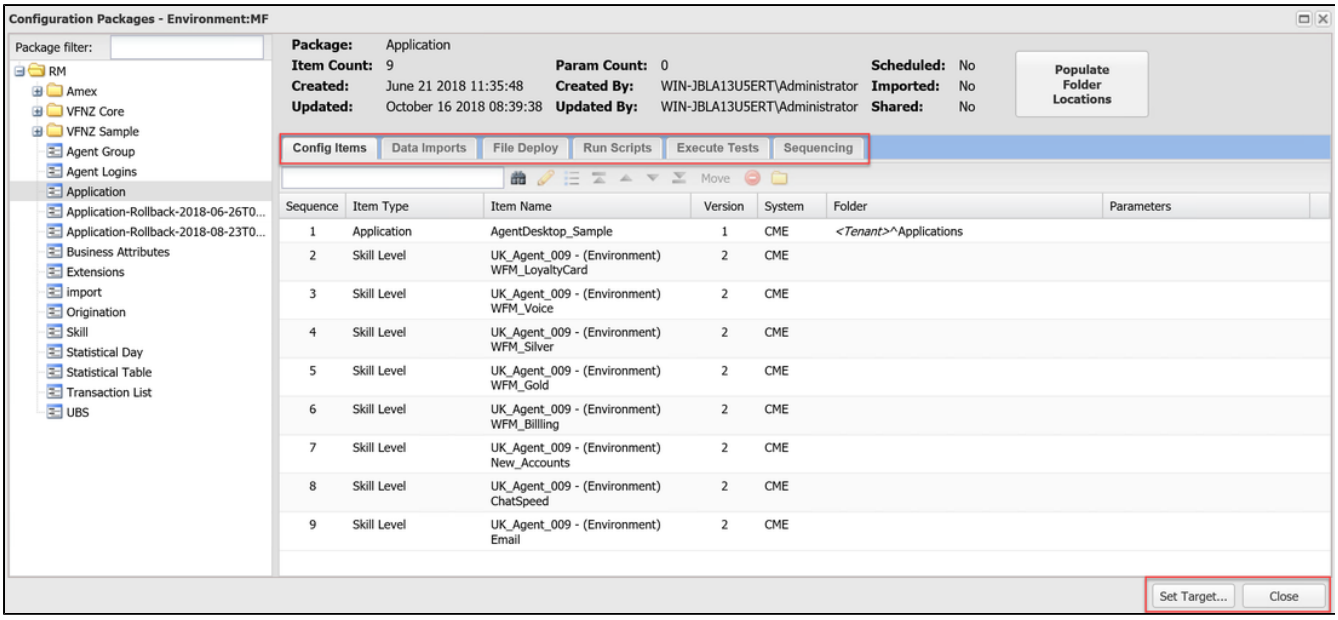



To view the details of a package, select the package name. When a package is selected, the window refreshes and displays the details of the package in the right-hand side of the window.

The top section of the window displays the package settings, and the bottom section displays the contents and settings of the package in six tabs –

- Config Items
- Data Imports
- File Deploy
- Run Scripts
- Execute Tests
- Sequencing

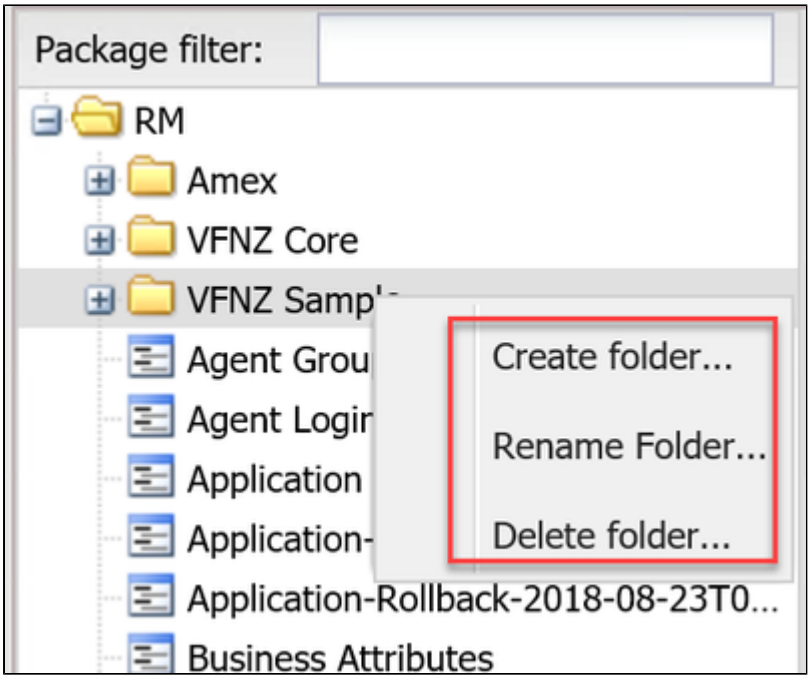
At the bottom of the window is the **Close** button, which will close the Configuration Package window, and the **Set Target** button which opens a new window where the target spotlight environment and other options can be set, when the package is ready to be deployed.




## Package Folders

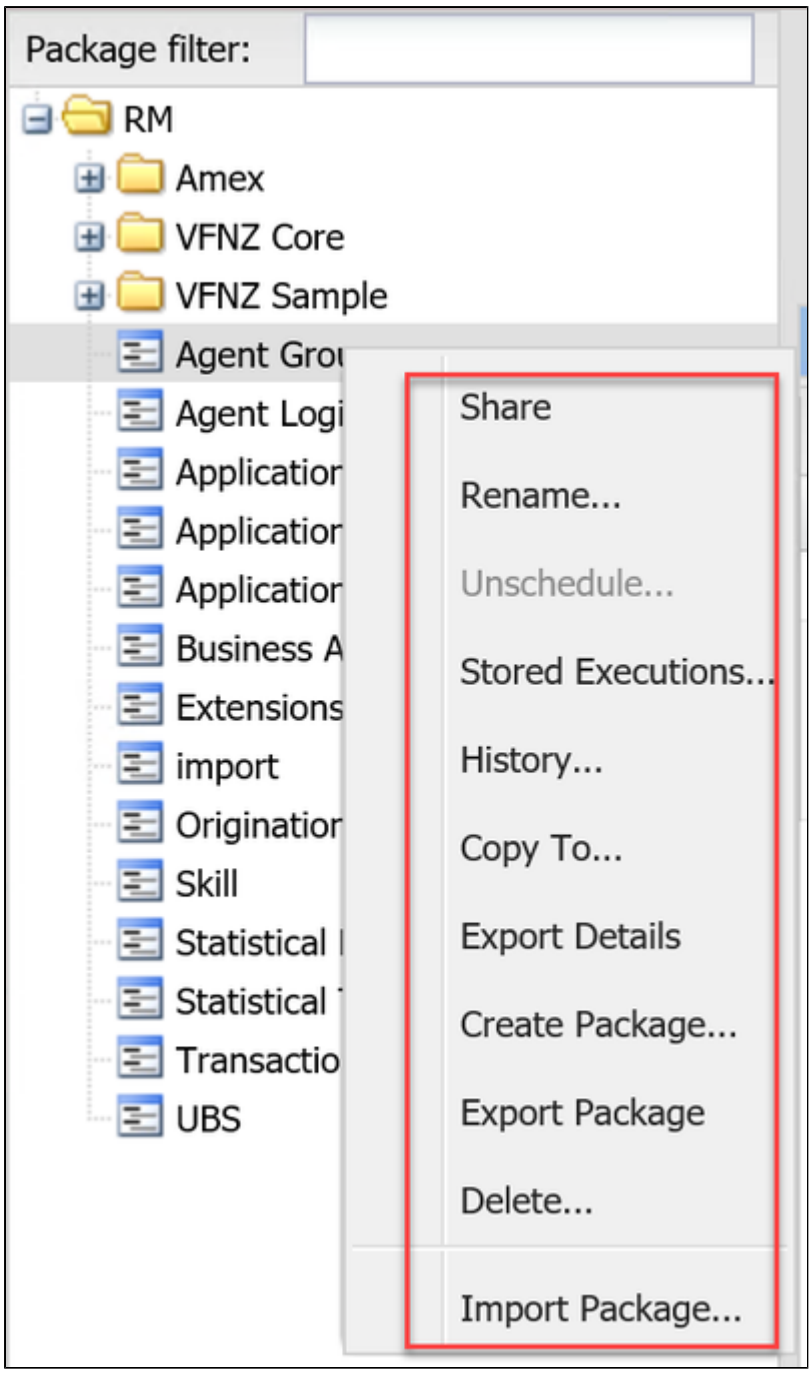
Configuration Packages can be contained within folders to help organise the packages.

- New folders can be created
- Folders can be deleted
- Folders can be renamed
- Packages can be moved between folders



## Package Actions

Right clicking a package name will open a short cut menu, allowing you to perform the following actions to a package:



- **Share/Unshare** – Change the package from private to public or public to private
- **Rename** – Change the name of the package
- **Unschedule** – Cancel the scheduling of the package
- **Stored Executions** – External scripts that can trigger the execution of the package
- **History** – View the execution history of the package and create a rollback package
- **Copy To** – Copy the package to another spotlight environment
- **Export Details** – Create a csv file containign the package details
- **Create Package** – Create a blank package without adding a configuration item
- **Export Package** - Create an xml file of configuration items that can be used to create a new package using the import command.
- **Delete** – Delete the package
- **Import Package** – Create a package by importing an xml file from an existing package

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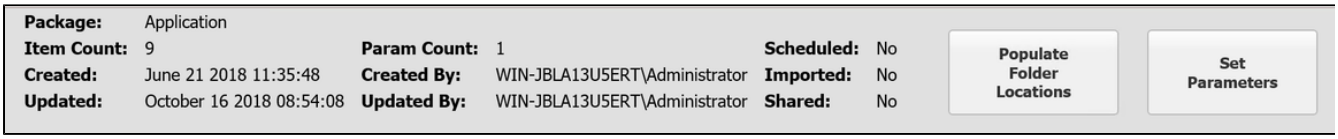
## Settings

The package settings display the following information:




- **Package** – The name of the package
- **Item Count** – The number of items included in the package
- **Created** – The date and time when the package was created
- **Updated** – The date and time when the package was last updated
- **Param Count**– The number of parameters defined in the package
- **Created By** – The Spotlight user that created the package
- **Updated By** – The Spotlight User that updated the package
- **Scheduled** – Whether the package will run at a scheduled date/time
- **Imported** – Indicates if the package was created by importing an existing package
- **Shared** – Whether the package is private or shared (public)
- **Populate Folder Locations** – used to retrieve current Genesys folder paths for each item in the package
- **Set Parameters** – used to define the values to replace the set parameters during execution of the package

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## Configuration Items

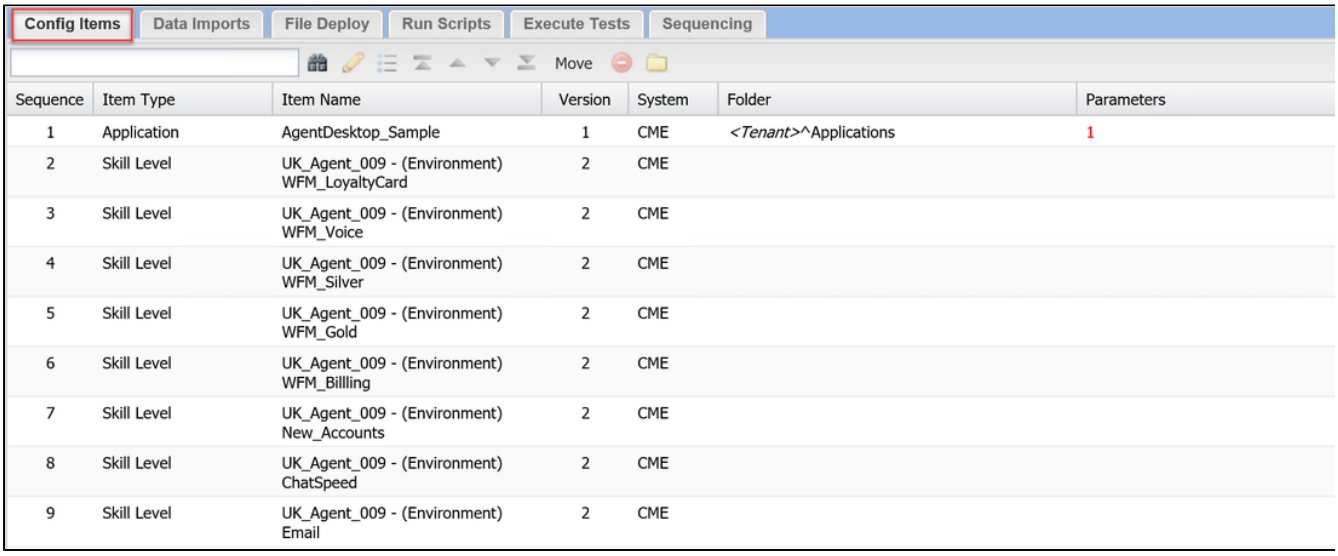
The **Config Items** tab displays a list of the configuration items that are included in the package. Almost any item can be added to a package from within Spotlight (subject to SDK limitations).

The following information is shown for each item:

- **Sequence** – The order in which the item will be executed in the configuration package
- **Item Type** – The source system item type of the item
- **Item Name** – The name of the item in the source system
- **Version** – The Spotlight version of the item
- **System** – The name of the source system
- **Folder** - The retrieved Genesys folder location of overridden folder location of the item

- **Parameters** - The number of parameters defined for the item

In addition, the tab also indicates if the package item has been deleted from the source system and is therefore unavailable.




| Sequence | Item Type | Item Name | Version | System | Folder | Parameters |
|---|---|---|---|---|---|---|
| 1 | Application | AgentDesktop_Sample | 1 | CME | <Tenant>^Applications | 1 |
| 2 | Skill Level | UK_Agent_009 - (Environment) WFM_LoyaltyCard | 2 | CME | | |
| 3 | Skill Level | UK_Agent_009 - (Environment) WFM_Voice | 2 | CME | | |
| 4 | Skill Level | UK_Agent_009 - (Environment) WFM_Silver | 2 | CME | | |
| 5 | Skill Level | UK_Agent_009 - (Environment) WFM_Gold | 2 | CME | | |
| 6 | Skill Level | UK_Agent_009 - (Environment) WFM_Billling | 2 | CME | | |
| 7 | Skill Level | UK_Agent_009 - (Environment) New_Accounts | 2 | CME | | |
| 8 | Skill Level | UK_Agent_009 - (Environment) ChatSpeed | 2 | CME | | |
| 9 | Skill Level | UK_Agent_009 - (Environment) Email | 2 | CME | | |

At the top of the Config Items tab is a section which allows you to perform actions to the Config items, such as:

- Searching for an item
- Setting item overrides
- Setting item execution rules
- Setting the execution order of items
- Removing an item from the package
- Setting the folder of multiple items

Overrides allow users to change the values of an item in a package. These overrides vary depending on the item type, but could include the name of the item, the folder in which the item is deployed to or the Annex Tab entries of the item.

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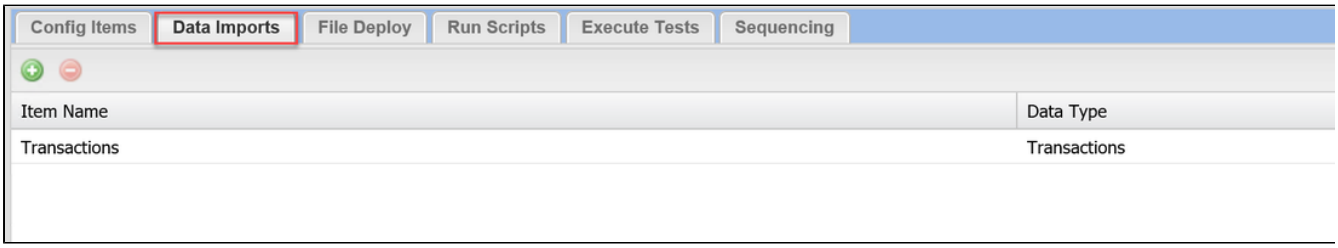
## Data Imports

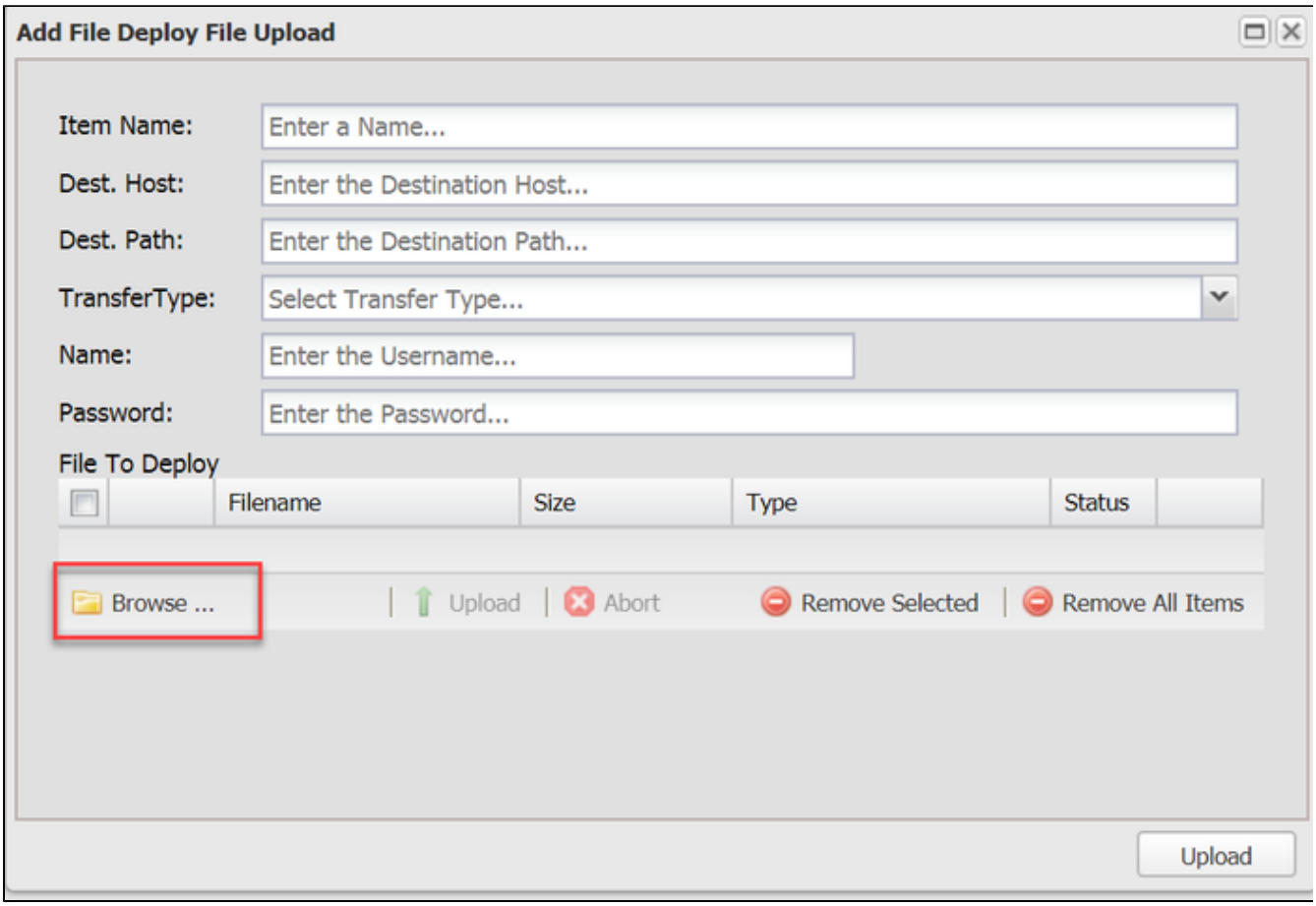
The Data Imports feature in a configuration package allows bulk data to be uploaded into Genesys using csv files. There are many types of data which this method can be used for such as agent skill levels, application options and agent logins amongst others.

In this tab, users can add and remove these Data Imports as well as edit the contents of current data imports.




## File Deploy

Configuration Packages can include files that are deployed to a host when the package is executed. These files can be any file type; however, a common example would be WAR files use by web applications.




The File Deploy tab allows users to add or remove files from a package and presents the following information for each file.

- **Item Name** – New file name
- **Dest Host** – The server the file is to be deployed to

- **Dest Path** – The path on the host server
- **Transfer Type** – Method of file transfer
- **Name/Password** - If required to access the **Host/Path**
- **File to Deploy** – Browse for the original file

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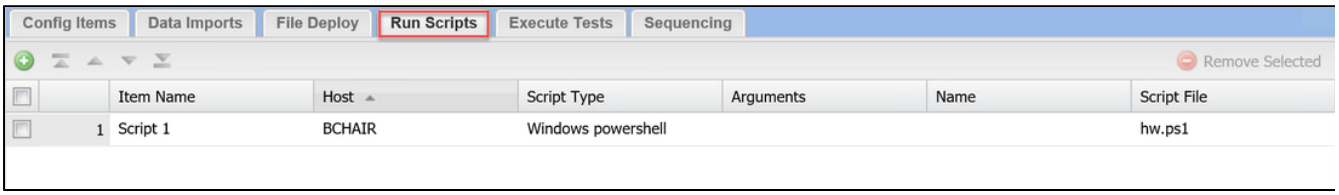
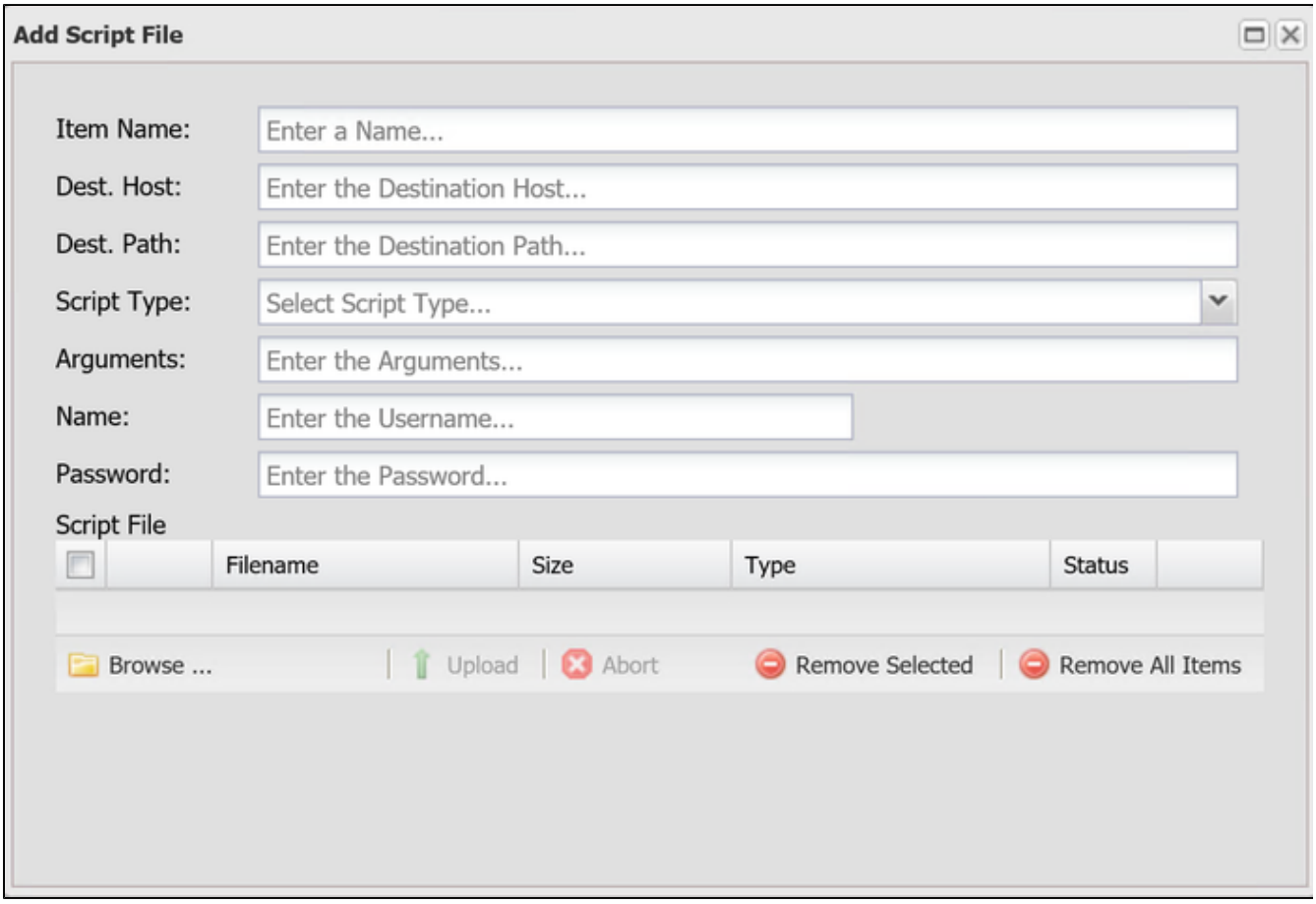
## Run Scripts

The Run Scripts feature can be used to upload and execute **Windows Power Shell (ps1) and Linux (sh)** scripts to a server as part of a Release Management Configuration Package. **SCP** is used to transfer the script to the server and **SSH** is used to execute.




The screen is similar to the File Deploy window, allows users to add or remove scripts from a package and presents the following information for each file.

- **Item Name** – New file name
- **Dest Host** – The server the script is to be deployed to
- **Dest Path** – The path on the host server
- **Script Type** - Linux shell or windows power shell
- **Arguments** - Script arguments if required
- **Name/Password** - If required to access the **Host/Path**
- **Script File** – Browse for the script

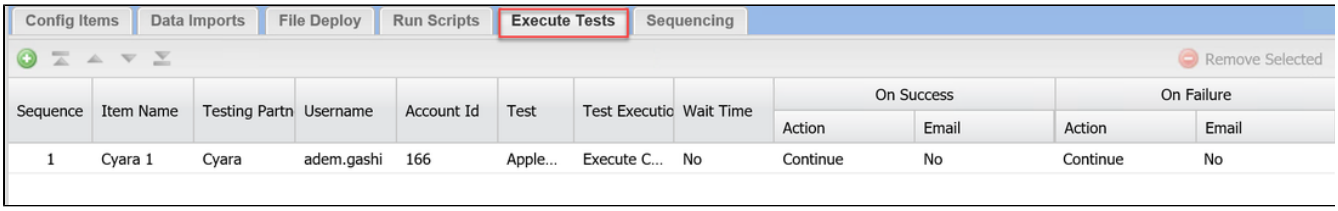



The Spotlight user must have permissions to upload the script to the server location, run the script and execute each of the steps within the script.

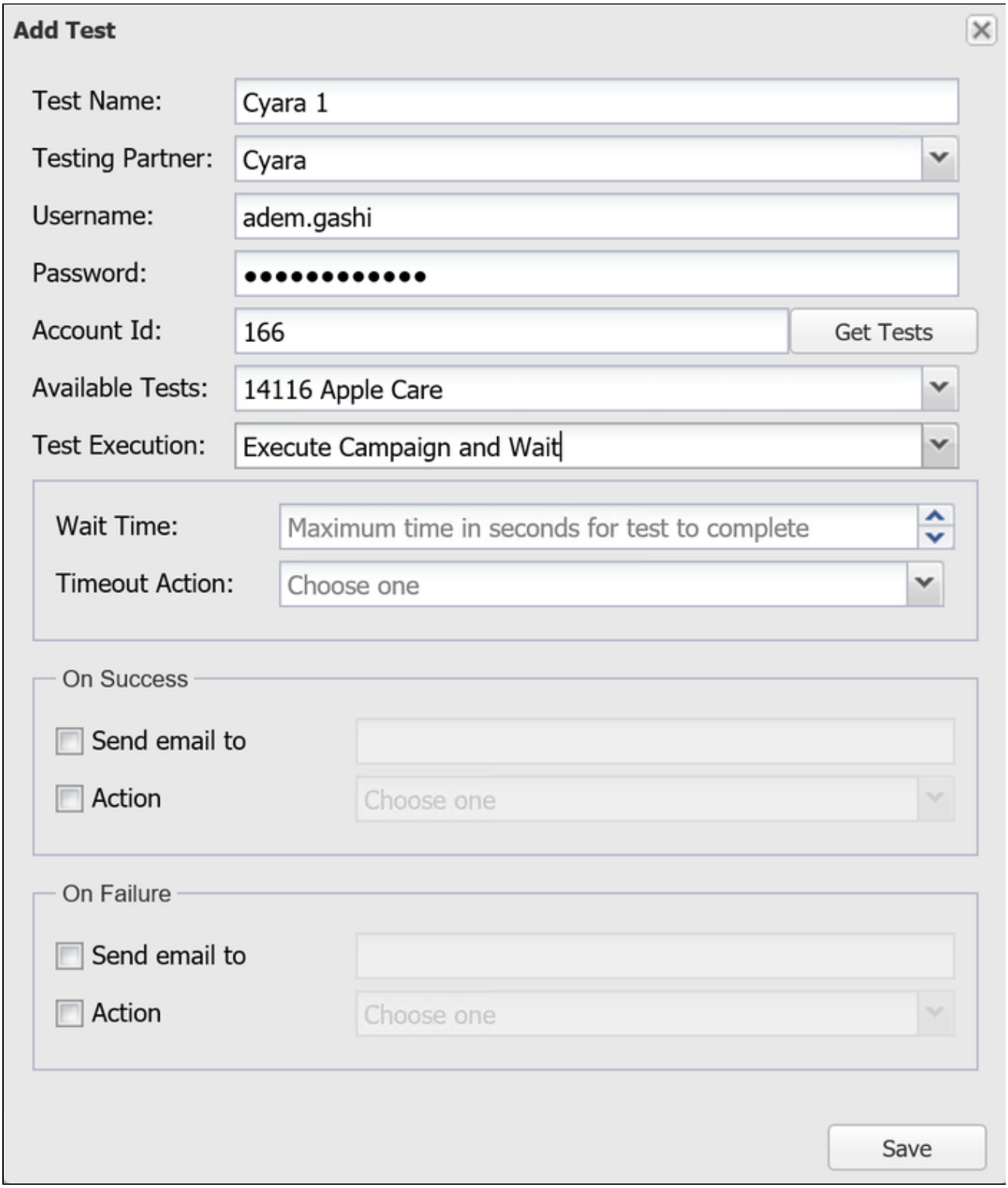
---

## Execute Tests

The Execute Test feature can be used to specify a **Cyara** or **Empirix** test that should run as part of the Release Management Configuration package. Tests are retrieved using the username/password/account id for your **Cyara** system and the username/password for your **Empirix** system.




Users can choose to execute the test and continue, or execute and wait for a response from the test. Users can also determine what action should be undertaken within the package based on the test response, **Success** or **Failure**.


Add Test
Test Name:
Cyara 1
Testing Partner:
Cyara
Username:
adem.gashi
Password:
Account Id:
166
Get Tests
Available Tests:
14116 Apple Care
Test Execution:
Execute Campaign and Wait
Wait Time:
Maximum time in seconds for test to complete
Timeout Action:
Choose one
On Success
Send email to
Action
Choose one
On Failure
Send email to
Action
Choose one
Save

## Sequencing

The Sequencing tab can be used to set the order in which the items within the configuration package will run.

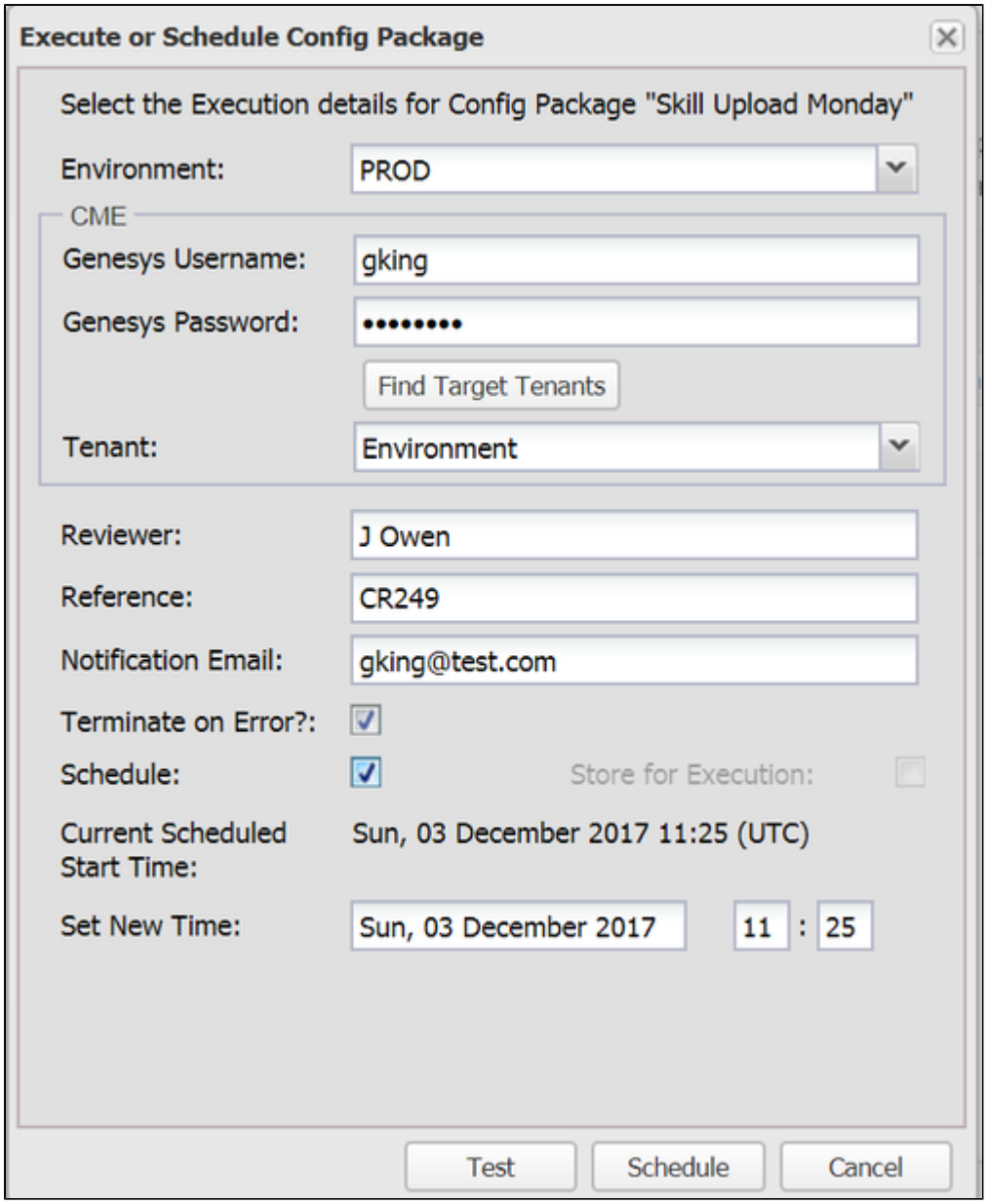
---

## Set Target

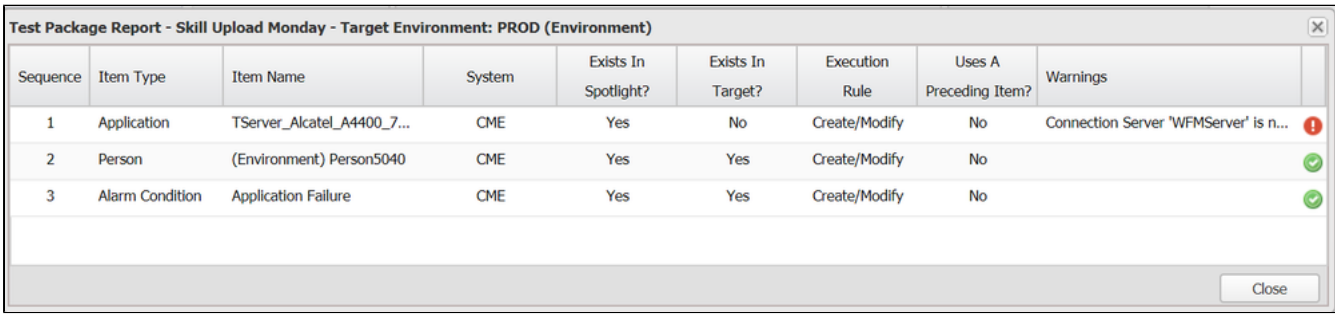
Selecting the **Set Target** button within a Configuration Package opens the **Execute** or **Schedule Config Package** window where the target Spotlight Environment and other options are set.

