Skills Management 9.0.0

Installing the Pre/Post Course Assessment Helper

Information contained herein is proprietary and confidential and cannot be disclosed or duplicated without the prior written consent of Genesys Telecommunications Laboratories, Inc.
Copyright © 2017-2019 Genesys Telecommunications Laboratories, Inc. All rights reserved.

About Genesys
Genesys powers 25 billion of the world's best customer experiences each year. Our success comes from connecting employee and customer conversations on any channel, every day. Over 10,000 companies in 100+ countries trust our #1 customer experience platform to drive great business outcomes and create lasting relationships. Combining the best of technology and human ingenuity, we build solutions that mirror natural communication and work the way you think. Our industry-leading solutions foster true omnichannel engagement, performing equally well across all channels, on-premise and in the cloud. Experience communication as it should be: fluid, instinctive and profoundly empowering. Go to www.genesys.com for more information.

Each product has its own documentation for online viewing at the Genesys Documentation website or on the Documentation Library DVD, which is available from Genesys upon request. For more information, contact your sales representative.

Notice
Although reasonable effort is made to ensure that the information in this document is complete and accurate at the time of release, Genesys Telecommunications Laboratories, Inc. cannot assume responsibility for any existing errors. Changes and/or corrections to the information contained in this document may be incorporated in future versions.

Your Responsibility for Your System's Security
You are responsible for the security of your system. Product administration to prevent unauthorized use is your responsibility. Your system administrator should read all documents provided with this product to fully understand the features available that reduce your risk of incurring charges for unlicensed use of Genesys products.

Trademarks
Genesys and the Genesys logo are registered trademarks of Genesys Telecommunications Laboratories, Inc. All other company names and logos may be trademarks or registered trademarks of their respective holders. ©2019 Genesys Telecommunications Laboratories, Inc. All rights reserved.

Technical Support from VARs
If you have purchased support from a value-added reseller (VAR), please contact the VAR for technical support.

Ordering and Licensing Information
Complete information on ordering and licensing Genesys products can be found in the ***Genesys Licensing Guide***.

Released by: Genesys Telecommunications Laboratories, Inc. **http://www.genesys.com/**

Document Version: 90_skillsmanagement_pre-post-course-assessment-helper_install__11-2019_v9.0.002.00

Contents

1 Pre/Post Course Assessment Helper 4

1 Pre/Post Course Assessment Helper

To use the pre/post course assessment functionality the user IDs in WFM, Training Manager and Performance DNA must be synchronised, e.g. users' Login IDs in Performance DNA must match their Employee ID as stored by both the WFM and Training Manager. Secondly, a small application must be installed on the web server to run on a schedule. This application is responsible for assigning Performance DNA assessments when required based on the state of training requests in Training Manager.

To install the server application, double click the **PrePostCourseAssessmenthelperSetup_v9.0.0.exe** application

In the **Destination Folder** screen either edit the install folder or click **Next.**

Click **Install** on the next screen.

Browse to the application's install folder.

Open the **PrePostCourseAssessmenthelper.exe.config** file in a text editor (e.g. Microsoft Notepad or similar).

Locate the element:

```
<setting name="PrePostCourseAssessmenthelper_Training
ManagerSession_WS_SessionControl" serializeAs="String">
       <value>http://localhost/SkillsManagerWS/WS/SessionControl.asmx</value>
</setting>
```

Edit the URL to match the location of the SessionControl.asmx service in your environment.

Locate the element:

```
<setting name="PrePostCourseAssessmenthelper_Training
ManagerAPI_WS_API" serializeAs="String">
     <value>http://localhost/SkillsManagerWS/WS/API.asmx</value>
</setting>
```

Edit the URL to match the location of the API.asmx service in your environment.

Locate the element:

```
<setting name="PrePostCourseAssessmenthelper_Tenants_WS_Tenants" serializeAs="Stri
ng">
     <value>http://localhost/Performance DNA/WS/Tenants.asmx</value>
</setting>
```

Edit the URL to match the location of the Tenants.asmx service in your environment. This service is located within your Performance DNA/WS/ folder.

Locate the element:

```
<setting name="PrePostCourseAssessmenthelper_Assessments_WS_Assessments" serialize
As="String">
      <value>http://localhost/Performance DNA/WS/Assessments.asmx</value>
</setting>
```

Edit the URL to match the location of the Assessments.asmx service in your environment. This service is located within your Performance DNA/WS/ folder.

Locate the element:

```
<setting name="PrePostCourseAssessmenthelper_Tests_WS_Tests" serializeAs="String">
    <value>http://localhost/Performance DNA/WS/Tests.asmx</value>
</setting>
```

Edit the URL to match the location of the Performance DNA Tests.asmx service in your environment. This service is located within your Performance DNA/WS/ folder.

Locate the element:

```
<setting name="PrePostCourseAssessmenthelper_Performance
DNAUsers_WS_Users" serializeAs="String">
     <value>http://localhost/Performance DNA/WS/Users.asmx</value>
</setting>
```

Edit the URL to match the location of the Users.asmx service in your environment. This service is located in your Performance DNA/WS/ folder.

Locate the element:

```
<!-- Performance DNA Tenant -->
<add key="TenantId" value="1" />
```

Edit the value to match the Tenant ID in your Performance DNA environment. This can be found by connecting to Microsoft SQL Server Management Studio and opening the Optimizer **dbo.Tenants** table.

Locate the element:

```
<endpoint address="http://***/Services.Performance DNA.Users/Performance
DNAUsers.svc"
```

Edit the URL to match the location of the Performance DNAUsers.svc service in your environment. This service is located in the Services/Services.Performance DNA.Users/ folder.

Above the connectionStrings section, insert the following code:

```
<MySecret>
<add key="JWTSecret" value="Your JWT GUID" />
<add key="TMTokenExpiry" value="300" />
```

```
<add key="PDNATokenExpiry" value="60" />
</MySecret>
```

Your JWT GUID must match the one provided during the Skills Management installation process.

After including the above snippet, encrypt the configuration file by using the `aspnet_regiis encryption` command:

```
aspnet_regiis.exe -pef "MySecret" <full path of
PrePostCourseAssessmenthelper.exe.config>
```

This encryption process requires administrator permissions and must be run from the latest .net Framework directory. The location is similar to:

```
"Windows\Microsoft.NET\Framework\v4.x
```

Save and close the file.

The Pre/Post Course Assessment Helper app can either be executed manually or configured as a scheduled event to run on a pre-defined schedule. It is recommended that this app is set up as a scheduled task.