Informiam
Product Line

Installation Guide

Informiam Proactive Business Management™

Informiam Genesys Adapter v3.3.000

Genesys Telecommunications Laboratories, Inc.
2001 Junipero Serra Boulevard
Daly City, CA 94014
USA

Content

Revision History

Name	Date	Reason For Changes	Version
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Diane Klim	Mar. 31/09	Everest	3.0
Ivan Yanasak	Apr. 10/09	Added stats edits to SDS installation	3.0
Diane Klim	Aug. 18/09	Patch	3.1.001
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Installation Overview

Introduction

There are two parts to the Genesys Adapter: a server component and a Web application component. The server component is the main engine of the Genesys Adapter. The Web application component contains an administration console that is used to control the data that the Genesys Adapter is monitoring. The administration console is accessible through the Contact Center Advisor Administration module. You must install the server component first and then install the Web application component.

The Resource Management Console ("RMC") Web application does not use the Genesys Adapter at all, but can be optionally installed with the Genesys Adapter installation jar. RMC's server component is the Supervisor Desktop Service ("SDS"), which is a completely separate Genesys IP downloadable. For the current version of RMC, please use SDS version 7.6.200.09.

Prerequisites

The Release Notes specify the latest Informiam supported versions:

- Java 6 SDK (JDK1.6)
- Contact Center Advisor and XMLGen are installed and ready.
- An SQL Server database has been installed and an admin account has been created.

Installing the Genesys Adapter Configuration Database

The Genesys Adapter configuration database is created in a similar fashion to the Platform database. Follow the steps in the *Advisors_Platform_InstallationGuide_3.3.000GA.pdf*, sections "Creating the Platform Database with SQL Server 2005" and "Creating a Login to be Used by the Advisors", using the following values:

- Database name: informiam_genadptdb
- DB User: genadptuser / genadptuser
- If the default "dbo" schema is not used, the database scripts will need to be manually updated prior to use

Notes:

- Each Genesys Adapter instance must have its own configuration database. Therefore, when creating the Genesys Adapter databases, it will be necessary to use unique names for each database instance.
- During user creation, the database user should be given db_datareader, db_datawriter, and db_ddladmin permissions to the Genesys Adapter configuration database.

Once the database has been created, the objects (i.e., tables, procedures, etc.) need to be created. Refer to the *Advisors_Platform_InstallationGuide_3.3.000GA.pdf*, section

"Creating Objects in the Database" for general instructions about how to perform this task, using the following scripts:

For a new database installation:

There are two scripts to be run: 1. "gc_core_newdb_<version #>.sql" and 2. "GeneratePermsStatements.sql".

These scripts are found under the "gc-distribution-<version #>\configuration-schema" directory, and should be run as follows:

1. Connected as genadptuser, run the "newdb" script.
2. Connected as the administrator, run the permissions script.
3. Copy the statements generated by (2) above, and run them.

For an existing database installation:

Note: please make a backup copy of the existing database before proceeding with migration.

Existing 3.1 Genesys Adapter configuration database installations should have the appropriate migration script run against them. These scripts are named using the following format:

"gc_core_migrate_<starting version #>_<current version #>.sql"

These scripts are found under the "gc-distribution-<version #>\configuration-schema" directory, and should be run as follows:

1. Locate the migration script whose starting version number matches or is the closest version above the current version of your Genesys Adapter installation.
2. Connected as genadptuser, run that script against your database.

Example: if the current database version is 3.1.004, one would run "gc_core_migrate_3.1.004_<current version #>.sql".

Installing the CCA/WA Metrics database

(Note: a Metrics database must be present for each Genesys Adapter instance that will be used for Contact Center Advisor / Workforce Advisor (CCA/WA). For this installation, either a new Metrics database must be created or alternately an existing Metrics database may be used.

Note that all data in the Metrics database are transient. All database objects will be dropped and recreated for an existing Metrics database instance as part of this installation process.)

The CCA/WA Metrics database is created in a similar fashion to the Platform database. Follow the steps in the *Advisors_Platform_InstallationGuide_3.3.000GA.pdf*, sections "Creating the Platform Database with SQL Server 2005", using the following values:

- Database name: informiam_gametrics
- DB User: (use the Advisor user created with Platform, e.g. "callcenter01")
- If the default "dbo" schema is not used, the database scripts will need to be manually updated prior to use.

Notes:

- Each Genesys Adapter instance used with Contact Center Advisor / Workforce Advisor must have its own metrics database. Therefore, when creating the Genesys Adapter databases, it will be necessary to use unique names for each database instance.
- During user creation, the database user should be given db_datareader, db_datawriter, and db_ddladmin permissions to the Genesys Adapter metrics database.

Once the database has been created, the objects (i.e., tables, procedures, etc.) need to be created. Refer to the *Advisors_Platform_InstallationGuide_3.3.000GA.pdf*, section "Creating Objects in the Database" for general instructions about how to perform this task, using the following scripts:

For a new or an existing database installation:

There are two scripts to be run: 1. "gc_metrics_newdb_<version #>.sql" and 2. "GeneratePermsStatements.sql".

These scripts are found under the "gc-distribution-<version #>\configuration-schema" directory, and should be run as follows:

1. Connected as the Advisors user, run the "newdb" script.
2. Edit the permissions script to reference the Advisors user, and the connected as the administrator, run the script.
3. Copy the statements generated by (2) above, and run them.

Deploying the Server Component

(Please note that a silent install option is also available, which can be used instead of the installer UI. Please consult Appendix A for further information.)

Notes:

- It is possible to deploy multiple instances of the Genesys Adapter core service on a single server (assuming that the server has enough memory and processing power to handle the multiple instances). Each installation would follow the same procedure with a few variations, included in the steps below.
- Please ensure that each Genesys Adapter instance has its own configuration and (if used with Contact Center Advisor / Workforce Advisor) metrics databases.

1. Run the installer jar (named "gc-installer-<version #>.jar", where "<version #>" is the version of the Genesys Adapter to be installed).
   The Installer for Informiam Genesys Adapter screen displays (Figure 1).

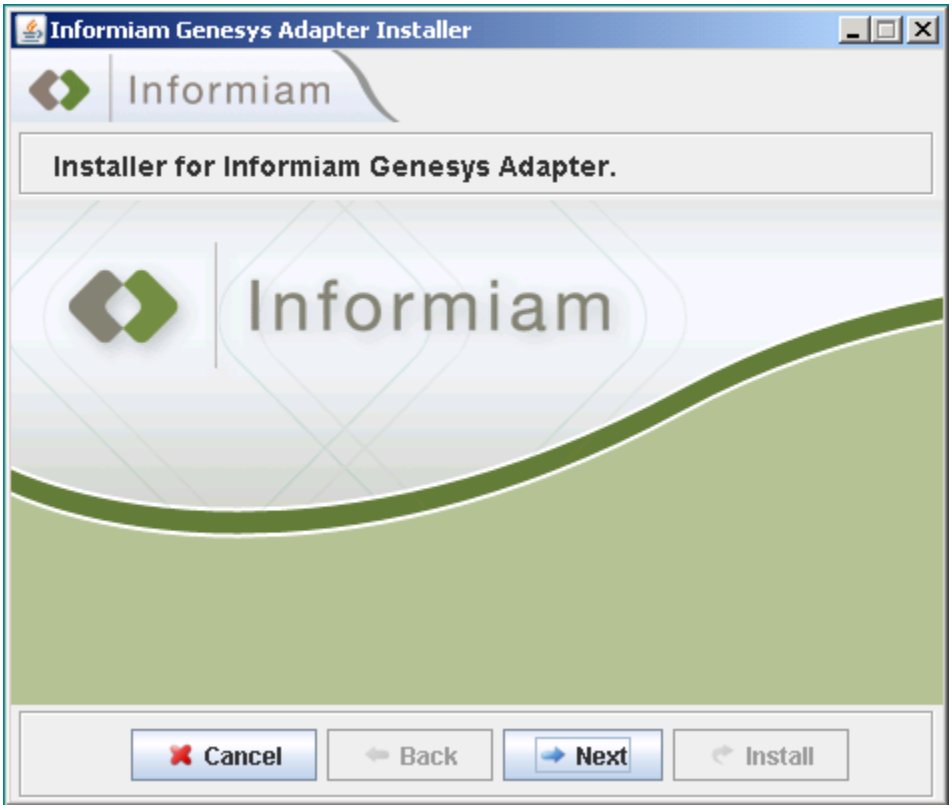

Figure 1: Installer for Informiam Genesys Adapter

2. Click Next.
   The Install Type screen displays (Figure 2).

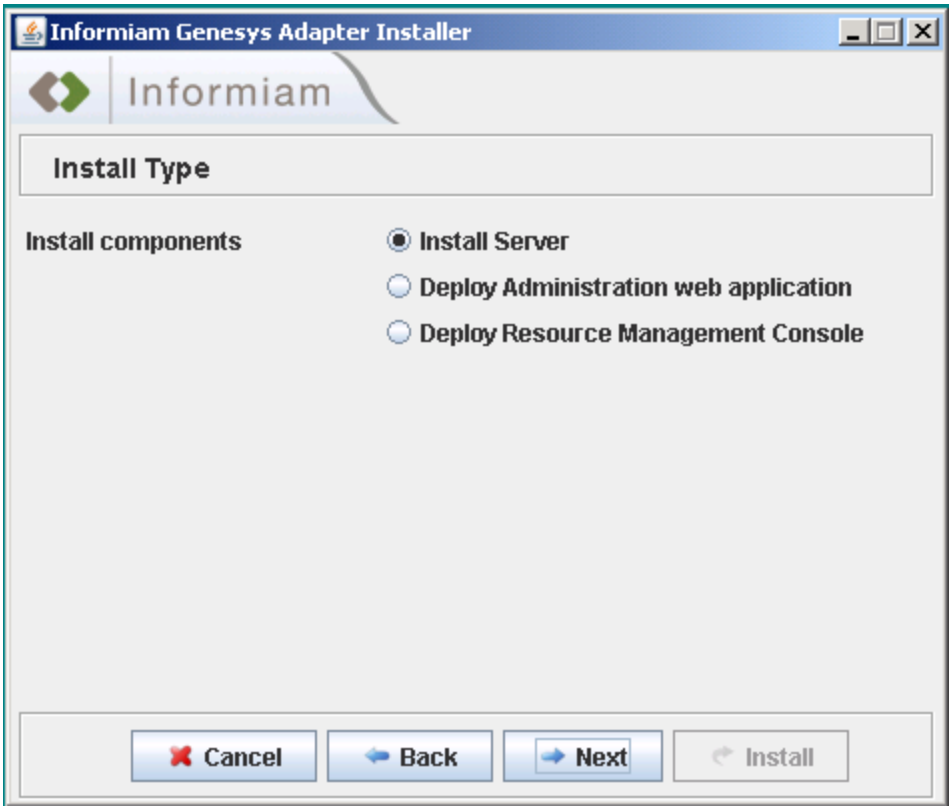

Figure 2: Install Type

3. To install the server, click Install Server and click Next.
   The Server Install Type screen displays (Figure 3).

   If deploying the Administration web application, continue with section "Deploying the Administration Web Application Component".
   If deploying the Resource Management Console, continue with section "Installing Resource Management Console".