In addition to setting the target environment, the following settings/options are also configured:

- **Source System Credentials** – username and password for source system
- **Reviewer** – The name of the person who has reviewed the package
- **Reference** – Free text field to enter a reference for the package
- **Notification Email** – Email address of user who will receive notifications when the package is executed
- **Terminate on Error** – Whether the package should terminate on any errors or continue
- **Schedule** – Allows scheduling of the package
- **Store for Execution** – Stores the package so it can be executed by an external script




The last option in this window is the **Test** button. This can be used to test the execution of the package and will indicate if there are any warnings which need to be addressed before execution.



# Configuration Packages

In most cases, the first step in building a Configuration package is to add **Configuration Items** to the package.

Any item within the Spotlight UI (subject to SDK limitations – see below) can be added to an existing or new package, and this can be the current version of the item or any previous version.

## Creating a Package

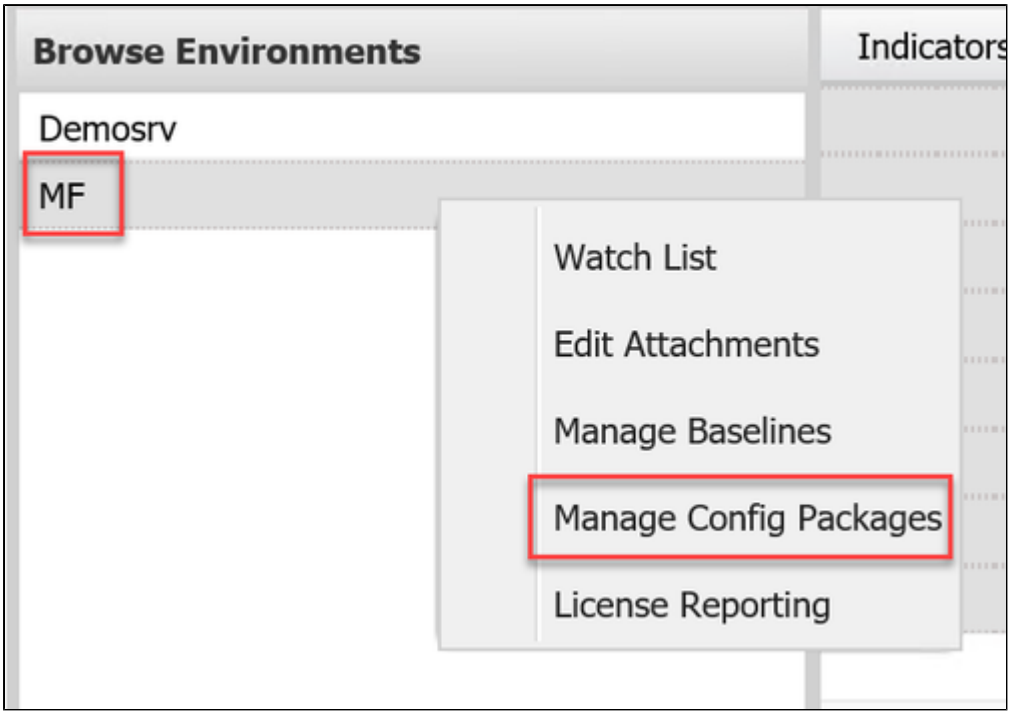
A Configuration Package can be created in three ways –

- Creating a new package within the **Manage Configuration Packages** screen
- Importing an existing exported package
- By adding a configuration item to a package, and selecting **New**, as described in the **Adding Items** section below

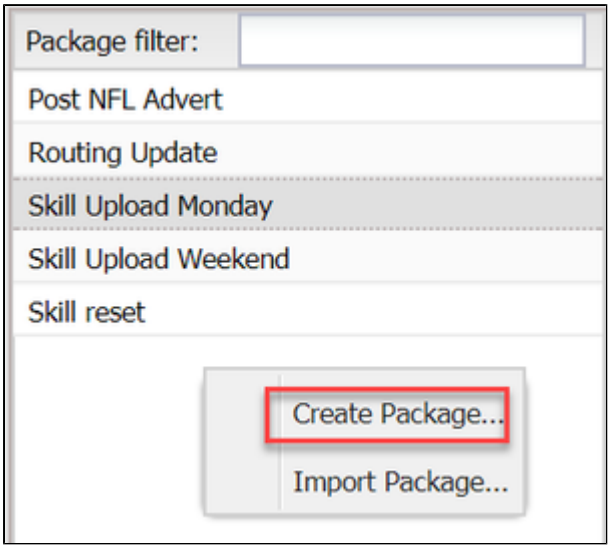
### New Package

To create a new package in the **Manage Configuration Packages** screen:

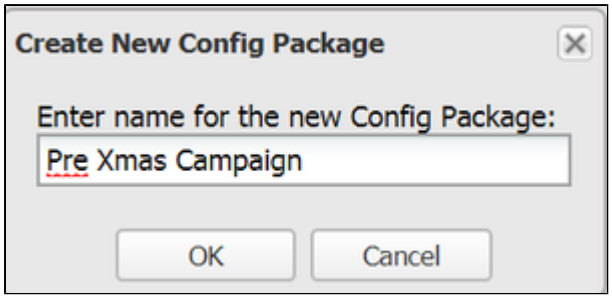
- Access the package by right clicking an environment under **Browse Environments**
- Select **Manage Config Packages**



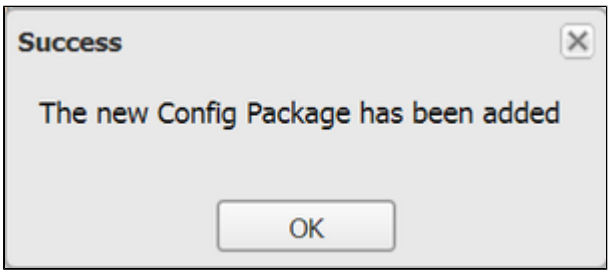

- The Configuration Packages window displays all the Configuration Packages that have already been created in the Spotlight Environment selected
- Right click below the names of the existing packages and select **Create Package**




- Enter a name for the package
- Select **OK**




- You will receive a confirmation message when the package has been created, select **OK**.

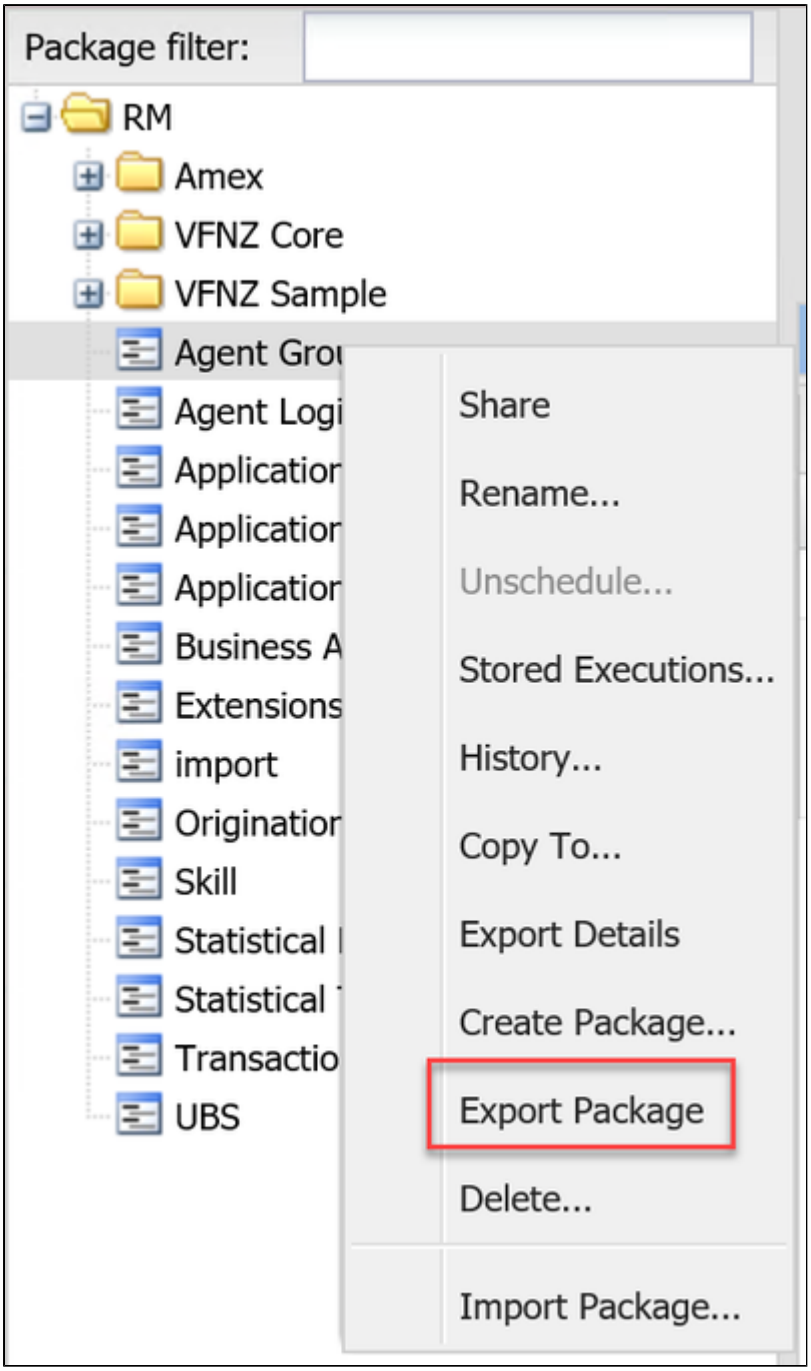



### Importing/Exporting Packages

Spotlight provides the functionality to Export a Configuration Package to a xml file. This xml file in turn can then be used to import a configuration package into Spotlight. This is principally used to transfer configuration between two spotlight systems that are not connected.

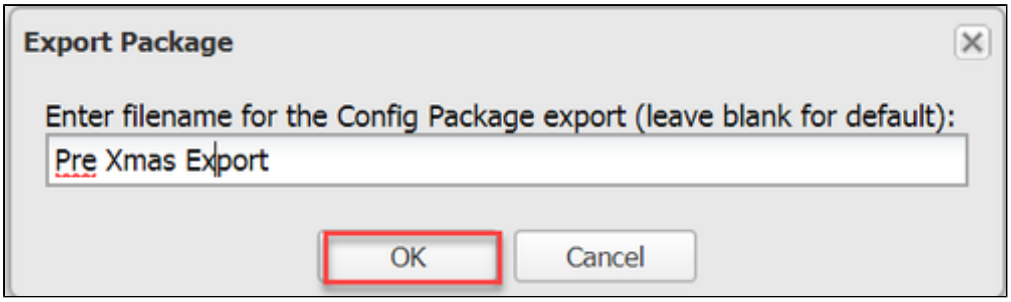
To Export a package:

- In the **Manage Configuration Packages** screen, right click the package to export
- Select **Export Package**




***NB: If the package to be exported includes Data Imports and/or files to deploy, only the Configuration Items will be exported.***

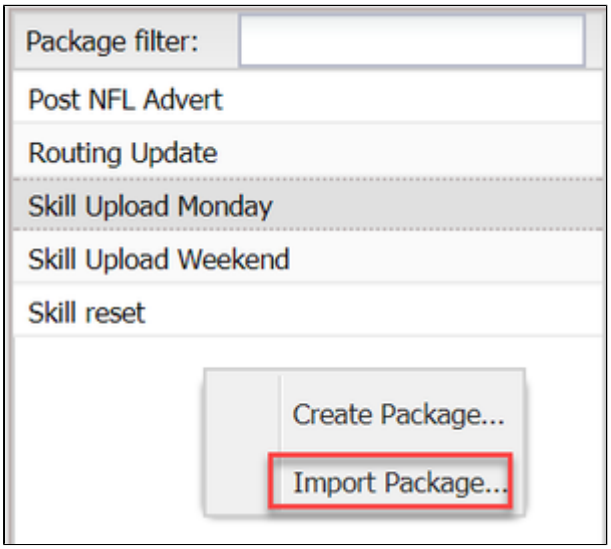
- Enter a name for the package
- Select **OK**



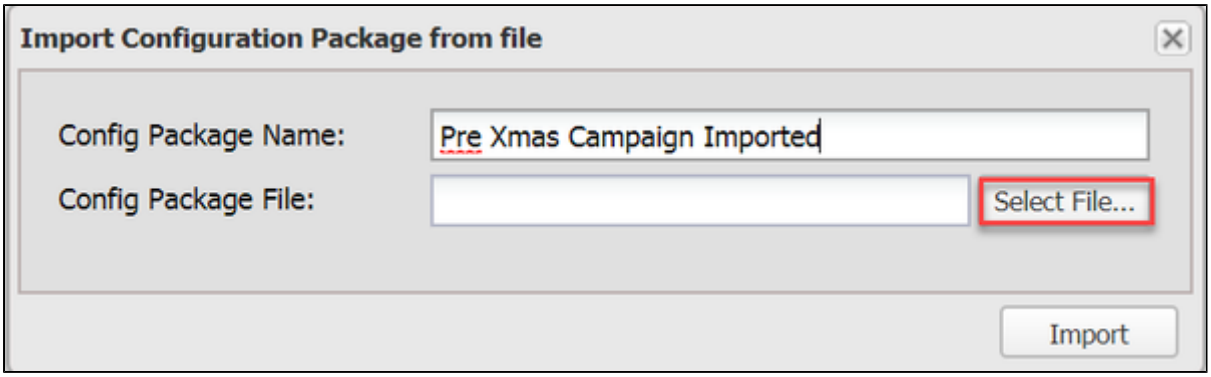

- Depending on the type of browser being used, you may have the option to specify where the file should be saved, or it will be saved to a default location

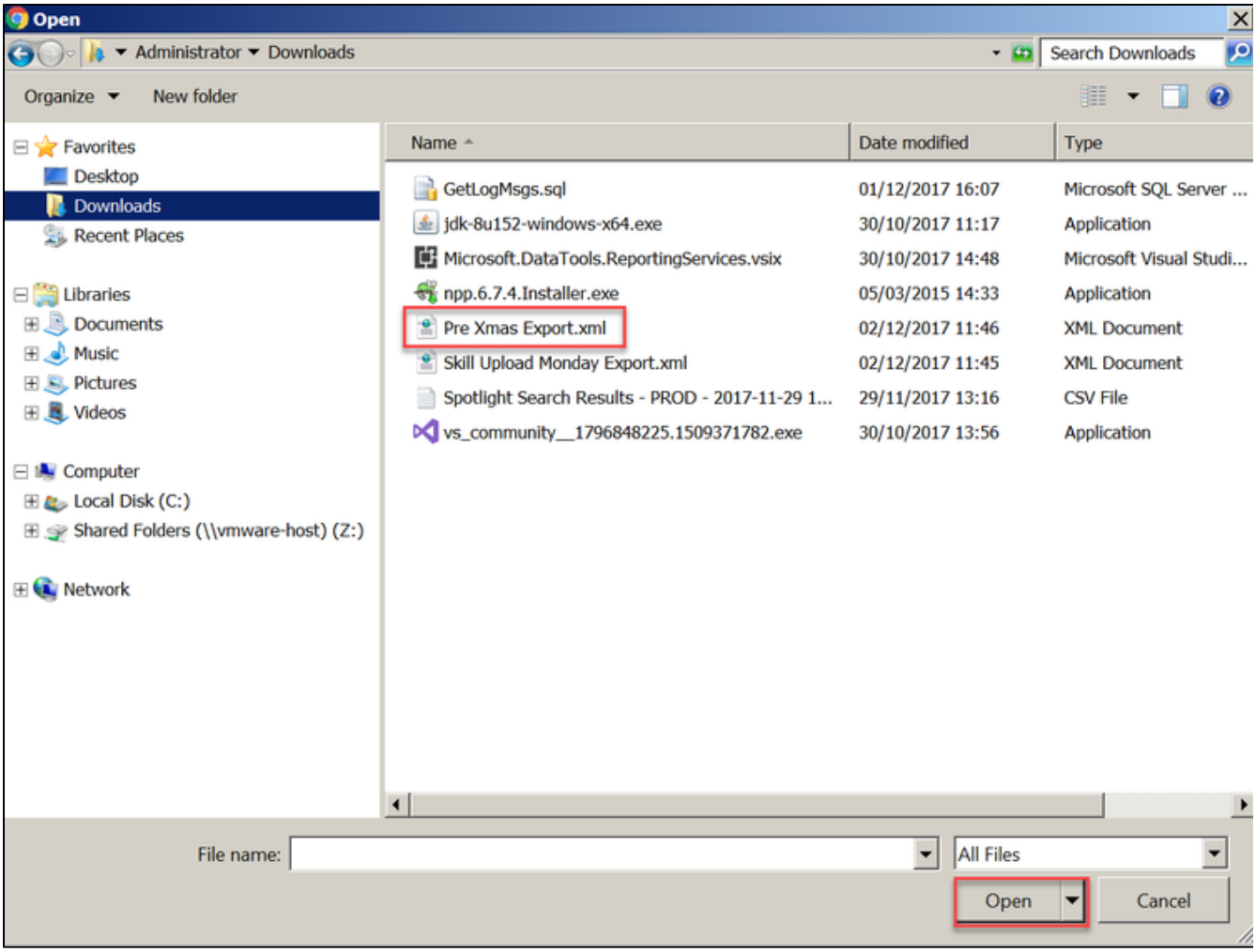
To import a package:

- In the **Manage Configuration Packages** screen, right click below the names of the existing packages
- Select **Import Package**

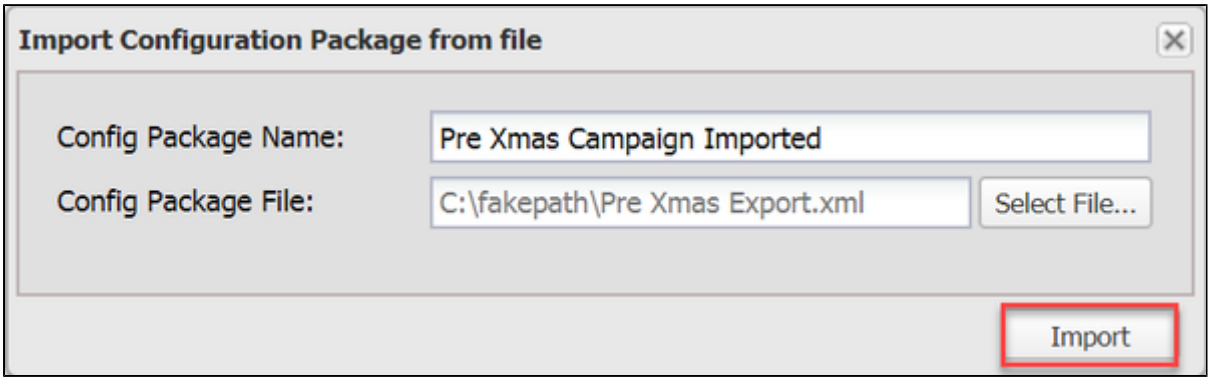



- Enter a name for the package
- Select **Select File** to browse for the xml file previously saved

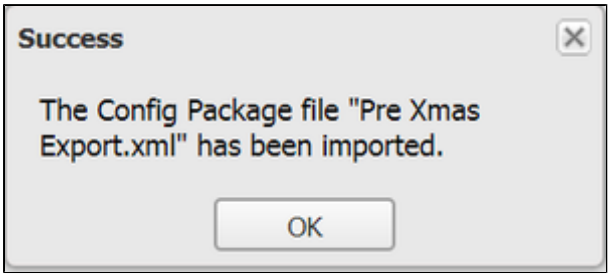





- Select **Import**




- You will receive a confirmation message when the package has been imported, select **OK**

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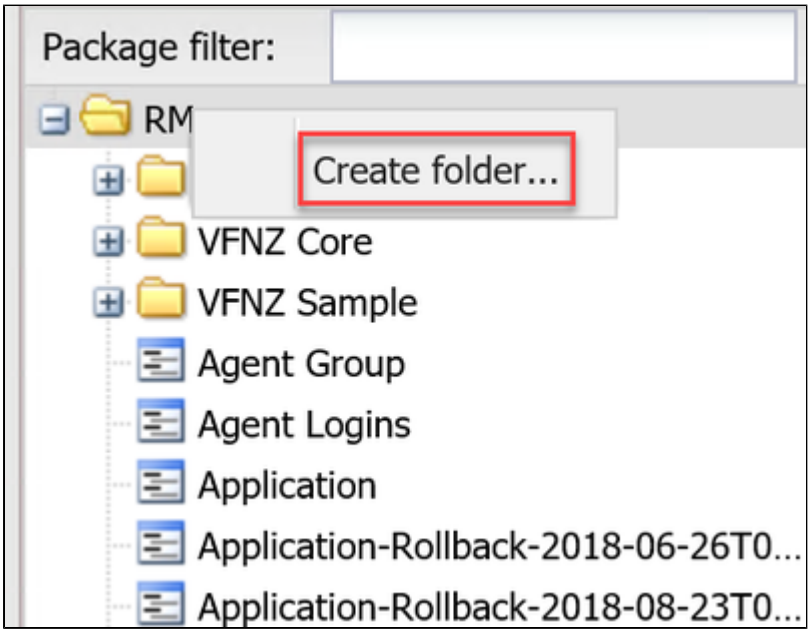
## Package Folders

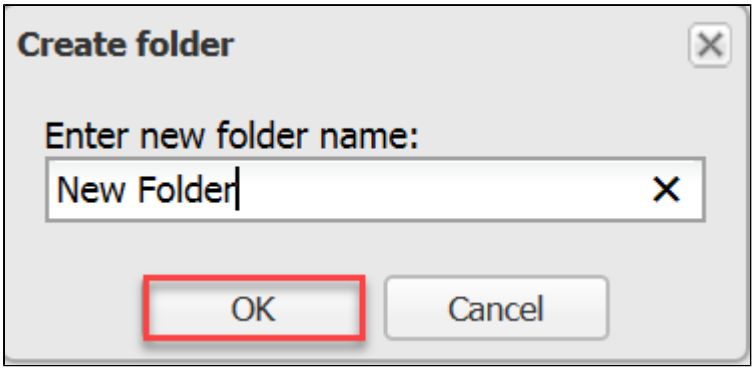
Configuration Packages can be contained within folders to help organise the packages.

To create a new folder:

- Right Click the existing folder
- Select **Create** Folder

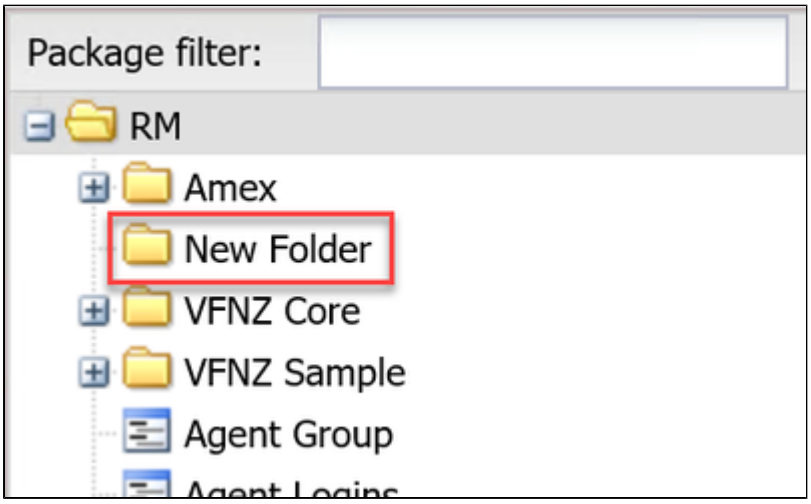



- Enter a **Name** for the folder
- Select **OK**



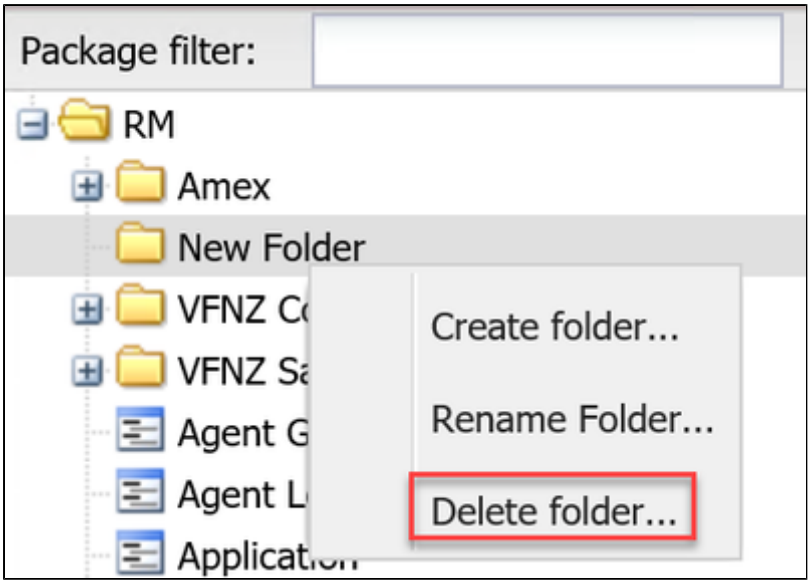

To place a configuration package in a folder:

- Drag and drop the package to the desired folder

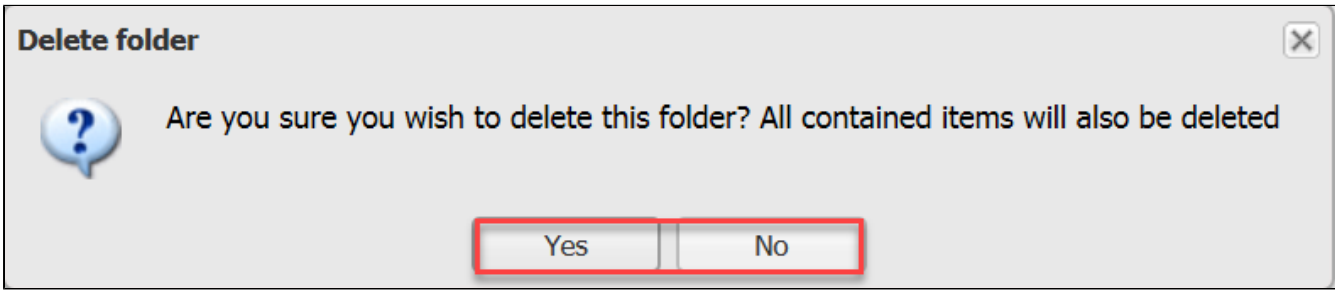



To delete a folder:

- Right click the folder
- Select **Delete** Folder



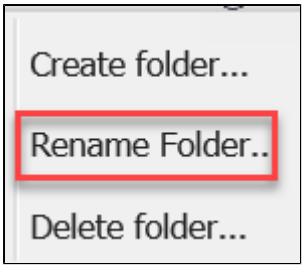

- You will receive a warning indicating the folder and any packages within the folder will be deleted - select **Yes** to continue or **NO** to cancel




- To avoid packages being deleted, ensure they are moved to another folder before attempting to delete the folder no longer required

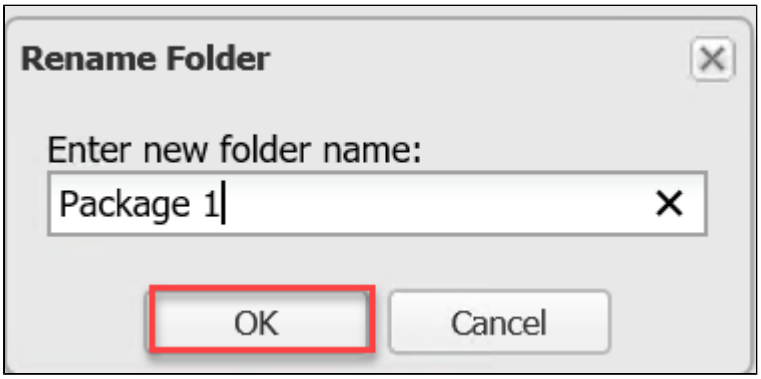
To Rename a folder:

- Right click the folder
- Select **Rename** Folder




- Enter the new name

- Select **OK**

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# Configuration Items

Configuration Items are any Genesys items tracked by Spotlight. These items can be added to a Configuration Package subject to the SDK limitations below

## SDK Limitations

The following item types cannot be used in a Configuration Package or can only be added by way of configuration package data import.

- Tenant
- Switch
- Switching office
- Access group *membership*
- Folders (can be created in a package)
- Security settings
- Role *membership*
- Hosts
- Agents (use data import)
- Agent group *membership* (use data import)
- Place group *membership* (use data import)
- DN group *membership* (use data import)
- Agent logins (use data import)
- Skill assignments (use data import)

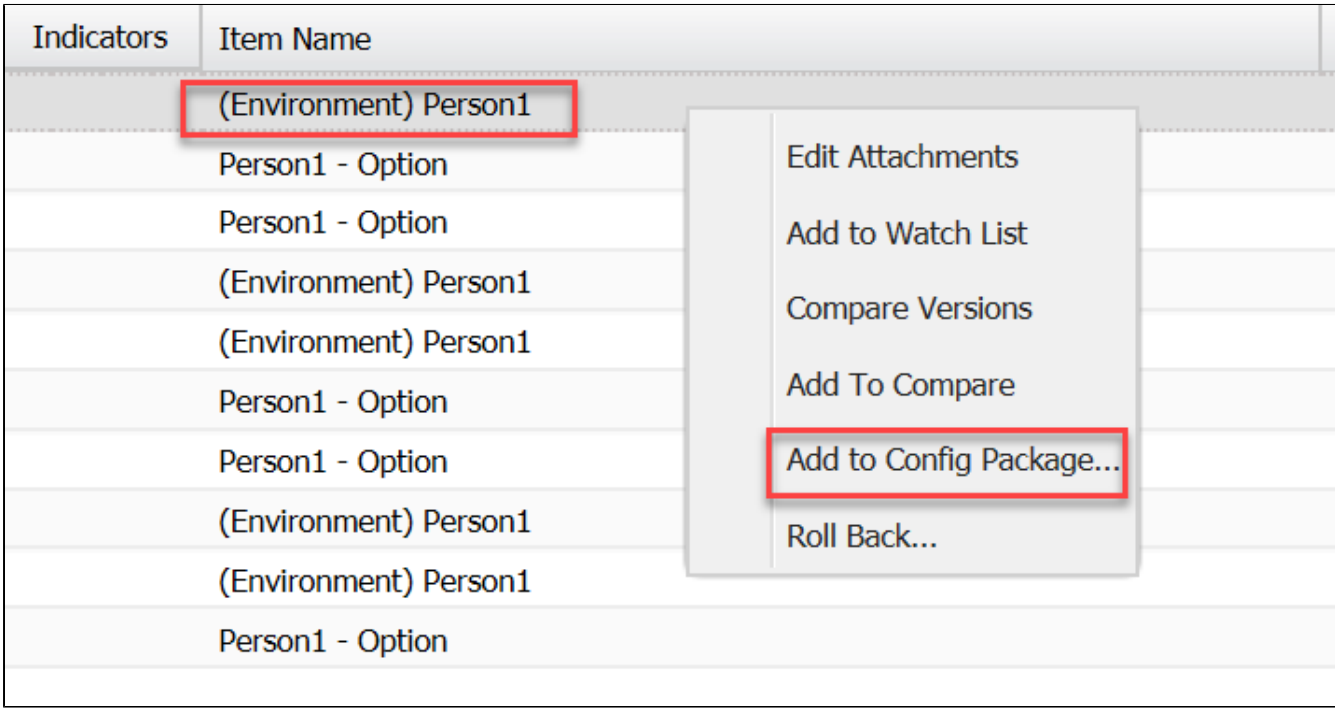
## Adding Items

To add an item to a Configuration Package, you must first locate it within the Spotlight UI. You can locate an item by browsing the folder structure of the Spotlight UI or by performing a standard or customised search.

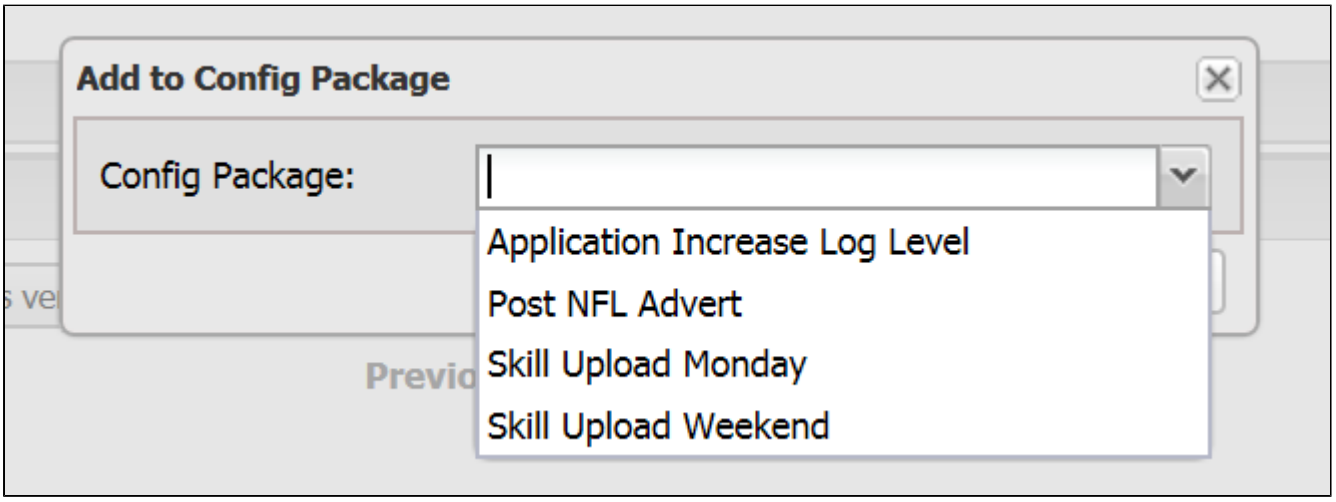
### Single Item

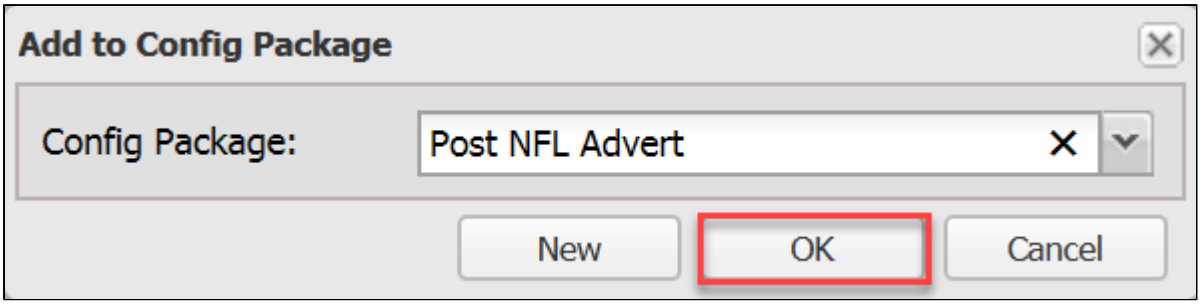
When the Spotlight item has been located, you can add it to a package as follows:

- Right click the item and select **Add to Config Package**



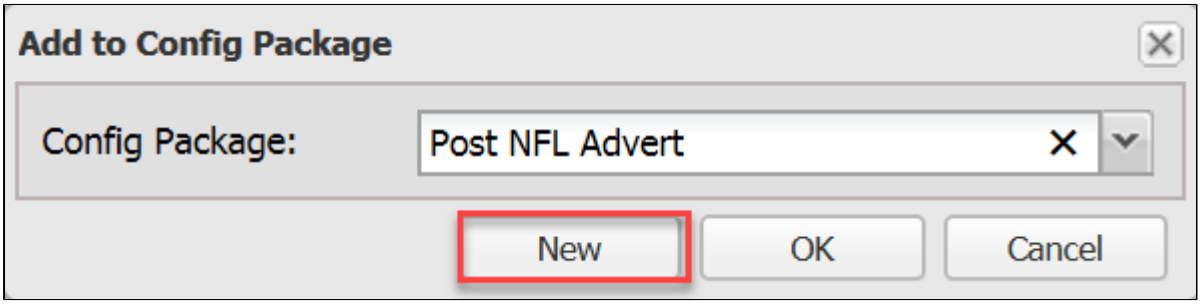

- A new window opens where you can select the package the item should be added to by using the drop-down list
- Once you have selected the package name, select **OK** to complete the action



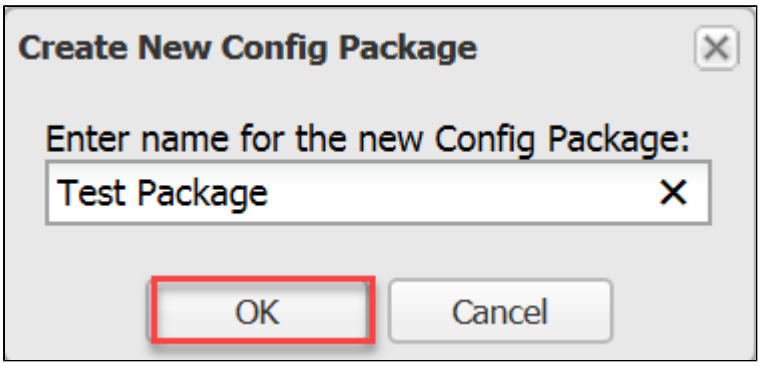



If you wish to add the item to a new package:

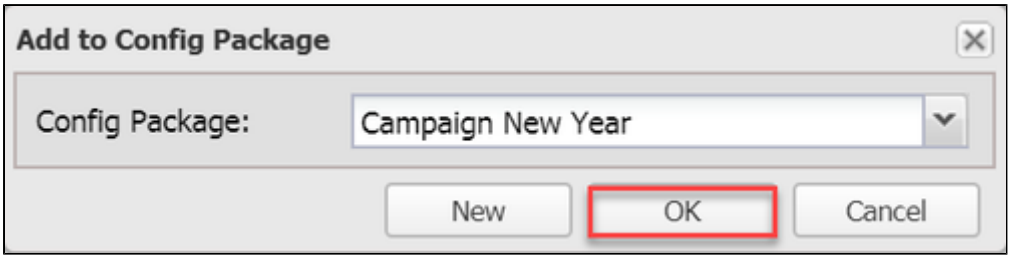
- In the **Add to Package** screen, select **New**



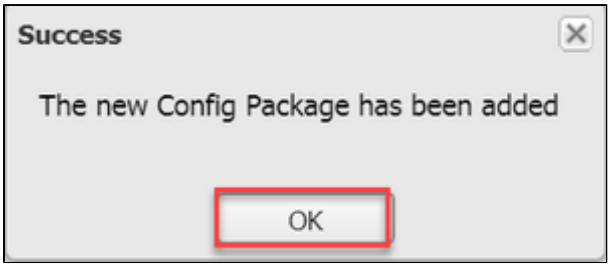

- Enter the name of the package
- Select **OK**



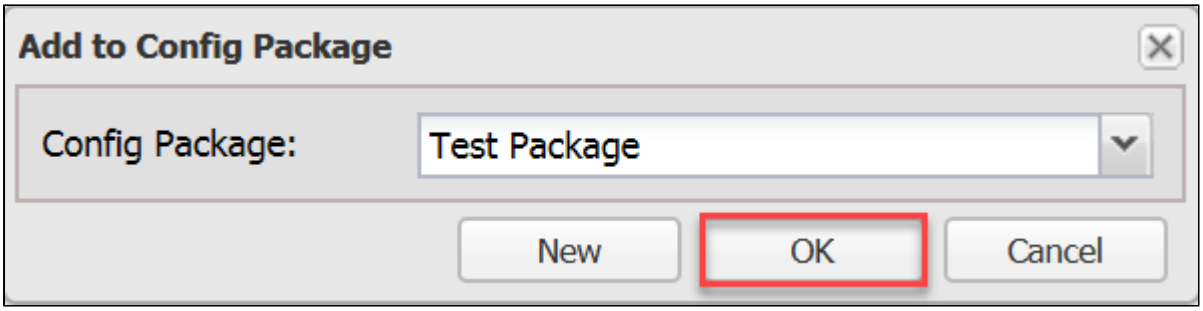

- The new package will now be available to select from the drop-down list, and the item can be added as previously described above.