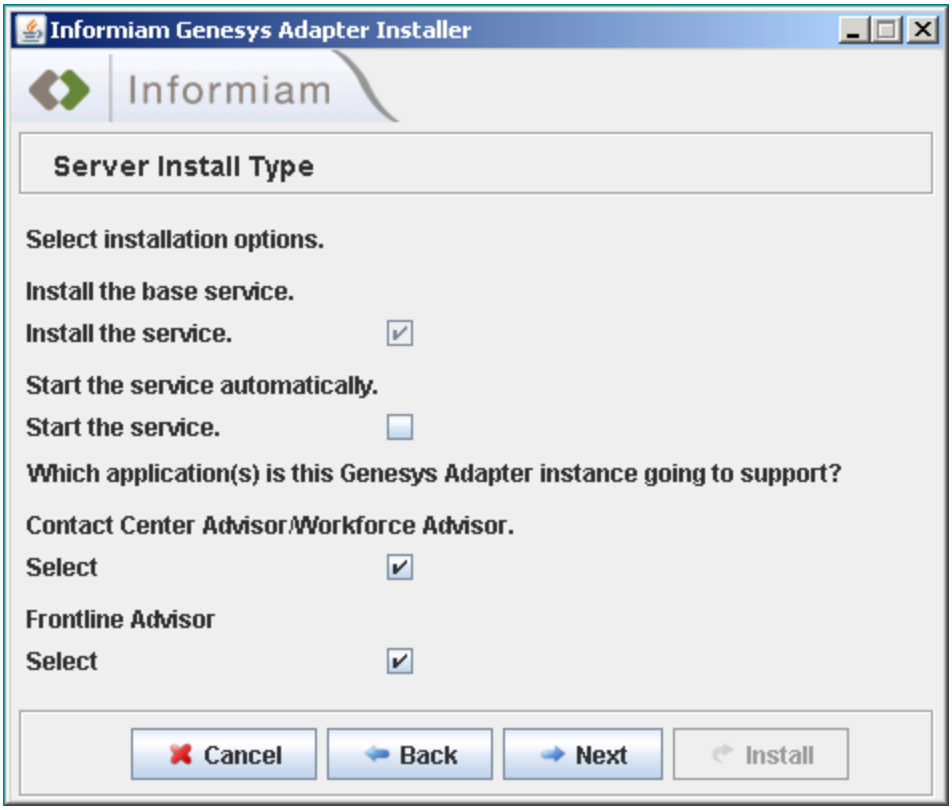

Figure 3: Server Install Type

4. Click Next.
   The Installation Details screen displays (Figure 4).

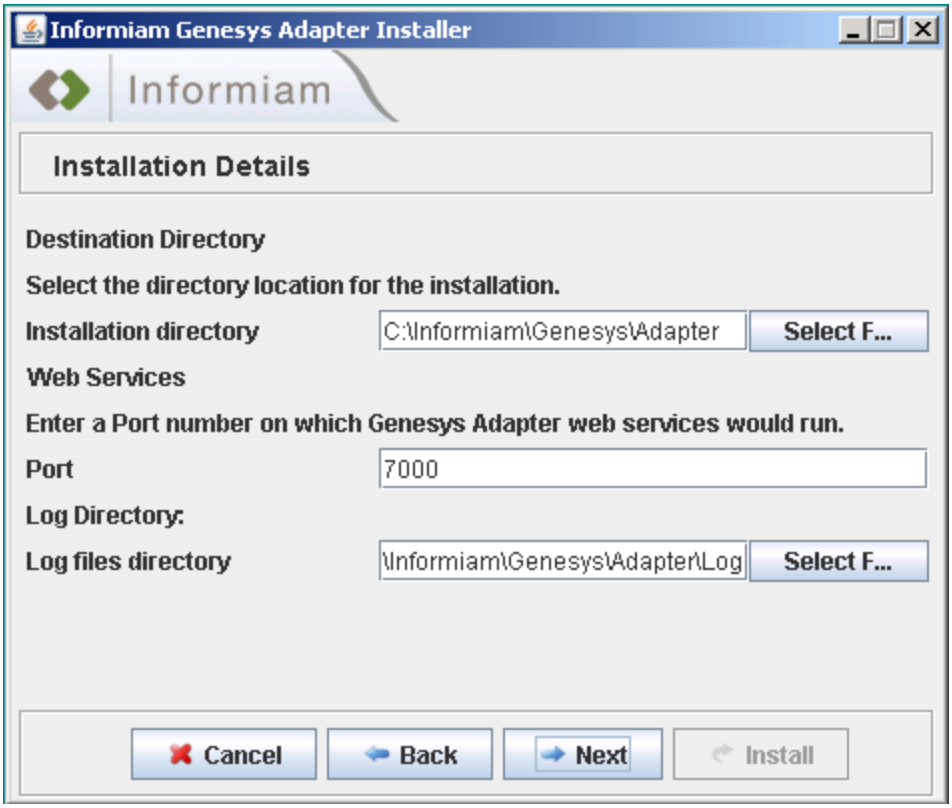

Figure 4: Installation Details

5. Specify the installation directory. The default installation directory is `C:\Informiam\Genesys\Adapter`.

   (**Note**: Each Genesys Adapter instance must be installed in a different directory. For example, the first instance could be located in `C:\Informiam\Genesys\Adapter`" and the second instance could be located in `C:\Informiam\Genesys\Adapter2`.)

6. Type the port number on which the Genesys Adapter Web services will listen. You can use the default port as 7000 if no other application is using that port.
7. Specify the directory in which the log files should appear.
8. Click Next.

   The Java Development Kit selection screen displays (Figure 5).

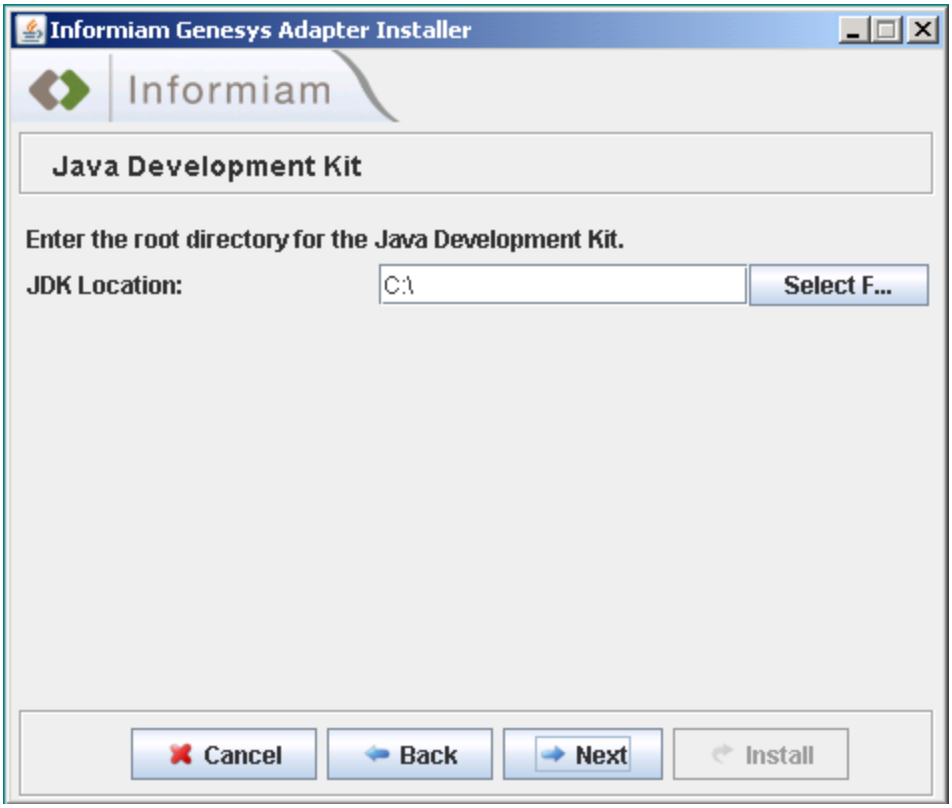

Figure 5: Java Development Kit

9. Enter or select the root directory for your Java 1.6 JDK.
10. Click Next.

    If this Adapter instance will support Contact Center Advisor (CCA), the Contact Center Advisor/Workforce Advisor (CCA/WA) metrics database configuration screen displays (Figure 6).

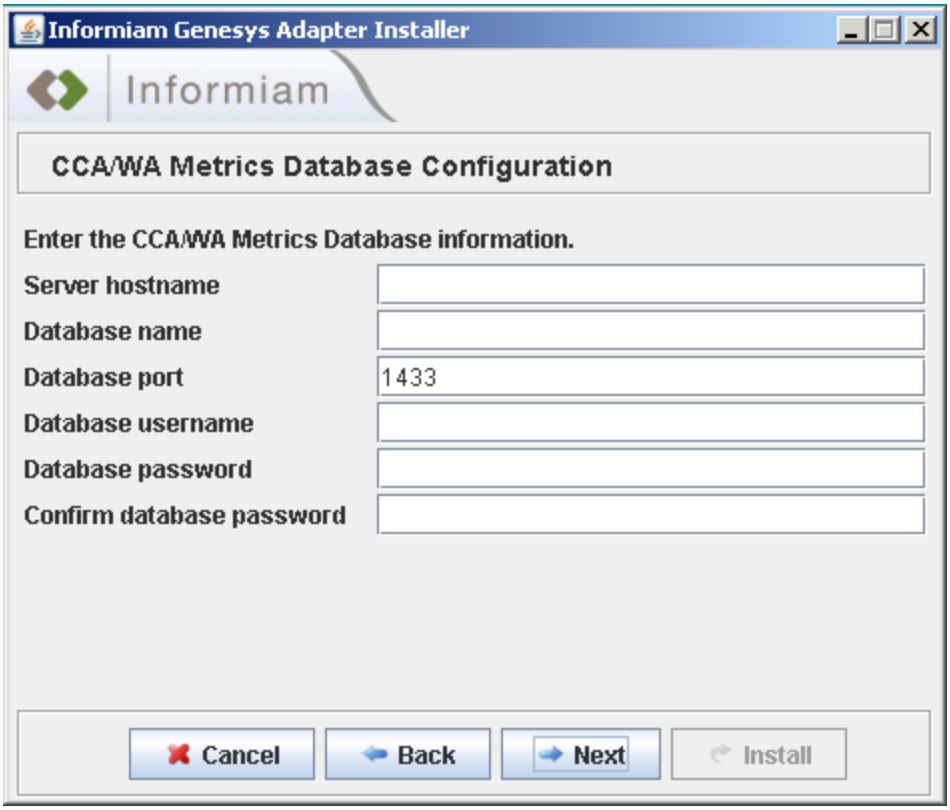

Figure 6: CCA/WA Metrics Database Configuration

11. Type the host name or IP address of the machine where the Contact Center Advisor/Workforce Advisor (CCA/WA) metrics database is installed.

    Note: This Metrics database should already be present at the correct version, having been through the procedure "Installing the CCA/WA Metrics database" at the beginning of this document.

12. Type the database name.
13. Type the name and password for the Advisors user, as used in "Installing the CCA/WA Metrics database".
14. Click Next.
    If this Adapter instance supports Frontline Advisor, the FA Database Configuration screen displays (Figure 7).

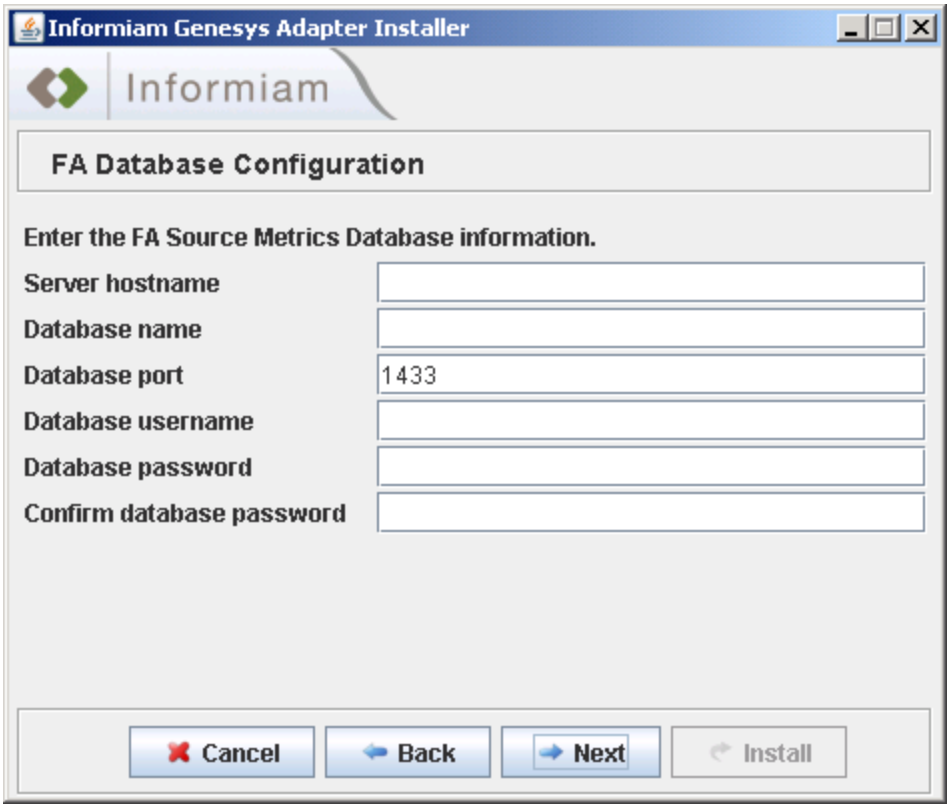

Figure 7: FA Database Configuration

15. Type the host name or IP address of the machine where the FA Source Metrics database is installed.
16. Type the database name.
17. Type the user name and password of a user that will be used by the adapter to access the FA Source Metrics database.
18. Click Next.

    The Genesys Adapter Database Configuration screen displays (Figure 8).

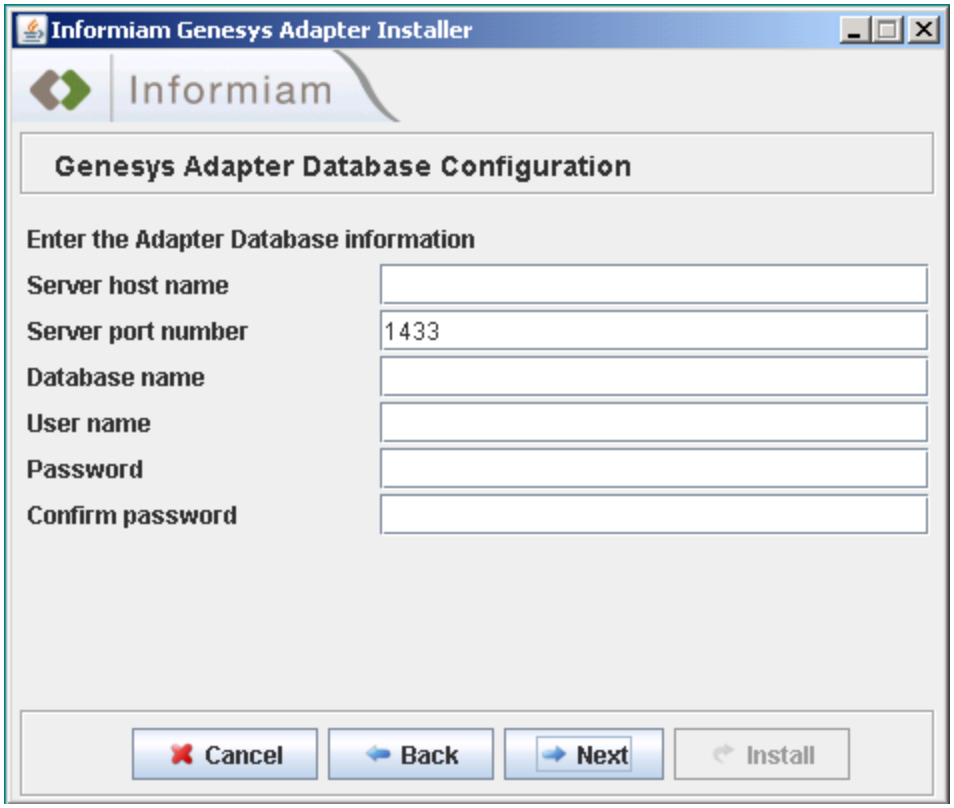

Figure 8: Genesys Adapter Database Configuration

19. Type the host name or IP address of the machine where the Genesys Adapter Configuration Database for this Genesys Adapter instance is installed.
20. Type the port number.
21. Type database name.
22. Type the user name and password for the user that will be used by the adapter to access the Genesys Adapter configuration database. This should match the DB user specified when the database was created in section "Installing the Genesys Adapter Configuration Database".
23. Click Next.
    The Genesys Data Source – Configuration Server screen displays (Figure 9).

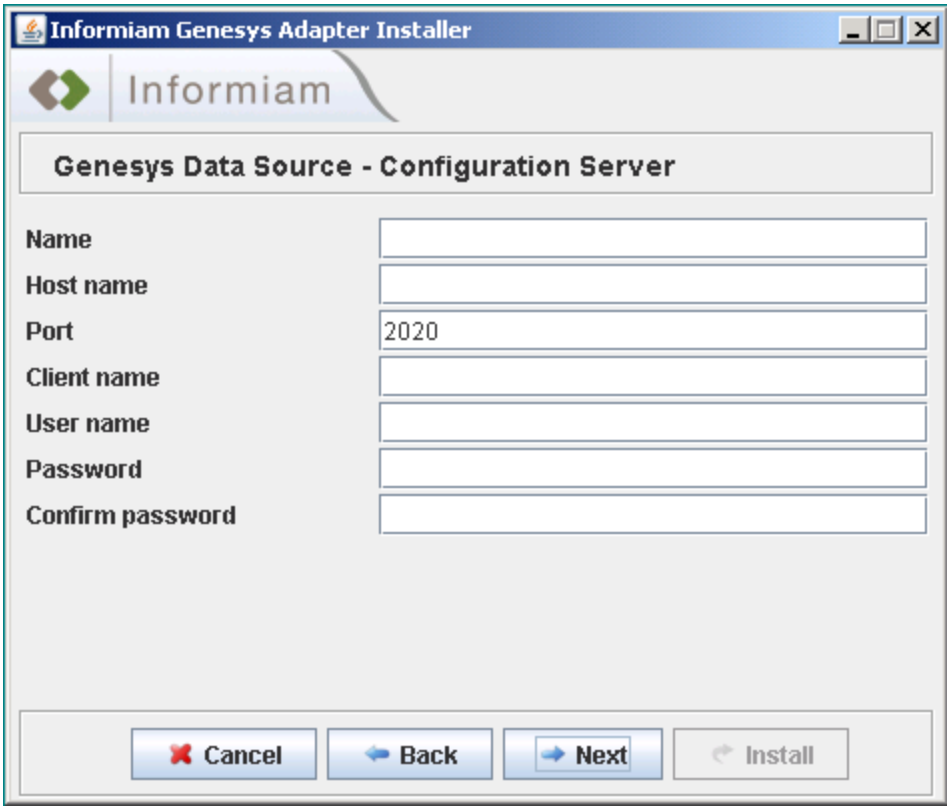

Figure 9: Genesys Data Source – Configuration Server

24. Enter the information for connecting to the configuration server in the Genesys environment:
    a. **Name**: name of the configuration server. The name is obtained from the Configuration Manager (CME) and is case sensitive.
    b. **Host Name**: name or IP address of the machine hosting the configuration server
    c. **Port**: the port that the configuration server is listening on
    d. **Client Name**: enter the login credentials of the user account assigned for use by the Genesys Adapter to access the configuration server
    e. **User name**: user name of the account the Adapter will use to connect to the configuration server
    f. **Password**: password of the account the Adapter will use to connect to the configuration server
25. Click Next.
    The Genesys Data Source – Stat Server screen displays (Figure 10).

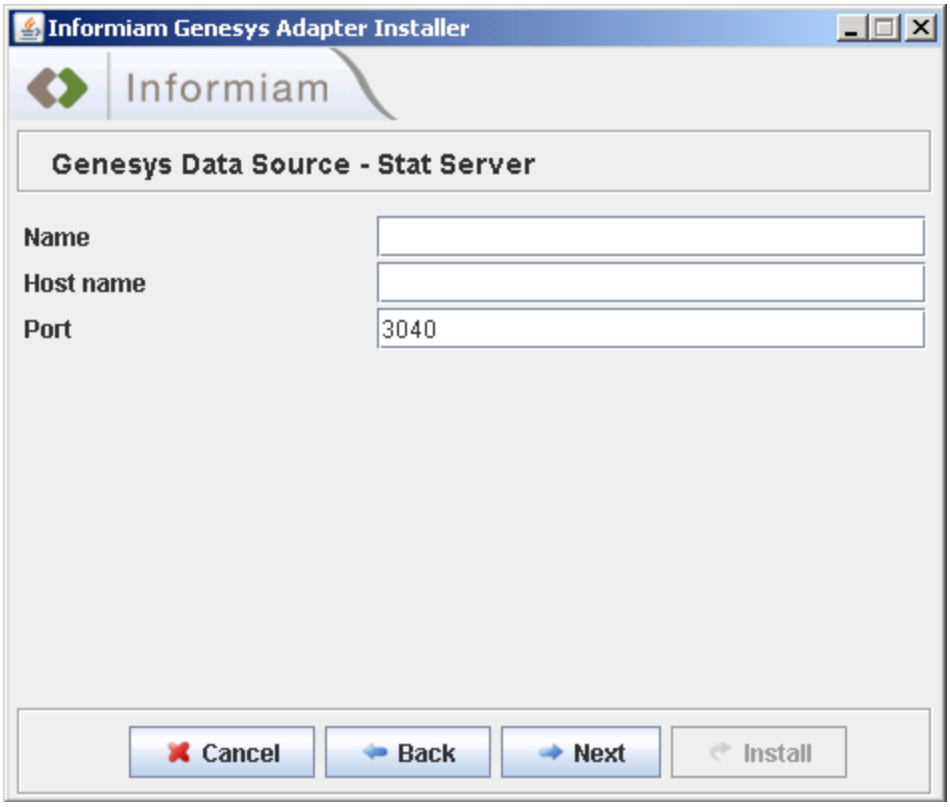

Figure 10: Genesys Data Source – Stat Server

26. Enter the information for connecting to the configuration and stat servers in the Genesys environment:
    a. **Name**: name of the stat server. The name is obtained from the Configuration Manager (CME) and is case sensitive.
    b. **Host Name**: name or IP address of the machine hosting the stat server
    c. **Port**: the port that the stat server is listening on
27. Click Next.
    If this Adapter instance supports Contact Center Advisor, the Periodic Statistics Reissue Scheduling screen displays (Figure 11).

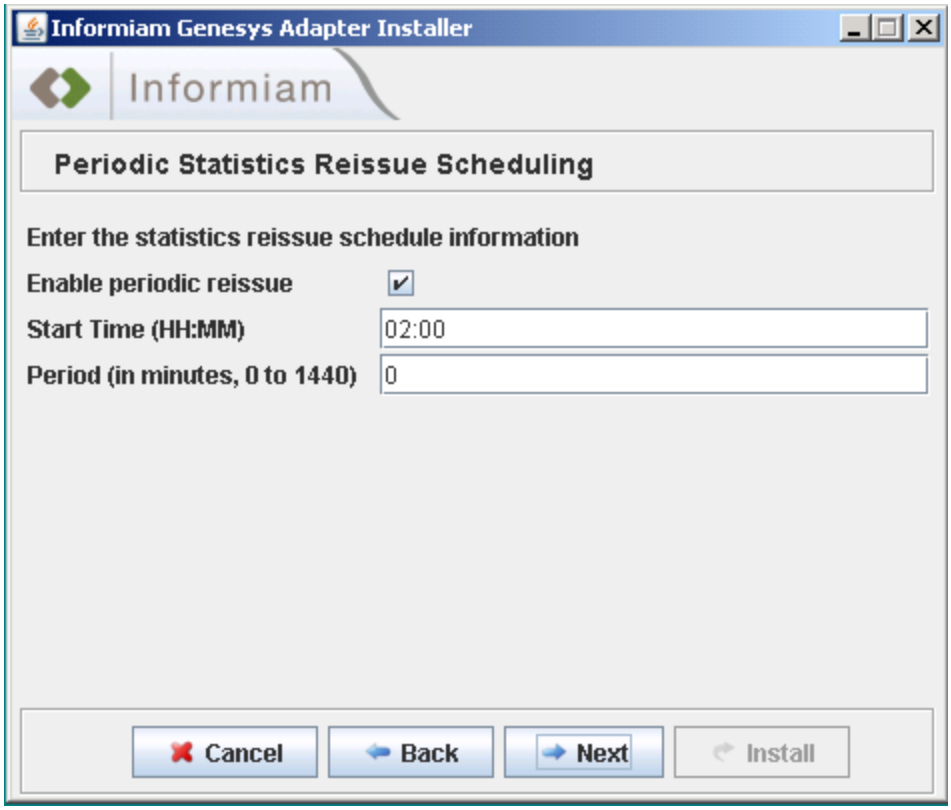

Figure 11: Periodic Statistics Reissue Scheduling

28. For the Genesys Adapter to periodically reissue its statistics with the Genesys Stats Server, select the Enable check box.
29. Enter the 24-hour start time and period for the reissue schedule, using the format HH:MM.
30. Type the reissue period in minutes.

    Note: The periodic reissue will not occur until after the initial reissue has been performed at the selected start time.

    If the start time has already passed at the time of the Genesys Adapter startup, the initial reissue will occur on the following day.

    A period of 0 is the same as a period of 1440 minutes. Both signify a once-per-day reissue.
31. Click Next.
    The Installation Progress screen displays (Figure 12).