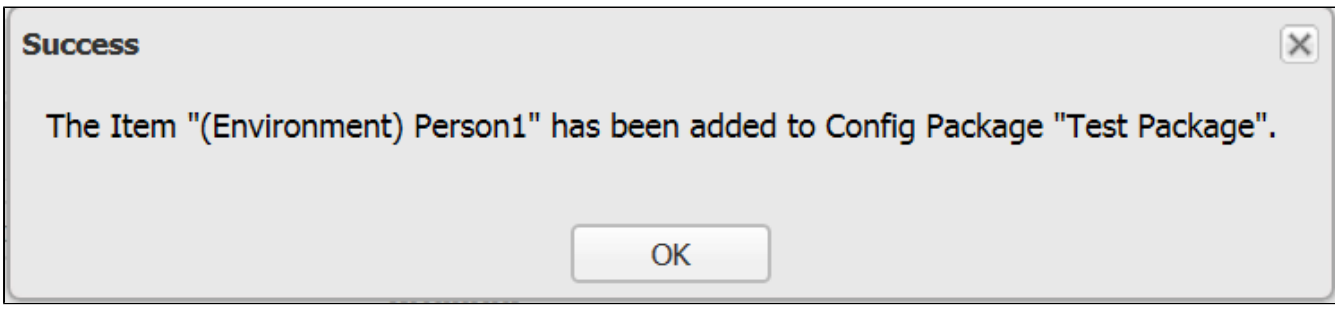



- You will receive a confirmation message when the new config package has been created - select **OK**




- Select **OK** - to add the item to the package
- You will receive a confirmation message when the item has been added to the package - select **OK**

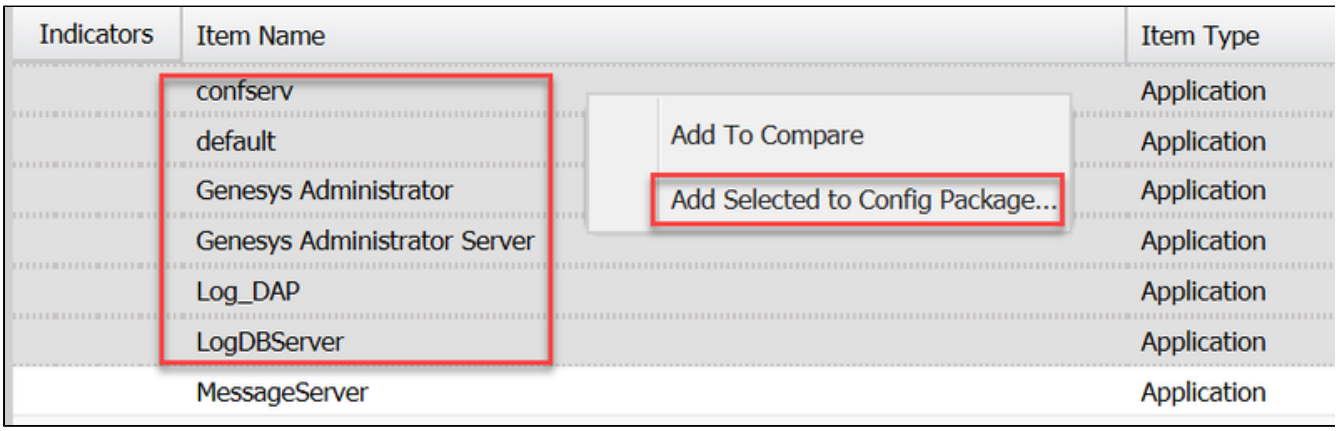


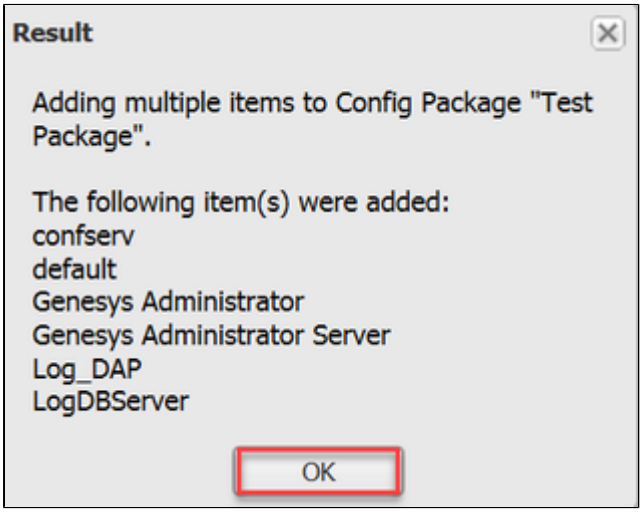

### Multiple Items

To add multiple configuration to a package:

- Select multiple items by using the **CTRL** key on your keyboard
- Right click any item and select "**Add Selected to Config Package**"




- Follow the instructions above to add to a new or existing package
- You will receive a confirmation message when the items have been added to the package - select **OK**

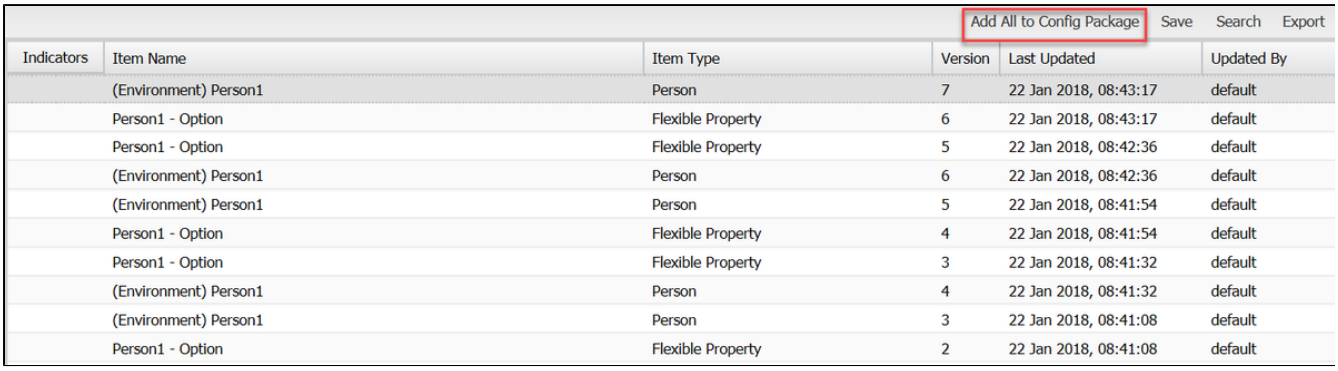



### Adding Search Results

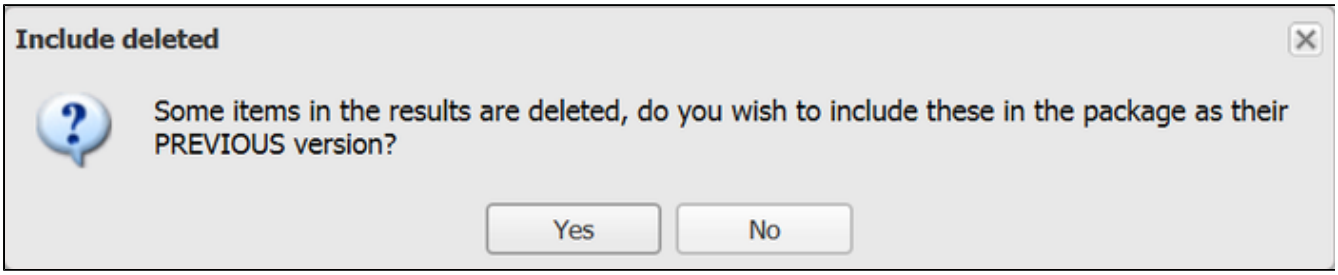
In addition to adding multiple items to a package using the method above, it is also possible to add the results of a Search to a package:

To do so:

- Perfoem a "**Last 100 Changes**" or "**Custom Saved**" search
- Select "**Add All to Config Package**"




- If the Search included items that are now deleted, you will receive the following message.
- Select "**Yes**" to add all items, or "**No**" to add only those that have not been deleted



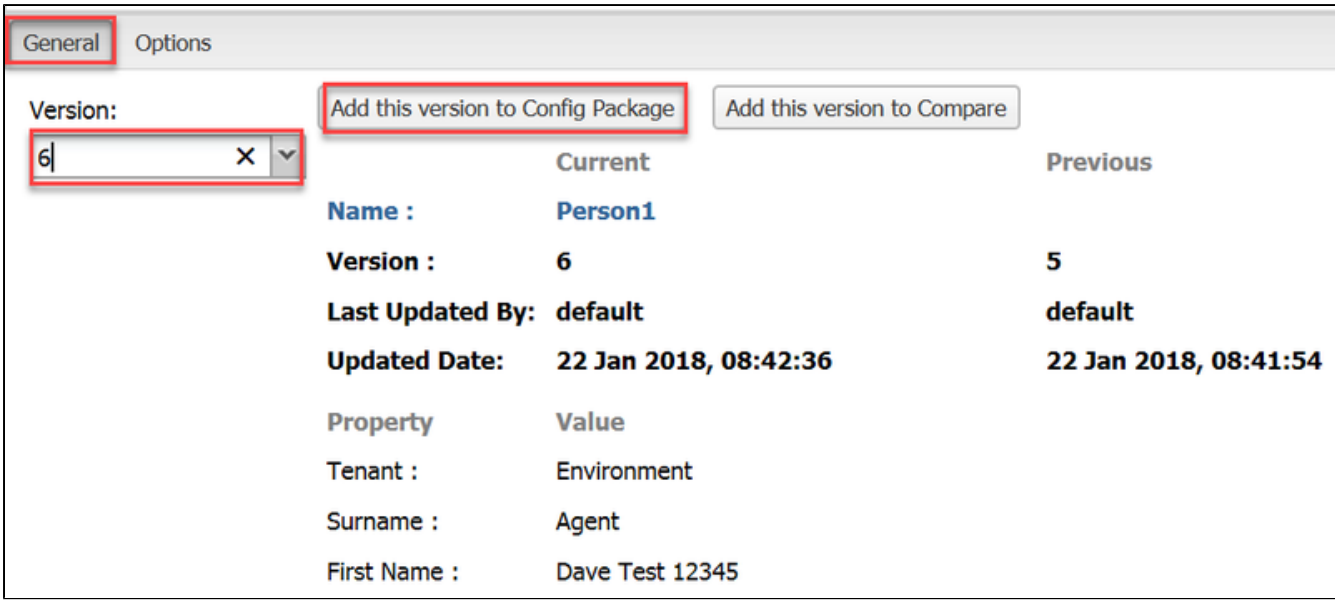

- A new window opens as before, where you can select the package the item should be added to by using the drop-down list.
- If you wish to add the item to a new package, first select **New** and then enter the name of the package, before selecting **OK**. The new package will now be available to select from the drop-down list, and the item can be added as previously described above.

If you do not wish to add the full search results, you can see those to add using the "**Multiple Items**" method described above, or add them allm and then remove those that are not required.

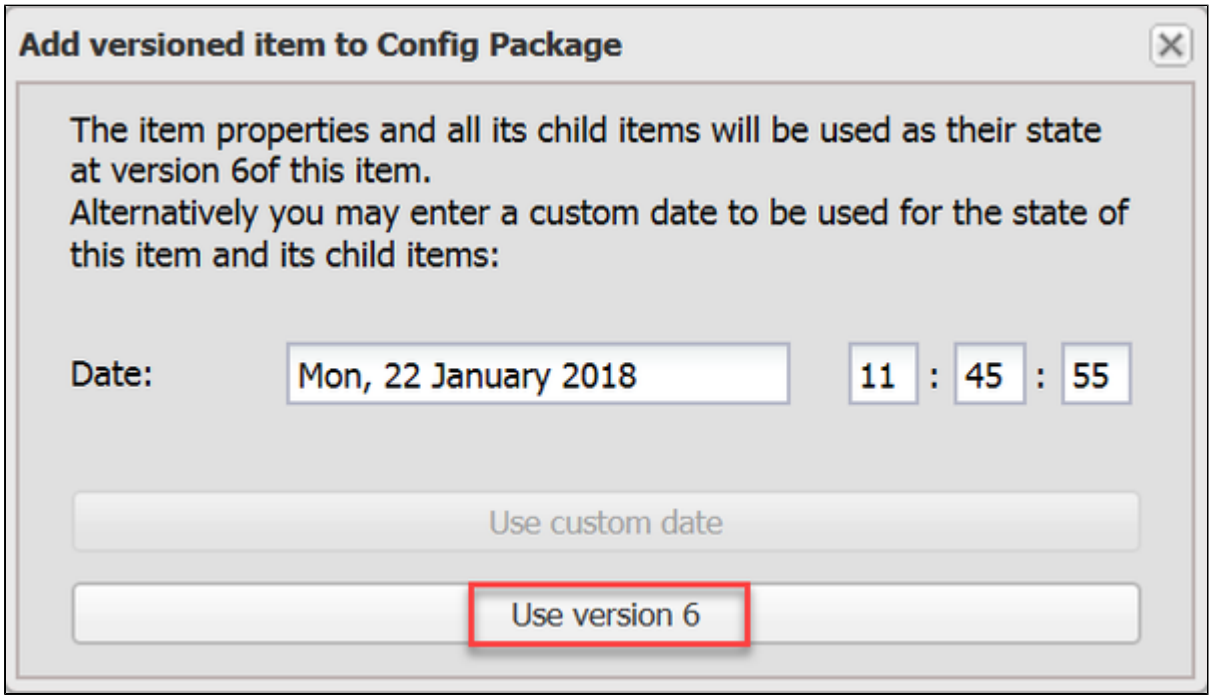
## Previous Versions

To add a previous version of an item to a package:

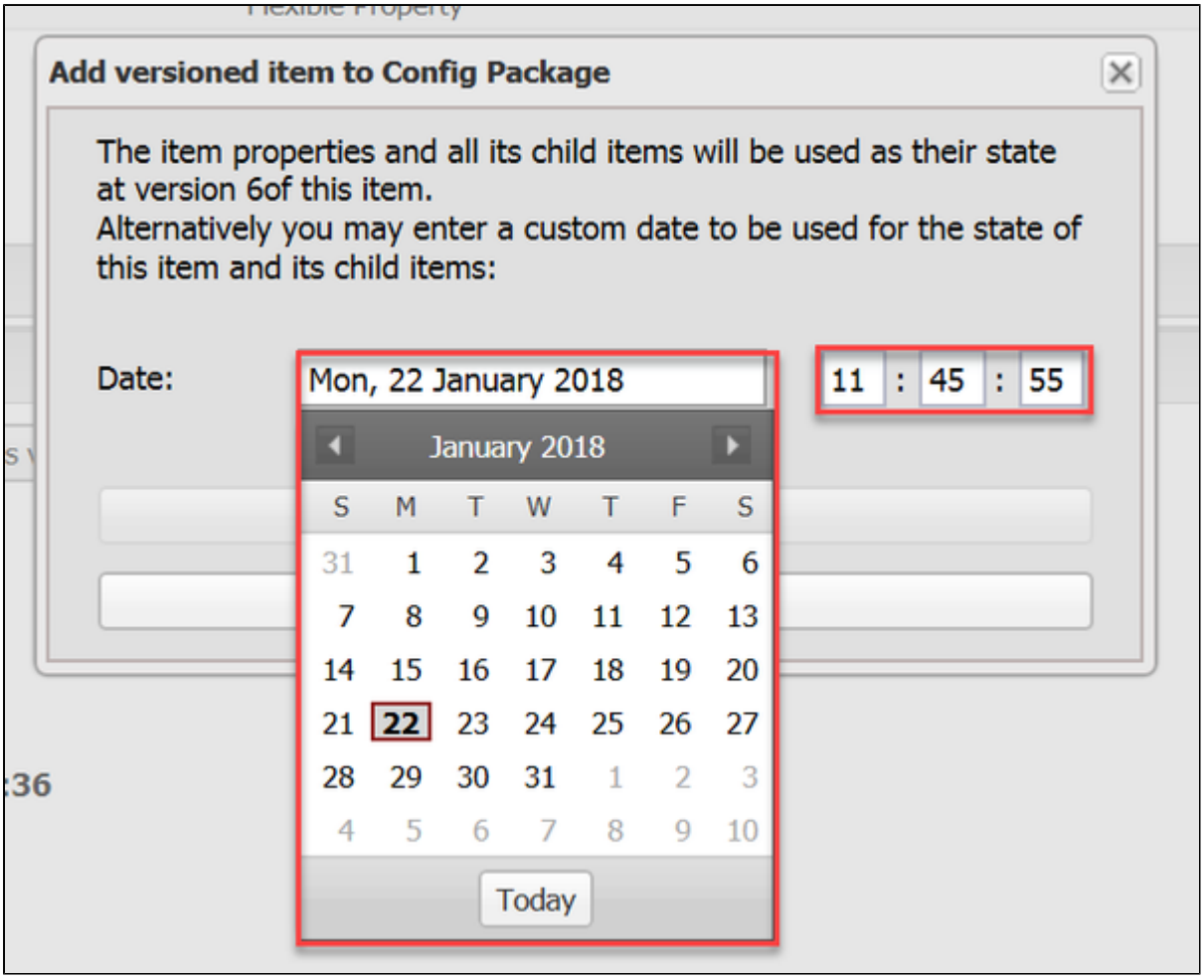
- Select the item name
- Select the **version** number using the drop down in the **General** tab
- Select **Add this version to Config Package**



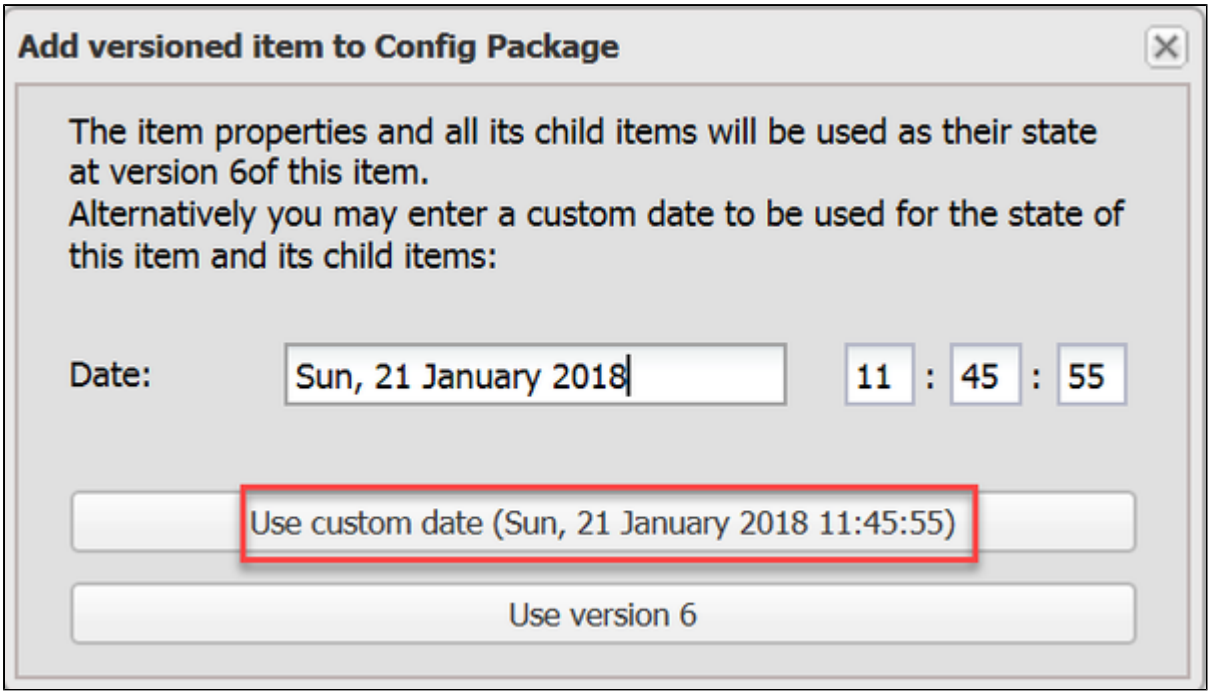

- A new window will open, where the version to be used can be confirmed by selecting **Use Version XX**




- Alternatively, the calendar controls can be used to select a version on a custom date\time




- Once the custom date has been set, select **Use Custom Date XX**.




- With ether method, a new window opens as before, where you can select the package the item should be added to by using the drop-down list.
- If you wish to add the item to a new package, first select **New** and then enter the name of the package, before selecting **OK**. The new package will now be available to select from the drop-down list, and the item can be added as previously described above.

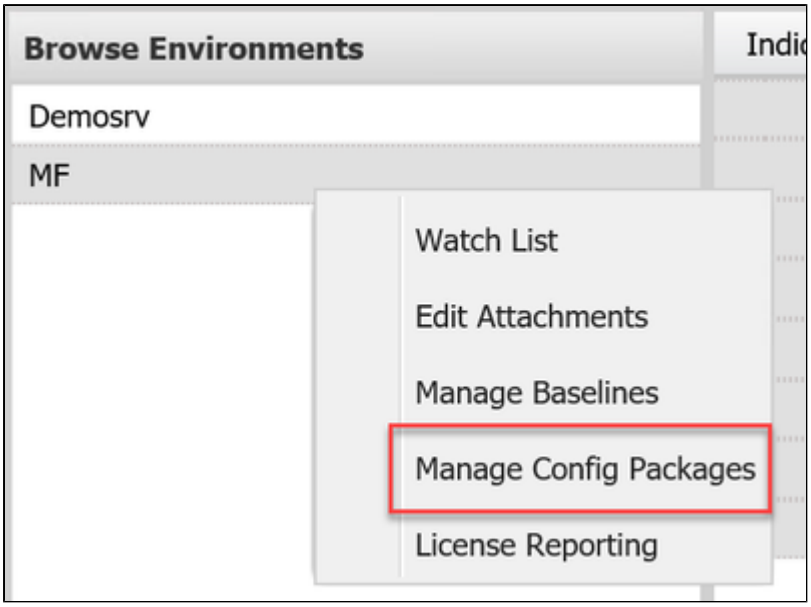
---

## Managing Configuration Items

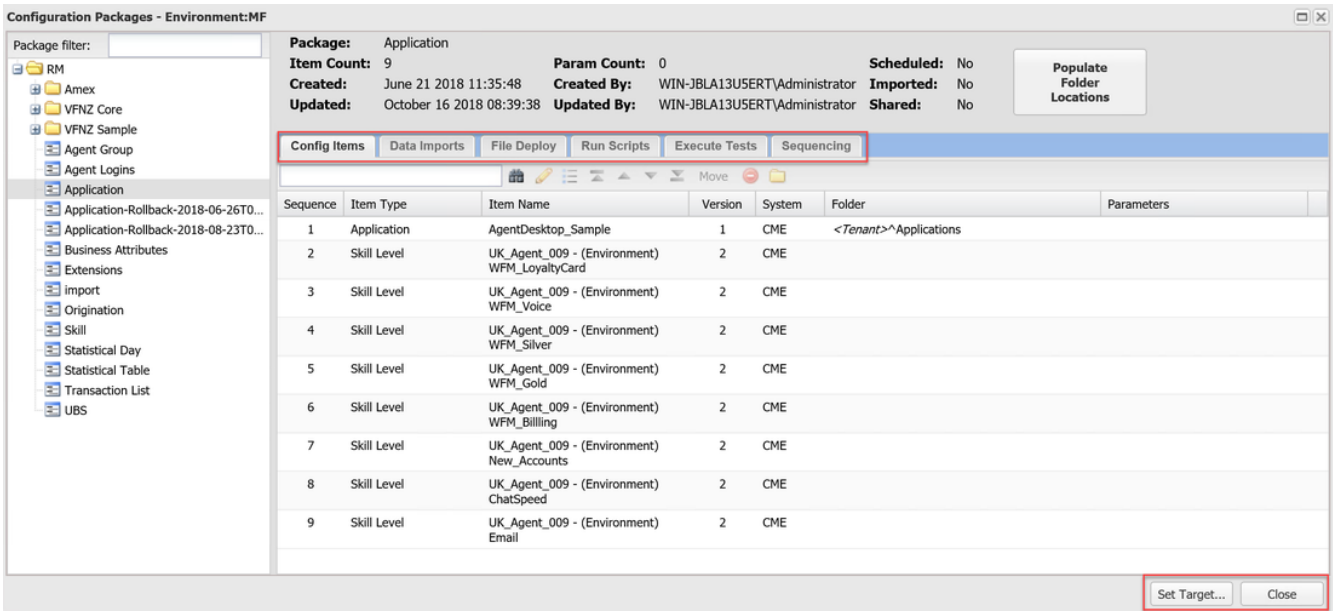
Once Configuration Items have been added to a package, they can be managed in a number of different ways from within the package.

To do so:

1. Access the package by right clicking an environment under **Browse Environments**
2. Select **Manage Config Packages**



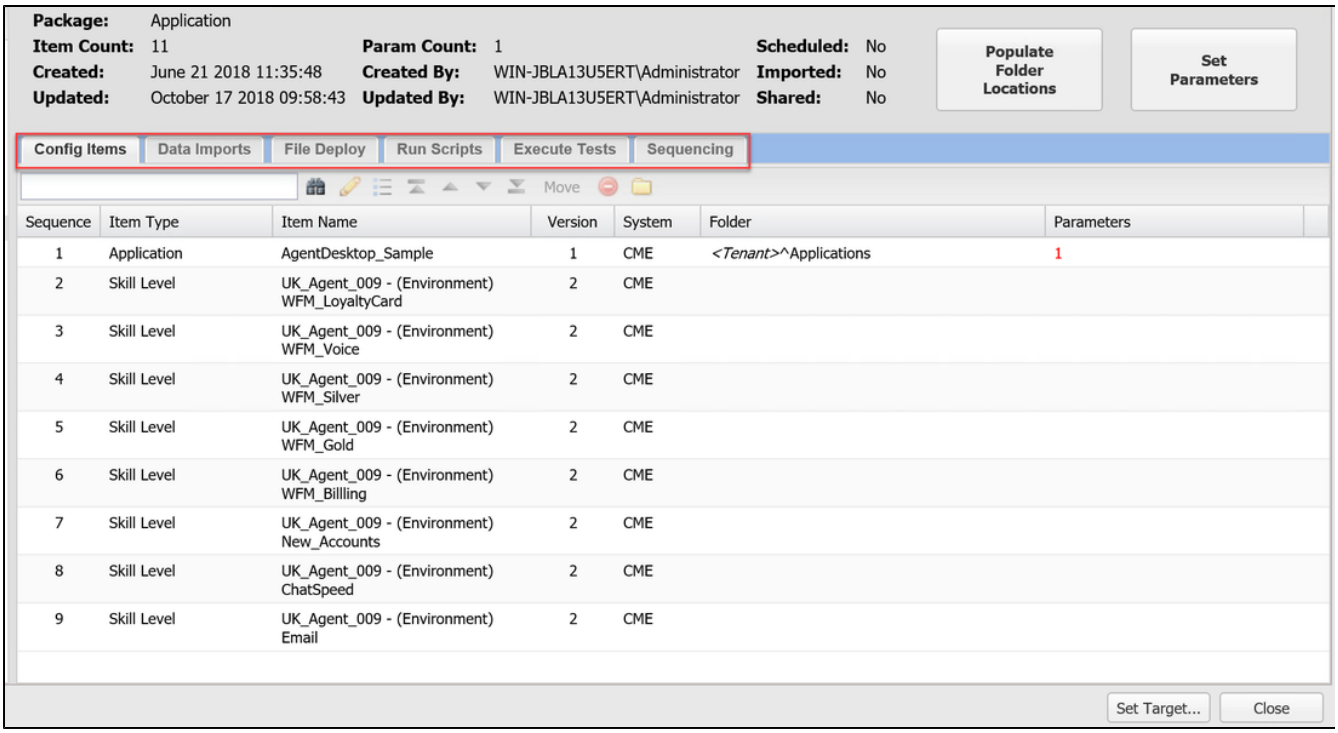

The Configuration Packages window displays all the Configuration Packages that have already been created in the Spotlight Environment selected. To view the details of a package, select the package name.



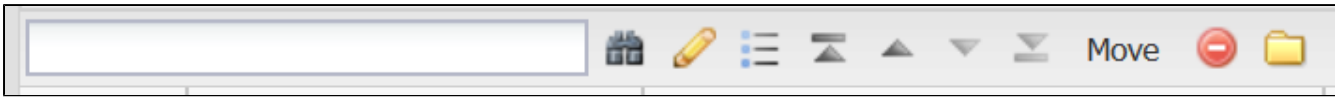

## Configuration Item Actions

When a package is selected, the window refreshes and displays the details of the package in the right-hand side of the window in six tabs

- Config Items
- Data Imports
- File Deploy
- Run Scripts
- Execute Tests
- Sequencing




The package configuration items can be managed by using the icons in the toolbar at the top of the screen as follows:

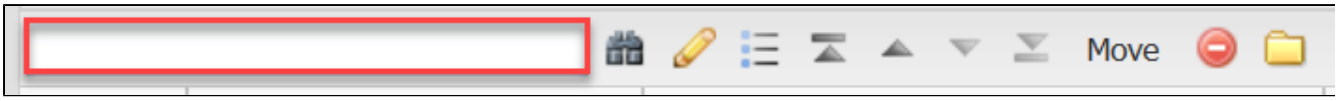



## Search

The search feature makes it easier to locate items that have been added to a Config package.

To search for an item

- Enter the name of the item in the text box (full or partial text)
- Select the **Search** icon.

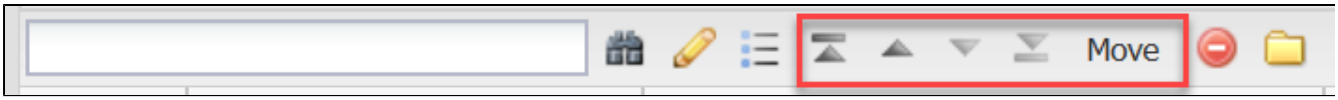



The item will then be highlighted on screen. If there are more items that match the entered text, you can select the Search icon again to navigate to the next match.

## Set Sequence

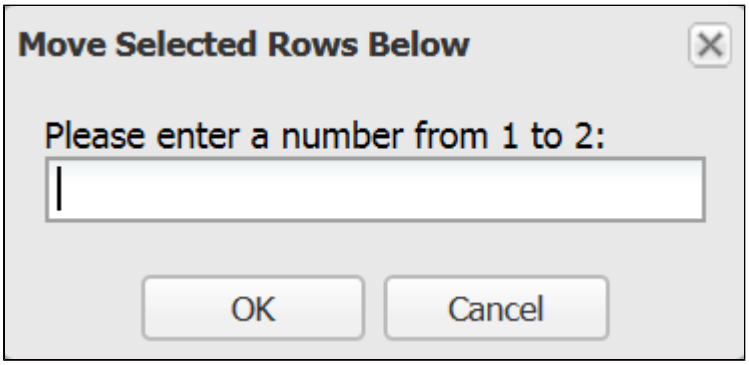
The sequence in which items in a configuration package are executed is very important as some items may be dependent on other items in the package. Getting the sequence wrong may mean that the package fails.

By default, the package sequence is determined by the order in which items are added to a package, however the sequence can be altered using the sequence tools.




Once an item in the package is selected, the tools can be used to:

- Using the **Sequence Arrows**
  - Make the item first in the sequence
  - Make the item last in the sequence
  - Move the item up one place in the sequence
  - Move the item down one place in the sequence
- Using the **Move** button, move the item to any sequence location
  - Select **Move**
  - Enter the sequence number
  - Select **OK**




- Drag and drop the item to any sequence location

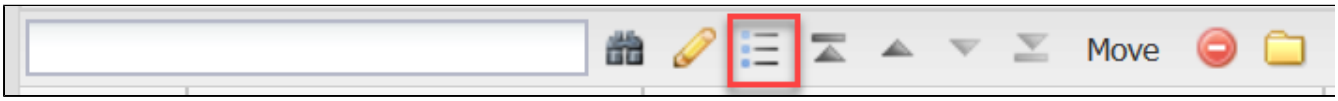
## Execution Rules

When a configuration package is executed, the package needs to know what to do with each item in the source system, i.e. is it to be created, deleted or modified. It also needs to know what to do if the item already exists.

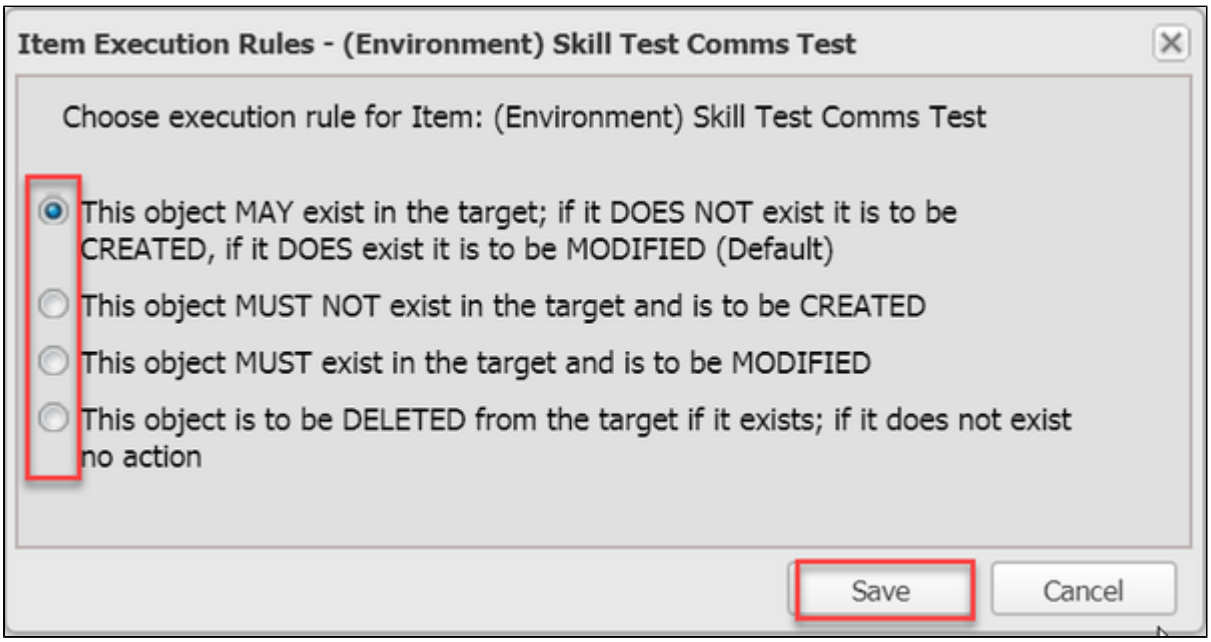
These are called the execution rules and need to be set for each item in the package.