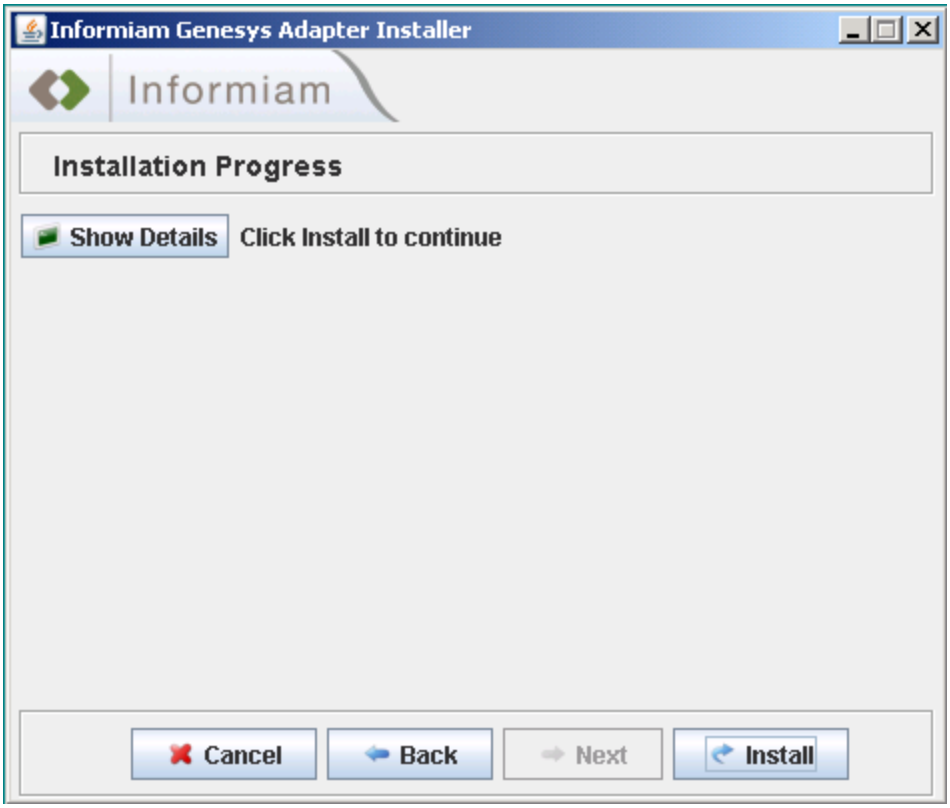

Figure 12: Installation Progress

32. Click Show Details then Install and verify that there are no errors during installation. If errors are displayed aside from those mentioned below, please consult Appendix B: "Troubleshooting Installation Errors" for more information.

    a. If this is not the first Adapter installed on the server, during the install, the following error will display:

       "[exec] wrapper | CreateService failed – the specified service already exists. (0x431)".

       This is OK; we will now install the second service:

    b. All Genesys Adapter instances beyond the first should have their service names changed so that they are different from the service names of other instances on the same machine. Navigate to the "conf" folder for this second installation:

        i. Locate and Edit the file "wrapper.conf".

        ii. Search for the string "# Name of service".

        iii. Edit the parameter below it (wrapper.ntservice.name=) so that the service name is different from the original instance. For example, "Informiam Genesys Adapter 2".

iv. Edit the next parameter ("wrapper.ntservice.displayname="), again such that it differs from the original instance. This is the name that will appear in the NT Services dialog. It need not match the name used in above, but it can. Save and close the file.

c. Navigate to the "bin" folder for the second installation, and execute the file "Install-Adapter-NT.bat." This will install the renamed service. You should then be able to locate and Start the service in the NT Services dialog.

33. Open the stat server configuration through the CME and import the Informiam metrics. The metrics are stored in a file named *StatServerEntries.cfg*, and the file is located in C:\Informiam\Genesys\Adapter\conf (or wherever you selected to install the Genesys Adapter).
34. In the *inf_genesys_adapter.properties* file (in the `conf` directory), verify that the following property has the listed value:

    informiam.genesys_connector.statServer.maxStatsPerCollection = 1000

Modifying the ICM_DATABASE

After installation of XMLGen, there should be a row in the Contact Center Advisor / Workforce Advisor database in the ICM_DATABASE table corresponding to the Metrics database created in the previous steps. If not (e.g. if the Metrics database was not specified in the XMLGen ICM datasource install screen), add this row. This row is needed to ensure that XMLGen works properly with the Metrics database.

Once the row has been inserted, update the source column for that row to read "GENESYS" (all upper-case) by executing the following command:

```
UPDATE <ccawa_dbname>.<schema_name>.ICM_DATABASE
SET SOURCE_NAME='GENESYS'
WHERE LINKED_SERVER_NAME IN
('<metrics_db_1>','<metrics_db_2.>'..,'<metrics_db_n>')
```

NOTE: (<metrics_db_1>,<metrics_db_2...,<metrics_db_n>) - is a list of Metrics database destinations for the Genesys Adapter.

The ICM_DATABASE should then look as follows:

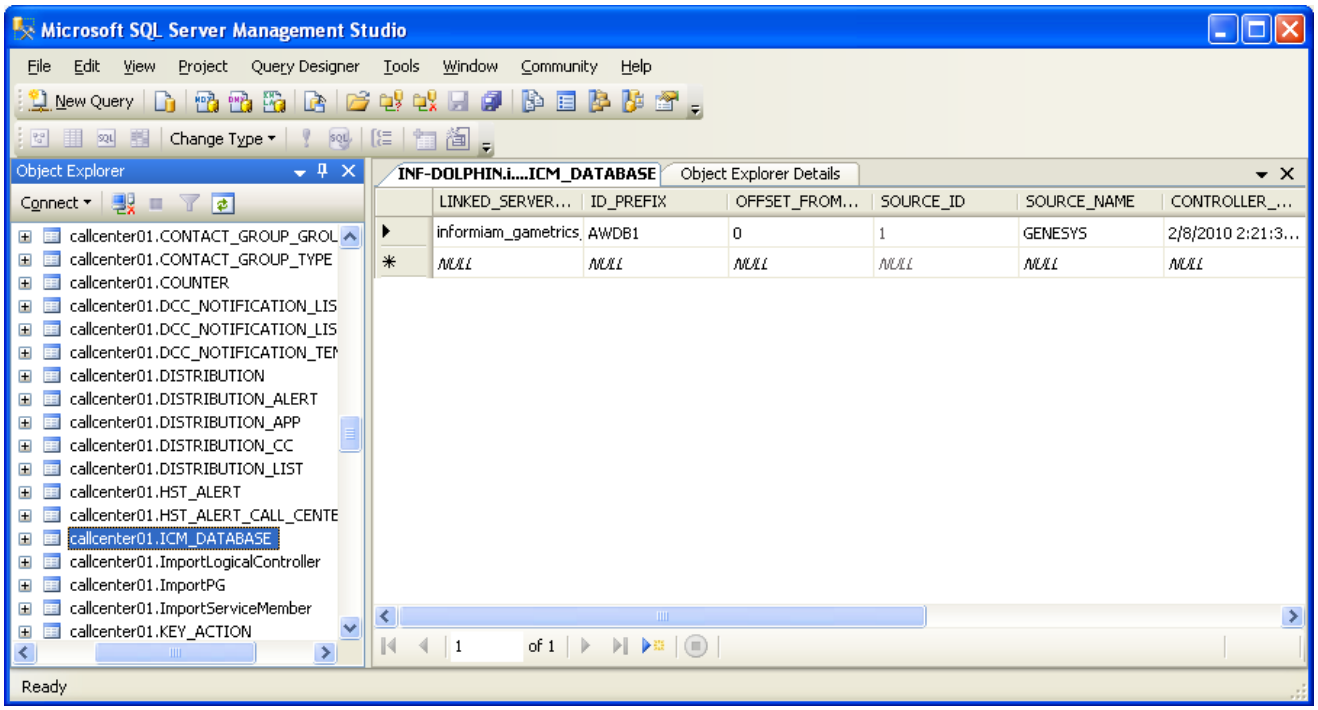

Figure 13: Server Management Studio

Once this change has been made, please open the Windows Services window and start the Genesys Adapter service.

Deploying the Administration Web Application Component

(Please note that a silent install option is also available, which can be used instead of the installer UI. Please consult Appendix A for further information.)

The Administration component must be deployed into a Geronimo instance that has the Informiam Platform installed there. Once this Geronimo instance has been installed, follow the steps below to deploy the Administration component. (Note that since CCA has already been deployed, the Administration component can be deployed into the same Geronimo instance as the CCA application server.)

Note: before deploying the Administration component, please stop the Geronimo instance into which the Administration component will be installed.

1. On the machine with the Geronimo instance, run the installer jar (named "gc-installer-<version #>.jar", where "<version #>" is the version of the Genesys Adapter to be installed).
2. The Installer for Genesys Adapter screen displays (Figure 14).

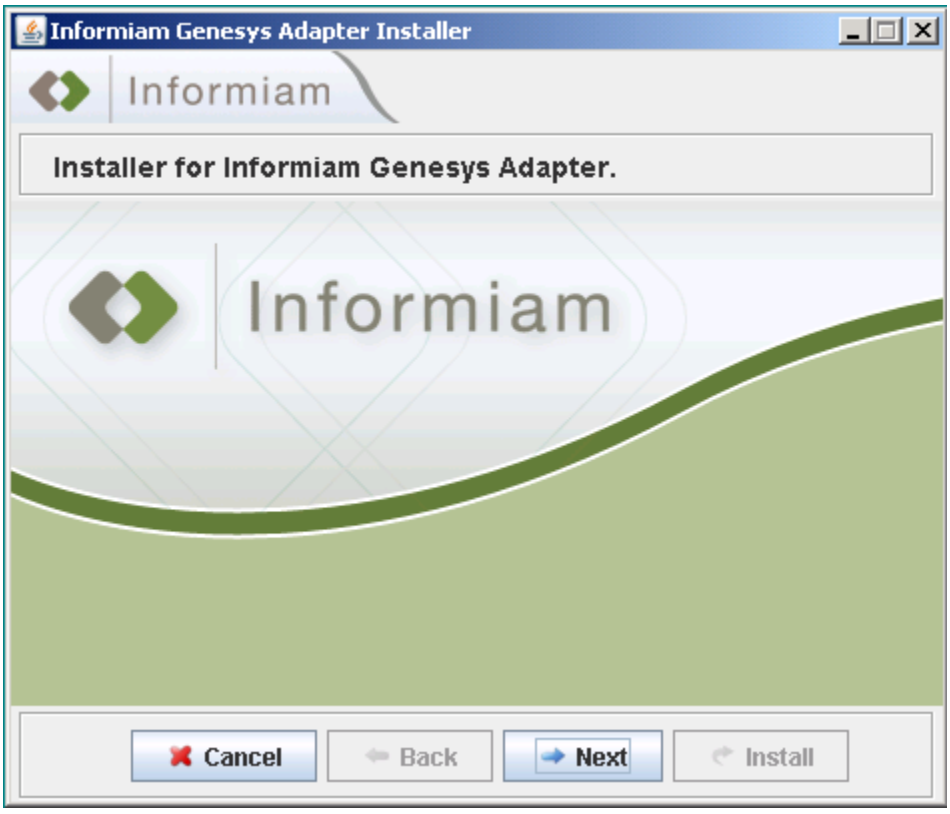

Figure 14: Installer for Genesys Adapter

3. Click Next.
   The Install Type screen displays (Figure 15).

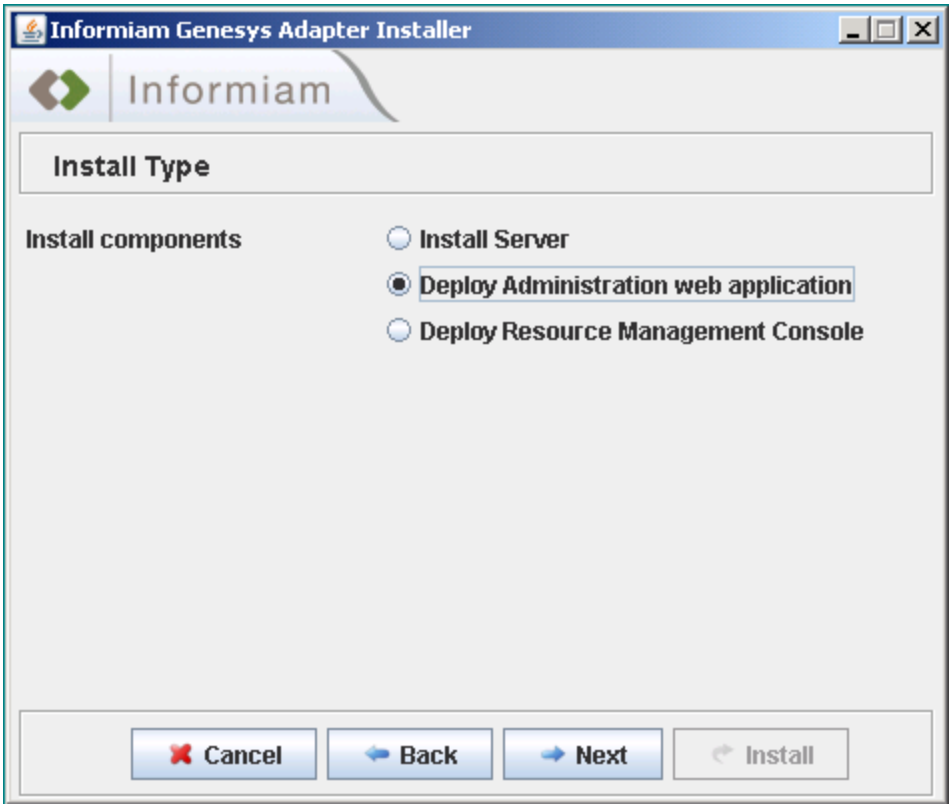

Figure 15: Install Type: Deploy Administration web application

4. Select Deploy Administration web application.
5. Click Next.
   The Informiam Platform Destination Directory screen displays (Figure 16).