To set an execution rule:

- Select the name of the item
- Multiple items can be selected by first selecting **CTRL** on your keyboard, and then each item
- Select the **Execution Rules** icon



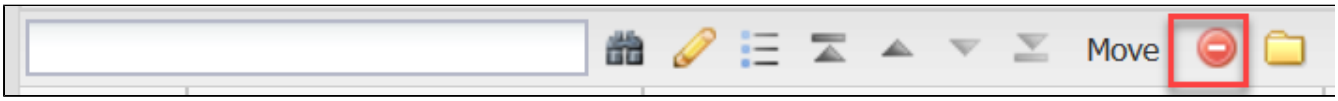

- A new window will open which contains four rule options as follows:
- The execution rule can be changed from the default value by selecting the relevant check box beside the rule you wish to use
- Select **Save**




## Remove

Items can be removed from a package. To do so:

- Select the item name
- Select the **Remove** icon




- A new window will open where you can confirm that the item is to be removed by selecting **Yes** or **No**

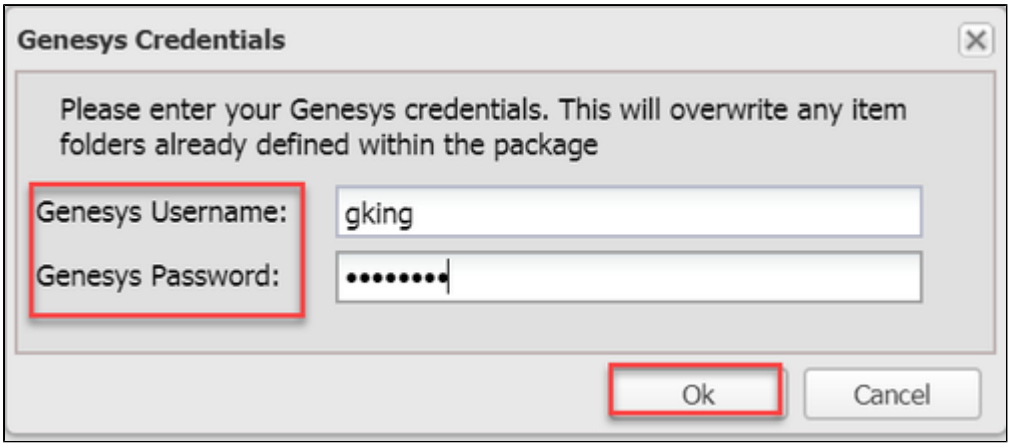
## Populate Folder Locations

The folder to which a configuration item is deployed to, by default is the base folder of the Item Type, eg Applications, Persons etc.

This can be overridden by allowing spotlight to retrieve the current folder path of all items. To do so:

- Select the **Populate Folder Location** icon

- Enter your Genesys username and password
- Select **OK**




- Each item will now show its current folder location

### Set Parameters

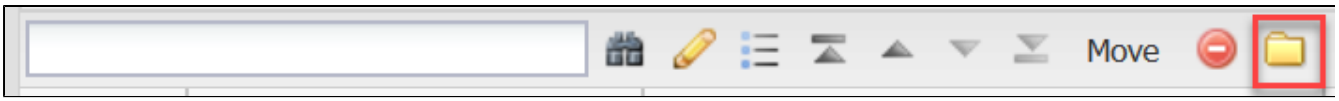
Release Management packages can have placeholders for parameters and when executed these parameters are replaced by values set by the user. These values are set using the Set Parameters button. This button will only be displayed in a package where parameters have been added.

For more details on this feature, please read the **Override Parameters** section below.

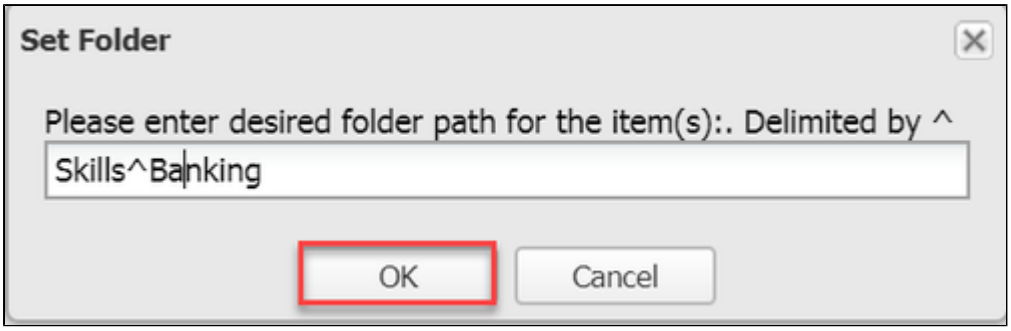
### Set Folder

All items in a configuration package can be deployed to a different specific folder than the current folder location using the **Set Folder** icon. To do so:

- Select the item name
- Multiple items can be selected by first selecting **CTRL** on your keyboard, and then each item
- Select the **Set Folder** icon




- A new window will open - set the folder, ensuring you use **^** between sub folders
- Select **OK** to action.

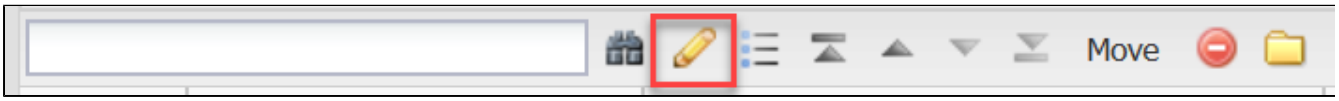



- If you wish to change the folder, repeat the process above.
- To delete the folder location, repeat the process above, removing the folder text.

**NB: The folder should be the full path to the folder. Excluding the Tenant Name.**

### Overrides

Overrides allow users to change certain values of an item in a package.




There are two main reasons to use overrides:

- To modify existing values in one environment. An example of this type of override may be to change the logging level of all applications, with a separate package to change them all back to current values.
- Reflecting differences between environments when copying items between environments. This could be for example changing the name of the items when they are copied to a new environment, the folder they are located in, or more complex changes such as setting different annex tab entries, options or Application connections.

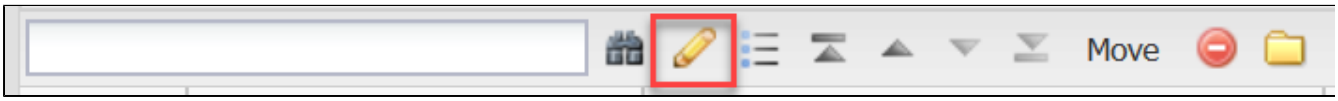
The types of values that can be set by overrides vary depending on the item type. Most item types will allow you to change the name of the item and the folder it is located within as well as any of its annex entries. Other item types will allow further changes that are only relevant to that item type, such as the Item Type of Application allows overrides to be set for Application Options and Application Connections.

---

## Set Overrides

To alter the overrides for an item:

1. Select the item name
2. Select the **Override** icon
3. Alternatively, you can double click the name of the item



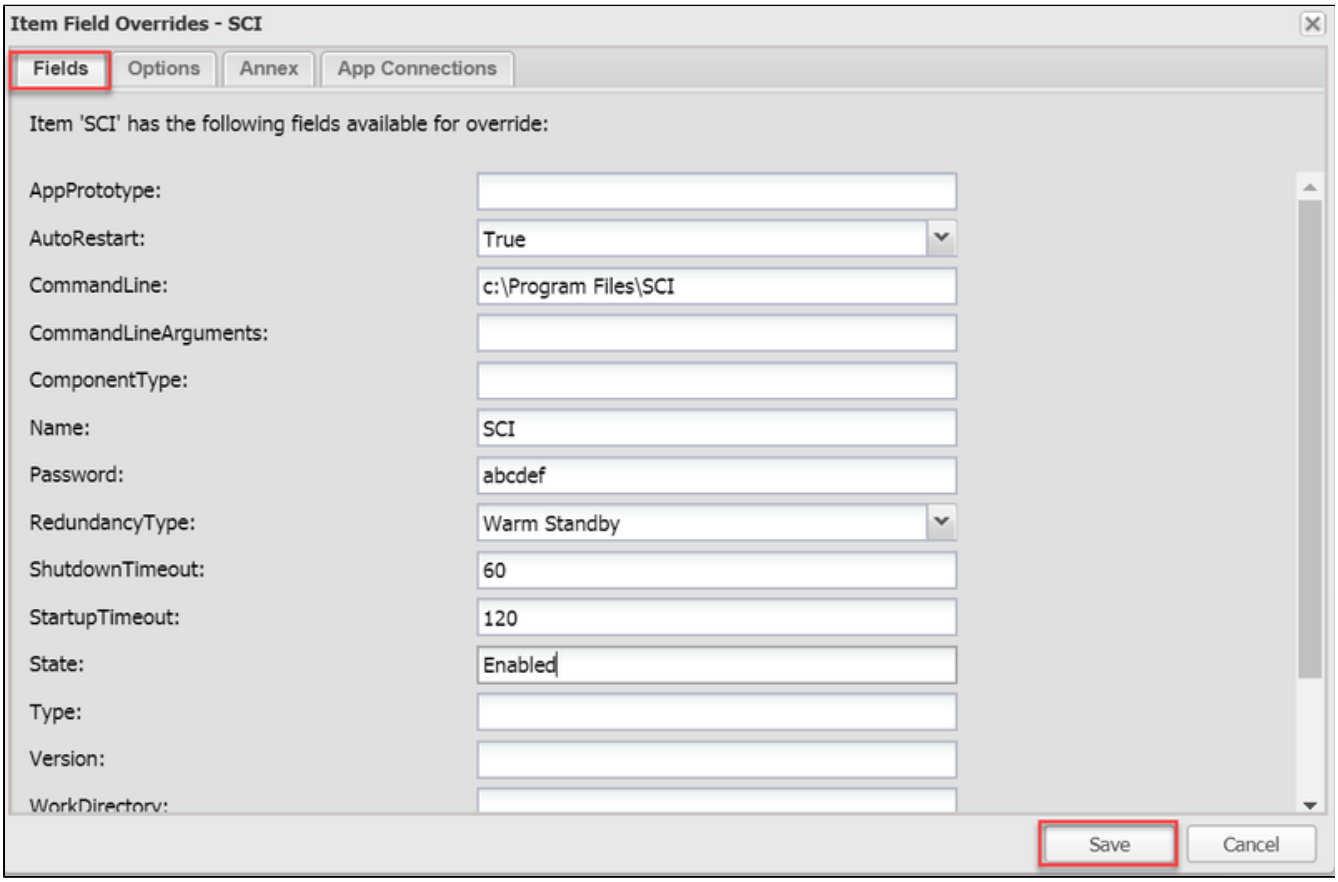

A new window will open with a number of tabs dependant on the item type that has been selected.

## Fields

The fields that can be set using an override vary depending on the item type. Some item types such as Formats do not have any fields which can be overridden, whereas some item types such as Applications have multiple fields that can be overridden.

To override an items fields

- Enter the new field value in the relevant free text box or S
- Select the value from the provided drop down. Drop downs are provided where the field can only be from a list of values.




- Once the Fields are set, select **Save**

## Annex

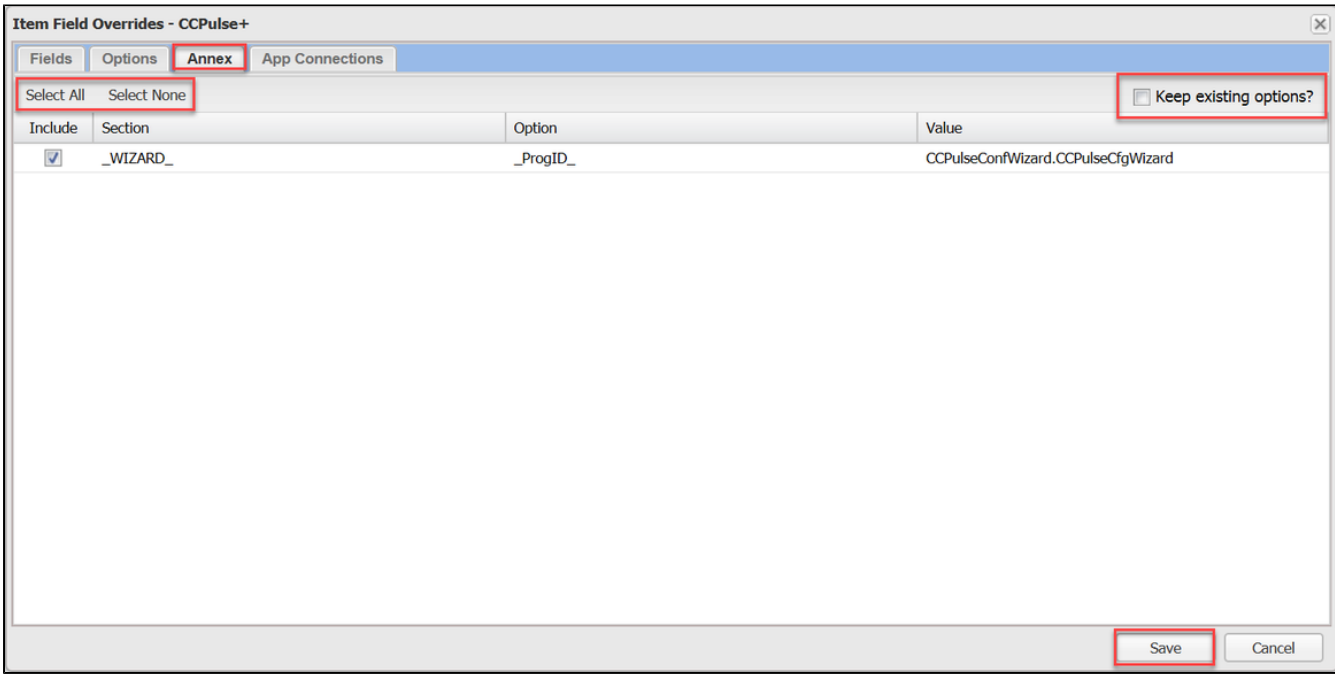
The **Annex tab** override displays all the CME Annex Tab entries for the selected item, detailing each section, option and value.

It is possible to include all the **Annex tab** entries, exclude all of the entries or include some of the entries in the Config package.

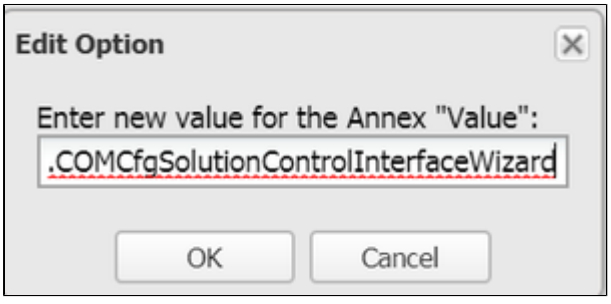
This can be done by

- **Select All** to include them all
- **Select None** to exclude them all
- By using the individual check boxes to select which annex tab entries to include.

In addition, selecting Keep existing options, will ensure that any options in the target system are retained.




- In addition, the value of each **Annex Tab Section**, **Option** and **Value** can be changed by double clicking the relevant field and entering the new value in the free text field.



- Once the Annex Tab entries have been set, select **Save**

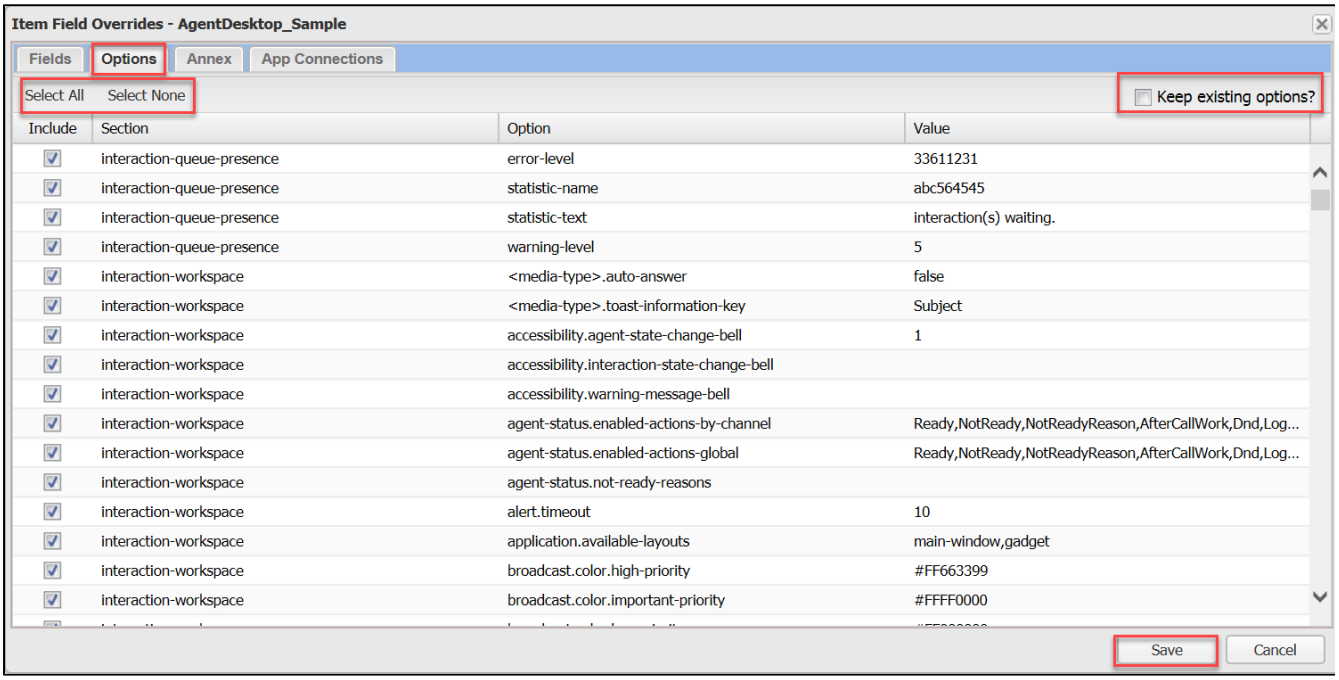
---

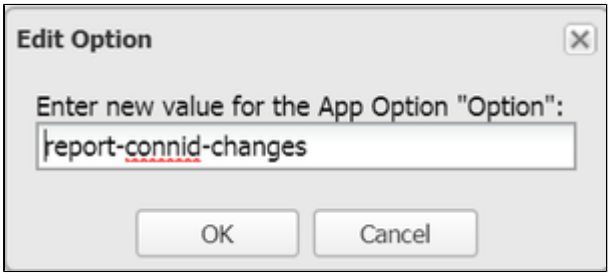
## Application Options

The **Options** overrides tab is very similar to the **Annex Tab** override, however only becomes available when the item selected is an Application. Here all the applications options are listed, detailing the section, option and value of each

As with **Annex Tab** entries, users can decide which options to include in the package, keep existing options and can also choose to alter the **Section**, **Option** and **Value** of the **Application Options**.

The method to do so is the same as **Annex Tab** entries and is described above.




- Once the overrides are set, select **Save**

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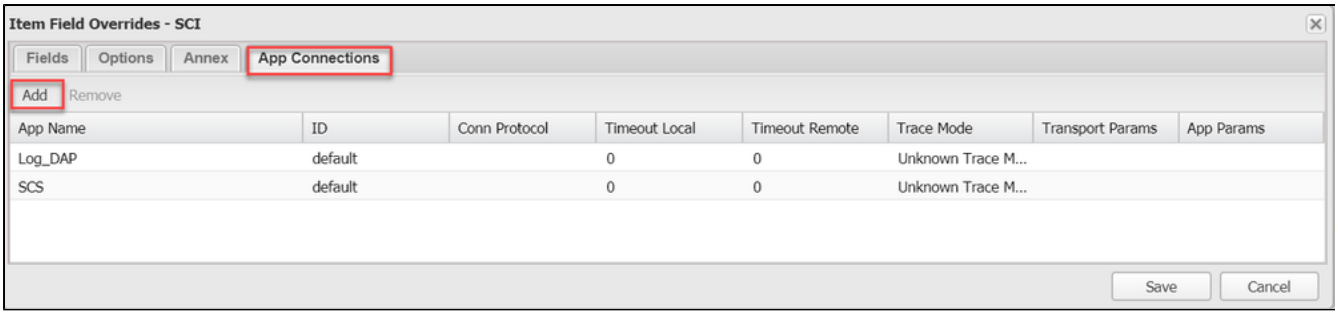
## Application Connections

The App Connections override displays all the applications connections that have been set for the application selected.

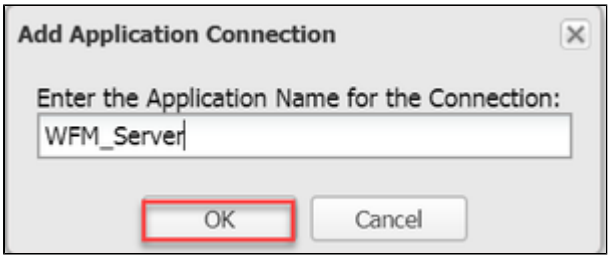
It is possible to add new connections or remove existing connections.

To add a new connection:

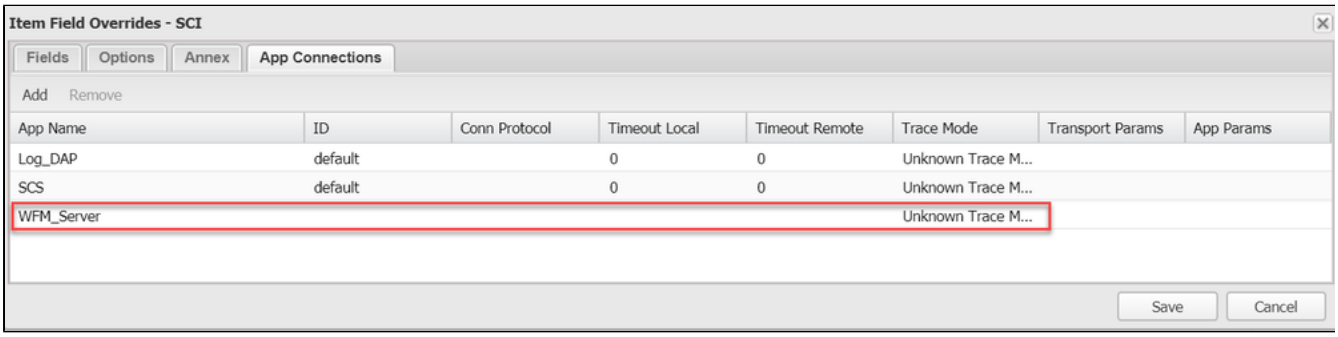
- Select **Add**




- Enter the name of the Application that is connected
- Select **OK**

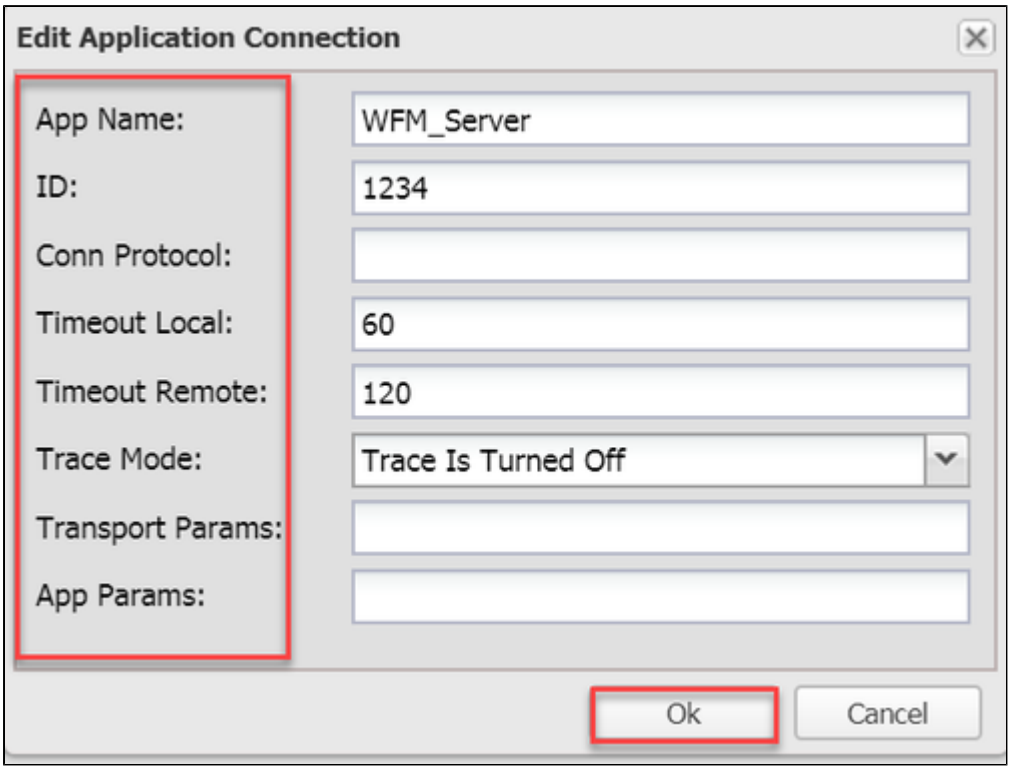



The connection is now added with any settings



To add connection settings:

- Double select the added connection
- Enter the connection parameters
- Select **OK**

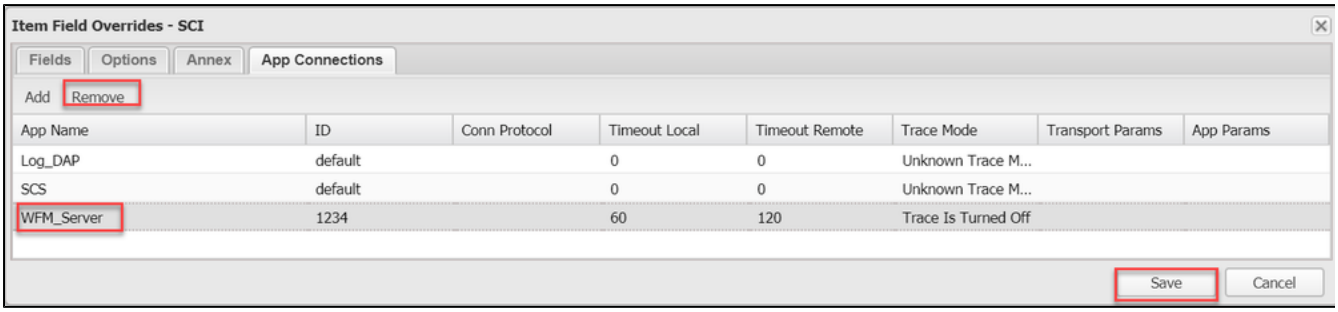



This same method can be used to edit an existing connection. To do so:

- Double select the added connection
- Edit the connection parameters as required
- Select **OK**

To remove a connection:

- Select the Application name
- Select **Remove**
- Once the overrides are set, select **Save**




## Override Parameters

Any override value or folder location for any configuration item can be set using a parameter instead of an actual value. This parameter can then be replaced at the point of execution of the package by a user defined value.

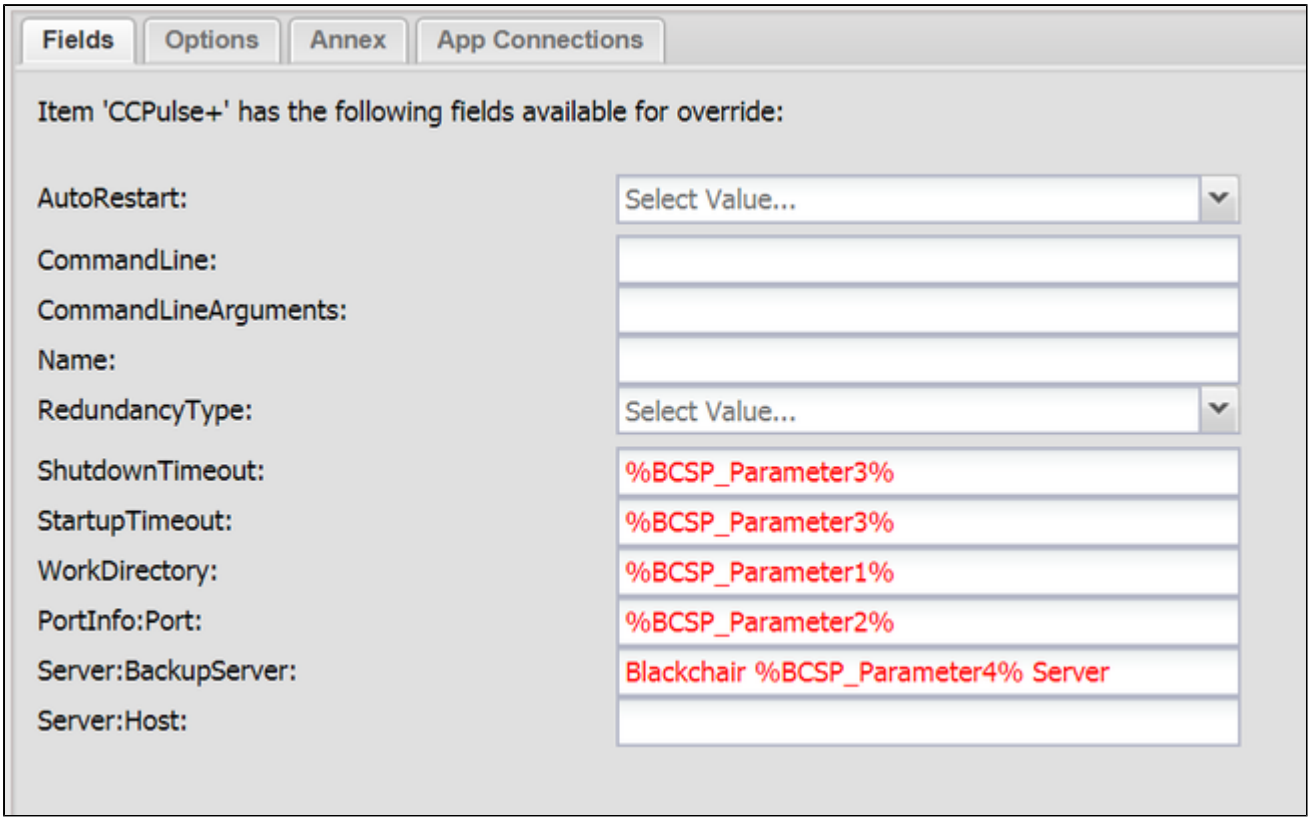
These parameters can be used for example to repeat a package execution with different override values, without having to rebuild the package.

***NB: These placeholders can be replaced either when the package is Stored for Execution and executed from a command line utility, or the package is executed from within the UI, in this case using the Set Parameters button***

### Adding Parameters

To set a parameter:

- Locate the override or folder location where you want to set a parameter
- Enter the following string - **%BCSP_ParameterN%** where N is the parameter number
- The parameter will appear in red text




- Save the override or folder location as per the standard override process described above.

The same parameter number can be using to set the same value to multiple overrides in the same item or in multiple configuration items.

Parameters can also be included as part of a text string, either at the start, end or in the middle of the string. Only the values within the % text will be replaced at execution

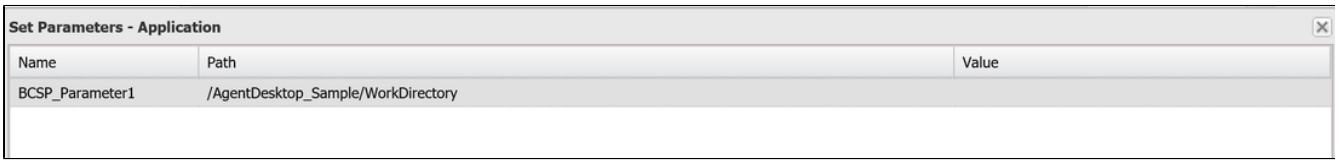
## Set Parameters

Release Management packages can have placeholders for parameters and when executed these parameters are replaced by values set by the user. These values are set using the Set Parameters button. This button will only be displayed in a package where parameters have been added.

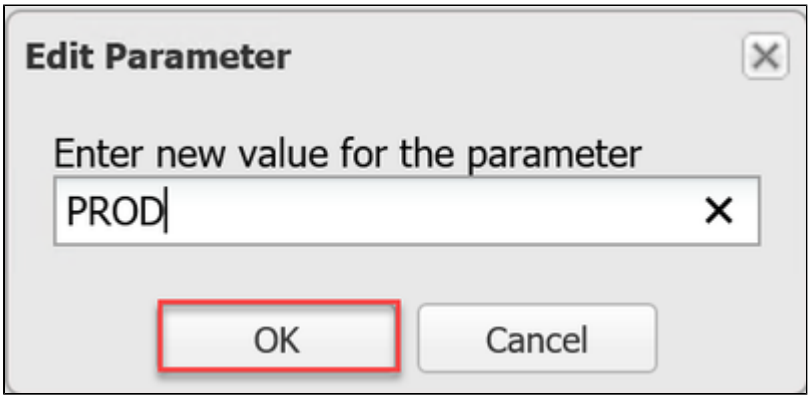
To set parameter values:

- Select **Set Parameters**
- A list of the parameters will be displayed, showing for each:
  - Name

- Path
- Value

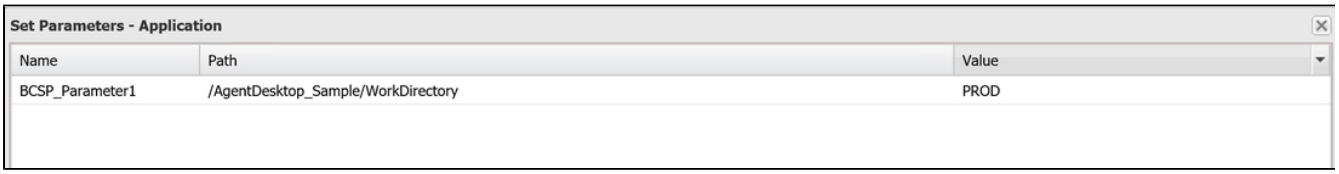



- To set the value, double click on a parameter
- Enter the value in the pop up window
- Select OK




- Continue with further parameters
- When all are set, select **Done**

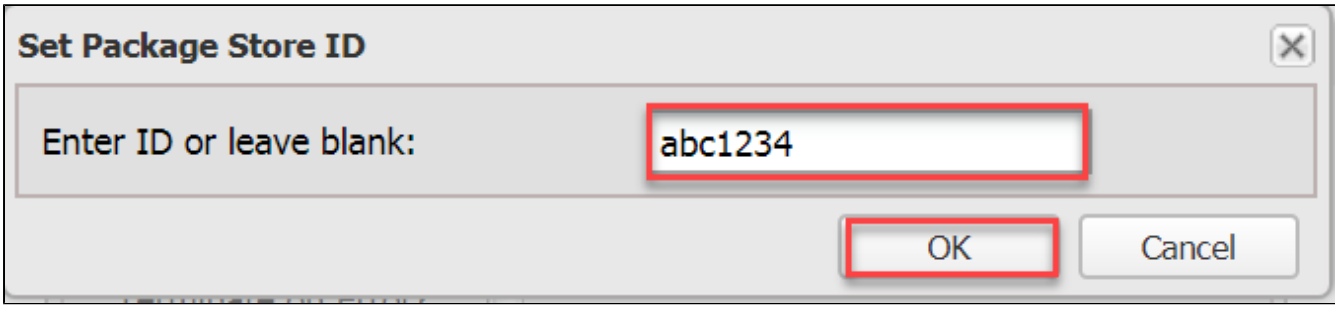
The set value can now be displayed each each parameter by again selecting Set Parameter. These values can be changed at any point by following the process above



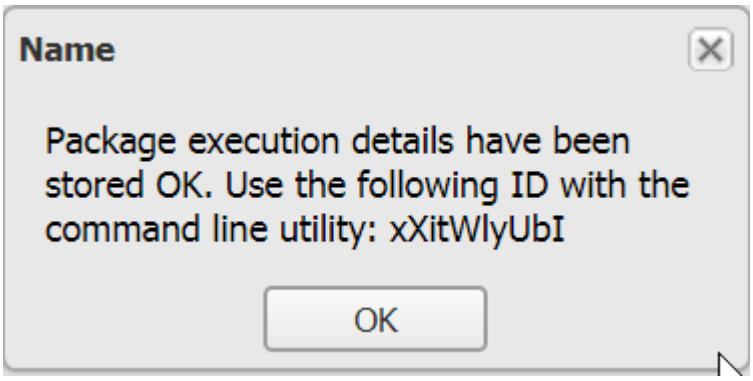

## Store for Execution

To store the package for execution:

- In the Set Target screen, select the Store for Execution check box
- Optional - Enter an ID (text or number up to 10 digits) - this will be used when deploying the package
- Select **OK**
- If the entered ID is already is use, the user will have the option to enter a new reference or deleted the existing stored execution




- If the ID field is left blank, when **OK** is selected,  a system generated ID will instead be displayed and can be used to execute the package.

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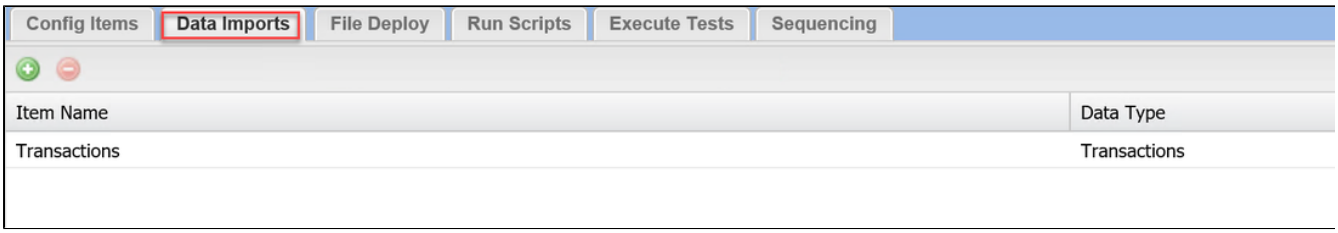
## Data Import

The **Data Imports** feature enables certain types of bulk data to be uploaded into Genesys during a configuration package execution. Example uses of this feature include uploading large scale agent skill changes or creating a large number of agent logins.




The data to be uploaded is contained within csv files, and then these files are added to the configuration package.

The following types of data can be uploaded using this method:

- Agent Groups with Annex
- Agent Groups with Person
- Agent Logins

- Application Annex
- Application Options
- DN
- DN Groups with DN
- Persons with Agent Logins
- Places with Annex
- Places with DN
- Skill Levels
- Transactions
- Delete Objects

The Data Imports tab in a Configuration Package will allow you to add new csv files, delete an existing file or amend the data in an existing file.

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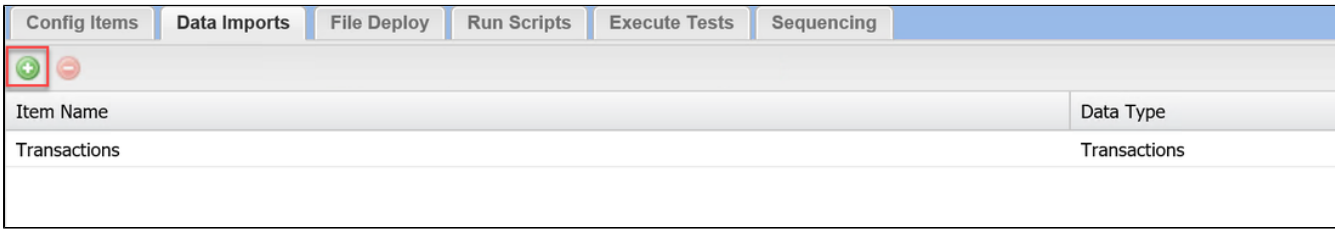
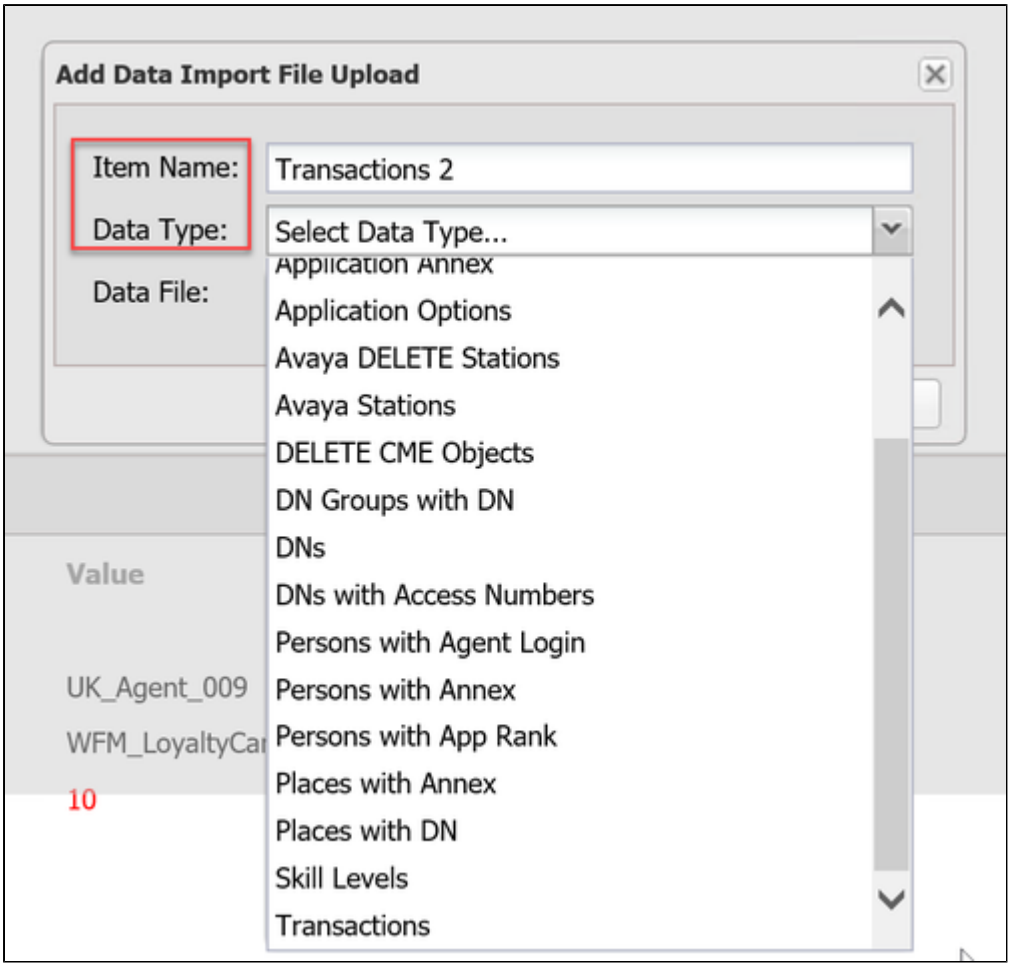
## Add

To add a new data import csv file

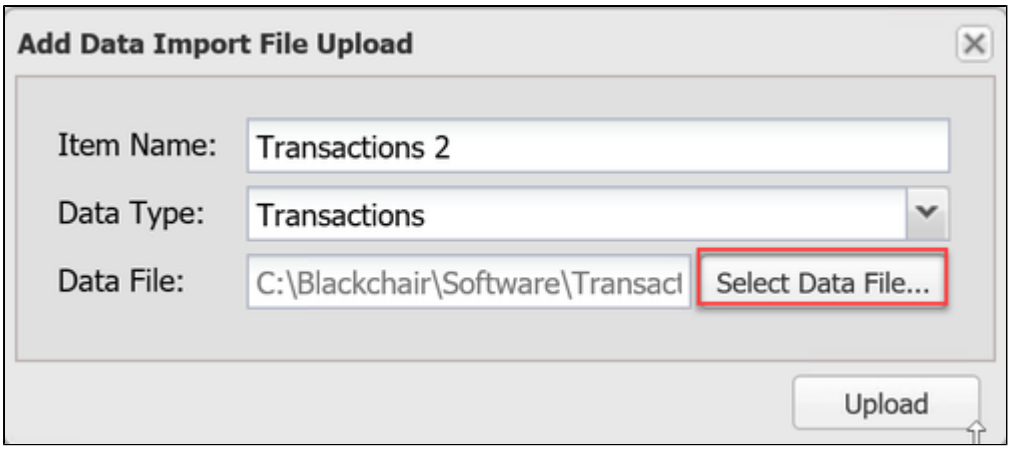
- Select the **Add** icon, which will open a new window.

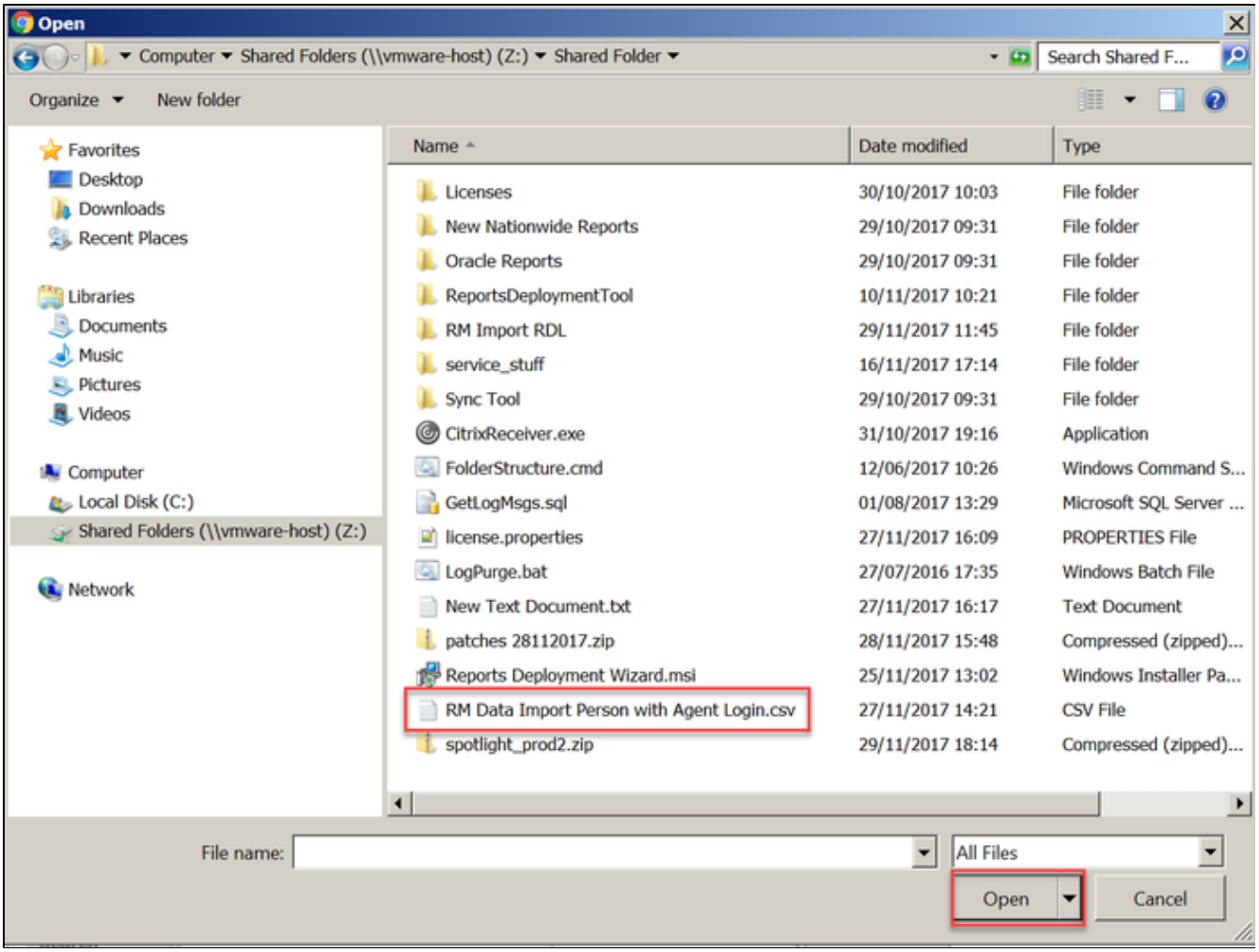



- Enter the item name - This is not necessarily the name of the csv file, instead it could be a description of what the file is being used for – eg Overnight Skills Reset etc.
- Using the drop down, select the **Data Type**

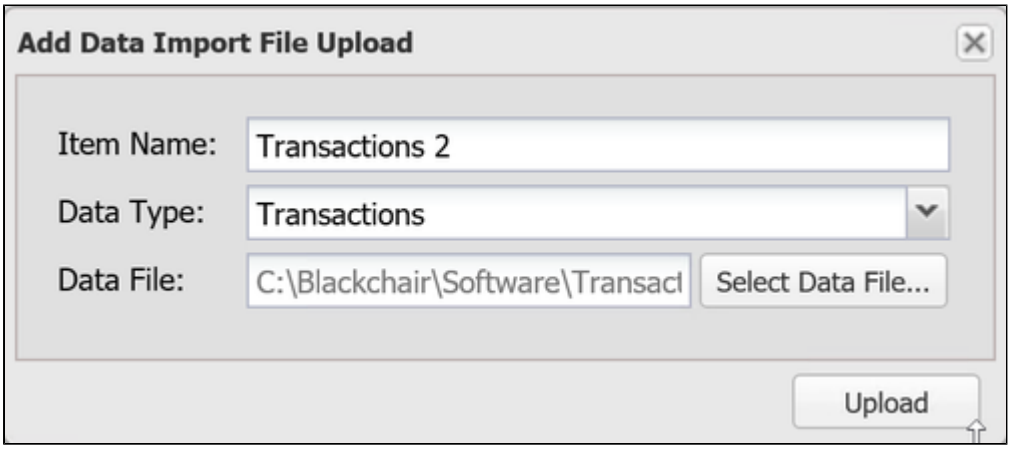



- Choose the file to upload by selecting **Select Data File** and the browsing for the csv file






- Select **Upload** to add the csv file to the configuration package.

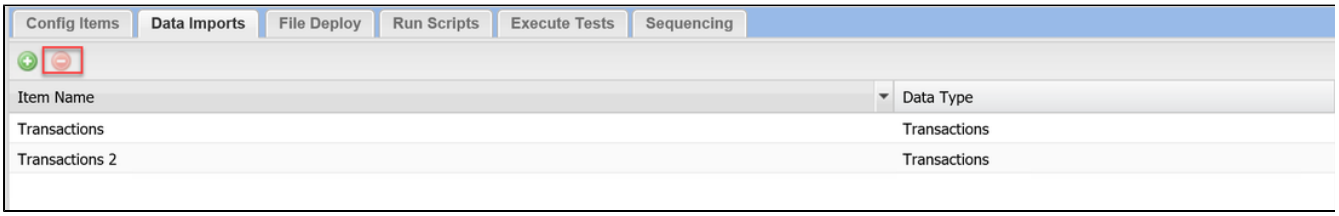



- A confirmation message is received with the csv file is uploaded
- Select the **OK**

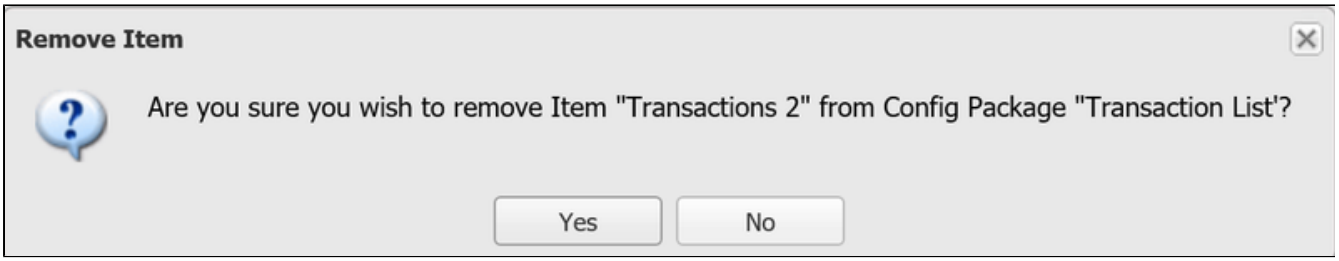
## Remove

To remove a data import file:

- Select the name of the item
- Select the **Remove**




- You will be asked if you wish to proceed, select **Yes** to continue or **No** to cancel.

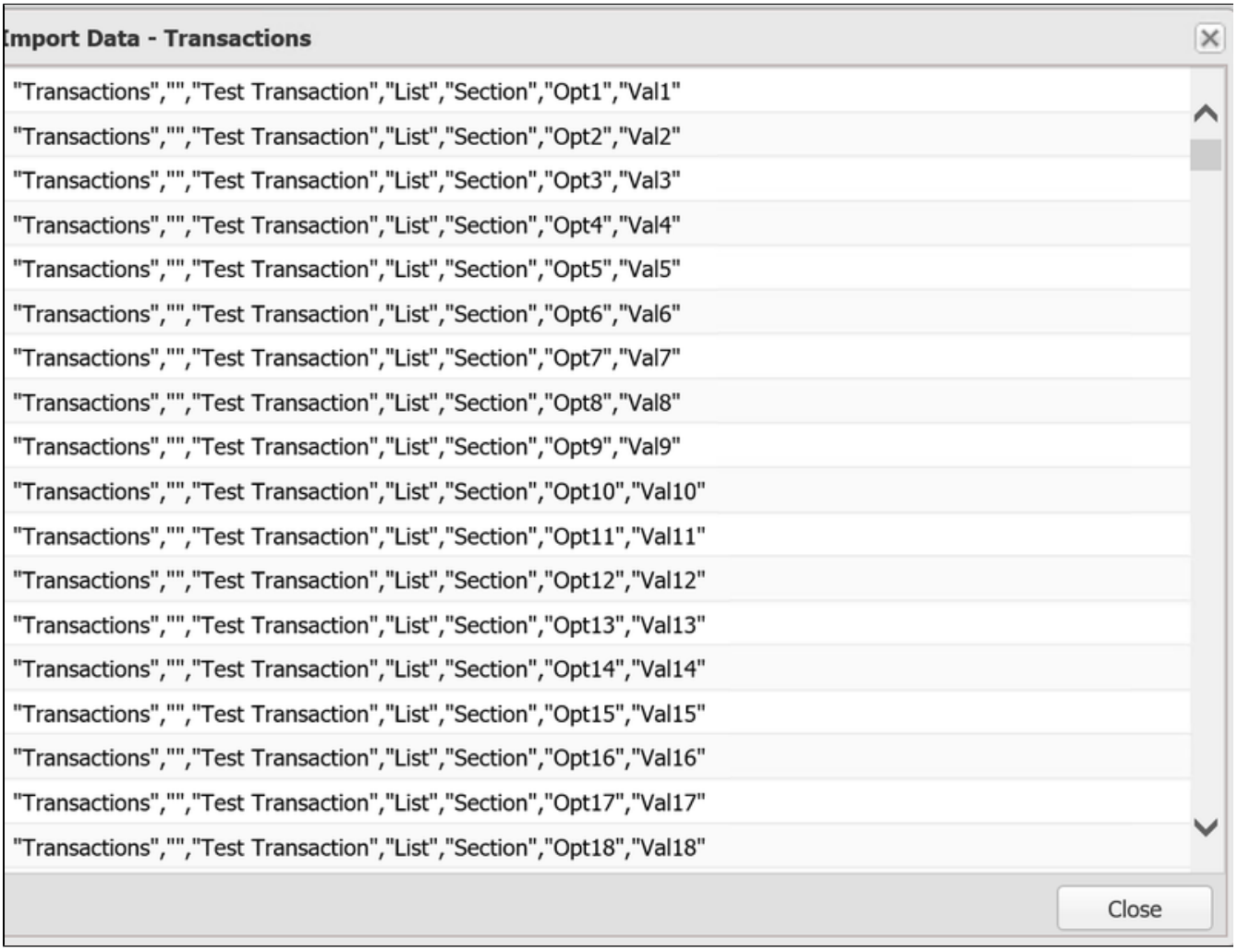



## Edit

The csv files that are to be uploaded using the **Data Import** feature can also be amended from within the configuration package.

To do so:

- Double click the name of the item to amend.
- A new window will open displaying the data within the csv file.




- To amend, double click any line of data and edit the data in the next window.
- To save the amendment select **OK**

---

## File Format

In order for the **Data Impor**t feature to work correctly, it is important that the csv files conform to specific formats dependant on the data type that is being uploaded. Below are the formats for each data type as well as further details regarding how the upload of each data type works.
**All csv files should not include headers**

**NB: If you use the RM Data Import reports to generate your csv file, the additional folder entries have to be manually added, as these columns in the report export will be blank. The additional folder should be the full folder path, excluding the Tenant name.**

| Data Type | Purpose | Guideline | CSV File Format | Example |
|---|---|---|---|---|
| Agent Groups with Annex | Create/update Agent Groups | • A Tenant must be selected<br>• If the Agent Group does not exist it will be created<br>• If the Agent Group exists in a different folder it will be moved to the specified folder | agent group base folder,full folder path,agent group name,section,option,value<br><br>***NB: Base folder column should be left blank. The base folder value needs to be included in the full folder path column*** | **,Agent Group\Folder1,XXX,TE_XXX_VAG,virtual,script,Skill(skill1) > 0 & Skill(skill2) = 1** |
| Agent Groups with Person | Create/update Agent Groups and associate Persons | • A Tenant must be selected<br>• If the Agent Group does not exist it will be created<br>• If the Agent Group exists in a different folder it will be moved to the specified folder | agent group base folder,full folder path,agent group name,person username<br><br>***NB: Base folder column should be left blank. The base folder value needs to be included in the full folder path column*** | **,Agent Groups\Folder1\Folder2,Test Group,Agent_123** |
| Agent Logins | Create/update Agent Logins | • A Tenant must be selected<br>• If the Agent Login does not exist it will be created<br>• If the Agent Login exists in a different folder it will be moved to the specified folder<br>• If a Username is specified, the Agent Login will be associated to that Username (Person)<br>• The switch must exist | agentlogin switch,agentlogin base folder,full folder path,login code,username,section,option,value<br><br>***NB: Base folder column should be left blank. The base folder value needs to be included in the full folder path column*** | **eg:Switch_XY,,Switches\Switch\Agent Logins\Folder1\Folder2,40011,Agent_123,sect,opt,val** |
| Application Annex | Update existing Applications with the given Annex | • The Application MUST exist | application name,section,option,value | **Test App,sect,opt,val** |
| Applications Options | Update existing Applications with the given Options | • The Application MUST exist | application name,section,option,value | **Test App,sect,opt,val** |

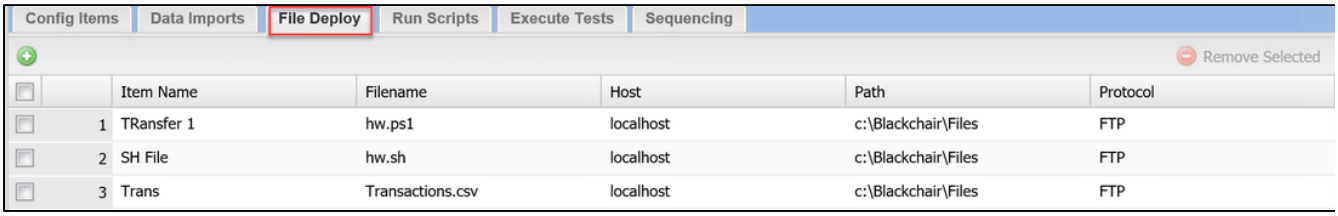
| | | | | |
|---|---|---|---|---|
| DN | Create/update DNs | • A Tenant must be selected<br>• If the DN does not exist it will be created<br>• If the DN exists in a different folder it will be moved to the specified folder<br>• The switch must exist | dn switch,dn base folder,full folder path,dn number,dn type,dn alias,dn route type,dn switch specific type,section,option,value | **Switch_XY,,Switches\Switch\DNs\Folder1\Folder2,40011,ACD Queue, Switch_XY_40011, Default, 1, sect, opt, val** |
| DN Groups with DN | Create/update DN Groups and associate DNs | • A Tenant must be selected<br>• If the DN Group does not exist it will be created<br>• If the DN Group exists in a different folder it will be moved to the specified folder<br>• The switch must exist | dn group base folder,full folder path,dn group name, dn group type,dn switch,dn number<br><br>***NB: Base folder column should be left blank. The base folder value needs to be included in the full folder path column*** | **,DN Groups\Folder1\Folder2,VQ Group A,ACD Queues,Switch_XY,Test_VQ** |
| Persons with Agent Logins | Create/update Persons and associate Agent Logins | • A Tenant must be selected<br>• If the Person does not exist it will be created<br>• If the Person exists in a different folder it will be moved to the specified folder<br>• If the Agent Login is already associated with another Person, the Agent Login will not be changed<br>• The switch must exist | person base folder,full folder path, username, firstname, lastname, employeeid, accessgroup, agent login switch,agent login code ,email, External ID<br><br>***NB: Base folder column should be left blank. The base folder value needs to be included in the full folder path column*** | **, Persons\Folder 1,gking,Grant,King, 0001,AG1,Switch1,0001,gking@test.com, Ext1** |

| | | | | |
|---|---|---|---|---|
| Places with Annex | Create/update Places and their Annex | • A Tenant must be selected<br>• If the Place does not exist it will be created<br>• If the Place exists in a different folder it will be moved to the specified folder | place base folder,full folder path,place name,section,option,value<br><br>***NB: Base folder column should be left blank. The base folder value needs to be included in the full folder path column*** | **,Places\Folder1\Folder2,PL50012,sect,opt,val** |
| Places with DN | Create/update Places and associate DNs | • A Tenant must be selected<br>• If the Place does not exist it will be created<br>• If the Place exists in a different folder it will be moved to the specified folder<br>• If the DN is already associated with another Place, the DN will not be changed | place base folder,full folder path,place dn switch,dn number<br><br>***NB: Base folder column should be left blank. The base folder value needs to be included in the full folder path column*** | **,Places\Folder1\Folder2,PL50012,Switch_XY,40011** |
| Skill Levels | Create/update Agent Skill Levels | • A Tenant must be selecte.<br>• The Agent and Skill MUST exist | username,skill name,new level | **Agent 1, Mortgages, 1** |
| Transactions | Create/update Transactions | • A Tenant must be selected<br>• If the Transaction does not exist it will be created<br>• If the Transaction exists in a different folder it will be moved to the specified folder | transaction base folder,full folder path,transaction name,transaction type,section,option,value | **,Transactions\Folder1\Folder2,TRX_TEST,List,sect,opt,val** |
| Deleted Objects | Delete objects | • A Tenant must be selected<br>• Valid object types are Application, DN, Place, Transaction, Skill Levels | object type,object id1,object id2,object id3,object id4 | **Application,Test Application,,, DN,Switch_XY,40011,, Place,PL50012,,, Transaction,List,TRX_TEST** |

| | | | | |
|---|---|---|---|---|
| DN with Access NUmber | Create/Update DNs with Access NUmbers | • A Tenant must be selected<br>• If the DN does not exist it will be created<br>• If the DN exists in a different folder it will be moved to the specified folder<br>• The switch must exist | dn switch,dn base folder,full folder path,dn number,dn type,dn alias,dn route type,dn switch specific type, access switch name, access number | **Switch_XY,,Switches\Switch\DNs\Folder1\Folder2,40011,ACD Queue, Switch_XY_40011, Default, 1, Switch A, 100111** |
| Person with Annex | Create/update Persons and their Annex | • A Tenant must be selected<br>• If the Person does not exist it will be created<br>• If the Person exists in a different folder it will be moved to the specified folder | person base folder,full folder path,user name, first name, last name, Employee ID, Access Group, Email Address, External ID, Password section,option,value<br>***NB: Base folder column should be left blank. The base folder value needs to be included in the full folder path column*** | **, Persons\Folder 1,gking,Grant,King, 0001,AG1,gking@test.com, ID1, password, sec, opt, val** |
| Persons with Rank | Create/update Persons and their RAnk | • A Tenant must be selected<br>• If the Person does not exist it will be created<br>• If the Personexists in a different folder it will be moved to the specified folder | person base folder,full folder path,user name, first name, last name, Employee ID, Access Group, Email Address, External ID, Password app type, app ranl<br>***NB: Base folder column should be left blank. The base folder value needs to be included in the full folder path column*** | **, Persons\Folder 1,gking,Grant,King, 0001,AG1,gking@test.com, ID1, password, app1, admin** |

# File Deploy

Configuration Packages can include files that are deployed to a host when the package is executed. These files can be any file type; however, common examples would be WAR files use by web applications or audio files.




The **File Deploy** tab allows users to add or remove files from a package. When the package is executed, the added files will be deployed to the Host/Path defined in the package for each file.

## Add

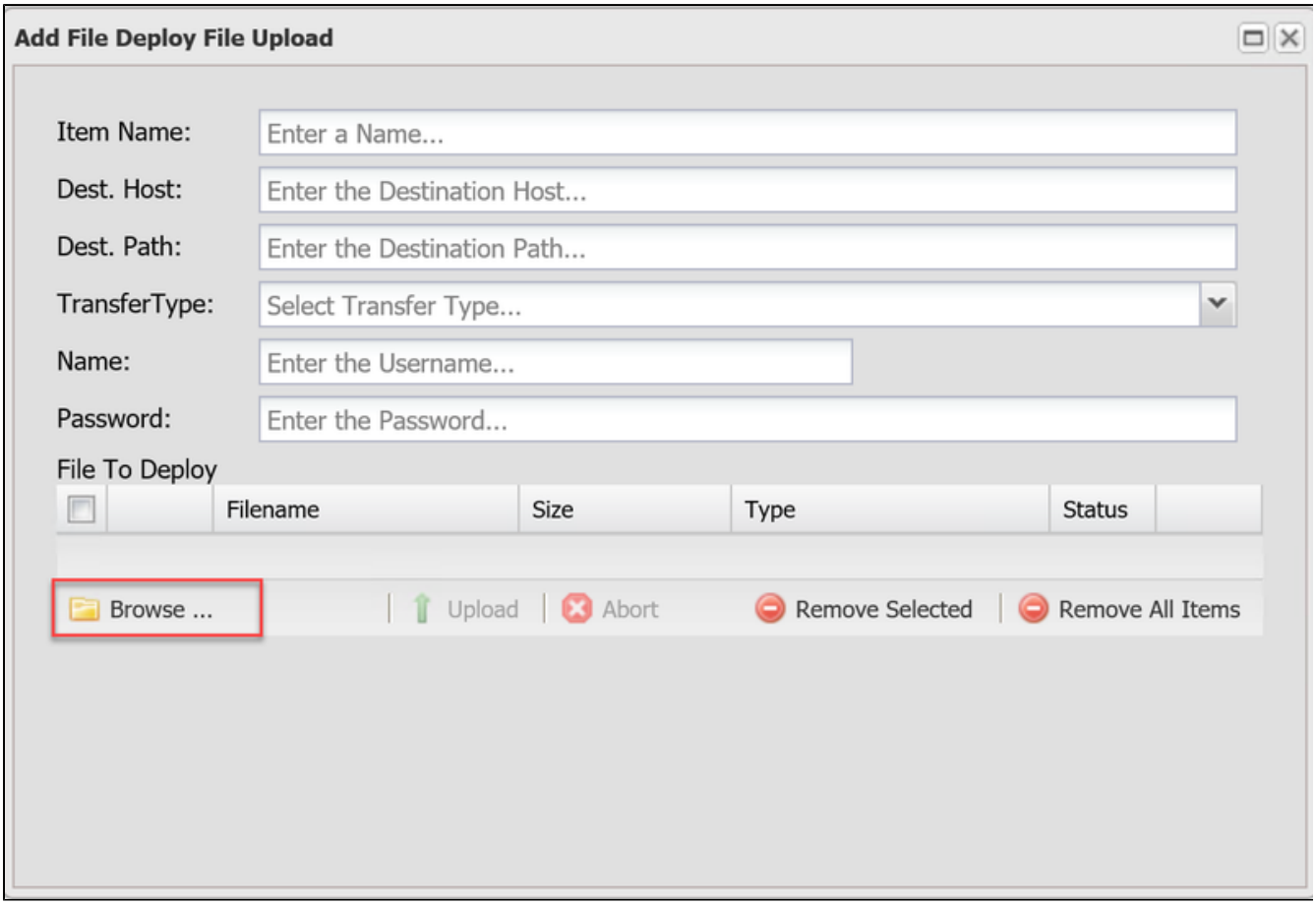
To add files to a Configuration Package:

- Select the **Add Icon** to open the **Add File Deploy File Upload** window

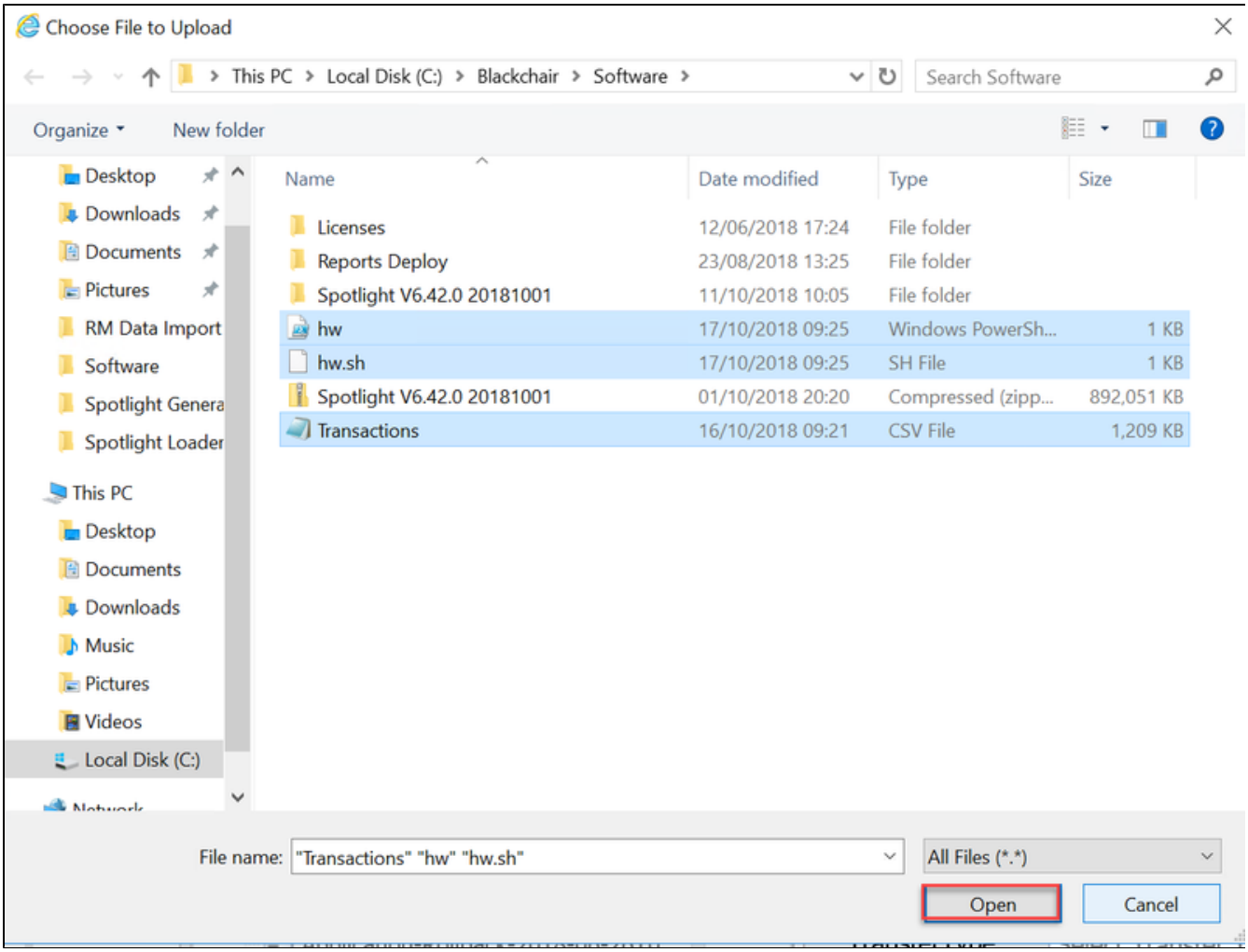
This window can be used to select the files to add to the package, and set the deployment parameters for each file, individually or as a group of files.