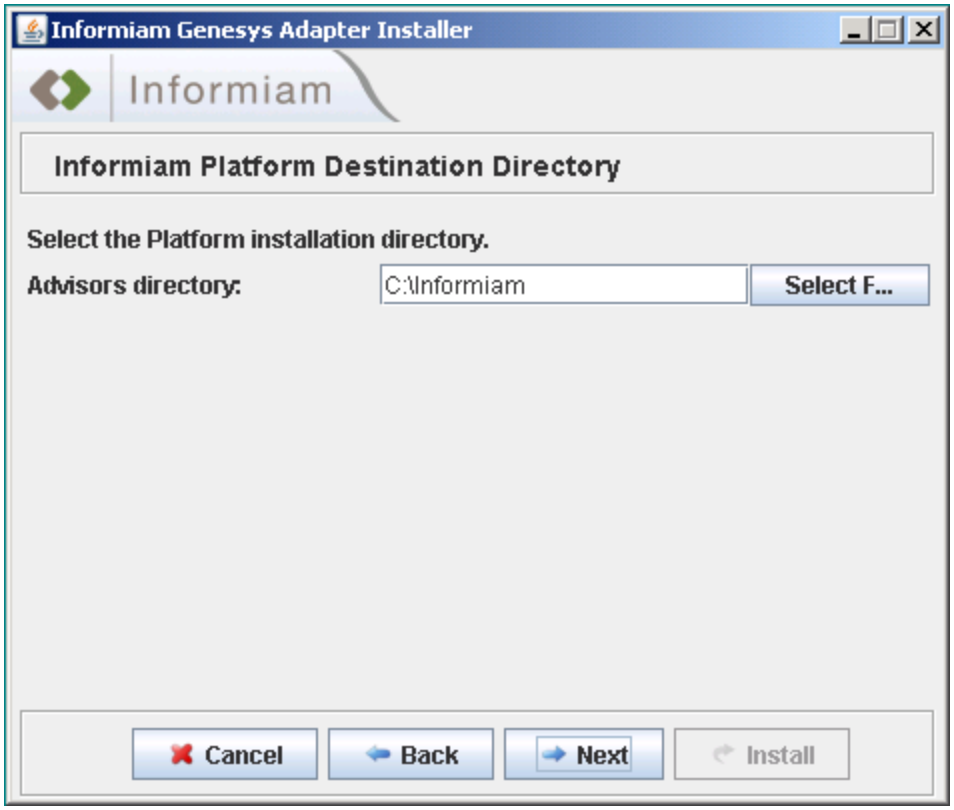

Figure 16: Informiam Platform Destination Directory

6. Select the Platform installation directory (i.e., the base directory where the Platform components and Geronimo are installed). In most cases, this is going to be C:\Informiam.
7. Click Next.
8. Click Install.
9. Once installation has completed, please restart the Geronimo instance.

   The Administration module should now be running, and can be located at `http://<geronimo server IP>:<geronimo server port>/gc-admin/com.informiam.genesys.web.Administration/Administration.html`.
10. Connect a Web browser to verify that the Administration component is installed and running (Figure 17).

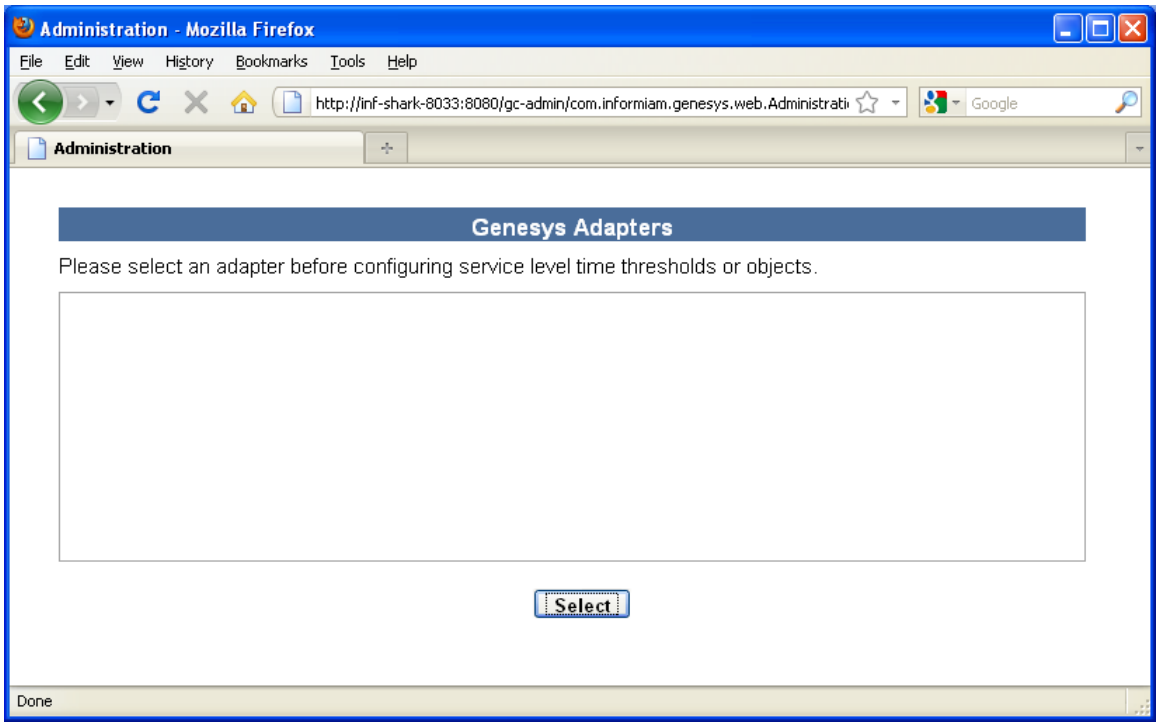

Figure 17: Working Genesys Adapter Administration Page

11. If Contact Center Advisor is installed, then in order to access the Genesys Adapter administration pages through the Informiam Browser (Contact Center Advisor Administration module), ensure the following entry is included in the Apache `httpd.config` file on the CA server:

    ```
    ProxyPass /gc-admin/ http://192.168.98.88/gc-admin/
    ```

    The IP address and port reflect the location where the Genesys Adapter administration module is installed.

12. If a dedicated web server will be used, the entry in the step above also needs to be made to the configuration file for the dedicated web server.

Installing the SDS Service

1. If an older version of SDS is already installed, de-install it:
    a. Shut down the SDS service.
    b. In a command prompt, navigate to the `service/bin` subdirectory for the SDS installation.
    c. Run `service.bat uninstall SupervisorDesktopService`.
    d. Delete all files and subdirectories in the root SDS directory.
2. Ensure that you have either a `JAVA_HOME or JRE_HOME` environment variable set, pointing to the JDK or JRE root directory respectively.

    Note: at the present time SDS does not support JAVA_HOME paths with spaces. If the path to your JDK includes spaces (e.g. "Program Files") please either use the short name of each offending directory (e.g. "PROGRA~1"), or reinstall the JDK to a path without spaces.
3. Choose a location on the server, and copy the Supervisor Desktop Service installation files.
4. On the Genesys server, launch the Configuration Manager and go to the Hosts folder under the Environment tenant. Create a host object for the machine that the SDS is going to be deployed on if one does not already exist. The IP address configured in this host object should be the actual IP address of the server, not a loopback address.
5. Import the `Genesys_Supervisor_Desktop_Service_762.adp` application template into the CME. This template is found in the same location where you obtained the SDS installation files.
6. Go to the Applications folder; right click and select New in the right pane; and then select Application. Select the `Genesys_Supervisor_Desktop_Service_762` application template and a new window should open showing the new application.
    a. On the General tab, set the name of the application to `Genesys Supervisor Desktop`.
    b. On the Server Info tab, select the host object configured in the step above (i.e., the server that the SDS is going to be deployed on). If needed, change the port number to 8080.
    c. On the Start Info tab, enter a single period (.) for the Working Directory, Command Line and Command Line Arguments.
    d. On the Options tab,
        i. Under the `license` section, change the value for `license-file` to the port and host name of the server hosting the license server. This value should be in the format `Port@Hostname` (for e.g., `7260@inf-devlab`).
        ii. Create a `supervisor` section if one does not already exist.

iii. Under the `supervisor` section, add the following options:

1. `calculated-statistics-enable` with value `true`.
2. `stat-on-request` with value `true`.
3. `stat-threads` with value `1`
4. `stat-peeking` with value `false`

e. On the Connections tab, add connections to the T-Servers and the stat server that the SDS is going to connect to.

f. Save the application.

7. Open the SDS application properties through the CME again.
8. Go to the Security tab. In the `Log On As` section, select the `This Account` option, and set the value to `default` or set it to the name or any other account that has `Full Control` privileges.
9. Go to the Options tab and double-click on the `supervisor` option. Add the following properties for the test e-mail messaging system:

Property Name	Property Value	Description
email-sender-address	(the sender address for all SDS email)	The FROM address in all e-mails sent out by the SDS.
email-server	(the name of your email server)	The mail server name
email-server-port	25	Default SMTP port
email-user		(no value / empty String)
email-authenticate		(no value / empty String)
email-user-SSL		(no value / empty String)
password		(no value / empty String)

10. Verify that the T-Server(s) and Stat Server(s) are configured with a correct host, i.e., not with `localhost`.

    NOTE: The SDS uses the hosts configured in the config server for the T-Servers and the Stat Servers to determine where they are installed and how to reach them. If these servers are configured with the host `localhost`, the SDS is going to try and connect to the server on which it's installed. This will not work if the SDS and the other servers are installed on different machines.

11. NOTE: If the user that the SDS is going to use has already been configured, skip this step.

    In the CME, create a new person with the following attributes:

    - First Name: Spv
    - Last Name: Spv_Last

- Employee ID: Spv
- User Name: Spv

Leave the password fields blank.

Go to the Annex tab, and add a new section named "security". Open this section and add the following properties:

- Supervisor = 1
- SupervisorAdhoc = 2
- SupervisorExtended = 10
- SupervisorMonitoring = 1

Save the user. Open the user properties again and go to the "Security" tab. In the "Permissions" pop-up, add the "default" user to the list and select "Full Control" as the type of access (if this does not already exist). Click "OK" and save the user.

Now add Spv to the Administrators group. Under "AccessGroups", select "Administrators", then right-click, and select "New → Shortcut to Person". Locate and add Spv.

Permissions for Single Tenant Installations:
Add Spv to the Administrators group for the Environment:

a. Under "AccessGroups", select "Administrators", then right-click
b. Select "New → Shortcut to Person". Locate and add "Spv".

Permissions for Multiple Tenant Installations:
To enable Agent maintenance, the Spv user currently must have the same Environment permissions as given to Administrators. However, the Spv user must not have any access to the Environment Skills.

The Administrators Access Group for non-Environment tenants does not by default give full access to the tenant objects. The Spv user requires the same subset of permissions as given Administrators, but also requires Change permission to Person objects (in order to manage Agent skills).