To select files to add to the package:

- Select **Browse**

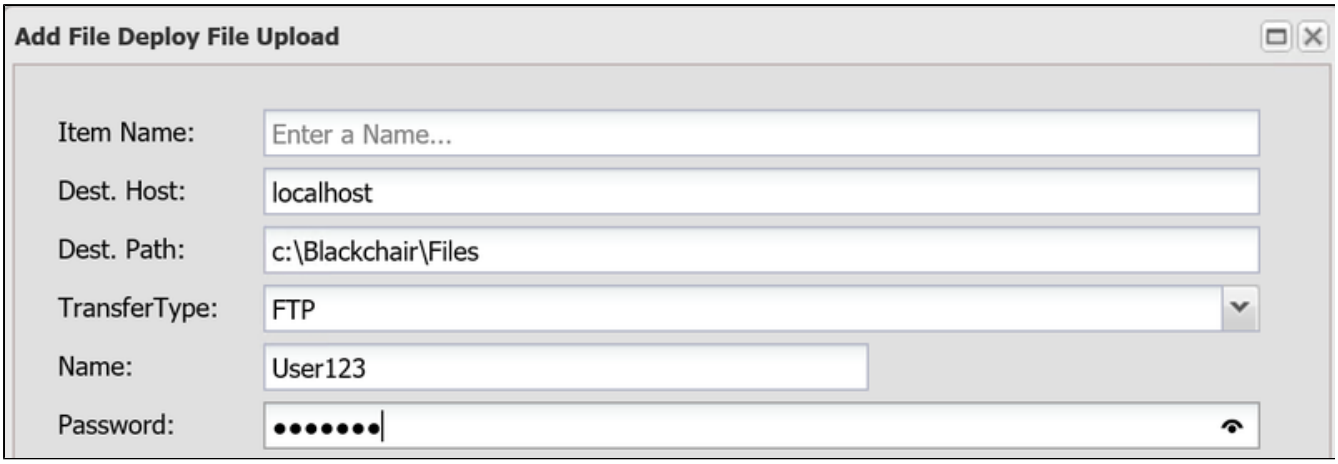



- Select the files to add (**CTRL** and **SHIFT** can be used to select multiple files)
- Select **Open**



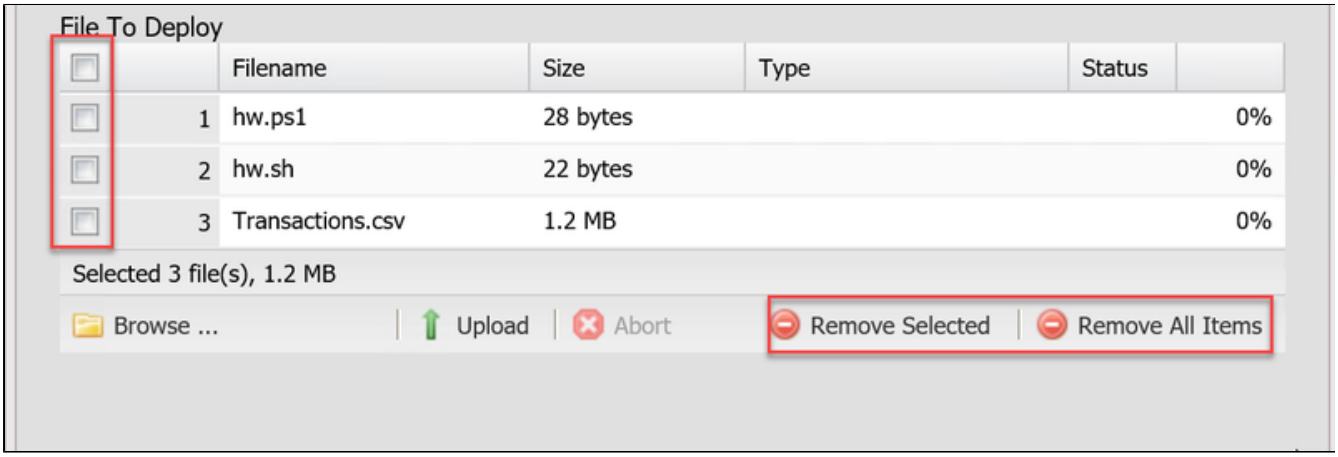

- Each file requires the following information to be defined. It can be added in this screen for all files before uploading, added later before deployment or modified later before deployment
  - Item Name - this is not the file name, it is the name of the item displayed in the package
  - Destination Host
  - Destination Path
  - Transfer Type (**SCP, SFTP, FTP or Network Share**)
  - Username - if required
  - Password - if required

***NB: The deployment parameters are mandatory, and require to be entered before a package is executed or scheduled, however they are not required when adding a file to the package. This data can be added later.***

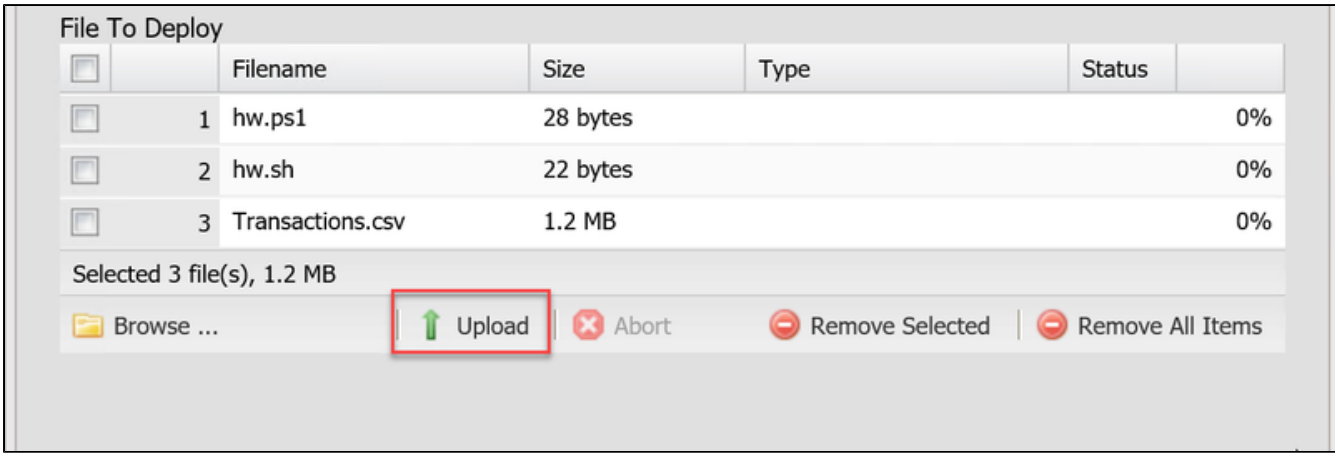



***NB: The deployment parameters are mandatory, and require to be entered before a package is executed or scheduled, however they are not required when adding a file to the package. This data can be added later, and is useful as it allows the package to be built by a user who does not have the required username/password to deploy.***

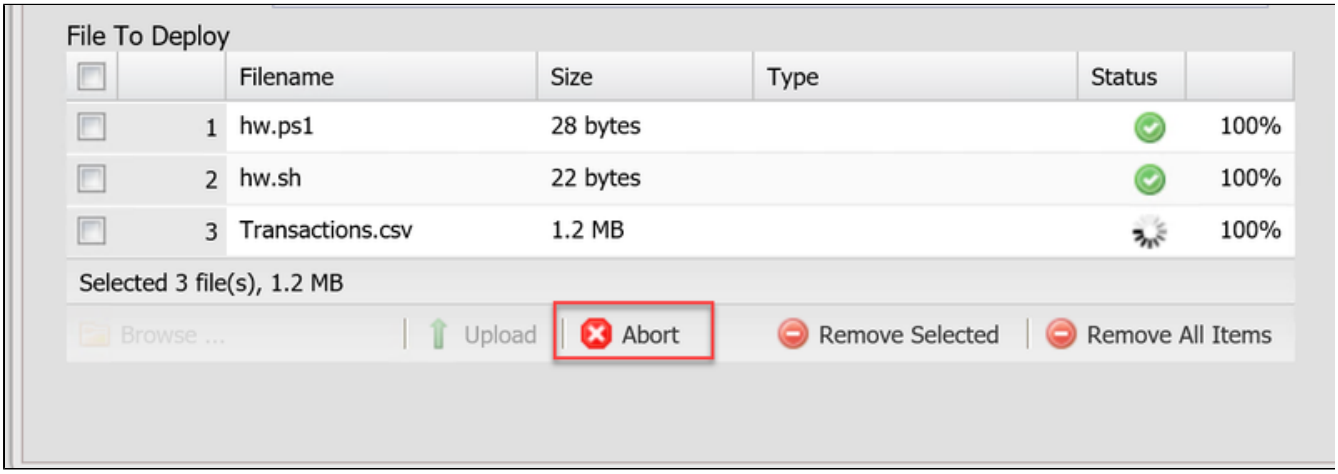
- If you wish to remove files added in this screen before uploading to the package, use the **Check Boxes** to indicate which files to remove and then select **Remove Selected**.
- To remove all files, select **Remove All Items**



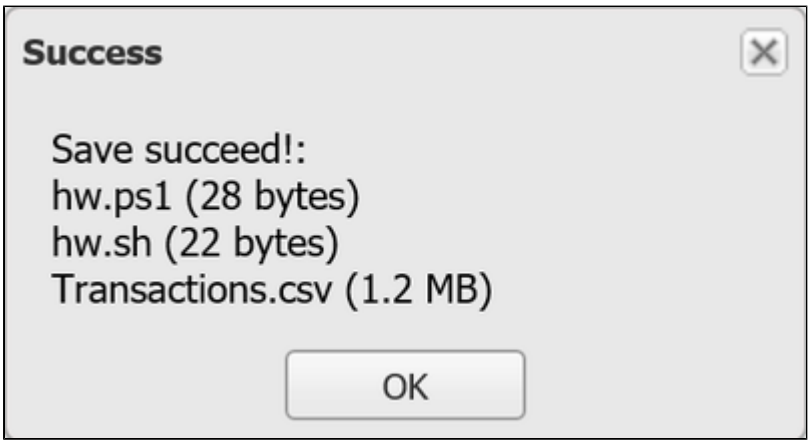

- When ready to upload the files to the package, select the **Upload** button




- Each file will upload in turn, and a progress is displayed
- At any point, if you wish to stop the upload, select **Abort**




- You will receive a confirmation message once the files have been uploaded to the configuration package
- Select **OK**

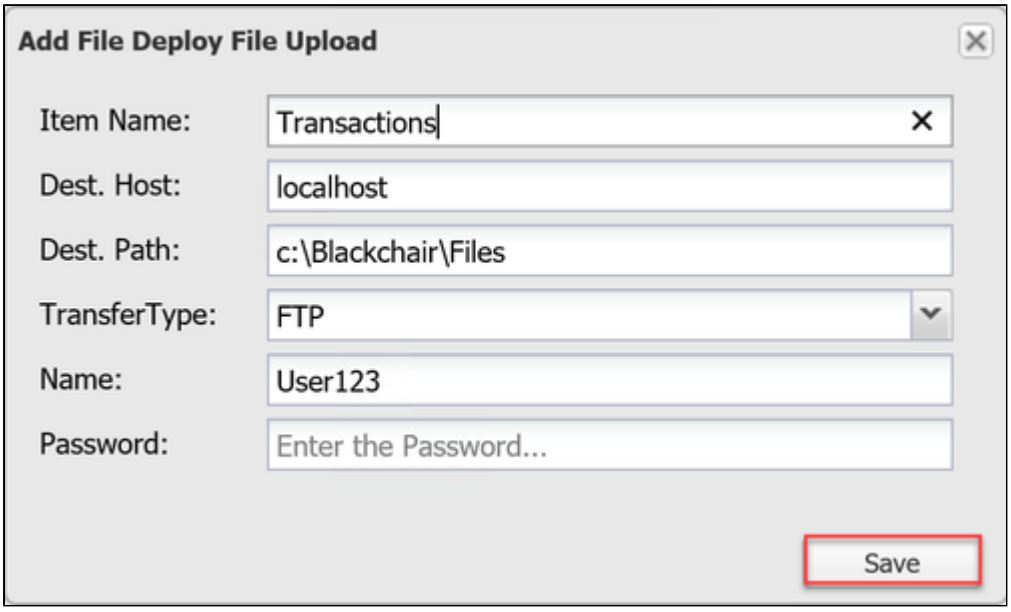


## Modify Deployment Parameters

Once the files have been added to a package, the deployment parameters can be modified, but only on a file by file basis. Therefore, set as much information as possible before adding the files to the package.

To modify deployment parameters:

- Double click the required file
- Enter new parameters or adjust the existing parameters
- Select **Save**

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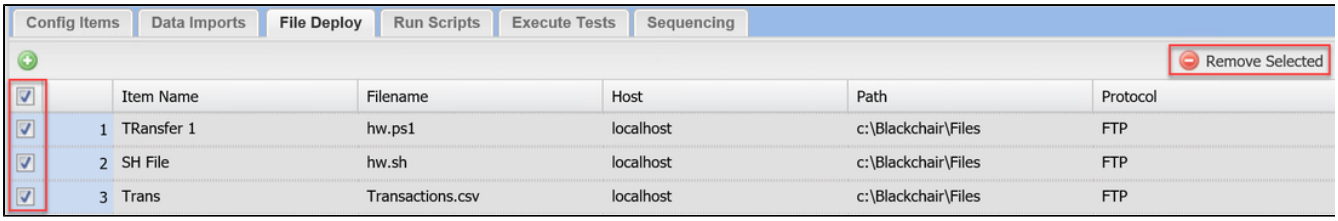
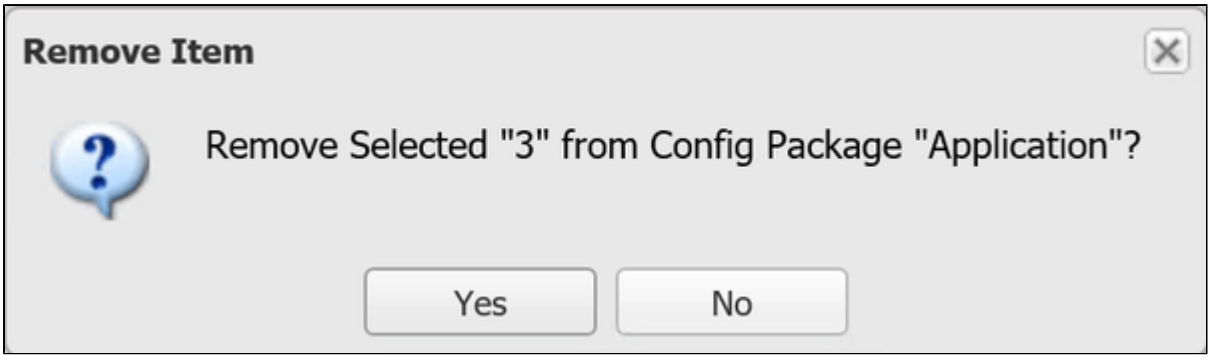
## Remove

To remove files from a Configuration Package

- Using the check boxes, select the files to remove
- Select the **Remove Selected** button




- Select **Yes** to continue or **No** to cancel

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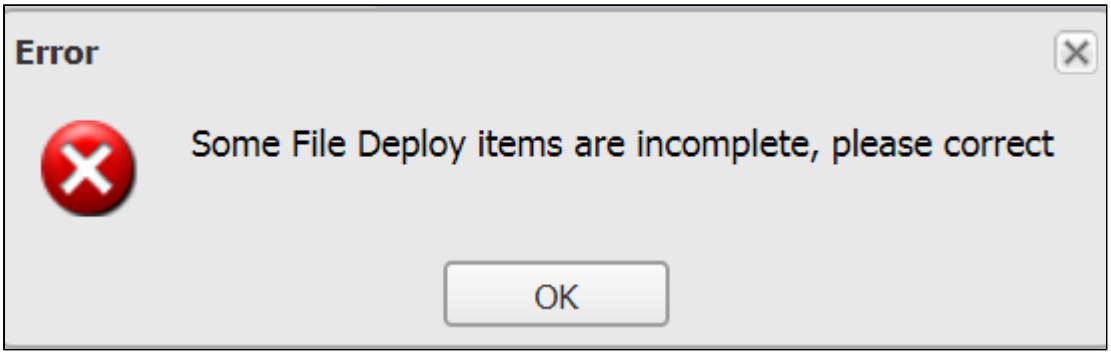
### Executing the Package

When a configuration package is scheduled or executed, and the package contains files to deploy, Spotlight will check to ensure that deployment paramaters have been set for each file.

Where values are missing, Spotlight will display a warning message, indicating that the package cannot be scheduled or executed until the data is complete.

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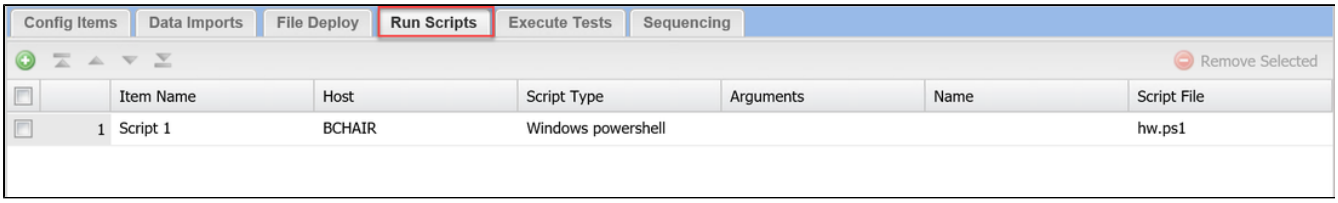
## Run Scripts

Configuration Packages can include scripts that are deployed to a host and executed when the package is executed. Currently **Windows Power Shell (ps1) and Linux (sh)** scripts are supported



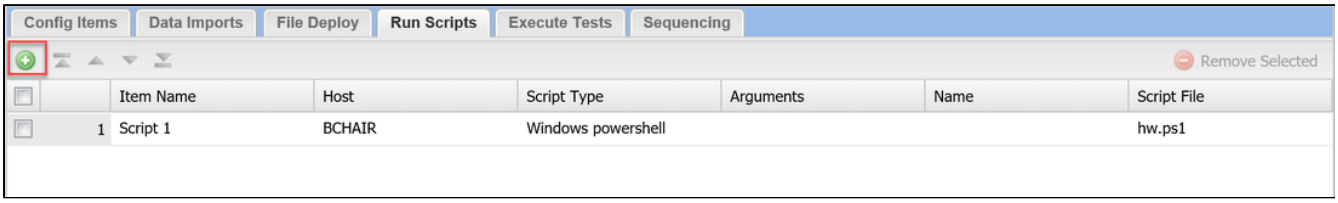

The **Run Scripts** tab allows users to add or remove scripts from a package and specify any required arguments to execute the script correctly. The scripts can be executed in the required order as determined by the user - see the **Sequencing** section below for further details.

---

## Add

To add scripts to a Configuration Package:

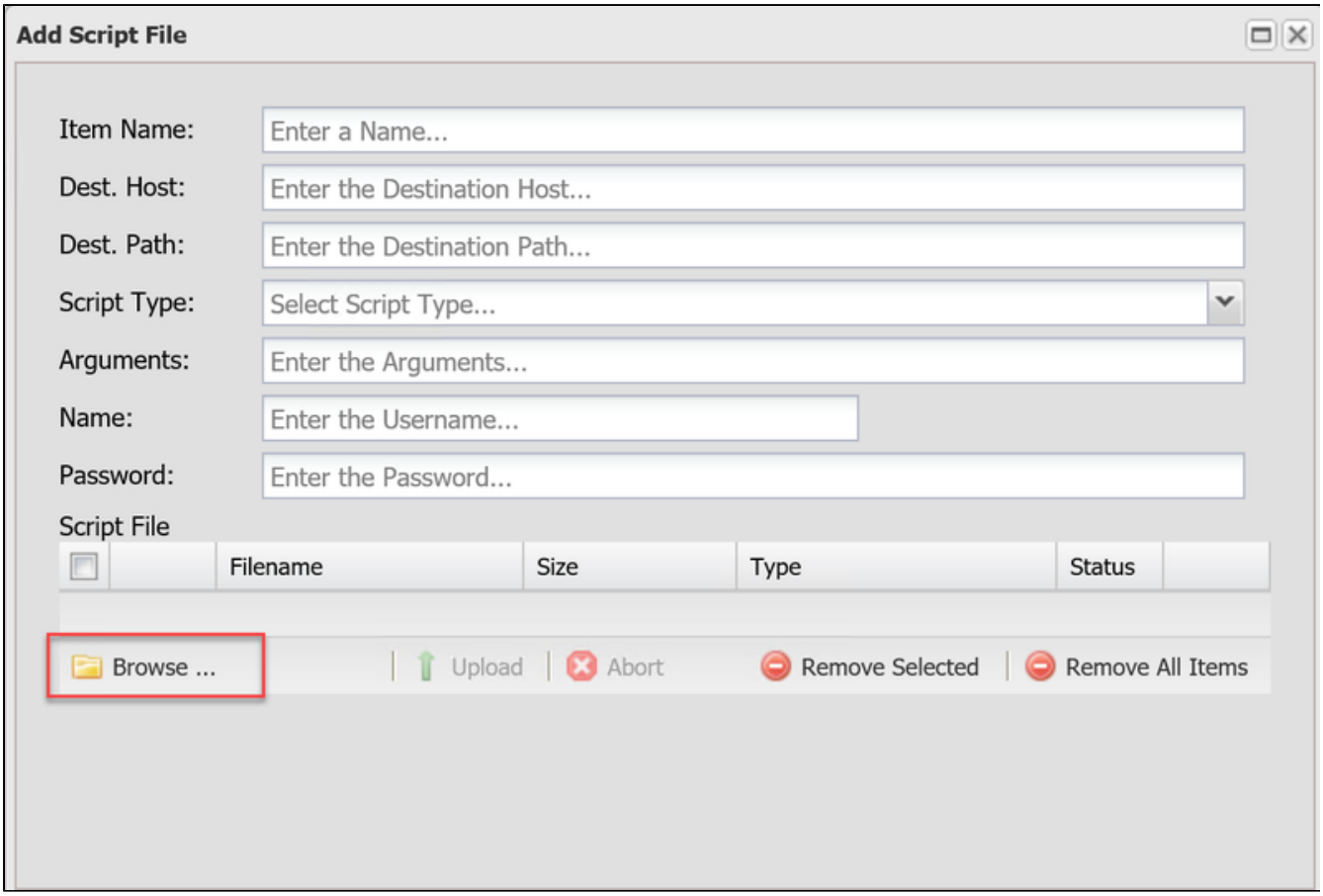
- Select the **Add Icon** to open the **Add Script File** window



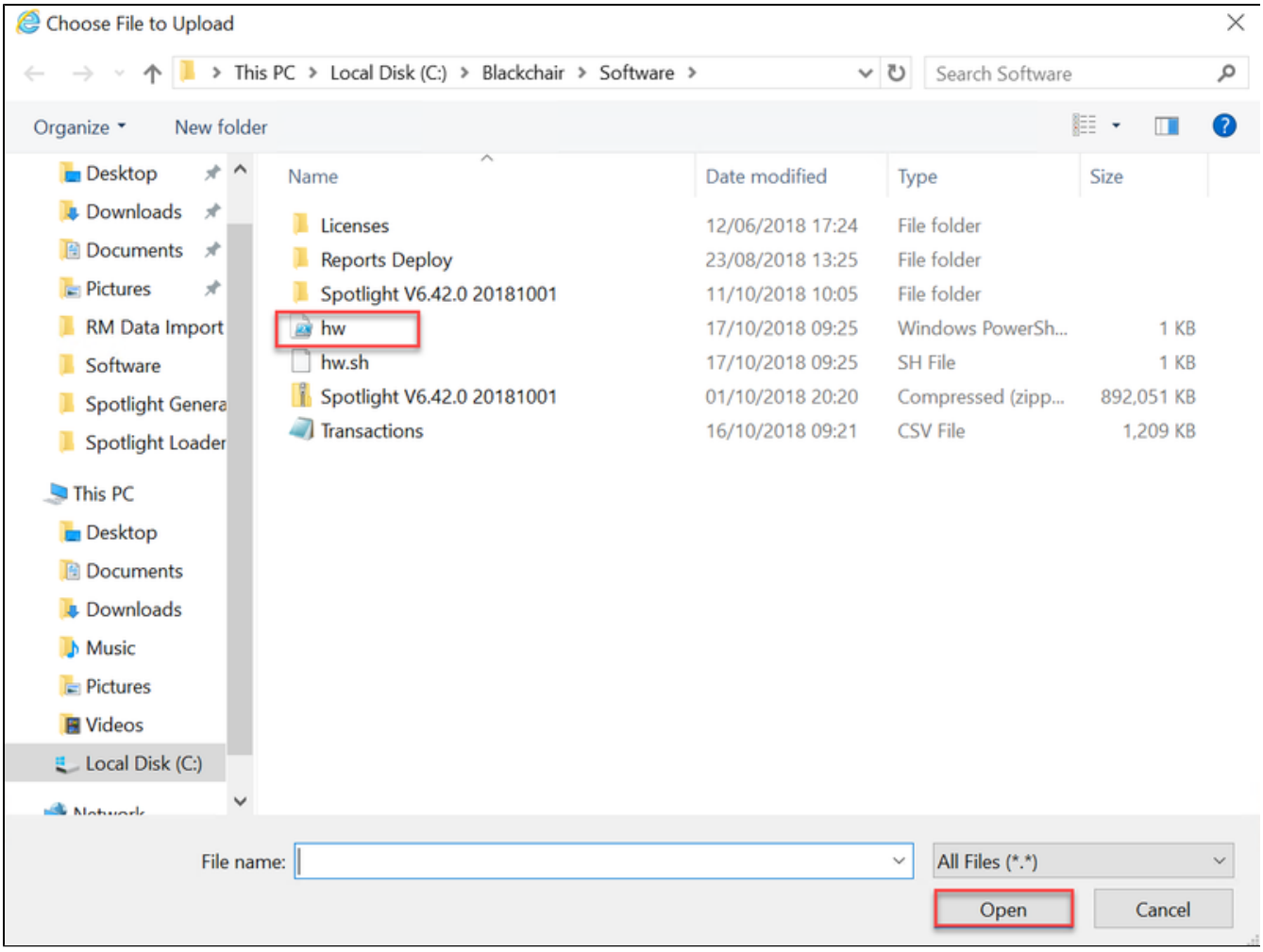

This window can be used to select the scripts to add to the package, and set the deployment parameters for each script, individually or as a group.

To select scripts to add to the package:

- Select **Browse**

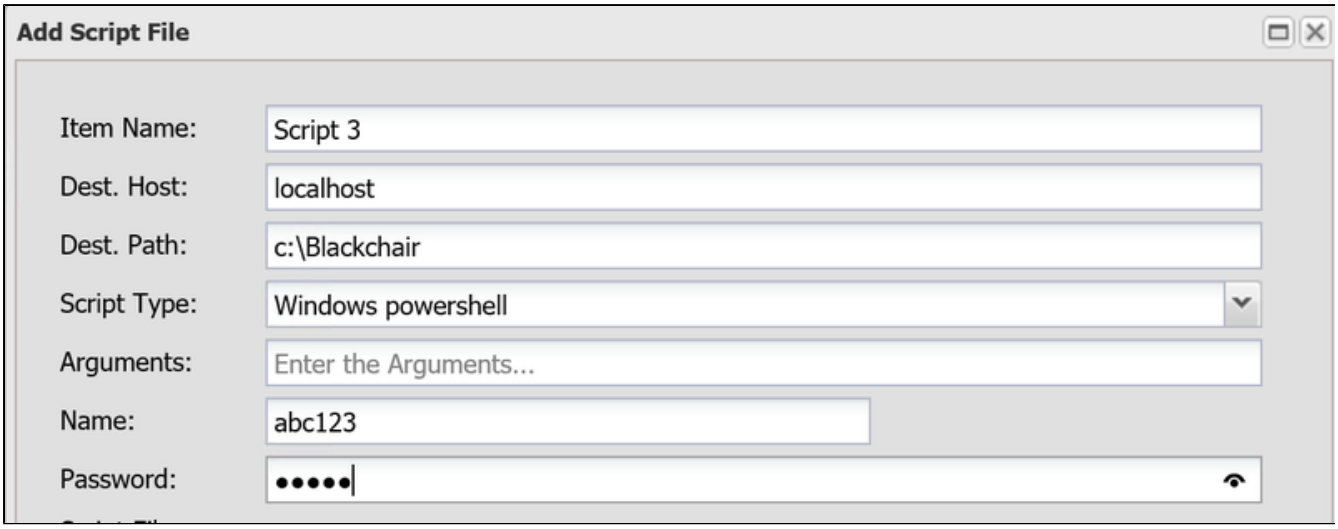



- Select the scripts to add (**CTRL** and **SHIFT** can be used to select multiple files). **If you wish to added PS1 and SH files, these should be uploaded in batches separately**
- Select **Open**



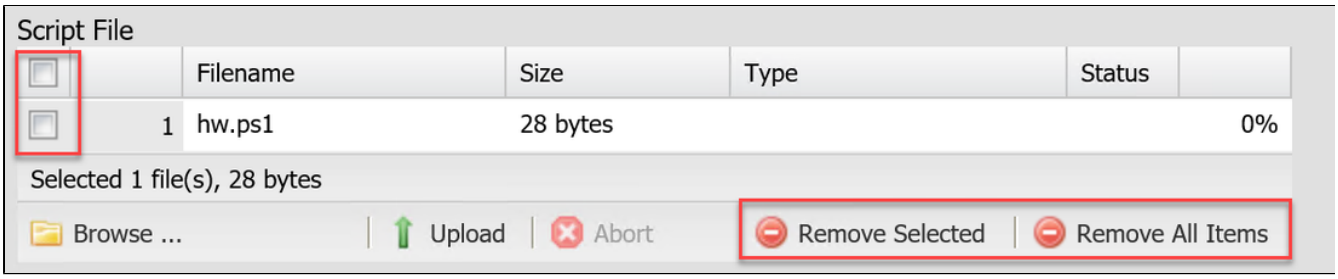

- Each script requires the following information to be defined. It can be added in this screen for all files before uploading, added later before deployment or modified later before deployment
  - Item Name - this is not the file name, it is the name of the item displayed in the package
  - Destination Host
  - Destination Path
  - Script Type - Linux Shell or Windows Powershell
  - Arguments - if required
  - Username - if required
  - Password - if required

***NB: The deployment parameters are mandatory, and require to be entered before a package is executed or scheduled, however they are not required when adding a file to the package. This data can be added later, and is useful as it allows the package to be built by a user who does not have the required username/password to deploy.***

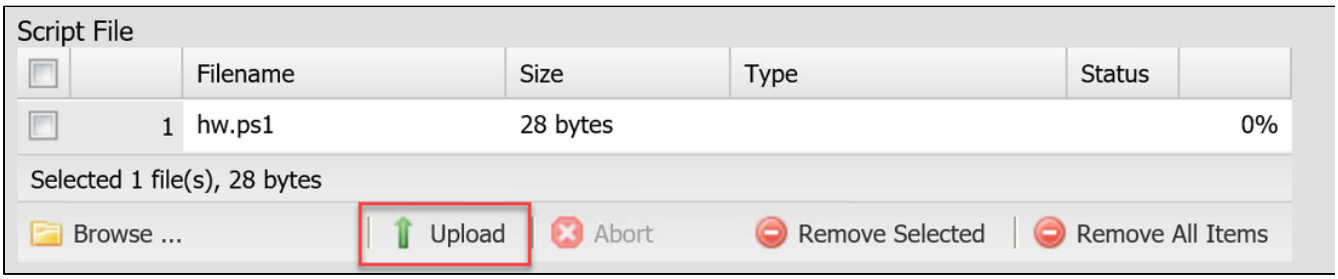



***NB: if all parameters are the same except Item Name, add the matching parameters here, and add the name later to each item individually.***

- If you wish to remove scripts added in this screen before uploading to the package, use the **Check Boxes** to indicate which scripts to remove and then select **Remove Selected**.
- To remove all scripts , select **Remove All Items**

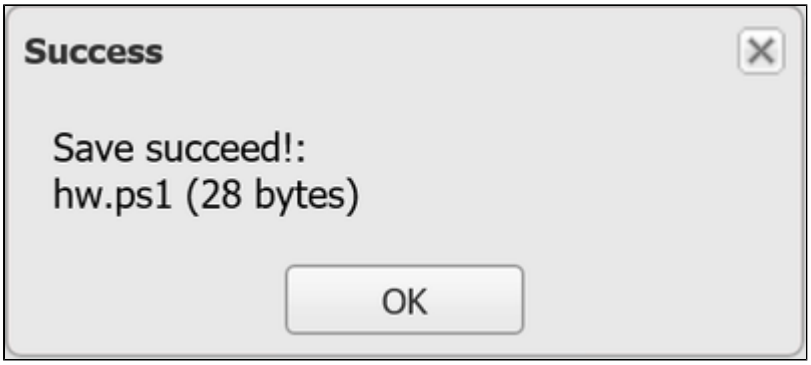



- When ready to upload the scripts to the package, select either the **Upload** button




- Each script will upload in turn, and a progress is displayed
- At any point, if you wish to stop the upload, select **Abort**

- You will receive a confirmation message once the files have been uploaded to the configuration package
- Select **OK**




## Modify Deployment Parameters

Once the scripts have been added to a package, the deployment parameters can be modified, but only on a file by file basis. Therefore, set as much information as possible before adding the files to the package.

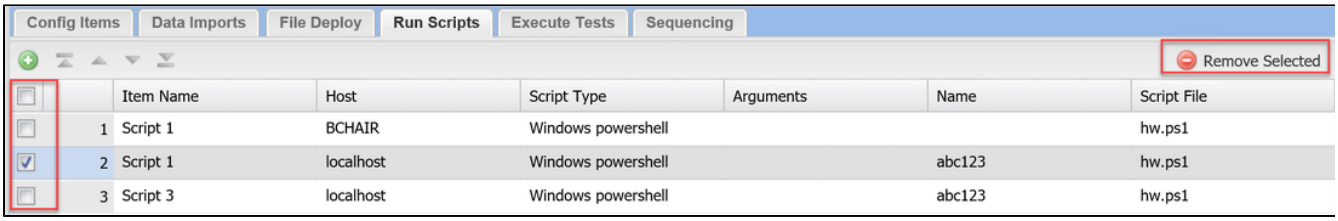
To modify deployment parameters:

- Double click the required script
- Enter new parameters or adjust the existing parameters
- Select **Save**

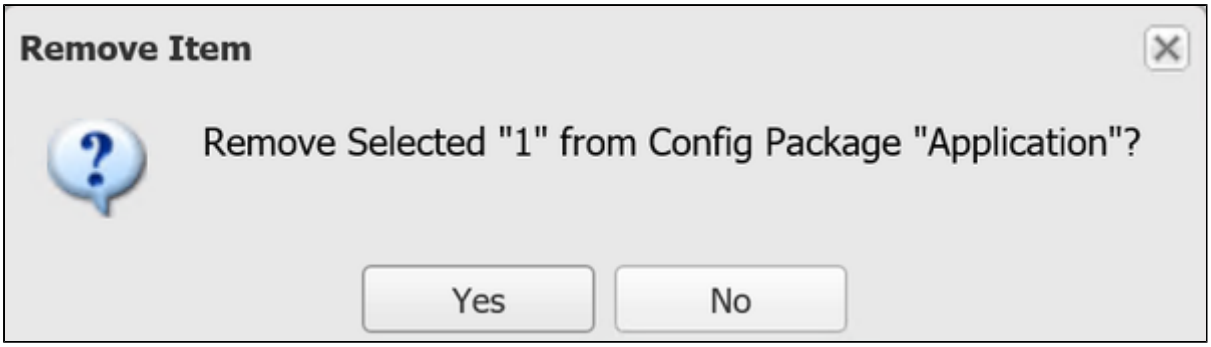
## Remove

To remove scripts from a Configuration Package

- Using the check boxes, select the files to remove
- Select the **Remove Selected** button




- Select **Yes** to continue or **No** to cancel

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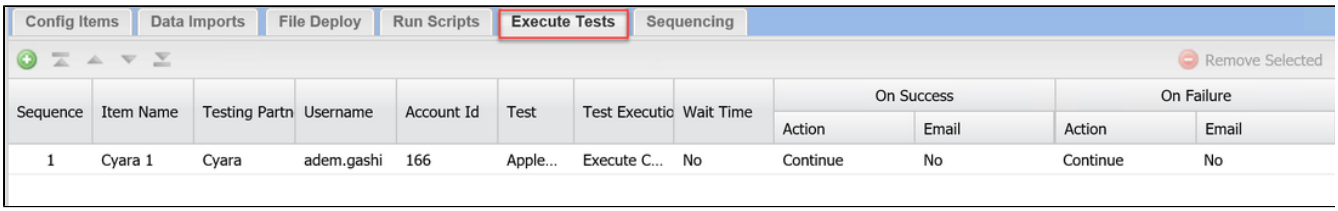
### Executing the Package

When a configuration package is scheduled or executed, and the package contains scripts to deploy, Spotlight will check to ensure that deployment parameters have been set for each script. Where values are missing, Spotlight will display a warning message, indicating that the package cannot be scheduled or executed until the data is complete.

---

## Execute Tests

The Execute Test feature can be used to specify a **Cyara** or **Empirix** test that should run as part of the Release Management Configuration package. Tests are retrieved using the username/password/account id for your **Cyara** system and the username/password for your **Empirix** system.



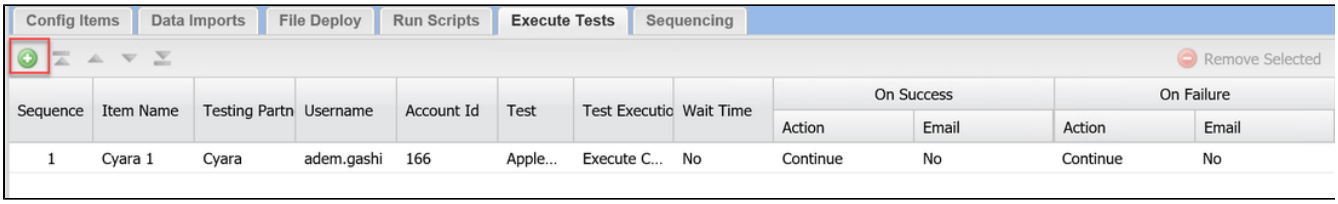

Users can choose to execute the test and continue, or execute and wait for a response from the test. Users can also determine what action should be taken within the package based on the test response, **Success** or **Failure**.

---

### Add

To add a test to a Configuration Package:

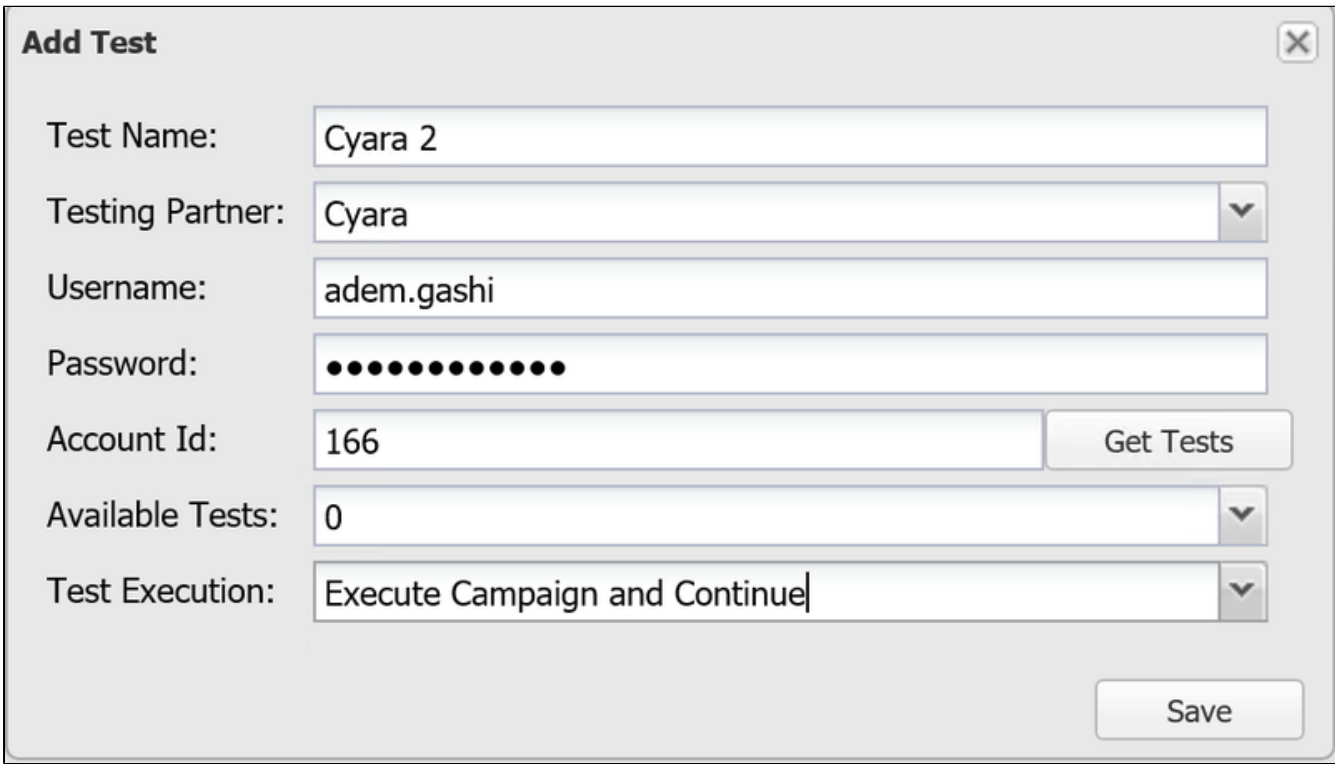
- Select the **Add Icon** to open the **Add Test** window




Enter the following information:

- Test Name - name of the test as it will appear in the package
- Testing Partner - select from the drop down (Cyara or Empirix)
- Username
- Password
- Account ID - Cyara only

- Select **Get Tests** button - Cyara only
- Choose a test from the **Available Tests** drop down
- Select the **Test Execution** method from the drop down - **Execute and Continue** or **Execute and Wait** (see below)
- Select **Save**




## Test Execution

When **Execute and Continue** is selected in the **Test Execution** drop down, the test will execute and Spotlight will then continue with the configuration package deployment. When **Execute and Wait** is selected, Spotlight will wait until it has checked and received a response from the test before proceeding with any further actions in the package.

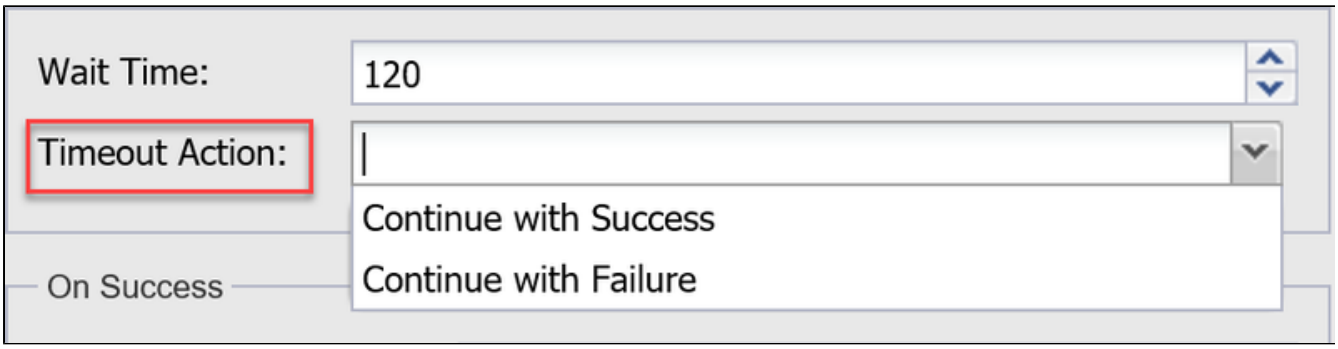
Users can specify how long to wait for a response and the actions Spotlight should take upon success/failure of the test as follows:

***Wait Time***

This is the maximum time in seconds that the test should take to complete. Specify this value by typing or using the provided arrows

***Timeout Action***

Use the drop down to determine if the test is deemed a success or failure if it times out (does not complete within the specified wait time)




***On Success***

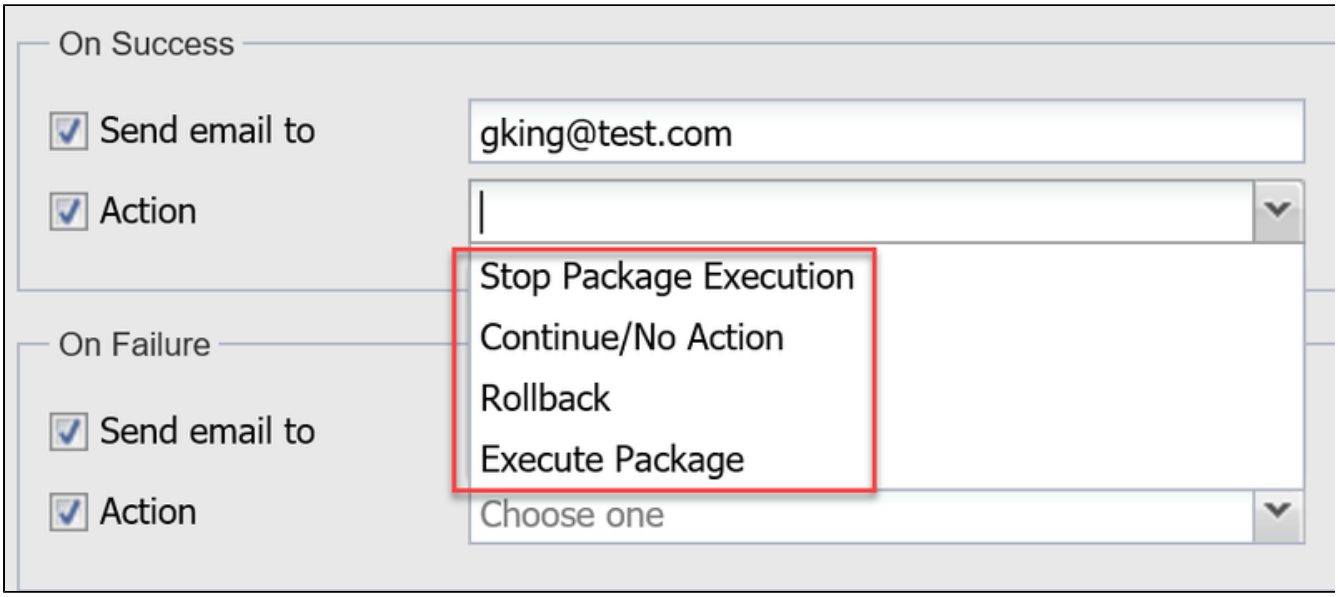
- Select the check box and enter the email address that should receive confirmation if the test is successful.
- Select the **Action** check box and then from the drop down, select the action to take upon test success

***On Failure***

- Select the Check box and enter the email address that should receive confirmation if the test fails
- Select the **Action** check box and then from the drop down, select the action to take upon test failure

***Actions***

The actions that can set upon **success** or **failure** are as follows:

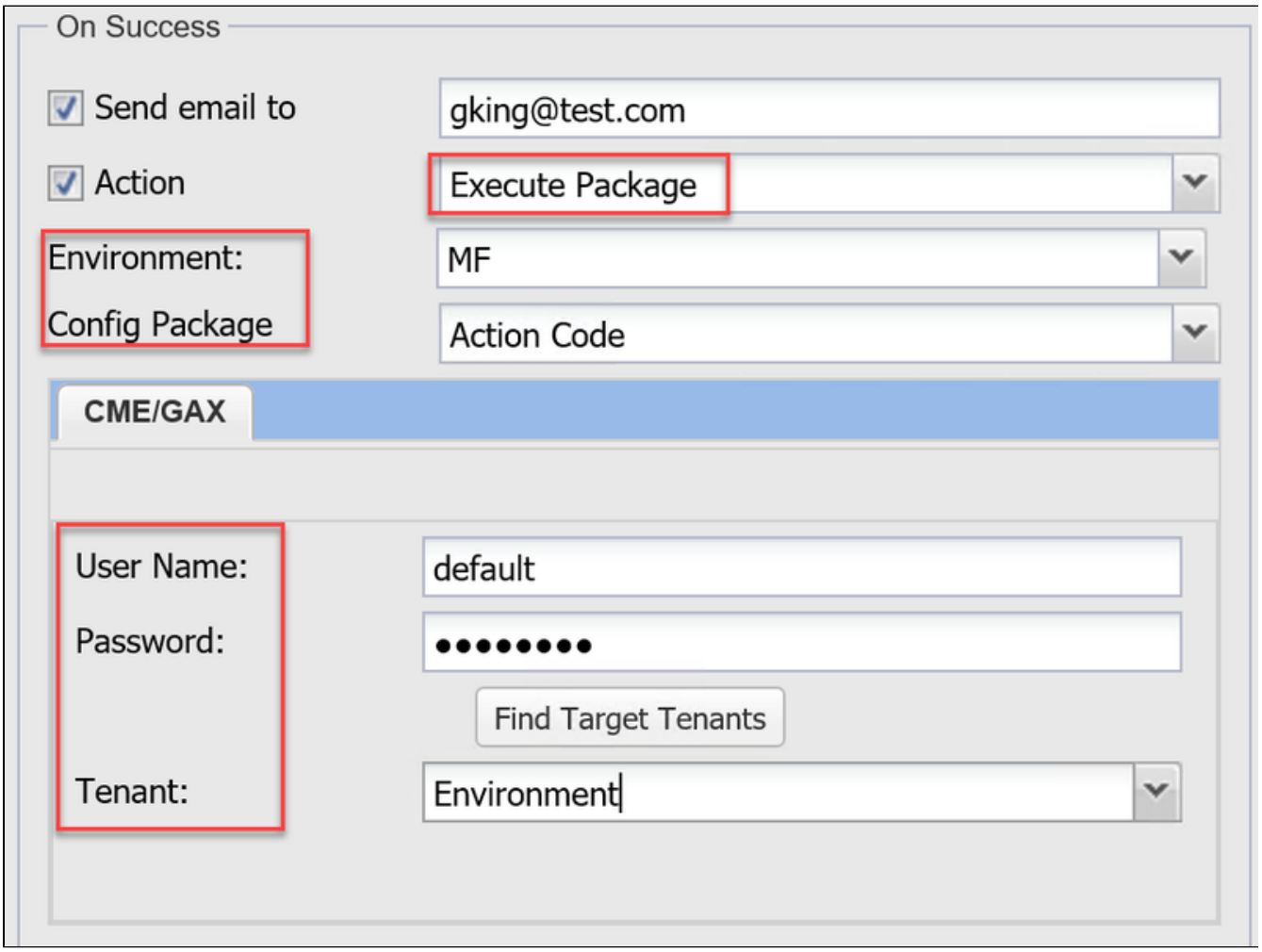



- **Stop Package Execution** - the package will stop executing with any remaining tasks uncompleted

- **Continue/No Action** - the package execution will continue
- **Rollback** - the package execution will cease and any changes already made will be rolled back
- **Execute Package** - a further package can be specified to execute instead of the current package

When Execute Package is selected as an action, further values require to be set to choose the environment/package to execute, as follows

- Environment
- Config Package
- Genesys Username/Password
- Select **Find Target Tenants**
- Select Tenant
- Select **Save**




## Modify Deployment Parameters

Once the Tests have been added to a package, the test parameters can be modified

To modify test parameters:

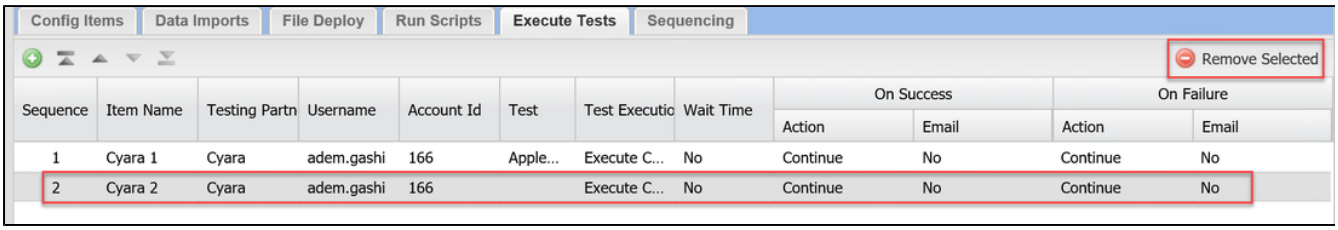
- Double click the required test
- Enter new parameters or adjust the existing parameters
- Select **Save**

---

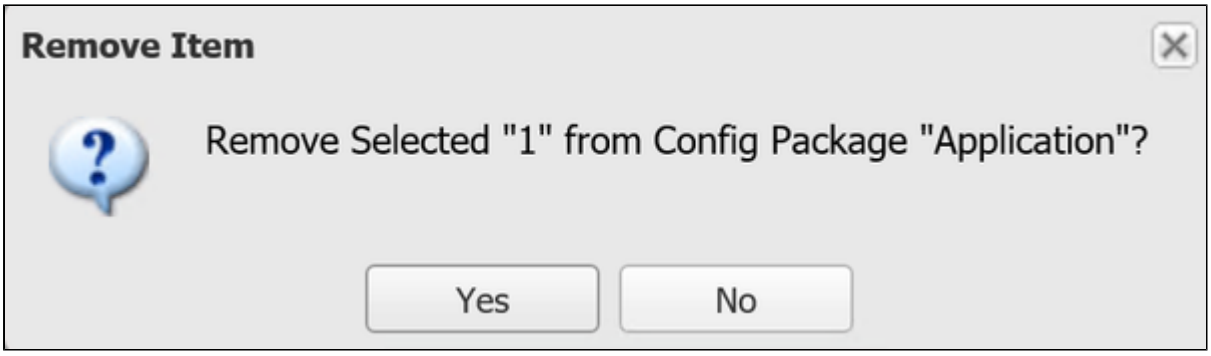
## Remove

To remove tests from a Configuration Package

- Using the select the test to remove
- Select the **Remove Selected** button




- Select **Yes** to continue or **No** to cancel

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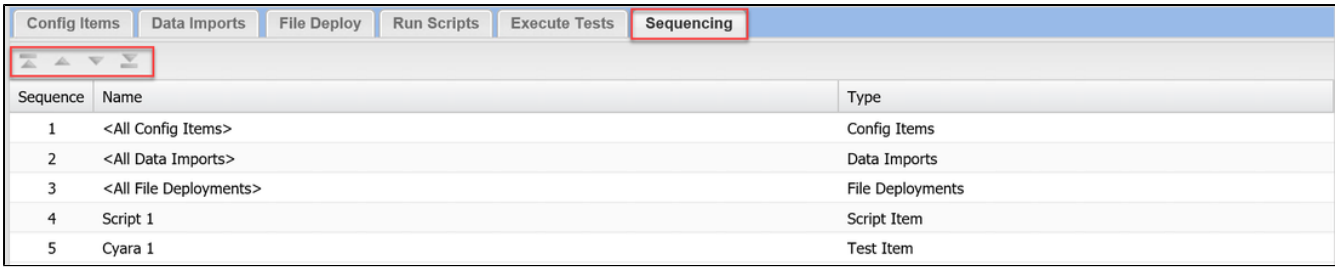
# Sequencing

The Sequencing tab can be used to set the order in which the items within the configuration package will run during deployment of the package

The items that can be sequenced are:

- All Config Items
- All Data Imports
- All File Deployments
- Individual Script Items
- Individual Test Items




To change the sequence:

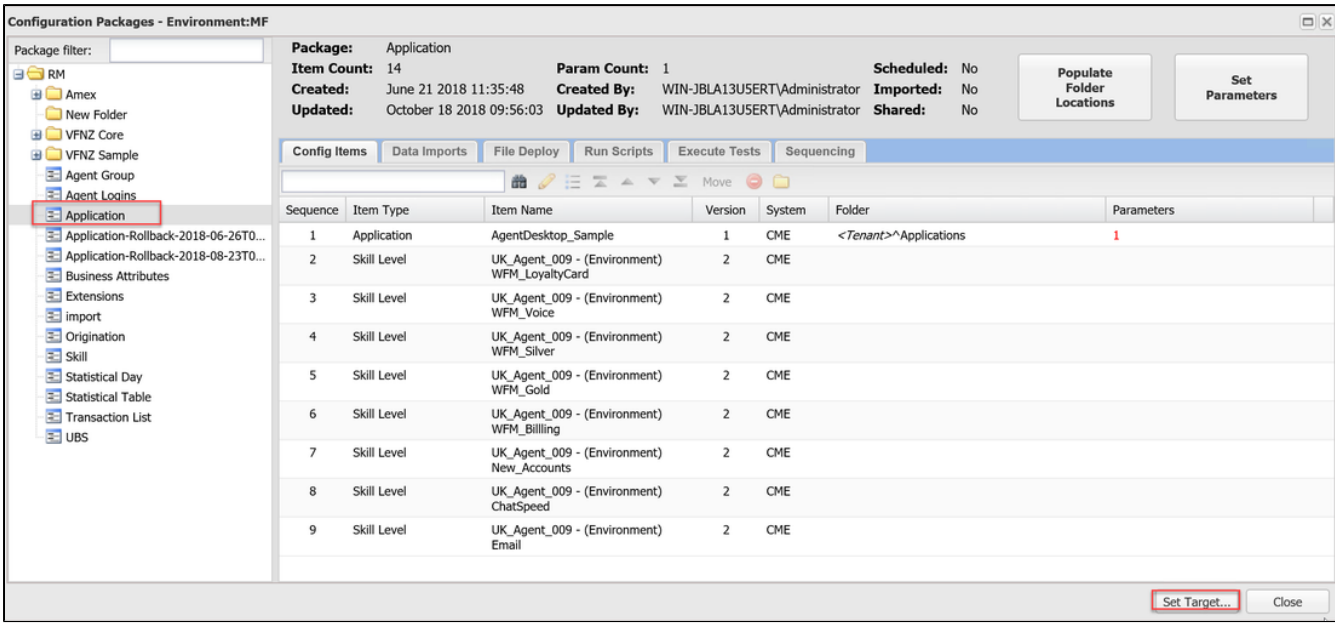
- Select an Item
- Using the **Sequence Arrows**
  - Make the item first in the sequence
  - Make the item last in the sequence
  - Move the item up one place in the sequence
  - Move the item down one place in the sequence

---

# Set Target

Once a Configuration Package has been built, the next step is to set the target for the package.

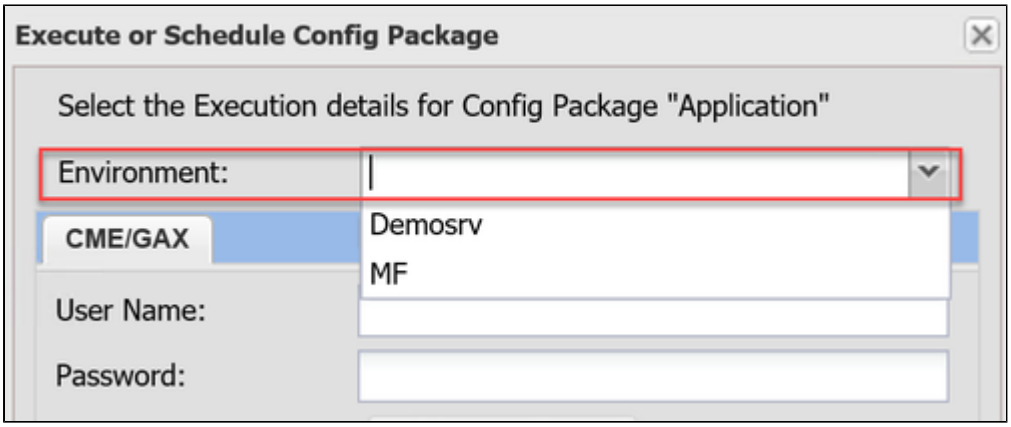
This is done by selecting the **Set Target** button which opens the Set Target window where the target Spotlight Environment and other options can be set.




## Environment

A Configuration Package can be built in one Spotlight environment and deployed to the same environment or can be deployed to another Spotlight environment. For example, it could be used to make large scale change in one environment or it could be used to transfer configuration from a staging environment to a production environment.

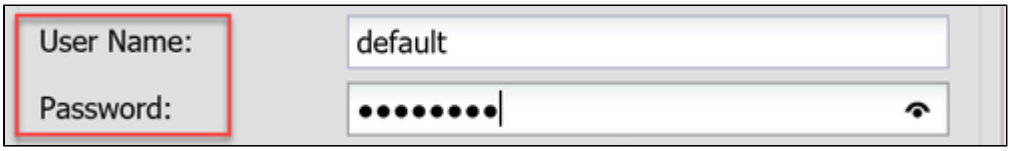
The Target environment is set by selecting the name of the Environment using the Environment drop down.




## Credentials

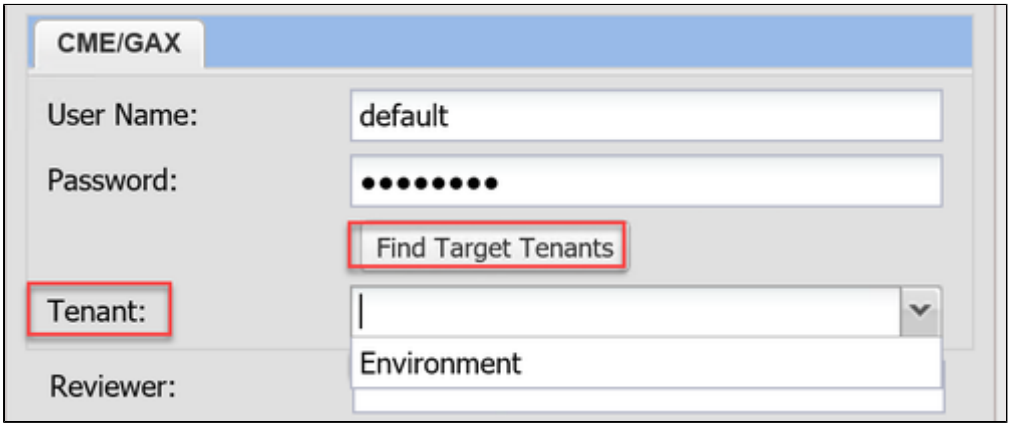
Configuration packages write data to the source system (Genesys CME/Avaya CM) databases and as such credentials for these source systems are required in order to execute a configuration package.

- For Avaya CM and Genesys CME/GAX usernames and password require to be entered in the relevant fields.




In addition, the CME/GAX Tenant also requires to be provided. To do so :

- Enter a CME/GAX username and password
- Select **Find Target Tenants**. This will populate the Tenant drop down which can be used to select the correct Tenant.

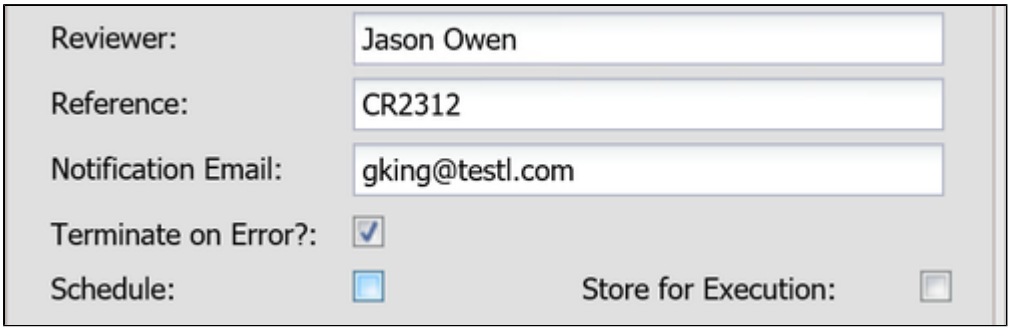



---

## Settings

The next section of the **Set Target** window allows the following settings to be determined.

- **Reviewer** – The name of the person who has reviewed the package
- **Reference** – Free text field to enter a reference for the package
- **Notification Email** – Email address of user who will receive notifications when the package is executed. Two notifications are sent, when the package starts and when the package completes.
- **Terminate on Error** – Whether the package should terminate if any errors are generated during the package execution or whether the package should continue to execute those items that do not error.
- **Store for Execution** - Stores the package so it can be executed by an external script.

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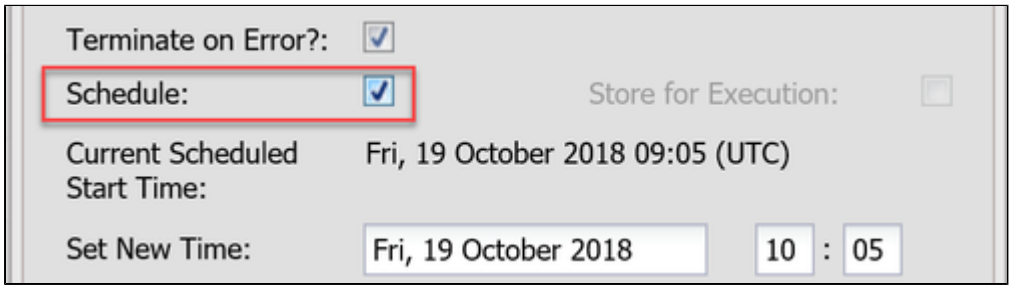
## Scheduling

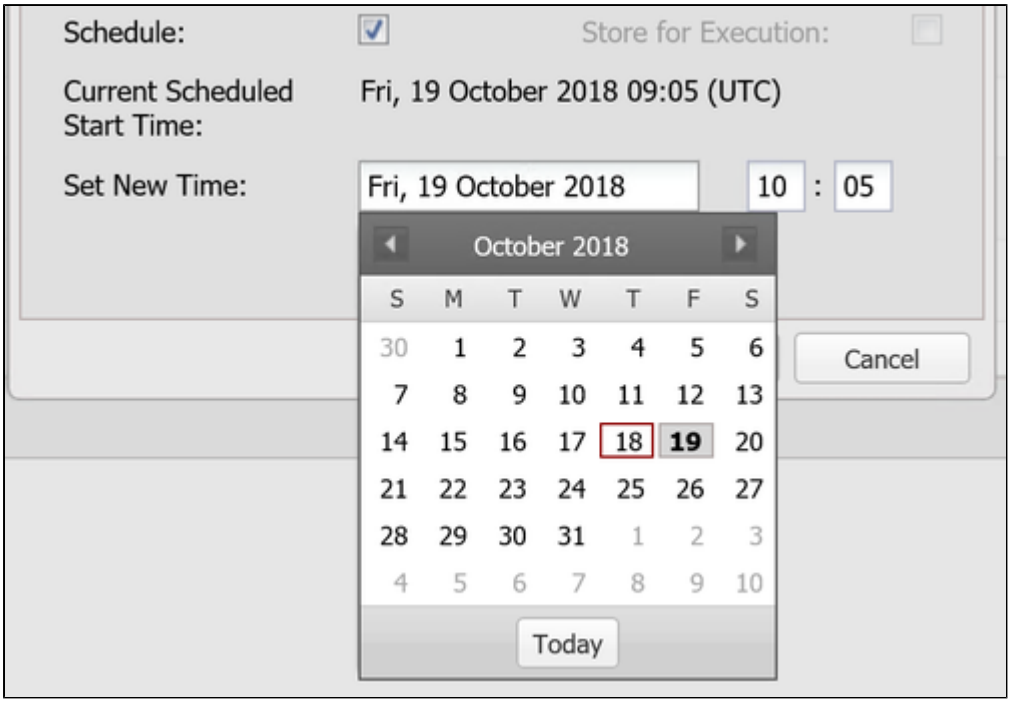
When a Configuration package has been built, it can be executed immediately or it can be scheduled to run at a later time.

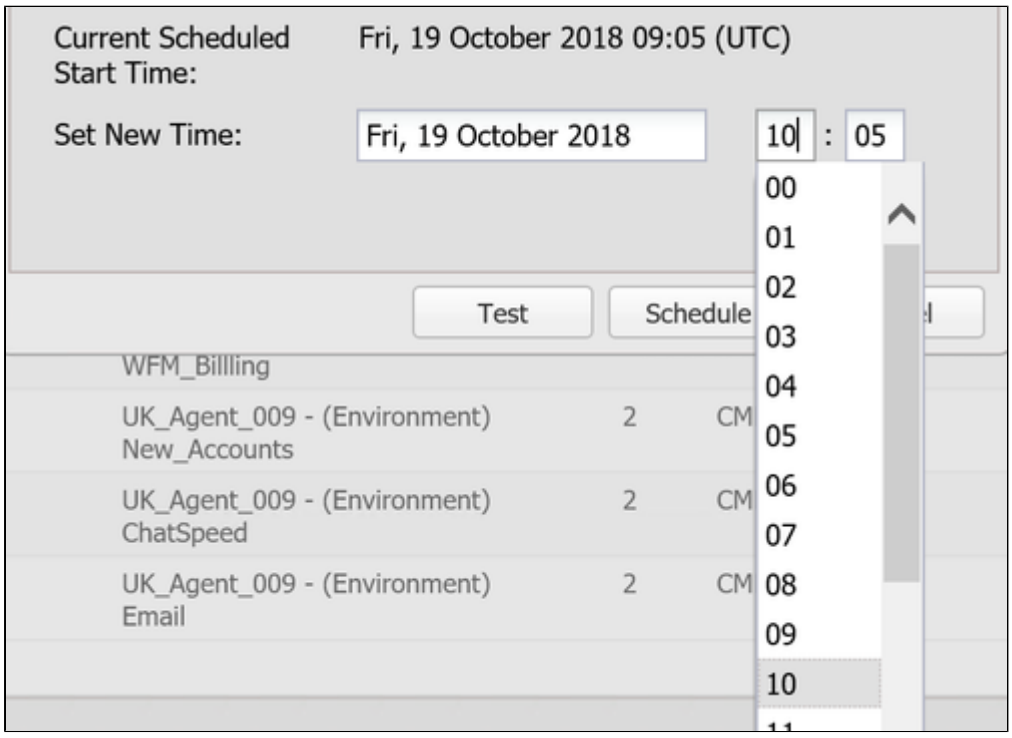
To schedule the package to execute

- Select the **Schedule** checkbox
- The default date/time is 24hrs ahead of current time

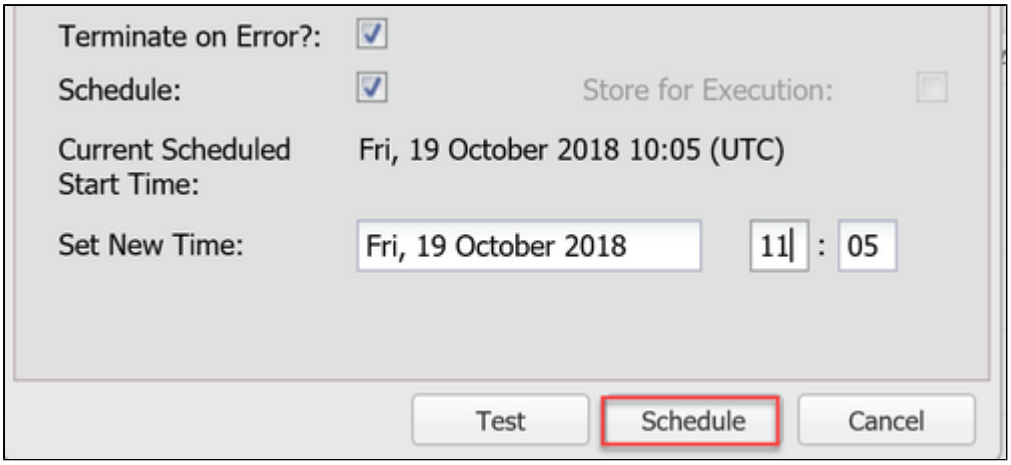



- Next using the **Calendar** and **time** controls to enter the date and time, or enter these manually.

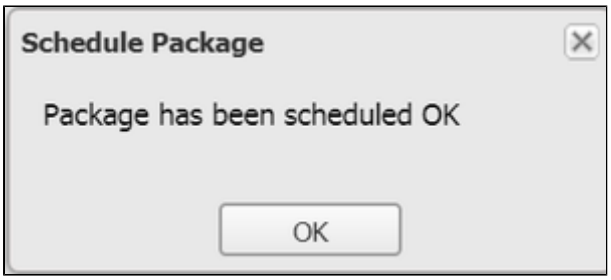



- Finally, select the **Schedule** icon to complete the scheduling of the package.