You may wish to create a separate access group for the Spv user that contains these required permissions.

12. In the folder where you copied your Supervisor Desktop Service installation files, run "setup.exe". The Genesys Installation Wizard welcome screen displays (Figure 18).

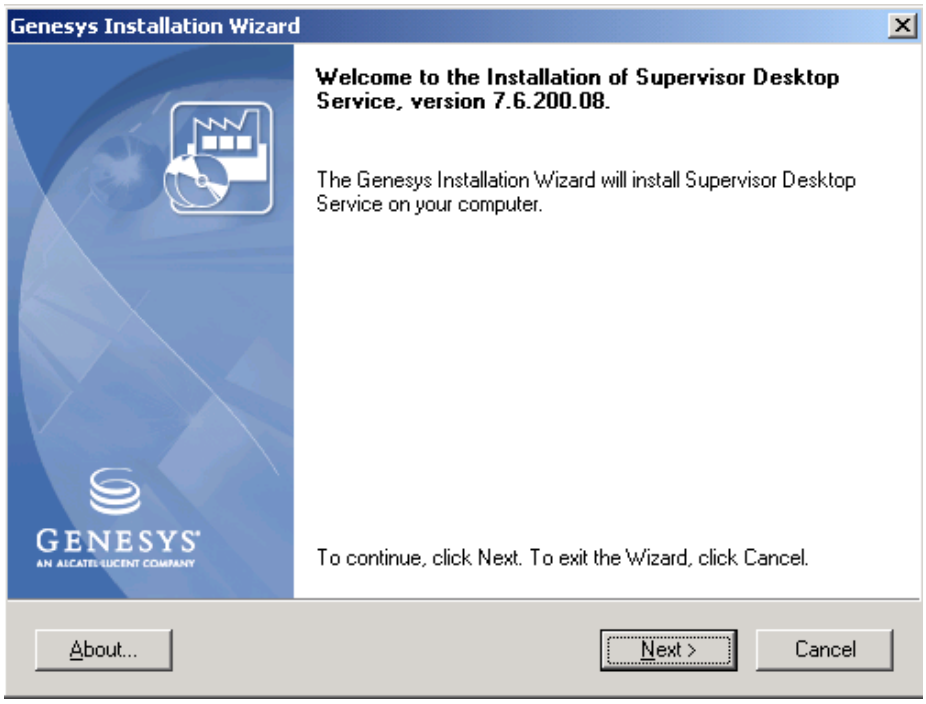

Figure 18: Genesys Installation Wizard welcome

13. Click Next.

The Connection Parameters screen displays (Figure 19).

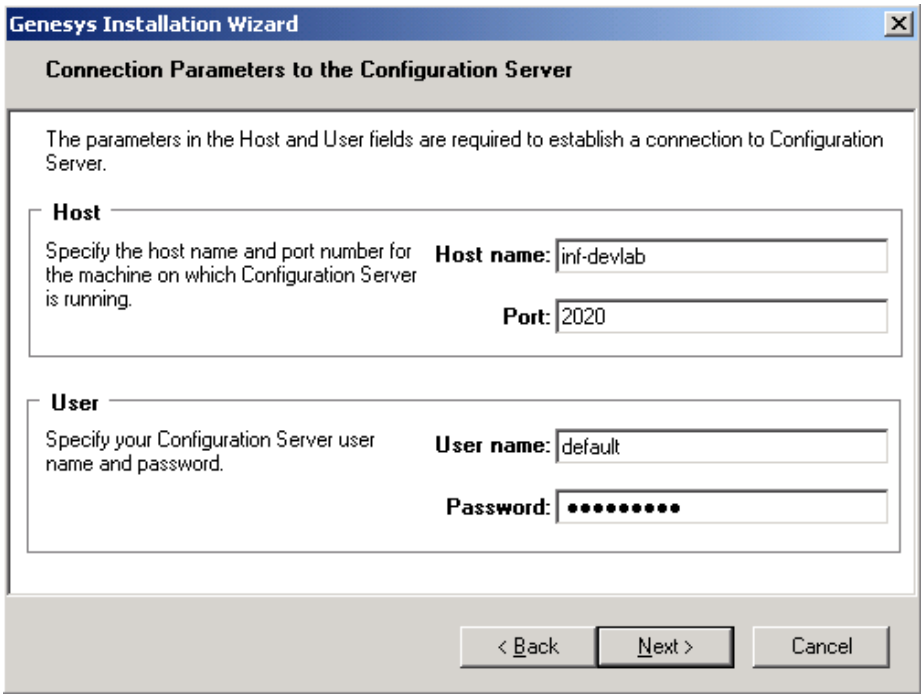

Figure 19: Connection Parameters

14. Enter the host name and port number for your Configuration Server, then enter the Configuration Server user name and password.
15. Click Next.

    The Select Application screen displays (Figure 20).

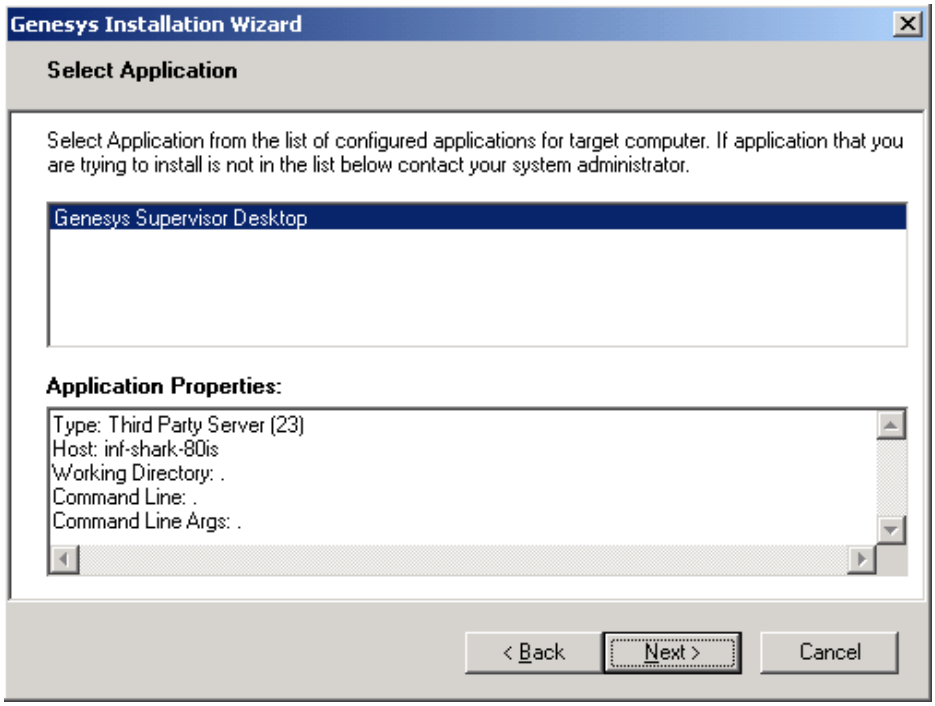

Figure 20: Select Application

16. Select the application that you created in Step 6.
17. Click Next.

    The Choose Destination Location screen displays (Figure 21).

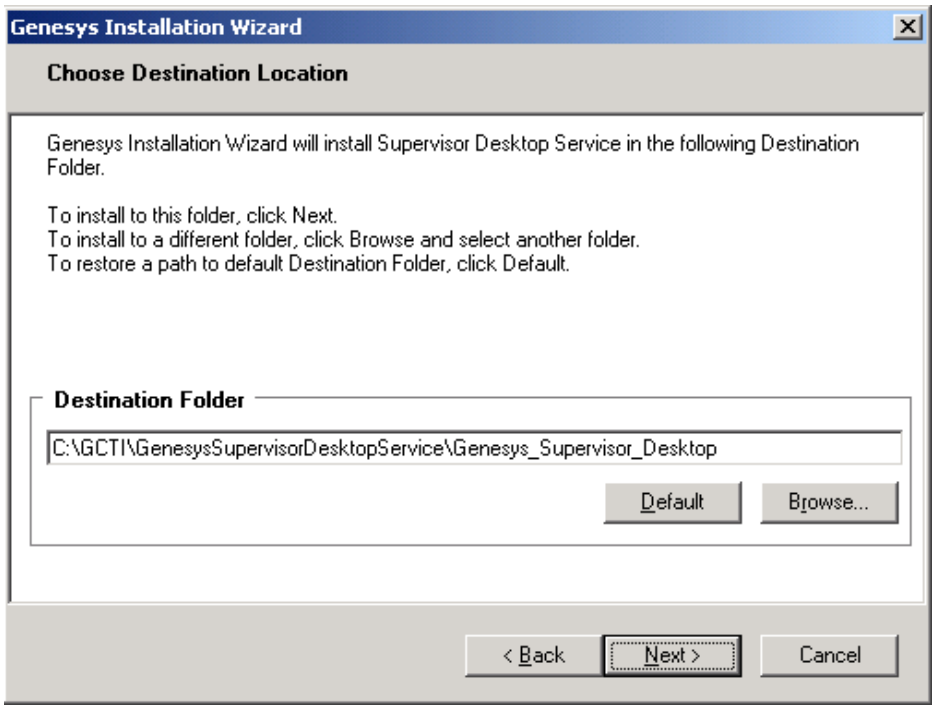

Figure 21: Choose Destination Location

18. Choose your desired installation location.
19. Click Next.

    The Connection Parameters to the Backup Configuration Server screen displays (Figure 22).

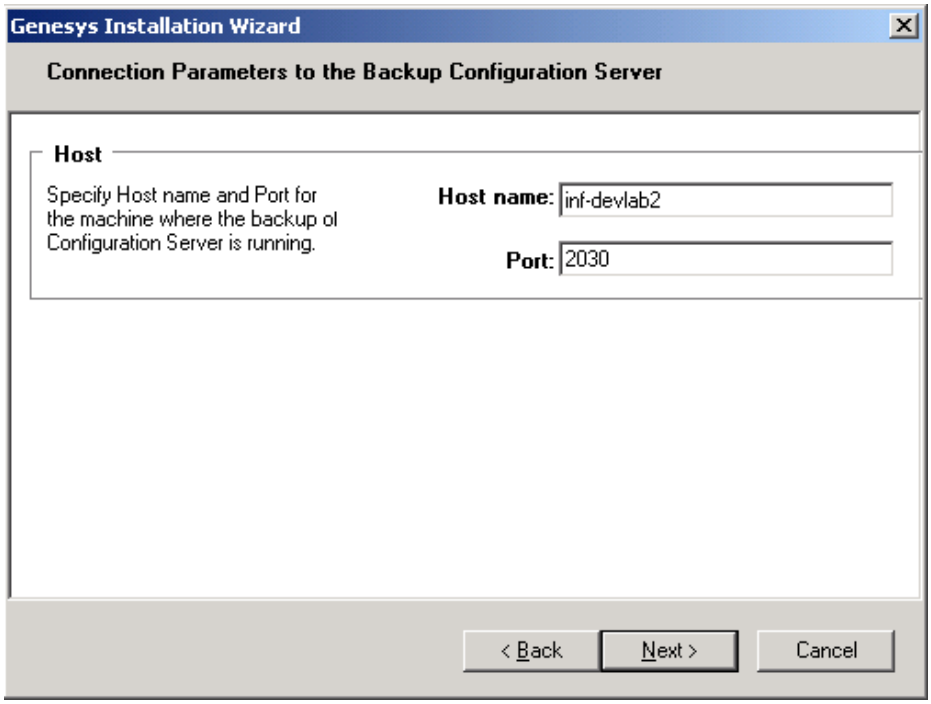

Figure 22: Connection Parameters to the Backup Configuration Server

20. If a backup Configuration Server is present, enter the associated host name and port number.
21. Click Next.

    The Tomcat Configuration Parameters screen displays (Figure 23).

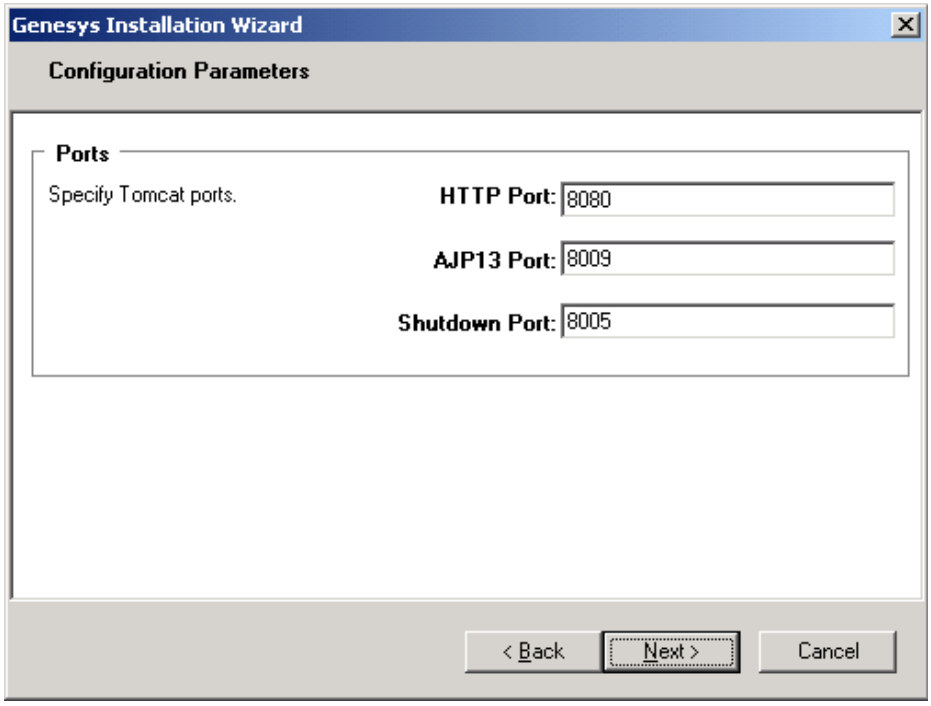

Figure 23: Tomcat Configuration Parameters

22. Enter the port numbers to be used by Tomcat for HTTP, AJP13, and Shutdown.
23. Click Next.

    The Ready to Install screen displays (Figure 24).

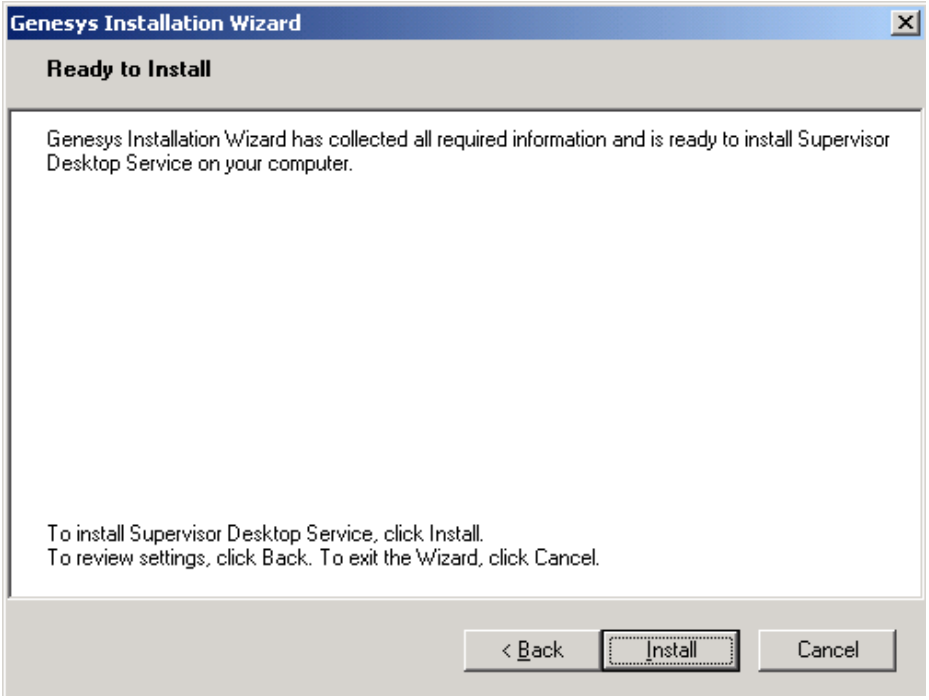

Figure 24: Ready to Install

24. Click Install. Once the Installation Complete screen is shown, click "Finish".
25. In the CME, edit the options for your Stats Server Application:
    a. Import the file `GSupervisorDesktopServiceStats.cfg` (found under the root `Genesys_Supervisor_Desktop` installation directory) into the Stats Server Application options. **Do not overwrite / reload the existing options.**
26. In the CME, browse to the scripts for the Tenant(s) that you use for the SDS installation:
    - In a pre-7.6 CME installation, these would appear under `Resources`→`Scripts`.
    - In a 7.6+ CME installation, these would appear under `Tenant`→`Scripts`.

    Delete all scripts named `User Stat.Spv*`.
27. Restart your stats server.
28. Navigate to directory `server/bin`, and edit the batch file `setini.bat`. Find the line starting with `echo JavaArgs`:
    a. Change the value of setting `--JvmMs` to 512.
    b. Change the value of setting `--JvmMx` to 1024.
    c. Append the following to the end of the line: `-XX:+UseConcMarkSweepGC`
    d. If SDS is being installed in a multiprocessor environment, add the following to the end of the line: `-XX:+UseParNewGC`
29. Open the Services control panel, and start the new "Genesys Supervisor Desktop Service".

Installing Resource Management Console

(Please note that a silent install option is also available, which can be used instead of the installer UI. Please consult Appendix A for further information.)

Note: before deploying the Remote Management Console web component, please stop the Geronimo instance into which the Remote Management Console will be installed.

1. On the machine with the Geronimo instance, run the installer jar (named "gc-installer-<version #>.jar", where "<version #>" is the version of the Genesys Adapter to be installed).
2. The Installer for Genesys Adapter screen displays (Figure 25).

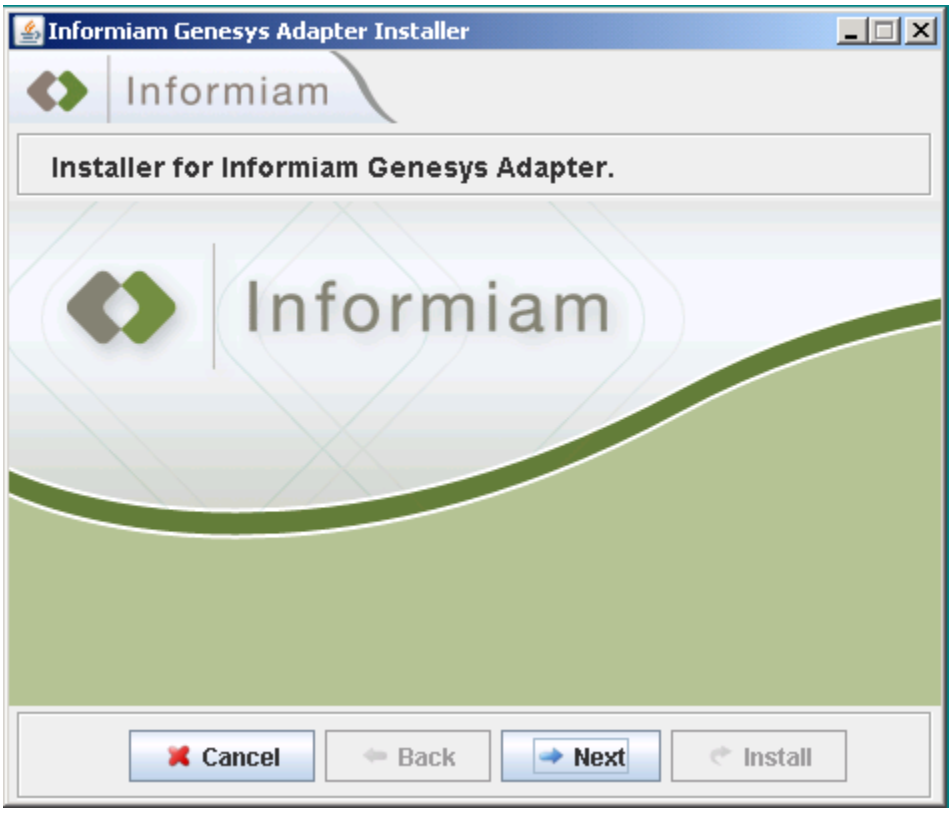

Figure 25: Installer for Genesys Adapter

3. Click Next.
   The Install Type screen displays (Figure 26).

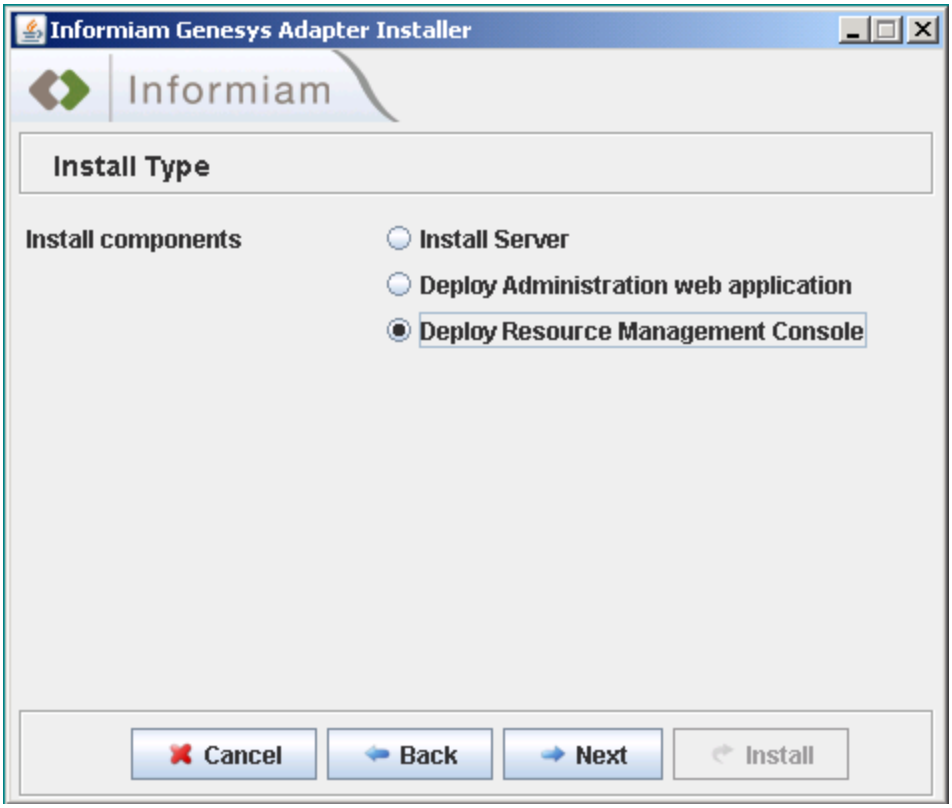

Figure 26: Install Type: Deploy Resource Management Console

4. Select Deploy Resource Management Console.
5. Click Next.
   The Informiam Platform Destination Directory screen displays (Figure 27).

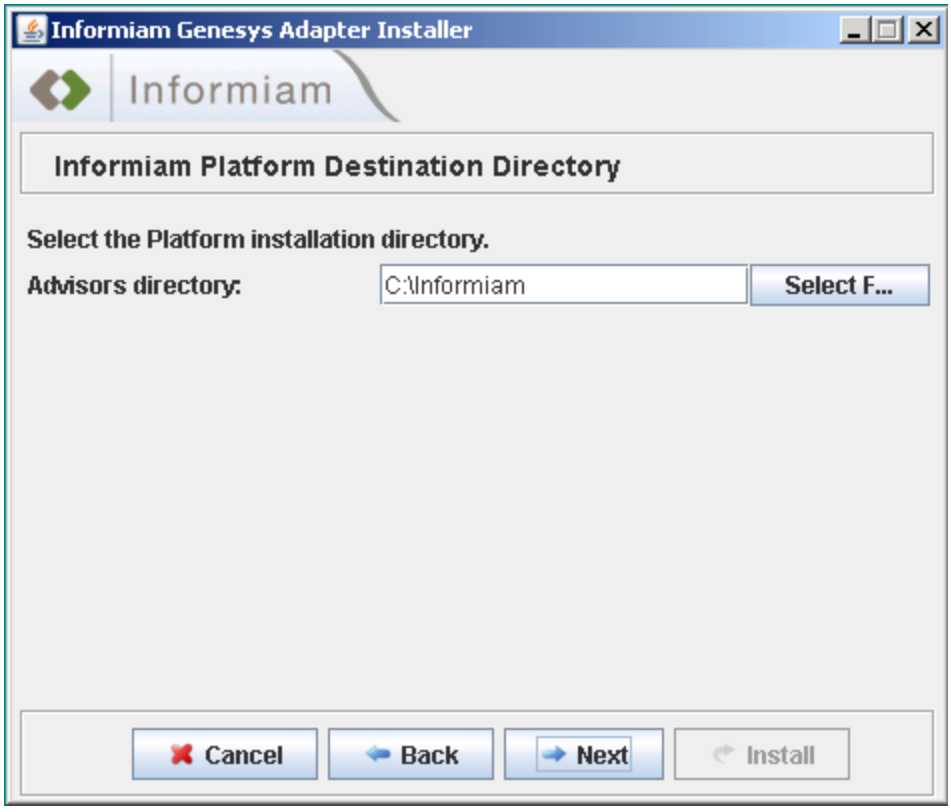

Figure 27: Informiam Platform Destination Directory

6. Select the Informiam Platform installation directory (i.e., the base directory where the Platform components and Geronimo are installed). In most cases, this will be C:\Informiam.
7. Click Next.
   The Informiam Platform Database screen displays (Figure 28).