- Select OK at the confirmation message




- The package summary will update to indicate the package has been scheduled and will display the date and time when the package is due to execute.
- This schedule can be amended or cancelled at any time by the user who scheduled the package or a spotlight administrator

---

## Testing

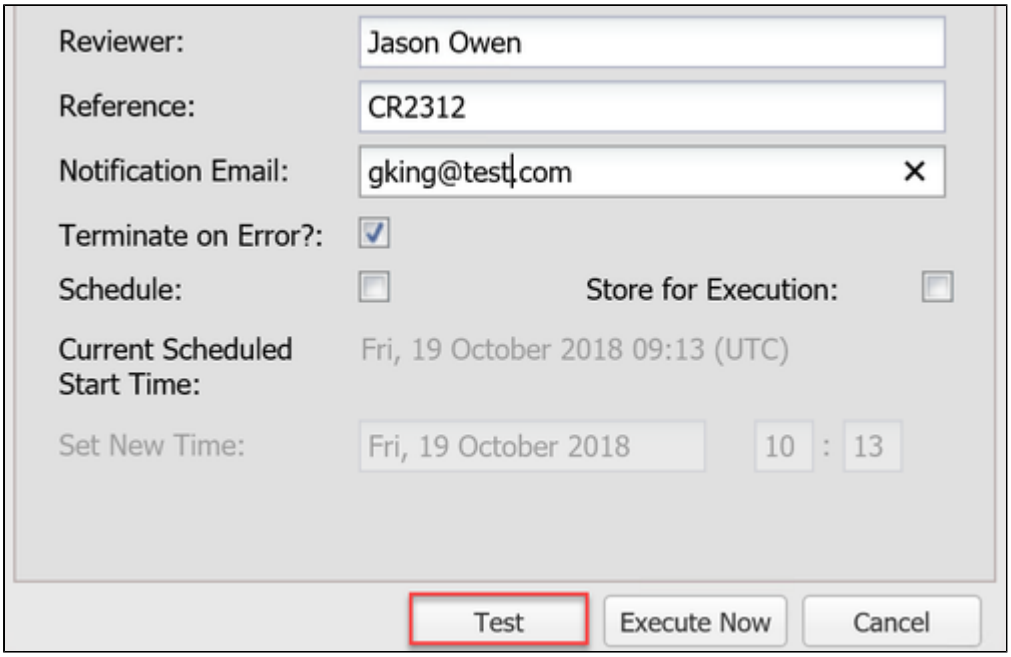
Before executing or scheduling a package, it is recommended to first test it. This will test the package execution and **indicate** if there are any issues that are likely to stop the package from executing successfully.

The test process applies to Configuration Items only within the package, and performs the following tests:

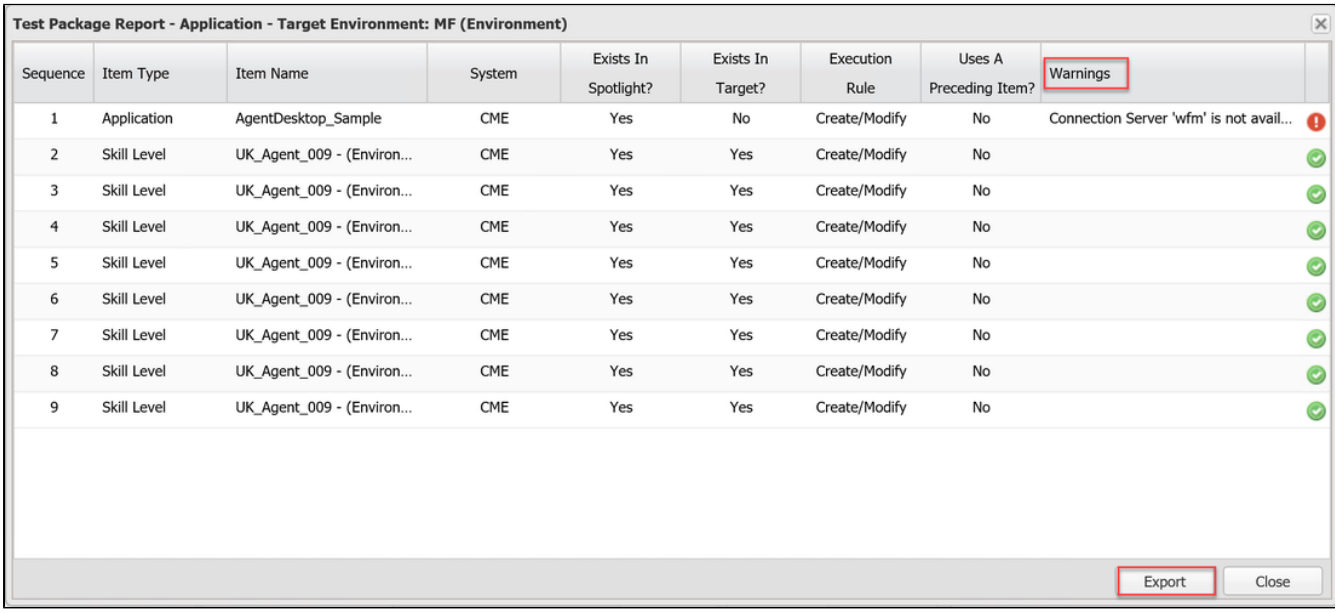
- Checks if the each item still exists in Spotlight
- Checks if each item exists in the target environment
- Checks if each item has any dependencies
- Checks if any dependent items are in the target environment or earlier within the package

To test the package:

- Select the **Test** button.




- A new window will open which displays the test results
- Any issues that need to be addressed in the package are highlighted in the **Warnings** column
- If any warnings are displayed, these should be reviewed, the necessary amendments made in the package and then the package should be retested



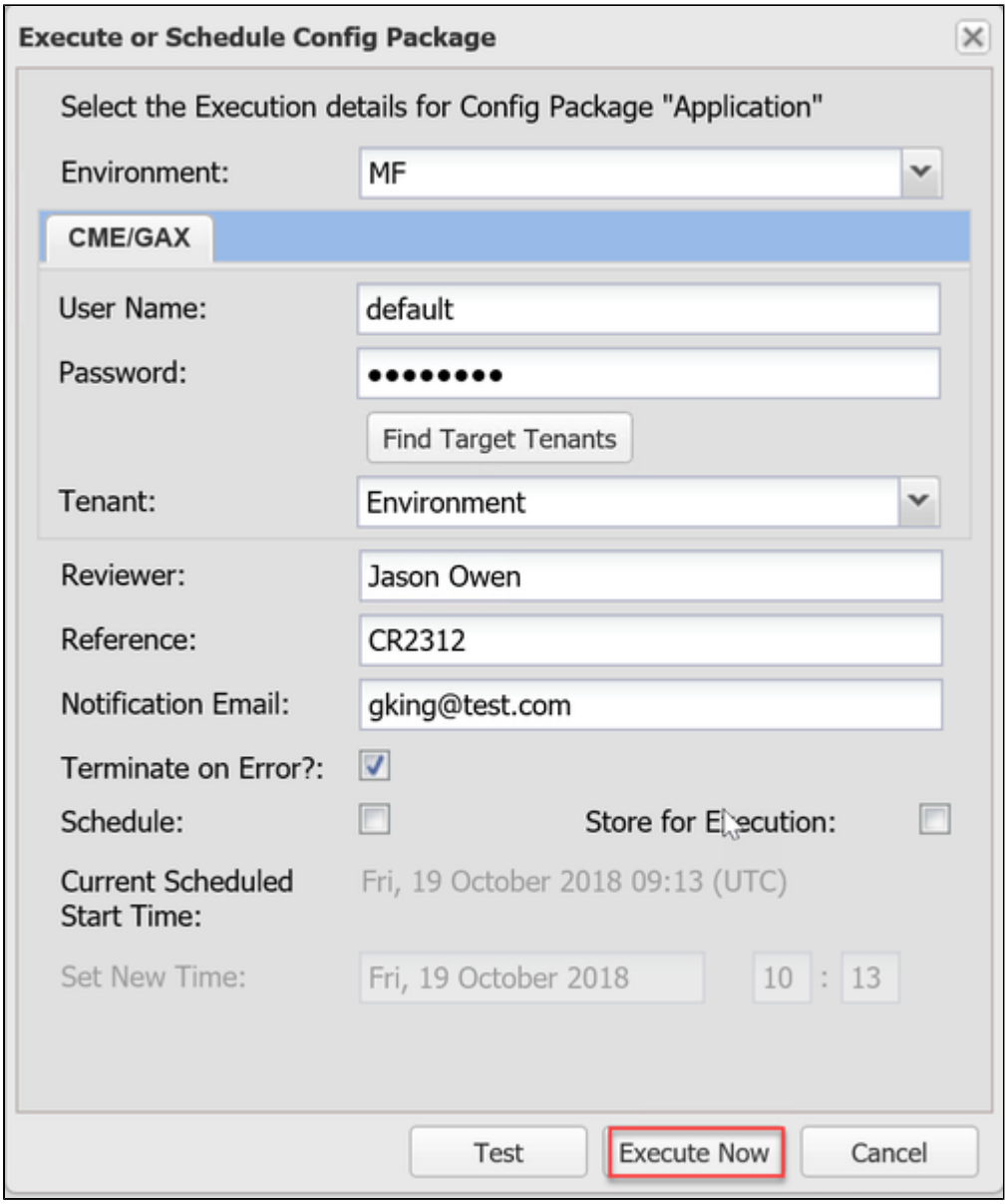

- Test results can be exported to a csv file by selecting **Export**
- The csv file will list all the details that are displayed within the test window for each item, including the warnings

## Execute

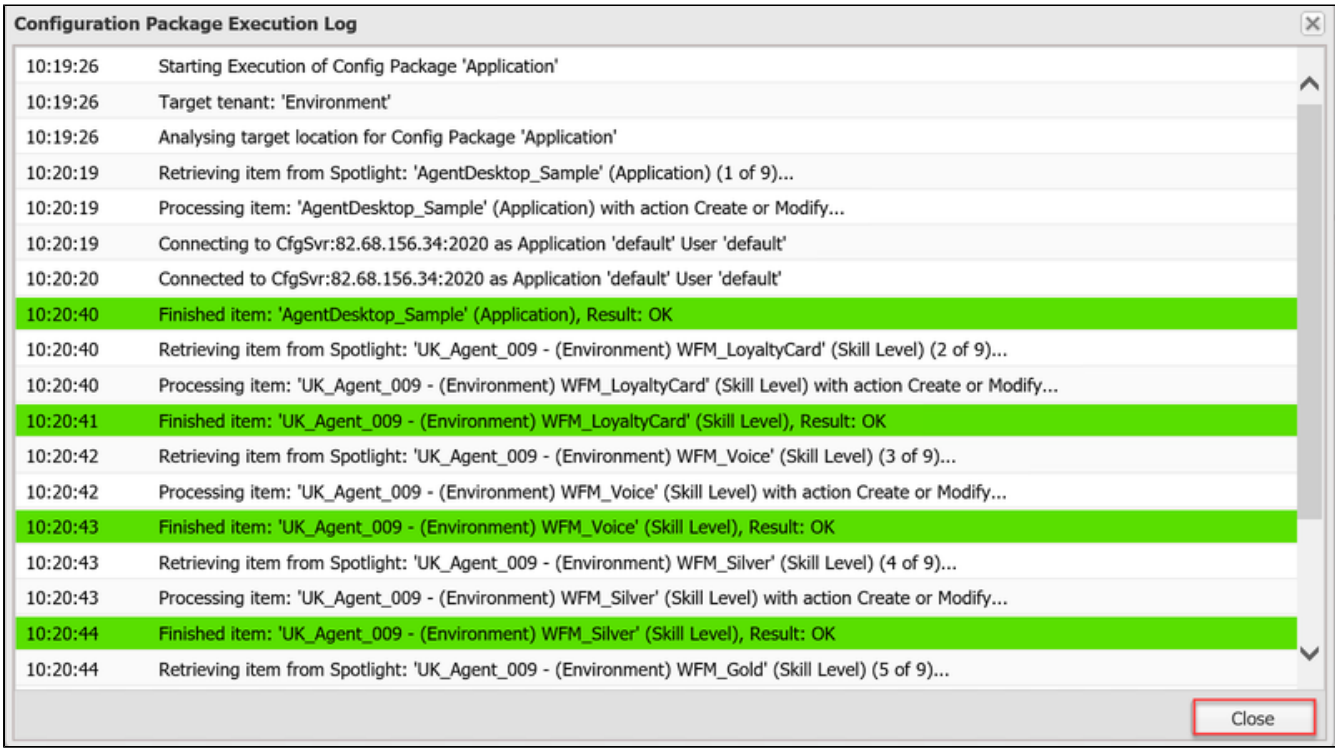
Once the package has been built and tested, it can be scheduled to execute at a later date/time or it can be executed immediately.

To execute the package immediately

- Select the **Execute Now** button.



- A new window will open which displays the Execution Log. This shows the actions that the package is executing and indicates if there were any errors
- When the log indicates that Spotlight has disconnected from the **Configuration Server**, select **Close**




# Command Line Utilities

Configuration Packages can be stored for execution so they can be run by an external scripting tool, normally as part of a wider change management process. In addition to storing the packages from within the UI as previously described, packages can also be stored, executed and imported using command line utilities.

## Import

The Import Config **Package** tool is used to import configuration packages and is located in the Spotlight Loader folder. To access, open this folder in a CMD window.The command to execute the package is as follows:

**Usage: IMPORTCONFIGPACKAGE.EXE /creator=<creator> /name=<name> /share=yes|no /environment=<envname> path\filename.xml|zip**

Where

- creator is username as defined in Spotlight, usually domain\username
- name is name of the package
- share must be yes or no, default yes if undefined or invalid parameter
- environment is Name
- path\filename.xml|zip is the name of the package file to import and may be an xml or zip file

Returns

- ID in ConfigPackage table
- 0 if error

Errors

- Environment does not exist
- Filename.zip|xml does not exist
- Creator does not exist

## Store for Execution

The **STORECPEXECUTION.EXE** tool is used to store packages and is located in the Spotlight Loader folder. To access, open this folder in a CMD window.The command to execute the package is as follows:

**Usage: STORECPEXECUTION.EXE /storein<envname> /executein=<envname> /username=<user> /password=<password> /Tenant=<tenantname> /Reference=<ref > /terminate=yes|no /execid=<executionid> /configpackgeid=<id>**

Where

- **storein** is the name of the environment the execution is to be stored in.
- **executein** is the name of the environment the package is to be executed into
- **Username** is Genesys username
- **Password** is Genesys password
- **Tenant** is tenant identifier
- **Reference** is character string
- **Terminate** is yes or no, default no
- **Execid** is execution identifier specified by user
- **Configpackageid -** ID in ConfigPackage spotlight db table. Also returned by the Import Utility

Returns

- 1 if stored OK
- 0 if error

Errors

- storein environment does not exist
- Executein environment does not exist
- Tenant does not exist
- Execid already exists
- Configpackageid does not exist

### Execute

The **ConfigPackage** tool is used to deploy stored packages and is located in the Spotlight Loader folder. To access, open this folder in a CMD window.The command to execute the package is as follows:

**Usage: StartConfigPackage.exe /ID=<id> [/BCSP_Parameter<n>=<value>]...**

**Example: StartConfigPackage.exe /ID=abc123 /BCSP_Parameter1=String1 /BCSP_Parameter2=String2 /BCSP_Parameter3="String 3"**

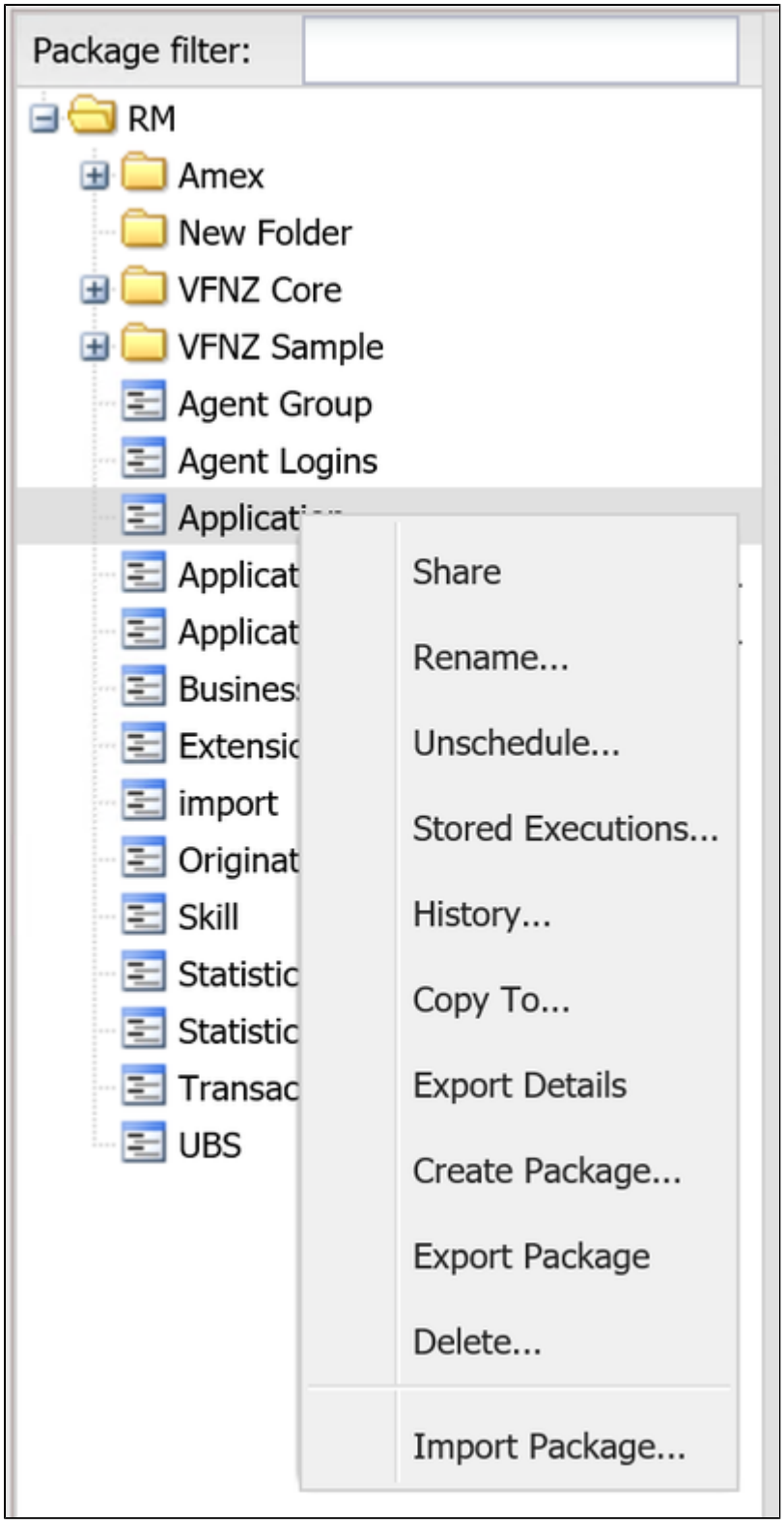
### Important Notes

- Where the string contains a space, it should be included in quotes
- If the value itself contains quotes, in case in double quotes - "Quote""d String"
- If more values are set than placeholders in the package, unused values will be ignored
- If less values are specified in the command than placeholders in the package, the missing placeholders will not be replaced

---

## Package Actions

Right clicking a package name will open a short cut menu, allowing you to perform the following actions to a package:



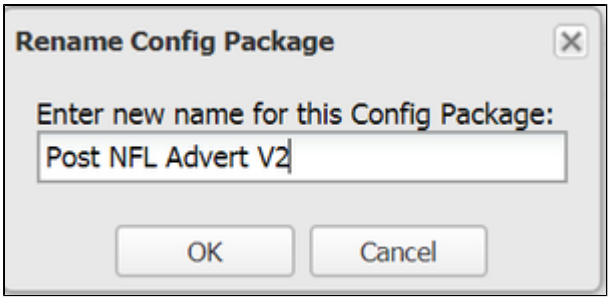

**Share/Unshare**

- Change a package from private to public or public to private by selecting **Share** or **Unshare**

---

## Rename

- Change the name of a package by selecting **Rename**
- Enter a new name
- Select **OK**.

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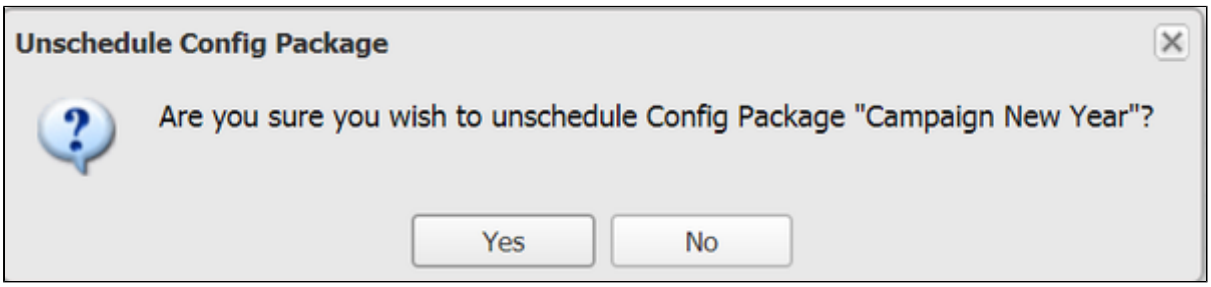
## Unschedule

- Cancel the scheduling of the package by selecting **Unschedule**
- Select **Yes** at the confirmation message.




***NB: Unless a packaged is Shared, it can only be unscheduled by the user who scheduled the package or by a spotlight administrator***

---

## Stored Executions

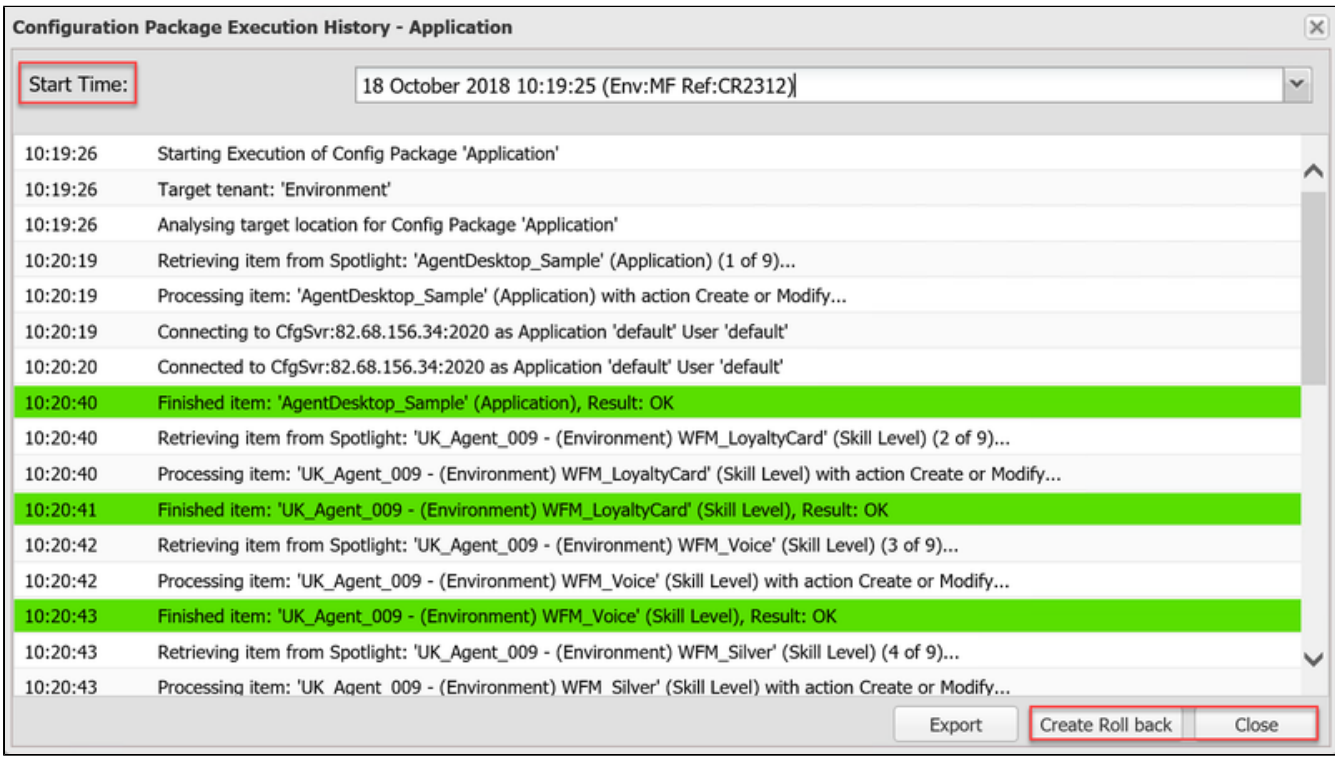
View the packages stored to be run by external scripts that can trigger the execution of the package

## History

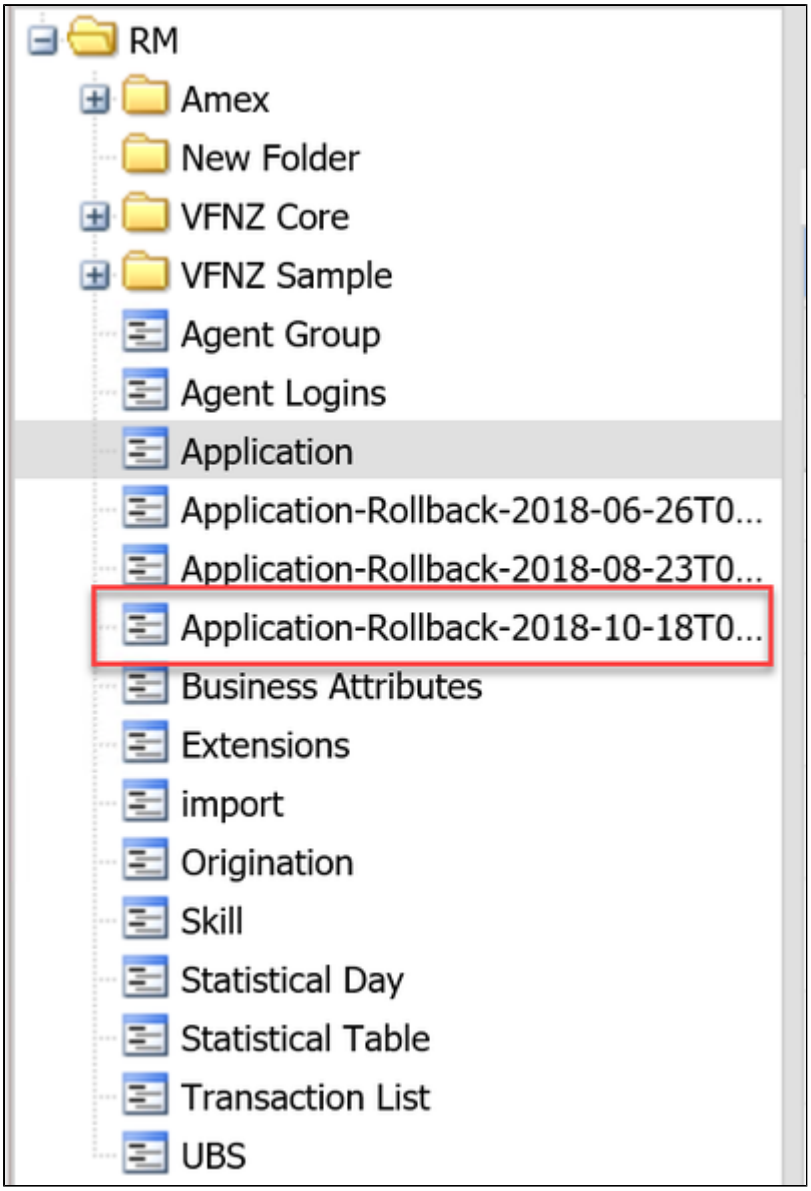
After a configuration package has been executed, it is possible to create a **Roll Back** package from the **History** window, to reveres the changes the configuration package has made. The **Roll Back** is a snapshot of the configuration of all the items in the package just before it was executed

To create the Roll Back package:

- Select the Package Execution time
- Select **Create Roll Back**
- Select **Close**



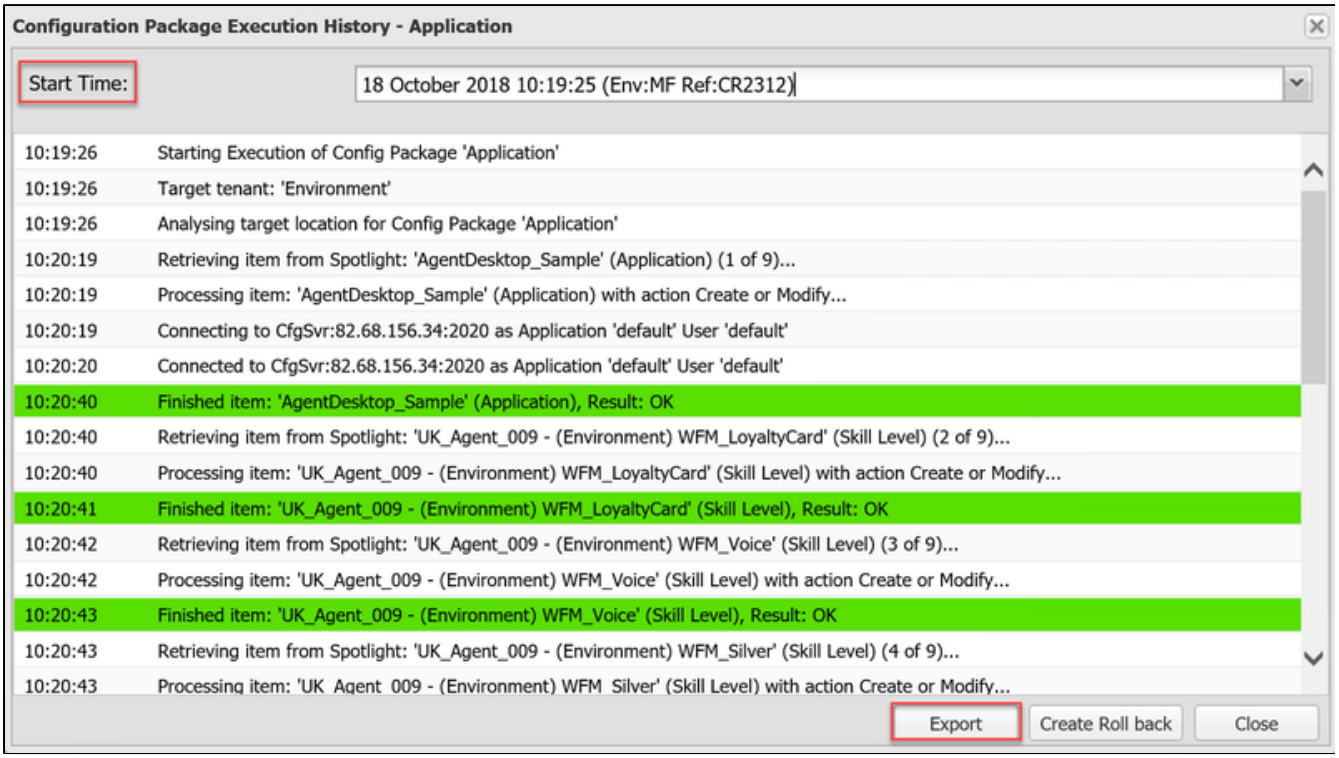

- The Roll Back package is now available in the Configuration Package window and can be executed to reverse the changes made by the original package execution.
- The package name will include the Date/Time of the Roll Back point




NB: If the original package contained a **Data Import** csv file, the entries in the csv file are shown as **Configuration Items** in the Roll Back package

To export the package deployment history to a CSV file:

- Select the Package Execution time
- Select **Export**
- The CSV file can then be opened or saved

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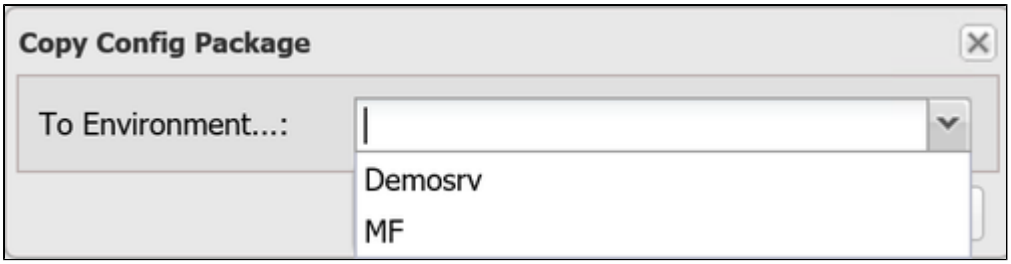
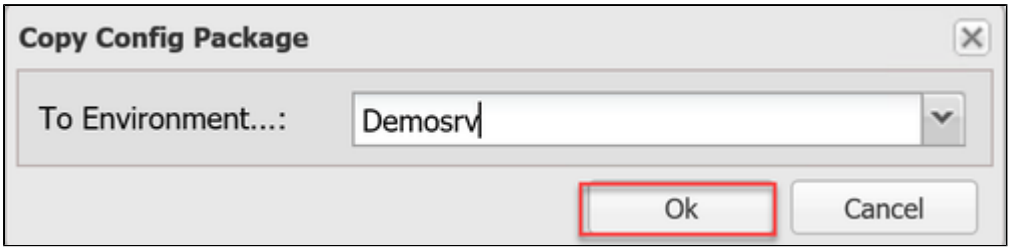
## Copy To

This option allows the user to copy the full package from the Spotlight Environment it was created in to another Spotlight Environment.

- Select **Copy To**
- Using the drop down, select the **Environment**




- Select **OK**




- Select **OK** at the confirmation message

---

## Export Details

Selecting **Export Details** will allow a user to create a CSV file containing summary details for the package and information relating to the configuration items, data imports and file deploys in the package.

The CSV file can be opened or saved to a user defined location.

```
Config Package Details

Name,Created,Created By,Last Updated,Last Updated By,Shared,Scheduled
"Campaign New Year",2017-12-02 12:03:22,WIN-SDRLFQMQKNV\Administrator,2017-12-04 10:10:07,WIN-SDRLFQMQKNV\Administrator,No,No

Config Items
Item Sequence,Item Name,Item Type,Item Execution Flag,Folder,Field Overrides
5,"(Environment) call_result","Field",CREATE/MODIFY,"",
4,"(Environment) attempt","Field",CREATE/MODIFY,"",
6,"(Environment) call_time","Field",CREATE/MODIFY,"",
7,"(Environment) campaign_id","Field",CREATE/MODIFY,"",
2,"(Environment) agent_id","Field",CREATE/MODIFY,"",
8,"(Environment) chain_id","Field",CREATE/MODIFY,"",
9,"(Environment) chain_n","Field",CREATE/MODIFY,"",
3,"(Environment) app_id","Field",CREATE/MODIFY,"",
10,"(Environment) contact_info","Field",CREATE/MODIFY,"",
11,"(Environment) contact_info_type","Field",CREATE/MODIFY,"",Description=Test 1
1,"TServer_Alcatel_A4400_760","Application",CREATE/MODIFY,"",AppPrototype=; AutoRestart=; CfgPortInfo:Port=;
CfgServer:BackupServer=; CfgServer:Host=; CommandLine=; CommandLineArguments=; ComponentType=; Name=; Password=;
RedundancyType=; ShutdownTimeout=; StartupTimeout=; State=; Type=; Version=; WorkDirectory=

File Deployment
Item Name,Original Filename,Local Filename,Destination Host,Destination Path,Protocol,Username

Data Imports
Data Type,Item Name,Item Count
```

## Create Package

For information on this feature, please refer to the earlier "**Creating a Package - New Package**" section of this User Guide.

## Export Package

For information on this feature, please refer to the earlier "**Creating a Package - Importing/Exporting Packages**" section of this User Guide.

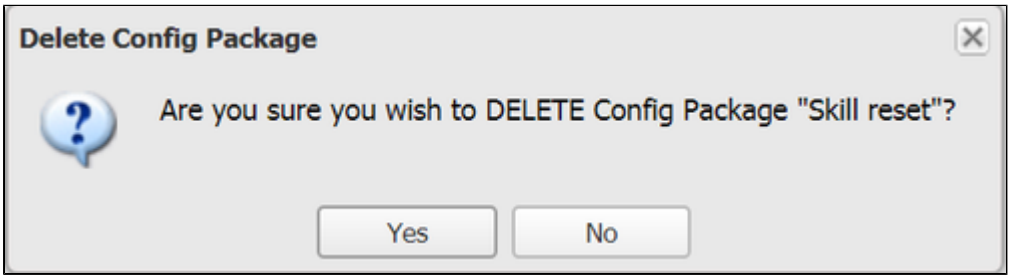
## Import Package

For information on this feature, please refer to the earlier "**Creating a Package - Importing/Exporting Packages**" section of this User Guide.

## Delete

To delete a package:

- Select the package name
- Select **Delete**
- Select **Yes** at the confirmation message.




## Permissions

By default, all users of Spotlight can create **Configuration Packages** in the Environments they have access to, however only those that have the correct permissions can execute a **Configuration Package** or a **Baseline**.

This allows configuration packages to be used in a way which allows users to build a list of changes to configuration manager, and a supervisor to check and execute these changes.

***NB: Any users that use Spotlight to make changes to Genesys require to have the correct permissions set in Genesys***

Access to Spotlight and permission levels are set in the **Admin** section of Spotlight, and only **Spotlight Administrators** have access to this area. Further information on configuring user permissions can be found in the Spotlight Admin Guide