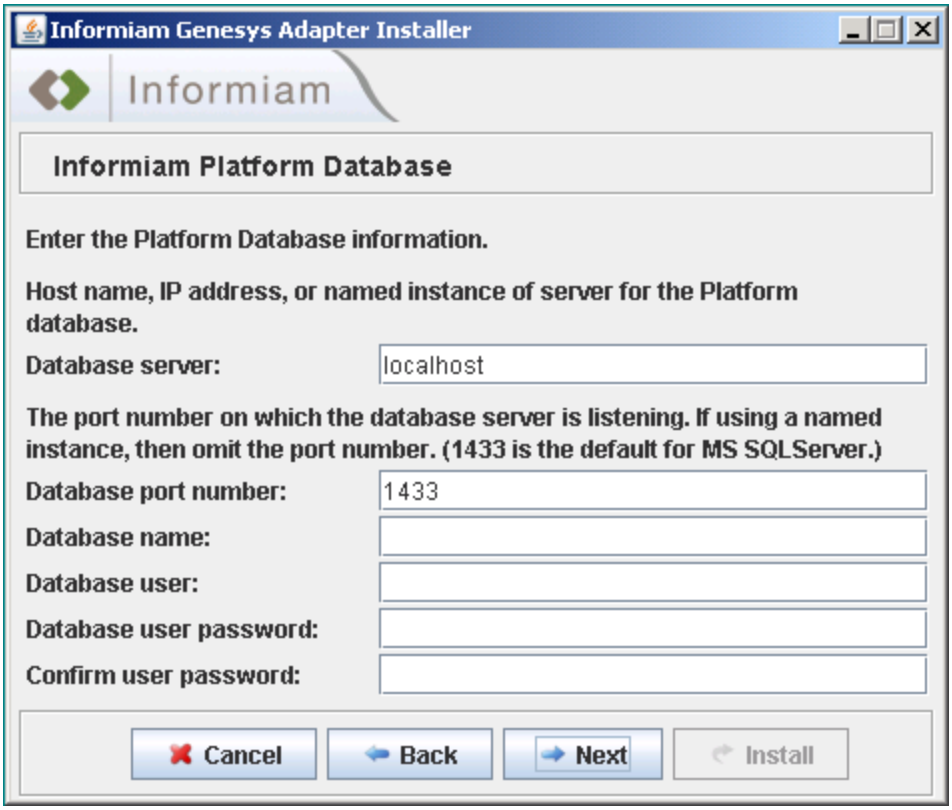

Figure 28: Informiam Platform Database

8. Type the host name, IP address, or named instance of the machine where the Platform database is installed.
9. Type the port number for the database server, or omit if a named instance is being used.
10. Type the database name.
11. Type the user name and password of a user that will be used by the Adapter to access the database.
12. Click Next.
    The Installation Progress screen displays (Figure 29).

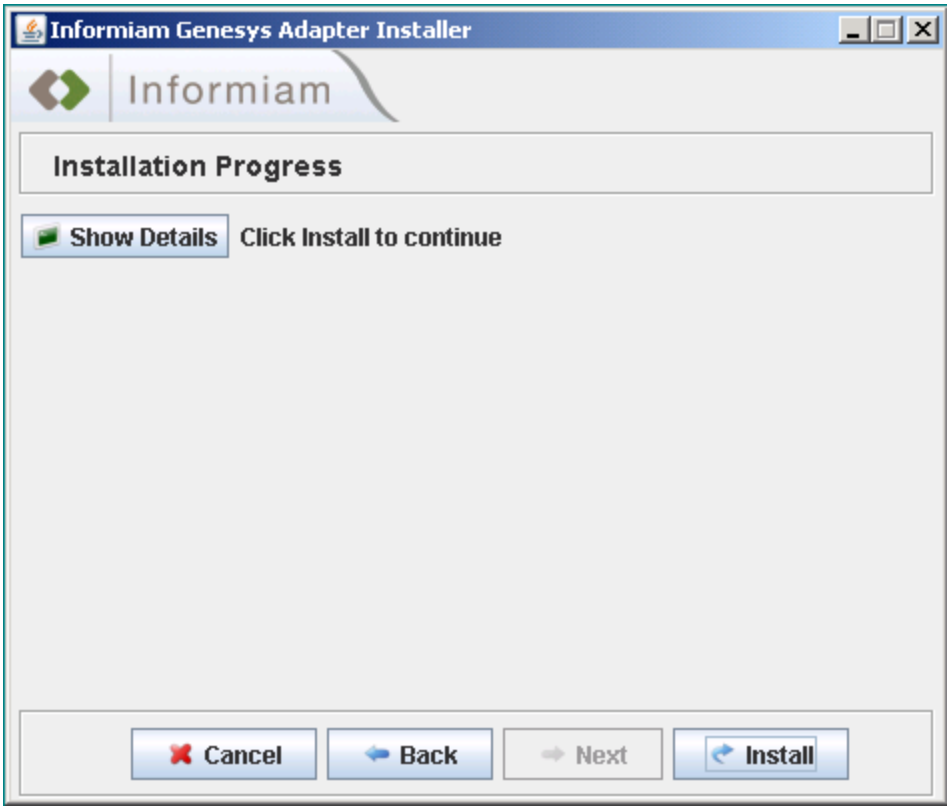

Figure 29: Installation Progress

13. Click Show Details then Install. If errors occur, please consult Appendix B: "Troubleshooting Installation Errors" for more information.
14. Edit the RMCInfo.xml configuration file, found in the following location under the base Enterprise Advisor installation directory:

    ```
    geronimo-tomcat6-minimal-
    2.1.3\repository\com\informiam\genesys\rmc-web\<version
    #>\rmc-web-<version #>.war\WEB-INF\classes.
    ```

    (All "SDS"-prefixed properties refer to the SDS Service, installed in step "Installing the SDS Service". All "CCAWA"-prefixed properties refer to the Contact Center Advisor / Workforce Advisor (CCA/WA) installation host.) Use the following values:

    a. **SDS_IP**: the IP address for the SDS Service host
    b. **SDS_Port**: the port number for the SDS path (default 8080)
    c. Do not change SDS_DeployPath, SDS_UserName and SDS_Password.
    d. **CCAWA _IP**: the IP address for the CCA/WA server host
    e. **CCAWA _Port**: the port number for the CCA/WA server (default 8080)
    f. Do not change refreshTime.

15. In the same directory as RMCInfo.xml, edit DatabaseConf.xml. These properties reference the Platform database, created as part of Platform installation. Use the following values:
    a. **serverName**: the name of your SQL Server host
    b. **databaseName**: the name of your Platform database (e.g., “informiam_cadb”)
    c. **username**: the Advisors user created during Platform database installation (e.g., “callcenter01”)
    d. **password**: the password for the above user
16. In order to access the Resource Management Notification administration pages through the Informiam Browser (Contact Center Advisor Administration module), the following entry needs to be added to the Apache httpd.conf file on the Web server:

    ```
    ProxyPass /rmc/ ajp://<rmc host>:<rmc port>/rmc/
    ```

    where “<rmc host>” is the host name or IP address for the machine on which the RMC module is installed, and where “<rmc port>” is the corresponding port number (default: 8009).
17. Open the services windows and restart the Geronimo server.

Appendix A. Automated Installation Options

In addition to installing Platform by entering all properties in the installer UI screens ("normal mode"), two automated installation modes are also available: "semi-silent" and "silent".

Semi-silent installation mode pre-populates all values in the installer UI. The user will be able to review these values and make corrections if necessary. Silent mode is similar to semi-silent mode, except that no UI will be displayed. Installation will proceed without confirmation, and will exit automatically with log output being written to file.

A 1. Specifying Input Properties

For both semi-silent and silent installation modes, all required properties for the installation options, including installation targets, passwords, etc., must be present in a property file named *ant.install.properties*. This file must be located in the same directory from which the installer will be run.

An initial template can be generated by running the installer in normal mode, and then supplying values for the targets and other installation options. The installer will save these values (excluding passwords) in a file named *ant.userinstall.properties*. The input property file can then be obtained by copying this file to *ant.install.properties*, and then modifying the installation options as required for the specific configuration.

In order to reduce the risk of revealing sensitive information, password values are not written by the installer to the properties file. When the installer creates the *ant.userinstall.properties* file, password properties are created and commented out. For example:

#cp.database.password=

Once the *ant.userinstall.properties* file has been copied to *ant.install.properties*, one must locate the necessary password properties, uncomment them, and then add the actual password values. For example:

cp.database.password=supersecurepassword

A 2. Performing a Semi-silent Installation

Semi-silent installation is enabled by running the installation jar with the ant.install.properties file present in the installer directory. No other changes are required.

A 3. Performing a Silent Installation

The silent installation mode is enabled by adding the *swing-auto* parameter when running an installation jar on the command line. For example, to perform a silent installation of Genesys Adapter, open a command prompt, navigate to the directory containing the Genesys Adapter installer jar, then run the following command (using the proper version number for "<version #>"):

```
java –jar gc-installer-<version #>.jar swing-auto
```

(Note that the *ant.install.properties* file must be present in the same directory.)

The installer will then run, using the values in the *ant.install.properties* file, and upon exit

will indicate success or failure with a message and error codes. A successful installation will look similar to the following:

```
$ java -jar gc-installer-3.3.000.03.jar swing-auto
Loading self extractor...
Install Successful.
```

whereas a failed installation will look like:

```
$ java -jar gc-installer-3.3.000.03.jar swing-auto
Loading self extractor...
Install Failed.
```

After the installer has been run, these additional files will be present containing log and installer output information:

```
ant.install.log
installation-output.log
```

In the case of installation failure, the *installation-output.log* file can be consulted for further information. (Possible reasons for failure include a missing input properties file, incorrect property values – e.g. database passwords – or any other error that would cause a failure during normal installation mode.)

A 4. Environment Restrictions

Even though no UI screens are seen during a silent installation, a GUI display is still required. (Linux console-only mode is therefore not supported.)

Appendix B. Troubleshooting Installation Errors

The following are parameter validation errors that you may encounter at the end of installation:

Cause	Wrong database server name / IP address or port number
Error Message	[java] Failed to connect to the database using connection URL: [java] jdbc:sqlserver://192.168.98.49:777;DatabaseName=ys_cadb;user=sa;password=very_secure_pwd;selectMethod=cursor [java] The following exception was thrown: com.microsoft.sqlserver.jdbc.SQLServerException: The TCP/IP connection to the host 192.168.98.49, port 777 has failed. Error: "Connection refused. Verify the connection properties, check that an instance of SQL Server is running on the host and accepting TCP/IP connections at the port, and that no firewall is blocking TCP connections to the port.

Cause	Wrong database name
Error Message	[java] Failed to connect to the database using connection URL: [java] jdbc:sqlserver://192.168.98.49:1433;DatabaseName=NotAPlatformDB;selectMethod=cursor;user=sa;password=very_secure_pwd [java] The following exception was thrown: com.microsoft.sqlserver.jdbc.SQLServerException: The TCP/IP connection to the host 192.168.98.49, port 1433 has failed. Error: "connect timed out. Verify the connection properties, check that an instance of SQL Server is running on the host and accepting TCP/IP connections at the port, and that no firewall is blocking TCP connections to the port.

Cause	Wrong database user name or password
Error Message	[java] Exception while connecting: Login failed for user 'badUserId'. [java] url used: jdbc:sqlserver://192.168.98.49:1433;DatabaseName=ys_cadb;selectMethod=cursor;user=badUserId;password=very_secure_password